

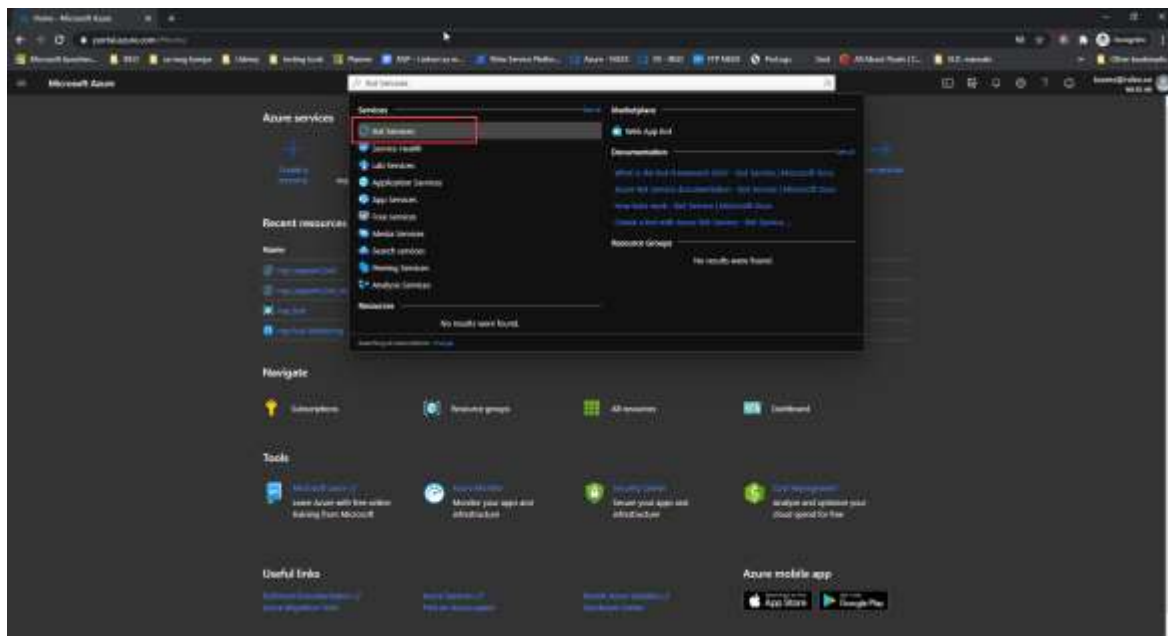
# NSP integration with Microsoft Teams application

The following document provides information about **Azure configuration for Teams integration**, **Microsoft Teams settings** and **use of Microsoft Teams integration with NSP**

## Azure configuration – Create and configure new Bot service

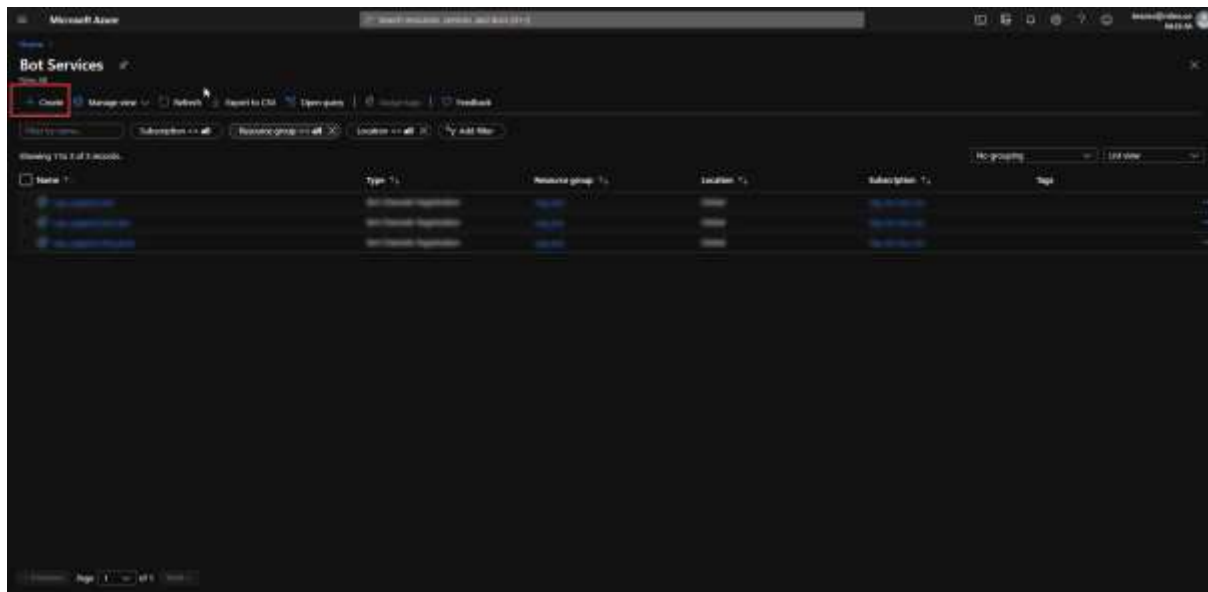
To add a new **Bot service** by using azure portal, perform the following procedure.

1. Go to <https://portal.azure.com> and log on with Office 365 account.
2. On the **Home** page search for “**Bot Services**”.



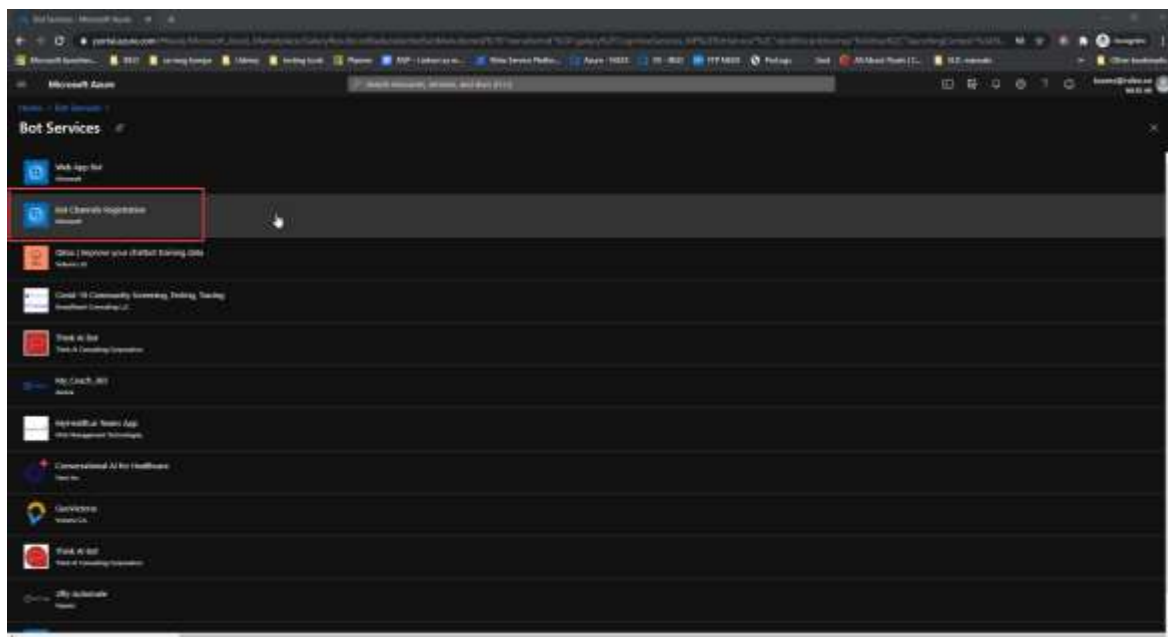
*AZURE – Azure Active Directory – Home page*

3. On the **Bot Services** page click on **Create**



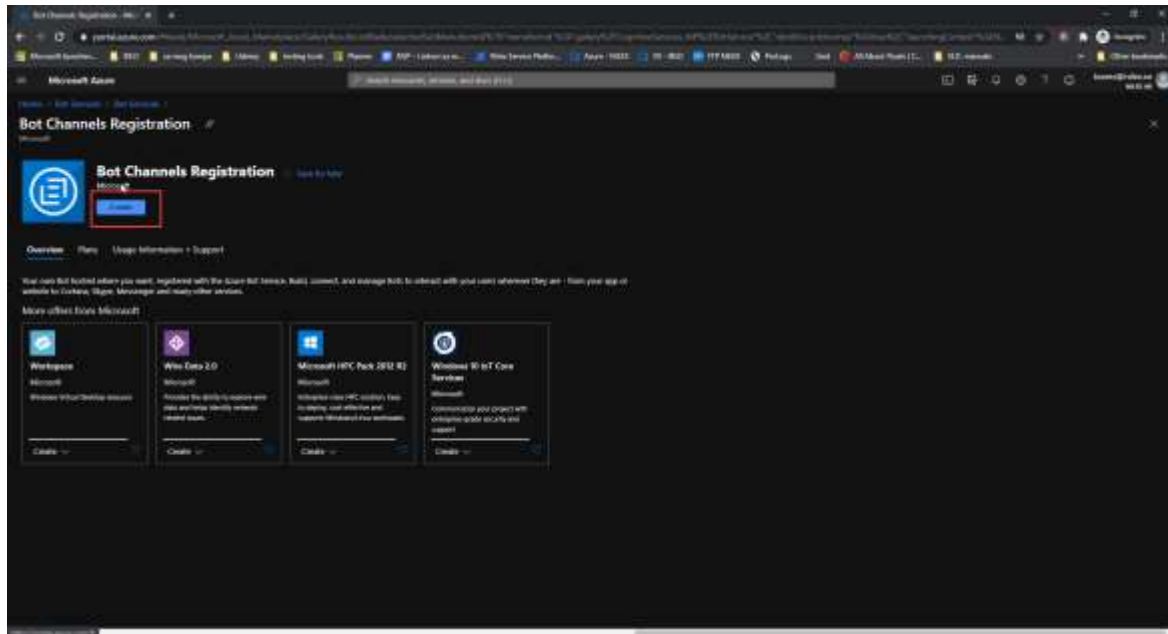
*AZURE – Add new bot service*

4. Choose **Bot Channels Registration**



*AZURE – New Bot Channels Registration*

5. Click on **Create** button



### *AZURE – Create Bot Channel*

In the open form you need to fill in the following fields:

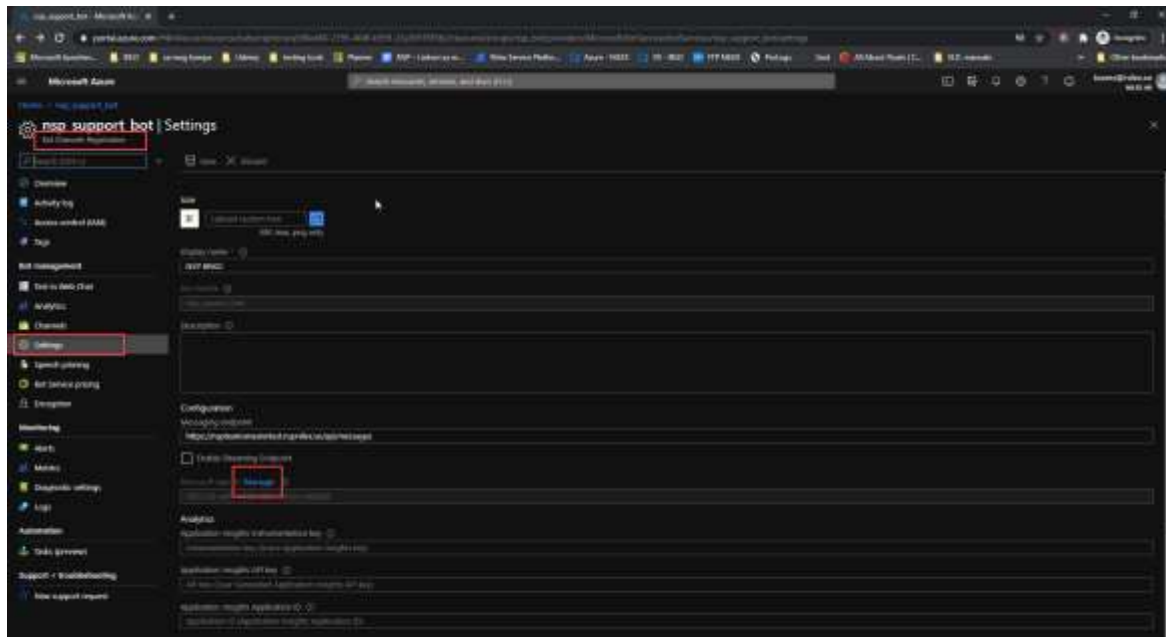
- **Bot handle:** Enter your boot handle name
- **Subscription:** Choose the preferred subscription
- **Resource group:** Choose the preferred resource group, ort create new one
- **Location:** Choose the preferred location
- **Pricing tier:** Choose the preferred pricing ties
- **Messaging endpoint:** Insert “<master-service-url>/api/messages”
- **Application insights: Activate/Deactivate application insight**
- **Application insights location:** Choose the preferred application insight location

After entering all pertinent information, click on **Create** button to complete Bot channel creation.

After you created bot service go to **Bot Channel Registration** page and choose **Settings** from left menu.

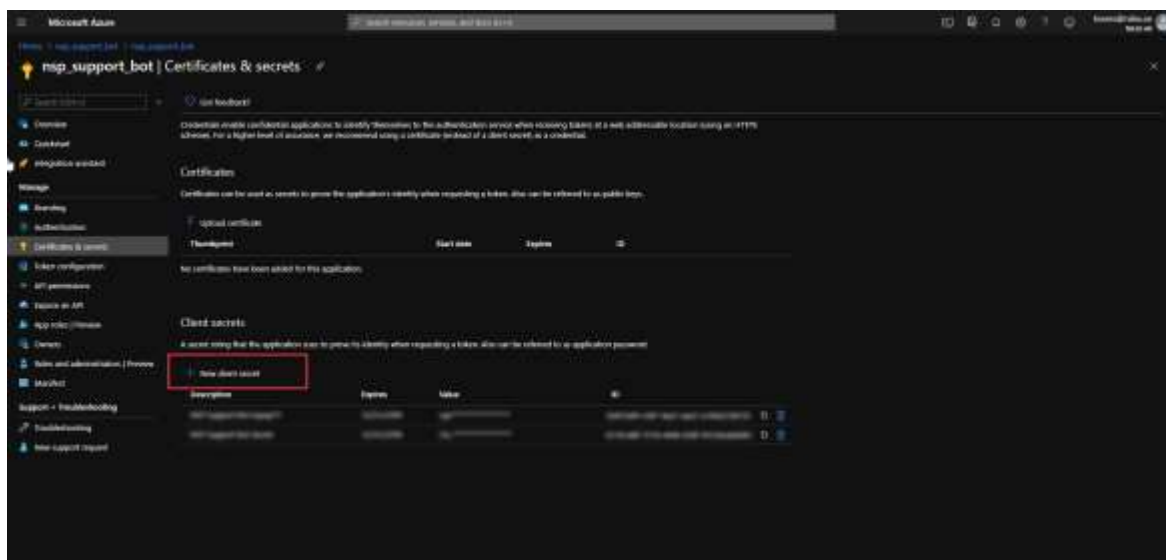
In the **Settings** page find property **Microsoft App ID** and click on **Manage**.

NOTE: You will use **Microsoft App ID value** later in Microsoft Teams application for settings NSP integration (field name: Bot Channel Registration AppID)



*Bot Channel Registration – Settings - Microsoft App ID - Manage*

You will be redirect to **Certificates & secret** page. Here you need to create new client secret.



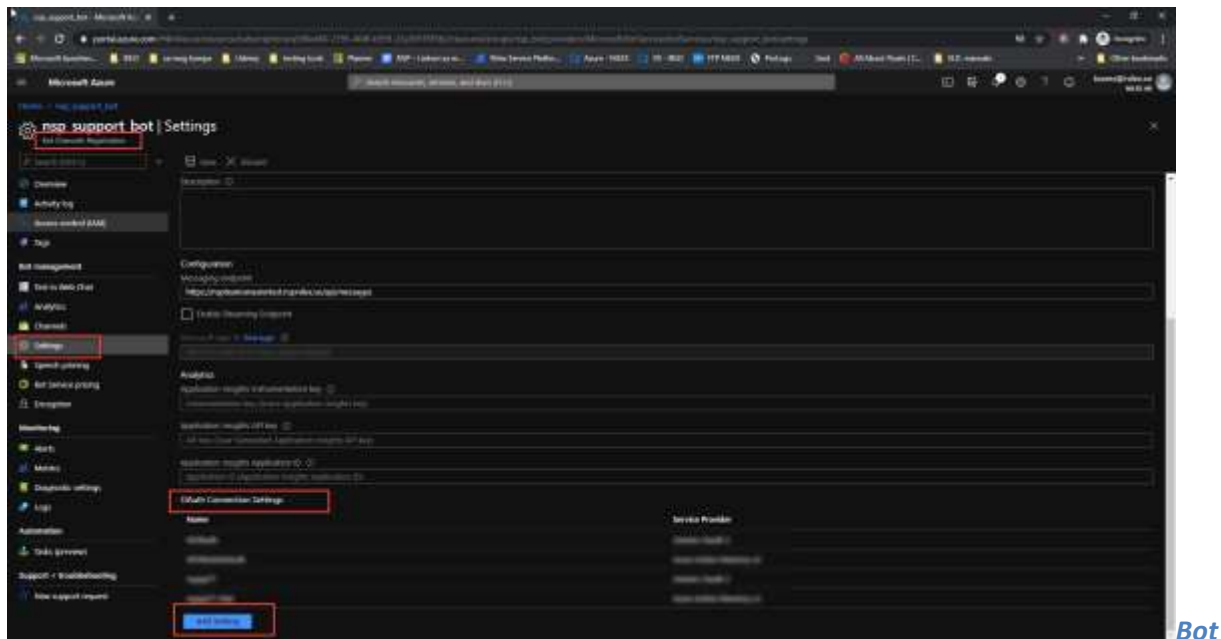
*Bot Channel Registration – Certificates & secret – New client secret*

1. Click on **New client secret**
2. In opened popup insert key **DESCRIPTION** in description property
3. Choose **Never** in EXPIRES property
4. Click **Add** and after that key Value will be generated and you will get notification *"Copy the key value. You won't be able to retrieve after you leave this blade."*

NOTE: You will use this **Client Secret** value later in Microsoft Teams application for settings NSP integration (field name: Bot Channel Registration Secret)

### ***OAuth Connection settings for BOT integration***

Open **Bot Channel Registration** page and choose **Settings**, scroll down to find **OAuth Connection Settings** and click **Add Settings**



### ***Channel Registration – add new OAuth Connection Settings***

In the open form you need to fill in the following fields:

- **Name** - Insert OAuth connection name
- **Service provider** – From dropdown choose **Generic Oauth 2**
- **Client ID** – insert *"nsp-msteams-bot"*
- **Client secret** – will be detailed explained bellow \*

- **Authorization URL** – insert “<auth-server-url>/connect/authorize”
- **Token URL** – insert “<auth-server-url>/connect/token”
- **Refresh URL** – insert “<auth-server-url>/connect/token”
- **Token Exchange URL** - leave this field empty
- **Scopes** – insert: “openid profile roles nspWebApi offline\_access”

NOTE: You will use this OAuth connection name later in Microsoft Teams application for settings NSP integration (field: Azure OAuth Connection Name)

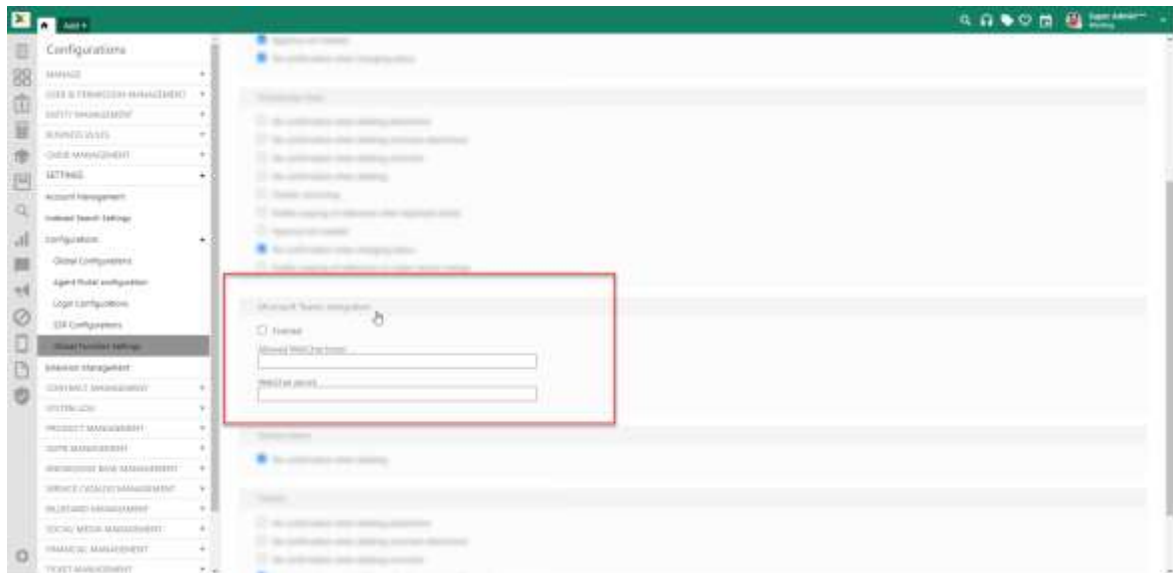
**\*Client secret:**

To find client secret, go to NSP App. Log in with your admin account.

Click on the configurations gear  search for **Global Function Settings**.

In this settings find **Microsoft Teams integrations** section

Select **ENABLE** checkbox to enable Microsoft Teams integration and click on **SAVE**.



- NSP -

**Global Function Settings – Enable Microsoft Teams integration**

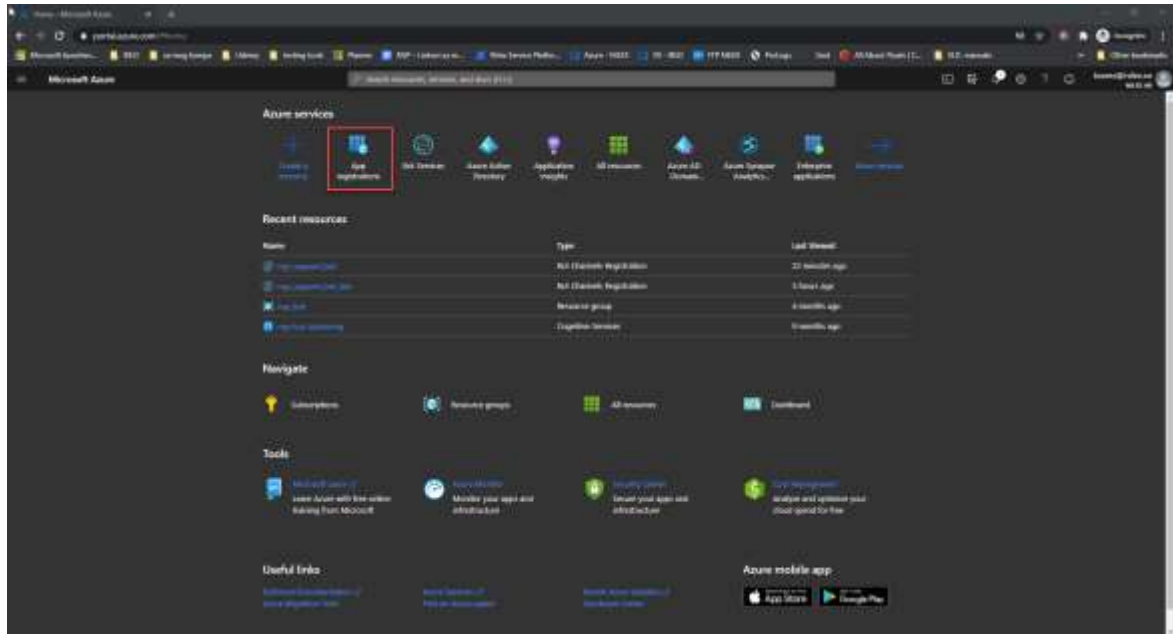
After Enabling Microsoft Teams integration two new properties will be displayed in Microsoft Teams integration section:

- **OAuth2 authentication secret** - this is the Client secret you need!
- **WebChat widget JavaScript code**



## ***OAuth Connection settings for CHAT transcript***

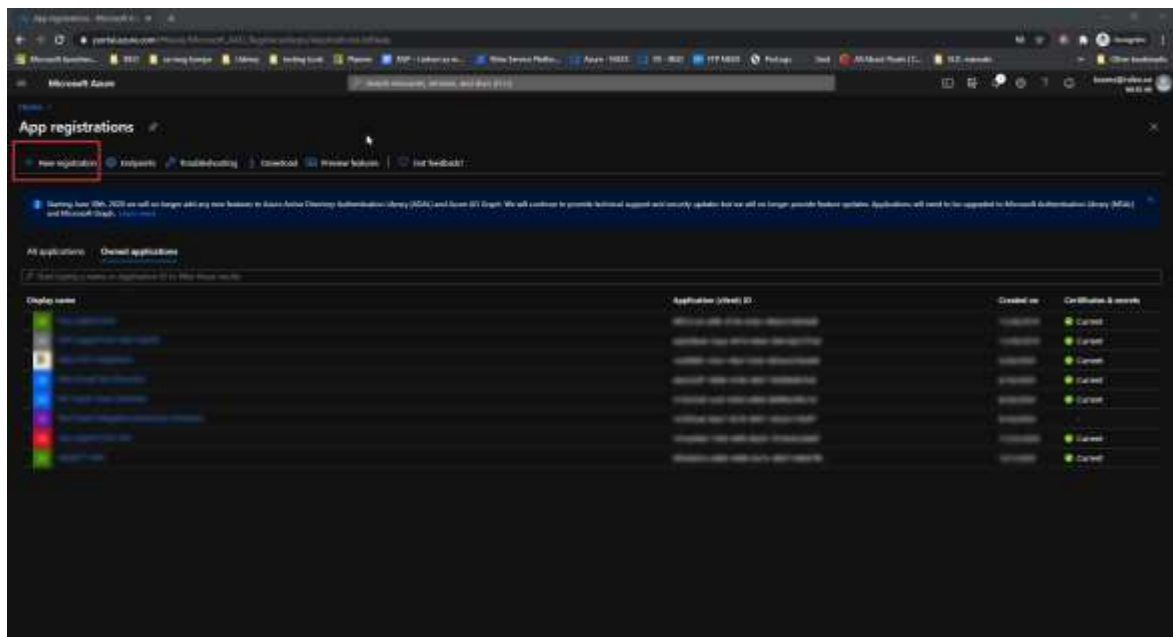
Go to **Azure** portal **Home** page and click on **App registration**.



Azure

*Home page*

Now click on **New registration**



Azure

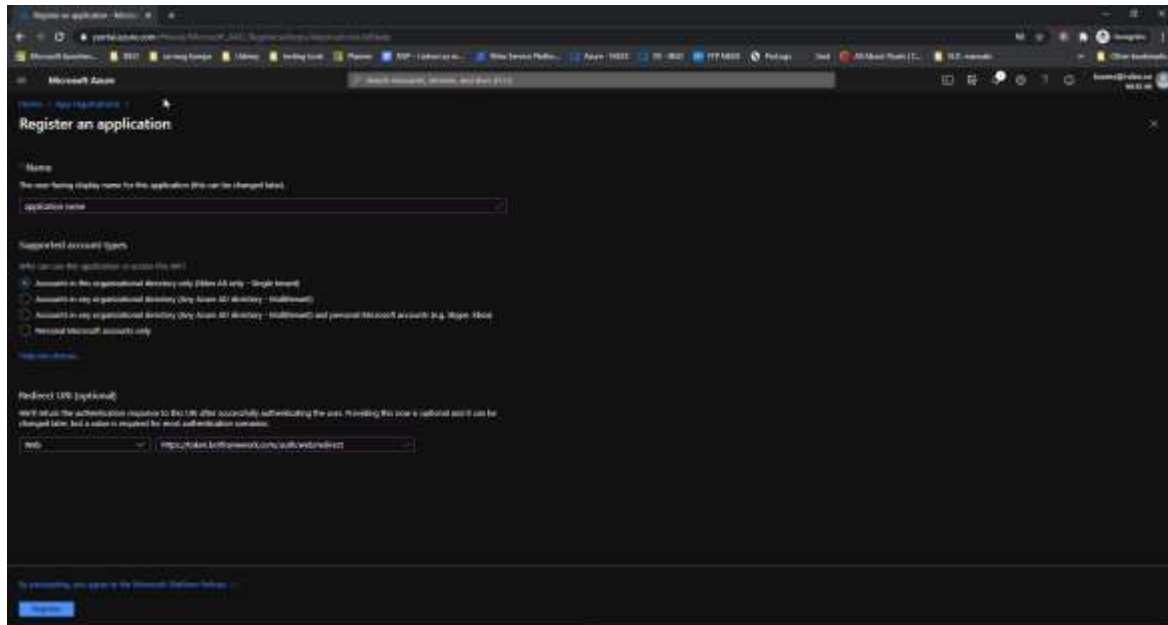
*– New app registration*



Now you need to fill in the following fields:

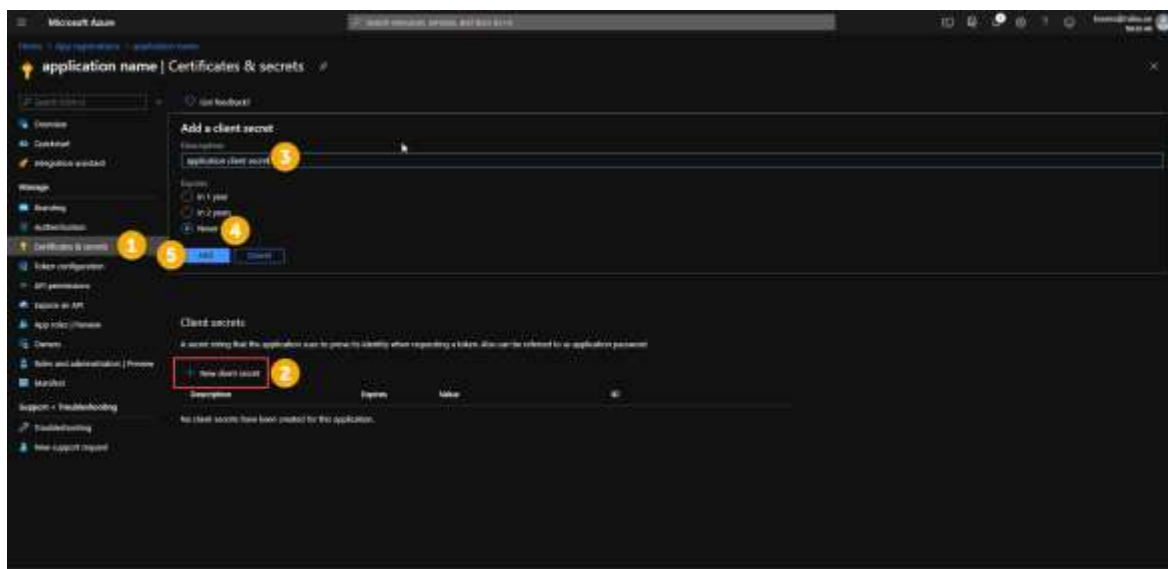
- **Name** – insert App name
- **Support account types** – Choose first one (Accounts in this organizational directory only)
- **Redirect URI (optional)**: Choose WEB in dropdown and type the following URL:  
*<https://token.botframework.com/.auth/web/redirect>*

When you fill in the fields click on **Register** button.



### Azure – Register an application

When you finish with app registration you need to create **API Client secret**

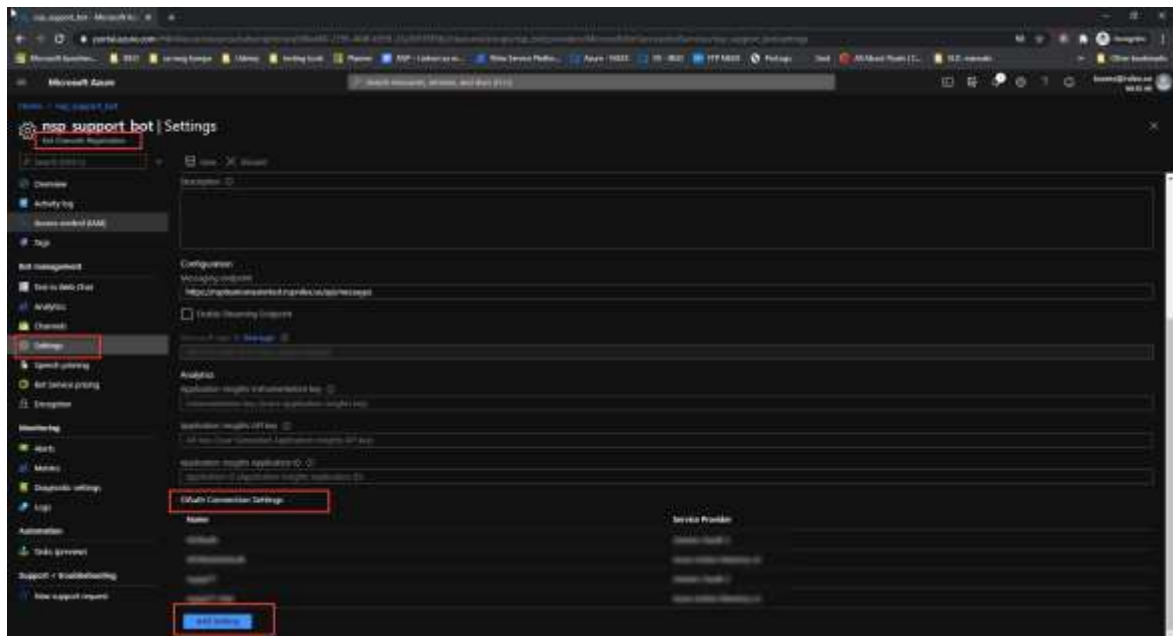


### AZURE – API Access Key

1. Click on **Certificates & secrets**
2. Then click on **New client secret**
3. In opened popup insert key **DESCRIPTION** in description property
4. Choose **Never** in EXPIRES property
5. Click **Add** and after that key Value will be generated and you will get notification *"Copy the key value. You won't be able to retrieve after you leave this blade."*

NOTE: You will use this key value later In OAuth connection settings for CHAT transcript

Now go back to **Bot Channel Registration** page and choose **Settings**, scroll down to find **Azure Active Directory v2** and click **Add Settings**



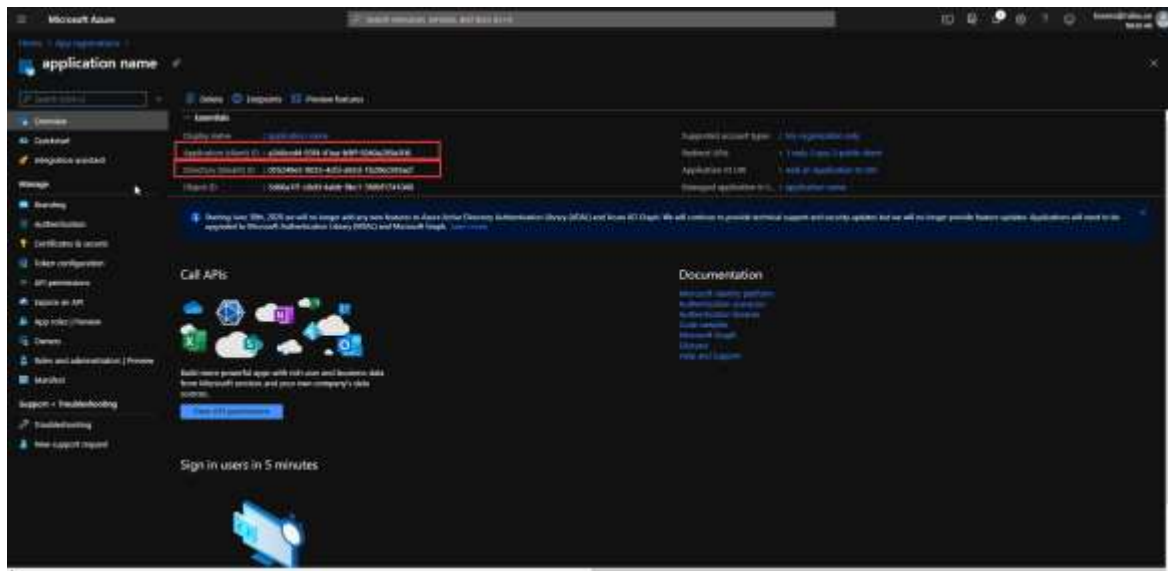
Bot

### Channel Registration – add new OAuth Connection Settings

- **Name** - Insert Azure Active Directory v2 connection name
- **Service provider** – From dropdown choose **Azure Active Directory v2**
- **Client ID** – insert Client ID from app you previously created. \*
- **Client secret** – insert Client Secret value from app you previously created.
- **Token Exchange URL** -leave this field empty
- **Tenant ID** - insert Tenant ID value from app you perviously created. \*
- **Scopes** – insert *"Chat.ReadWrite User.Read User.ReadBasic.All email openid profile"*

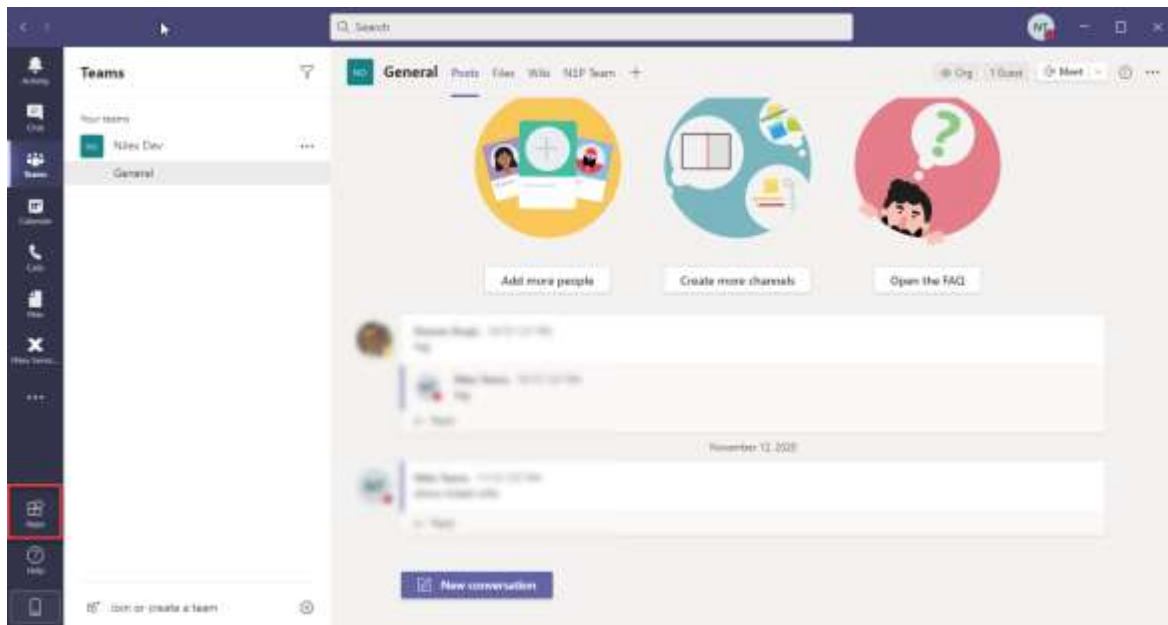
NOTE: You will use this OAuth connection name later in Microsoft Teams application for settings NSP integration (field: NSP OAuth Connection Name)

**Client ID and Tenant ID value you can find in Application Overview:**



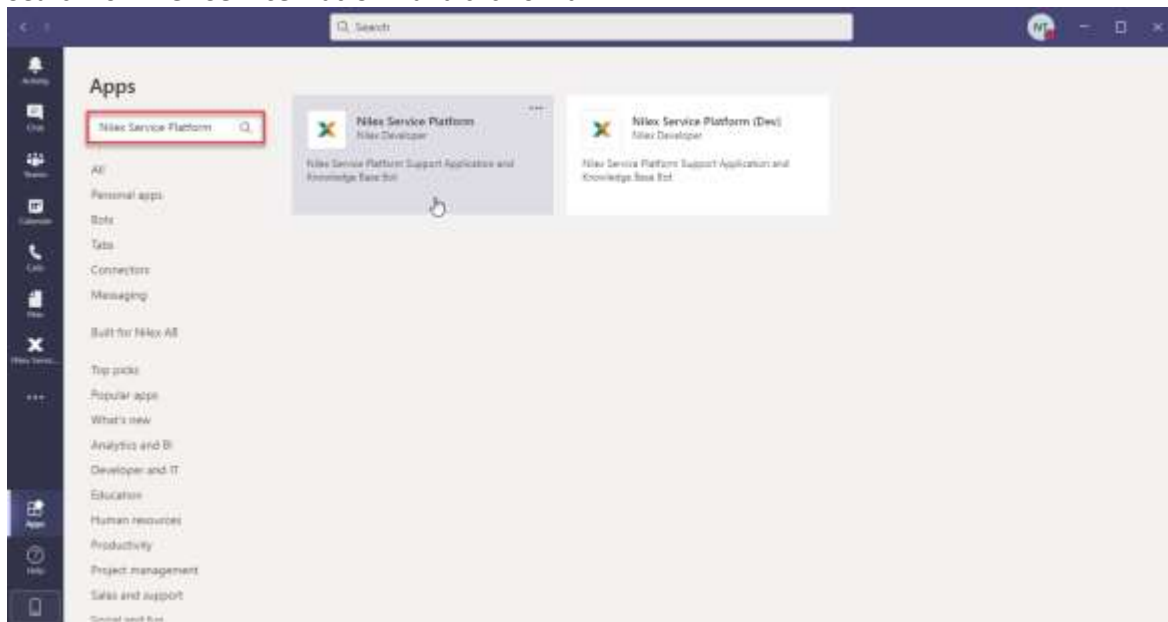
## Microsoft Teams app installation and configuration

After all these settings you need to go to the Microsoft Teams application to instal NSP application. Log in with your Microsoft teams account and go to Apps menu item in the left menu.



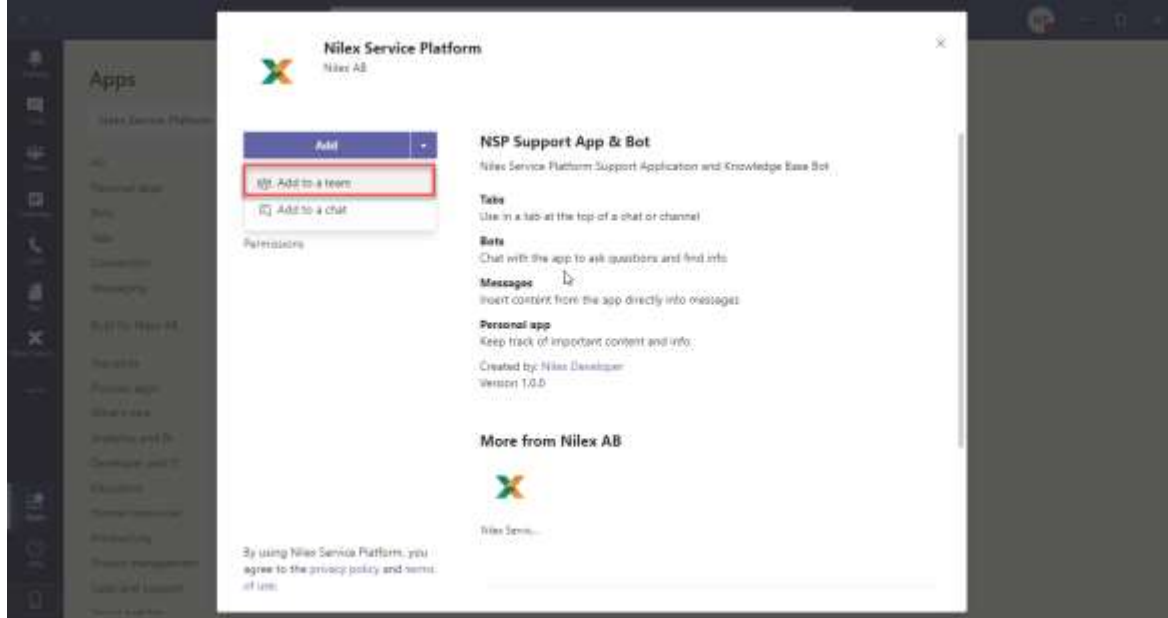
*Microsoft Teams – Apps*

Search for **Nilex Service Platform** and click on it



*Microsoft Teams – Apps – Search for Nilex Service Platform*

From **Add** dropdown choose **Add to team** to configure integration



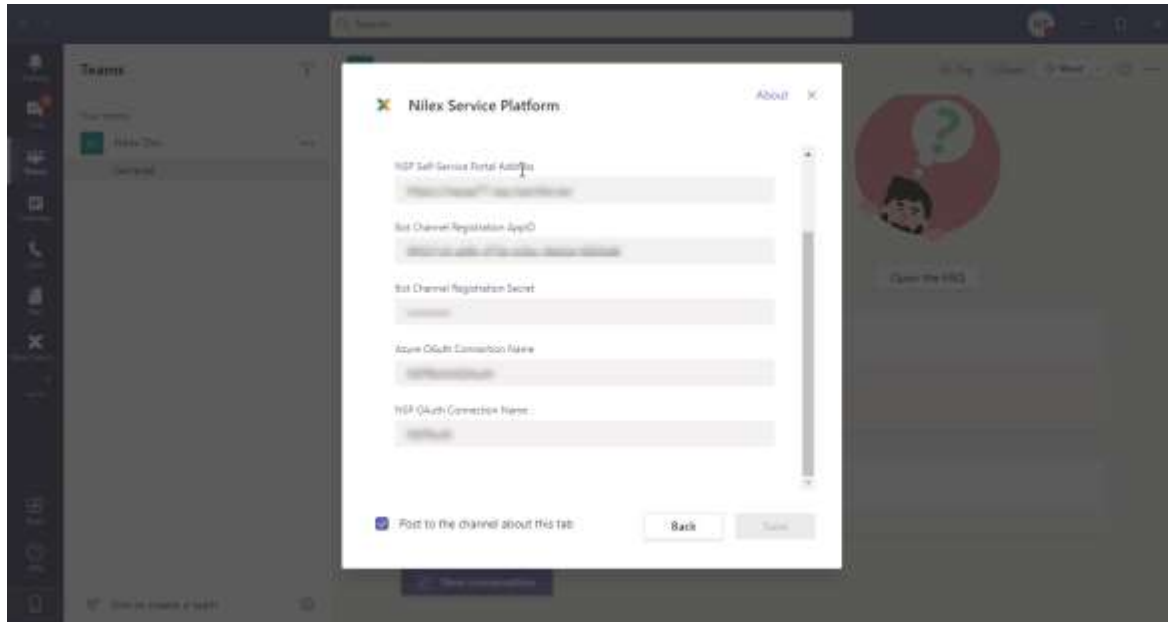
*Microsoft Teams - Add application to team*

Here type a team or channel name and click on Set up



*Microsoft Teams – Choose time or channel for this application*

Here you need to configure Nilex Service Platform application



### *Microsoft Teams – Configure application*

- NSP Self-Service Portal Address – insert NSP Self Service Portal URL
- Bot Channel Registration AppID – insert Microsoft App ID (how to find this value is explained in [this section](#))
- Bot Channel Registration Secret – insert Bot Channel registration Client Secret (how to find this value is explained in [this section](#))
- Azure OAuth Connection Name – insert Bot connection name Secret (how to find this value is explained in [this section](#))
- NSP OAuth Connection Name – insert Chat connection name (how to find this value is explained in [this section](#))

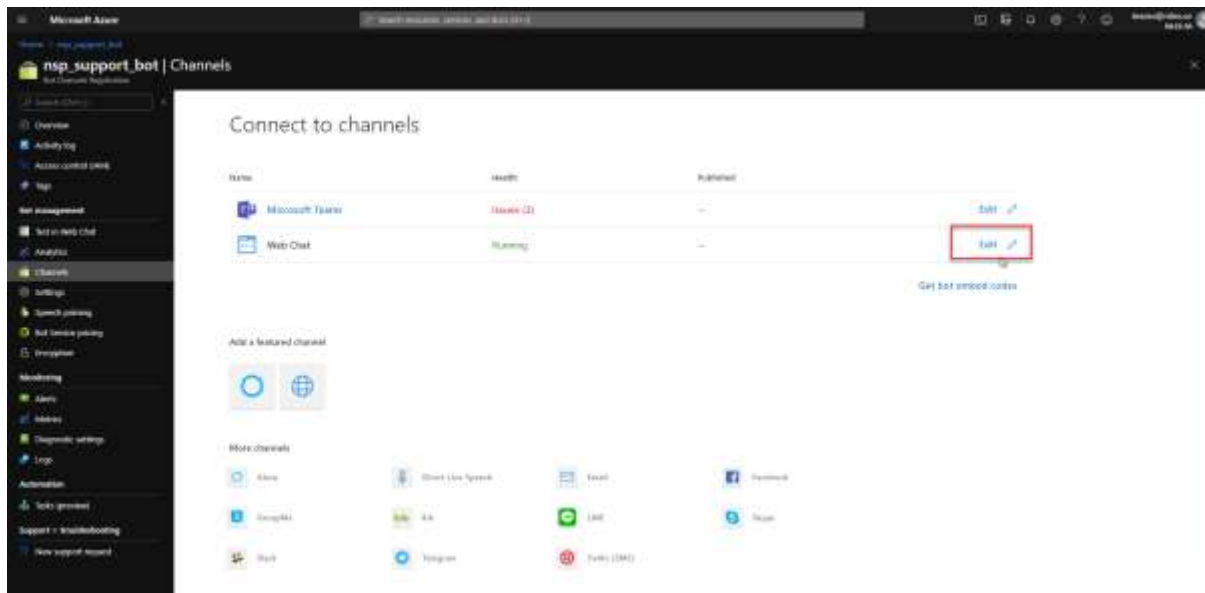
After you have set all this up, you can use Microsoft Teams integration with NSP!

## WEB Chat

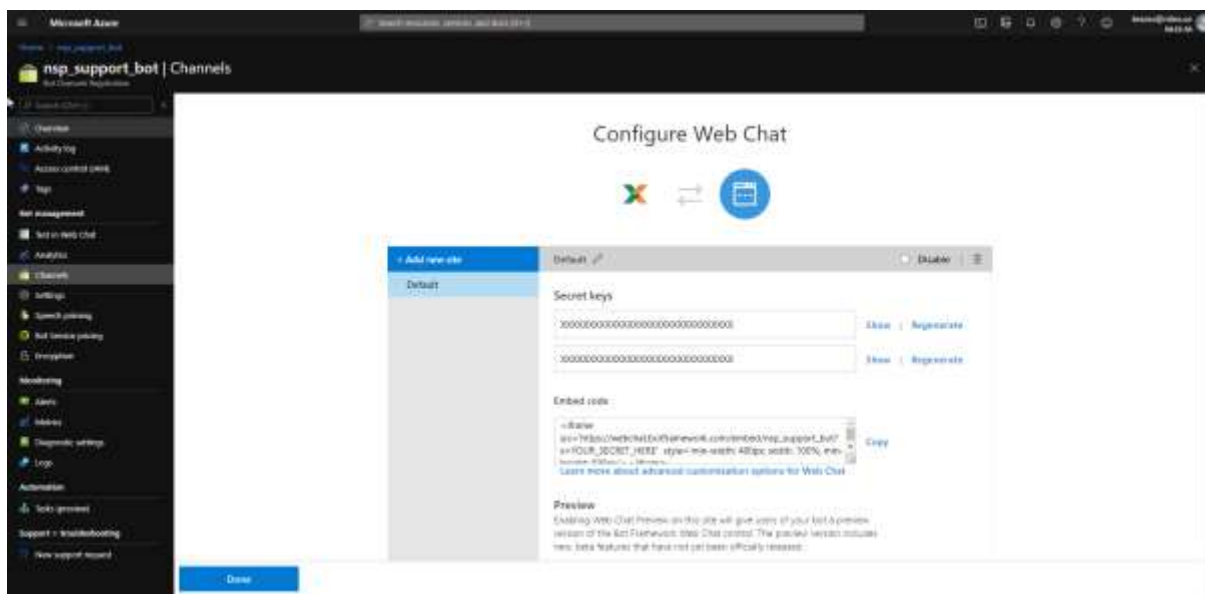
If you want to use BOT on some external site, you need to set up one more thing.

Open **Bot Channel Registration** page and choose **Channels**.

Click on **EDIT** action rightmost the Web Chat channel



Here you can find two secret keys

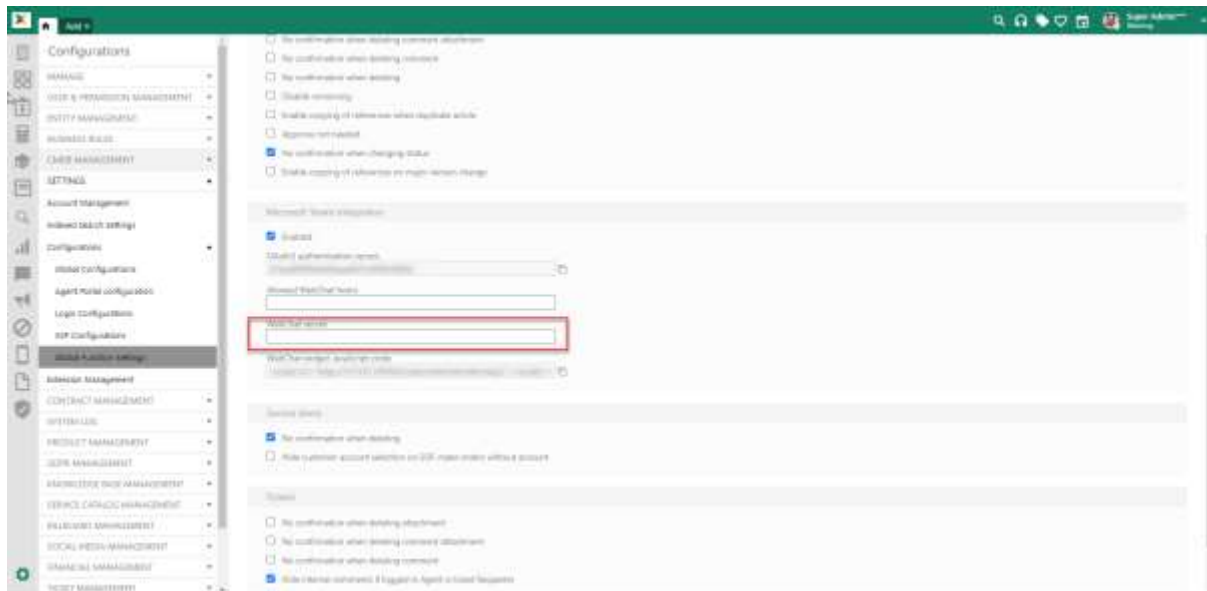


Click on Show action to copy one of these secret keys.

Now go to NSP App. Log in with your admin account.

Click on the configurations gear  search for **Global Function Settings**.

In this settings find **Microsoft Teams integrations** section and paste your Secret Key in WebChat secret field and click Save.



#### ***NSP - Global Function Settings – Add Web Chat secret key***

After saving, copy value from WebChat widget JavaScript code field and paste this script into index page of your external website.