

# **Puzzel Catalog Sync for Azure AD**

# Contents

- Introduction
  - Download
    - <u>Change Log</u>
  - Prerequisites
- Installing the Sync Client
- <u>Generating a certificate</u>
- Azure AD setup
  - Application registration
  - Permission setup
- <u>Configuring the Sync Client</u>
  - <u>General tab</u>
  - Puzzel tab
  - Azure tab
  - Contacts tab
  - Appointments tab
- Enabling Microsoft Teams Presence
  - Presence from External Microsoft Tenants
    - <u>Registering Microsoft Teams App in Azure</u>
  - Admin Portal settings

# Introduction

Catalog synchronisation is a process of syncing the contacts and appointments from an external source into the Puzzel catalog. This provides the agent with a view of all available contacts and appointments. While it is possible to manually add the contacts in the Admin portal, it would be easier to sync the appointments and contacts automatically at regular intervals. This facilitates the user to have an up to date roster at all times.

Puzzel has developed an application for syncing contacts and calendars into the Puzzel Catalog, which is hosted in Puzzel's environment. Contacts can be retrieved from the Active Directory, while calendars can be retrieved from different sources.

The Catalog Sync is installed in the customer's environment and sends data to Puzzel over an encrypted connection using HTTPS. Throughout this document, the application may be referred to as Puzzel Catalog Sync or simply the Sync Client.

### Note

This feature is only for pure cloud Azure Active Directory environments.



## Download

The Sync Client is available as an .msi file that you can download here:

#### File

puzzel\_catalog\_sync\_azure\_1.3.0.msi

#### Note

Puzzel Catalog Sync for Azure version 1.2.0 or later uses the latest Microsoft Graph API and the new Puzzel authentication service. We encourage all our existing customers to download the Sync Client version 1.2.0 or later and make the necessary changes in the Azure environment that you will find on the <u>Permission setup</u> section.

## **Change Log**

### Catalog Sync 2.1.0

Replace all calendars on full sync

#### Catalog Sync 2.0.0

Puzzel ID support

### Catalog Sync 1.3.0

• Migrated to MSAL library for Graph API authentication

#### Catalog Sync 1.2.9

• Changed the behaviour of appointments to show a contact as available only when they are shown as free to not falsely set contact as available when they have another status than busy.

#### Catalog Sync 1.2.8

- · Fixed a bug when generating .csv file with non-standard field mapping
- The default fieldname for mobile phone have been updated to match Azure defaults
- Made the application more responsive
- · Fixed the layout to make it look better and more inline
- · Added a link button to the application that points to Puzzel Help
- · Fixed typos

#### Catalog Sync 1.2.7

· Added a checkbox for ConsistencyLevel header

### Prerequisites

- .Net Framework 4.7.1 or newer
- Windows Server 2012 or newer

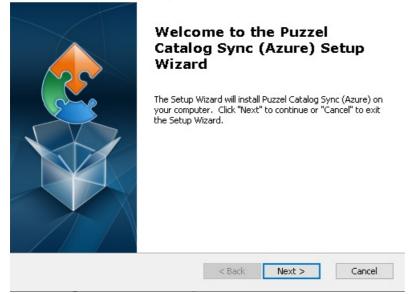


# Installing the Sync Client

The Catalog Sync Client is an installed windows service. To install the client, double click on the installer file (.msi) provided to bring up the setup wizard. The welcome screen of the wizard looks as shown below.

×

ៅ Puzzel Catalog Sync (Azure) Setup



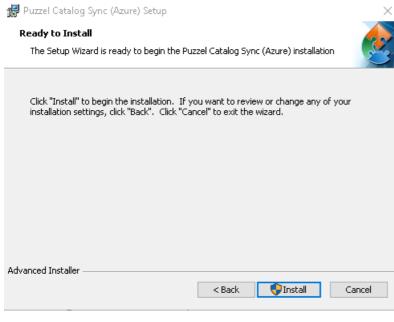
Follow the steps explained below to successfully install the Sync Client:

- 1. Click **Next** on the welcome screen to start the installation process.
- 2. You can either save the installed files in the default folder recommended or choose a custom location to save it and click **Next**.

🔀 Puzzel Catalog Sync (Azure) Setup	_		$\times$
Select Installation Folder			
This is the folder where Puzzel Catalog Sync (Azure) will be installed.			2
To install in this folder, click "Next". To install to a different folder, en "Browse".	ter it be	low or clic	k
Eolder:			
C:\Program Files (x86)\Puzzel\Puzzel Catalog Sync (Azure)\		Browse	
Advanced Installer			
Advanced Installer		Can	col
< Back Next ;	2	Can	Cei

3. Click on the **Install** button to start the installation.





The progress of the installation can be seen on the status bar.

4. Click on the **Finish** button to complete the process.



After successful installation, the files will be saved in the folder chosen during the process.



Name	Date modified	Туре	Size
cert	23/10/2019 13:53	File folder	
📙 logs	23/10/2019 13:53	File folder	
📧 AzureCatalogSetup	12/11/2021 08:11	Application	54 KB
🥮 AzureCatalogSetup.exe	05/02/2021 07:53	CONFIG File	1 KB
🗟 AzureCatalogSynchLlb.dll	12/11/2021 12:17	Application exten	68 KB
📧 AzureCatalogSynchService	15/11/2021 15:09	Application	6 KB
AzureCatalogSynchService.exe	05/02/2021 07:54	CONFIG File	1 KB
🗟 log4net.dll	19/10/2020 06:40	Application exten	264 KB
📄 LogConfig	10/03/2021 15:32	XML Document	1 KB
📧 makecert	28/06/2017 14:55	Application	68 KB
Microsoft.IdentityModel.Clients.ActiveDirectory.dll	15/06/2018 22:47	Application exten	290 KB
Microsoft.IdentityModel.Clients.ActiveDirectory.Platform.dll	11/04/2018 18:56	Application exten	22 KB
🚳 Newtonsoft.Json.dll	09/11/2019 00:56	Application exten	684 KB
Newtonsoft.Json	09/11/2019 00:51	XML Document	692 KB
🗔 Puzzel.CertificateTool	05/07/2017 09:09	Application	171 KB
Puzzel.CertificateTool.exe	05/07/2017 08:09	CONFIG File	1 KB
🚳 RestSharp.dll	30/09/2020 21:10	Application exten	188 KB
🚳 SettingsHelper.dll	11/11/2021 10:47	Application exten	18 KB
🥮 SettingsHelper.dll	19/06/2018 15:29	CONFIG File	1 KB
SettingsHelper.pdb	23/05/2019 14:51	PDB File	40 KB
🗟 System.ValueTuple.dll	19/07/2017 10:01	Application exten	78 KB

Furthermore, a new windows service will be registered which can be seen in the services window.

				د د <i>د</i> ا				
🎑 Problem Reports Control Panel Support	This service provides supp	ort for viewing, sendi	ng and deletion of	f system-level probl	em re		Manual	Local Syste
Reprogram Compatibility Assistant Service	This service provides supp	ort for the Program C	ompatibility Assis	tant (PCA). PCA m	onitor	Running	Manual	Local Syste
🍓 Puzzel CS (Azure) 1.2.0	Service for synching conta	icts and calendars fro	m Azure to Puzzel	Catalog			Manual	Local Syste
🐏 Puzzel Office 365 Connector 1.1.0	Service for enqueing emai	l from Office 365 in P	uzzel			Running	Automatic	Local Syste
🎑 Quality Windows Audio Video Experience	Quality Windows Audio Vi	ideo Experience (qWa	ve) is a networking	g platform for Audi	o Vide	Running	Manual	Local Service
🎑 Radio Management Service	Radio Management and A	irplane Mode Service				Running	Manual	Local Service

# Generating a certificate

A X.509 trust certificate is necessary for the client to be authenticated with Azure. This can be generated using Puzzel Certificate Tool that comes packaged with the installers. The certificate is be placed in the cert folder of the Sync Client and must also be trusted by the system the client is running on.

If you are using a public certificate issued by the CA, then you can save it in the cert folder as mentioned above. However, if you are generating a private certificate using the Puzzel Certificate Tool, then follow the steps detailed in this section.

#### Note

The service uses the certificate authorisation flow to authenticate with the Microsoft Cloud API. Refer for more details: <u>https://learn.microsoft.com/en-us/office/office-365-management-api/get-started-with-office-365-management-apis#configure-an-x509-certificate-to-enable-service-to-service-calls</u>

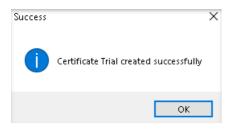
To generate a certificate using Puzzel Certificate Tool, do the following:

1. Open the Puzzel Certificate Tool by clicking on it.



Certificate Generation		
Certificate valid from: Certificate n	name:	
23/10/2019 📴 Trial		
Certificate valid to:		
24/10/2019	Generate	
Certificate Information		
Select certificate:		
jayanthi.kumar@puzzel.com	<ul> <li>Export</li> </ul>	
Base64 value:		
q22H6pQa+2li +bAgP9dpbNWCQ8Bb4q/gWyTLe0Mag28418hbklQEUS5 QR55pnc5Em2m0IDAQABo4HcMIH2MBMGA1UdJQQM dDg0mBCQyMja0TBCN00QidGLTUyMEEr0EQTQ50406 2yY55setv5Em2htAmBqNVHRIEH2AdgnBTTQATE2 wMAYDYR0RBBBWc4E22am57hv50aGkua3YY51AcHV6 5AA0CAQEAmIRo25Kif+gWL61ITowKRvzETLI6SiPGVm +6MACVgmbBQTah2SKif+gWL61ITowKRvzETLI6SiPGVm +6MACVgmbBQTah2Skif+gWL61ITowKRvzETLI6SiPGVm +6MACVgmbBQTah2Skif+gWL61ITowKRvzETLI6SiPGVm +erKhmRnUnTxLk0ydpeC1ubU//8QuhSv3vsqzja2Db0tC BGnbBDaHMw/	MMAGGCC:GAÜUFBwMCMC06 EFDQ0M0NThCNEEwR0YDVR0 2CG0FNNDFFMTNm2XHwMS5 ZmV2MDEu2VSmmEubHluYyg5 EmV2LmVvtTANBgkqhkiG9w0B m/1706UY1VxCWn yi71FeuR0NNpPDR41bqhakS6V	41L 100 100 100 100 100 100 100 1
Base64 thumbprint:	To clipbo	ard
a aseo4 mumoprint:		_
	To cipbo	
	1.0 CIDDO	
Key ID:		ard
Key ID:		ard

2. Enter a **Certificate name** and a valid start/end date to the certificate and click on the **Generate** button. A message will be displayed to confirm the successful creation of the certificate. Click **OK** to close this window.



3. You can now find the new certificate listed in the drop-down menu of the Select certificate option. The new certificate will automatically be selected, and the certificate information will be displayed in the panel below. We will use this information to update Manifest of Azure application in the <u>Application registration</u> section.



Select certificate:		
Trial	~	Export
lase64 value:		
MIIC5zCCAdOgAwlBAglQL0jkKLCwYotID5wlfS3aKFDAJBgUr MTBVRyaWFsMB4XDTE5MTAyMjzMDAwMFoXDTE5MTAz UEAxMFVHJpYWwwggEiMA0GCSqGSIb3DQEBAQUAA4JBD 47U572Fky7ElxpYc49aGPk76eXwlKka7m2k5v2L6iNo4d7k +nxGldE9mXz/f0n7BPArPSKYDj5U0zH+M/xD+AuouXiAzelkx +Ewuu3X9yGdhKylfDn8dz0w59ciUdfPD7uT7vHlkhTMr9TVjAA +DuoNaou4Alp/xVKIH+oMt+tbgBZT8V7iiz9NCghe58BHmrTS +Bude9BvEYFddICMe379jPoZ+0+Ee/yqCm2hzZJNpggK00 +U7e6r6j/JJyBTfJWa71JAgMBAAGjRTBDMEEGATUdAQQ6M uhEjaQMQ4wDAYDVQQDEwVUcmlhbIIQL0jkKLCwYotID5wf	MDI2MDAwM wAwggEKAo TXQGbQC6y ZOaCsxgXq2 V2qNP7/MN rge6vFhwXtE QZIaKJpSYS2 1DiAEChdn2r	FowEDEOMÁwGA BAQC7wA70N1L' 5(SL5n0rlV6c '200W MW I I ak/5swpTGzCAyfk
+XKMMGn2rQAqP7EN/R084tiFMcA750G07Uzon/aqPMc508 0s0VMKNnvMA5UCsuGAPDFp57eM87g3sbnw04sv9ktiw4 HzZ8Cy+Xw0Rkqs3ClzglZLNGniYf9U9qMo8klqt0v6CD+dvl +FQbueoqtLrs8nJNKTTNcVTsLci84cEdNdm5e5LA9n5Q0ptdf	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Jfc9liqrQ/b9/7uxM 2jMaiQ7sMo2IBFkl 5zEe6ljP
+XKMMGn2rQAqP7EN/R084tiFMcA750G07Uzon/aqPMc508 0s0VMKNnvMA5UCsuGAPDFp57eM87g3sbnw04sv9ktiw4 HzZ8Cy+Xw0Rkqs3ClzglZLNGniYf9U9qMo8klqt0v6CD+dvl +FQbueoqtLrs8nJNKTTNcVTsLci84cEdNdm5e5LA9n5Q0ptdf	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Jfc9liqrQ/b9/7uxM 2jMaiQ7sMo2IBFkl 5zEe6ljP
+XKMMGn2rQAqP7EN/R084tiFMcA750G07Uzon/aqPMc508 0s0WMKNnvMA5UCsuGAPDFpS7eM87g3sbrw04sv9ktiw4 Hz28Cy+XwORkqs3ClzgdZLNGniYiPgU9qMo8klqt0v6CD+4v +F0bueoqLrs8nJNKTTNcVTsLci84cEdNdm5e5LA9n5Q0ptdf +P5NJH3FWho92FJ3RmNEGoquQbwX7V5KUg54xajlhSV0IQ	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Mrc9ligrQ/b9/7uxH 2jMaiQ7sMo2lBFkl 5zEe6ljP KtgT8Vu2
+XKMMGn2rQAqP7EN/R084tiFMcA750G07Uzon/aqPMc508 0s0WMKNnvMA5UCsuGAPDFp57eM87g3sbrw04sv9ktiw4 Hz28Cy+XwORkqs3ClzgdZLNGniYjPgU9qMo8klqt0v6CD+4v +FQbueoqLrsBnJNKTTNcVTsLci84cEdNdm5e5LA9n5Q0ptdf +P5NJH3Fwho92FJ3RmNEGoquQbwK7V5KUg54xajlhSV0IQ	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Mrc9ligrQ/b9/7uxH 2jMaiQ7sMo2lBFkl 5zEe6ljP KtgT8Vu2
DsDWMKNnvMA5UCsuGAPDFpS7eMB7g9sbnwD4sv9ktlwJ4 Hz28Cy+XWORkqs3ClzgIZLNGniYiFgU9gMoBklqt0v6CD+dv +FQbueoqtLrsBnJNKTTNcVTsLci84cEdNdm5e5LA9n5Q0ptdf +P5NJH3FWho92FJ3RmNEGoquQbwK7v5KUg54xajIhSV0l0	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Mrc9ligrQ/b9/7uxH 2jMaiQ7sMo2lBFkl 5zEe6ljP KtgT8Vu2
+XKMMGn2rQAqP7EN/R084tiFMcA750G07Uzon/aqPMc508 0s0WMKNnvMA5UCsuGAPDFp57eM87g3sbnw04sv9tkttw4 HzZ8Cy+Xw0Rkqs3CizgIZLNGniYjPgU9qMo8klqt0v6CD+dv +F0bueoqLrs8nJNKTTNcVTsLci84cEdNdm5e5LA9n500ptdf +P5NJH3FWho92FJ3RmNEGoquQbw0x7v5KUg54xajhSV010 Base64 thumbprint:	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Ufc9ligrQ/b9/7uxH 2[MaiQ7sMo2IBFk] 5zEe6liP KtgT8Vu2 To clipboard
+XKMMGn2rQAqP7EN/R084tiFMcA750G07Uzon/aqPMc508 0s0WMKNnvMA5UCsuGAPDFp57eM87g3sbnw04sv9ktiw44 Hz28Cy+Xw0Rkqs3CizglZLNGniYjPgU9qMo8klqt0v6CD+dv/ +FQbueoqtLrsBnJNKTTNcVTsLci84cEdNdm5e5LA9n5Q0ptdf	I∨G4UdiTzPC PqfAqBm/dN F2x4Oo	Ufc9ligrQ/b9/7uxH 2[MaiQ7sMo2IBFk] 5zEe6liP KtgT8Vu2 To clipboard

4. Press **Export** button to export the created certificate within .pfx container with a private key. Select the**Output directory** and enter a **password** to the certificate in the Export certificate window and click**Export**:

Export certificate Trial				x
Output directory: C:\temp		]	Browse	
Password:			DIOWSE	
StrongPW/				
	Export		Cancel	

5. Save the exported certificate in the cert folder of the Sync Client and make a note of the name and password of the certificate.

# **Azure AD setup**

Some of the features in Puzzel's Agent Application requires users to authenticate themselves in Azure AD. Follow the steps below which takes you through the process of configuring Puzzel Catalog Sync application in Azure AD. This is done as a two-step process as explained below.

## **Application registration**

Follow the procedure below to register Puzzel Catalog Sync in Azure AD:

1. Go to Azure Active Directory and select App registrations. Click onNew registration button.

#### **puzzel.** Solving Customer Interactions

Microsoft Azure		,P Search resources, services, and docs (G+)/
*	Home > Development Puzzel - App re	gistrations
+ Create a resource	Development Puzzel -	App registrations
🕈 Home 🖬 Dashboard	Azare Active Descady	<ul> <li>Kew registration</li></ul>
All services	Overview	Welcome to the new and improved App registrations (now Generally Available). See what's new ->
BWORTES	g* Getting started	Looking to learn how it's changed from App registrations (Legacy)? Learn more Sill want to use App registrations (Legacy)? Go back and tell us why
All resources	Manage	
Resource groups	🚨 Lisers	All applications Owned applications
App Services	🝰 Groups	Start typing a name or Application ID to filter these results
Function App	Organizational relationships	Display name
SQL databases	🚨 Roles and administrators	cs Catalog Sync
Azure Casmas DB	Enterprise applications	MSAL Testapp
P Virtual machines	Devices	Dummy
> Load balancers	App registrations	Puzzel Catalog Sync
Storage accounts	Identity Governance	AzureNewInterface-Test
Virtual networks	Application proxy	My Nodejs App
Azure Active Directory	🛔 Licenses	Devpuzzel SSO
Manitar	🚸 Azure AD Connect	Puzzel Skype
👇 Advisor	🐖 Custom domain names	rs P2P Server
3 Security Center	Mobility (MDM and MAM)	E Email Connector
Oost Management + Billing	Password reset	DE devagent.puzzel.com
📱 Help + support	Company branding	TE Test
	User settings	bo devagent.puzzeel.com office365
	Properties	

- 2. Enter the following three parameters in the Register an application window and click Register.
  - Name Choose a name for the application (e.g. Puzzel Catalog Sync)
  - **Supported account types** Choose the option that is most relevant to you. The recommended option is "Accounts in this organizational directory only (<directory name>)"
  - Redirect URI (optional) Choose Web and enter https://localhost

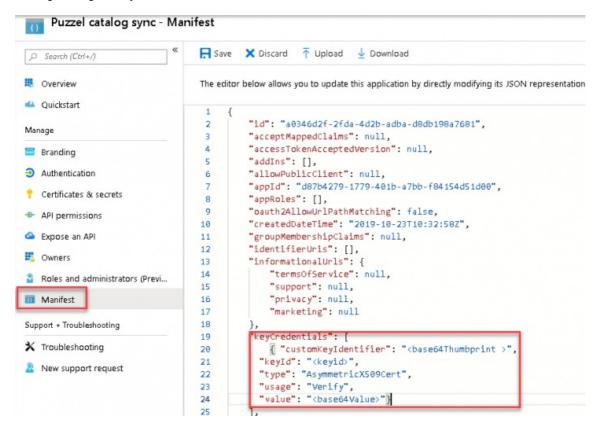
Register an appli	cation
* Name	
	name for this application (this can be changed later).
Puzzel Catalog Sync	~
Supported accour	nt types
Who can use this applic	ation or access this API?
<ul> <li>Accounts in this org</li> </ul>	ganizational directory only (Development Puzzel only - Single tenant)
Accounts in any org	ganizational directory (Any Azure AD directory - Multitenant)
Accounts in any org	ganizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
Help me choose	
Redirect URI (opti	onal)
	cation response to this URI after successfully authenticating the user. Providing this now is optional and it can be ue is required for most authentication scenarios.
Web	V https://localhost



3. Go back to the App registrations screen and select the app you just registered

,O Search (Ctrl+/)	🕨 🕂 New registration 🛛 🕀 Endpoints 🤌 Troublesho	oting 🛛 🛇 Got feedback?			
0 Overview	Welcome to the new and improved App registrations (n	ow Generally Available). See what's new →			
🦉 Getting started Manage	Looking to learn how it's changed from App regis Still want to use App registrations (Legacy)? Go back Looking to learn how it's changed from the second				
R Users	All applications Owned applications				
Groups	$\checkmark$ Start typing a name or Application ID to filter these	results			×
Organizational relationships	Display name	Application (dient) ID	Created On	Certificates & secrets	
Roles and administrators	Puzzel catalog sync	d87b4279-1779-401b-a7bb-f84154d51d00	10/23/2019		
Enterprise applications					
Devices					
App registrations					
Identity Governance					

4. Click on **Manifest** option to edit the application Manifest. You need to edit the manifest of the Azure application by adding/editing an object in the current JSON:



Add or edit the 'keyCredentials" element in the manifest JSON as shown below:

"keyCredentials": [ { "customKeyIdentifier": "<Base64Thumbprint >", "keyId": "<key Id>", "type": "AsymmetricX509Cert", "usage": "Verify", "value": "<base64 Value>" } ]

The values to the "**customKeyIdentifier**", "**keyId**", "**value**" can be found in the certificate generated using the Puzzel Certificate Tool which you can read more about in the <u>Generating a certificate</u> section.



Certificate Generation	
Certificate valid from:	Certificate name:
30/10/2019	Trial
Certificate valid to:	
31/10/2019	]▼ Generate
Certificate Information	
Select certificate:	
Trial	~ Export
Base64 value: 🤨	
+nxGidE9mXz/t0n78PA/PSKYD/5U0. +Ewux8XSyGdrkKyt0n8dz0w53ciUd +DuoNaou4AlpXxXUH+oht+tbQBZT1 +Sude98vEcYFddJCMa379PoZ+0+ +U7e6r6/JU/0T1JWa/T1AladMBAAGF	(Ka7m219/C2L6IINo447k7DQEbQC5y65L5n0fW6c 2H+M/sD+AuouXiAzellos2DaCsxg3/q22oOW B7/Lis0HchiTM:61Vy/WzqNP7/MN B7/Lis0HCgha58BHmT3:sge6vFhw02EMW EevyCm2m22JNogg8XOQ2K4Jp5YS2 11BDMEEGA1UdAQD6MD4EChdn2naH5swpTG2CAyik NHDIDIIRKLOx/wDBWMS2KFDa1BoH0mHCHDIIAab
+nxSidE9mXz/0n/2Pa/PSKVD/5U0 4E wux3K3yGdrKylDn8d2Dv59cUd 4Dunkaack4p/xXCH+okMet2B2TI 4Dude80 ¥CrYFddUDMa373Pa/2-0-0 4U7e66i(xU)96 TUWa7TJAgMBAAGF 4/HE/ADMG4vDA7DVQDDE/wUUcnil BAQAZigAuTKND5hL 4/KMM6n2UQAP7EN/R0B4/FMcAi 0s0WMKNnvMA5UCsuGAPDFp57e H22BC2/+XVVDRkgs2Clag2LNGmYP 4/2BUxeQ1LVBN/KTNrVLsLc84C	sH+HAD-sAuobidazellv2DoCragbid22c0W IFD7u7xHikhTMi31VyWzaNP7/MN EvypCm2hz2NpggfXDQ2laKJp5Y53l 178DMEEGA1Ud4QB(Mb/2EChdn2nak5swpTGzCAyik hbllQL0jkKLCwYotID5WI53aKFDAJBgUrDgMCHQUAA4 750G07Uzon/aqPMc508JDCU30ZaGdJlc9igqQ/b9/7ush M87g5btrw04sv5kWJ4vG4Ud12PC2Ma07sMc3BPl qU39Md8kIkJ0x6D-d+PglAgmlv4bszE6P
+málicEshóczdín/8Pa/PSK/VDEU0 +Ewuc6VS/GdK/kitDn8dz)w553Ld +Ewuc6VS/GdK/kitDn8dz)w553Ld +Bude389 Ec/rFddL/Ma373Pp22-U +Bude389 Ec/rFddL/Ma373Pp22-U +U7e6igK/JBS IIWa71Ja2MBAA6jF u/FE6JMQ4W0A/VDQDE/WVLomB #BQAZQA-VKNTKND5NL -XXMMGn20QA6/PEN //R064/FMc3 Bo0WMKNrvMA5UCsuGAPDFp57e #EQbuecqL/sBnJNKTTNc/r1sLo84c +P5NJH3Pwho32FJ3RmNEGoquQb	H+MAD+AuouXiAzellv2Dof:xxg0iG22oOW IFD7u7VHkhTMi31VyVWzgNP7/NN S7/t39NCgh458BHmTSisg6VFWv02KMV Ee/vpCm2hz2NpggK002IaKJp5YSal 718DMEEGA1UdAQQBMDi4EChdn2nak/5swpTGzCAylk h0IQL0jkKLCwYoID5W/534KFDAJBgU00gMCHQUAA4 750607Uzon/aqPMc508JDCU302aGdIIc9itgQ/b9/7uxh M87g9sbmvO4ev9ktkwI4vG4UdTzPC2jMaQ7sMo2JBFki gU39Mo8kJq00vcFu40o
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## **Permission setup**

If the Sync Client version 1.2.0 or later is installed, add the following permissions as instructed below. You can find the latest version <u>here</u>.

- 1. Go to <u>https://portal.azure.com/</u>, and open Azure Active Directory -> App registrations and select the application you just created.
- 2. Select API permissions and click on Add a permission button.

	permissions			
	💍 Refresh			
₩ Overview & Quickstart Manage	Configured permissions Applications are authorized to call APIs include all the permissions the applicati			admins as part of the consent process. The list of configured permissions should consent
Branding	+ Add a permission Grant ac	dmin consent for Deve	lopment Puzzel	
O Authentication	API / Permissions name	Туре	Description	Admin Consent Requir Status
📍 Certificates & secrets	No permissions added			
API permissions				
🛆 Expose an API				
B Owners				
🔮 Roles and administrators (Previ				
Manifest				
Support + Troubleshooting				
// Troubleshooting				
New support request				

- 3. Select Microsoft Graph and choose the following permissions and ClickAdd permissions.
  - User.Read.All



- User.Read
- Calendars.Read
- Directory.Read.All

kequ	uest API permissions	×
Ø	Hs Microsoft Graph https://graph.microsoft.com/ <u>Docs c</u> * ype of permissions does your application require?	
	geted permissions 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.
> us	erNatification	
> Us	erShiftPreferences	
V Us	er (l)	
	User:Export:All ③ Export user's data	Yes
	User.invite.All  () Invite guest users to the organization	Yes
	User:Manageldentities.All () Manage all users' identities	Yes
~	User.Read.All ① CONTRACT	Yes
	User:ReadWrite:All ③ Read and write all users' full profiles	Yes
> wi	ndowsUpdates	

4. The following screen will appear prompting you to grant permission as an admin.

#### 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

+ Add a permission 🗸 Grant admin consent for Development Puzzel					
API / Permissions name	Туре	Description	Admin consent req	Status	
∽Microsoft Graph (4)				•••	
Calendars.Read	Application	Read calendars in all mailboxes	Yes	🥑 Granted for Developme 🚥	
Directory.Read.All	Application	Read directory data	Yes	🥑 Granted for Developme 🚥	
User.Read	Delegated	Sign in and read user profile	No	🥑 Granted for Developme 🚥	
User, Read, All	Application	Read all users' full profiles	Yes	🛕 Not granted for Develop, •••	

5. The application will now have the required permissions.



#### 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

+ Add a permission 🗸 Grant admin consent for Development Puzzel					
API / Permissions name	Type	Description	Admin consent req	Status	
∽Microsoft Graph (4)					
Calendars.Read	Application	Read calendars in all mailboxes	Yes	🥑 Granted for Developme	•••
Directory.Read.All	Application	Read directory data	Yes	🥑 Granted for Developme	•••
User.Read	Delegated	Sign in and read user profile	Νο	🥑 Granted for Developme	•••
User, Read, All	Application	Read all users' full profiles	Yes	🥑 Granted for Developme	•••

To view and manage permissions and user consent, try Enterprise applications.

# **Configuring the Sync Client**

1. Open the Azure Catalog Setup Client that comes packaged with the installers. The below window opens up and **General** tab is selected by default. Choose the options here as required.



## **General tab**

In the General tab, there are four parameters as explained below:

- Sync contacts only: If this option is selected, only contacts will be retrieved by the Sync Client.
- Sync contacts with no mailbox: If this option is selected, only contacts without a mailbox will be synced. However, if unselected, contacts with mailbox along with calendar information will be synced.



### Note

This parameter is in addition to the filter that can be configured under contacts tab.

• Run updates every X minutes: This defines the frequency with which the calendar updates are requested for by the Sync Client.

#### Note

It is always recommended that large organisations with a lot of contact information to sync less frequently to avoid the Sync Client being kept busy.

Get data for X days ahead: This defines how many days into the future the Sync Client will retrieve calendar
information when performing full sync.

### **Puzzel tab**

2. The **Puzzel** tab has four parameters to be set as defined below:

	Puzzel	Azure	Conta	cts Ap	pointmen	ts		
	ervice Se							
URL:				https://	api.puzz	el.com/o	ontactce	ntre5
Custor	ner Key:							
User N	ame:							
Passw	ord:							
					-			

- URL: This is the URL of the Puzzel web services to send data to. Current URL value is https://api.puzzel.com/contactcentre5.
- Customer Key: This is the unique Customer ID of the Puzzel solution to sync the contacts and calendars to. This is the same Customer ID that is used to logon into the solution.
- User Name: This is the username of the account provided by the Puzzel Support team that is used to logon to the Puzzel API.
- Password: The password of the sync user provided by the Puzzel Support team.

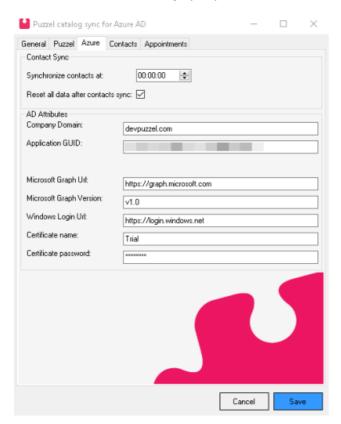


#### Note

A regular account does not have the permissions to do the sync operations.

# Azure tab

3. The Azure tab has two category of parameters, the details of which are explained below:



### **Contact Sync:**

- Synchronize contacts at: You can select a time to sync the contacts once every day apart from the sync that happens at startup.
- Reset all data after contacts sync: If selected, a full calendar sync is performed after the daily contact sync.

#### AD Attributes:

- Company Domain: This is the domain of the organisation in Azure AD.
- **Application GUID:** The GUID of the application that was configured in Azure AD. This can be found upon clicking on App registrations in Azure AD and selecting the application created. See section <u>Application registration</u>.
- · Windows Graph Url: The URL of the endpoint used for retrieving contacts.
- Windows Graph Version: The version of the Windows Graph used.
- Windows Login Url: The URL of the endpoint used to log on to Azure AD.
- Certificate Name: The name of the X.509 certificate used to log on to Azure AD. This certificate must be placed in the cert folder and must also be imported on the server that the Sync Client is running on. See section Generating a certificate.
- Certificate Password: The password of the certificate entered during creation. See sectionGenerating a certificate.



## **Contacts tab**

4. The **Contacts** tab has two categories of parameters that can be set as defined below:

📔 Puzzel	catalog sync for Azure AD —		×
General	Puzzel Azure Contacts Appointments		
Contacts			
Query Filt	er:		
External (	Contact ID: userPrincipalName		
Add Co	onsistencyLevel header?		
Contact F	ields:		
	Fields	Mapping	^
6	userPrincipalName	1	
6	givenName	2	
6	sumame	3	
6	job Title	4	-
6	department	5	-
6	a mail	6	
6	businessPhones	7	-
6	mobilePhone	8	-
6	objectType	9	-
6	objectId	10	
6	accountEnabled	11	
6	d id	12	
6	"puzzel.com"	13	
L			~
	Cancel	Save	
	Cancer	5476	

#### **Contacts:**

- Query Filter: An optional filter that can be set when looking for contacts. By default, the sync client will retrieve all contacts based on the settings set in the "General" tab. More information about filters can be found here: <a href="https://learn.microsoft.com/en-us/graph/filter-query-parameter">https://learn.microsoft.com/en-us/graph/filter-query-parameter</a>
- Add ConsistencyLevel header?: If checked, it will add a ConsistencyLevel header with "eventual" as value. This will
  enable advanced query capabilities of Microsoft's Graph API. You can read more about advanced query capabilities
  from Microsoft here: <a href="https://learn.microsoft.com/en-us/graph/aad-advanced-queries">https://learn.microsoft.com/en-us/graph/aad-advanced-queries</a>
- External Contact ID: The unique ID that identifies the contact in the Puzzel catalog. A lookup for this ID is done every time the information is retrieved about a contact, to determine if a contact should be created, updated or deleted. If the External Contact ID changes in Azure AD, this will be interpreted as a new contact in the Puzzel catalog, resulting in a duplicate contact. The default External Contact ID is the userPrincipalName.

#### Note

When doing large changes such as changes to the domain it is recommended to contact Puzzel support for removing duplicate data.

#### **Contact Fields:**

This is a list of the fields that will be retrieved for every contact from the Azure AD. The Mapping column is an index that corresponds to the mapping in Puzzel Catalog.

For more information about selectable fields on the user object in the Microsoft graph<u>https://learn.microsoft.com/en-us/graph/api/resources/user</u>

Note



The default settings of Sync Client matches the default field mapping of the Catalog. If the mapping needs to be changed in the Catalog, please contact Puzzel support.

## Appointments tab

5. The **Appointments** tab options are as explained below:

General	Puzzel Azure	Contacts /	Appointments		
Repl	ace BodyPreview				
Repl	ace Subject				
Repl	ace Location				
Sync	Tentative Appoir	ntments			
Sync	Private Appointm	ients			
			Cancel	Sa	

- **Replace BodyPreview:** If checked, the BodyPreview of all appointments will be replaced by the configured text. This field can be left empty.
- **Replace Subject:** If checked, the Subject of all appointments will be replaced by the text specified here. This field can be left empty.
- **Replace Location:** If checked, the Location of all appointments will also be replaced by the configured text. This field can be left empty.
- Sync Tentative Appointments: If checked, all tentative appointments will also be synced. Otherwise these will be ignored during the sync process.
- Sync Private Appointments: If checked, all private appointments will also be synced. Otherwise, these will be ignored during the sync process.

Click Save to save all configurations. Press Cancel at any time to undo all configurations made.

# **Enabling Microsoft Teams Presence**

To enable Teams presence with the Puzzel Catalog there are configurations that need to be done in in the Azure Sync Client and in the Puzzel Catalog as well as an App Registration for the Agent Application. You can follow this Help article to setup an App Registration for the Agent Application: <u>https://help.puzzel.com/product-documents/integrations/puzzel-microsoft-teams-azure-authentication-setup</u>.

It's required that two new fields, TenantId and ObjectId, are synced towards the Puzzel Catalog.



In the image below these two new fields are mapped to 12 and 13.

		zzel Azure Contacts Appointments		
Conta Query				_
Extern	al Co	ntact ID: userPrincipalName		
		sistencyLevel header?		
Contac				
Contac	A Her	Fields	Manaina	^
		userPrincipalName	Mapping 1	- ``
<u> </u>	-	givenName	2	-
<u> </u>	-	sumame	3	-
	-	jobTitle	4	-
			4	-
	-	department	-	-
	-	mail businessPhones	6	-
	-			-
	_	mobilePhone	8	-
		object Type	9	-
	-	objectId	10	-
	-	accountEnabled	11	-
			12	-
I	$\bowtie$	"puzzel.com"	13	~

id - Mapping 12: This is the ObjectId of the contact and will be retrieved from the Microsoft Graph when it is synced.

"puzzel.com" - Mapping 13: For the TenantId the domain of the tenant is written in quotation marks. When a value is written in quotation marks it will be interpreted literally by the Sync Client. Instead of retrieving a value from the Microsoft graph it will insert this into the field that is uploaded to Puzzel. This value needs to be the same as the one that appears for the tenant in the Azure portal. As an example, if the domain of the Tenant is "exampletenant.com" then this configuration also needs to say "exampletenant.com"

Once these configuration changes are done please contact the Puzzel Support team and provide the mapping structure that is being used and the Support team will then make the necessary changes needed for the Catalog.

### **Presence from External Microsoft Tenants**

In addition to getting presence for the users in your own Azure AD tenant, it's also possible to get presence for users from other tenants. The Microsoft Graph API has some limitations for getting presence, therefore there are some basic requirements:

- The agent must have a guest user in the external tenant with the same e-mail address as the home tenant, and Azure AD must be configured as an identity provider for External Identities in the external tenant (default behaviour). Read more here: <u>https://learn.microsoft.com/en-us/azure/active-directory/external-identities/b2b-quickstart-add-guest-users-portal</u>
- The guest user must have permission to use a multi-tenant Azure AD App Registration, which has API permission for reading the presence of all users in the external tenant.
- The home TenantId and ObjectId of an external user must be imported into the catalogue

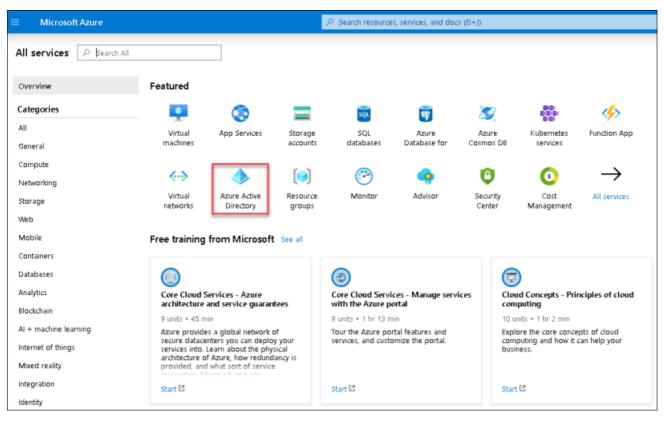
#### **Registering Microsoft Teams App in Azure**

The following procedure will take you through the steps of configuring a multi-tenant App Registration in 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.

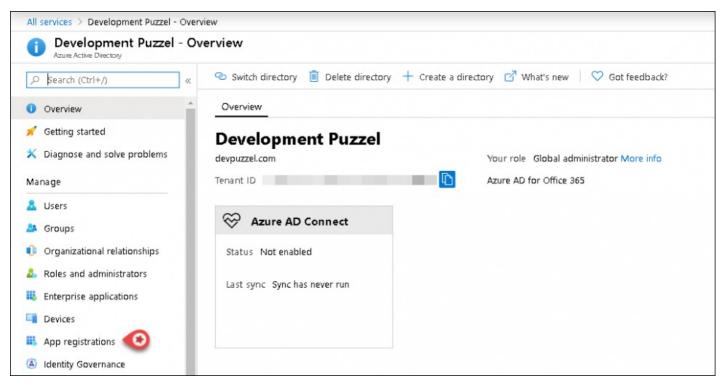


### 1. Setup Microsoft Teams App in Azure

Go to <u>https://portal.azure.com</u> and login with the Global Admin privileges for your domain. Choose 'Azure Active Directory' from the list of featured apps.



#### 2. Select App registrations



3. Click on the **New registration** option



All services > Development Puzzel - App	o registrations
Development Puzzel - A Azure Active Directory	pp registrations
🔎 Search (Ctrl+/)	🕨 🕂 New registration 🜐 Endpoints 🤌 Troubleshooting 🔁 App registrations (Legacy) 🕴 ♡ Got feedback?
Overview	👔 Welcome to the new and improved App registrations (now Generally Available). See what's new and learn more on how it's changed. $ o$
💅 Getting started	All applications Owned applications
🗙 Diagnose and solve problems	Start typing a name or Application ID to filter these results
Manage	Display name
🚨 Users	
🚨 Groups	
🌵 Organizational relationships	
Roles and administrators	
Enterprise applications	
Devices	
III, App registrations	
Identity Governance	

### 4. Fill in the following 3 sections:

- Name Choose a name for the application (e.g. Microsoft Teams)
- Supported account types Choose "Accounts in any organisational directory (Any Azure AD directory Multitenant)
- Redirect URI (optional) Choose "Single-page application" and Hostname: https://app.puzzel.com/agent/

Home > Development Puzzel   App registrations >
Register an application
* Name
The user-facing display name for this application (this can be changed later).
Microsoft Teams External Presence
Supported account types
Who can use this application or access this API?
Accounts in this organizational directory only (Development Puzzel only - Single tenant)
<ul> <li>Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)</li> </ul>
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.
Single-page application (SPA) V https://app.puzzel.com/agent/
Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise application
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.** The ID is required for the Admin Portal later.

🔣 Microsoft Teams 👒	>			
	📋 Delete   ⊕ Endpoin	ts 💀 Preview features		
Overview				
🗳 Quickstart				
💉 Integration assistant	Display name	: <u>Microsoft Teams</u>	Client credentials	: Add a certificate or secret
M Integration assistant	Application (client) ID	stand and a standard and a standard and	Redirect URIs	: 0 web, 1 spa, 0 public client
Manage	Object ID		Application ID URI	: Add an Application ID URI
🔤 Branding & properties	Directory (tenant) ID	and the first state of the later of the	Managed application in I.	. : Microsoft Teams
Authentication	Supported account typ	es : My organization only		

5. If you are not yet using the agent application with Puzzel ID you need to choose "Authentication" in the menu and add a Redirect URI. Add "https://agent.puzzel.com" OR "https://uk.puzzel.com/agent/" for UK.

∋ Microsoft Teams   A	uthentication 🖉 …	×
₽ Search «	♂ Got feedback?	
<ul> <li>Overview</li> <li>Quickstart</li> <li>Integration assistant</li> <li>Manage</li> </ul>	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	
🔤 Branding & properties		
<ul> <li>Authentication</li> <li>Certificates &amp; secrets</li> <li>Token configuration</li> <li>API permissions</li> </ul>	Single-page application Quickstart Docs of 1	
Expose an API     App roles     Owners     Roles and administrators     Manifest     Support + Troubleshooting	https://agp.puzzel.com/agent/         https://agent.puzzel.com         Add URI         Grant types         Image: Vour Redirect URI is eligible for the Authorization Code Flow with PKCE.	
Request of the second sec	Front-channel 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://example.com/logout         Implicit grant and hybrid flows         Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. Learn more about tokens.         Select the tokens you would like to be issued by the authorization endpoint:         Access tokens (used for implicit flows)         ID tokens (used for implicit and hybrid flows)	

6. This section will help you configure all the required permissions for Microsoft Teams App.

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** check box.



∨ Use	er (1)	
	User.Export.All ① Export user's data	Yes
	User.Invite.All ① Invite guest users to the organization	Yes
	User.Manageldentities.All ① Manage user identities	Yes
<u>~</u>	User.Read ① Sign in and read user profile	No
	User.Read.All ① Read all users' full profiles	Yes
	User.ReadBasic.All ① Read all users' basic profiles	No
	User.ReadWrite ① Read and write access to user profile	No
	User.ReadWrite.All ① Read and write all users' full profiles	Yes

- Add permissions Discard
- 2. Select Presence from the list and tick Presence.Read.All check box.

Request API permissions	성일 수 있는 것이 같은 것이 없는 것이 없 않이 않 않이 않	×
<ul> <li>✓ All APIs</li> <li>Microsoft Graph https://graph.microsoft.com/ Docs ♂</li> <li>What type of permissions does your application require?</li> </ul>		
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 a	all
Type to search		
Permission	Admin consent required	
> POP		
∨Presence (1)		
Presence.Read Read user's presence information ①		
Presence.Read.All Read presence information of all users in your org	anization 🛈 -	
> Printer		
Add permissions Discard		

- 3. Click on Add permissions.
- 7. Click on the Grant admin consent for <directory name> and click Yes to confirm



#### 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

+ Add a permission 🗸 Grant admin consent for Development Puzzel					
API / Permissions name	Туре	Description	Admin consent requ Status		
∽Microsoft Graph (2)				•••	
Presence.Read.All	Delegated	Read presence information of all users in your organization	No	•••	
User.Read	Delegated	Sign in and read user profile	No	•••	

#### There will be a "Successfully granted admin consent for the requested permissions" confirmation at the top of the screen.

#### 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

PI / Permissions name	Туре	Description	Admin consent requ	Status
✓ Microsoft Graph (2)				
Presence.Read.All	Delegated	Read presence information of all users in your organization	No	♂ Granted for Developme
User.Read	Delegated	Sign in and read user profile	No	Granted for Developme

Permissions must be granted this way by admins in every external tenant where the agent has a guest user.

## ·-----

Note

### Admin Portal settings

The **Application (client) ID** mentioned in <u>step 4</u> above must be entered in the property *Enable Teams Presence for Catalog Contacts - Azure AD Multi-Tenant Application Id* under **Users -> Products -> Search**in the Admin Portal. Please contact Puzzel Support if you require assistance.