Available Teams notification events

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Below are the knowledge base events you can trigger a Microsoft Teams notification on, along with some sample Teams notifications.

Need something else?
If you have an event that you'd like to receive Teams notifications on that's not listed below, contact us to request we add it!

Article created

The **Article created** event is triggered when an author selects **Create** for a new article.

Sample Article created Teams notification

Here's a sample Teams notification for when an article is created:

> **New article created**
>
> Edited by [Author Name]
>
> **Article:** [Article title] • Edit Article (link to the article in app.knowledgeowl.com)

Article updated

The **Article updated** event is triggered whenever an author saves changes to an article.

It does not provide information about what was changed.

Sample Article updated Teams notification

Here's a sample Teams notification for when an article is updated:

> **Article updated**
>
> Edited by [Author Name]
>
> **Article:** [Article title] • Edit Article (link to the article in app.knowledgeowl.com)

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> View live article (link to the article in your live knowledge base--only shown if the article's status is Published or Needs Review)

Article updated callout added

The **Article updated callout added** event is triggered when an author saves an article with the Updated callout. It's only triggered if the article previously didn't have an existing New/Updated callout.

Sample Article updated callout added Teams notification

Here's a sample Teams notification for when an article has an Updated callout added:

> **Updated callout added**
>
> Updated callout that expires on [Expiration date] added by [Author Name]
>
> **Article:** [Article Title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View live article (link to the article in your live knowledge base)

Article new callout added

The **Article new callout added** event is triggered when an author saves an article with the New callout. It's only triggered if the article previously didn't have an existing New/Updated callout.

Sample Article new callout added Teams notification

Here's a sample Teams notification for when an article has a New callout added:

> **New callout added**
>
> New callout that expires on [Expiration date] added by [Author Name]
>
> **Article:** [Article Title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View live article (link to the article in your live knowledge base)

Article published

The **Article published** event is triggered when when an author publishes a previously unpublished article, either in the article editor or through a bulk edit in Manage.

Sample Article published Teams notification

Here's a sample Teams notification for when an article is published:

> **Article published**

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> Edited by [Author Name]
>
> **Article:** [Article title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View live article (link to the article in your live knowledge base)

Article archived

The **Article archived** event is triggered when an author saves an article with the Archived publishing status or archives articles in Manage.

Sample Article archived Teams notification

Here's a sample Teams notification for when an article is archived:

> **Article archived**
>
> Edited by [Author Name]
>
> **Article:** [Article title] • Edit Article (link to the article in app.knowledgeowl.com)

Article deleted

The **Article deleted** event is triggered when an author deletes an article, whether from **Pages**, the article editor, or as a bulk edit in Manage.

Sample Article deleted Teams notification

Here's a sample Teams notification for when an article is deleted:

> **Article deleted**
>
> Edited by [Author Name]
>
> **Article:** [Article title] • Edit Article (link to the article in app.knowledgeowl.com)

Article publishing status changed

The **Article publishing status changed** event is triggered when when an article's saved with a different publishing status.

This event will also trigger any time the Article published, Article archived, and Article deleted events trigger.

Sample Article publishing status changed Teams notification

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Here's a sample Teams notification for when an article's publishing status is changed:

> **Article status changed**
>
> Status changed from [Previous status] to [New status] by [Author Name]
>
> **Article:** [Article Title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View live article (link to the article in your live knowledge base--only shown if the new status is Published or Needs Review)

Comment created

The **Comment created** event is triggered when a reader submits a new comment or an author creates a new comment from **Reporting > Comments.**

Sample Comment created Teams notification

Here's a sample Teams notification for when a comment is created:

> **New comment submitted**
>
> **[Author Name] (commenter-email@domain.com):** [The text of the comment submitted.]
>
> **Article title:** [Article title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View Comments (Link to your knowledge base's **Reporting > Comments**)

If the comment was created by an author in **Reporting > Comments**, that author is identified in an **Edited by** [Author Name] between **New comment submitted** and the **Author Name.**

Comment deleted

The **Comment deleted** event is triggered when an author deletes a comment.

Sample Comment deleted Teams notification

Here's a sample Teams notification for when a comment is deleted:

> **Comment deleted**
>
> Edited by [Name of author who deleted the comment]
>
> **[Original commenter name] (commenter-email@domain.com):** [The text of the comment submitted.]
>
> [Article title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View Comments (Link to your knowledge base's **Reporting > Comments**)

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Comment updated

The **Comment updated** event is triggered whenever an author edits a comment, such as by approving or deleting it.

Sample Comment updated Slack notification

Here's a sample Teams notification for when a comment is updated:

> **Comment updated**
>
> Edited by [Author who updated the comment]
>
> **[Original commenter name] (commenter-email@domain.com):** [The text of the original comment.]
>
> [Article title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View Comments (Link to your knowledge base's **Reporting > Comments**)

Comment status changed

The **Comment status changed** event is triggered when an author changes a comment's status, for example from Pending to Approved or Deleted.

Sample Comment status changed Slack notification

Here's a sample Teams notification for when a comment's status is changed:

> **Comment status changed**
>
> Status changed from [Old comment status] to [New comment status] by [Author who changed the status]
>
> **[Original commenter name] (commenter-email@domain.com):** [The text of the original comment.]
>
> [Article title] • Edit Article (link to the article in app.knowledgeowl.com)
>
> View Comments (Link to your knowledge base's **Reporting > Comments**)

Contact form submitted

The **Contact form submitted** event is triggered when a reader submits the Contact Form.

Sample Contact form submitted Teams notification

Here's a sample Teams notification for when someone submits to your contact form:

> **Contact form submission sent**

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> **[Contact form subject text]:** [Contact form body text]
>
> **Submitter:** [Submitter name] (submitter-email@domain.com)

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