

Microsoft Teams Presence Integration Setup

Telia Switchboard Teams Presence Integration supports a two-way synchronization of mobile line presence and Teams presence between your Teams solution and Telia Switchboard.

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Step 15 to 19 in this document describes how to enable the feature to push line status from Telia Switchboard to Teams. If you don't plan to utilize this feature, you can skip those steps. This includes adding the permission for Presence.ReadWrite.All and enable the feature in Telias Switchboard.


Step 24 will describe how to configure the integration to synchronize presence status for more than 650 users.


Teams presence setup


A easy automated setup is default. Manual client setup can be toggled on to setup an own client that exists in the customer's "App registrations" in Microsoft Entra ID.

The setup inherits the application from Telia, and is controlled and renewed by Telia, meaning no need to update secrets and handle time out issues.

NB! Due to limitations in Microsoft Graph API, it's only possible to subscribe to presence events for 650 subscribers per integration user. If you need to subscribe to more than 650 subscribers you need to setup multiple integration users and configure them in Telia Switchboard. Click the "add" button on the teams integration, and choose between the available Microsoft users.

Name ▲	Type	Users	Status
 Teams presence	MS Teams Presence integration	0	✗



Teams presence 

Push line status to Teams ☐

Manual client setup ☐

Tenant ID

Status ✗ Missing credentials

Sync now

Delete

Save

Integration users ⓘ

+

Username	Name
----------	------

✕

Enter your Tenant ID. Upon save you will be redirected to a Microsoft login where you need to pick an admin account for the tenant. After login, consent to the permissions requested by the "Telia Smart Connect - Teams Sync" application are needed.



susanne@company.com

Permissions requested

Review for your organization

TeliaSmartConnect - Teams Presence Sync



This app would like to:

- ✓ Read presence information of all users in your organization
- ✓ Sign in and read user profile
- ✓ Read and write presence information for all users
- ✓ Read all users' full profiles

If you accept this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these premissions.

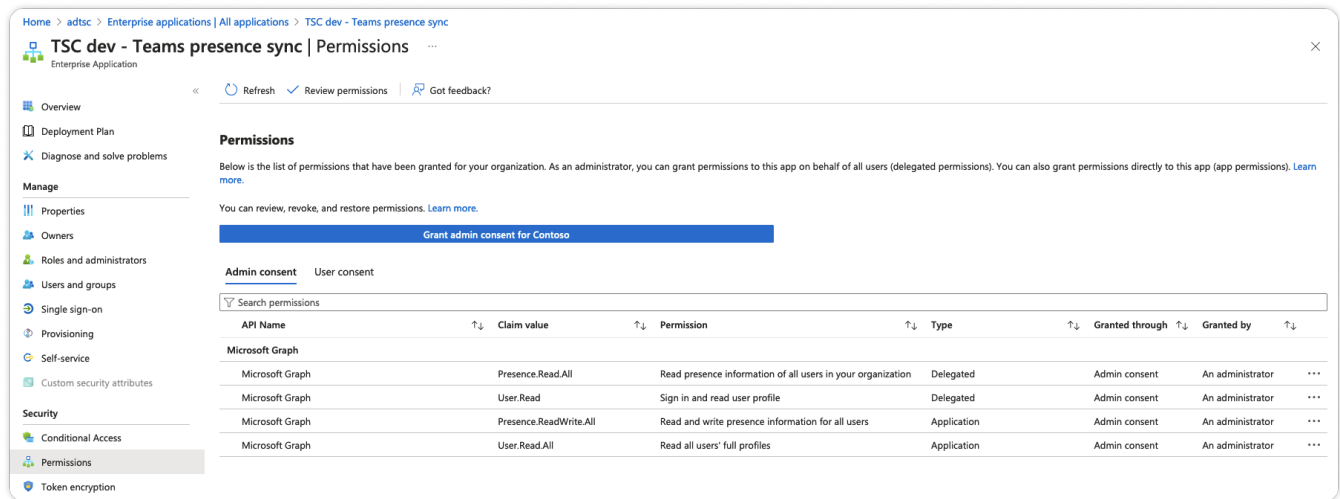
Accepting these permissions means that you allow this app to use your data as specified in theis terms of service and privacy statement. The publisher has not provided links to their terms for you to review. You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

Accepting the permissions will create an application in the your Entra ID "Enterprise applications".



If you are not able to consent on behalf of the organization, you might need to enter the "Permissions" for the application, and choose "Grant permission for..."

Integration service configuration

To setup the integration, it is required to have a valid Microsoft Azure Tenant ID, Client ID and Client Secret for the application. Steps to obtain this will be described in Azure Service configuration. The service will use an integration user to subscribe to presence event changes. Any active user, with or without a valid Microsoft Azure license can act as an integration user.


Due to limitations in Microsoft Graph API, it's only possible to subscribe to presence events for 650 subscribers per integration user. If you need to subscribe to more than 650 subscribers you need to setup multiple integration users and configure them in Telia Switchboard. This is described in step 25 in this document.

Required Azure Permissions

Type	Permission	Description
Applica tion	Presence. ReadWrite.All	Allows the app to read all presence information and write activity and availability of all users in the directory without a signed-in user. Presence information includes activity, availability, status note, calendar out-of-office message, time zone and location.
Applica tion	User.Read.All	Allows the app to read user profiles without a signed in user. User.Read.All: id,displayName,userPrincipalName,mail
Delega ted	Presence. Read.All	Allows the app to read presence information of all users in the directory on behalf of the signed-in user. Presence information includes activity, availability, status note, calendar out-of-office message, timezone and location.
Delega ted	User.Read	Allows users to sign-in to the app, and allows the app to read the profile of signed-in users. It also allows the app to read basic company information of signed-in users.

Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	1353	✓



Telia Company AB Teams Presence

Push line status to Teams







Tenant ID

Client ID

Client Secret

Status ✓ Ok

Integration users

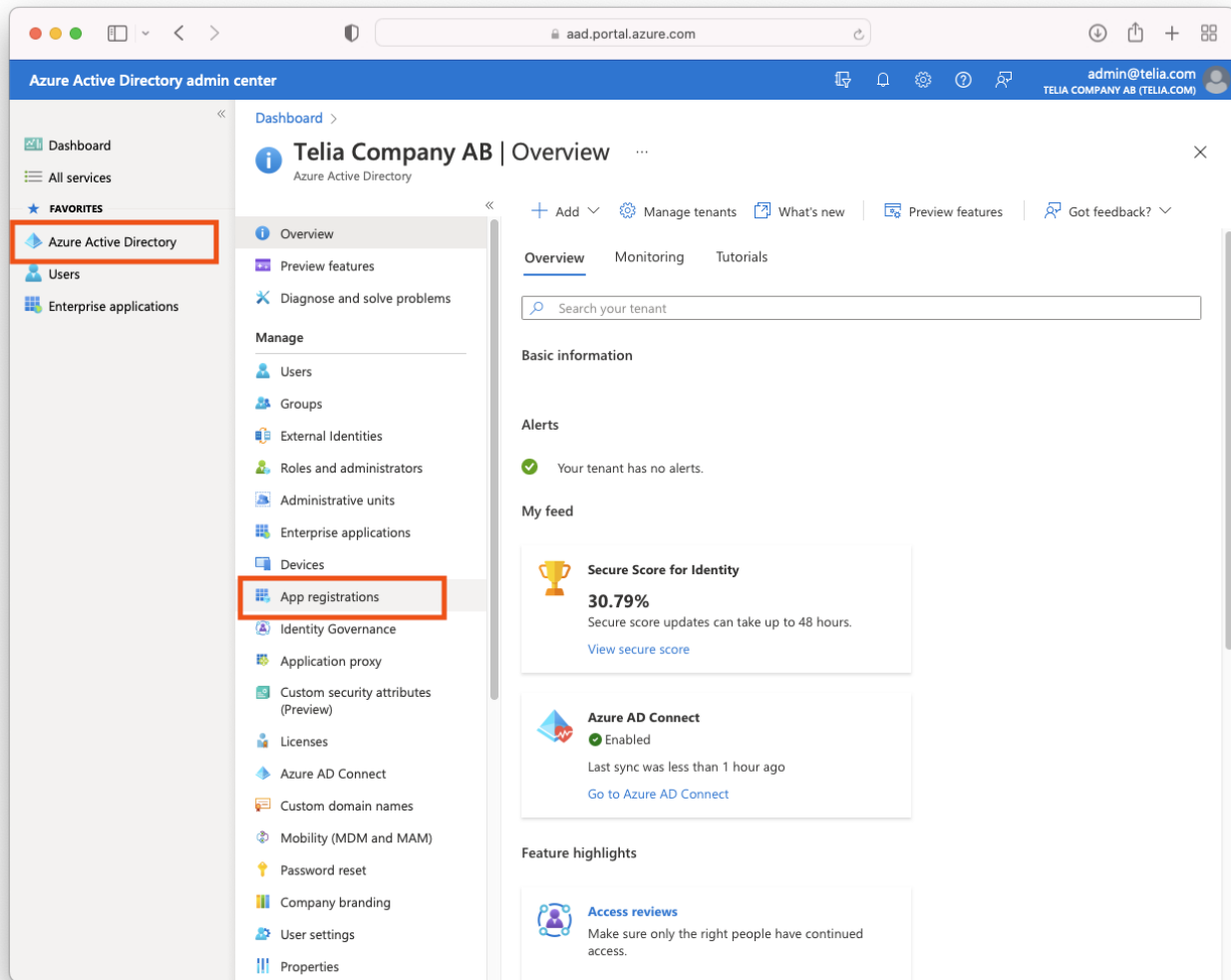
Username	<input type="text" value="TeliaTeamsStatusIntegration@telia.com"/>	Password	<input type="password" value="***"/>	
Username	<input type="text" value="TeliaTeamsStatusIntegration2@telia.com"/>	Password	<input type="password" value="***"/>	
Username	<input type="text" value="TeliaTeamsStatusIntegration3@telia.com"/>	Password	<input type="password" value="***"/>	 

Delete

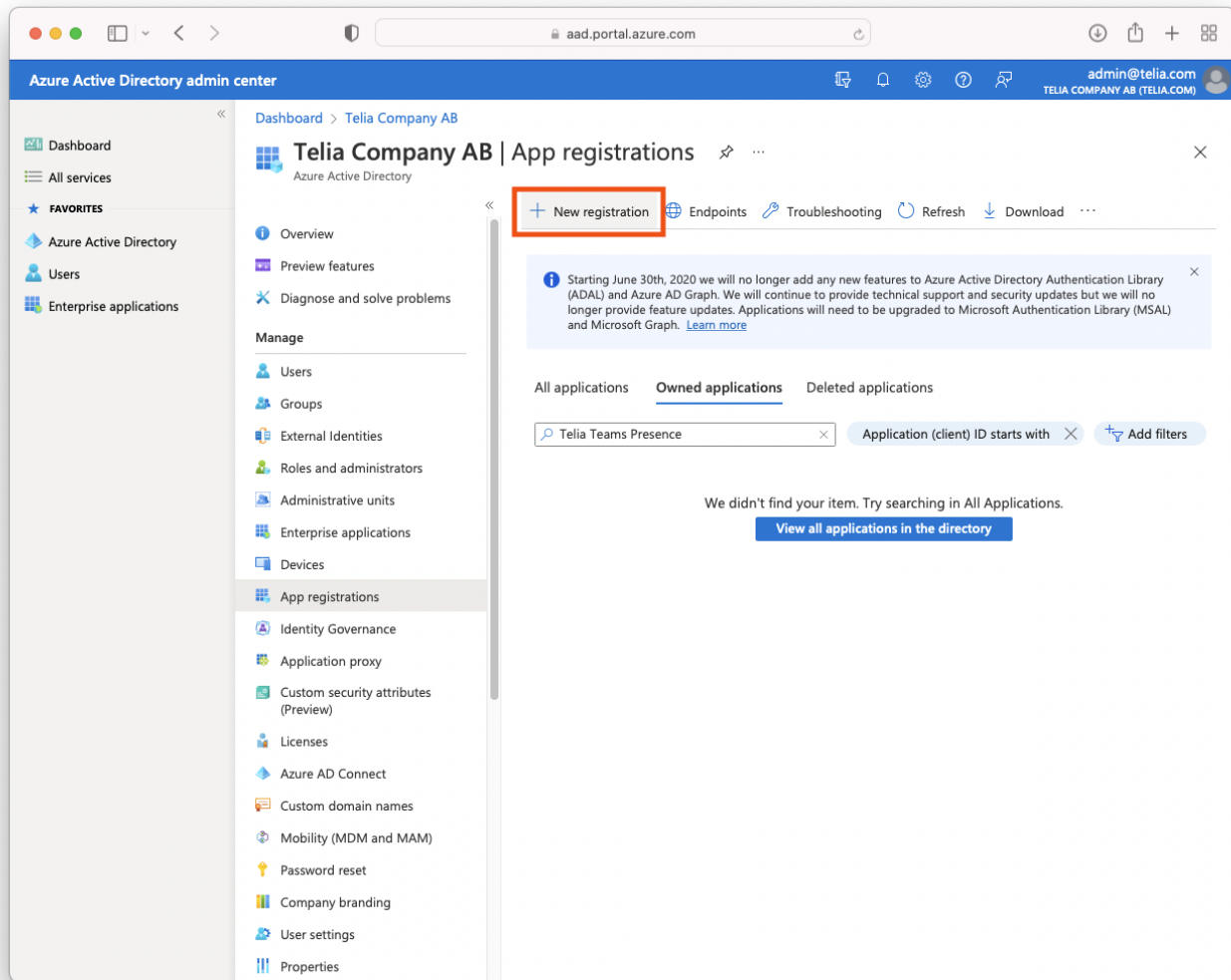
Save

Azure Service configuration

1. In the Azure Active Directory click on "App registration"



2. Click on "New registration"



3. Enter any name for the application for example "Telia Teams Presence" and click on "Register"

Browser address bar: aad.portal.azure.com

Page title: Azure Active Directory admin center

Navigation menu:

- Dashboard
- All services
- FAVORITES
 - Azure Active Directory
 - Users
 - Enterprise applications

Breadcrumbs: Dashboard > Telia Company AB >

Register an application

*** Name**
The user-facing display name for this application (this can be changed later).
Telia Teams Presence ✓

Supported account types
Who can use this application or access this API?

- ☒ Accounts in this organizational directory only (Telia Company AB 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)
- ☐ 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.

Select a platform ▼ e.g. https://example.com/auth

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](#)

Register

4. The Application will be created and generate the Application (client) ID. The same view will display your Directory (tenant) ID. Both the Client ID and Tenant ID needs to be entered into the Teams Presence integration configuration page in Telia Switchboard

Azure Active Directory admin center

Dashboard

All services

FAVORITES

Azure Active Directory

Users

Enterprise applications

Dashboard > Telia Company AB >

Telia Teams Presence

Search (Cmd+/)

DeleteEndpointsPreview features

Overview

Quickstart

Integration assistant

Manage

Branding & properties

Authentication

Certificates & secrets

Token configuration

API permissions

Expose an API

App roles

Owners

Roles and administrators | Preview

Manifest

Support + Troubleshooting

Troubleshooting

New support request

Essentials

Display name

Telia Teams Presence

Application (client) ID

22eb812e-710a-47fa-810e-f558a7ba057d

Object ID

a9ce52f1-9509-4b33-8273-86ae7297957d

Directory (tenant) ID

5db68c59-bbeb-41d7-a5df-b316a4434048

Supported account types

My organization only

Client credentials

Add a certificate or secret

Redirect URIs

Add a Redirect URI

Application ID URI

Add an Application ID URI

Managed application in local directory

Telia Teams Presence

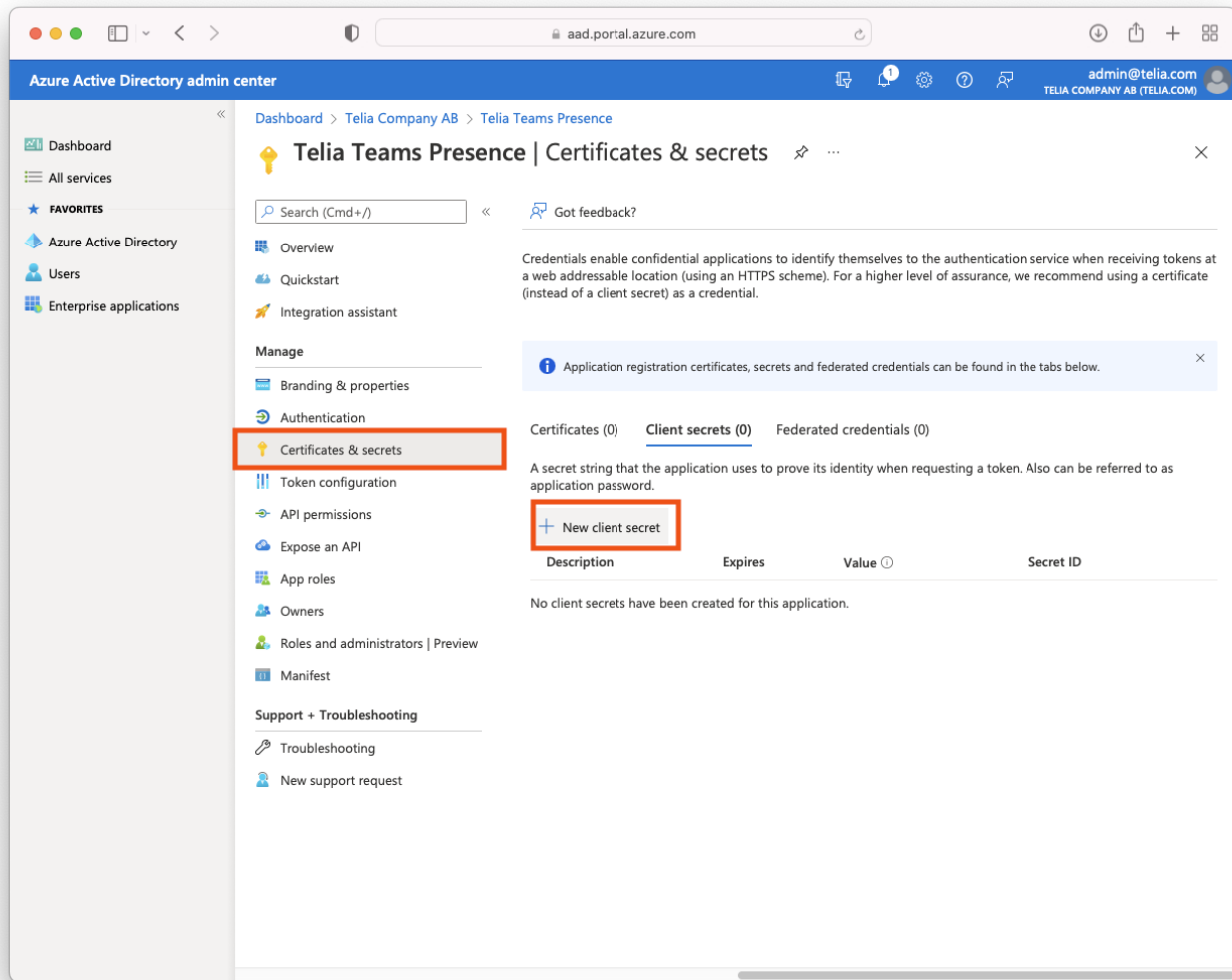
Welcome to the new and improved App registrations. Looking to learn how it's changed from App registrations (Legacy)? Learn more

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. Learn more

Get StartedDocumentation

Build your application with the Microsoft identity platform


The Microsoft identity platform is an authentication service, open-source libraries, and application management tools. You can create modern, standards-based authentication solutions, access and protect APIs, and add sign-in for your users and customers. Learn more





5. Open "Certificates & secrets" in the application view in the Azure Admin portal and click on "New client secret".

Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	0	<input type="radio"/>



Telia Company AB Teams Presence 

Push line status to Teams ☒

Tenant ID

Sdb68c59-bbeb-41d7-a5df-b316a4434048

Client ID

0ed2fcf1-b202-4699-afe4-cbc36ead3235

Client Secret


Status

☐ No status

Integration users

Username

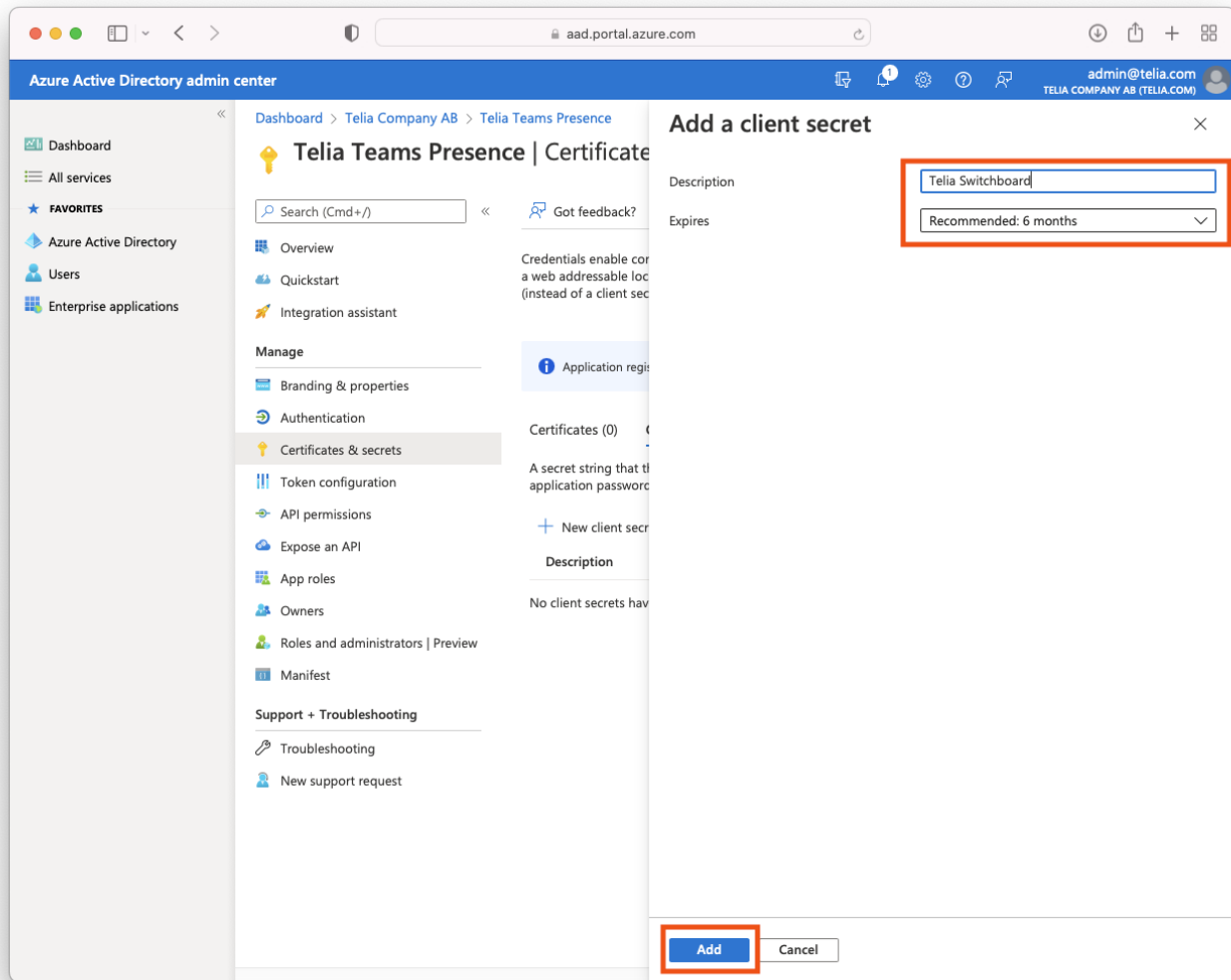
Password



Delete

Save


6. Give the secret a name and select an expiration time of the secret. After the secret expires, a new one needs to be generated and updated in the configuration for Teams Presence in Telia Switchbaord. Click on "Add" when finished.





7. Copy the client secret and paste it in the Teams Presence integration configuration page in Telia Switchboard.

Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	0	<input type="radio"/>



Telia Company AB Teams Presence 

Push line status to Teams ☒

Tenant ID

Client ID


Client Secret

Status ☐ No status

Integration users

Username

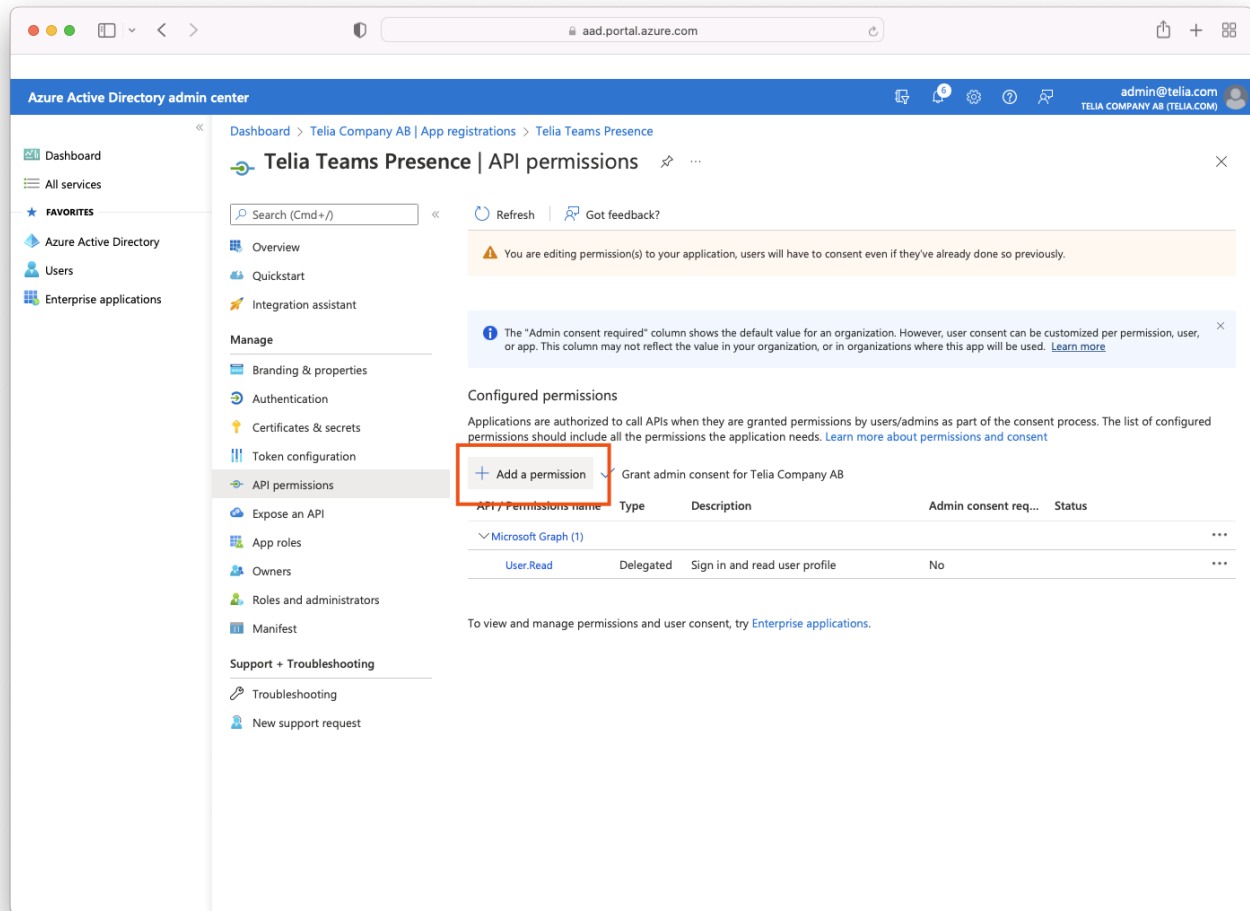
Password



Delete

Save

8. Open "API permissions" in the application view in the Azure Admin portal and click on "Add a permission"



9. Click on "Microsoft Graph"

Teams Presence integration



Name ▲	Type	Users	Status
Telia Company AB Teams Presence	MS Teams Presence integration	0	<input type="radio"/>

Telia Company AB Teams Presence

Push line status to Teams ☒

Tenant ID

5db68c59-bbeb-41d7-a5df-b316a4434048

Client ID

0ed2fcf1-b202-4699-afe4-cbc36ead3235

Client Secret

~WY8Q-EHYxzhYH_2eSPZLtVtGUZqpXZn

Status

☐ No status

Integration users

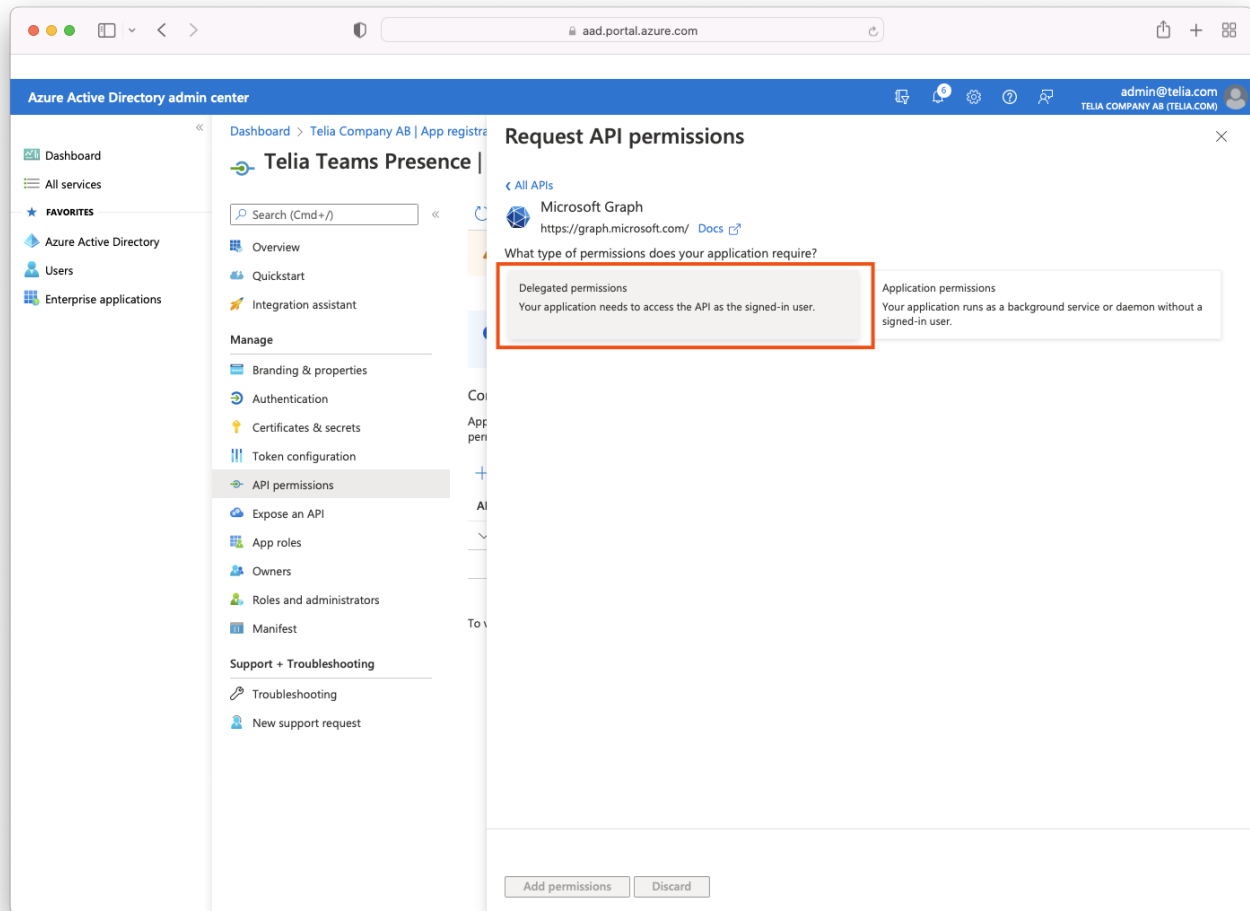
Username

Password

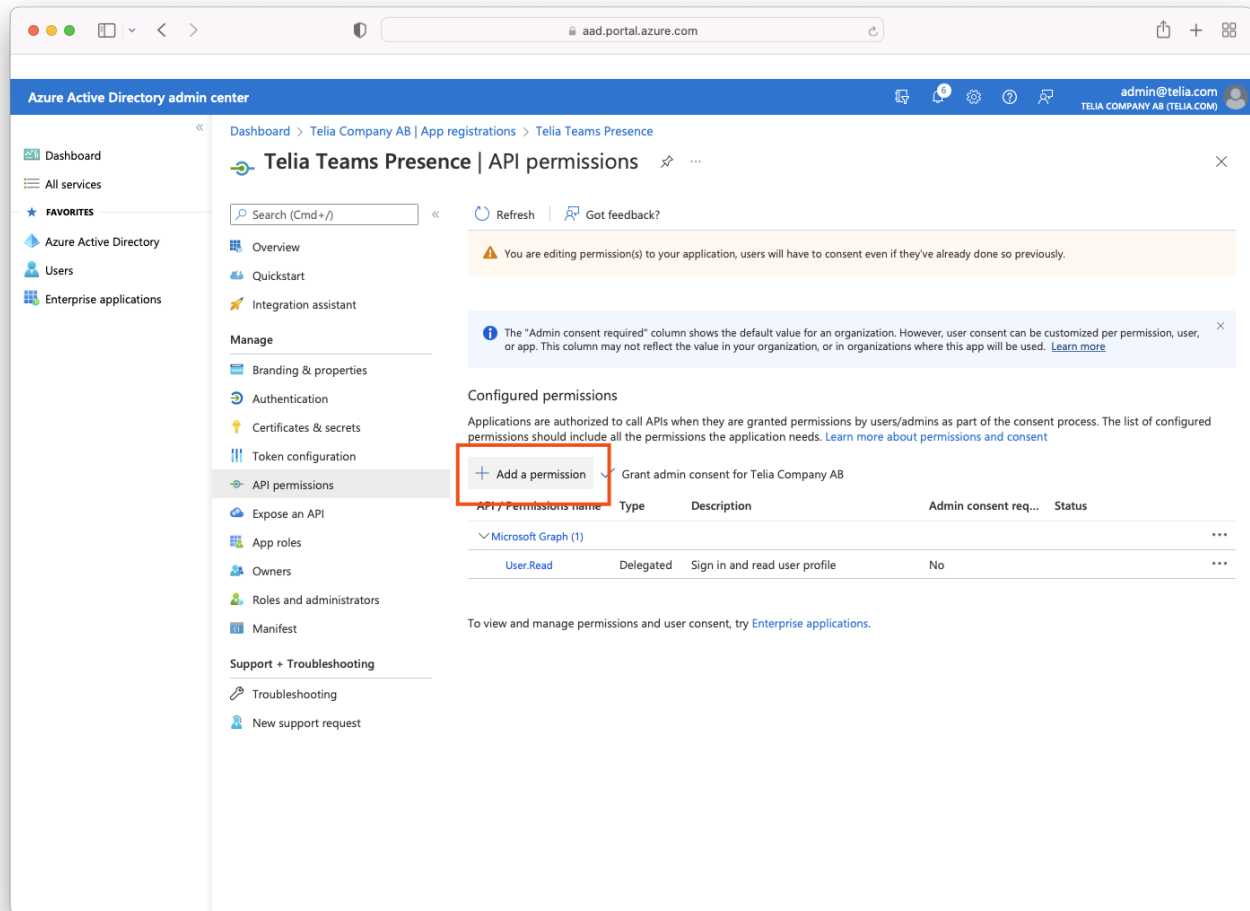
Delete

Save

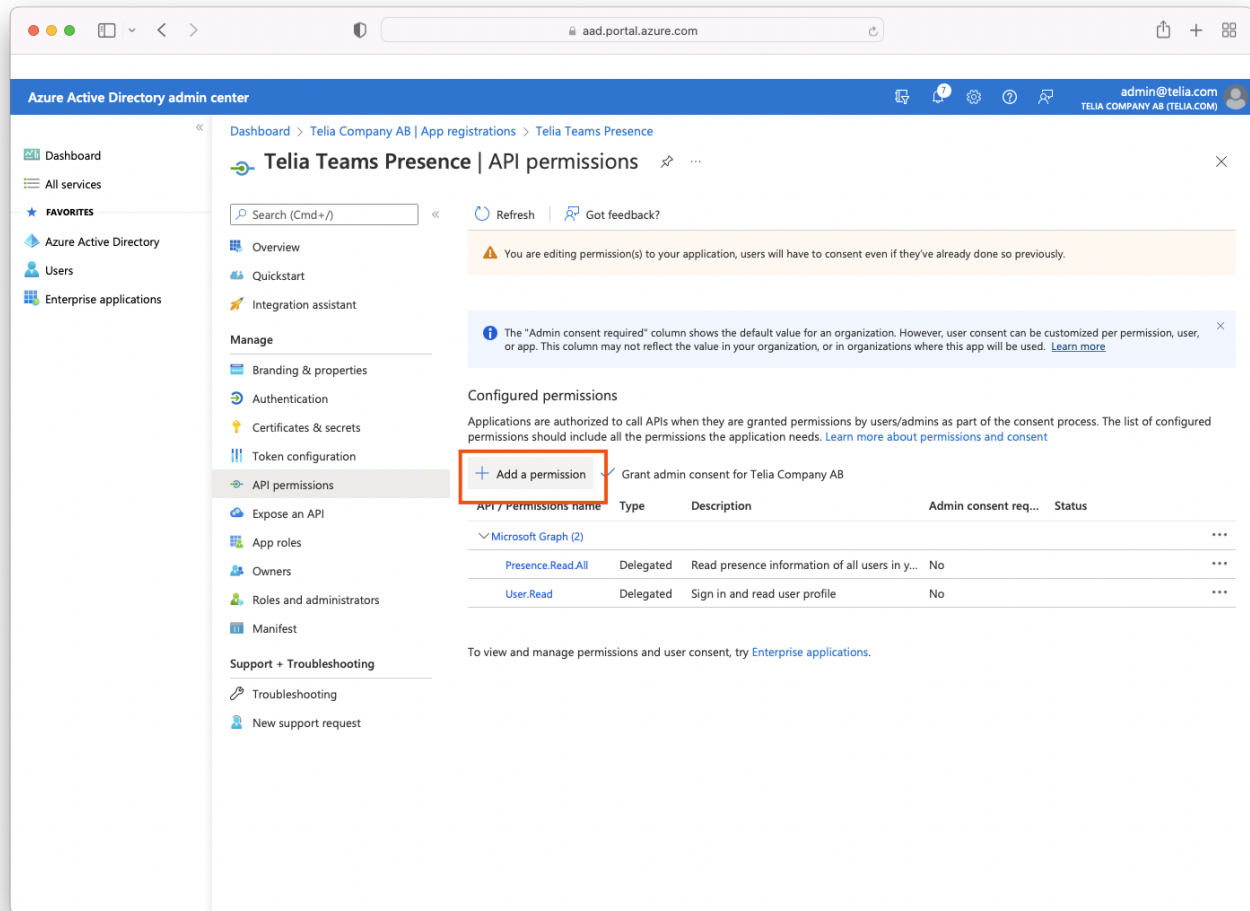
10. Click on "Delegated permissions"



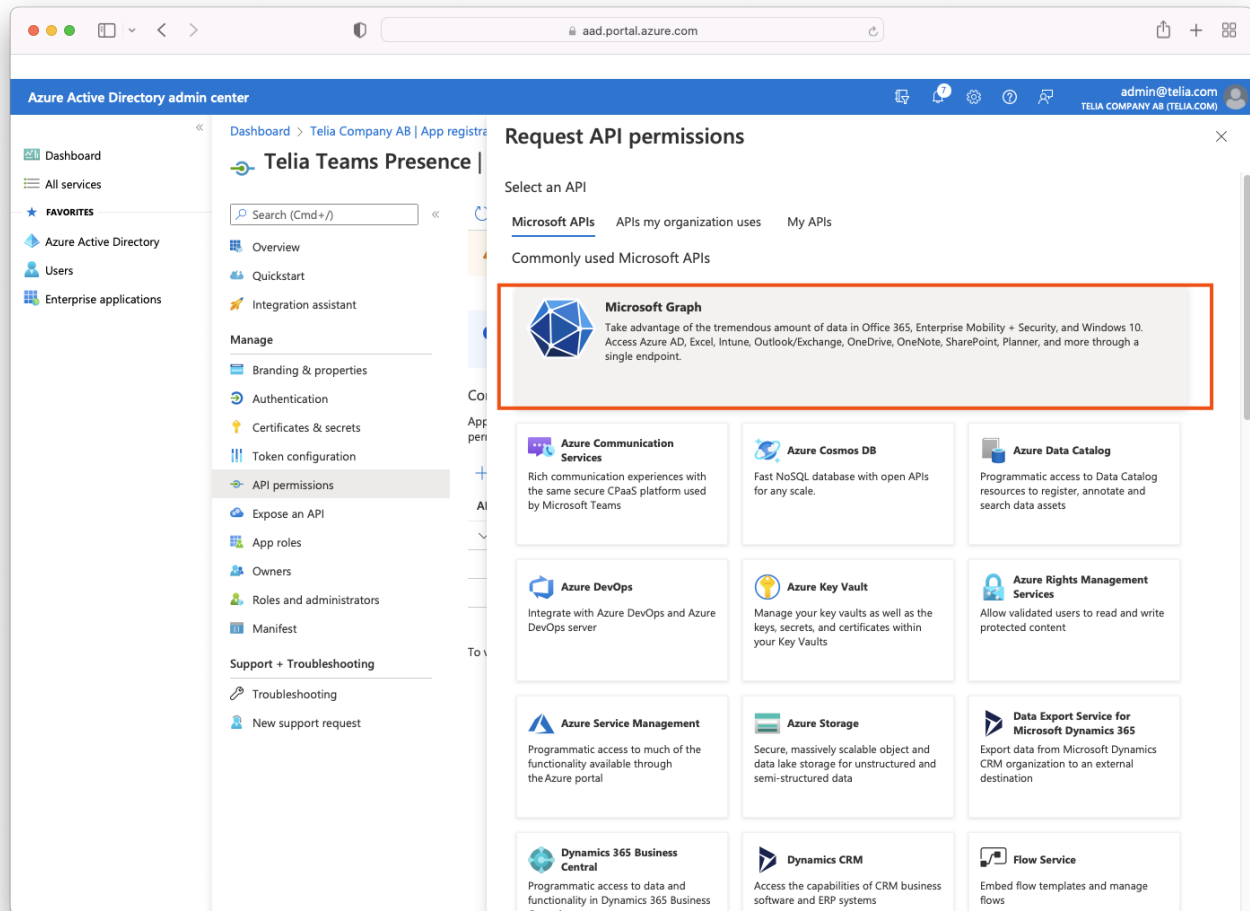
11. Select "Presence.Read.All" and click on "Add permissions" to add the permission.



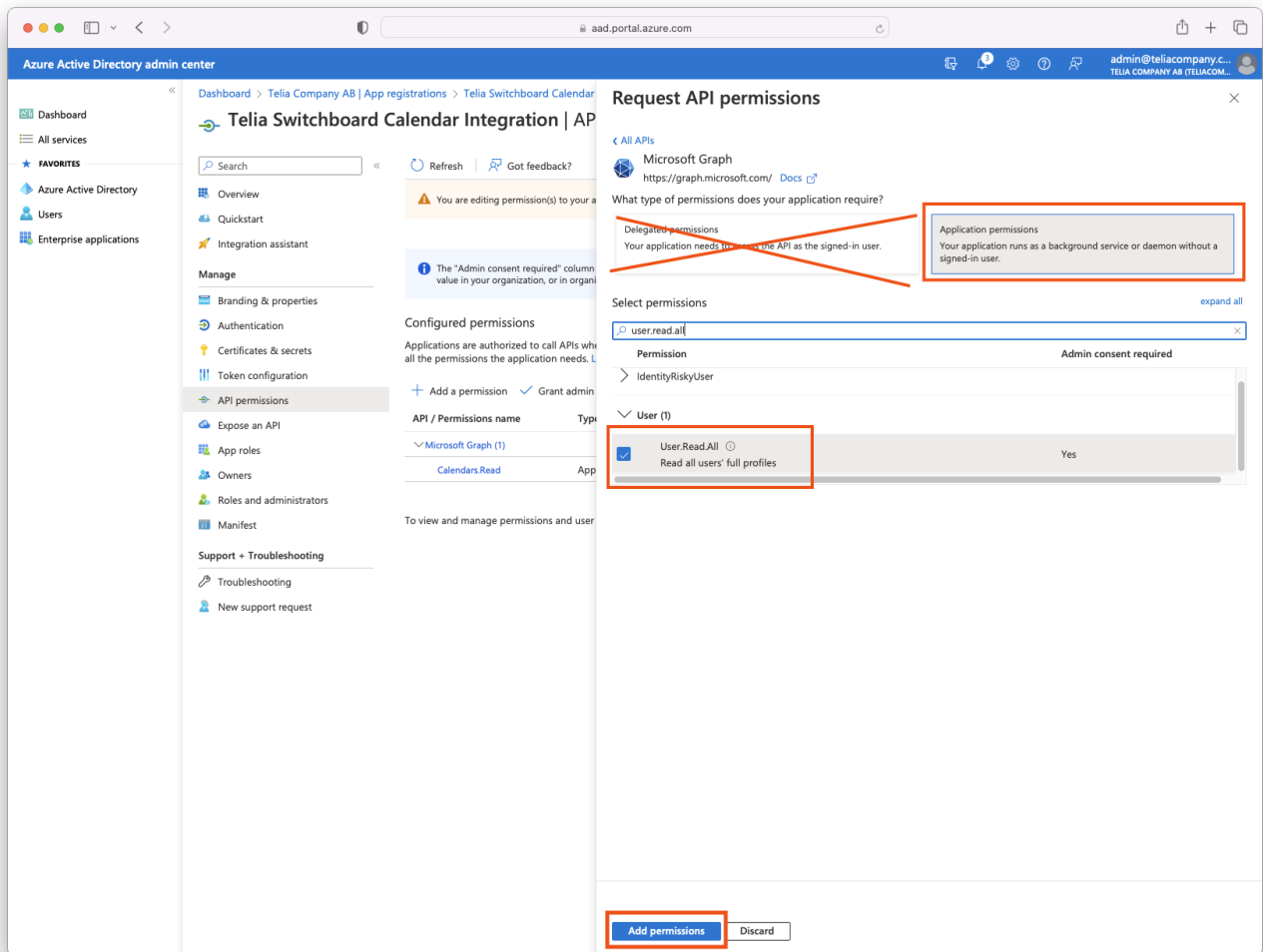
12. Click on "Add a permission" again.



13. Click on "Microsoft Graph"

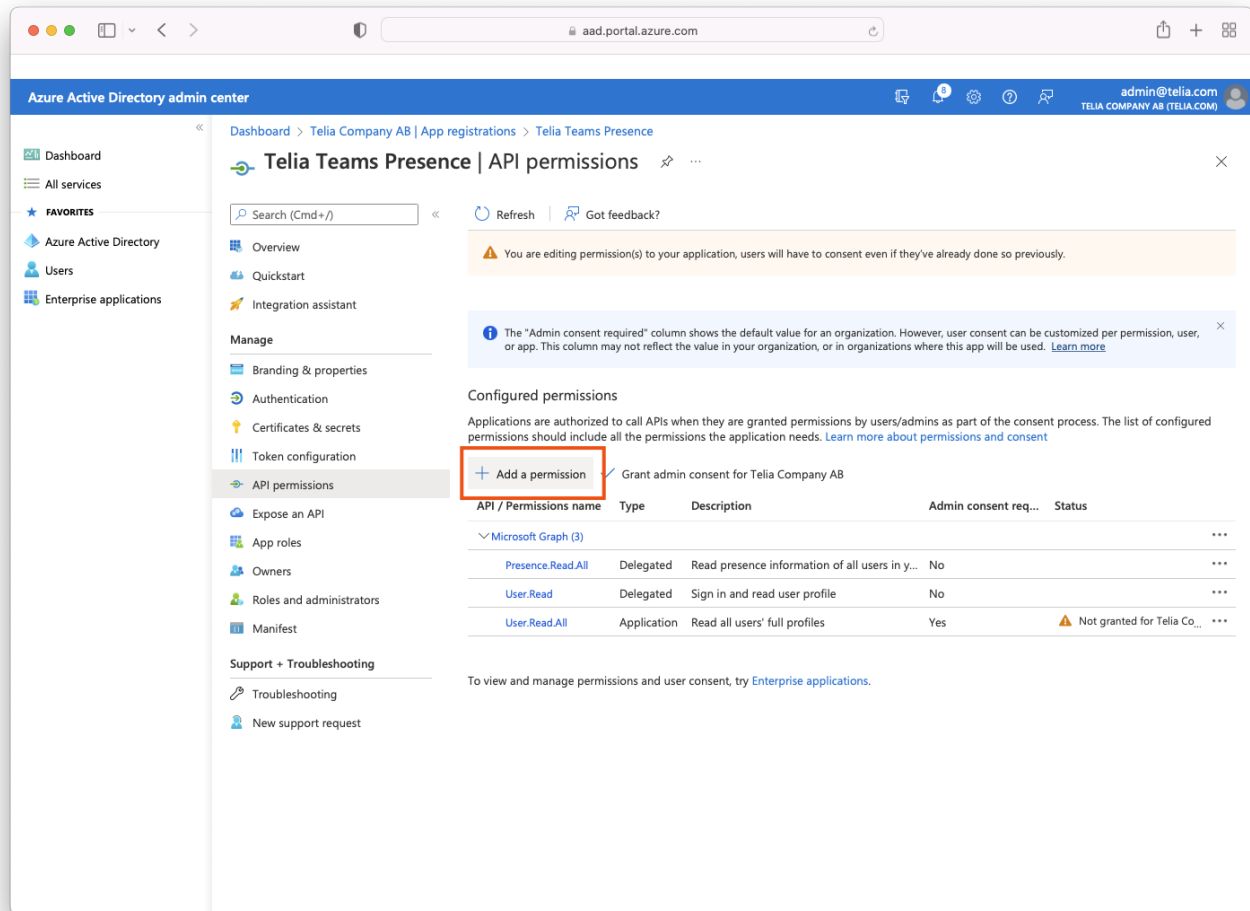


14. Click on "Application permissions" and select "User.Read.All" and click on "Add permissions" to add the permission.

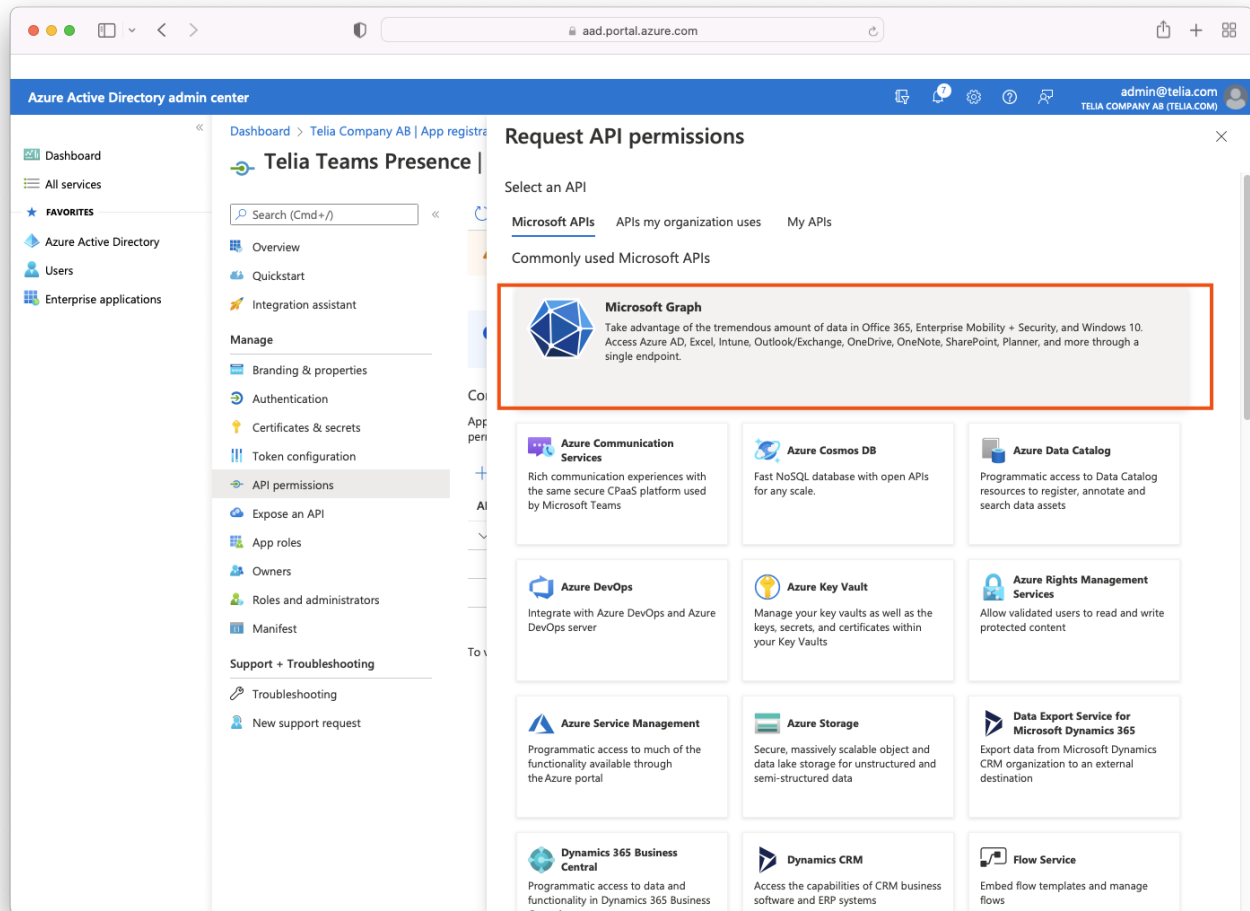


Step 15 to 19 is only needed if you plan to use the Push line status to Teams. If you don't plan to use this feature, you can skip to step 21.

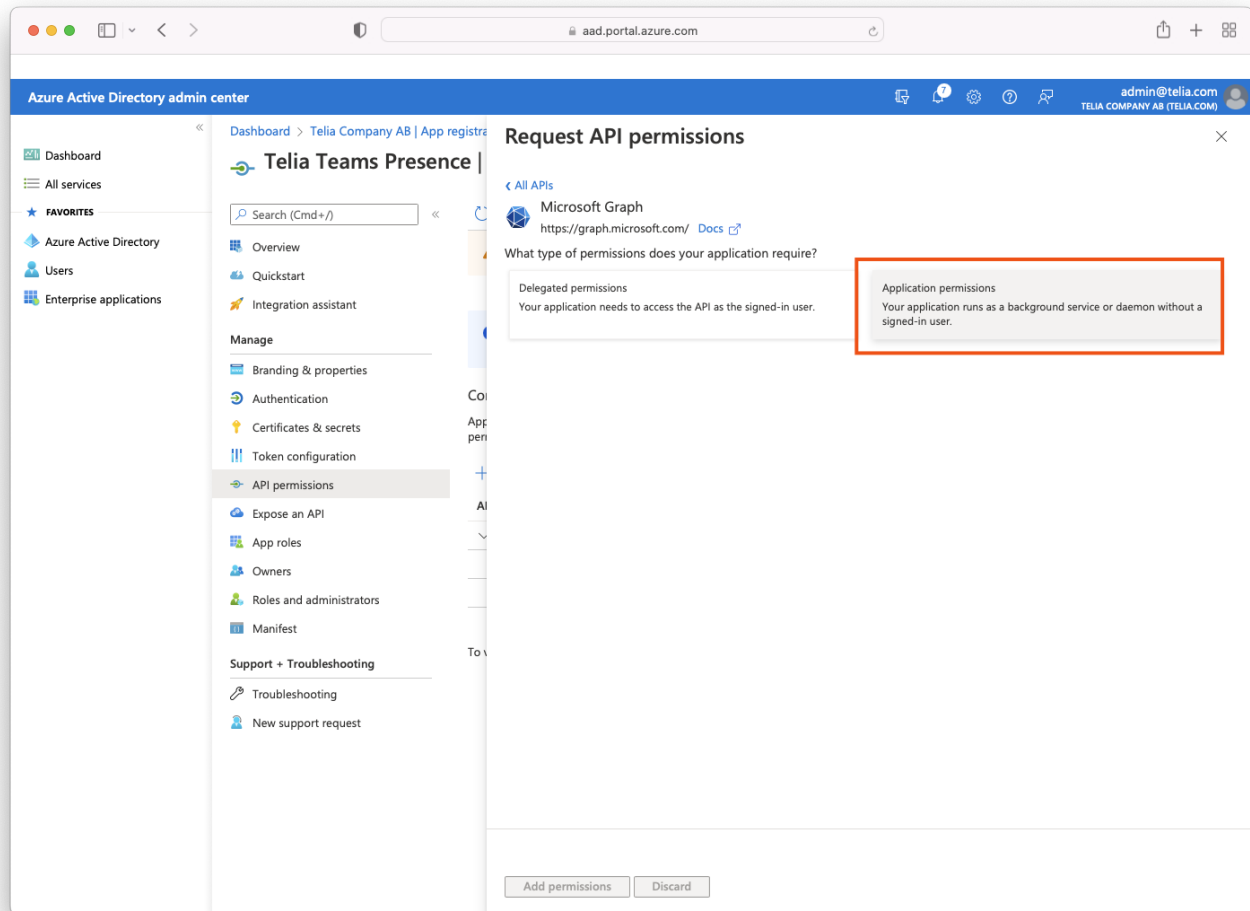
15. Click on "Add a permission" again.



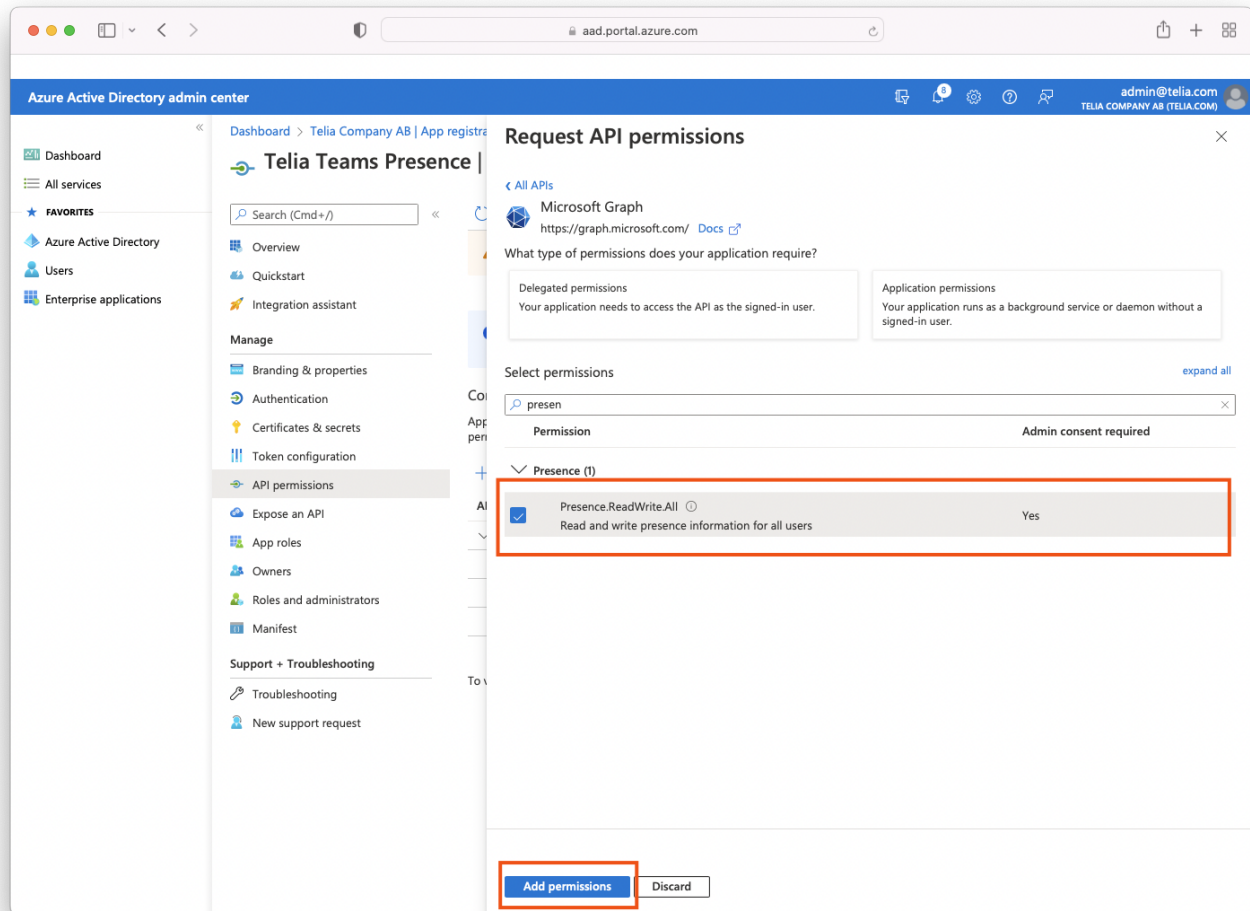
16. Click on "Microsoft Graph"



17. Click on "Application permissions"



18. Select "Presence.ReadWrite.All" and click on "Add permissions" to add the permission.






19. Enable the toggle in Telias Switchboard for "Push line status to Teams".

Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	58	✓

 **Telia Company AB Teams Presence** 

Push line status to Teams 

Tenant ID

5db68c59-bbeb-41d7-a5df-b316a4434048

Client ID

0ed2fcf1-b202-4699-afe4-cbc36ead3235

Client Secret

Status


✓ Ok

Integration users

Username

TeliaTeamsStatusIntegration@telia.com

Password



Delete

Save

20. Click on "Grant admin consent for <Company Name>"

Azure Active Directory admin center

Dashboard > Telia Company AB | App registrations > Telia Teams Presence

Telia Teams Presence | API permissions

Search (Cmd+/) Refresh Got feedback?

You are editing permission(s) to your application, users will have to consent even if they've already done so previously.

The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. [Learn more](#)

Configured permissions

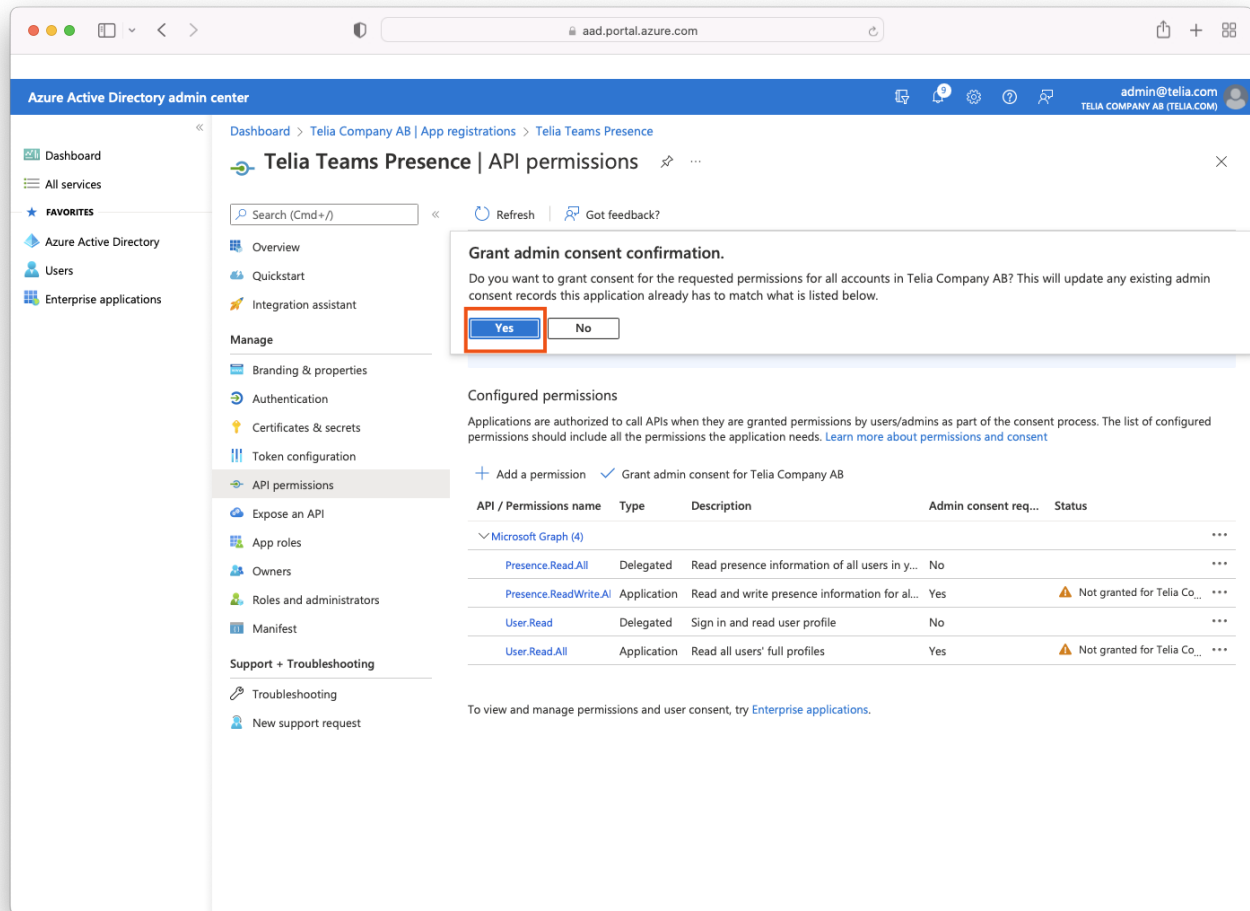
Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission ☒ Grant admin consent for Telia Company AB

API / Permissions name	Type	Description	Admin consent req...	Status
Microsoft Graph (4)				
Presence.Read.All	Delegated	Read presence information of all users in y...	No	...
Presence.ReadWrite.All	Application	Read and write presence information for al...	Yes	⚠ Not granted for Telia Co... ...
User.Read	Delegated	Sign in and read user profile	No	...
User.Read.All	Application	Read all users' full profiles	Yes	⚠ Not granted for Telia Co... ...

To view and manage permissions and user consent, try [Enterprise applications](#).


21. Confirm the permission in the popup.





22. Enter the username and password to an Azure Active Directory user in the Teams Presence integration configuration page in Telia Switchboard.

Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	0	<input type="radio"/>



Telia Company AB Teams Presence 

Push line status to Teams ☒

Tenant ID

5db68c59-bbeb-41d7-a5df-b316a4434048

Client ID

0ed2fcf1-b202-4699-afe4-cbc36ead3235

Client Secret

-WY8Q~EHYxzhYH_2eSPZLtVtGUZqpXZn

Status


☐ No status

Integration users

Username

TeliaTeamsStatusIntegration@telia.com

Password




Delete


Save


23. Click "Save". The password and client secret will be hidden and the status will be updated to verify that the connection is up and running.


Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	58	✓



Telia Company AB Teams Presence 

Push line status to Teams 

Tenant ID

5db68c59-bbeb-41d7-a5df-b316a4434048

Client ID

0ed2fcf1-b202-4699-afe4-cbc36ead3235

Client Secret

Status


✓ Ok

Integration users

Username

TeliaTeamsStatusIntegration@telia.com

Password



Delete


Save


24. If you need to synchronize more than 650 users, you need to configure one new Integration user per 650 users. This can be done by clicking on the +- sign and add more, unique, integrations user. Each integration user are able to subscribe to presence status for 650 Teams users.

Teams Presence integration



Name ▲	Type	Users	Status
 Telia Company AB Teams Presence	MS Teams Presence integration	1353	✓



Telia Company AB Teams Presence 

Push line status to Teams

☒

Tenant ID

5db68c59-bbeb-41d7-a5df-b316a443404f

Client ID

0ed2fcf1-b202-4699-afe4-cbc36ead3235

Client Secret

Status


✓ Ok

Integration users

Username

TeliaTeamsStatusIntegration@telia.com


Password



Username

TeliaTeamsStatusIntegration2@telia.com



Password



Username

TeliaTeamsStatusIntegration3@telia.com

Password

Delete

Save

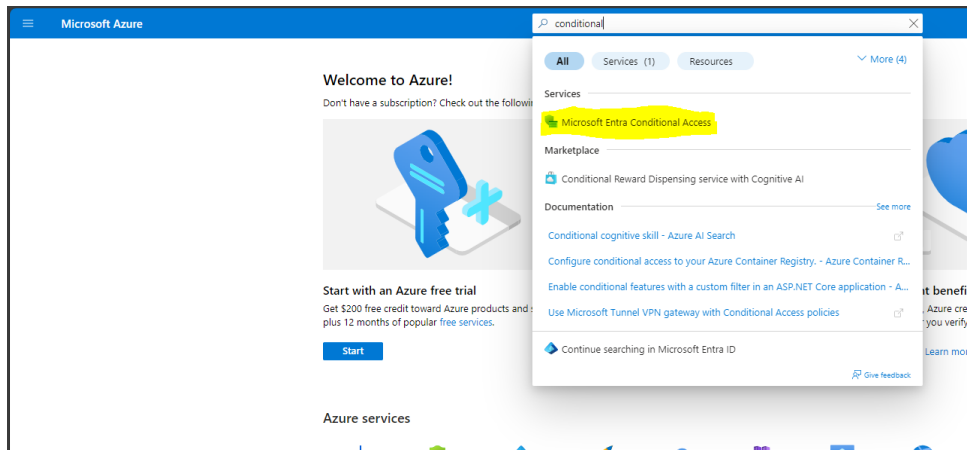
FAQ

Can I use a user with Multi-factor authentication enabled for Integration users?

No. This is not possible. "Each user added to Integration users" can subscribe to presence status for 650 users, and do not work if they have MFA (Multi-factor authentication enabled).

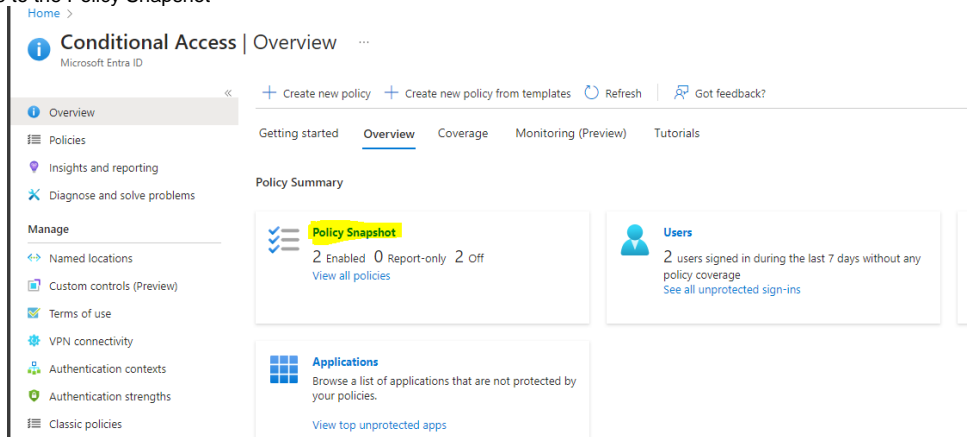
This can become a problem for companies when Microsoft is adding mandatory MFA for all users starting rollout in July 2024. To work around this it is important to update the MFA Conditional Access policy and add an exception for the "Presence integration users".

1. In Microsoft Azure/Entra go to Microsoft Entra Conditional Access by search.



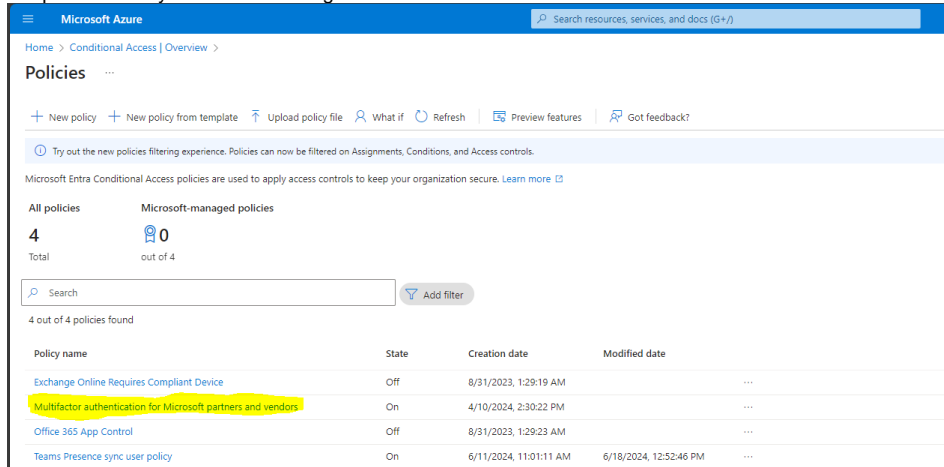
a.

2. Navigate to the Policy Snapshot



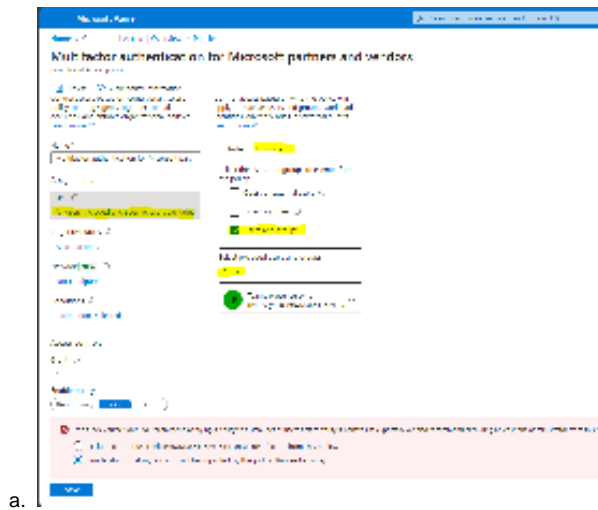
a.

3. Locate and open the Policy used for enforcing Multifactor authentication on users



a.

- Select Users and the Exclude pane, toggle User and groups. You can either add Presence integration users to a group and add this group to the exclusion or one or multiple single users. Save changes for them to take affect. Now these users are not forced into the Multiple authentication login flow, but still might require to deactivate MFA if they have it already activated on a user level.



We are not allowed to give Application permissions, can we use delegated permissions?

No.

Can I use the same email on multiple users?

No, only one user can have an active synchronisation with each email-account.

Can I use multiple email-accounts on the same user?

No, only one email-account per user.

Can I change which user that is mapped with a specific email?

No.

Can I synchronise my Teams status message?

No.

Can I have multiple Microsoft Tenants synchronised to the same Telia solution?

Yes.

Can I have the same Microsoft Tenant synchronised to multiple Telia solutions?

Yes.

How often is the user mapping updated?

Every full hour.

Can I manually trigger an update of the user mapping?

Yes, do a change in the Teams Presence configuration in Telia switchboard like the username, change back to a valid username and save. This will trigger an instant update of the user mapping.

I experience that the Teams status suddenly stops to synchronise from my Teams client to the switchboard?

The fetching of the user list from Microsoft sometimes fails. This will create an empty user mapping-table. The next auto-update of users or a manual trigger will solve the issue.

The status icon for the integration is OK (green checkmark), but number of users is still 0?

The email address of the user is fetched from Microsoft and mapped to a users email address in Telia Switchboard. Verify that the correct email address is used in both places. Email alias isn't supported. It might be due to missing permissions. Verify that the application in Azure Active Directory got the correct permissions for Presence.Read.All (Delegated) and User.ReadBasic.All (Application) and that you have granted admin consent.

After I save the configuration in Telia Switchboard the status is red with an error code?

The error message is returned from Azure Active Directory, you can lookup the error code here: <https://docs.microsoft.com/en-us/azure/active-directory/develop/reference-aadsts-error-codes>

I created a valid synchronisation and I see users in the Teams Presence users list. But no status is displayed in the switchboard?

After a configuration change, the user needs to reload the switchboard for the changes to be visible.

All our users have two email addresses, the mapping of them seems to be random, how to map up the correct user?

You can use the export/import function in the user list in the administration portal to configure a email address on the users you want to synchronise. After you setup the Teams Presence integration, make a new import where you add the email to all users again.

Can passive users have Teams Presence?

Yes.

Is the user used for authentication required to have a valid Office365 E-license?

No.

Is the user used for authentication required to be a member of a valid user group?

No.

Is it possible to filter which users that are synchronised from Azure Active Directory?

No.

The configurator complains about invalid client secret with error code 7000215?

If you just created the secret, wait a minute and try again by adding the secret again and save the settings. If that doesn't help, create a new client secret.

Is it possible to use the same O365 tenant on multiple customers?

Yes, but you need to use a unique clientid per customer for the integration to work. If you use the same settings on two different customers, the last one activated in Telia Switchboard will be the one that receives status updates.

Is it possible to use the same integration user multiple times?

No, each integration user is limited to subscribe to only 650 members.

My status in Teams didn't change when I answered a call?

- Only the status "Available" and "Busy" in Teams will be replaced with your call status. If your status in Teams is set to "Do not disturb", "Be right back", "Appear away", "Appear offline" or any other status, it will not be updated.
- It might take up to a full minute before the Teams status is updated due to limitations in Azure.
- Verify that you have set the correct permissions on the application in Azure. To set status in Teams, it is required to have the Application Presence.ReadWrite.all permission. The permissions are session dependant. After a permission change you need to have a new session, either by wait until the hourly synchronization or manually trigger a new session by performing a change to the Teams Presence Configuration in Telia's Switchboard.
- It can take up to 15 minutes before the integration is activated after the service is enabled in Telia's Switchboard.

I see the error message "Authorization_RequestDenied", what to do?

This is due to insufficient privileges. Check the permissions for the application and verify that you have provided the correct access.