

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:

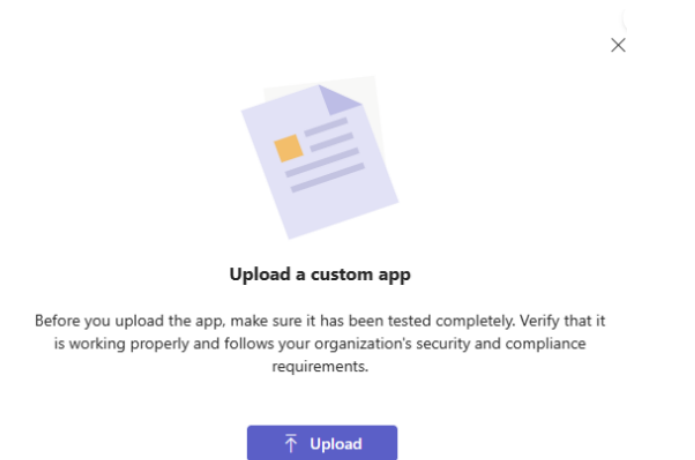


2. To create Teams Apps for your organization, you must be a Global Admin

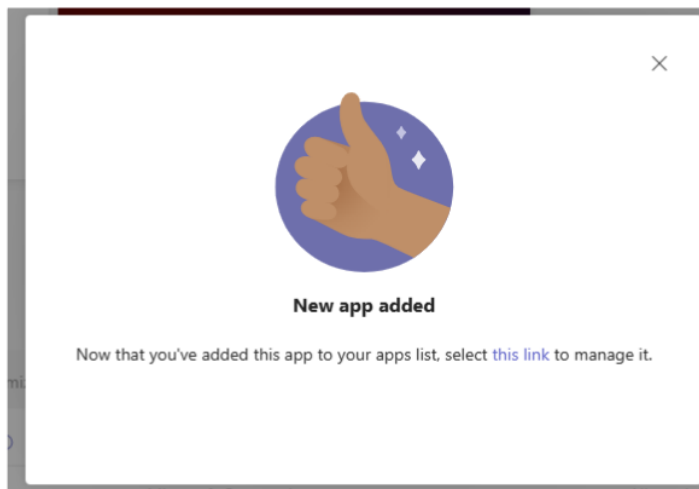
Login to [Microsoft 365 admin center](#) with your admin credential and make sure of the role.

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:

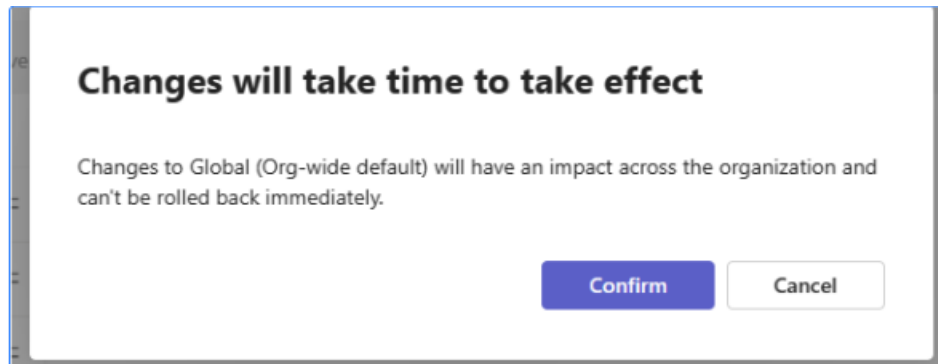


5. You should be able to see the new app in **All apps** table by typing the filter **jtel ACD**

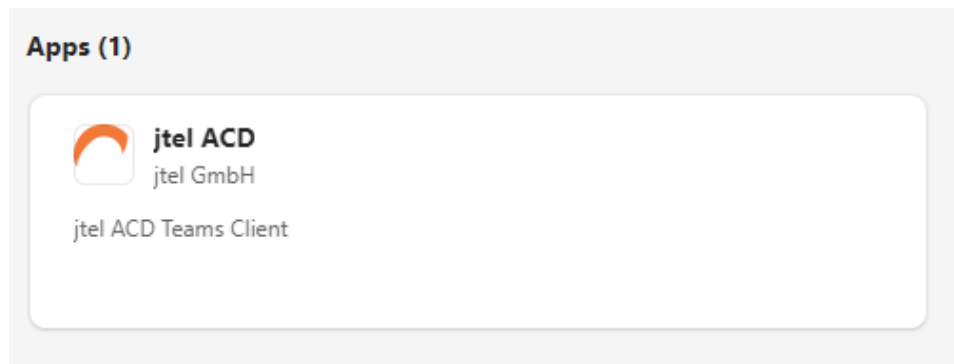
	jtel ACD	...		Published	Allowed	0	--	Yes
---	----------	-----	---	-----------	---------	---	----	-----

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:



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



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.