![Puzzel logo - Solving Customer Interactions]

Azure AD Skype for Business 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 search for contacts in Skype for Business but can also be used for authentication towards custom/external widgets.

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

Configuring Skype for Business App

Follow the below steps for enabling Microsoft Entra ID (Azure AD) authentication used by Puzzel. After setting up the app in Azure, you must enable S4B in the admin portal described in a separate chapter

> **Note**
>
> The screenshots and descriptions below are based on the Azure AD service release "1904" tenant, and the user is a "Global Administrator" with sufficient 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](#).
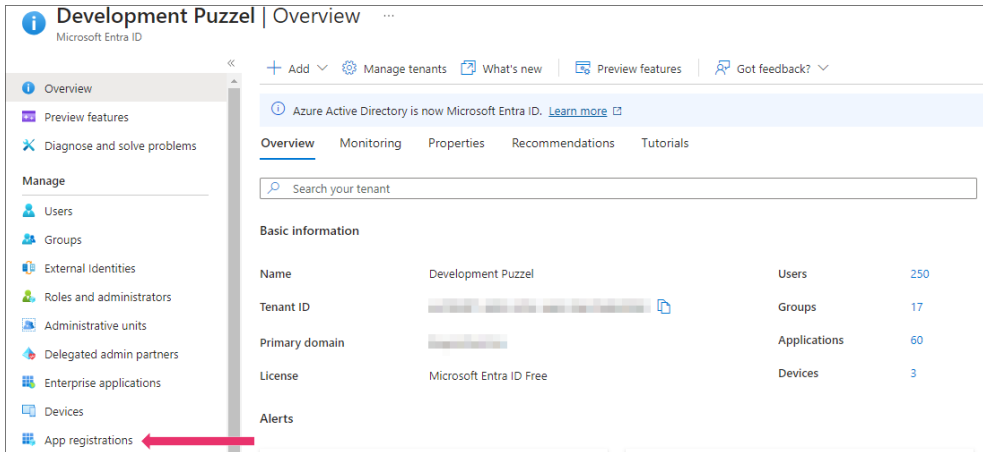
Setup for Skype for Business App in Azure

Step 1:

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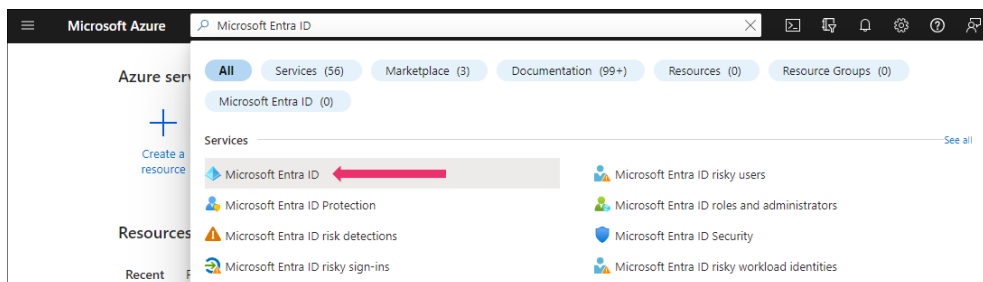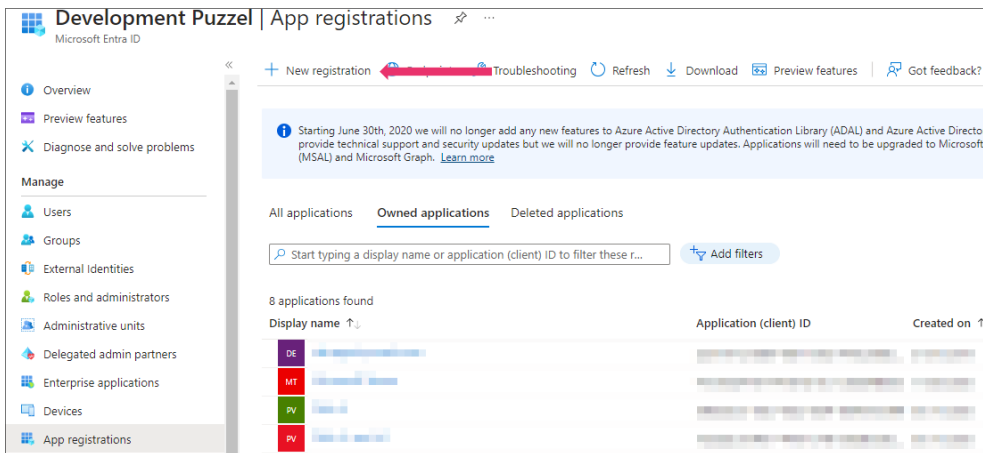

Step 2:

Choose **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. "Puzzel S4B Connector)

- **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

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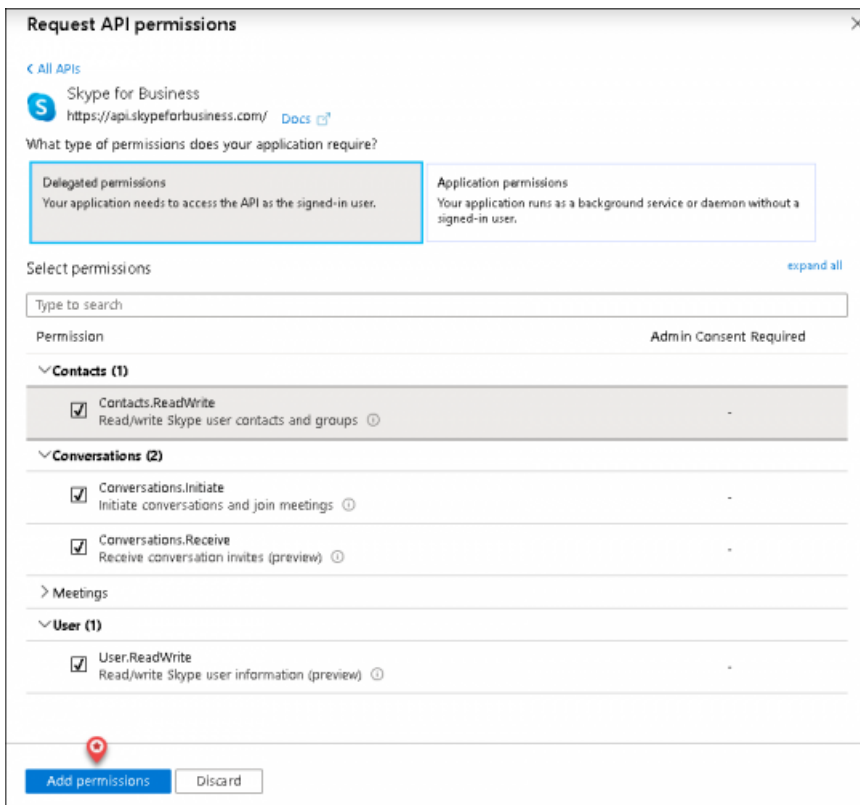

Step 5:

Choose "API permissions, click on the «Add a permission» button and choose «Skype for Business» in the rightmost pane.
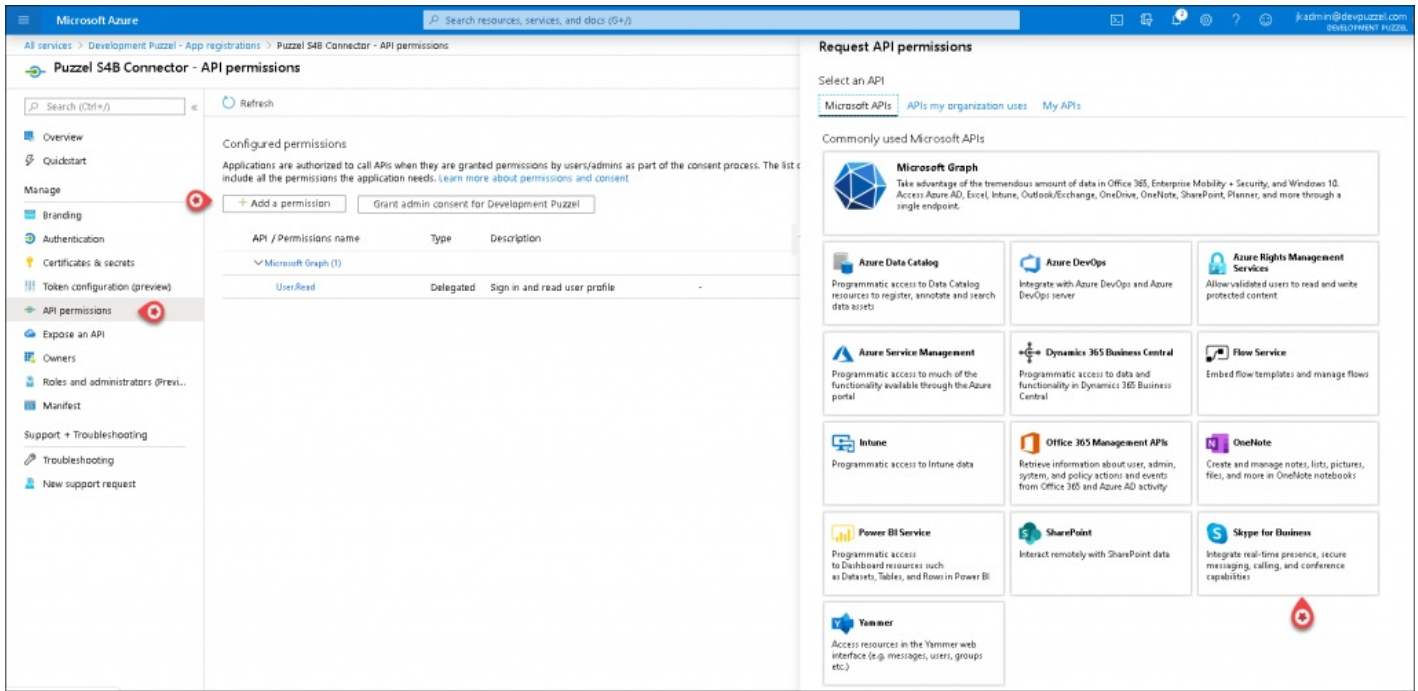
Choose «Delegated permissions» and tick the following check boxes and click on the**Add permissions** button

- Contacts.ReadWrite

- Conversations.Receive

- Conversations.Initiate

- User.ReadWrite

Step 6:

Choose **API permissions**, click on the **Add a permission** button and choose **Azure Active Directory Graph** in the right pane.

Choose **Delegated permissions** and tick the **User.Read** check box and click on the **Add permissions** button.

Step 7:

Choose **API permissions**, click on the **Add a permission** button and choose **Exchange** in the right pane.

Choose **Delegated permissions** and tick the **Calendars.Read.All** check box and click on the **Add permissions** button.

www.puzzel.com

Step 8:

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

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

Step 9:

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 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.
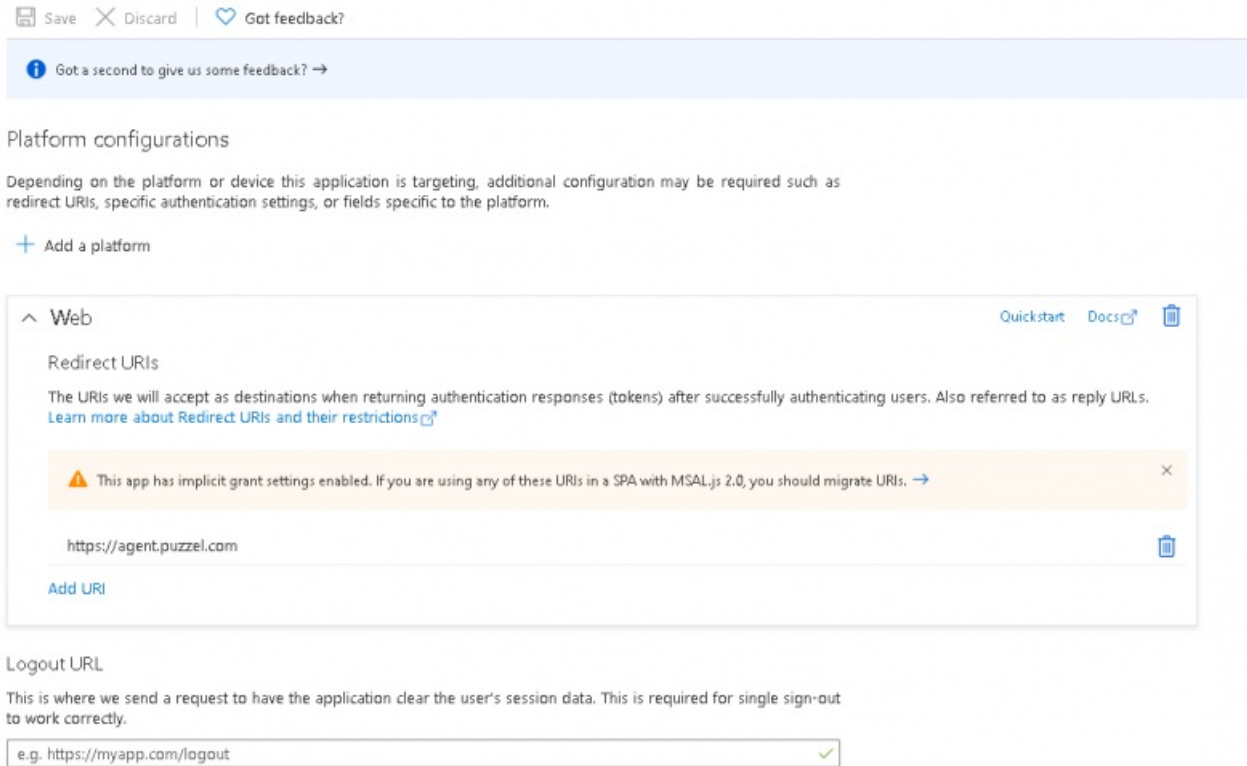
2. Click on the warning to open the Migrate URIs window
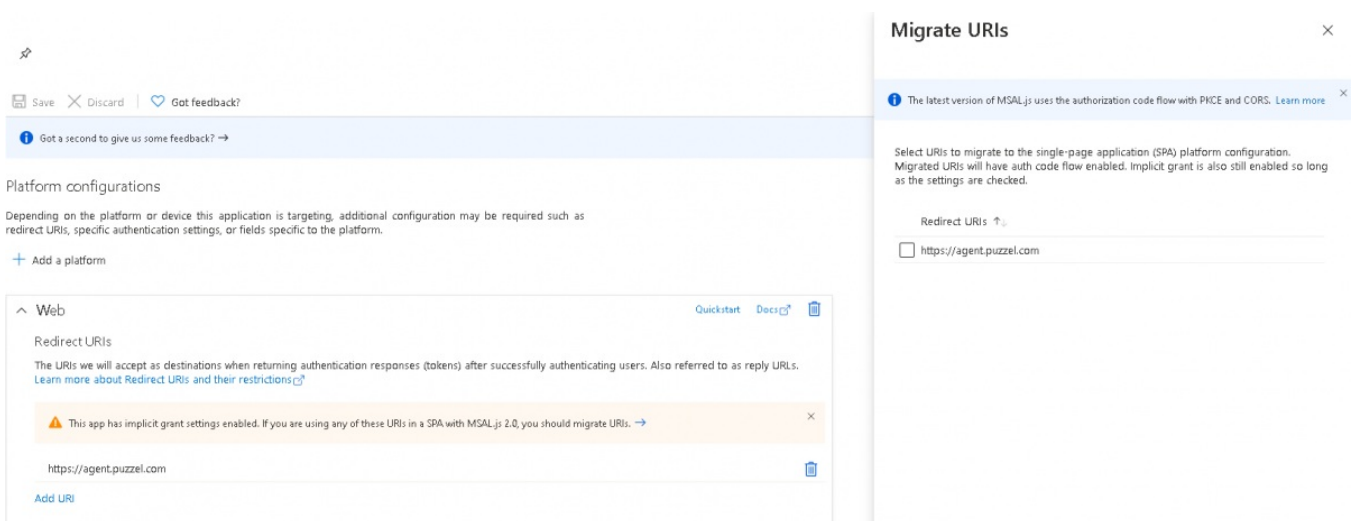
3. Select the URI and click on **Configure**

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

⭐

[Configure] [Cancel]

4. Add Redirect URI "https://app.puzzel.com/agent/" OR "https://uk.puzzel.com/agentapp/" for UK as described in step 9 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. https://myapp.com/logout

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 Skype for Business integration in the Puzzel's admin portal**

In the admin portal, you need to add your Azure app details in order to have the Skype for Business functionality work properly.

1. Add the general agent application authentication properties for your Skype for Business 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:
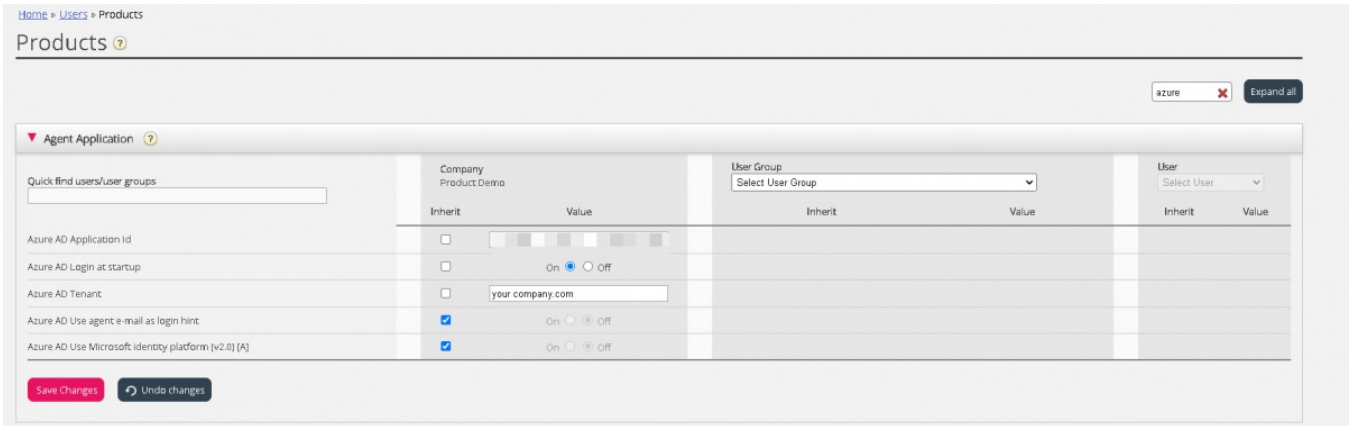
- **Azure AD Application ID** – Add the Azure App ID fetched from the Azure App setup

- **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]** - By default this property is turned off to enable the 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:
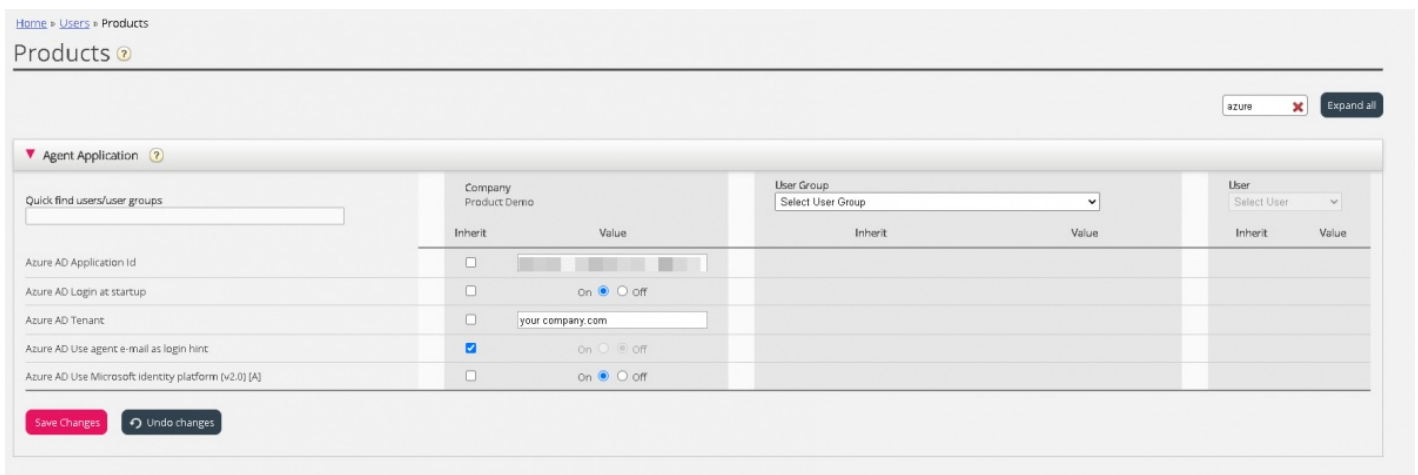
- **Azure AD Application ID** – Add the Azure App ID fetched from the Azure App setup

- **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. Remember to save your settings

3. Activate the Skype for Business widget on your solution, if you already haven't. This is done under Widget -> Widget Administration. Find the Skype for Business widget (Owner 10000) and tick the rightmost belonging to check box

| Skype For Business | 10000 | ☑ |

4. The Skype for Business widget should now be available under Widget -> Widget Configuration -> Skype For Business. Unless you want to disable Skype for Business for some agents, you should use the default settings
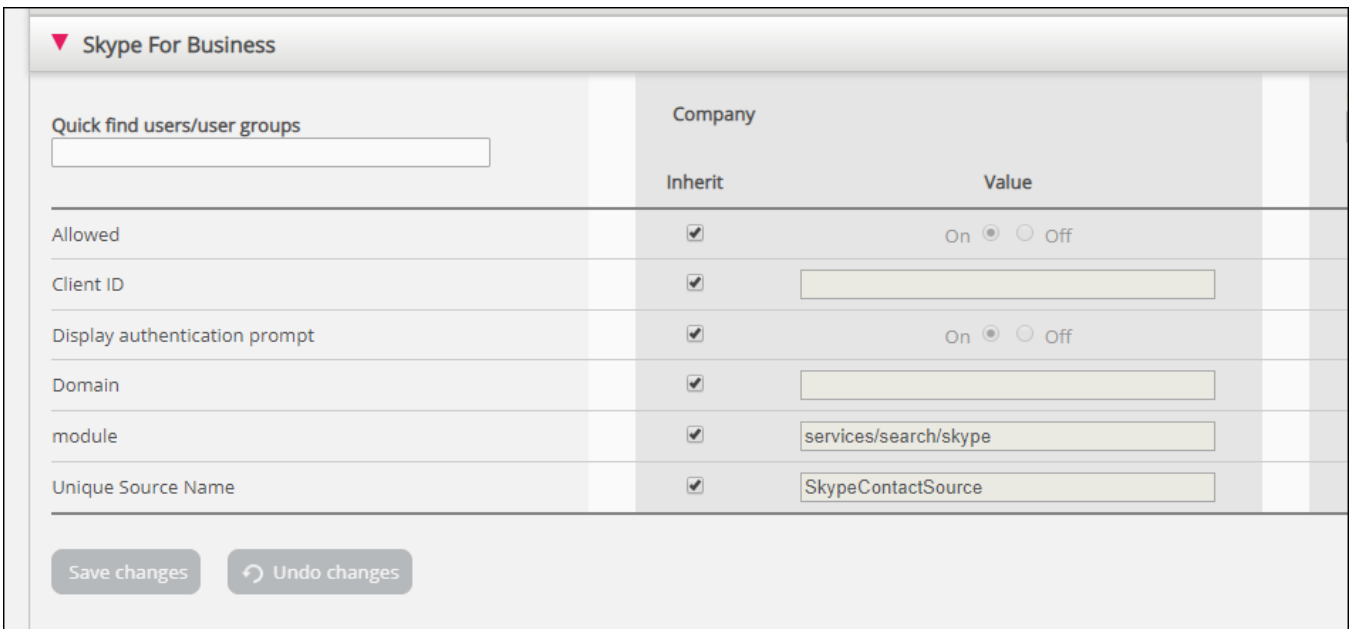
- ○ **Allowed –** Enable or disable "Skype for Business" features for users.

- ○ **Client ID –** Not in use. Leave blank.

- ○ **Display authentication prompt –** Prompt user for authentication towards Skype for Business, if not already authenticated.

- ○ **Domain –** Not in use. Leave blank.

- ○ **Module –** System property. Do not change.

- ○ **Unique Source name –** System property. Do not change.

Remember to **save** your settings

Your users should now have access to search for your company's Skype for Business contacts.

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