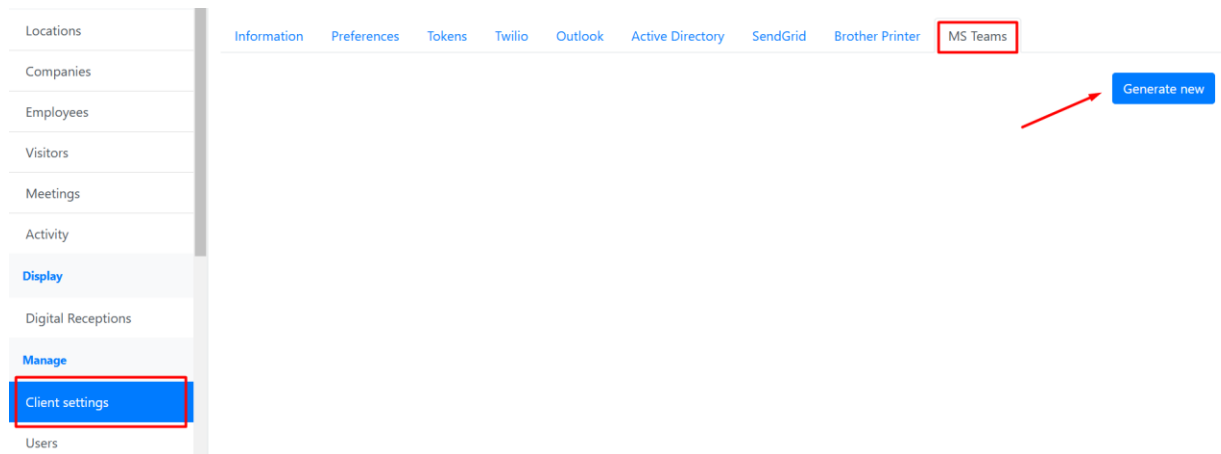


Microsoft Teams Integration

The MS Teams integration enables audio and video communication between FrontAssist and hosts who are members of MS Teams.



1. Open the “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 to our application.
2. Log in to the Microsoft account that will be used to initiate audio/video calls from FrontAssist to the hosts. Our recommendation is to create a dedicated Teams user in your tenant named Digital Reception, whose account you will use here. If this account has administrative privileges, you will need to approve the permissions shown in the screenshot below. If the account does not have administrative privileges, a permission request will be sent to your tenant administrator for approval. Once the administrator grants consent, you can proceed with the integration.

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

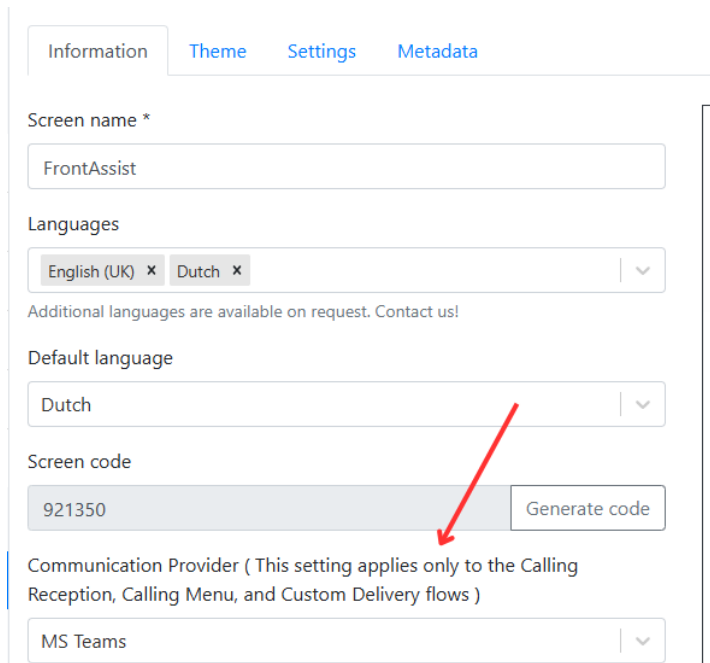
Important: The Microsoft account used to complete the integration will become the caller account for FrontAssist. If this account has administrator privileges, it can grant the required permissions during the setup process. If it does not have administrator privileges, a permission request will be sent to your Microsoft 365 administrator. The administrator must approve the application and grant the required permissions from the Microsoft Entra admin center. Once consent has been granted, sign back in with the designated caller account and click Generate New again to complete the integration. Otherwise, the integration may be created using

the administrator's account instead of the intended caller account.

Call Reception and Delivery button setup

If you use the Teams integration and want to use Teams call for the call reception and delivery button instead of a regular phone call, please follow the instructions below:

1. Navigate to Digital Receptions > View > Information.
2. Select MS Teams as the communication provider (if no provider is selected, Twilio is used by default). Microsoft Teams appears as an option only after the integration is completed.



Information Theme Settings Metadata

Screen name *
FrontAssist

Languages
English (UK) x Dutch x

Additional languages are available on request. Contact us!

Default language
Dutch

Screen code
921350 Generate code

Communication Provider (This setting applies only to the Calling Reception, Calling Menu, and Custom Delivery flows)
MS Teams

When MS Teams is selected:

- The interface updates to expect Teams user emails or Teams group emails instead of phone numbers.
- This applies to the Call Reception, Calling Menu, and Custom Delivery.

To setup a Teams account behind the Call reception and/or Delivery button:

1. Navigate to Digital Receptions > View > Settings > General settings.
2. Fill in the recipient e-mailaddress.

Receptionist

Receptionist MS Teams email or Microsoft 365 Group email

Custom delivery receiver

Full name

Delivery receiver MS Teams email

To set up multiple Teams accounts behind the Call reception button:

1. Navigate to Digital Receptions > View > Settings > Layout.
2. Fill in the recipient e-mailaddresses under the Call reception button.

Enable calling reception

EN Call reception

Enable calling menu

EN

Receptionist MS Teams email or Microsoft 365 Group email

Remove

EN

Receptionist MS Teams email or Microsoft 365 Group email

Remove

Once everything set up, the calls will be done via Teams. By default, the platform is configured to support audio calls as the standard method of communication. Video call capabilities are available upon request but are not included in the default service configuration. Should video calling be required, this feature can be enabled as an optional service extension.