Configure Webex Connect Email App with Office365 Oauth

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Introduction

This document describes the steps to configure an Email app for Office365 with Open Authorization (OAuth 2.0).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex connectportal with Email flows configured
- MS Azure access
- MS Office365 access

Components Used

The information in this document is based on these software versions:

- WxCC 2.0
- Cisco Webex Connect
- Microsoft Azure
- Microsoft Office365

The information in this document was created from the devices in a specific lab environment. All of

the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Step 1: Start email app configuration on Webex Connect

Start Email app configuration on Webex Connect platform.

-Login to your Webex Connect tenant;

-Navigate to 'Assets->Apps', click 'Configure New App' and select 'Email'. Select 'OAuth 2.0' for authentication type, copy and store 'Forwarding Address' and 'Call Back URL' for later configuration steps:

< Configure New Application - Email Enter the mail server settings for your account to start sending and receiving emails using We	bex Connect.	
Asset Name 🛈		
Asset Name	Register To Webex Engage Configure Outbound Webhooks DOC	sĊ
Email ID		
Email ID		
Forwarding Address		
b6b9072db2ce25198b45f08c9a9t Copy		
Authentication Type OAuth 2.0		
SMTP Server	Username	
Port	Security	
	None	<u>~</u>)
Client ID	Client Secret	
Call Back URL		
https:// us.webexconnect.io/callback		ð

Proceed to configuration on Microsoft side.

Step 2: Create an app in Microsoft Azure

Register an app in Azure portal as per '<u>Register an application with the Microsoft identity platform'</u> document.

-Login to https://portal.azure.com;

-Navigate to 'Azure Active Directory', select 'App registrations' and click 'New registration';

-Provide application name, select appropriate account type, input Web 'Redirect URI' with your tenant name (that is https://yourwebexconnectname.us.webexconnect.io/callback as seen in step 1) and register the app:

Register an application

* Name

The user-facing display name for this application (this can be changed later).

WebexConnect

Supported account types

Who can use this application or access this API?

Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)

O Personal Microsoft accounts only

Help me choose...

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

	Web 🗸	https://yourwebexconnectname.us.webexconnect.io/callback	~
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Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise applications.

By proceeding, you agree to the Microsoft Platform Policies 🔄



-After app is registred - navigate to 'Authentication', scroll down to 'Implicit grand and hybrid flows', select 'Access tokens' option and save:

∋ WebexConnect | Authentication 🖉 …

	Ar Got feedback?
 Overview Quickstart Integration assistant Manage Branding & properties 	Implicit grant and hybrid flows Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. Learn more about tokens. Select the tokens you would like to be issued by the authorization endpoint:
Authentication	Access tokens (used for implicit flows)
📍 Certificates & secrets	Di tokens (used for implicit and hybrid nows)
Token configuration	Supported account types
-> API permissions	Who can use this application or access this API?
Expose an API	 Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
App roles	 Accounts in any organizational directory (Any Azure AD directory - Multitenant)
A Owners	Help me decide
Roles and administrators	
Manifest Support + Troubleshooting	▲ Due to temporary differences in supported functionality, we don't recommend enabling personal Microsoft accounts for an existing registration. If you need to enable personal accounts, you can do so using the manifest editor. Learn more about these restrictions.
P TroubleshootingNew support request	Advanced settings
	Enable the following mobile and desktop flows: Yes No
	 App collects plaintext password (Resource Owner Password Credential Flow) Learn more 2 No keyboard (Device Code Flow) Learn more 2 SSO for domain-joined Windows (Windows Integrated Auth Flow) Learn more 2
	App instance property lock ^①

-Navigate to 'Certificates & secrets', select 'Client Secrets', click 'New client secret', add a description and validity length:

Save Discard

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	New support request									

Add Cancel

-Copy client secret value and store it for later use:

All services > Cisco Systems, Inc App	registrations > WebexConnect				
🔶 WebexConnect 🕴	Certificates & secrets 🔗				
₽ Search «	🖗 Got feedback?				
Overview					
🗳 Quickstart	Got a second to give us some feedbac	;k? →			×
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Branding & properties					
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📍 Certificates & secrets					
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API permissions	A secret string that the application uses t	to prove its identity when re	equesting a token. Also can be ref	ferred to as application password.	
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A Owners	Description	Expires	Value 🛈	Secret ID	
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Manifest					
Support + Troubleshooting					
Troubleshooting					
New support request					

-Navigate to 'API permissions', click 'Add a permission', select 'APIs my organization uses', in search field input 'office 365' and select 'Office 365 Exchange Online'. Select 'Application permissions', expand 'Mail' section, check 'Mail.Send' and click 'Add permission':

All services > Cisco Systems, Inc App re	gistrations > WebexConnect	Request API permissions
₋ WebexConnect A	PI permissions 🖉 🐃	
		Select an API
₽ Search «	🕐 Refresh 🛛 🖗 Got feedback?	Microsoft APIs My APIs My APIs
Overview		Apps in your directory that expose APIs are shown below
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Token configuration	API / Permissions name Type Description Admin consent requ Status	Office 365 Charaflaint Online
API permissions	✓ Microsoft Graph (1)	Onice 565 sharepoint Online
Expose an API	User.Read Delegated Sign in and read user profile No	
👪 App roles		
A Owners	To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try Enterprise applications.	
8 Roles and administrators		
Manifest		
Support + Troubleshooting		
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New support request		

All services > Cisco Systems, Inc App re	gistrations > WebexConnect	Request API permissions	×		
— WebexConnect A	PI permissions 🖉 …				
₽ Search «	🜔 Refresh 🔗 Got feedback?	Delegated permissions Your application needs to access the API as the signed-in user.	Application permissions Your application runs as a background service or daemon without a signed-in user.		
Overview					
Quickstart	The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user or app. The	Select permissions	expand all		
💉 Integration assistant	•	Start typing a permission to filter these results			
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Authentication Certificates & secrets	+ Add a permission 🗸 Grant admin consent for Cisco Systems, Inc	full_access_as_app ③ Use Exchange Web Services with full access to all mailboxes	Yes		
Token configuration	API / Permissions name Type Description Admin consent requ Status	> Calendars			
 API permissions 	V Microsoft Graph (1)) Constants			
Expose an API	User Read Delegated Sign in and read user profile No	/ conacts			
App roles		> Exchange			
24 Owners	To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try Enterprise applications.	N 1945			
 Roles and administrators 		/ 1960			
Manifest		> Mailbox			
Support + Troubleshooting		> MailboxSettings			
Troubleshooting		,			
New support request		V Mail (1)			
		Mail.Read ③ Read mail in all mailboxes	Yes		
		Mail.ReadWrite ③ Read and write mail in all mailboxes	Yes		
		Mail.Send ① Send mail as any user	Yes		
		> Organization			
		Add permissions Discard			

-After said permission is added, admin consent has to be granted. Click on 'Grant admin consent':

All services > Cisco Systems, Inc App re	gistrations > WebexConnect					
	PI permissions 👒 🗠					
 ✓ Search ≪ Werview Quickstart ✓ Integration assistant Manage 	C Refresh Refr	k? firmation. r the requester	d permissions for all accounts in Cisco Syst	tems, Inc? This will update any existin	g admin consent records this a	pplication already
 Branding & properties Authentication Certificates & secrets Token configuration API permissions 	Configured permissions Applications are authorized to call A all the permissions the application n + Add a permission	APIs when they needs. Learn mo	are granted permissions by users/admins as p re about permissions and consent for Cisco Systems, Inc	part of the consent process. The list of c	onfigured permissions should inclu	ude
Expose an API App roles Owners	Microsoft Graph (1) User.Read Office 365 Exchange Online (1)	Delegated	Sign in and read user profile	No	Judius	
 Roles and administrators Manifest 	MailSend	Application	Send mail as any user	Yes	▲ Not granted for Cisco S	
Support + Troubleshooting Troubleshooting New support request	To view and manage consented per	missions for inc	lividual apps, as well as your tenant's consent	settings, try Enterprise applications.		

-Navigate to 'Overview' and note down 'Application (client) ID' and 'Directory (tenant) ID' for further configuration use:

All services > Cisco Systems, Inc | App registrations >

🔣 WebexConnect 🛛 🖈	
₽ Search «	📋 Delete 🌐 Endpoints 💀 Preview features
👯 Overview	
🗳 Quickstart	
A	Display name : <u>WebexConnect</u>
Integration assistant	Application (client) ID : 56ba9bac-67be-4bd2-b551-47258e7ead62
Manage	Object ID : 3d6317c3-ed51-4ff2-955d-019ac1637beb
🔤 Branding & properties	Directory (tenant) ID : 0f47778c-61c2-4b0a-8e94-3f05e737a1dd
Authentication	Supported account types : My organization only

Note: make sure that that user consent for apps is allowed in Azure under 'Consent and permissions' for 'Enterprise applications' (this is a default settings):

Home > Enterprise applications Consent and permissions >						
_{ξÕ3} Consent and permis	ssions User consent settings					
«	Save X Discard R Got feedback?					
Manage						
🐼 User consent settings	Control when end users and group owners are allowed to grant consent to applications, and when they will be required to request administrator review and approval. Allowing users to grant apps access to data helps them acquire useful applications and be productive, but					
Permission classifications	can represent a risk in some situations if it's not monitored and controlled carefully.					
	User consent for applications Configure whether users are allowed to consent for applications to access your organization's data. Learn more O Do not allow user consent An administrator will be required for all apps.					
	 Allow user consent for apps from verified publishers, for selected permissions (Recommended) All users can consent for permissions classified as "low impact", for apps from verified publishers or apps registered in this organization. 					
	 Allow user consent for apps All users can consent for any app to access the organization's data. 					

Step 3: Configure mailbox user on Office365

-Login to https://admin.microsoft.com;

-Navigate to Users->Active Users;

-Select a user with a mailbox for integration with Webex Connect;

-After selecting specific user navigate to 'Mail', under 'Email apps' click on 'Manage email apps', make sure that 'Authenticated SMTP' is selected and click 'Save changes':





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Choose the apps where John can access Microsoft 365 email.



-Under 'Email Forwarding' click on 'Manage email forwarding', select 'Forward all emails sent to this mailbox', fill in 'Forwarding email address' with alias from Webex Connect App configuration as seen in step 1 (additionally if needed select 'Keep a copy of forwarded email in this mailbox') and click 'Save changes':

John John Change photo	
Account Devices Licenses and apps	Mail OneDrive
Mailbox storage	0.01% (5.791MB/50GB)
Learn more about mailbox storage quotas	
Mailbox permissions	Email apps
Read and manage permissions (0)	All apps allowed
Send as permissions (0)	Manage email apps
Send on behalf of permissions (0)	
Show in global address list	Email forwarding
Yes	Applied

Manage global address list visibility

Automatic replies Off Manage automatic replies Applied Manage email forwarding × 2

More actions Edit Exchange properties

\leftarrow	×
Manage email forwarding	
Forward all emails sent to this mailbox	
The mailbox owner will be able to view and change these forwarding settings.	
Forwarding email address *	
a41a0ba3566ed2091155f13e48e6d4f8@mail-us.imiconnect.io	
Keep a copy of forwarded email in this mailbox	
Save changes	

-Make sure that outbound email forwarding to external email addresses is allowed in your Microsoft 365 Defender portal.