

Puzzel Microsoft Teams Azure authentication setup

Some features in Puzzel's contact centre agent application requires users (agents) to authenticate themselves in Microsoft Entra ID (Azure AD). The authentication is amongst others used to enable contact search in Microsoft Teams but can also be used for authentication towards custom/external widgets.

This document shows a step by step description on how to configure Microsoft Teams in Microsoft Entra ID (Azure AD) to get the App ID URI required by the agent application for authenticating the user (agent).

Note

Please note that if you already have an integration configured within Microsoft Entra ID (Azure AD) and have an App ID URI, you will only need to add more permissions listed in **Adding permissions to Microsoft Teams section**. You will not be required to configure a separate Microsoft Teams app as the existing App ID URI will work.

Note

Puzzel has made changes to the Application registration process from the first version to be in line with Microsoft recommendation for registering an app. We have support for user authentication with Authorisation Code Flow with PKCE according to Microsoft guidance. If you have registered with the old method we advise you to migrate to latest method as soon as possible as described below.

For more details on MSAL update from Microsoft read [here](#).

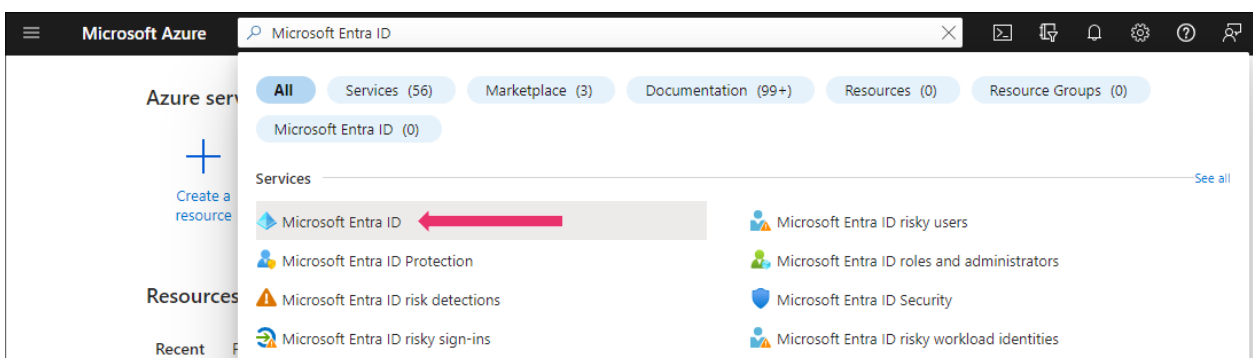
Registering Microsoft Teams App in Azure

The following procedure will take you through the steps of configuring Microsoft Teams App in Microsoft Entra ID (Azure AD). At the end of this process, you will be given an App ID URI, required by the Agent Application for authenticating the agents.

Setup Microsoft Teams App in Azure

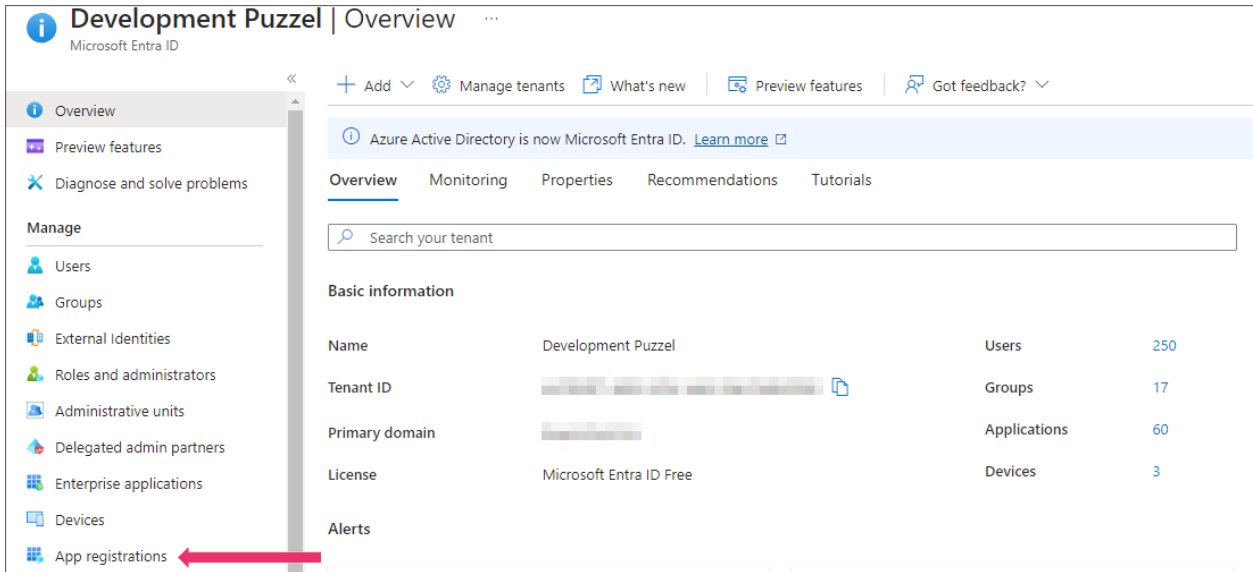
Step 1:

Go to <https://portal.azure.com> and login with the Global Admin privileges for your domain. Select "Microsoft Entra ID".



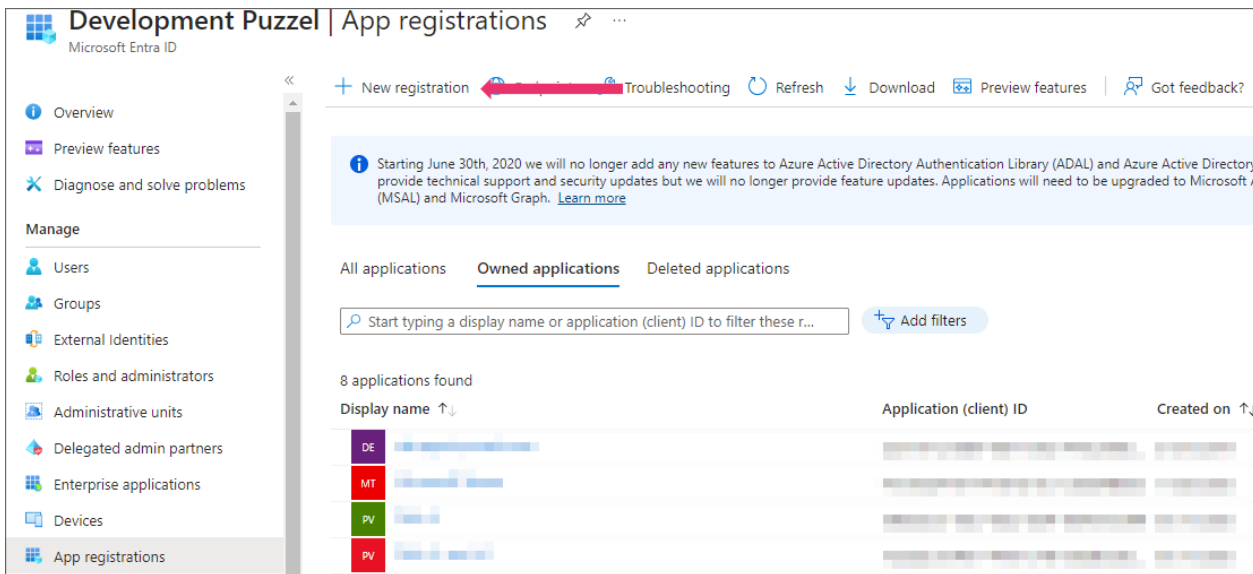
Step 2:

Select **App registrations**



Step 3:

Click on the **New registration** option



Step 4:

Fill in the following 3 sections:

- **Name** - Choose a name for the application (e.g. Microsoft Teams)
- **Supported account types** – Choose the option that is relevant for you. The recommended option is “Accounts in this organisational directory only (<directory name>)
- **Redirect URI (optional)** – Choose "Single-page application" and "https://app.puzzel.com/agent/" OR "https://uk.puzzel.com/agentapp/" for UK

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 (Development Puzzel only - Single tenant)
- Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)
- Accounts in any organizational directory (Any Microsoft Entra ID tenant - 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.

 ✓

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

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

Register

Click on the **Register** button. Now you should be able to see the given Application (client) ID you need for the admin portal later.

Microsoft Teams

Search << Delete Endpoints Preview features

- Overview
- Quickstart
- Integration assistant
- Manage
 - Branding & properties
 - Authentication

Essentials

| | | | |
|-------------------------|--|-----------------------------|---|
| Display name | : Microsoft Teams | Client credentials | : Add a certificate or secret |
| Application (client) ID | : [REDACTED] | Redirect URIs | : 0 web, 1 spa, 0 public client |
| Object ID | : [REDACTED] | Application ID URI | : Add an Application ID URI |
| Directory (tenant) ID | : [REDACTED] | Managed application in l... | : Microsoft Teams |
| Supported account types | : My organization only | | |

Step 5:

This section will help you configure all the required permissions for Microsoft Teams App. If you have Skype for business configured, some of the permissions will already exist. You will only need the additional ones required for Microsoft Teams.

Add User and Teams presence permissions:

1. Choose **API permissions**, click on the Add a permission button and select **Microsoft Graph** in the right pane. Choose **Delegated permissions** and select *User*. Tick the **User.read** and **User.ReadAll** check box.

| User (2) | | |
|---|---|-----|
| <input type="checkbox"/> | User.Export.All Export user's data ⓘ | Yes |
| <input type="checkbox"/> | User.Invite.All Invite guest users to the organization ⓘ | Yes |
| <input type="checkbox"/> | User.ManageIdentities.All Manage user identities ⓘ | Yes |
| <input checked="" type="checkbox"/> | User.Read Sign in and read user profile ⓘ | - |
| <input checked="" type="checkbox"/> | User.Read.All Read all users' full profiles ⓘ | Yes |
| <input type="checkbox"/> | User.ReadBasic.All Read all users' basic profiles ⓘ | - |
| <input type="checkbox"/> | User.ReadWrite Read and write access to user profile ⓘ | - |
| <input type="checkbox"/> | User.ReadWrite.All Read and write all users' full profiles ⓘ | Yes |
| WorkforceIntegration | | |
| <input type="button" value="Add permissions"/> <input type="button" value="Discard"/> | | |

2. Select Presence from the list and tick **Presence.Read.All** check box.

Request API permissions

< All APIs

Microsoft Graph
https://graph.microsoft.com/ Docs

What type of permissions does your application require?

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

Application permissions
Your application runs as a background service or daemon without a signed-in user.

Select permissions expand all

| Permission | Admin consent required |
|--|------------------------|
| > POP | |
| ▼ Presence (1) | |
| <input type="checkbox"/> Presence.Read Read user's presence information ⓘ | - |
| <input checked="" type="checkbox"/> Presence.Read.All Read presence information of all users in your organization ⓘ | - |
| > Printer | |

Add permissions Discard

3. Select Calendars and tick **Calendars.Read.Shared** check box

▼ Calendars (1)

| | |
|---|---|
| <input type="checkbox"/> Calendars.Read Read user calendars ⓘ | - |
| <input checked="" type="checkbox"/> Calendars.Read.Shared Read user and shared calendars ⓘ | - |
| <input type="checkbox"/> Calendars.ReadWrite Have full access to user calendars ⓘ | - |
| <input type="checkbox"/> Calendars.ReadWrite.Shared Read and write user and shared calendars ⓘ | - |

> Channel

> ChannelMember

> ChannelMessage

Add permissions Discard

Note

If you have Skype for Business configured, then you might have Calendar permission configured under Exchange. Therefore this step can be ignored. In the scenario, where you do not have Skype for business, you will have to grant this permission

4. Click on **Add permissions**.

Step 6:

Click on the **Grant admin consent** for <directory name> and click **Yes** to confirm

Refresh

⚠️ You are editing permission(s) to your application, users will have to consent even if they've already done so previously.

Configured permissions

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

| API / Permissions name | Type | Description | Admin consent req... | Status |
|---------------------------------------|-----------|--|----------------------|--|
| ▼ Microsoft Graph (4) ... | | | | |
| Calendars.Read.Shared | Delegated | Read user and shared calendars | - | ... |
| Presence.Read.All | Delegated | Read presence information of all users in your organi... | - | ... |
| User.Read | Delegated | Sign in and read user profile | - | ... |
| User.Read.All | Delegated | Read all users' full profiles | Yes | ⚠️ Not granted for Develop... ... |

You should see a “Successfully granted admin consent for the requested permissions” confirmation at the top of the screen.

Refresh

i Successfully granted admin consent for the requested permissions.

Configured permissions

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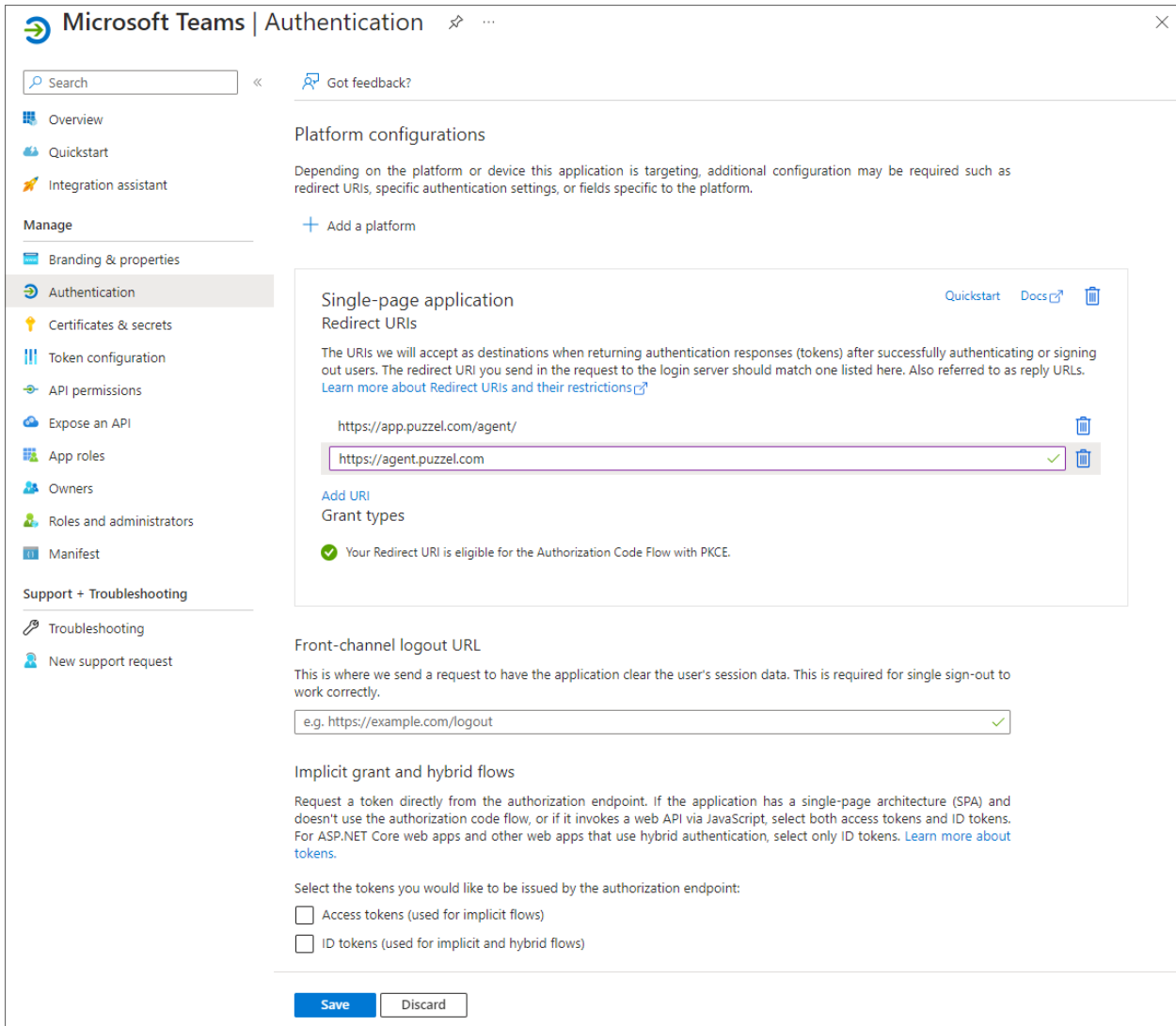
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| Calendars.Read.Shared | Delegated | Read user and shared calendars | - | ✔️ Granted for Developme... ... |
| Presence.Read.All | Delegated | Read presence information of all users in your organi... | - | ✔️ Granted for Developme... ... |
| User.Read | Delegated | Sign in and read user profile | - | ✔️ Granted for Developme... ... |
| User.Read.All | Delegated | Read all users' full profiles | Yes | ✔️ Granted for Developme... ... |

Note

You will see permissions related to Skype for Business if you are adding permissions to the existing Skype for Business App.

Step 7:

The last thing to do is to choose “Authentication” in the menu and add a Redirect URI if you are not yet using the agent application with Puzzel ID. Add "https://agent.puzzel.com" OR "https://uk.puzzel.com/agent/" for UK.



Migration from old method to latest method authentication:

As mentioned above we highly recommend our customers to migrate to latest authentication process. It can be done fairly easily by following the 4 steps listed below:

1. Go to **Authentication** page and you will see the following warning as shown in the picture.

Save | Discard | Got feedback?

Got a second to give us some 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

Web Quickstart Docs

Redirect URIs

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

Warning: This app has implicit grant settings enabled. If you are using any of these URIs in a SPA with MSAL.js 2.0, you should migrate URIs. →

https://agent.puzzel.com 🗑️

[Add URI](#)

Logout URL

This is where we send a request to have the application clear the user's session data. This is required for single sign-out to work correctly.

e.g. https://myapp.com/logout ✓

2. Click on the warning to open the Migrate URIs window

Save | Discard | Got feedback?

Got a second to give us some feedback? →

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Web Quickstart Docs

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https://agent.puzzel.com 🗑️

[Add URI](#)

Migrate URIs

The latest version of MSAL.js uses the authorization code flow with PKCE and CORS. [Learn more](#)

Select URIs to migrate to the single-page application (SPA) platform configuration. Migrated URIs will have auth code flow enabled. Implicit grant is also still enabled so long as the settings are checked.

Redirect URIs ↑

https://agent.puzzel.com

3. Select the URI and click on **Configure**

Migrate URIs



i The latest version of MSAL.js uses the authorization code flow with PKCE and CORS. [Learn more](#) **X**

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Redirect URIs ↑↓

https://agent.puzzel.com



Configure

Cancel

4. Add Redirect URI "https://app.puzzel.com/agent/" OR "https://uk.puzzel.com/agentapp/" for UK as described in step 7 above.
5. Untick the **Access tokens** and **ID tokens** under Implicit grant and save the changes.

Save Discard Got feedback?

Single-page application [Quickstart](#) [Docs](#)

Redirect URIs

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

https://agent.puzzel.com

[Add URI](#)

Grant types

MSAL.js 2.0 does not support implicit grant. Enable implicit grant settings only if your app is using MSAL.js 1.0. [Learn more](#)

Your Redirect URI is eligible for the Authorization Code Flow with PKCE.

Logout URL

This is where we send a request to have the application clear the user's session data. This is required for single sign-out to work correctly.

e.g.

Implicit grant

Allows an application to request a token directly from the authorization endpoint. Checking Access tokens and ID tokens is recommended only if the application has a single-page architecture (SPA), has no back-end components, does not use the latest version of MSAL.js with auth code flow, or it invokes a web API via JavaScript. ID Token is needed for ASP.NET Core Web Apps. [Learn more about the implicit grant flow](#)

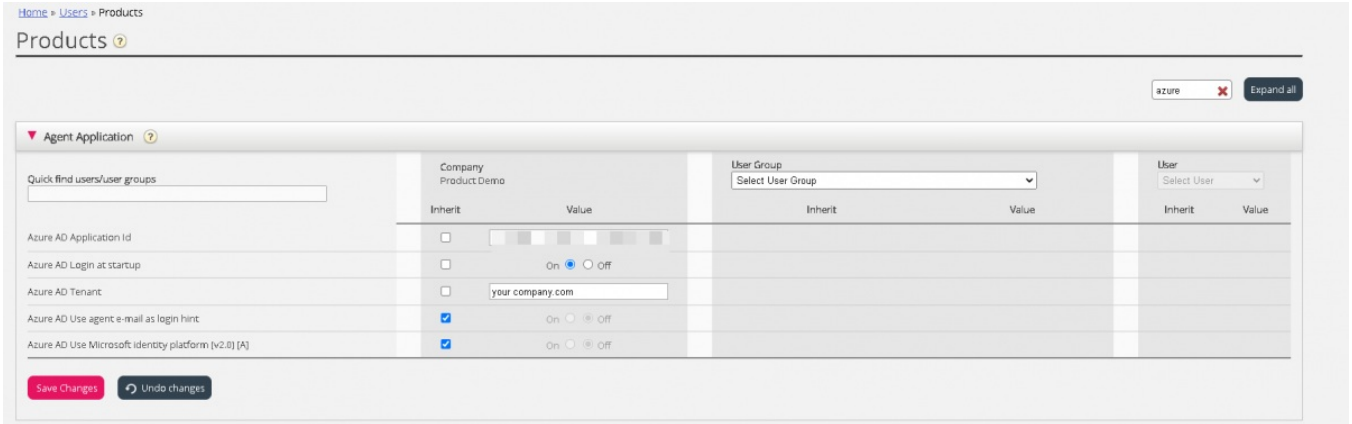
To enable the implicit grant flow, select the tokens you would like to be issued by the authorization endpoint:

- Access tokens
- ID tokens

Setup for Microsoft Teams integration in Puzzel's admin portal

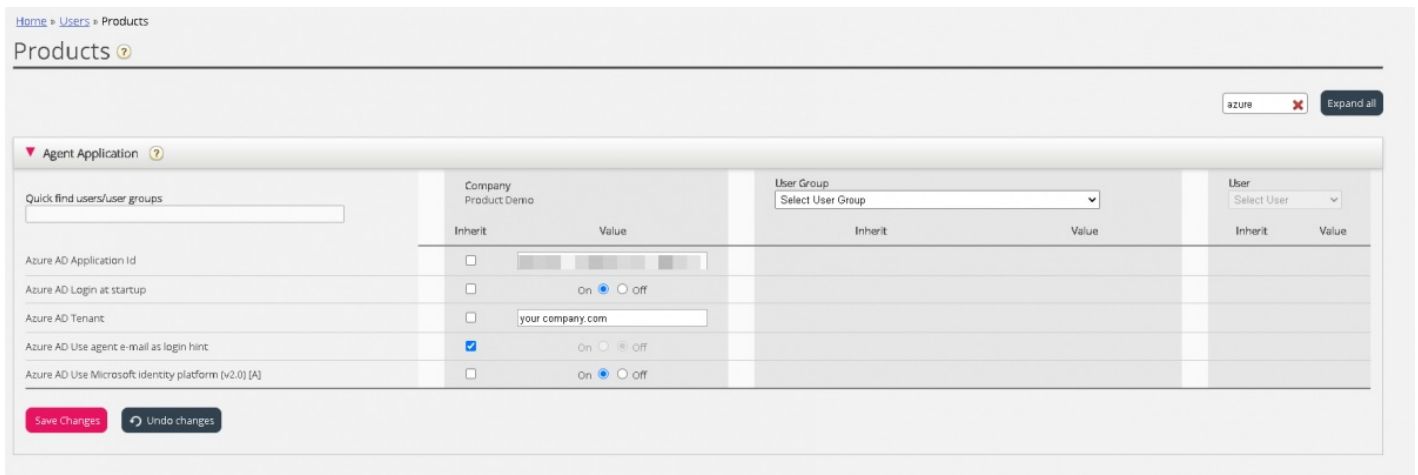
In the admin portal, you need to add your Microsoft Entra ID (Azure AD) app details for Microsoft Teams functionality to work properly.

1. Add the general agent application authentication properties for your Teams integration. This is done in the admin portal under Users -> Products -> Agent Application. The relevant 5 properties are easily found if you enter "Azure" in the top right filter field. If you have registered the app using old method in step 4, the configuration would be as shown below:



- **Azure AD Login at startup**– Enables to log on to Teams upon signing into the agent application, if authenticated.
- **Azure AD Use agent e-mail as login hint**– Upon authentication, the user's e-mail address registered in his or her Puzzel account is suggested.
- **Azure AD Application ID**– Add the Azure App ID fetched from the Azure App setup
- **Azure AD Tenant**– Add your tenant/domain (without https://) for the directory used for fetching contact information.
- **Azure AD use Microsoft identity platform[V2.0][A]**- By default this property is turned off to enable the existing customers using the old method to continue without disruption to their services.

If you have registered the app using latest method in step 4, do the following:



- **Azure AD Application ID** – Add the Azure App ID fetched from the Azure App setup
- **Azure AD Login at startup**– Enables to log on to Skype for Business upon signing into the agent application, if authenticated.
- **Azure AD Tenant** – Add your tenant/domain (without https://) for the directory used for fetching contact information.

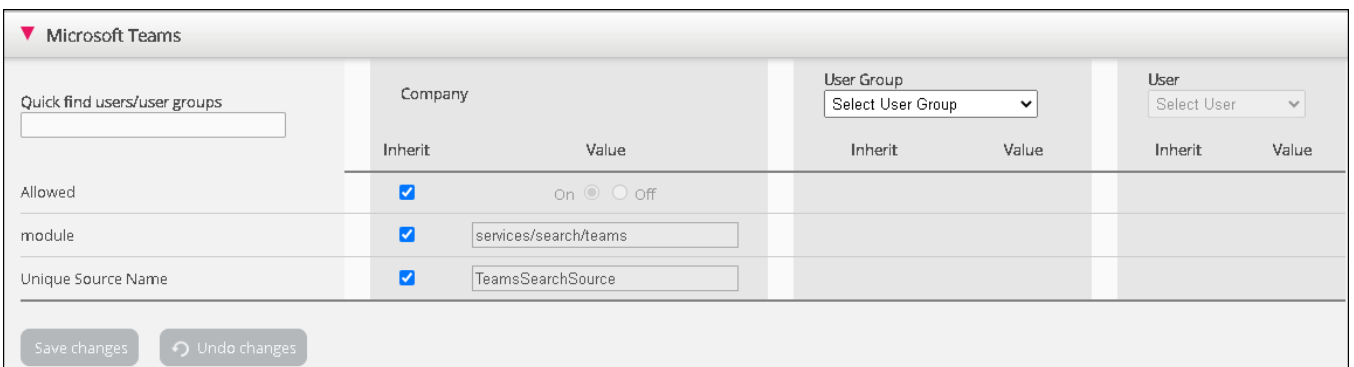
- **Azure AD Use agent e-mail as login hint** –Upon authentication, the user’s e-mail address registered in his or her Puzzel account is suggested.
- **Azure AD use Microsoft identity platform[V2.0][A]** - Turn this **on** for Microsoft recommended way of authentication using MSAL.

2. Save your settings

3. Activate the Microsoft Teams widget on your solution if you already haven’t. This is done under Widget -> Widget Administration. Find the “Microsoft Teams” widget (Owner 10000) and tick the rightmost check box



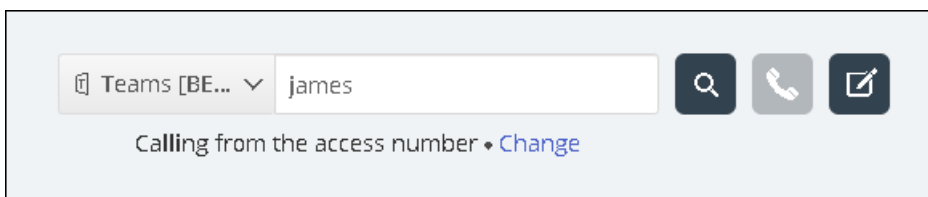
4. The Microsoft Teams widget should now be available under Widget -> Widget Configuration -> Microsoft Teams. Unless you want to disable Microsoft Teams for some agents, you should use the default settings



- **Allowed** – Enable or disable Microsoft Teams features for users
- **Module** – System property. Do not change
- **Unique Source name** – System property. Do not change

5. Remember to save your settings.

All users in your organization should now have access to search for your company’s Microsoft Teams contacts.



If not already authenticated, users are prompted to do so when signing in or searching for a contact in the Teams search source. They should then sign in with their corporate e-mail address.

Teams Presence

To enable synchronisation between Teams presence and Puzzel status you will need to enable the relevant admin permission. This is done under Users > Agent Application:

- Update presence on user from Microsoft Teams through Agent Application - Set this value to On

Note

If you do not require a sync between Teams and Puzzel for status please leave this value set as Off

