

Microsoft Entra ID (Azure AD) Authentication

Some of the features in Puzzel's Agent Application requires users to authenticate themselves in Microsoft Entra ID (Azure AD). The authentication is amongst others used to enable the CRM Widget towards Microsoft Dynamics CRM Online but can also be used for authentication towards custom/external widgets.

Configure Microsoft Dynamics App

The following procedure will take you through the steps of configuring Microsoft Dynamics 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.

Note

The screenshots and descriptions below are based on the Azure AD service release "1904" tenant, and the user is a "Global Administrator" with adequate access.

Note

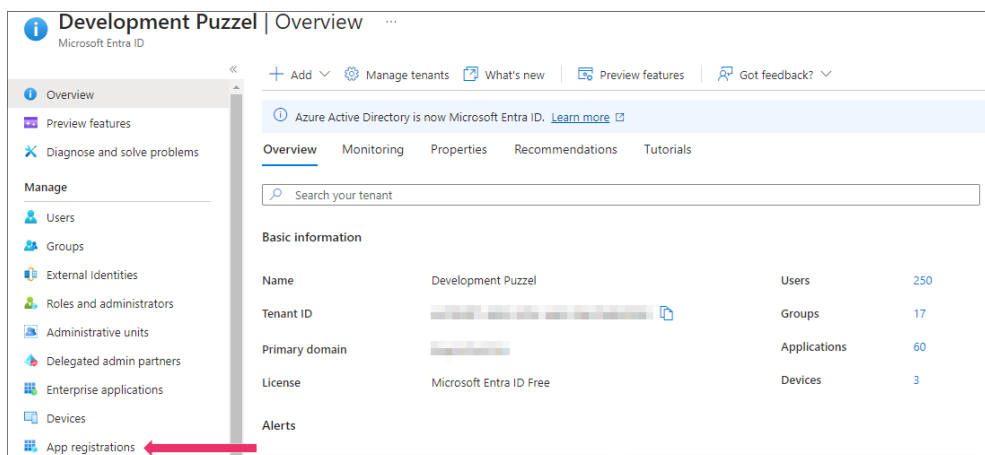
Puzzel has made changes to the Application registration process from the first version to be in line with Microsoft recommendation for registering an app. We have support for user authentication with Authorisation Code Flow with PKCE according to Microsoft guidance. If you have registered with the old 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](#).

Setting up Microsoft Dynamics App in Azure

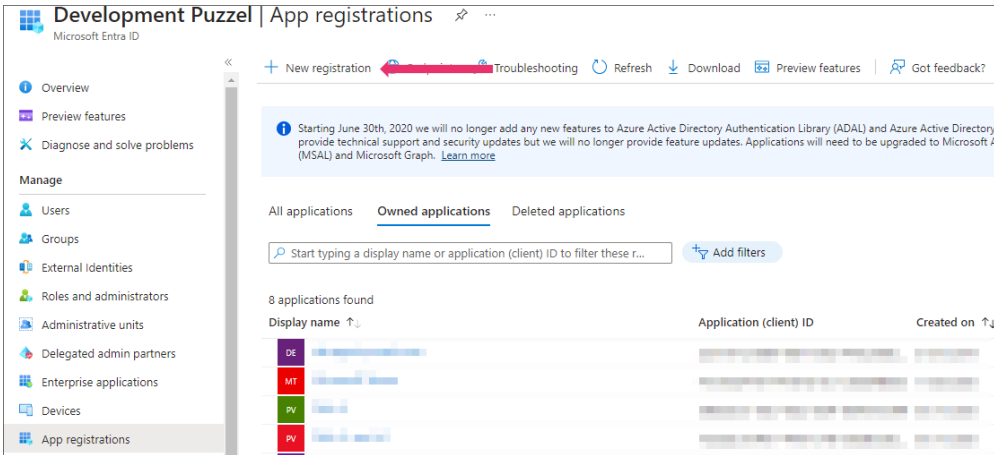
Step 1:

Go to <https://portal.azure.com> and login as Global Admin for your domain. Go to Microsoft Entra ID in the home page and choose **App registration** from the left menu.



Step 2:

Click on the **New registration** option on the top ribbon menu.



Note

Please note that if you already have Skype for business or Microsoft Teams configured within Azure AD and have an App ID URI, you will only need to add more permissions listed in Step 4. You will not be required to configure a separate Microsoft Dynamics app as the App ID registered for Skype for Business or Microsoft Teams will work.

Step 3:

Fill in the following 3 sections:

- **Name** - Choose a name for the application (e.g. Puzzel Dynamics CRM Widget)
- **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).

Puzzel Dynamics CRM Widget ✓

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.

Single-page application (SPA) | 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 applications](#).

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

Register

Click on **Register** button. Upon successful registration, you will be given Application Client Id which you will need to use in the Admin Portal later.

Puzzel Dynamics CRM Widget

Search | Delete | Endpoints | Preview features

- Overview
- Quickstart
- Integration assistant
- Manage**
- Branding & properties
- Authentication
- Certificates & secrets
- Token configuration

Essentials

- Display name: [Puzzel Dynamics CRM Widget](#)
- Application (client) ID: [Redacted]
- Object ID: [Redacted]
- Directory (tenant) ID: [Redacted]
- Supported account types: [My organization only](#)

Client credentials
[Add a certificate or secret](#)

Redirect URIs
[0 web, 1 spa, 0 public client](#)

Application ID URI
[Add an Application ID URI](#)

Managed application in local directory
[Puzzel Dynamics CRM Widget](#)

Step 4:
Select **API permissions** in the centre panel and click on **Add a permission** option at the top.

Home > Development Puzzel | App registrations >

Puzzel Dynamics CRM Widget | API permissions

Search (Ctrl+/) Refresh Got feedback?

Overview
Quickstart
Integration assistant (preview)

Manage

- Branding
- Authentication
- Certificates & secrets
- Token configuration
- API permissions**
- Expose an API
- Owners
- Roles and administrators (Preview...)
- Manifest

Support + Troubleshooting

- Troubleshooting
- New support request

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 (1)				
User.Read	Delegated	Sign in and read user profile	-	...

Select **Dynamics CRM** from the list of API's, tick the user_impersonation permission and click on **Add permissions**.

Home > Development Puzzel | App registrations >

Puzzel Dynamics CRM Widget | API permissions

Search (Ctrl+/) Refresh Got feedback?

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Request API permissions

< All APIs

Dynamics CRM
https://admin.services.crm.dynamics.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.

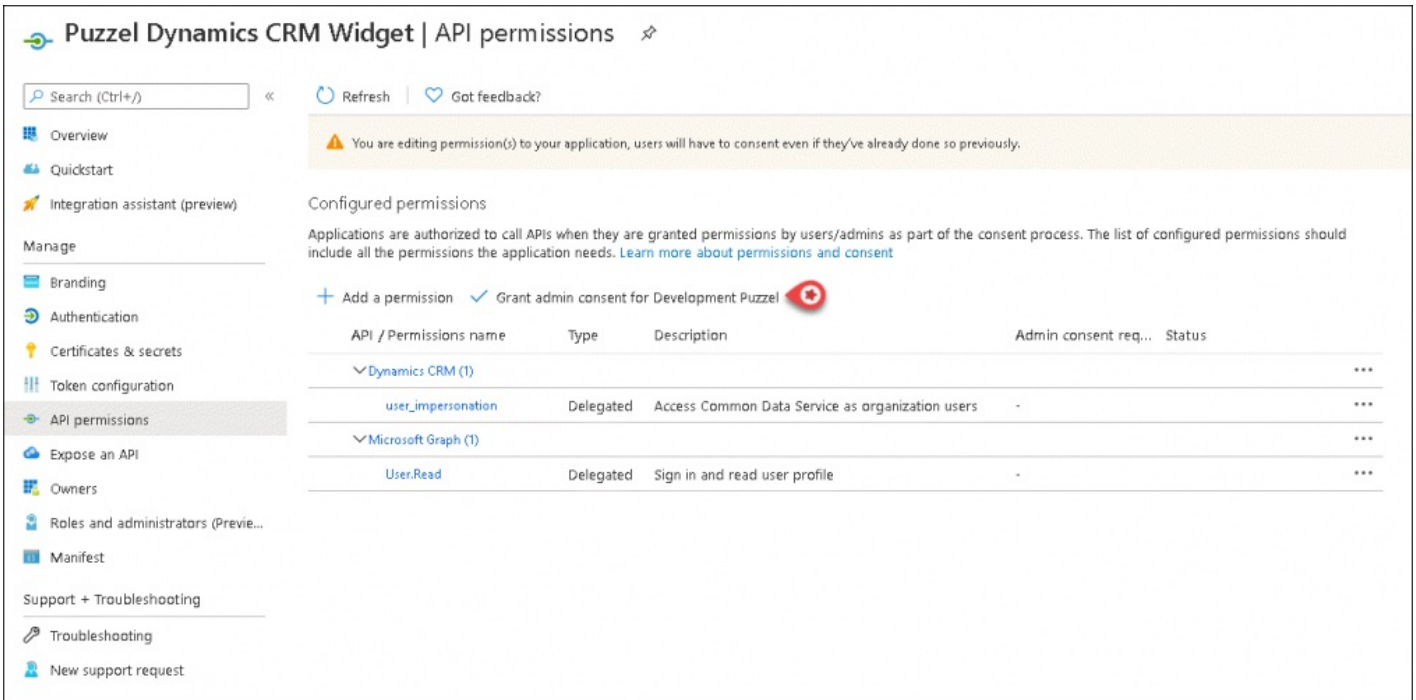
Select permissions expand all

Type to search

Permission	Admin consent required
<input checked="" type="checkbox"/> user_impersonation Access Common Data Service as organization users	-

Step 5:

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



Puzzel Dynamics CRM Widget | API permissions

Search (Ctrl+/) Refresh Got feedback?

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

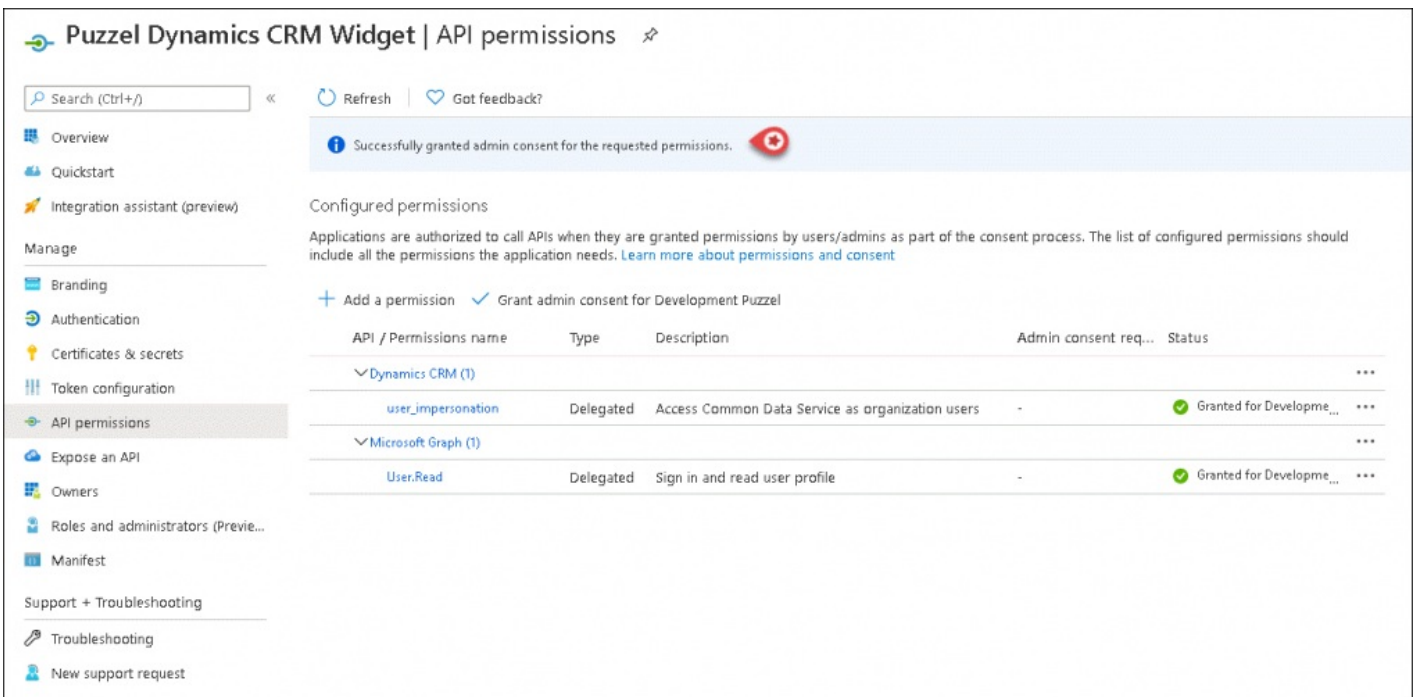
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You should see a "Successfully granted admin consent for requested permissions" confirmation at the top of the screen.



Puzzel Dynamics CRM Widget | API permissions

Search (Ctrl+/) Refresh Got feedback?

Success: Successfully granted admin consent for the requested permissions.

Configured permissions

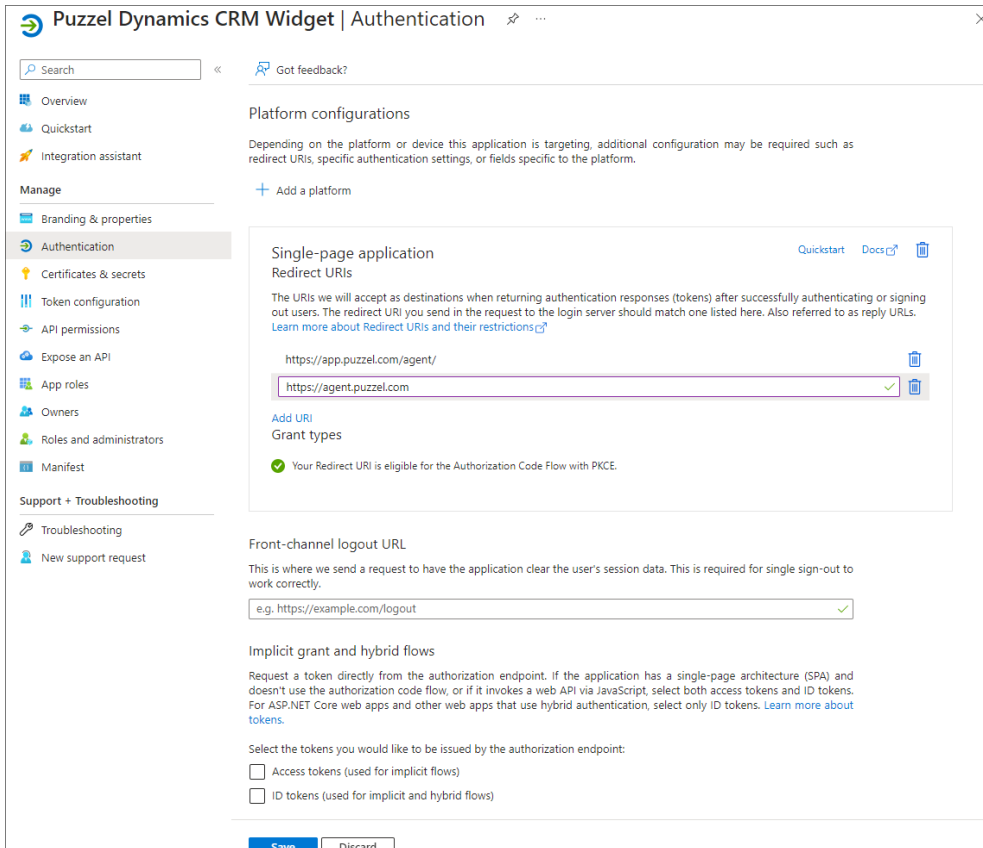
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Step 6:

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.



Click on **Save** on the bottom.

Migration from old method to latest method authentication:

As mentioned above we highly recommend our customers to migrate to latest method 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?

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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



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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 6 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

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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

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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