



**VOSS**



**VOSS Insights**  
**Microsoft Teams Integration Guide for**  
**Insights**

**Release 24.2**

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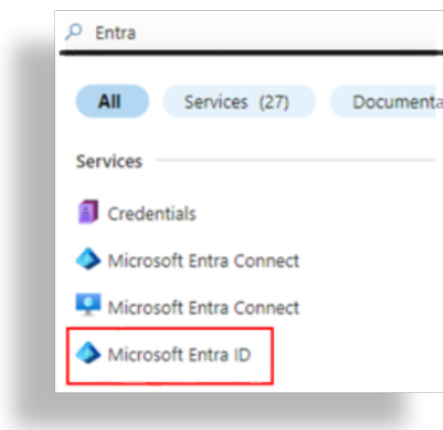
# 1. Introduction

This guide provides steps for configuring the Microsoft Teams tenant for Insights integration.

## 2. Register MS Teams API on Microsoft Azure

The MS Teams API configuration requires an initial application registration on Microsoft Azure.

1. In the Microsoft cloud portal, search for **Microsoft Entra ID** (formerly, Azure Active Directory):



2. Select **Manage > App registrations**, then select **New Registration**
3. Fill out a meaningful application **Name** to display to users and under **Supported account types**, select **Accounts in this organization directory** and click **Register**.

Microsoft Azure

Home > VOSS Solutions | App registrations >

## Register an application

\* Name

The user-facing display name for this application (this can be changed later).

voss-cloud-collector

Supported account types

Who can use this application or access this API?

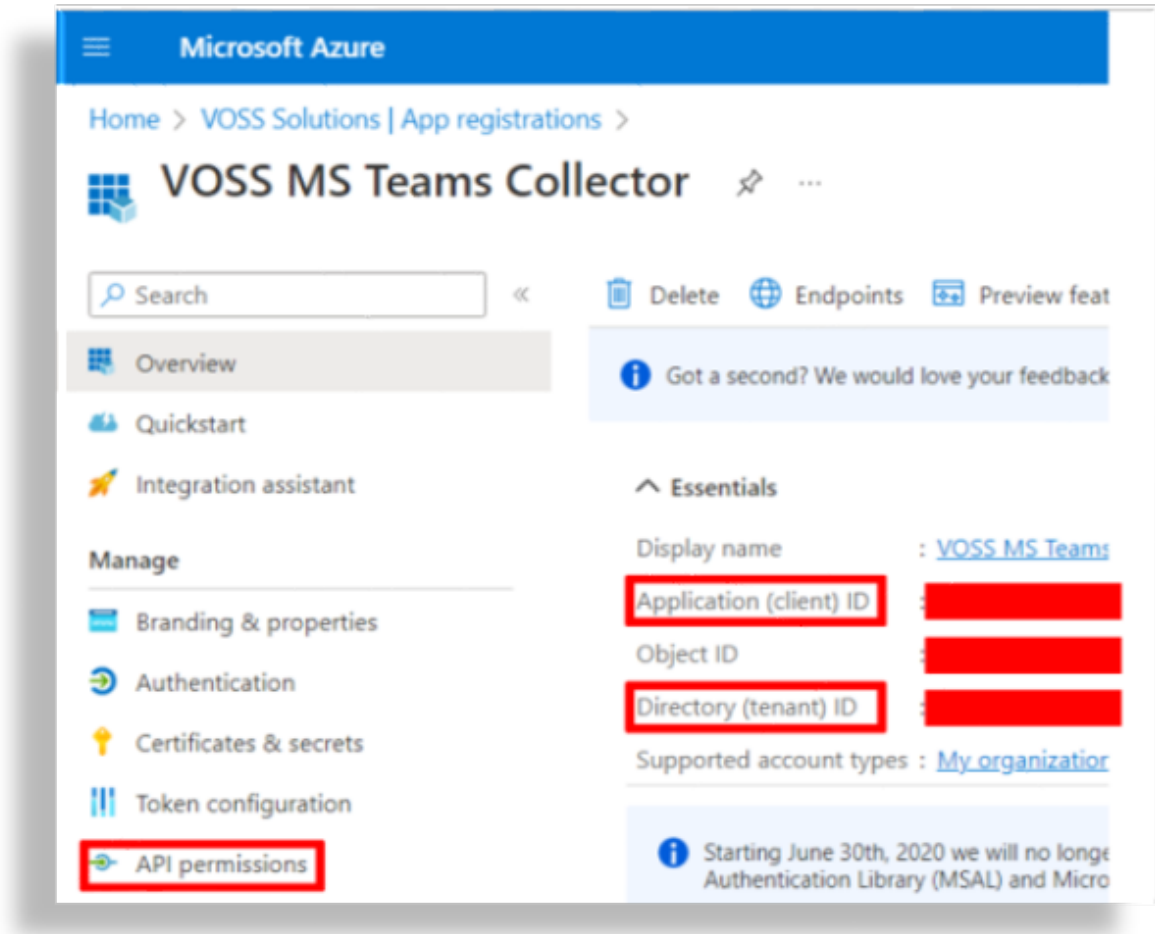
Accounts in this organizational directory only (VOSS Solutions only - Single tenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts

Personal Microsoft accounts only

4. When the new application is registered, locate the **Application (client) ID** and **Directory (tenant) ID** on the next page and store these values in a secure location.



5. Select the **API permissions** menu under **Manage** and then select the following **Application permissions**:

Microsoft Graph:

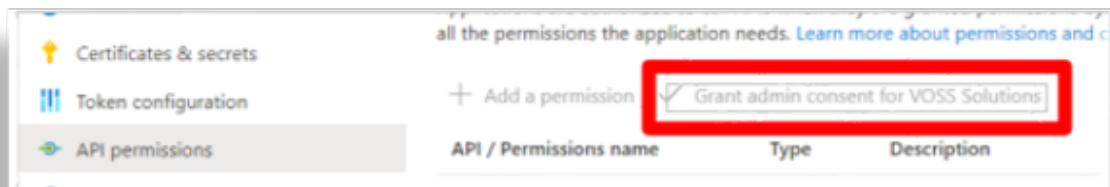
- AuditLog.Read.All
- CallRecord-PstnCalls.Read.All
- CallRecords.Read.All
- DeviceManagementApps.Read.All
- DeviceManagementConfiguration.Read.All
- DeviceManagementRBAC.Read.All
- DeviceManagementServiceConfig.Read.All
- Device.Read.All
- Directory.Read.All
- GroupMember.Read.All
- Group.Read.All
- Organization.Read.All
- OrgSettings-Microsoft365Install.Read.All

- Reports.Read.All
- ServiceHealth.Read.All
- ServiceMessage.Read.All
- Team.ReadBasic.All
- TeamsActivity.Read.All
- TeamSettings.Read.All
- TeamworkAppSettings.Read.All
- TeamworkDevice.Read.All
- TeamworkTag.Read.All
- User.Read.All
- User.ReadBasic.All

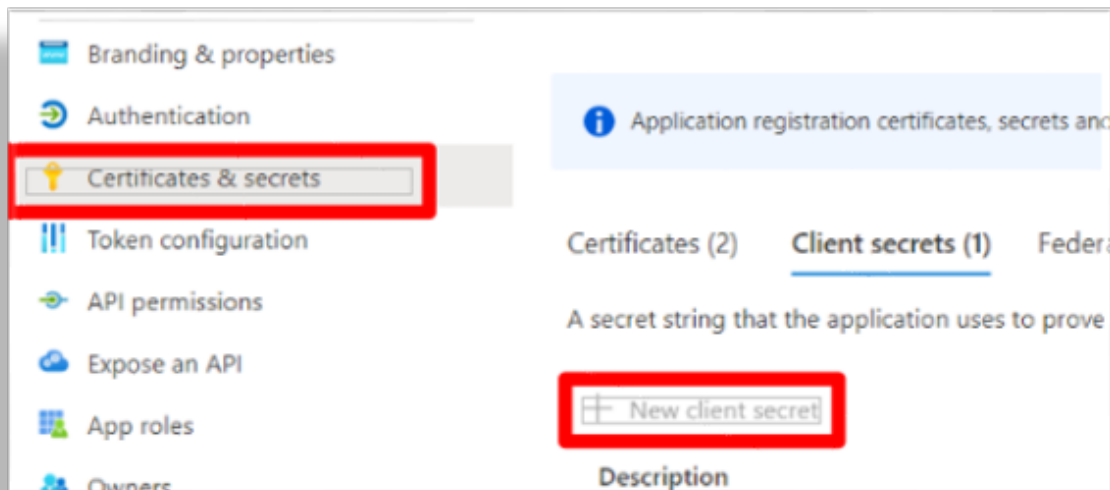
Office 365 Management APIs:

- ServiceHealth.Read

6. Grant admin consent:



7. From **Certificates & secrets**, create authentication from **New client secret**:



8. Copy the value and store in a secure location.



---

Description	Expires	Value	Secret ID
VOSS MS Teams Collector Secret	6/22/2023	[REDACTED]	[REDACTED]

The following stored values will be used on the Arbitrator configuration dialog screen:

- Application (client) ID
- Client secret value
- Directory (tenant) ID

## 3. Configure MS Teams Monitoring

This procedure configures and enables the tenant collection from Insights Arbitrator.

### Pre-requisites

- Register MS Teams API on Microsoft Azure

To configure the tenant collection:

1. Log in to Insights Arbitrator, then click the toolbar Wrench icon to go to **System Configuration** settings.
2. In **System Configuration**, go to **Archive Management > API Config** settings.
3. Select **MS Teams Config**.

The screenshot displays the Voss Insights Arbitrator interface. The top navigation bar includes the Voss logo and various system icons. Below the navigation bar, the 'ARCHIVE MANAGEMENT' section is active, with sub-tabs for 'Configuration Management' and 'Log Management'. The 'API Config' sub-tab is selected, showing a list of configuration items on the left: 'Creation', 'DEM Config', 'MS Teams Config' (highlighted), 'Webex Config', and 'Zoom Config'. The main content area shows the 'MS Teams Config' configuration page. A yellow notification banner at the top of the main content area states 'Changes have been made to this configuration item'. The configuration page includes a 'Fetch Statistics' button, a text input field for 'Create an entry for the supplied customer', and an 'Enabled' dropdown menu set to 'enabled'. Below this, there is a 'CUSTOMER' section with a text input field for 'Tenant id of Customer', a 'Name' field with a note 'Friendly user name of Customer', and a 'ClientID' field with a note 'Client ID to be used for requests'. A modal dialog is open over the 'CUSTOMER' section, containing a 'ClientSecret' field with a note 'Client Secret to be used for requests.', a 'Save Data' button, and a 'Verify Access' button with a note 'Tests the API access by trying to fetch the license info. Response should be JSON-formatted list of license values, or else M: Graph error codes.'

4. At **Enabled**, select either **Enabled** or **Disabled**.

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**Note:** New tenants can be added and set to either *enabled* or *disabled*. API requests are made only when set to *enabled*.

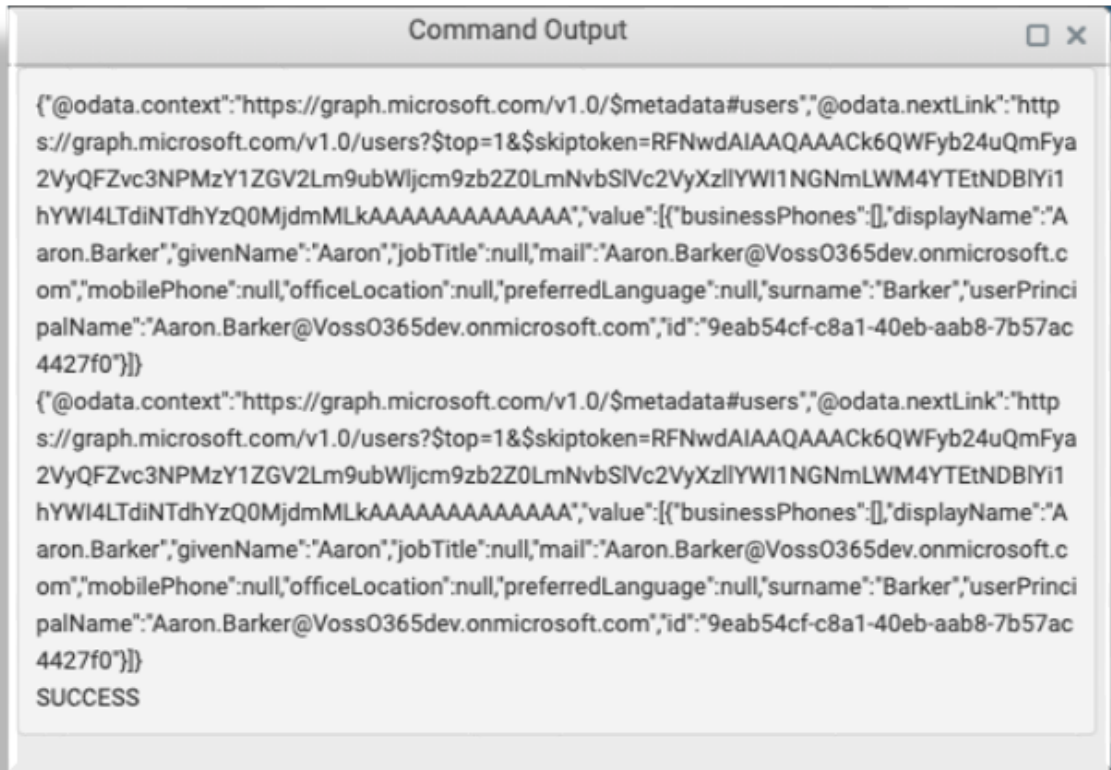
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5. Fill out stored values:

**Note:** These values should be for a client that is dedicated to this use and should not be used to request a token from any other source while the API collector is enabled.

- At **Customer**, fill out the tenant id (**Directory (tenant) ID**).
  - At **Name**, fill out an easily identifiable account name.
  - At **ClientID**, fill out the client ID (**Application (client) ID**).
  - At **ClientSecret**, fill out the client secret value.
6. Click **Verify Access** to test access to the API.
7. If the result of verifying access to the API indicates successful data retrieval, click **Save Data** to save the configuration.

The image displays a success response:



```
Command Output

{"@odata.context":"https://graph.microsoft.com/v1.0/$metadata#users","@odata.nextLink":"https://graph.microsoft.com/v1.0/users?$top=1&$skiptoken=RFNwdAIAAQAAACk6QWFyb24uQmFya2VyQFZvc3NPMzY1ZGV2Lm9ubWljam9zb2Z0LmNvbSIVc2VyXzllYWl1NGNmLWM4YTEtNDBiYi1hYWI4LTdiNTdhYzQ0MjdmMLkAAAAAAAAAAAAAAAAA","value":[{"businessPhones":[],"displayName":"Aaron.Barker","givenName":"Aaron","jobTitle":null,"mail":"Aaron.Barker@Voss0365dev.onmicrosoft.com","mobilePhone":null,"officeLocation":null,"preferredLanguage":null,"surname":"Barker","userPrincipalName":"Aaron.Barker@Voss0365dev.onmicrosoft.com","id":"9eab54cf-c8a1-40eb-aab8-7b57ac4427f0"}]}

{"@odata.context":"https://graph.microsoft.com/v1.0/$metadata#users","@odata.nextLink":"https://graph.microsoft.com/v1.0/users?$top=1&$skiptoken=RFNwdAIAAQAAACk6QWFyb24uQmFya2VyQFZvc3NPMzY1ZGV2Lm9ubWljam9zb2Z0LmNvbSIVc2VyXzllYWl1NGNmLWM4YTEtNDBiYi1hYWI4LTdiNTdhYzQ0MjdmMLkAAAAAAAAAAAAAAAAA","value":[{"businessPhones":[],"displayName":"Aaron.Barker","givenName":"Aaron","jobTitle":null,"mail":"Aaron.Barker@Voss0365dev.onmicrosoft.com","mobilePhone":null,"officeLocation":null,"preferredLanguage":null,"surname":"Barker","userPrincipalName":"Aaron.Barker@Voss0365dev.onmicrosoft.com","id":"9eab54cf-c8a1-40eb-aab8-7b57ac4427f0"}]}

SUCCESS
```

8. Refresh the screen (move away from the configuration screen to another and back) to see the new configuration.