



## PREREQUISITES GUIDE

A large, 3D geometric graphic composed of several overlapping, semi-transparent blue and grey rectangular blocks, creating a complex, angular shape that resembles a stylized letter 'C' or a series of connected planes.

Spring 2019

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# CHIME PREREQUISITES GUIDE

## CONFIGURING AZURE ACTIVE DIRECTORY AUTHENTICATION FOR CHIME

Chime requires the configuration of an Azure Active Directory application in order to allow Chime to leverage Office 365 for user authentication, and to communicate with your Microsoft Teams users. This document will outline how to configure these two applications.

Prerequisites:

1. You must have an Office365 tenant for your organization.
2. You must be an administrator of your Office 365 domain.
3. An Azure account linked with your Office 365 Identity. If this is not done, see <https://technet.microsoft.com/en-us/library/dn832618.aspx>

All configuration steps in this guide take place in the Azure Active Directory component of the Azure portal.

1. Sign into the Azure AD portal (<https://portal.azure.com>).
2. Select the Azure Active Directory in the left-hand navigation pane.

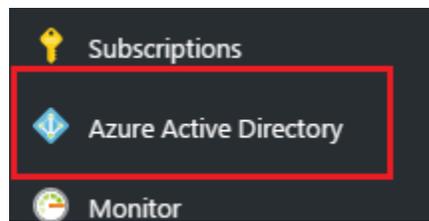


Figure 1: Azure Active Directory Sidebar

If the Azure Active Directory is not available on the left-hand navigation pane, it is available in All services then the section labeled Identity

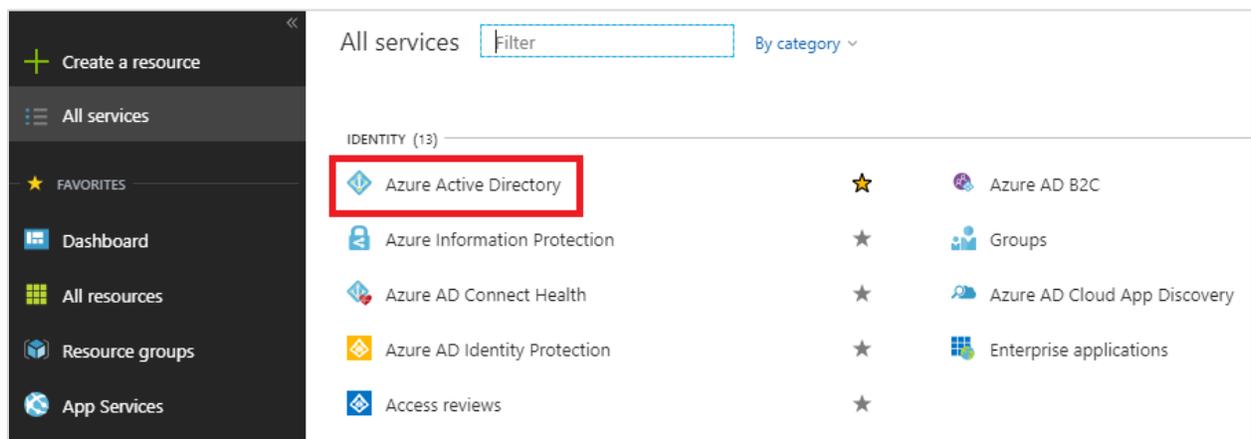
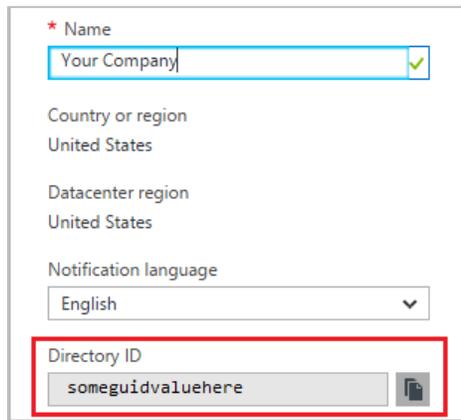


Figure 2: Azure Active Directory Search

## CONFIGURE ACTIVE DIRECTORY AUTHENTICATION

### RETRIEVE YOUR AZURE TENANT ID

1. Select  Properties - Properties in the navigation pane in the **Azure Active Directory** blade.
2. Copy the **Directory ID** from the field and save it somewhere convenient. You will need this value when configuring Chime.

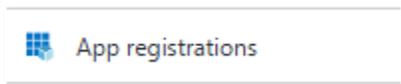


The screenshot shows the 'Properties' page for an Azure Active Directory tenant. The 'Name' field contains 'Your Company'. The 'Country or region' is 'United States' and the 'Datacenter region' is also 'United States'. The 'Notification language' is set to 'English'. The 'Directory ID' field, located at the bottom, contains the value 'someguidvaluehere' and is highlighted with a red rectangular border. A copy icon is visible to the right of the Directory ID field.

Figure 3: Copy Azure Active Directory ID

### CHIME APPLICATION REGISTRATION

1. Select **App Registrations** in the new navigation pane within the **Azure Active Directory** blade.



2. Click the **New application registration** option in the **Azure Active Directory** blade.

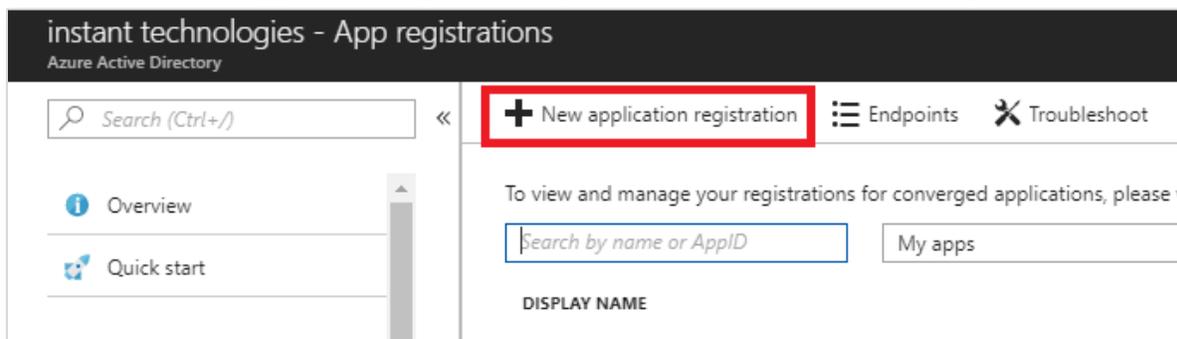


Figure 4: Create New Application Registration

## CHIME SIGN-ON URL CALLBACK

1. Create an entry (Chime is a suitable name)
2. Select **Web App / API** as the type
3. Enter the URL for the server that Chime will be hosted on, with the **chime/Login/callback** route in the URL (ex: <https://yourserver.domain.com/chime/Login/callback>)  
**NOTE:** Be sure that the /Chime is included in the URL, this will automatically configure the Reply URL to correctly work with the Chime application



Figure 5: Create New Sign-On Callback

4. Save changes.

## GET APPLICATION (CLIENT) ID

1. Click on the newly created application in the **App Registrations** blade. If you have many applications, you may need to search for it.
2. Record the **Application ID**. This value will be used when configuring Chime

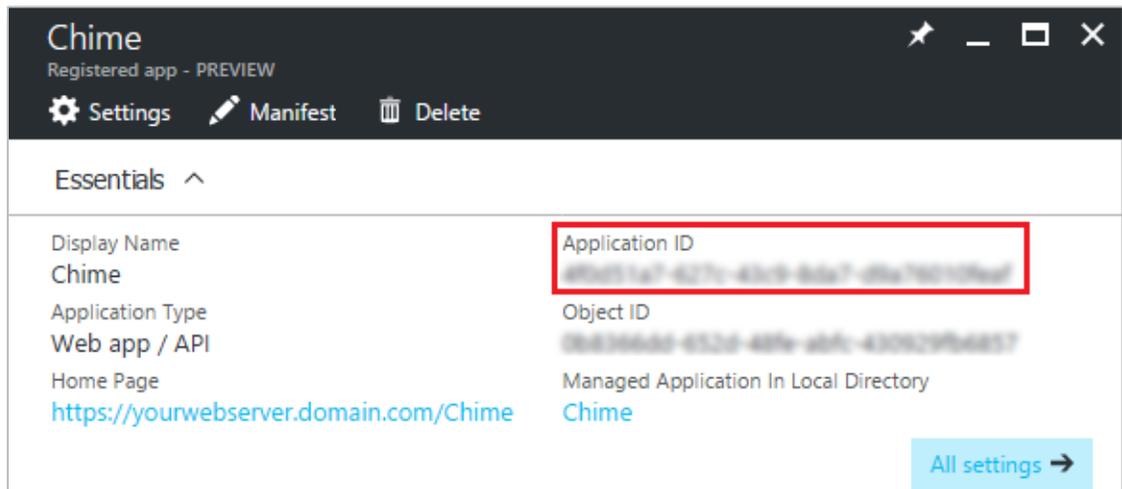


Figure 6: Record Application ID

## CONFIGURE APPLICATION PERMISSIONS

1. Click the **Settings** button in the preview.
2. Click on the Required permissions option in the Settings blade.

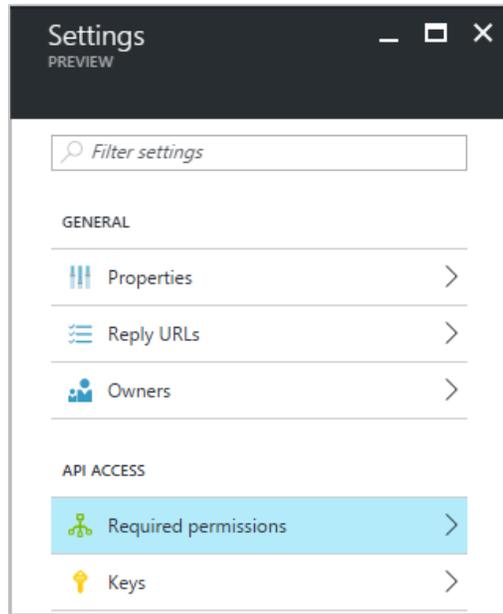


Figure 7: Settings – Required Permissions

3. Click Microsoft Graph in the list of APIs in the Required permissions blade

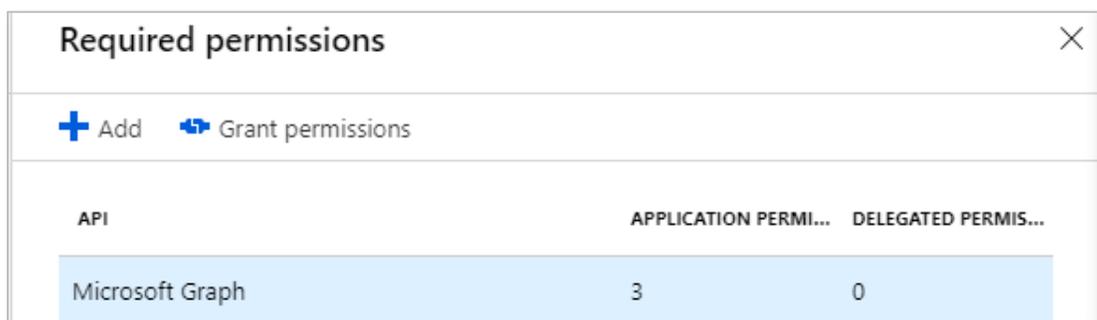


Figure 8: Setup Required Permissions

4. Add the required permissions
  - Read all users' full profiles
  - Read and write all groups
  - Read directory data

Click **Save** in the **Enable Access** blade once the settings are configured.

5. **IMPORTANT:** Click the **Grant Permissions** button in the Required Permissions blade

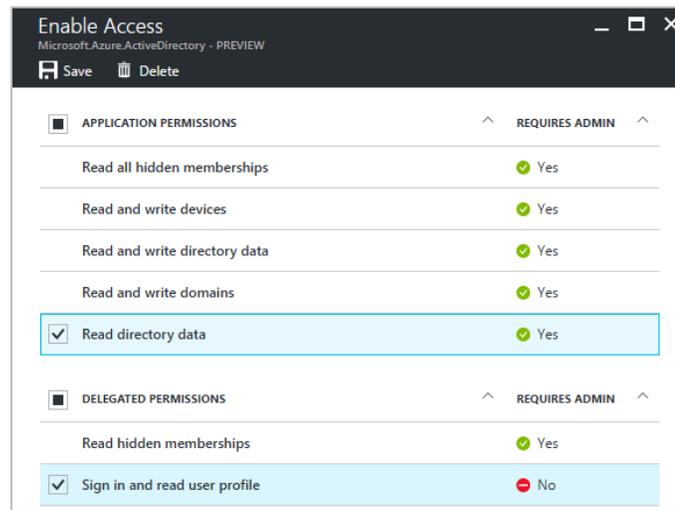


Figure 9: Grant Required Permissions

6. Close the Required permissions blade.

## ADD REPLY URL

1. In the **Settings** blade, click the **Reply URLs** button.

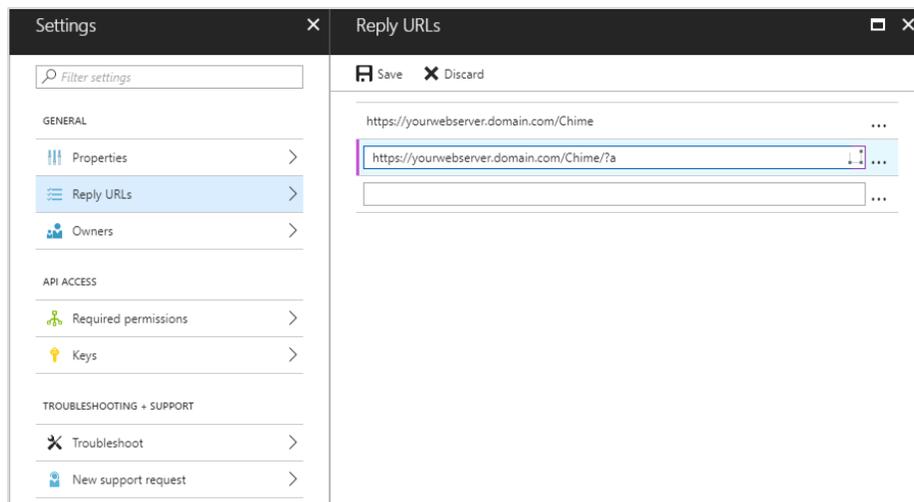


Figure 10: Setup Reply URLs

2. There should be 1 reply URL saved in there already, it will look something like this: <https://yourwebservice.domain.com/chime/Login/callback> (If there is not a URL there with this format, one should be added before proceeding to the next step)
3. In the text box below, add in a reply URL with this format: <https://yourwebservice.domain.com/chime?a>
4. Click the **Save** button.
5. Close the **Reply URLs** blade.

## CREATE NEW API KEY

1. Click **Keys** in the **Settings** blade.

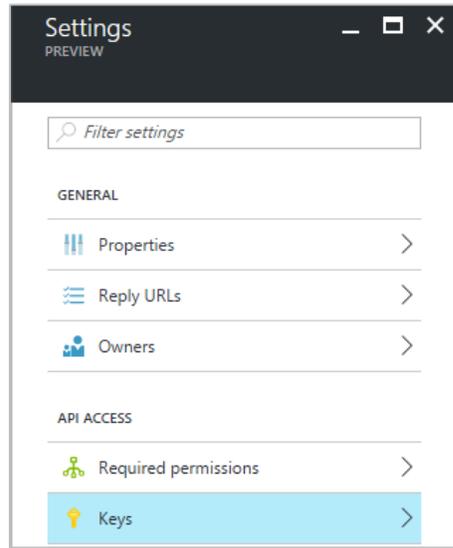


Figure 11: Settings - Keys

2. Enter a name for the key
3. Select a duration for this API key. We suggest creating a key which never expires.
4. Click **Save** to create a new API key.
5. Copy the newly created API key somewhere you can retrieve it. You will need this API key when configuring the Chime application

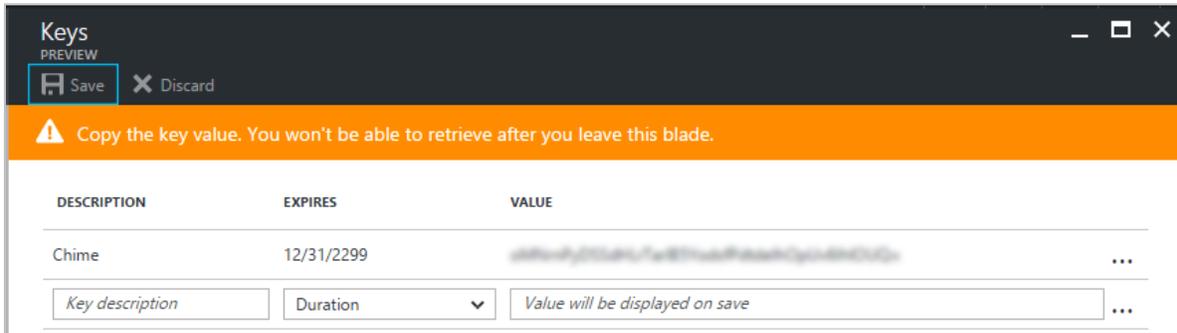


Figure 12: Copy Chime API Key

## GET SSL CERTIFICATE FOR APACHE TOMCAT (JAVA) SERVER

To set up Chime, you will need to acquire SSL certificate for Apache Tomcat (Java) server. This certificate will be installed in Apache Tomcat (Java) server running Chime application. Without this certificate installed, no users will be able to authenticate into the web app using Azure OAuth and Microsoft Teams won't be able to connect with Chime.

## CREATING BOTS FOR CHIME QUEUE DISPATCHERS

This must be done after completing the Chime installation.

Each Chime queue will need at least one dispatcher bot endpoint created for users to access seeking help, and to route those requests to an agent. Each bot that is supplied for a queue will allow agents to handle one concurrent chat – i.e. for agents to be able to handle two chats from users at the same time, two bots must be created for the queue.

You must be an administrator for your Microsoft Azure subscription to complete these steps.

## CREATING BOT REGISTRATION IN AZURE

Note: Steps and screenshots displayed here are accurate as of April 2019. The Azure Portal changes rapidly, and the UI and flow may change slightly in the future.

1. Navigate to the Azure Portal, at <https://portal.azure.com>

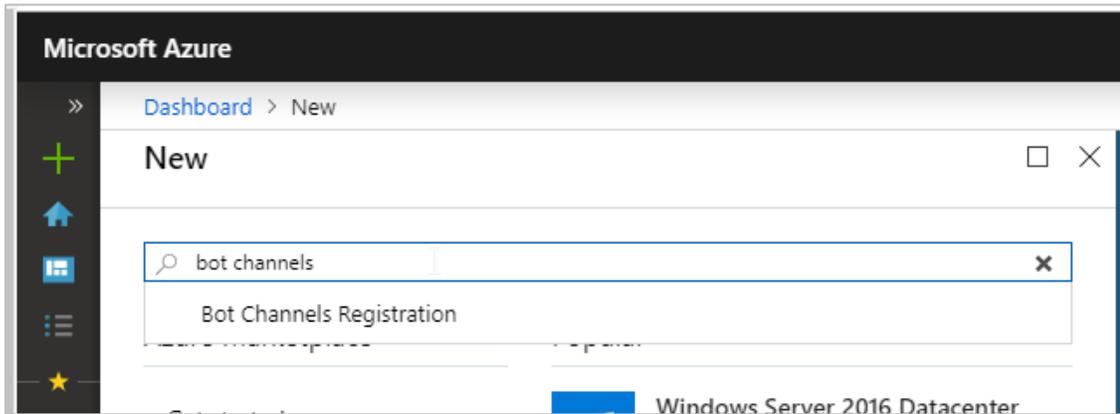


Figure 13: Navigate to Bot Channels Registration

2. Click the “Create Resource” button in the side bar. Enter “Bot Channels Registration” in the search bar and select the matching option from the list.
3. Click **Create** to start creating the resource.

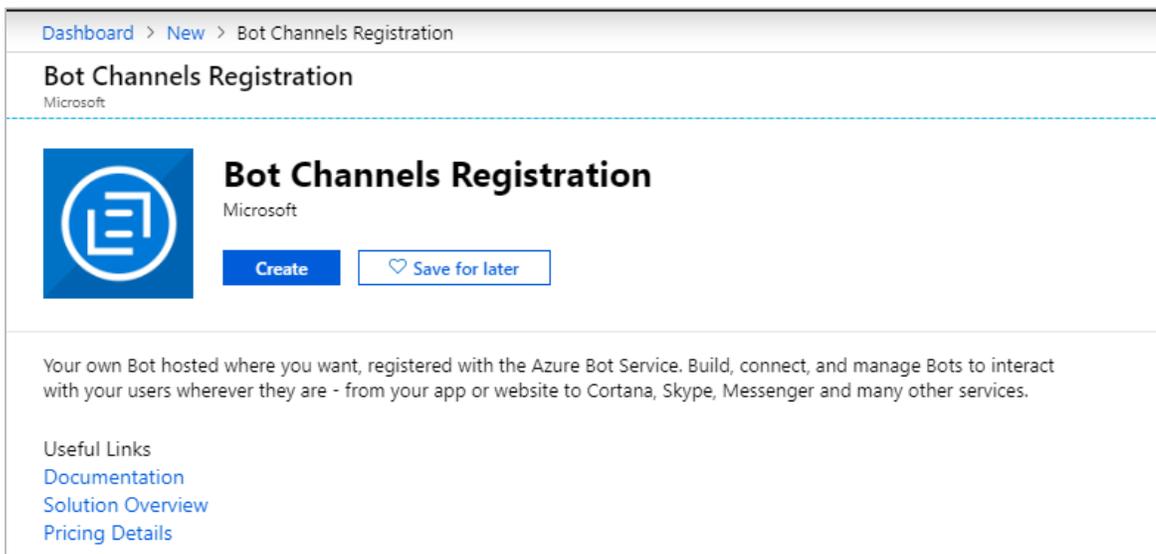


Figure 14: Create Bot Channels Registration

4. You should see a configuration page to create the Bot Channel Registration. Fill out the following fields:

The screenshot shows the 'Bot Channels Registration' configuration page in the Azure portal. The breadcrumb navigation at the top reads 'Dashboard > New > Bot Channels Registration >'. The page title is 'Bot Channels Registration' with a 'Bot Service' subtitle. The configuration fields are as follows:

- Bot name:** ChimeBot (with a green checkmark)
- Subscription:** Pay-As-You-Go Dev/Test
- Resource group:** eric\_team\_bot (with a 'Create new' link below it)
- Location:** East US
- Pricing tier:** S1 (1K Premium Msgs/Unit) (with a '(View full pricing details)' link)
- Messaging endpoint:** https URL
- Application Insights:** Off (with 'On' and 'Off' toggle buttons)
- Microsoft App ID and password:** Auto create App ID and password (with a right-pointing arrow)

At the bottom, there is a blue 'Create' button and a link for 'Automation options'.

Figure 15: Bot Channels Registration Fields

**Bot name:** Select an appropriate name for the bot – we would suggest matching the name of the queue in Chime that this bot will be used with

**Subscription:** Select an Azure subscription to tie this bot registration to.

**Resource Group:** Select an existing Azure Resource Group to contain this registration, or create a new resource group. We would suggest creating a group and using it for all Chime bot registrations.

**Location:** Select the most appropriate Azure datacenter location for your users.

**Pricing Tier:**

a. If users will be primarily contacting Chime through the Teams client, then the F0 tier may be the most cost-effective and appropriate level

b. If users will be primarily using the web client to contact Chime, then select the S1 tier.

**Messaging endpoint:** Enter Chime instance HTTPS URL:

[https://\[yourwebservice\].domain.com/ITFramework/api/messages](https://[yourwebservice].domain.com/ITFramework/api/messages) This value will remain same for all Chime Bot Ids

**Application Insights:** Off

**Microsoft App ID and password:** Leave this as “Auto create App ID and password”

- When this is completed, click “Create” and the bot registration will be created. After some time, this provisioning will complete, and you can navigate to the settings for the bot registration.
- Next, navigate to the Channels tab for the bot registration  
Click the Teams icon to enable the bot for Microsoft Teams

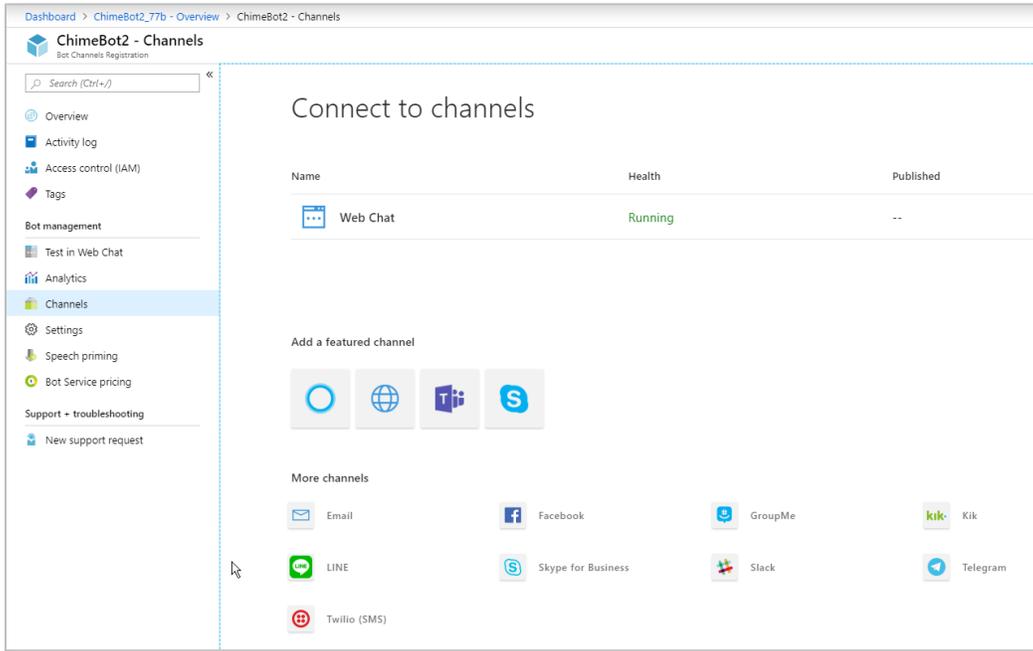


Figure 16: Add Teams to Channels Tab

- No additional configuration is needed for Chime functionality, so just click Save to enable the Teams channel

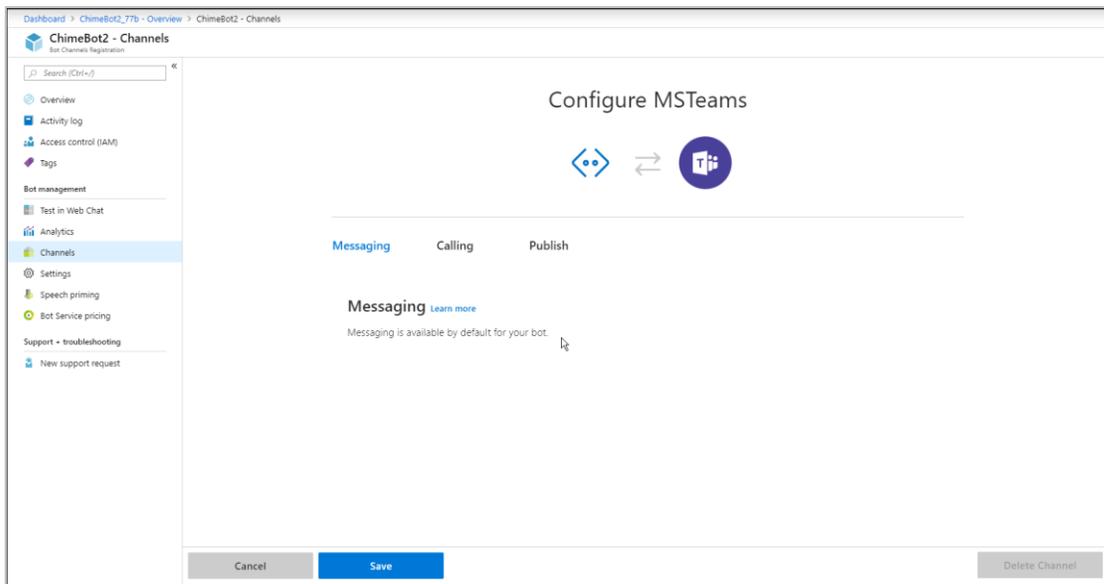


Figure 17: Save Configuration

- If the Chime web client is going to be used to contact the queue, it is also necessary to configure the Direct Line channel

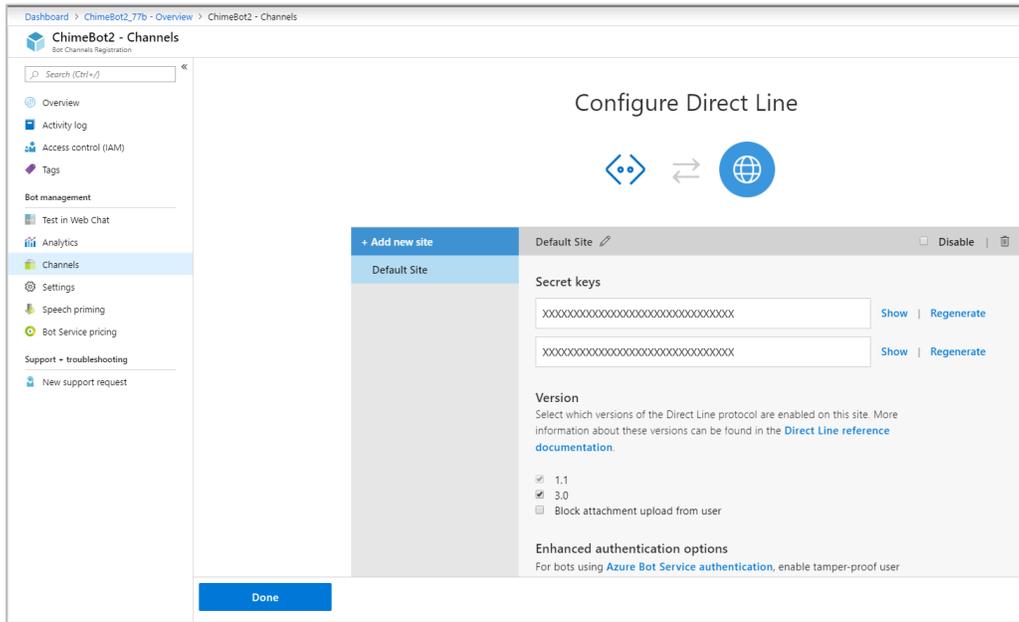


Figure 18: Configure Direct Line

- Click on the Show button to reveal the Direct Line secret key. Save this value, as it will be required later to configure the bot in Chime.
- Next navigate to the Settings tab on the bot registration.

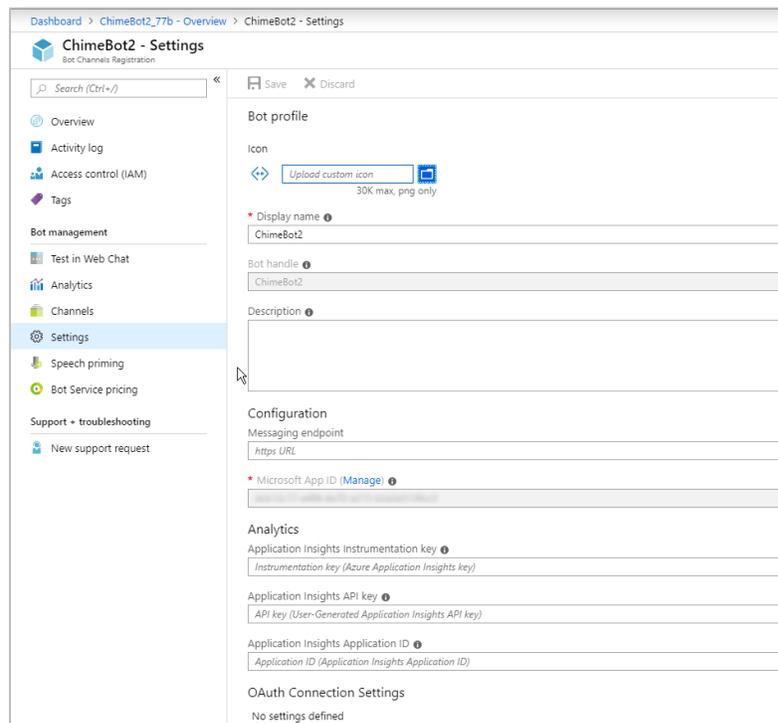
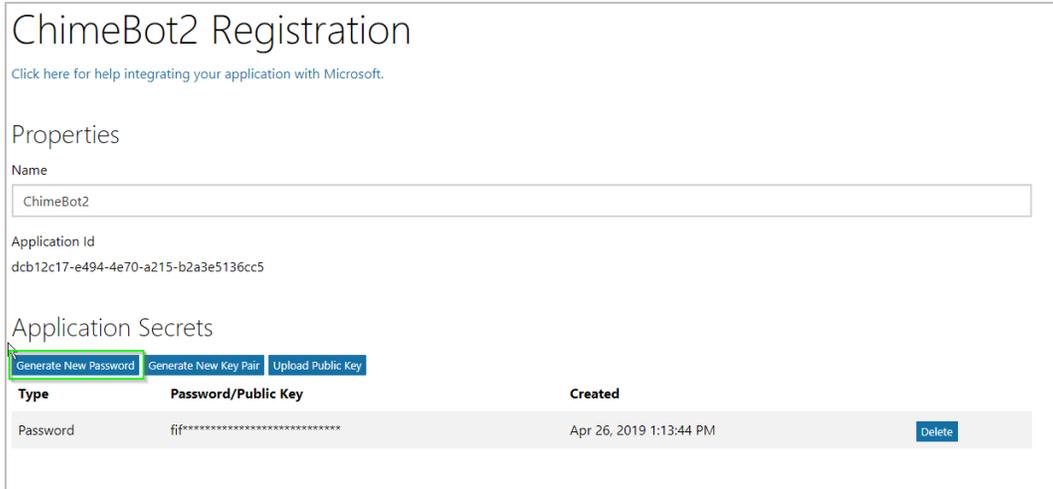


Figure 19: Settings Tab

You may upload a custom avatar image and customize the Display Name of the bot if you choose. Note: The Bot handle and Microsoft App ID fields here, as they will be needed to configure the bot in Chime.

11. At the present time, there is no way to determine the password that is associated with the automatically created App ID for the bot registration, so it is necessary to create a new password.



ChimeBot2 Registration

[Click here for help integrating your application with Microsoft.](#)

Properties

Name  
ChimeBot2

Application Id  
dcb12c17-e494-4e70-a215-b2a3e5136cc5

Application Secrets

[Generate New Password](#) [Generate New Key Pair](#) [Upload Public Key](#)

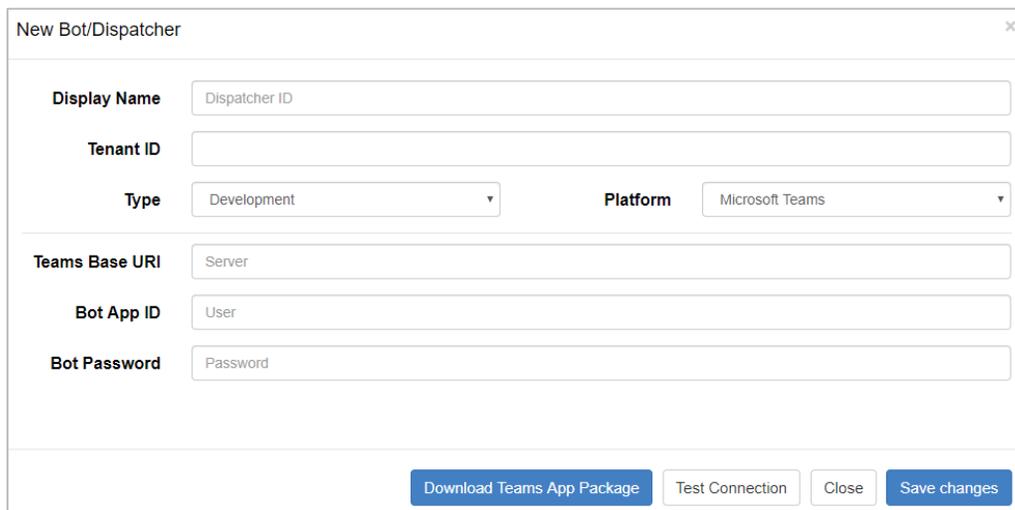
Type	Password/Public Key	Created	
Password	fjf*****	Apr 26, 2019 1:13:44 PM	<a href="#">Delete</a>

Figure 20: Generate New Password

Click the Manage link next to the Microsoft App ID field.

This should bring you to a new page where it is possible to create a new password. Click the “Generate New Password” button and record the password value that is generated – it will be necessary to configure the bot in Chime.

12. With the **Bot Handle, App ID, App password, and Direct Line secret**, it is possible to setup the bot as a dispatcher in Chime. Navigate to your Chime server, and then to **Admin -> Bots & Dispatchers**, and click the New Dispatcher button.



New Bot/Dispatcher

Display Name: Dispatcher ID

Tenant ID: [Empty]

Type: Development Platform: Microsoft Teams

Teams Base URI: Server

Bot App ID: User

Bot Password: Password

[Download Teams App Package](#) [Test Connection](#) [Close](#) [Save changes](#)

Figure 21: Setup Bot as Dispatcher in Chime

For Teams Base URI enter value as: <https://smba.trafficmanager.net/amer/>  
After specifying values you should be able to verify and then save the new dispatcher.

## AZURE ACTIVE DIRECTORY ACCOUNTS LIST

After following the steps in this guide, we should have the following details:

Azure AD Tenant: \_\_\_\_\_

This is usually the domain associated with your Office 365 email address, e.g. example.com

Azure AD Tenant ID: \_\_\_\_\_

This value is from Page 4 (Directory ID)

Azure AD Client ID: \_\_\_\_\_

This value is from Page 5 (Application ID)

Azure AD Client Secret Key: \_\_\_\_\_

This value is from Page 8