VOSS Insights
Microsoft Teams Integration Guide for Insights

Release 24.2

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## Legal Information

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Contents

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):
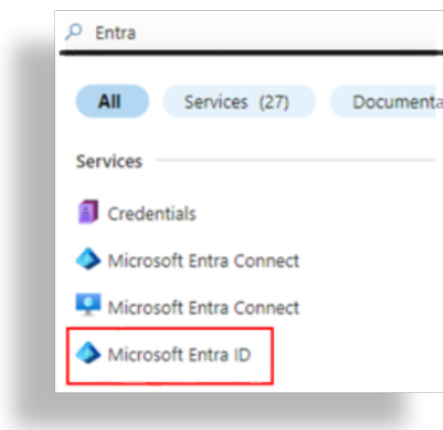
2. Select **Manage > App registrations**, then select **New Registration**

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**.

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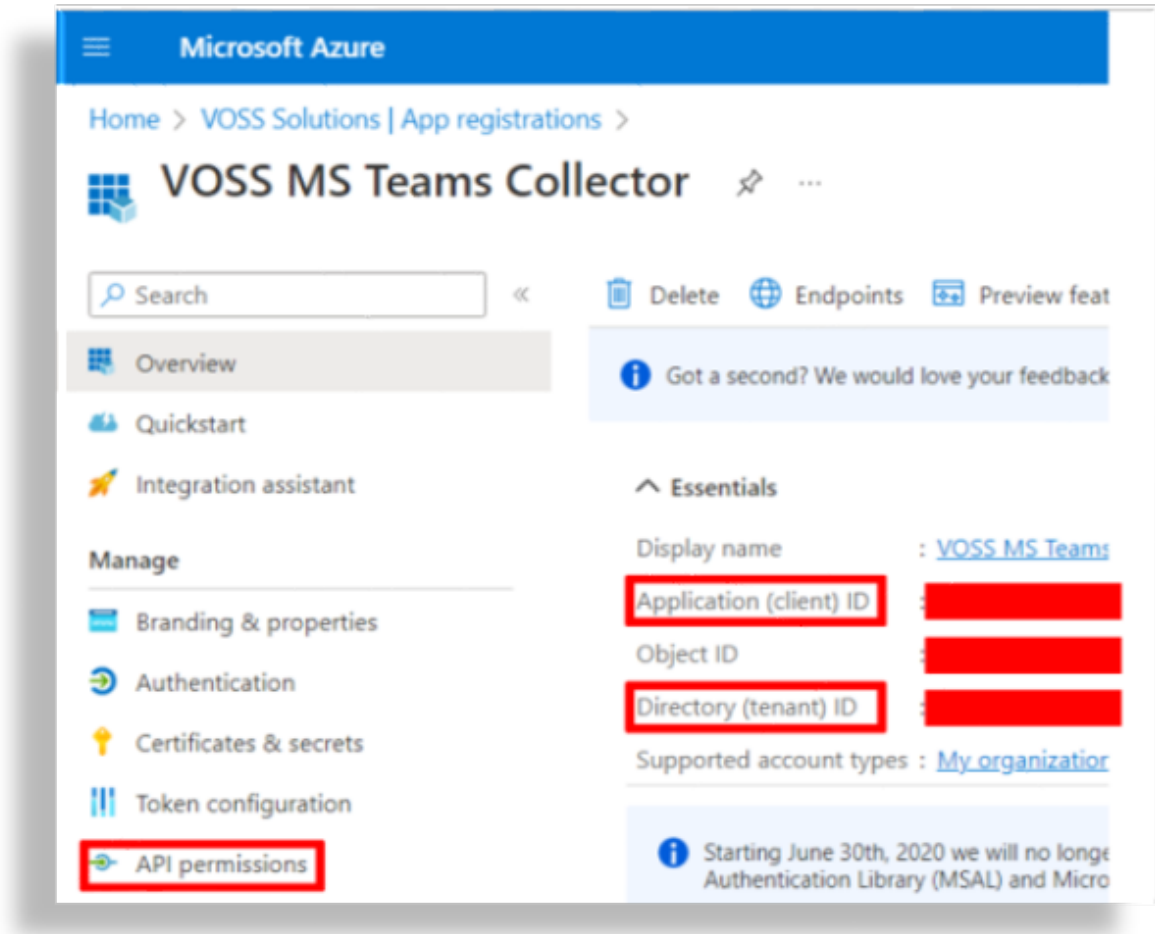
5. Select the **API permissions** menu under **Manage** and then select the following **Application permissions**:

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
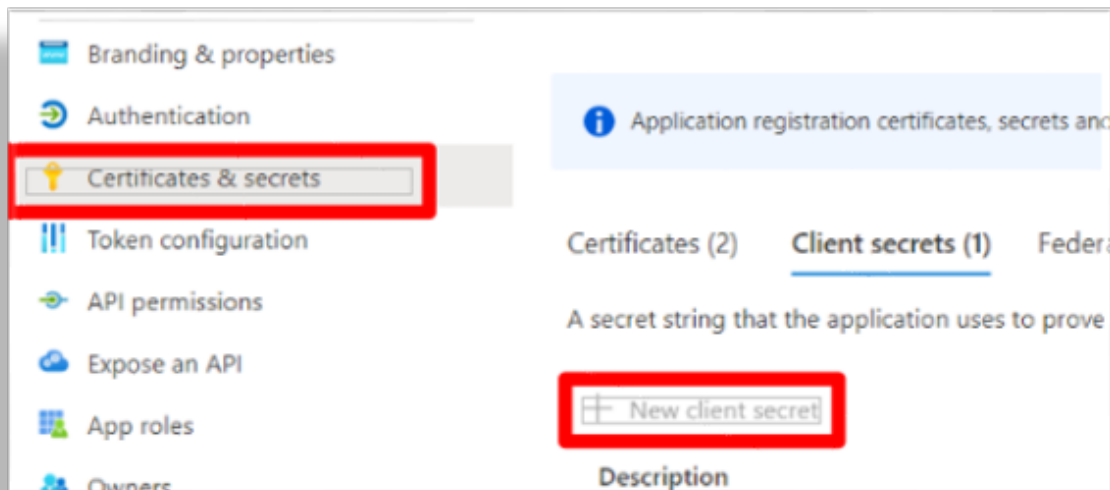
- User.ReadBasic.All

Office 365 Management APIs:

- ServiceHealth.Read

6. Grant admin consent:
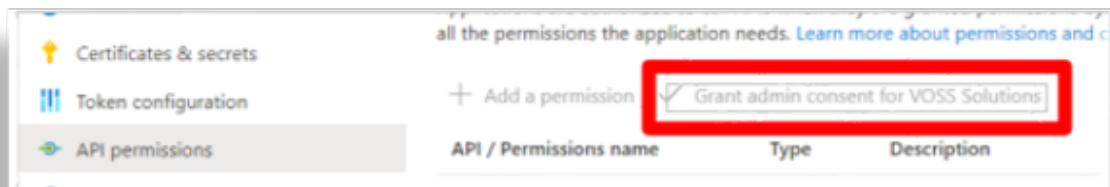
7. From **Certificates & secrets**, create authentication from **New client secret**:

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

Description	Expires	Value ⓘ	Secret ID	
VOSS MS Teams Collector Secret	6/22/2023	███████	███████████	🗋 🗑

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**.

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

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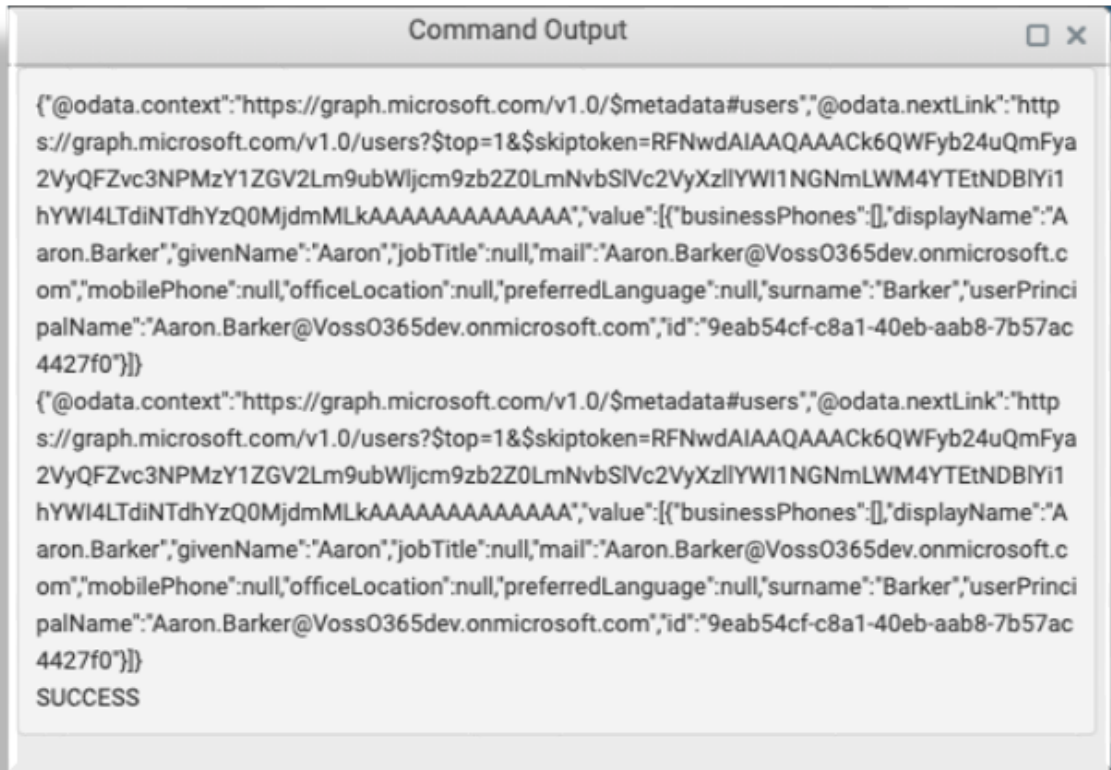
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5. Fill out stored values:

> **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=RFNwdAIAAQAAACk6QWFyb24uQmFya2VyQFZvc3NPMzY1ZGV2Lm9ubWljcm9zb2Z0LmNvbSlVc2VyXzllYWI1NGNmLWM4YTEtNDBlYi1hYWI4LTdiNTdhYzQ0MjdmMClkAAAAAAAAAAAAAA","value":[{"businessPhones":[],"displayName":"Aaron.Barker","givenName":"Aaron","jobTitle":null,"mail":"Aaron.Barker@VossO365dev.onmicrosoft.com","mobilePhone":null,"officeLocation":null,"preferredLanguage":null,"surname":"Barker","userPrincipalName":"Aaron.Barker@VossO365dev.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=RFNwdAIAAQAAACk6QWFyb24uQmFya2VyQFZvc3NPMzY1ZGV2Lm9ubWljcm9zb2Z0LmNvbSlVc2VyXzllYWI1NGNmLWM4YTEtNDBlYi1hYWI4LTdiNTdhYzQ0MjdmMClkAAAAAAAAAAAAAA","value":[{"businessPhones":[],"displayName":"Aaron.Barker","givenName":"Aaron","jobTitle":null,"mail":"Aaron.Barker@VossO365dev.onmicrosoft.com","mobilePhone":null,"officeLocation":null,"preferredLanguage":null,"surname":"Barker","userPrincipalName":"Aaron.Barker@VossO365dev.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.