

Install the Auto-Answer App for Microsoft Teams

How to install and configure the Overflow AI Auto-Answer App for Microsoft Teams.

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Tags | [Overflow AI](#) | [Microsoft Teams](#) | [Integrations](#) | [Auto-Answer](#) |

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

The Auto-Answer App for Microsoft Teams automatically searches your Stack Overflow for Teams Enterprise (SOE) site. After you install the app and invite it to a channel, it uses each new MS Teams message in that channel as the search terms. The app then returns the results to the channel as a thread reply. The Auto-Answer App for Microsoft Teams works alongside the main MS Teams app but doesn't replace it.

NOTE: To install the Auto-Answer app, you must have first installed the SOE Microsoft Teams integration. If you haven't installed the Microsoft Teams integration, start here: [Configure Microsoft Teams Integration](#).

To update your Auto-Answer App for MS Teams to the latest version, see the [Update the Auto-Answer app](#) section below.

Grant your existing Microsoft Teams bot access to Microsoft Graph APIs

1. Log into the Microsoft Azure Entra tenant that has your existing bot. Find the bot under App Registrations by its name and/or bot ID.
2. Expand the Manage section, then click **API Permissions**.
3. Under Configured permissions, click + **Add a permission**.

Home > App registrations > Stack Overflow Enterprise

Stack Overflow Enterprise | API permissions

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Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission ✓ Grant admin consent for nrl1

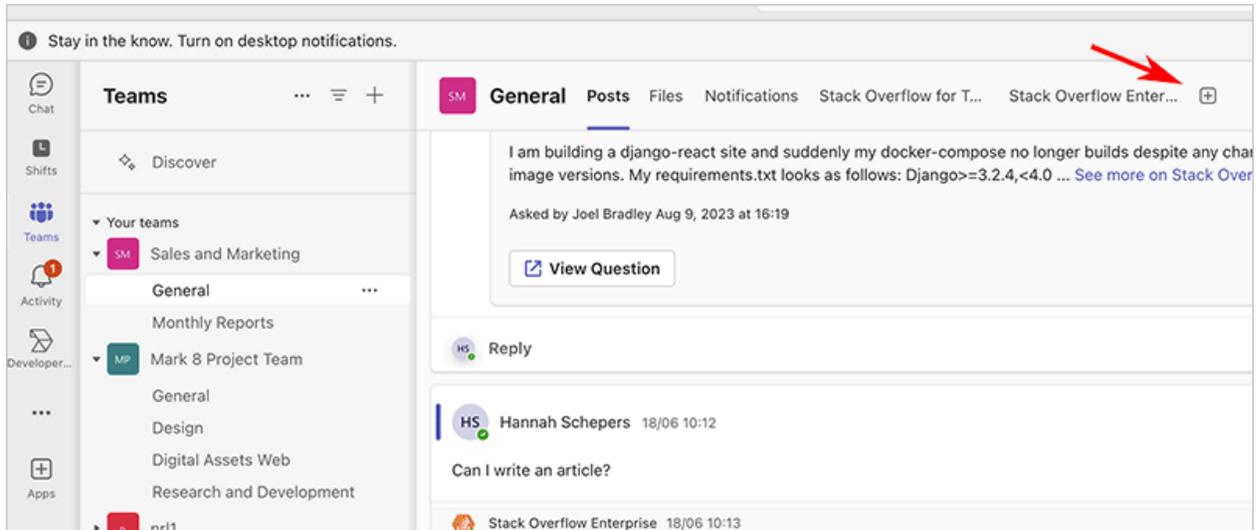
API / Permissions name	Type	Description
Microsoft Graph (3)		
Channel.ReadBasic.All	Application	Read the names and descriptions of all channels
ChannelMessage.Read.All	Application	Read all channel messages
Team.ReadBasic.All	Application	Get a list of all teams

- In the opened blade, choose **Microsoft Graph**, then **Application Permissions**.
- Grant the following permissions. You can use the search bar to find the permissions quickly:
 - **Channel.ReadBasic.All**
 - **Team.ReadBasic.All**
 - **ChannelMessage.Read.All**
- Click **Grant admin consent**.

Install the app in your chosen Auto-Answer channel

NOTE: If you've already installed and added the Microsoft Teams app to a channel, skip down to the "Register your Auto-Answer channel on SOE" section below.

- In Microsoft Teams, go to the channel where you want to add the Auto-Answer App.
- Click **[+]** on the top bar and add the **Stack Overflow Enterprise** app.



Register your Auto-Answer channel on SOE

1. In SOE, go to the Microsoft Teams Auto-Answer Feature by clicking **Admin Settings** then **Microsoft Teams Auto-Answer** under the INTEGRATION AND APPS heading.
2. Use one of the following methods to register your channel.
 - **Channel Link** Use a share link from your Microsoft Team. To get the share link, go to your Microsoft Team and click the **three dots** button in the upper-right corner. Click **Copy Link to Channel**, then paste that link into the **Channel Link** field in SOE.
 - **Team** Choose your Microsoft Team from the pull-down menu.

Step 3: Register your Auto Answer channel

You can choose to paste a Share Link from Microsoft Teams, or select the Team and Channel from a list below

Channel Link

Register a new channel from the Channel's Share Link

Team

Select a Team from your Microsoft Teams Tenant

Channel

Select a Channel from the selected Team

3. In the "Step 4" section, you can add tags to focus Auto-Answer App searches. The app will only return content that has at least one of the tags listed. Type into the **Tags** box to search for and add up to three tags that already exist on your SOE site.

Step 4: Filter search results (Optional)

You can filter results by up to 3 tags for more relevant results for that channel.

Tags

return-policy

Register

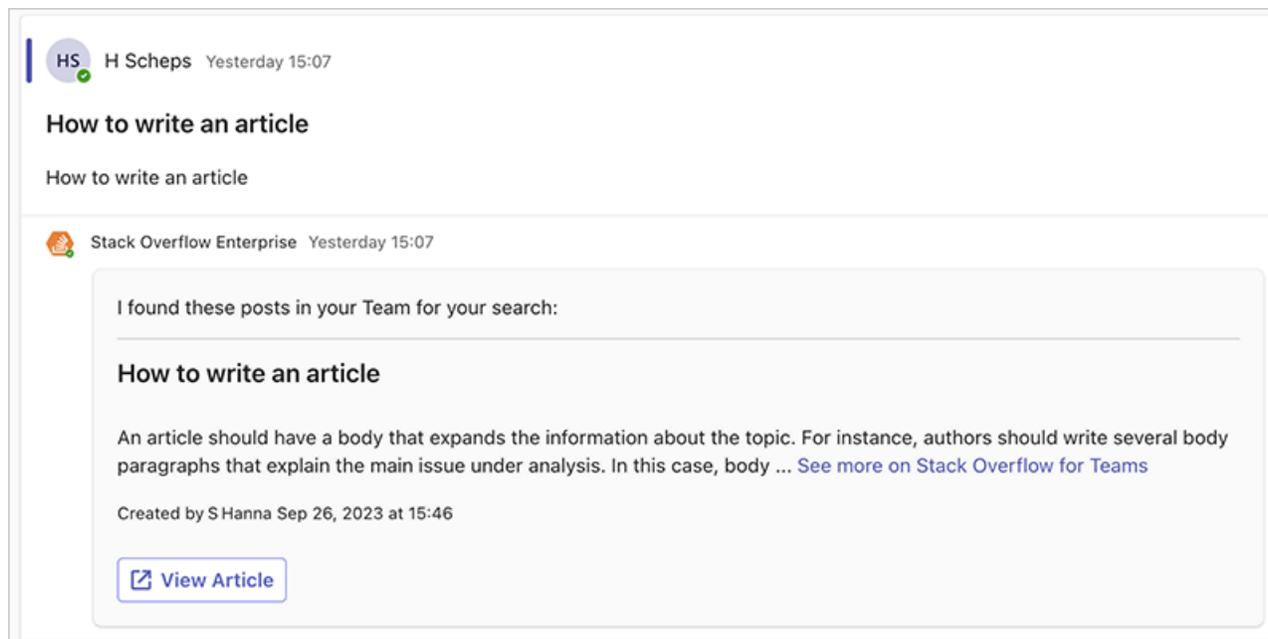
4. Click **Register** to complete the configuration process.

The newly registered channel will appear in a list at the bottom of the page, along with its tags (if any). To remove a registered channel, click its **Delete** link.

Team	Channel	Tags	Actions
Retail	General	return-policy	Delete

NOTE: You can't change a registered channel (for example: to add or remove tags). Instead, you'll need to delete and re-register the channel.

After you successfully register a channel, you should start seeing responses immediately as you interact with it in MS Teams.



For a quick overview of what channels the MS Teams Auto-Answer bot will work with, watch [this video](#).

Update the Auto-Answer app

As Stack Overflow continues to improve the Auto-Answer app for MS Teams, you may need to reinstall it to access the latest features. Follow the instructions below to reinstall and update your Auto-Answer app for MS Teams.

NOTE: To update the Auto-Answer for MS Teams app, you must be an administrator for both SOE and MS Teams.

1. Go to your MS Teams admin page at <https://admin.teams.microsoft.com/policies/manage-apps> and delete the Stack Overflow for Enterprise app.
2. In SOE, click **Admin settings** then **Microsoft Teams** under the "INTEGRATIONS AND APPS" heading.
3. Under the "Upgrade or fix your MS Teams app" heading, click **the app manifest** to download the app manifest.
4. In MS Teams, click **Actions** in the upper-hand corner of the page, then **+Upload new App**.
5. Locate and upload the app manifest .zip file.

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