Teams - Configure Jtel Portal in Microsoft Teams

Prerequisites

- 1. First, we have to create a Teams Application. The application should contain three files as follows:
 - a. Icon-color.png
 - b. Icon-outline.png
 - c. manifest.json:

manifest.json

```
{
  "$schema": "https://developer.microsoft.com/en-us/json-schemas/teams/v1.5/MicrosoftTeams.schema.json",
  "manifestVersion": "1.5",
  "id": "$application_id",
  "version": "1.0.0",
  "packageName": "de.jtel.acd.teams",
  "developer": {
   "name": "jtel GmbH",
   "websiteUrl": "https://www.jtel.de",
   "privacyUrl": "https://www.jtel.de/en/privacy",
   "termsOfUseUrl": "https://www.jtel.de/en/legal",
   "mpnId": ""
 },
  "name": {
   "short": "jtel ACD",
   "full": "jtel ACD Client Tab"
 },
  "description": {
   "short": "jtel ACD Teams Client",
   "full": "jtel ACD Teams Client"
 },
  "icons": {
   "outline": "Icon-outline.png",
   "color": "Icon-color.png"
 },
  "accentColor": "#333333",
  "configurableTabs": [],
  "staticTabs": [
     "entityId": "jtelACD",
     "name": "jtel ACD",
     "contentUrl": "$acd_portal_url",
     "websiteUrl": "$acd_portal_url",
     "scopes": [ "team", "personal" ]
   }
 ],
  "bots": [],
  "connectors": [],
  "composeExtensions": [],
  "permissions": [
   "identity",
   "messageTeamMembers"
 ],
  "validDomains": [
   "acd.jtel.de",
       "jtel.de"
 ]
}
```

Icon-color and Icon-outline are the App icons/logo.

Change **\$application_id and \$acd_portal_url** in the manifest.json.

P.S. Here is a tip to generate \$application_id:

The following website Free Online GUID Generator allows you to generate our application ID.

The **\$acd_portal_url** is the portal URL to log in. For example:

https://myacdsystem.mydomain.de/CarrierPortal/login/myResellerUID/myMandantUID

The Teams only accepts URL with https.

Finally, zip the three files together.

Example in the attachment:



2. To create Teams Apps for your organization, you must be a Global Admin

Login to Microsoft 365 admin center with your admin credential and make sure of the role.

Install jtel app in Teams

- 1. Login to Dashboard Microsoft Teams admin center
- 2. Go to Teams apps Manage apps and click on Upload new app.
- 3. Follow the steps to upload the zip file created in the previous steps.



4. By successful upload, you should see the following popup:



5. You should be able to see the new app in All apps table by typing the filter jtel ACD



- 6. Go to Teams apps Setup policies and click on Global (Org-wide default)
- 7. Under Installed apps click on Add apps and search for the added application by the name "jtel ACD". Next click on Add.
- 8. Under **Pinned apps**, click on **Add apps** and add the new application.

9. Finally click on save button and you should see the following popup:

/e	Changes will take time to take effect
-	Changes to Global (Org-wide default) will have an impact across the organization and can't be rolled back immediately.
-	Confirm Cancel

10. Restart the Teams application and go to Apps and search for jtel ACD.

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11. Select the new application and click on **Add** button. The portal will be opened then.

P.S: The teams application doesn't get the changes immediately. If you don't see the new application in teams application, then verify with the teams web application.