

Auto-Answer App for Microsoft Teams User Guide

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

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[PDF VERSION](#)

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

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


As part of the Stack Overflow for Teams OverflowAI, the 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 auto-answer feature turns each new channel post into a search of your SOE site, returning the results to MS Teams. 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.

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.

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.


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.

 Han Sheers 14:12

Upcoming press release


How can press releases be crafted?

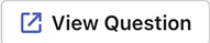



 Stack Overflow Enterprise 14:13

I found these posts in your Team for your search:

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

 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](#)

 Reply

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

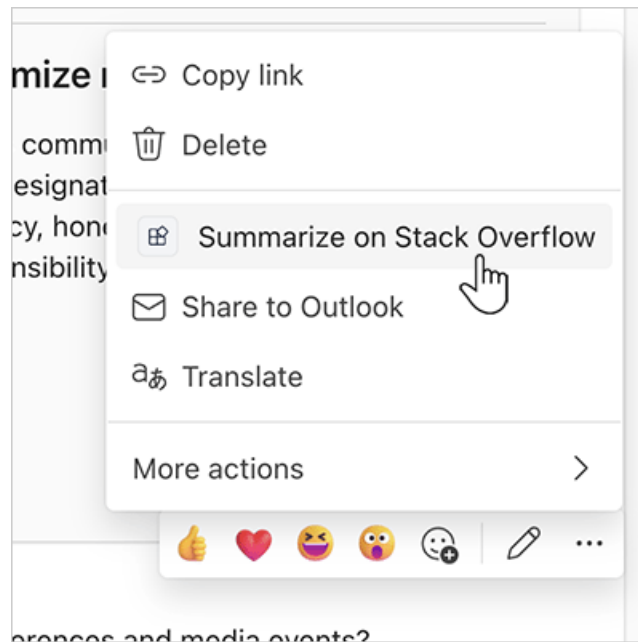
The auto-answer feature works only on posts entered in the channel itself. If you or other users continue to reply in a thread, the Auto-Answer App will not send those new posts as search queries.

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.

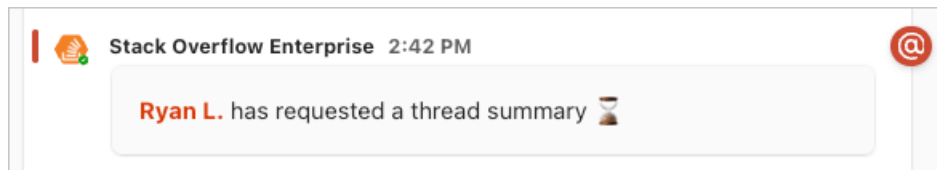
Thread summary

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.

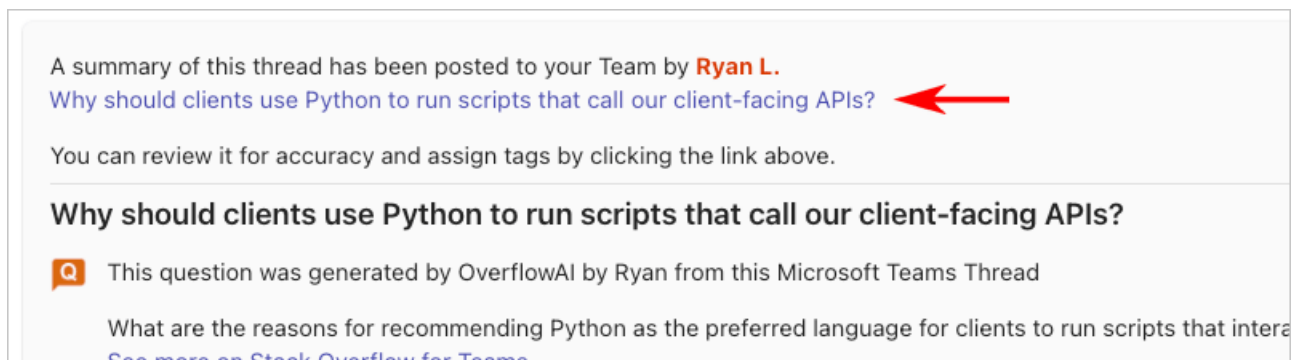
To summarize a thread, click the **three dots** button in the upper-right corner of any post in the thread. From the menu that appears, click **Summarize on Stack Overflow**.



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 OverflowAI...".
- The question will automatically have the *overflowai-generated* tag.

How does summarization work in teams?

Asked today Modified today Viewed 2 times



0

This question was generated by OverflowAI 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

[overflowai-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 *overflowai-generated* tag and "...generated by OverflowAI..." 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 OverflowAI 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 *overflowai-generated* tag and "...generated by OverflowAI..." 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.

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