

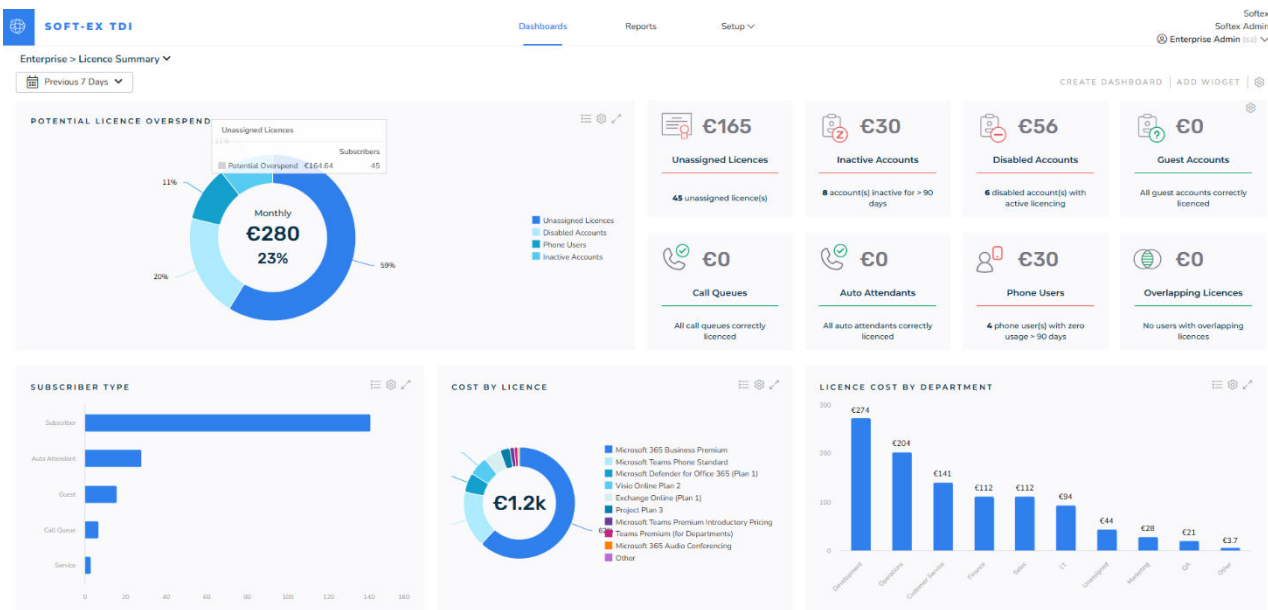
Microsoft Teams Call Usage & M365 Licence - Data Collection & Permissions

Introduction

Soft-ex is a leading global supplier of Digital Billing Communications & UC Analytics solutions. We assist Digital Service Providers (DSPs) & UC Hosted Voice Providers to enhance customer experience, reduce billing and customer care costs, whilst also improving collaboration, with our interactive billing communications and unified comms analytics solutions. Softex are based in Dublin, Ireland and are part of the wider WidePoint Corporation (US) <https://www.widepoint.com>

SUA Overview:

Soft-ex have a SaaS solution called “Softex Unified Analytics” that focuses on Microsoft Teams Call Usage & M365 Licensing data. This solution provides visibility on Microsoft Teams usage and M365 licensing costs and allocations. The solution is designed to highlight any licence overspend and provide granular views of this information through dashboard widgets and reports. With this granular view of M365 licence, a customer can decide whether to reassign or remove licences to reduce their overall M365 licence costs. All information is available through a portal where a user will logon through an SSO process to view their data.



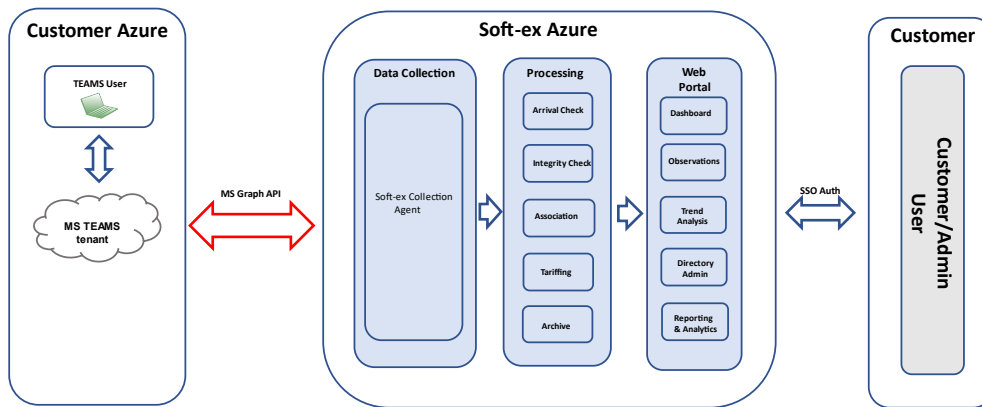
SUA Data Collection:

When setting up a customer on the M365 licence solution, Soft-ex will need access to the Microsoft 365 Tenant. Soft-ex use their “Soft-ex data Collector” agent which is located within the Soft-ex tenant, to collect the data. The Soft-ex data collector agent uses the Microsoft graph API to receive encrypted data from the customer’s azure tenant. The data collector agent uses webhooks allowing for data to be pushed from the customer tenant to the Soft-ex data collector app as soon as data is available.

The Soft-ex data collector agent sends the customer’s Microsoft 365 licence data to the “Soft-ex Unified Analytics” platform for further processing. The “Soft-ex Unified Analytics” platform sits in the Soft-ex Azure tenant.

Data collection will commence as soon as the consent is granted by the customer. Licence data will be retrieved once a day.

Soft-ex Integration – MS TEAMS



SUA Data Permissions:

To allow the Soft-ex data collector agent to collect a customer’s M365 licence data, the customer will need to grant permission to allow the Soft-ex Data Collector agent read-only access to their data. This is done via a link to a standardised Microsoft app permissions screen. The link will be sent to the customer via email. Once approved by the customer the encrypted data is pushed to the Soft-ex Data Collector agent.

There are a number of API scopes that are requested. These are listed below;

1: AuditLog.Read.All

Allows the app to read and query your audit log activities, without a signed-in user.

This audit log permission is required to read the signInActivity property of the users. This is used to show the last login date of a user.

2: CallRecords.Read.All

Allows the app to read call records for all calls and online meetings without a signed-in user.

3: Organization.Read.All

Allows the app to read the organization and related resources, without a signed-in user.

This permission is used to retrieve the tenant subscribed SKUs.

4: Reports.Read.All

Allows an app to read all service usage reports without a signed-in user. Services that provide usage reports include Office 365 and Azure Active Directory.

This permission is required to access the Microsoft Teams User Activity report.

5: User.Read.All

Allows the app to read user profiles without a signed in user.

This permission is required to get the additional user properties from the users ID that is in the call records (GUID). This includes the username, AD attributes. This is also used to get user assigned licences.

Notes:

- 1: Customer needs at least 1 user in their tenant with a “Microsoft Entra ID P1” licence.
- 2: The user granting permissions to the Soft-ex app must have sufficient admin level rights to do so.