

Microsoft Teams Integration

The MS Teams integration enables communication between the Digital Reception and hosts who are members of MS Teams. There are 4 steps in the process:

1. Open “Client settings”, click on the “MS Teams” tab and click on “Generate new”: This will redirect you to the microsoft login page and ask you to log in, if you are not already logged in, before consenting for our application.
2. Log into your Microsoft account and grant the requested permissions (The first login is used to retrieve your tenant ID, while the second login is used to grant permissions). Do mind that administrator account is required or account/principal that is capable of providing these permissions.

You should see the newly created integration. In case there are any issues or you don't see your integration, please repeat the process from step 1.

3. Open “Client settings”, click on “Generate caller” to create a caller who will make calls from the digital reception.
4. Log into Microsoft account that will be used to initiate calls from the digital reception to the host and grant the requested permissions. Our recommendation is to create a dedicated Teams user in your tenant named Digital Reception, whose account you will use here.

If “Consent on behalf of your organisation” is not checked in step 2, approval will be required.

Call Reception and Delivery button setup

If you use the Teams Integration and want to use Teams calls for Call Reception and Delivery instead of regular phone calls, please follow the instructions below:

- The communication provider can be selected via Digital Receptions > View > Communication Provider
- If no provider is selected, regular phone call is used by default.
- Microsoft Teams appears as an option only after the integration is completed.

When MS Teams is selected:

- The interface updates to expect Teams user emails instead of phone numbers at the Call Reception button, Calling Menu and Custom Delivery Receiver.