

## 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.

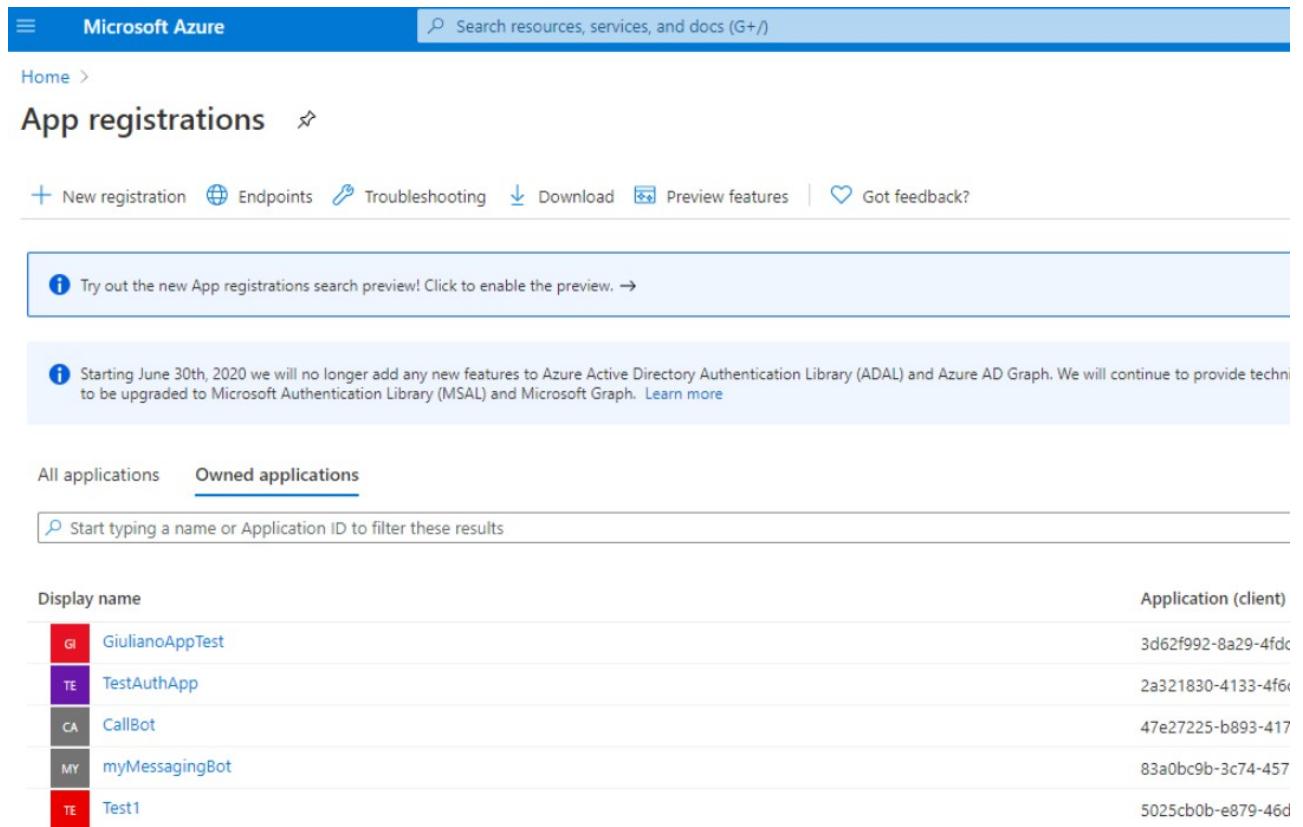
In the following chapters we are describing the configurations to be applied for both authentication options.

### 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 [Azure Web Portal](#), 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"



The screenshot shows the Microsoft Azure portal interface for App Registrations. The top navigation bar includes the Microsoft Azure logo and a search bar. Below the navigation bar, the 'App registrations' section is active, showing a list of applications under the 'Owned applications' tab. The list includes the following applications:

Display name	Application (client)
GiulianoAppTest	3d62f992-8a29-4fdc
TestAuthApp	2a321830-4133-4f6e
CallBot	47e27225-b893-417
myMessagingBot	83a0bc9b-3c74-457
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"

Microsoft Azure

Search resources, services, and docs (G+/)

Home > App registrations >

Register an application

\* Name

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

AttendantConsoleCalendar

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.

Web

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.



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

The screenshot shows the Microsoft Azure portal interface. On the left, a sidebar lists navigation options: Overview, Quickstart, Integration assistant, and Authentication. The main content area is titled 'AttendantConsoleCalendar | API permissions'. It includes a search bar, a refresh button, and a 'Got feedback?' link. Below this, there's a section for 'Configured permissions' with a table showing 'Microsoft Graph (1)'. A right-hand pane titled 'Request API permissions' is open, showing 'Office 365 Exchange Online' with its URL. It asks 'What type of permissions does your application require?' and offers two options: 'Delegated permissions' (selected) and 'Application permissions'. The 'Delegated permissions' option states 'Your application needs to access the API as the signed-in user.'

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

## Microsoft Calendar Integration

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

> AttendantConsoleCalendar

AttendantConsoleCalendar | API permissions

Search (Ctrl+/)
Refresh
Got feedback?

view
quickstart
integration assistant

API permissions

Do you want to grant consent for the requested permissions for all accounts in Imagicle spa? This will update
Yes No

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

Add a permission
Grant admin consent for Imagicle spa

API / Permissions name	Type	Description	Actions
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 Web Services	-

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?

Overview
Quickstart
Integration assistant

Authentication

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":



Microsoft Azure

Search resources, services, and docs (G+)

AttendantConsoleCalendar

AttendantConsoleCalendar | Authentication

rch (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...

Configure Desktop + devices

Redirect URIs

The URIs we will accept as destinations when returning authentication r after successfully authenticating users. Also referred to as reply URLs. [Learn more about Redirect URIs and their restrictions](#)

☒ https://login.microsoftonline.com/common/oauth2/nativeclient
 ☐ https://login.live.com/oauth20\_desktop.srf (LiveSDK)
 ☐ msal34de9ec7-3d2f-480f-ac6b-c3d418b0ab3b//auth (MSAL only)

Custom redirect URIs

https://contoso.com

## 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

Warning

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

Data refresh interval  seconds

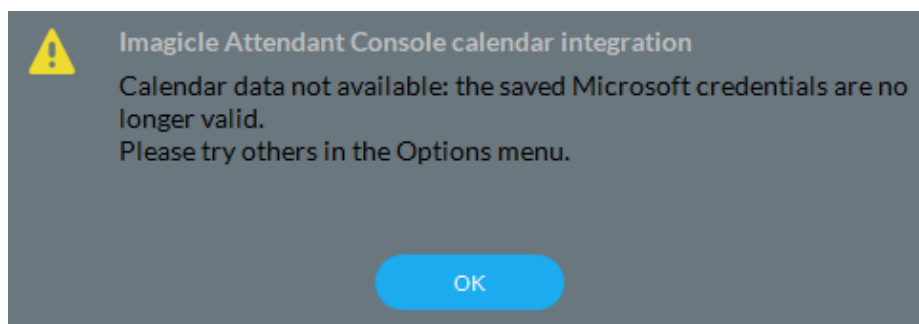
Save Cancel

## 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 [Knowledge Base](#) site.