

Auto-Answer App for Microsoft Teams User Guide

How to use the AI-powered Auto-Answer App for MS Teams.

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[PDF VERSION](#)

Tags | [AI](#) | [MS Teams](#) | [Integrations](#) |

Applies to: Free Basic Business Enterprise

This documentation is for **Stack Overflow for Teams Enterprise**. Free, Basic, and Business users can access their documentation [here](#). [Find your plan](#).

Overview

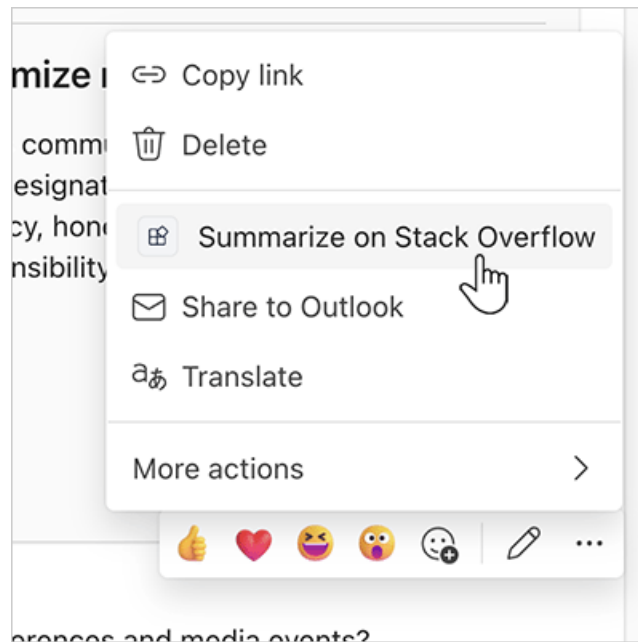
Stack Overflow's Auto-Answer App for MS Teams leverages semantic search and AI technology to quickly locate, summarize, and reuse information from your Stack Overflow for Teams Enterprise (SOE) site. The Auto-Answer App for MS Teams provides two time-saving features. The Thread Summary feature creates an AI-generated summary of an MS Teams thread, turning it into a question and answer posted directly to your SOE site. The Auto-Answer feature turns each new channel post into a search of your SOE site, returning the results to MS Teams.

You must install the Auto-Answer App for MS Teams before you can use any of these features. Read the [Install the Auto-Answer App for MS Teams](#) article to install the app.

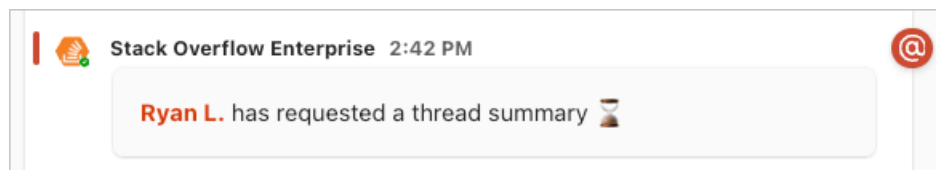
Thread Summary

The Auto-Answer App for MS Teams Thread Summary feature uses AI to generate a summary of an MS Teams thread. It will then post that summary to your SOE site as a question and answer.

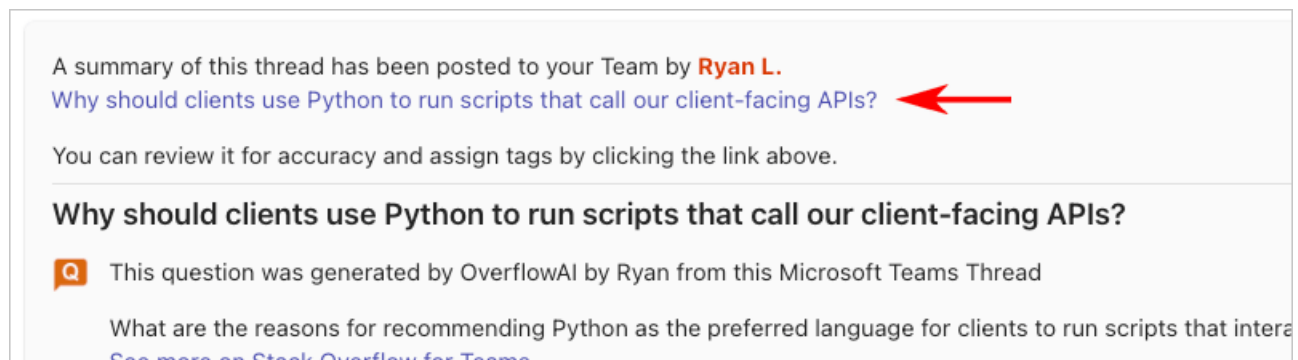
To summarize a thread, click the **three dots** button in the upper-right corner of any post in the thread. From the menu that appears, click **Summarize on Stack Overflow**.



After you click **Summarize on Stack Overflow**, the Auto-Answer App for MS Teams will begin creating a summary of the thread. MS Teams will display a message showing that the summary is in progress.



When the app finishes the summary, it will post the question and answer to your SOE site. It will also display a confirmation message and a summary of the SOE post in the thread. To see the new post on your SOE site, click on the question link in the confirmation message.



On your SOE site, the AI-generated content will appear as if written by the user who summarized the MS Teams thread. It will look like any other question and answer, with two differences:

- The top of the question will have a message stating "This question was generated by AI...".
- The question will automatically have the *ai-generated* tag.

How does summarization work in teams?

Asked today Modified today Viewed 2 times



0

This question was generated by AI by [Han Sheers](#) from this [Microsoft Teams Thread](#)



I am new to a team that uses a summarization feature. I would like to understand how summarization works in teams. Can someone explain the process and benefits of summarization in a team setting?



People asked

[Add people](#)

Tags

[ai-generated](#) [Edit](#)

Mod Share Edit Flag Manage

asked 1 hour ago



[Han Sheers](#) ♦
23 ● 3

Users can perform all the usual functions on the AI-generated content (for example: upvote, tag, edit). Users with editing privileges can remove the *ai-generated* tag and "...generated by AI..." message from the question, but should do so only after carefully verifying and/or editing the content.

If a user edits the new AI-generated question or answer within seven days, the site will add an "Updated" alert and post summary in the originating MS Teams channel. This lets users in that channel know someone verified or updated the AI-generated post.

What is JavaScript and how do I use it?



This question was generated by AI by Megan Smith from this Microsoft Teams Thread - What is the best JavaScript library for...

I am new to programming and have heard a lot about JavaScript. Can ... [See more on Stack Overflow for Teams](#)

Updated by J.Marshall 7 minutes ago



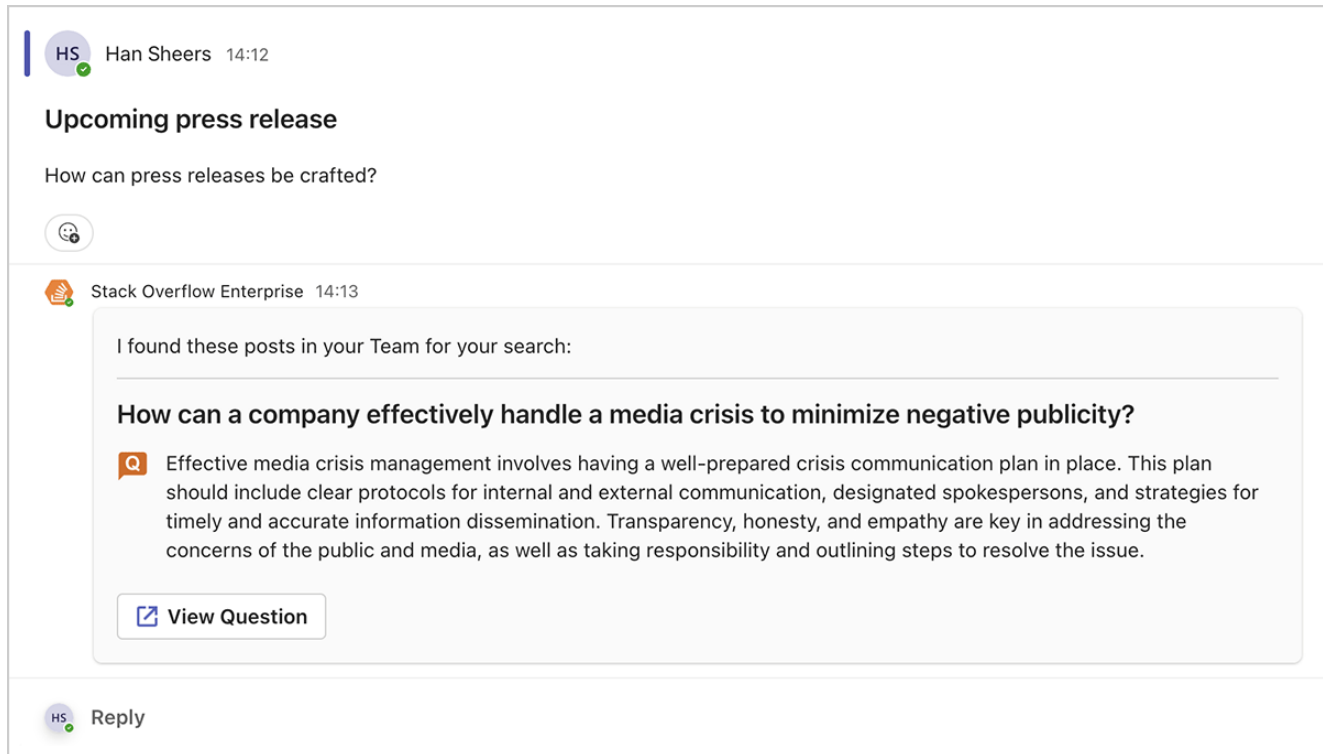
[View Question](#)

NOTE: The *ai-generated* tag and "...generated by AI..." message encourage users to employ extra scrutiny when using the AI-generated content. Until a knowledgeable user verifies the information, the AI tag and message should remain.

Auto-Answer

After installing the Auto-Answer App for MS Teams and registering an MS Teams channel, the Auto-Answer feature works automatically in the background. It sends each new post in that channel to your SOE site as a search and returns the results to MS Teams. The Auto-Answer feature works only in channels you've registered it to.

After adding a post to the channel, the app will immediately display a reply to your post. If the app can find an answer to the question posed in the thread, it will add it as a threaded reply to your post.



The screenshot shows a Microsoft Teams chat window. At the top, a message from 'Han Sheers' (HS) at 14:12 says 'Upcoming press release' and 'How can press releases be crafted?'. Below this, a message from 'Stack Overflow Enterprise' at 14:13 is shown. This message contains a search result box with the title 'How can a company effectively handle a media crisis to minimize negative publicity?'. The result includes a question icon (Q) and a paragraph of text about media crisis management. Below the text is a button labeled 'View Question' with an external link icon. At the bottom of the chat, there is a 'Reply' button with the 'HS' profile icon.

HS Han Sheers 14:12

Upcoming press release

How can press releases be crafted?

Stack Overflow Enterprise 14:13

I found these posts in your Team for your search:

How can a company effectively handle a media crisis to minimize negative publicity?

Q Effective media crisis management involves having a well-prepared crisis communication plan in place. This plan should include clear protocols for internal and external communication, designated spokespersons, and strategies for timely and accurate information dissemination. Transparency, honesty, and empathy are key in addressing the concerns of the public and media, as well as taking responsibility and outlining steps to resolve the issue.

[View Question](#)

HS Reply

To see the full question and answer on your SOE site, click the **View Question** button beneath the Auto-Answer content.

The Auto-Answer feature works only on posts entered in the channel itself. If you or other users continue to reply in a thread, the Auto-Answer App will not send those new posts as search queries.

NOTE: When setting up the Auto-Answer App for MS Teams, your site administrator can designate content tags to filter its responses. The app will then only return content that contains those SOE tags.

If you need further support or have questions, contact your site administrator.