


Oct 27, 2020 21:05

Microsoft Teams Integration - User Guide - English

 This guide will lead you through the process of Microsoft Teams integration usage, starting from the app installation and activation, and ending with practical examples for call placing.

Requirements:

- [WMS](#) version: 4.01 or higher
- Wildix [UC-Business or UC-Premium](#) license
- Office 365 [plan with availability](#) to use custom apps:
 - Basic
 - Standard
 - Enterprise E1, E3, and E5
 - Developer
 - Education, Education Plus, and Education E5

Created: July 2020

Permalink: <https://confluence.wildix.com/x/Y4GEB>

Features

- Click-to-call from the Users and Call History columns
- Call History for the call done through the PBX
- Dialpad

- [Link to the application](#)
- [Configuration of Domain Whitelist](#)
- [Activate Microsoft Teams Connectors for all Company Members](#)
- [Integration Installation for colleagues](#)
- [Application Usage](#)
 - [Dialpad](#)
 - [Users](#)
 - [Call History](#)

Link to the application

The application is available for download from [this link](#).

Configuration of Domain Whitelist

! More information about the domain whitelist available [here](#).

Whitelist is configured in WMS -> Settings -> PBX -> Security.

To configure a domain whitelist:

1. Enter the domain name '**https://msoffice.wildix.com**' and click **+** to add the value:

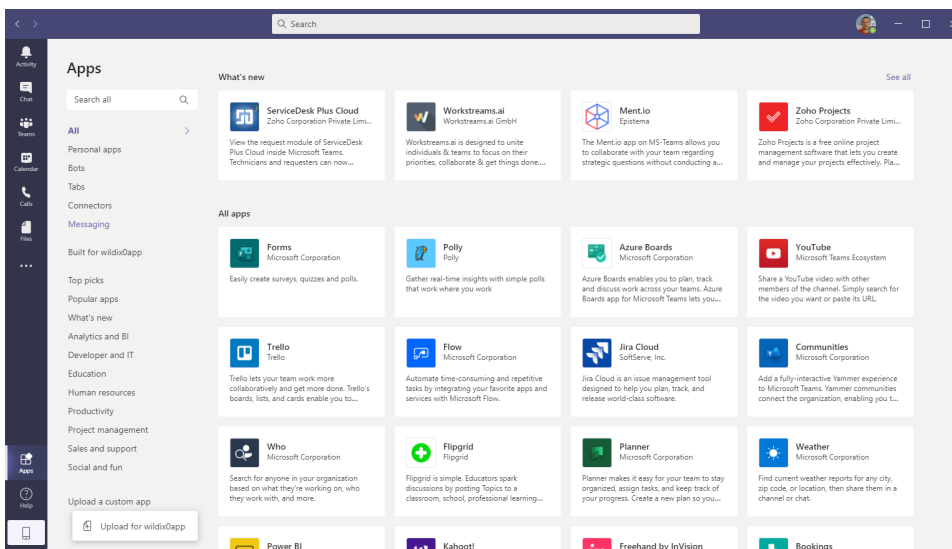


2. After you enter the value, click **Save**:

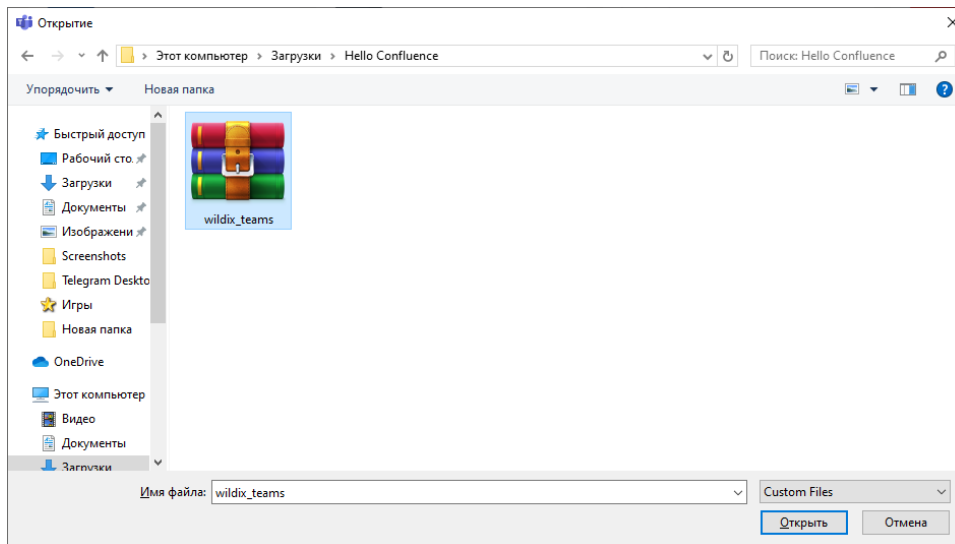
Activate Microsoft Teams Connectors for all Company Members

! 'Upload a custom app' option is only available for members with admin rights on Office365.

1. Click on the '**Apps**' tab on the bottom-left menu of Microsoft Teams.

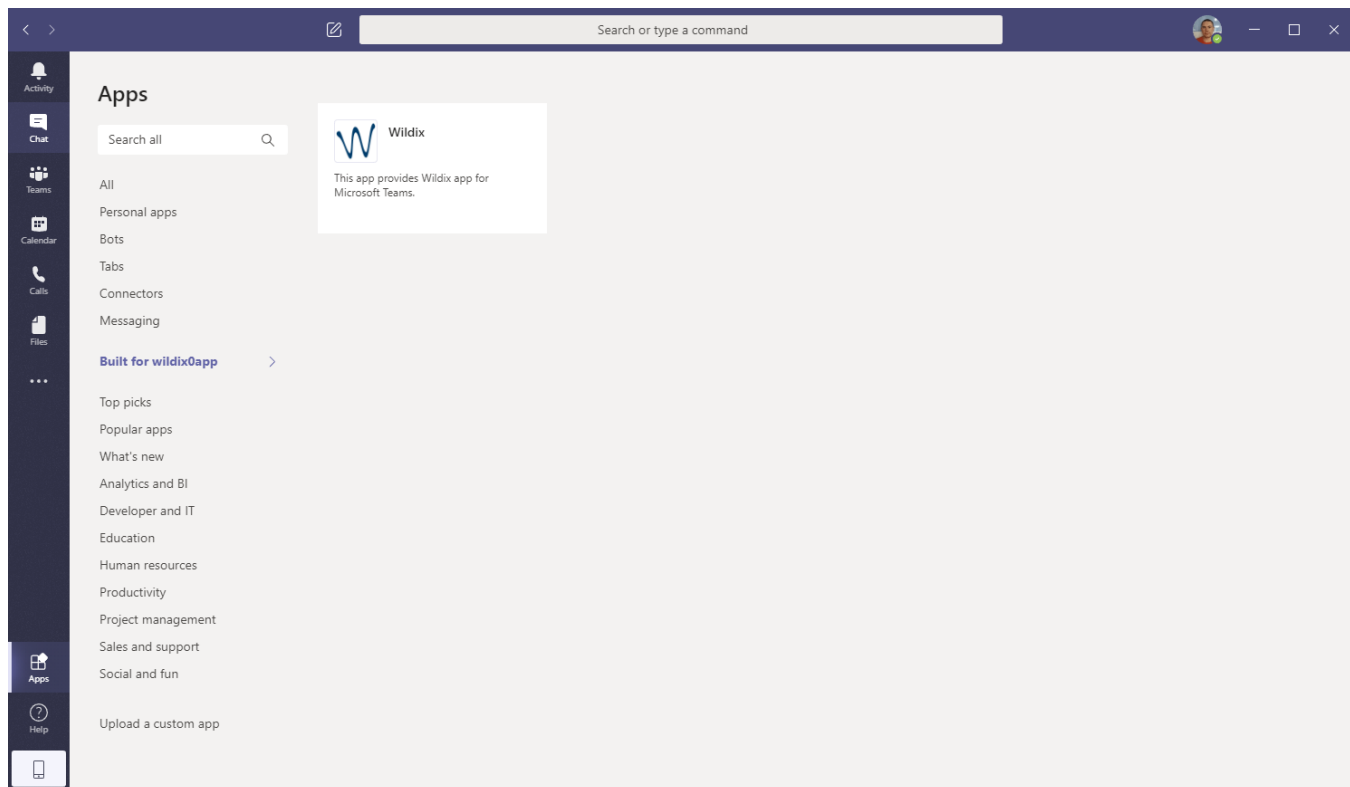


2. Scroll the menu until you see the '**Upload a custom app**' item and click on it.
3. In the picklist, choose '**Upload for your organization**'.
4. Browse your computer and choose **wildix_teams.zip** downloaded from the link above.

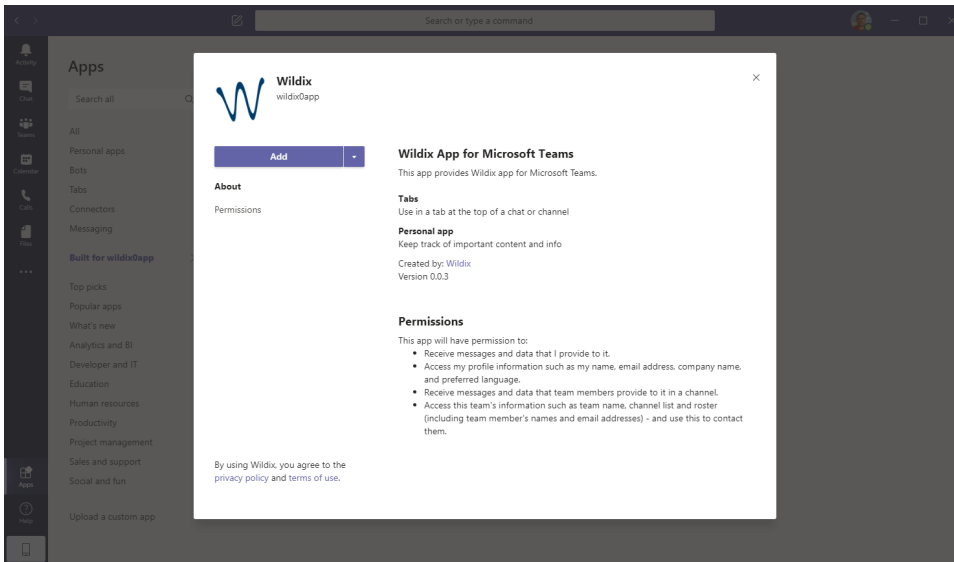


5. Click on '**Open**' to add the Application to Microsoft Teams.
6. A new category now appears in the '**Apps**' menu: '**Built for your organization!**'
7. All your colleagues can now find this application from the '**Apps**' section in their Team interface.

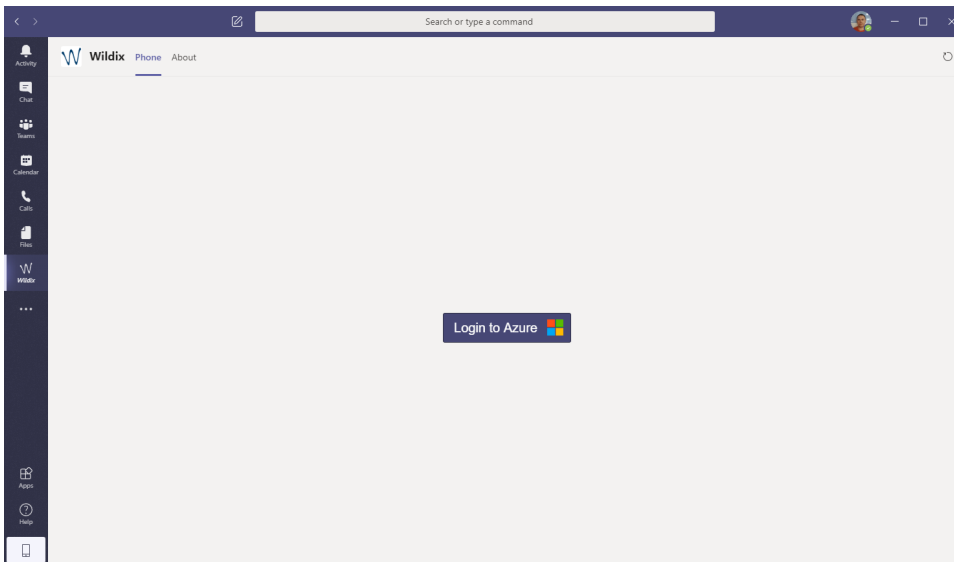
Integration Installation for colleagues



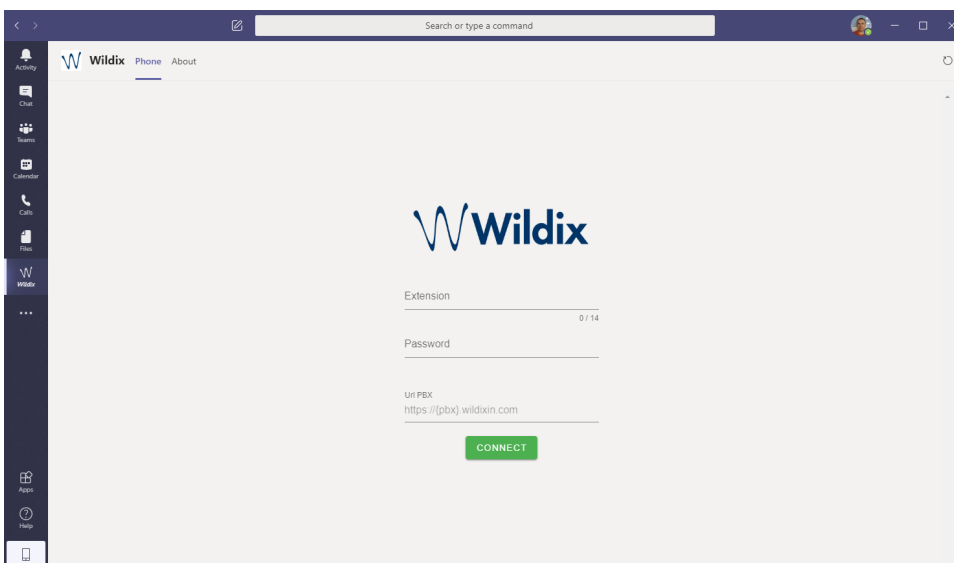
1. Click on the '**Apps**' tab on the bottom-left menu of Microsoft Teams.
2. In the menu, proceed to the '**Built for your Organization!**' section.
3. Click on the '**Wildix**' item.




4. Click on the **'Add'** button.



5. Click on the **'Login to Azure'** button. After the login you should see the next form:



6. Fill in your PBX credentials to the form and click on the **'Connect'** button

 Keep the Collaboration open while working with app

- Extension
- Web-Password
- PBX URL.

Use the '<https://YourPBXName.wildixin.com>' format.

Application Usage

⚠ Keep Collaboration open while working with app

Once you end the setup process you can access the application from the left side navigation panel.

The screenshot shows the Wildix application interface within a Microsoft Teams window. The interface is organized into three main columns:

- Dialpad:** Located on the left, it features a search bar labeled "Enter the number phone" and a numeric keypad with buttons for digits 1-9, *, 0, #, and a call button.
- Users:** The central column displays a table of users. The table has columns for Name, Job Title, and Number. The data is as follows:

Name	Job Title	Number
Adele Vance	Retail Manager	+1 425 555 0109
Alex Wilber	Marketing Assistant	+1 858 555 0110
Danili	Tester	no phone
Diego Siciliani	HR Manager	+1 205 555 0108
Grady Archie	Designer	+1 309 555 0104
Henrietta Mueller	Developer	+1 954 555 0118
Isaiah Langer	Sales Rep	+1 918 555 0101
Johanna Lorenz	Senior Engineer	+1 502 555 0102
Joni Sherman	Paralegal	+1 980 555 0101
Lee Gu	Director	+1 913 555 0101
- History:** The right column shows a table with columns for Name, Call type, Number, Status, and Delete. It currently displays "No data available" and includes a "CLEAR" button and pagination controls.

The application interface consists of three columns:

Dialpad

A place to fill in the phone number and dial it. The call is placed through the PBX.

Users

List of all users from your linked Microsoft Teams account with:

- Contact name
- Job Title

- Phone number

Call History

List of previous calls with:

- Name of contact
- Call type
- Phone number
- Call status
- Delete record button