MachPanel HelpDesk Configuration using OAuth based POP Account

Summary

This article provides information about configuring the OAuth based POP Account in Office365 to be used in MachPanel HelpDesk.

Applies To

MachPanel v7.2.30 & above.

Pre-Requisites

New service is configured as per article below:

https://kb.machsol.com/Knowledgebase/55775/Remove-MachPanel-HelpDesk-Service-and-Add-it-with-upc

Procedure

In order to use an Office 365 / Microsoft 365 mailbox for email parsing by the Help Desk, you need to configure it in MachPanel:
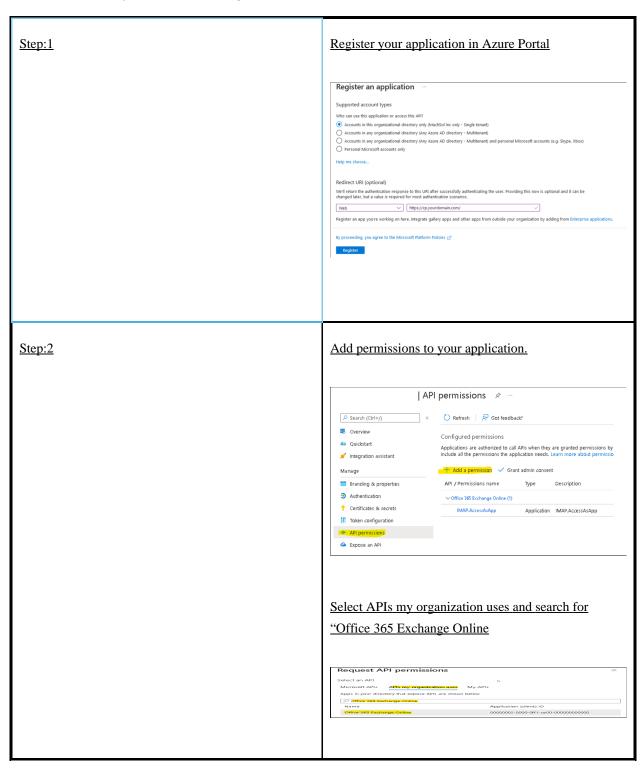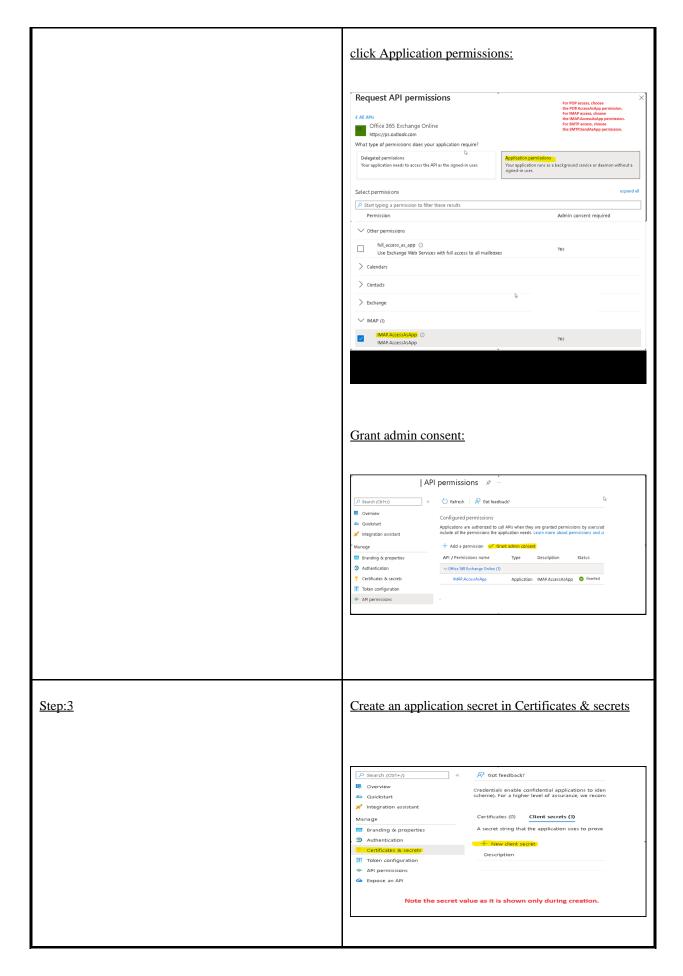

Once done, the control panel will be able to parse emails and covert them to new tickets or add them to existing tickets (based on sender and email title / subject).

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First you must configure the backend account in Office 365 / Microsoft 365. After that you will need to configure the MachPanel Control Panel HelpDesk using the configured account.
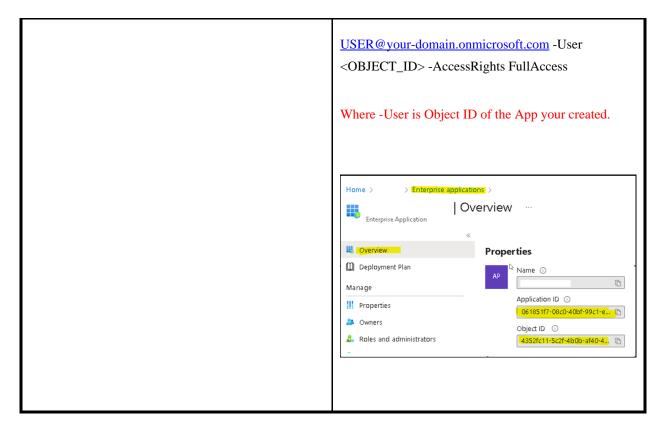
Step 1: Account configuration in Office 365 / Microsoft 365:

Please follow steps below to configure email account on Office 365 / Microsoft 365:

Step:1	Register your application in Azure Portal
Step:2	Add permissions to your application. Select APIs my organization uses and search for "Office 365 Exchange Online

	<u>click Application permissions:</u> <u>Grant admin consent:</u>
<u>Step:3</u>	<u>Create an application secret in Certificates & secrets</u>

Step:4	<u>Use Windows PowerShell on your machine to Register service principals in Exchange.</u> Set-ExecutionPolicy RemoteSigned Install-Module -Name ExchangeOnlineManagement Import-Module ExchangeOnlineManagement Connect-ExchangeOnline -UserPrincipalName your-admin-account@your-domain.onmicrosoft.com New-ServicePrincipal -AppId <APPLICATION_ID> -ServiceId <OBJECT_ID> [-Organization <ORGANIZATION_ID>] You can find ApplicationId and ObjectId in Enterprise applications in your application's Overview panel
Step:5	Add permissions to a specific mailbox:

USER@your-domain.onmicrosoft.com -User <OBJECT_ID> -AccessRights FullAccess

Where -User is Object ID of the App your created.

Step 2: MachPanel HelpDesk configuration:

Once the backend configuration is done, please add the details in MachPanel, scroll down and hit save:

MachPanel Knowledgebase

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https://kb.machsol.com/Knowledgebase/55776/MachPanel-HelpDesk-Configuration...