Microsoft Calendar Integration

Imagicle 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 <u>Azure Web Portal</u>, taking note of Application ID and Directory ID, needed later on while configuring this authentication method on Imagicle 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"

Microsoft Azure	∠ Search resources, services, and docs (G+/)
Home >	
App registrations 👒	
+ New registration 🕀 Endpoints 🖉 Trouble	eshooting 🛓 Download 💀 Preview features 🛛 🛇 Got feedback?
Try out the new App registrations search preview!	! Click to enable the preview. $ ightarrow$
 Starting June 30th, 2020 we will no longer add an to be upgraded to Microsoft Authentication Libra All applications Owned applications 	iy new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide techr ary (MSAL) and Microsoft Graph. Learn more
Start typing a name or Application ID to filter the second sec	hese results
Display name	Application (client)
G GiulianoAppTest	3d62f992-8a29-4fd
TE TestAuthApp	2a321830-4133-4f6
ca CallBot	47e27225-b893-41
MY myMessagingBot	83a0bc9b-3c74-457
Test1	5025cb0b-e879-460

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

Microsoft Azure

Home > App registrations >

Register an application

* Name

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

AttendantConsoleCalendar 🗸
Supported account types
Vho 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
telp me choose
Redirect URI (optional)
Ve'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be hanged later, but a value is required for most authentication scenarios.
Web v e.g. https://myapp.com/auth

By proceeding, you agree to the Microsoft Platform Policies 🗗

Register

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

■ Microsoft Azure	
Home > App registrations >	
AttendantConsoleCa	alendar 🖈
	🗐 Delete 🜐 Endpoints 🐼 Preview features
Uverview	Got a second? We would love your feedback on Microsoft identity platform (previ
📣 Quickstart	
🚀 Integration assistant	Display name : AttendantConsoleCalendar
Manage	Application (client) ID : 34de9ec7-3d2f-480f-ac6b-c3d418b0ab3b
🖬 Branding	Directory (tenant) ID : 969d5b92-bc05-403f-b576-97201b665e65
Authentication	Object ID : 4787bca5-b5dc-407a-a14e-5ef809f7c09e
📍 Certificates & secrets	Welcome to the new and improved App registrations. Looking to learn how it's ch
Token configuration	
API permissions	Starting June 30th, 2020 we will no longer add any new features to Azure Active D longer activide feature undates. Applications will need to be uppraded to Missage
🔷 Expose an API	longer provide leature updates. Applications will need to be upgraded to Microso
🐣 App roles Preview	
💀 Owners	Call APIs
Roles and administrators Preview	
Manifest	
Cupport + Traublachasting	

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".

p	Request API permissions	
ermissions 🖈	Select an API	
🕐 Refresh 🛛 🛇 Got feedback?	Microsoft APIs APIs my organization uses My APIs	
onfigured permissions	Apps in your directory that expose APIs are shown below	
pplications are authorized to call APIs when they are granted permissions by us I the permissions the application needs. Learn more about permissions and cor	√ Office 365	
Los as Secondarias and	Name	Application (client)
+ Add a permission V Grant admin consent for Imagicle spa	Office 365 Enterprise Insights	f9d02341-e7aa-4560
API / Permissions name Type Description	Office 365 Exchange Online	0000002-0000-0ff1
✓ Microsoft Graph (1)	Office 365 Information Protection	2f3f02c9-5679-4a5c
User.Read Delegated Sign in and read user pr	Office 365 Management APIs	c5393580-f805-4401
	Office 365 Search Service	66a88757-258c-4c72
> view and manage permissions and user consent, try Enterprise applications.	Office 365 SharePoint Online	00000003-0000-0ff1

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

Microsoft Azure	∠ Search resources, services, and docs (G+/)		🖸 🖓 🖓 🤅
e > AttendantConsoleCalendar AttendantConsole	Calendar API permissions ≉	Request API permissions	
Search (Ctrl+/) «	🖒 Refresh 🛛 🛇 Got feedback?	All APIs Office 365 Exchange Online https://outlook-tdf-2.office.com/	
Overview	Configured permissions	What type of permissions does your application require?	
Quickstart	Applications are authorized to call APIs when they are granted permissions by us	Delegated permissions	Application permi
ntegration assistant	all the permissions the application needs. Learn more about permissions and cor	Your application needs to access the API as the signed-in user.	Your application ru signed-in user.
age	+ Add a permission 🗸 Grant admin consent for Imagicle spa		
Branding	API / Permissions name Type Description		
Authentication	✓ Microsoft Graph (1)		

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

		≥	Ð	C S
	Request API permissions			
	< All APIs			
	Delegated permissions Your application needs to access the API as the signed-in user.		Applica Your ap signed	ation perm oplication re -in user.
granted permissions by us bout permissions and cor	Select permissions			
Imagicle spa	Start typing a reply url to filter these results			
Description	Permission			
Sign in and read user pr	> Calendars			
	> Contacts			
Enterprise applications.	> EAS			
	✓ EWS (1)			
	EWS.AccessAsUser.All Access mailboxes as the signed-in user via Exchange	Web Se	rvices	
	> Exchange			

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 🖈

earch (Ctrl+/)	≪ ◯ Refresh │ ♡ Got feedback?			
verview	Do you want to grant consent for t	he requested p	ermissions for all accounts in Imagicle spa	? This will update
uickstart				
tegration assistant	Yes No			
ge	Applications are authorized to call AP all the permissions the application ne	Is when they are eds. Learn more	granted permissions by users/admins as part about permissions and consent	of the consent pr
anding	+ Add a permission ✓ Grant a	dmin consent for	Imagicle spa	
uthentication		-		
ertificates & secrets	API / Permissions name	Type	Description	A
ken configuration	✓ Microsoft Graph (1)			
	User.Read	Delegated	Sign in and read user profile	-
PI permissions	✓ Office 365 Exchange Online (1)		
tpose an API		·		
pp roles Preview	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	𝒫 Search resources, services, and docs (G+/)	N 47 4 ³ (2)
Home > AttendantConsoleCalendar		Configure platforms
AttendantConsoleC	Calendar Authentication 🖉	
	🔚 Save 🔀 Discard 💝 Got feedback?	Web applications
OverviewQuickstart	Platform configurations	Build, host, and deploy a web server applicationNET, Java, Python
🕺 Integration assistant	redirect URIs, specific authentication settings, or fields specific to the platform.	
Manage	+ Add a platform	
🗮 Branding		Mobile and desktop applications
Authentication	Supported account types	iOS / macOS
📍 Certificates & secrets	Who can use this application or access this API?	Objective-C, Swift, Xamarin
Token configuration	Accounts in this organizational directory only (Imagicle spa only - Single tenant)	
API permissions	Accounts in any organizational directory (Any Azure AD directory - Multitenant)	
Expose an API	Help me decide	Mobile and desktop
App roles Preview	nep ne decide	D=2 applications
Owners		entry Devices, Classic iOS + Android
Roles and administrators Preview	▲ 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.	

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

Microsoft Azure	₽ Search resources, services, and docs (G+/)	🗵 🕞 🗳 ? 😳 giuliand
> AttendantConsoleCalend	lar JeCalendar Authentication	Configure Desktop + devices
arch (Ctrl+/)	« 🔄 Save 🗙 Discard 🛇 Got feedback?	< All platforms
erview ickstart egration assistant	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.	Redirect URIs The URIs we will accept as destinations when returning authentication r after successfully authenticating users. Also referred to as reply URLs. Li Redirect URIs and their restrictions
e Inding	+ Add a platform	https://login.microsoftonline.com/common/oauth2/nativeclient https://login.live.com/oauth20_desktop.srf (LiveSDK) msal34de9ec7-3d2f-480f-ac6b-c3d418b0ab3b://auth (MSAL only)
thentication rtificates & secrets	Supported account types Who can use this application or access this API?	Custom redirect URIs
ten configuration I permissions	Accounts in this organizational directory only (Imagicle spa only - Single tenant) Accounts in any organizational directory (Any Azure AD directory - Multitenant)	https://contoso.com
ose an API p roles Preview	Help me decide	

UCX Suite configurations

Please access to Imagicle web portal as administrator and go to Attendant Console â Application Settings â 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 Settin	ngs
Here you can configure the op Attendant Console client resta	ptions to retrieve the calendar data that can be consulted from the console. Any saved changes will need the prt.
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 🕄
	Save Cancel

EWS Basic Authentication

Please access to Imagicle web portal as administrator and go to Attendant Console â Application Settings â 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 Attendant Console client restart.	to retrieve the calendar data that can be consu	lted fron	n the console	e. Any saved change	es will need the
Enable	\checkmark				
Provider	Exchange (Active)	ľ			
Version	Exchange 2013 V		IDI bas to fe	llow a valid EWS U	1
Exchange Web Service (EWS) URL	https://myexchange.com/ews/exchange.asm	0	syntax (e.g.)	http(s):// <exchange< td=""><td>e N</td></exchange<>	e N
Data refresh interval	60 seconds 🚯		iosularite 276	ws/exclange.asmx	,
				Save	Cancel

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 allows 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\<user name>\Documents\Imagicle Blue's Attendant\Logs\ApplicationLogFile.txt

Calendar data display on Imagicle Attendant Console

To enable this feature on Attendant Console client, please refer to our user's guides, available to download from this <u>Knowledge</u> <u>Base</u> site.