BetterCloud + **Microsoft Forms**

USE CASE:

Creating a Self-Service approach for application requests by leveraging Microsoft Forms and Power Automate to kick-off a BetterCloud workflow.

PRE REQS:

- Power Automate Premium (Premium is required for Webhook Capabilities)
- BetterCloud (Platform API Required)
- Microsoft Forms

SETUP:

3 Setups are needed to get Microsoft Forms > Power Automate > BetterCloud to work
1. Create the Microsoft Form
2. Setup Power Automate to Trigger off the response to the Microsoft Form
3. Trigger BetterCloud Workflow based on Form Response Details

Microsoft Forms Setup

Navigate to the Microsoft Forms page [here](https://www.office.com/launch/forms?auth=2). Begin by creating a new Form.
(https://www.office.com/launch/forms?auth=2)
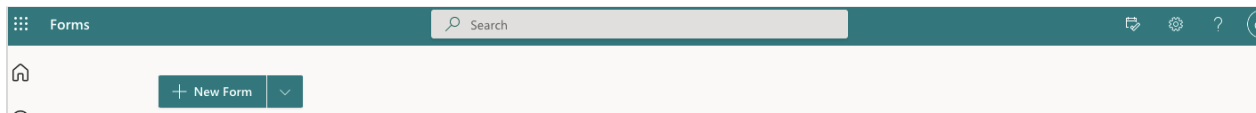
Name the form '**Self-Service Application Request**'. Add a new multiple choice question.
In the options section, add the applications that will be available for request.

Once complete, you will have the option to share the link in different formats. The share via link option is the quickest way to share the form with your user base. The responses to this Form will serve as the information needed to Trigger Workflows in BetterCloud later in the documentation.
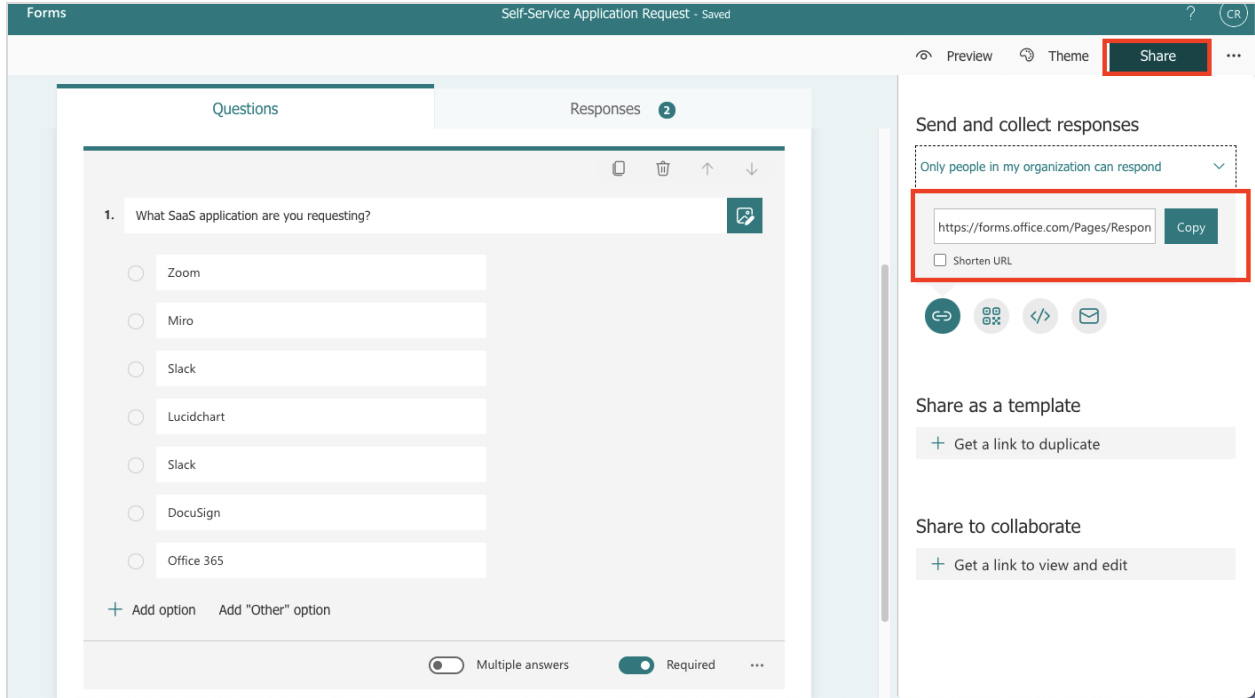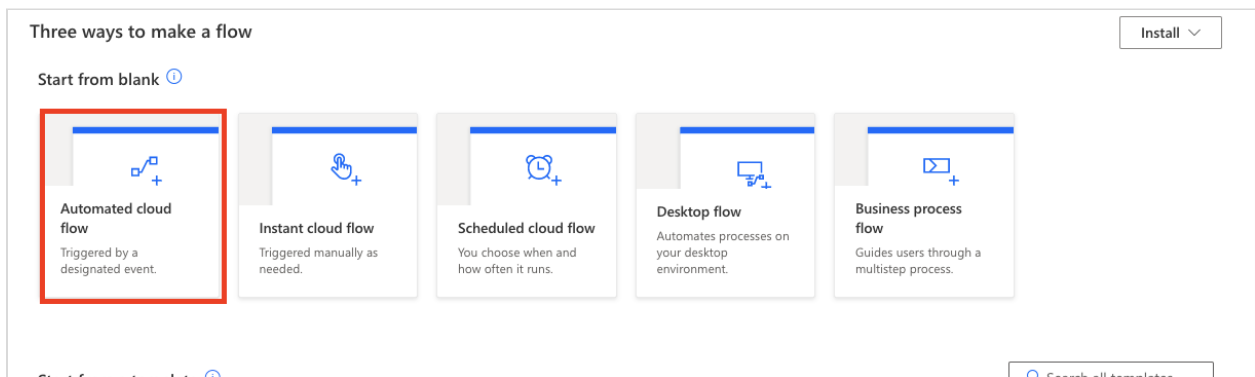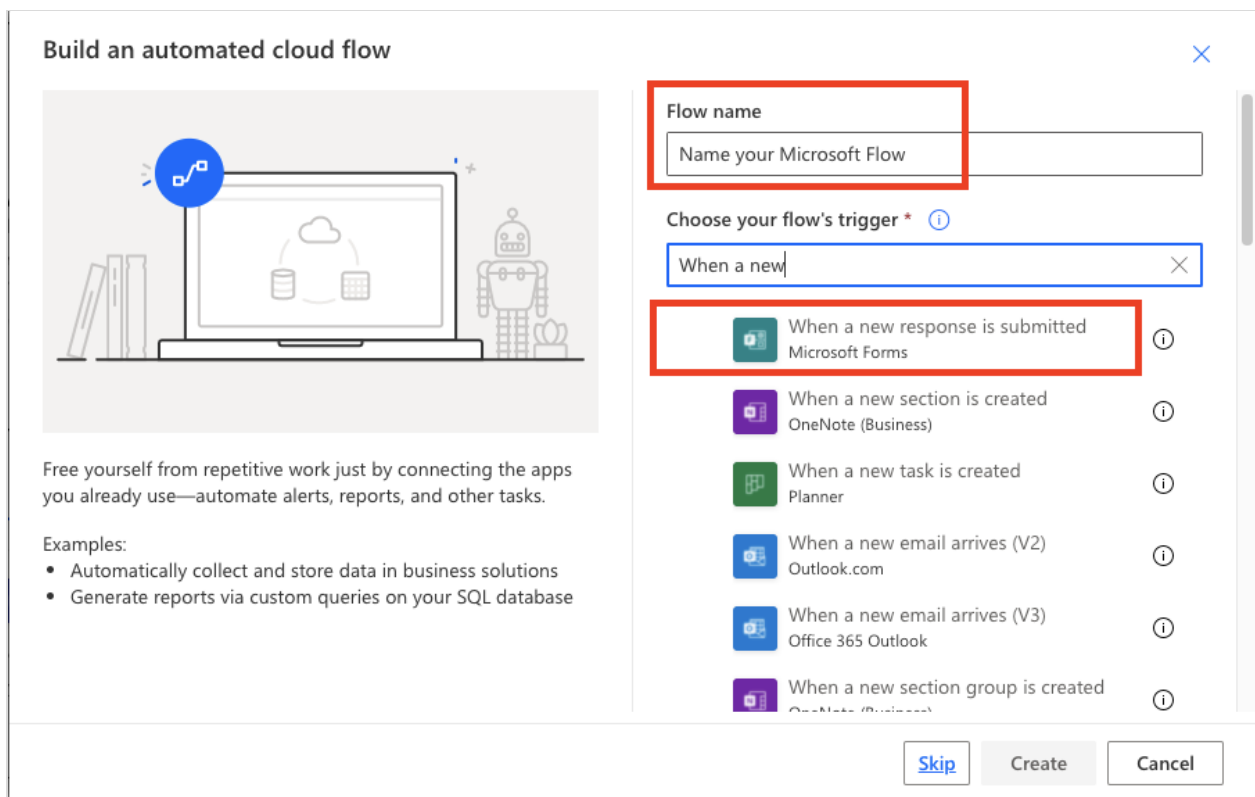
Power Automate Setup

Navigate to the Power Automate [homepage](https://us.flow.microsoft.com/) and click on 'Create'. (https://us.flow.microsoft.com/)
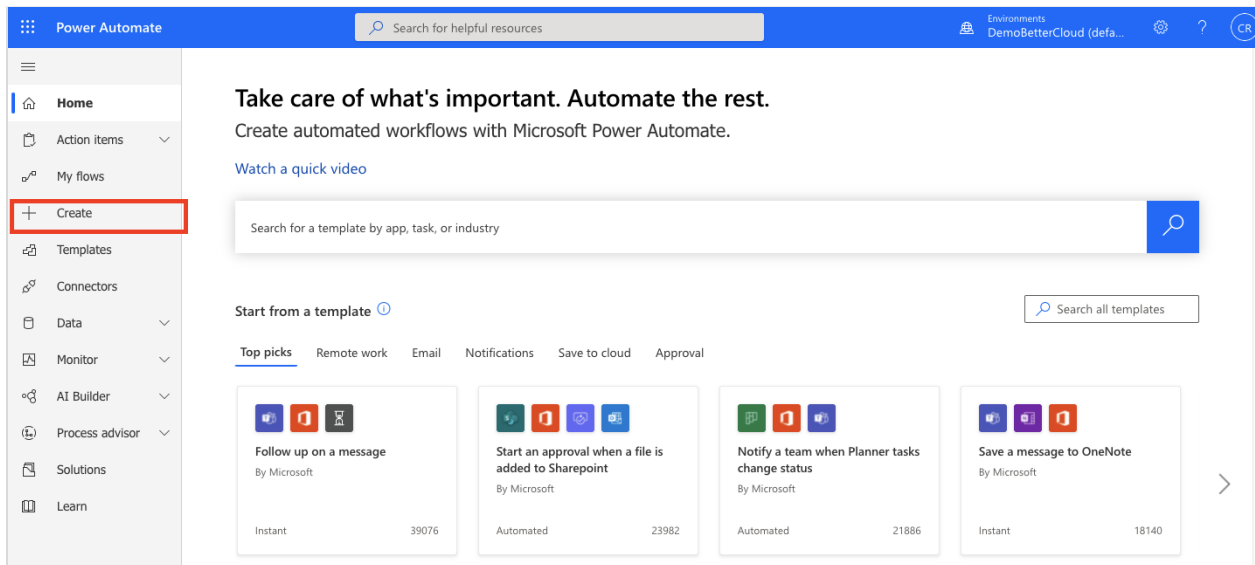
On the new page select '**Automated Cloud Workflow**'

Name your Flow in the top box. Next, Choose your flow's trigger - in this case we want the trigger to be 'When a new response is submitted' to Microsoft Forms.

Once you '**Create**' the flow, a new screen will appear for you to begin orchestrating your Flow.

Under Form Id, make sure you select the form you created in the Microsoft Form portion of this documentation.

Before Completing the HTTP Webhook action for the Flow, Jump ahead to the Configure BetterCloud Section in order to create the Inbound Webhook URL needed for Power Automate.

You will want to add to steps to your flow:
1. Get Response Details (Microsoft Forms)
    a. Select the Form Id
    b. Select Response Id from the Microsoft Form
2. HTTP Webhook
    a. Select POST for the method
    b. Subscribe - URI : Copy and paste the inbound request URL from BetterCloud
    c. Subscribe - Body : Select 'Body' under the Get Response Details Section

When a new response is submitted

* Form Id   Self-Service Application Request

Get response details

* Form Id   Self-Service Application Request

* Response Id   Response Id ✕

HTTP Webhook

* Subscribe - Method   POST

* Subscribe - URI   https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/5409947b-327c-11ec-8204-33776f67d6c2/81a01556-12f2-49e6-a257-eb94d3429647?authorization=661m6IFY0Y6wxmf4tbwNWlMmXvbpjH22

Subscribe - Body   body ✕

Unsubscribe - Method

Unsubscribe - URI

Unsubscribe - Body

Show advanced options ⌄

Hit Save and your Power Automate Workflow is complete!

BetterCloud Setup

To get started, Navigate to BetterCloud's Integration Center and select '**Create a Custom Integration**' to start from scratch.
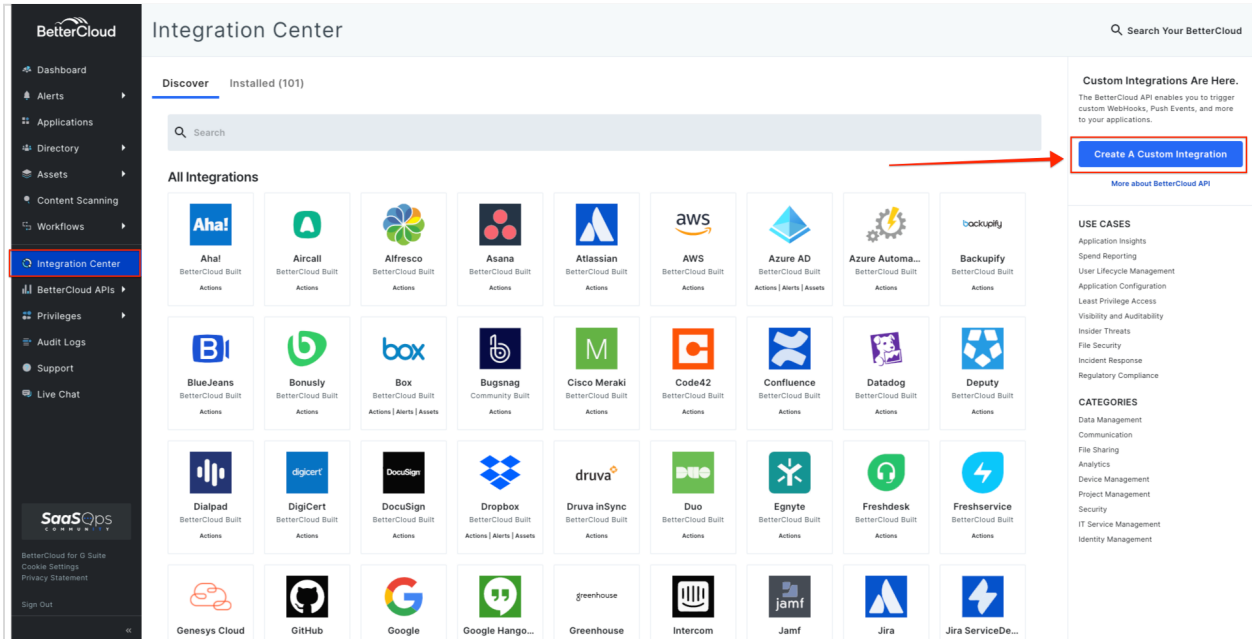
Fill out the name of your Integration, and select a logo. You do not need to provide authentication for this integration, just select "**None**". Click "**Save**" to finish setting up your Custom Integration.

Custom Integrations allow you to manage multiple Webhooks, Push Events, and Translation Scipts as a single Integration.

Below, provide a display name and provider used (you may select Other if you cannot find a specific provider), then provide the authentication details for this Integration.

Integration Details

Name * (Maximum 30 Characters)

Power Automate

Logo *

Other

Authentication

◯ Use API Token   ◯ Use Basic HTTP Authentication   ⦿ None

☐ Limit Execution Rate To   0   Request(s) Per Second

Additonal Help Resources

Rate Limiting Help

Note:
- Choosing an Authentication method is optional at this step, as an authentication token is built into our endpoint URLs when they are generated. However, if you also want to use this Custom Integration for Custom Actions, authentication may be required depending on the platform you are working with and your use case.
- If you don't see a logo you want to use, select the "Other" logo.
- To add a custom logo, you may reach out to our Support team with a .svg file of the logo you want to use
- You cannot change your Integration's logo once you click "Save".

Setting up the Inbound Request URL

In your integration, navigate to the "**Extensions**" menu and click "**Get Started**"
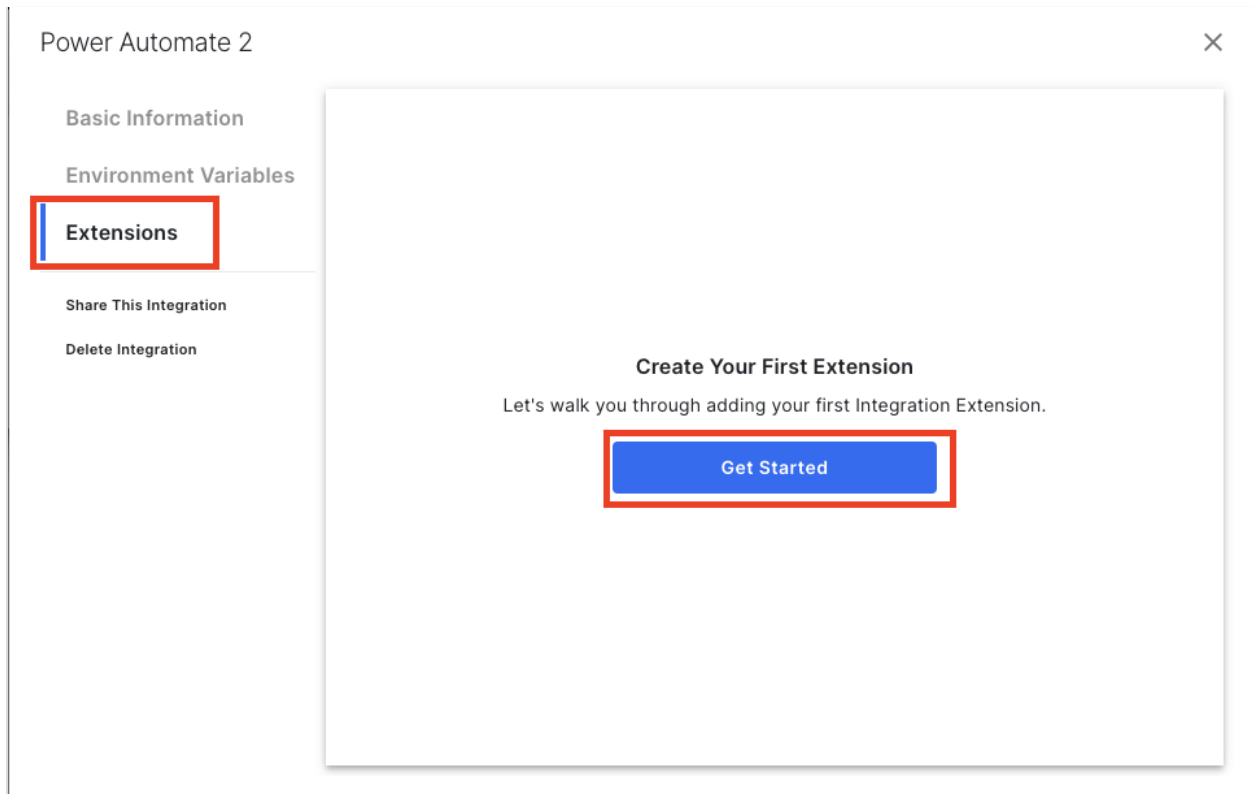
Select "Create a Trigger for Workflows" and click "Next"
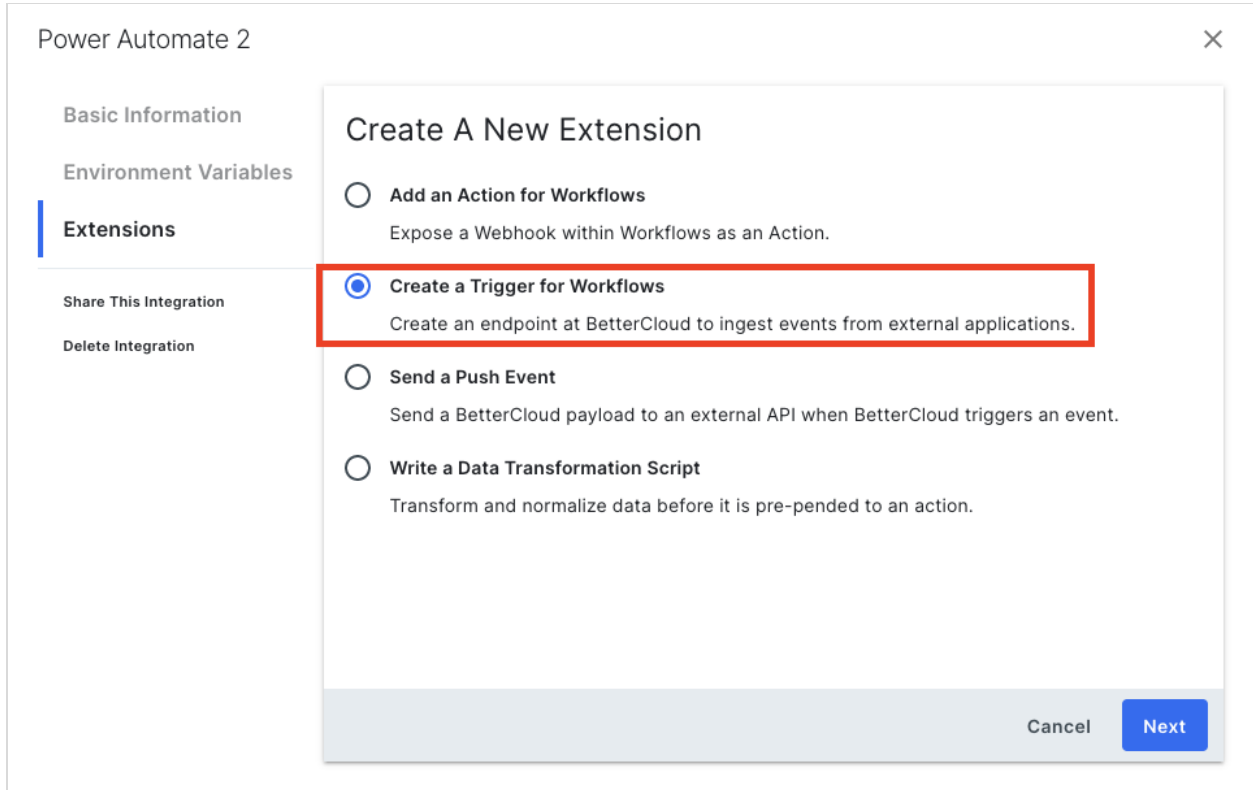
Name your trigger and give it a description, then click "Next: Inbound Request" to generate your Inbound Request URL.

Note:
- The name you input here is what displays in the "When" section of Workflow builder

On the next screen, BetterCloud displays your static Inbound Request URL. This is the URL that your 3rd party provider will send events to.

In order to proceed to the next steps, you must send a properly formatted JSON payload from your provider to this URL. The "Waiting for your request" modal will be displayed until BetterCloud receives a valid event.

Note:

- Handle this URL carefully. Do not share it with anyone who is not supposed to have it. Payloads sent to this URL with a properly formatted payload will trigger any Workflows tied to it, if conditions are met.
- You can exit this page and come back to it later. The URL will continue listening in the background.

Once a valid event is received, the "Waiting for your request" message will turn to "Request received! Click Next to configure workflow options" and you can proceed to the next step.

Configuring Workflow Options

Once you've sent a valid payload to your Inbound Request URL, you can proceed to the next step and configure various Workflow related options. Below is a breakdown of what these fields are and how you can configure them:

Next, modify the alphanumeric value to "Requested Application". Once finalized, hit the back arrow on the top of the window to the left of 'Modify'.

Power Automate   ✕

Basic Information

Environment Variables   ⟨ **Modify 'r02b9877a7ec147a99451432f2b4f5d18'**

Extensions   Below you can configure how this parameter will appear inside Workflow Builder, as well as
                                         provide additional help text to display along with the input. Adjusting the Input Format will allow
Share This Integration   you to specify different validation criteria for the input.

Delete Integration   Display Name

                                         r02b9877a7ec147a99451432f2b4f5d18

                                         This name will identify your parameter when building your workflow

                                         Description   Optional

                                         ☐   Input is required

BetterCloud

To complete the custom trigger build out, select the **'Requestor** Email' parameter along with the boxes shown below.

Select the parameter that will identify your workflow trigger **Learn more**

Requestor Email ⌄

Select which parameters you want to use for either Conditions or Dynamic Fields in your workflow.

Parameter	If Condition	Dynamic Field
Requestor Email	☐	☑
submitDate	☐	☐
Requested Application	☑	☑
Raw JSON Response		☐

Please do not share sensitive information. For best practices, please review **our support article**.

Back **Save & Publish**