Configuration

To configure Office 365 connector, you need to open the ITCOfficeConnectorService.exe config file provided in the installation folder. Look out for the <configuration> </configuration> block in the file which has four config sections as listed below:

- configSections

- appSettings

- userInfo.

- nlog

appSettings

You need to insert the below code block in this section, the details of which are explained in the table.

```
<add key="AADInstance" value="https://login.microsoftonline.com" />
<add key="InteleInstance" value="https://api.puzzel.com/ContactCentre5" />
<add key="PuzzelAuthEndpoint" value="https://auth.puzzel.com/api/Authenticate/LogIn" />
<add key="ClientId" value="d3620793-6e81-4b59-bc20-5bf3ca23b2a9" />
<add key="GraphResource" value="https://graph.microsoft.com/" />
<add key="CertificatePassword" value="certificatePassword"/>
<add key="OfficeUrl" value="https://outlook.office365.com" />
<add key="WinLoginUrl" value="https://login.windows.net" />
<add key="Tenant" value="domain.com" />
<add key="GraphVersion" value="v1.0" />
<add key="InitialPaddingInDays" value="0" />
<add key="forcePaddingDays" value="false" />
 <add key="getReadEmails" value="false" />
<add key="PfxCertificateName" value="certificateFileName.pfx" />
<add key="StateFileName" value="ItcOfficeConnectorService_3.json" />
<add key="PollingFrequency" value="10" />
<add key="GetFromAddressFromReplyFirst" value="true" />
```

Variable	Value
AADInstance	Url for authenticating Microsoft *https://login.microsoftonline.com*
InteleInstance	Url for Puzzel API *https://api.puzzel.com/ContactCentre5*
PuzzelAuthEndpoint	The url of the authentication endpoint used to get an access token
ClientId	Application Id registered with your azure application
GraphResource	URL for MS Graph API *https://graph.microsoft.com/*
CertificatePassword	Password for .pfx certificate used for Azure authentication
OfficeUrl	Base URL of Office 365 API https://outlook.office365.com
WinLoginUrl	URL of Azure AD from where the certificate token is fetched. *https://login.windows.net*
Tenant	Company domain name in Azure AD. You can find this in the overview page in Azure or by hovering over your username in the top right corner of the screen.

Variable	Value
GraphVersion	Version of MS Graph API
StateFileName	The file that contains information about last effective polling
InitialPaddingInDays	Defines the number of days into the past, the emails need to be fetched from Office365. **Note:** This only works for first polling
forcePaddingDays	If set to "True", all unread emails will be fetched from the number days into the past set in "InitialPaddingInDays" variable, upon restarting the service.
getReadEmails	If set to "True" the service will fetch both read and unread mails.
PfxCertificateName	Certificate name saved in the **Puzzel Office 365 Connector** folder.
PollingFrequency	Defines the frequency (in seconds) with which the service should poll for new emails. Minimum value is 10 seconds and any value entered less than this will be defaulted to 10 sec.
GetFromAddressFromReplyFirst	If set to "True" the e-task field "FromAddress" will be populated with the first email address from "ReplyTo" field of the email.

UserInfo & CustomerInfo Block

```
<userInfo>
  <user customerKey="customerKey" email="user@domain.com" accessPoint="user@domain.com" password="password" domain="domain.com" type="0" />
 </userInfo>
 <customerInfo>
  <customer key="customerKey"  userName="username"  password="userPassword" />
 </customerInfo>
```

userInfo block contains the Office 365 information as listed below:

- customerKey: Customer number to the Puzzel solution

- email: Office 365 email address

- accessPoint: Normally same as the email

- password:

  - If using a personal mailbox, the password is the one set by yourself

  - If using shared mailbox, the password is left blank

- domain: domain name of the Microsoft exchange server

- type= 0

> ### Note
>
> Please ensure that the type is set to 0. This will provide a link that allows the email to be opened in Outlook Web App, which is the ONLY method currently supported. For each mailbox you need to create separate userInfo tags with corresponding information

customerInfo block contains the Puzzel information as listed below:

- Customer Key: Customer number to the Puzzel solution

- username: username in the Puzzel solution

- password: password set by the user