

Microsoft Calendar Integration

Imgacle UCX Suite can retrieve Microsoft Calendar information from both an on-prem MS-Exchange server, typically using Basic Authentication, or from cloud-based Office 365 email service using OAuth2 authentication. Please be aware that Basic Authentication has been dismissed by Microsoft starting from December 2022.

In the following chapters we are describing the configurations to be applied for both authentication options.

OAuth2 Authentication

In order to enable Microsoft Calendar Integration, interfaced to Microsoft Office 365 cloud service using OAuth2 authentication, you must configure an application on [Azure Web Portal](#), taking note of Application ID and Directory ID, needed later on while configuring this authentication method on Imgacle UC Suite. Please read the following procedure to create a new application on Azure portal and add it to UCX Suite web interface.

Azure web portal configurations

Please access to Azure portal and go to "App Registrations"

The screenshot shows the Azure portal interface for App Registrations. At the top, there is a search bar and navigation links like 'Home', 'New registration', 'Endpoints', 'Troubleshooting', 'Download', 'Preview features', and 'Got feedback?'. Below the navigation, there are two informational banners. The main content area shows a list of applications under the 'Owned applications' tab. The list has two columns: 'Display name' and 'Application (client)'. The applications listed are:

Display name	Application (client)
GI GiulianoAppTest	3d62f992-8a29-4fdc
TE TestAuthApp	2a321830-4133-4f6e
CA CallBot	47e27225-b893-417
MY myMessagingBot	83a0bc9b-3c74-457
TE Test1	5025cb0b-e879-46d

Click on "New registration" and choose a name like "AttendantConsoleCalendar". Then select "Accounts in this organizational directory only" and hit "Register"

Home > App registrations >

Register an application

* Name

The user-facing display name for this application (this can be changed later).

 ✓

Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Imagicle spa only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

By proceeding, you agree to the [Microsoft Platform Policies](#)

The following window appears, including Application ID and Directory ID. Please copy both data, for later usage.

Home > App registrations >

AttendantConsoleCalendar

Search (Ctrl+/) <<

Delete Endpoints Preview features

- Overview
- Quickstart
- Integration assistant
- Manage**
- Branding
- Authentication
- Certificates & secrets
- Token configuration
- API permissions
- Expose an API
- App roles | Preview
- Owners
- Roles and administrators | Preview
- Manifest
- Support & Troubleshooting

Got a second? We would love your feedback on Microsoft identity platform (previ

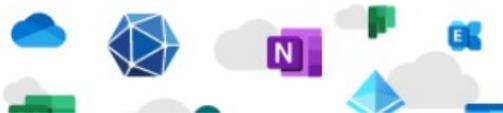
Essentials

Display name : AttendantConsoleCalendar
 Application (client) ID : 34de9ec7-3d2f-480f-ac6b-c3d418b0ab3b
 Directory (tenant) ID : 969d5b92-bc05-403f-b576-97201b665e65
 Object ID : 4787bca5-b5dc-407a-a14e-5ef809f7c09e

Welcome to the new and improved App registrations. Looking to learn how it's ch

Starting June 30th, 2020 we will no longer add any new features to Azure Active D longer provide feature updates. Applications will need to be upgraded to Microso

Call APIs



Now access on "API permission" section and click on "Add permissions". Please select "API's my organization users" and search for "Office 365 Exchange online".

permissions

Refresh | Got feedback?

Configured permissions

Applications are authorized to call APIs when they are granted permissions by us. All the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission | Grant admin consent for imgicle spa

API / Permissions name	Type	Description
Microsoft Graph (1)		
User.Read	Delegated	Sign in and read user pr

> view and manage permissions and user consent, try [Enterprise applications](#).

Request API permissions

Select an API

Microsoft APIs APIs my organization uses My APIs

Apps in your directory that expose APIs are shown below

Name	Application (client)
Office 365 Enterprise Insights	f9d02341-e7aa-456c
Office 365 Exchange Online	00000002-0000-0ff1
Office 365 Information Protection	2f3f02c9-5679-4a5c
Office 365 Management APIs	c5393580-f805-4401
Office 365 Search Service	66a88757-258c-4c7.
Office 365 SharePoint Online	00000003-0000-0ff1

Select "Office 365 Exchange online" and then select "Delegated Permissions"

The screenshot shows the Microsoft Azure portal interface. On the left, a navigation pane lists various application components: Overview, Quickstart, Integration assistant, Page, Branding, and Authentication. The main content area is titled "AttendantConsoleCalendar | API permissions" and includes a search bar, refresh button, and feedback link. Below this is a section for "Configured permissions" with a table listing permissions. A table with one entry is visible:

API / Permissions name	Type	Description
Microsoft Graph (1)		

On the right, a "Request API permissions" pane is open for "Office 365 Exchange Online". It asks "What type of permissions does your application require?" and shows two options: "Delegated permissions" (selected) and "Application permissions".

Please flag "EWS.AccessAsUser.All" and then click on "Add permissions"

Request API permissions

[< All APIs](#)

Delegated permissions
Your application needs to access the API as the signed-in user.

Application permissions
Your application runs as a signed-in user.

Select permissions

Start typing a reply url to filter these results

Permission

- > Calendars
- > Contacts
- > EAS
- ✓ EWS (1)
 - EWS.AccessAsUser.All ⓘ
Access mailboxes as the signed-in user via Exchange Web Services
- > Exchange

Add permissions Discard

Once permission has been assigned, you must authorize it for your organization, by clicking on "Grant admin consent for <company_name>". Then hit "Yes" on confirmation dialog.

Microsoft Azure Search resources, services, and docs (G+)

> AttendantConsoleCalendar

AttendantConsoleCalendar | API permissions

Search (Ctrl+/) Refresh Got feedback?

Do you want to grant consent for the requested permissions for all accounts in Imagicle spa? This will update

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

+ Add a permission ✓ Grant admin consent for Imagicle spa

API / Permissions name	Type	Description	At
Microsoft Graph (1)			
User.Read	Delegated	Sign in and read user profile	-
Office 365 Exchange Online (1)			
EWS.AccessAsUser.All	Delegated	Access mailboxes as the signed-in user via Exchange W...	-

Now access to "Authentication" section, click on "Add a platform" and then click on "Mobile and desktop application":

Microsoft Azure Search resources, services, and docs (G+)

Home > AttendantConsoleCalendar

AttendantConsoleCalendar | Authentication

Search (Ctrl+/) Save Discard Got feedback?

Platform configurations

Depending on the platform or device this application is targeting, additional configuration may be required such as redirect URIs, specific authentication settings, or fields specific to the platform.

+ Add a platform

Supported account types

Who can use this application or access this API?

Accounts in this organizational directory only (Imagicle spa only - Single tenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant)

[Help me decide...](#)

Due to temporary differences in supported functionality, we don't recommend enabling personal Microsoft accounts for an existing registration. If you need to enable personal accounts, you can do so using the manifest editor. [Learn more about these restrictions.](#)

Configure platforms

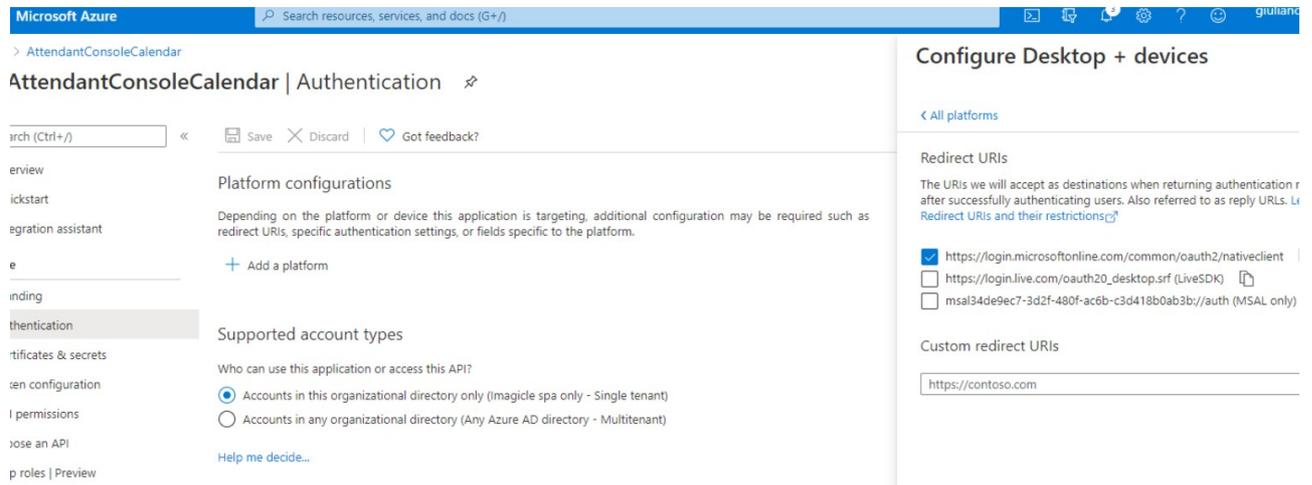
Web applications

- Web**
Build, host, and deploy a web server application. .NET, Java, Python

Mobile and desktop applications

- iOS / macOS**
Objective-C, Swift, Xamarin
- Mobile and desktop applications**
Windows, UWP, Console, IoT & Limited-entry Devices, Classic iOS + Android

Please flag the first URL option and then click on "Configure":



UCX Suite configurations

Please access to Imagicle web portal as administrator and go to Attendant Console > Application Settings > Calendar Integration Settings.

Please populate the following fields:

- **Provider:** Office 365
- **Grant Basic Authentication:** This flag enables basic EWS authentication, just using username and password. We STRONGLY suggest to keep this flag unchecked.
- **Grant Modern Authentication:** This flag enables OAuth2 authentication, where two new parameters are used to access calendars:
 - ◆ **Directory (tenant) ID:** This is the tenant ID previously retrieved from Azure (see above)
 - ◆ **Application (client) ID:** This is the client ID previously retrieved from Azure (see above)

If you keep both authentications enabled, a warning is displayed once configuration is saved.

Calendar Integration Settings

Here you can configure the options to retrieve the calendar data that can be consulted from the console. Any saved changes will need the Attendant Console client restart.

Enable

Provider Office 365

Grant Basic Authentication ⓘ

Grant Modern Authentication ⓘ

Directory (tenant) ID

Application (client) ID

● Selecting both options, Attendant Console users will have two authentication methods available: Basic Authentication (to be discontinued) and Modern Authentication (more secure and flexible).

Data refresh interval 60 seconds ⓘ

EWS Basic Authentication

Please access to Imagicle web portal as administrator and go to Attendant Console → Application Settings → Calendar Integration Settings.

Please populate the following fields:

- **Provider:** Exchange
- **Version:** From Exchange 2007 SP1 up to 2013 SP1 or newer
- **EWS URL:** Customer's EWS access URL (see below sample)
- **Data refresh interval:** Interval in seconds between each calendar refresh. See our troubleshooting notes in the next paragraph.

Calendar Integration Settings

Here you can configure the options to retrieve the calendar data that can be consulted from the console. Any saved changes will need the Attendant Console client restart.

Enable

Provider

Version

Exchange Web Service (EWS) URL ⓘ

Data refresh interval seconds ⓘ

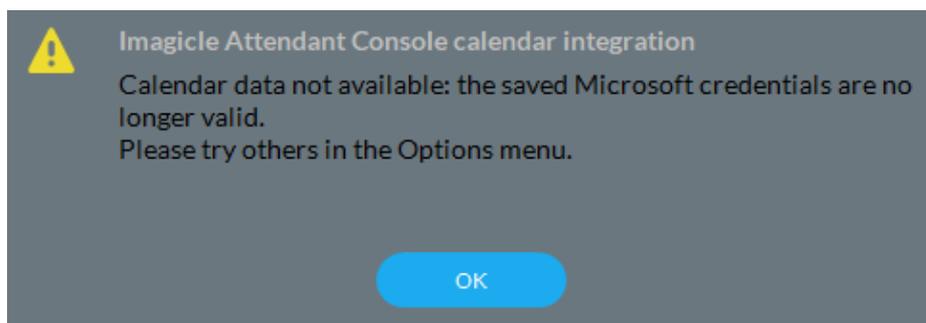
URL has to follow a valid EWS URL syntax (e.g. http(s)://<exchange hostname>/ews/exchange.asmx)

Troubleshooting

It might happen that the Microsoft account configured in Imagicle Attendant Console to retrieve presence returns an error, due to the following possible reasons:

1. The Microsoft account has a policy which does not allow too frequent calendar refreshes.
2. Someone has changed the account password, so entered credentials are invalid.
3. Someone changes account credentials while Attendant Console is running.

In all above cases, the Microsoft account is locked within few seconds and you get the following error message on Attendant Console:



More info about this problem are available in Attendant Console logs, stored inside operator's PC workstation. This is the file to consult:

C:\Users\\Documents\Imagicle Blue's Attendant\Log\ApplicationLogFile.txt

Calendar data display on Imagicle Attendant Console

imagicle

To enable this feature on Attendant Console client, please refer to our user's guides, available to download from this [Knowledge Base](#) site.