

How to configure caller recognition and screen-pop for:

Microsoft Office 365

Contact replication method: Graph API or Exchange Web Services

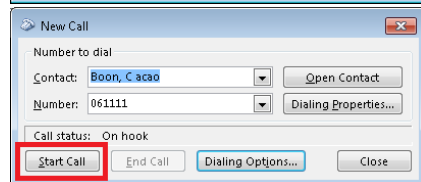
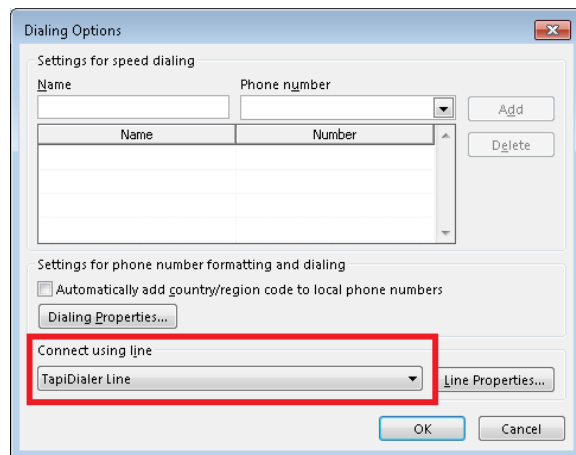
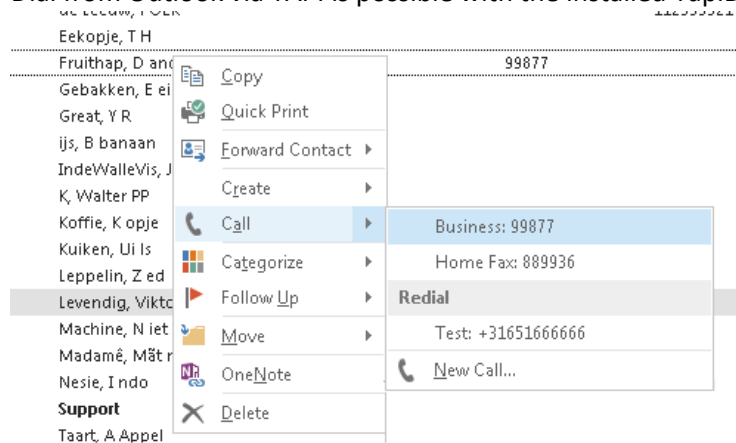
Screen pop method: Outlook COM

Prerequisites

A Microsoft work or school account with privileges to authorize external access.

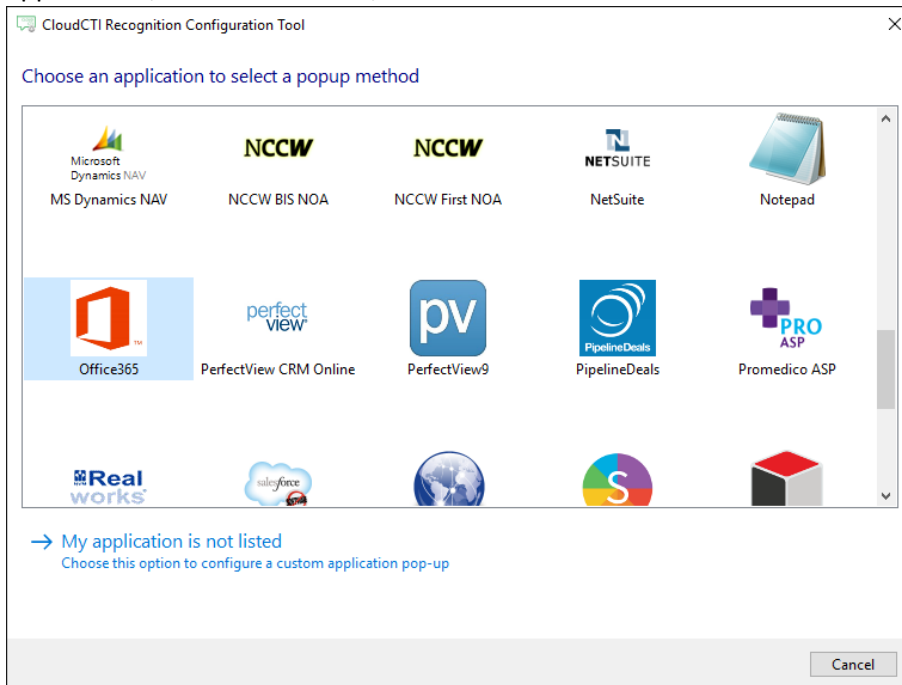
Notes

Dial from Outlook via TAPI is possible with the installed TapiDialer service provider.

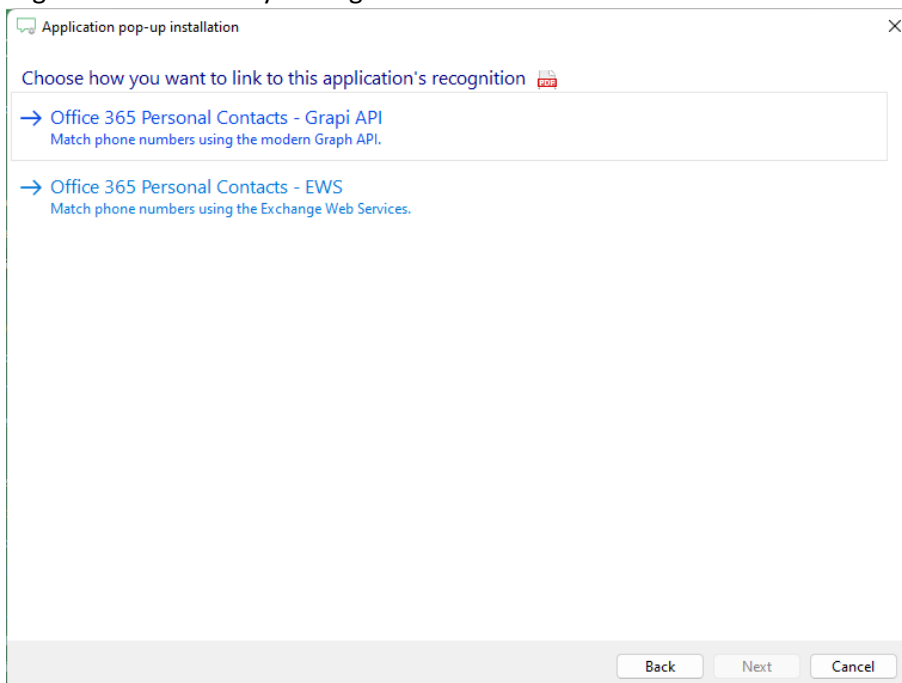


Configuraton steps

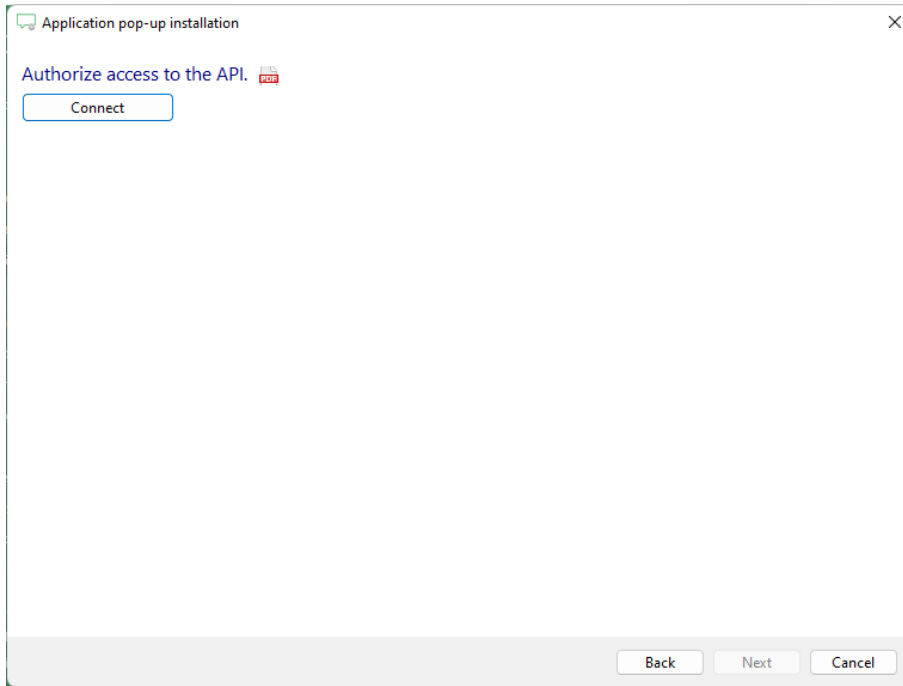
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Office365, as shown below.



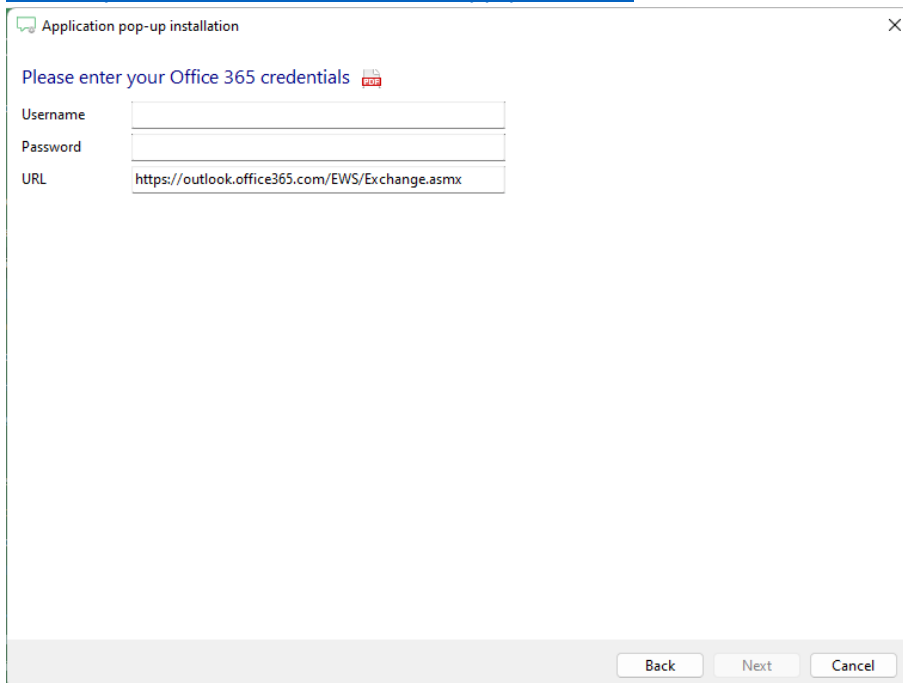
- 2) Choose whether you want to connect using either the modern Graph API or the Exchange Web Services. The latter may require you to configure an 'app password' depending on your organization's security settings.



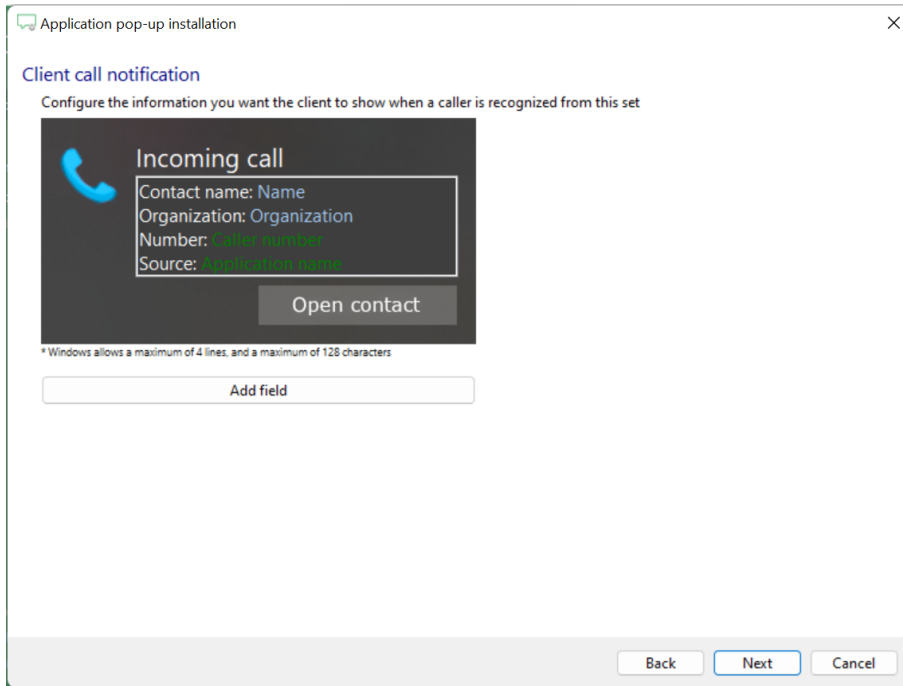
3) (A) If you chose to use the Graph API you can authorize access to the API using the OAuth protocol.



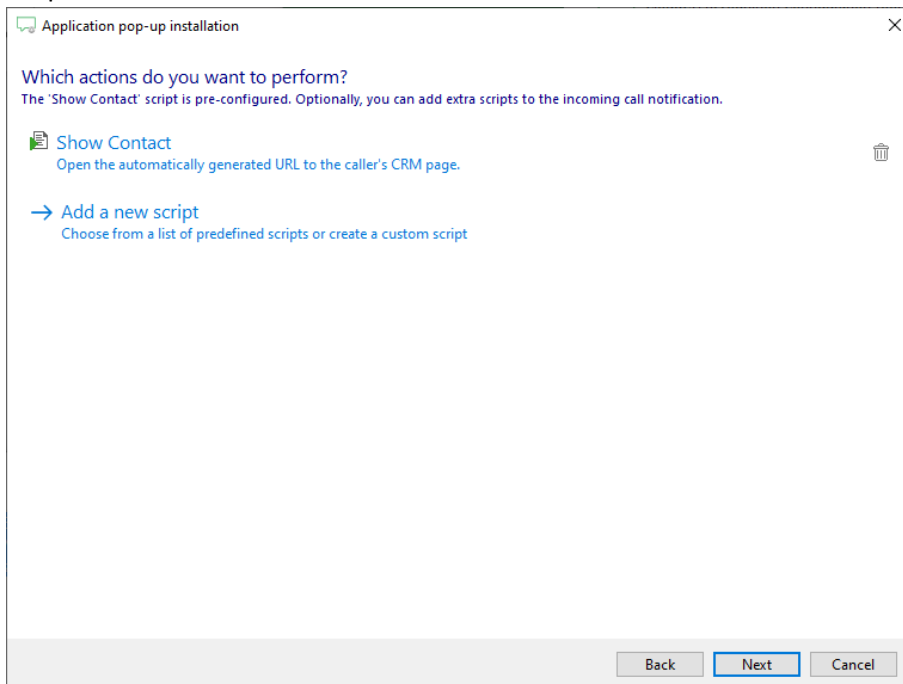
(B) If you chose to use the Exchange web Services you can authorize with user credentials. If it is necessary to use an app password, see <https://learn.microsoft.com/en-us/azure/active-directory/authentication/howto-mfa-app-passwords> for more info.



4) Choose which fields to display in the call notification on an incoming call.



5) The 'Show Contact' script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.



6) Check the configuration summary and click 'Finish' to add the integration with the application.

