

How to Install Espressive Barista on Microsoft Teams

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Pre-Requisites

The Espressive Barista app on Microsoft Teams features a native chat experience, a homepage for managing pending requests, and support for approval workflows. Before integrating Barista with your Teams environment, it's best to create a rollout plan with your Customer Success representative. Every organization has a different Teams environment, so identify the best way to proceed before launching. Your Customer Success representative can help you identify the best way to proceed.

In order to install Barista for Teams:

- Remove all previous installations of **Barista** on Teams.
- Create a user with a Global Admin role for Microsoft Azure.
- Create an app registration and set up the Azure integrations in Barista

Permissions Required

Integrating **Barista** with Teams requires creating an application within Microsoft Azure that maps Azure to your **Barista** tenant.

Authentication is done using a client secret and setting up API permissions in Microsoft Graph.

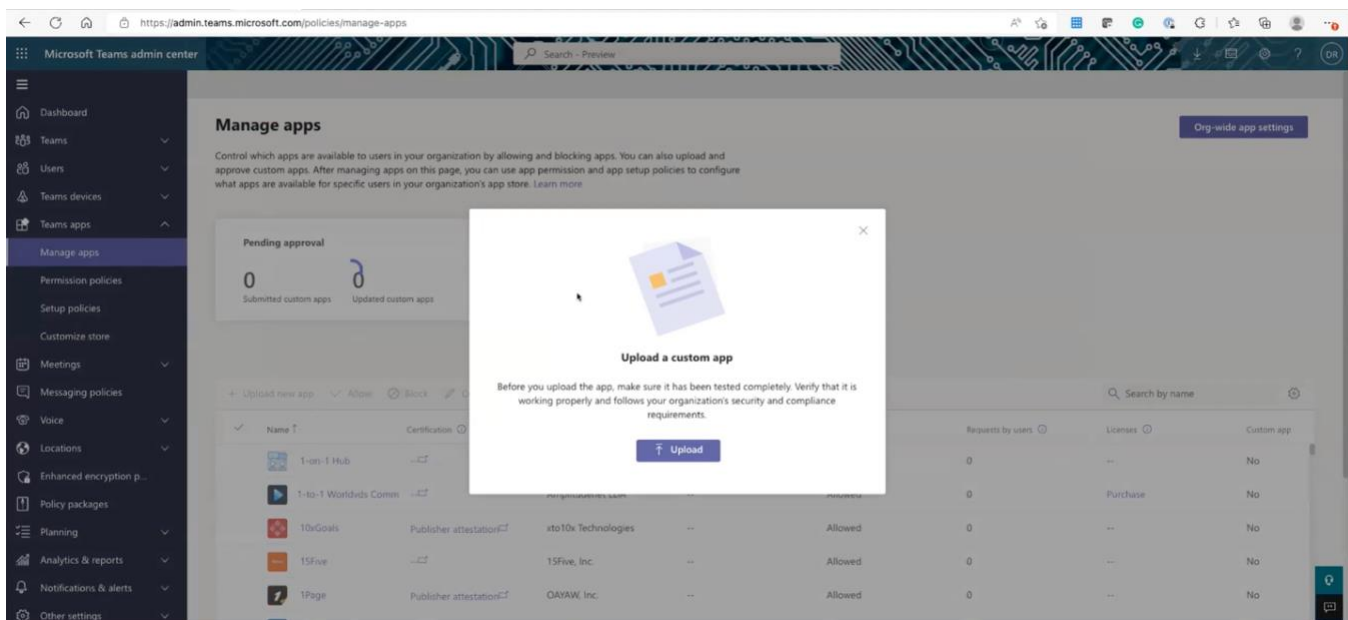
Permissions required may vary and are agreed with Azure admin on the customer's end, but you can find a basic description:

Permission	Description
Directory.Read.All	(Delegated and Application) Read Directory data to access the tenant information to help with Teams integration.
Email	(Delegated) View user's email addresses (required for Teams).
Group.ReadWrite.All	(Delegated and Application) To read the group memberships of a user (memberOf), the app must have either Group.Read.All and for group maintenance, allowing Barista to add/remove members.
Offline_access	Maintain the data Barista App has been given access to for OAuth, or Teams
Profile	Viewing user's profile (required for Teams)
User.Manage.Identities.All	(Delegated and Application) Required for supporting password reset through Barista.
User.Read	(Delegated) Access to sign in and read user's profile required for Teams.
User.Read.All	Access to read a user's full profile, properties, reports, and managers required to complete app manifest, optional claims or additional requirements.
User.Read.Write.All	(Delegated and Application) Required if Password reset is to be supported through Barista .
OpenID	Delegated only. Connects scopes that aren't supported, this permission is required for Teams only.

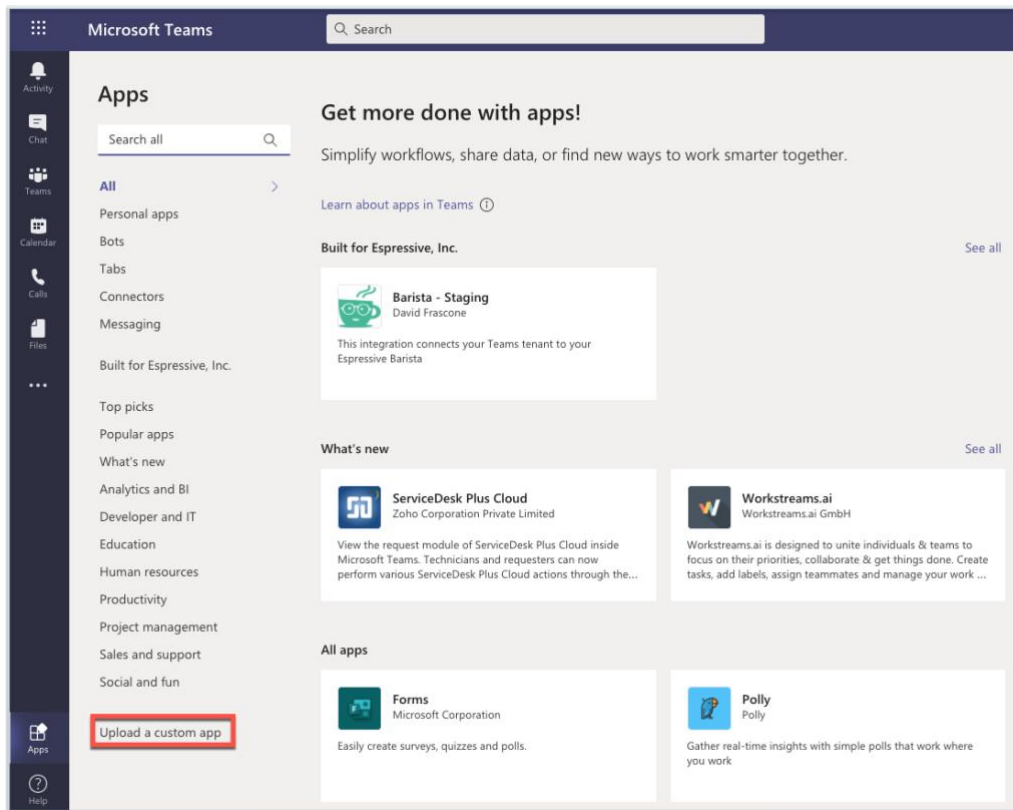
Setting Up the Teams Integrations

1. Reach out to your customer success representative to get a manifest file and package for the environment, or to confirm that you can use the download from **Barista Admin**.
2. Once you have the package, go to the Barista app
3. Click on **More** and then on **Admin**.
4. Click on **Integrations** from the menu and then click on the **Microsoft Teams** icon.
5. Click on the **INTEGRATE MICROSOFT TEAMS** button.
6. Click on the **Regenerate Token** button to generate an authorization token for the application.
7. Copy the value to provide it later in the Teams app.
8. On a different page, log into <https://admin.teams.microsoft.com> with an Azure admin account
9. Go to **Teams Apps** in the left-hand menu. Find the shortcut on the bottom left corner of the page above Help.
10. Click on Upload a custom app.

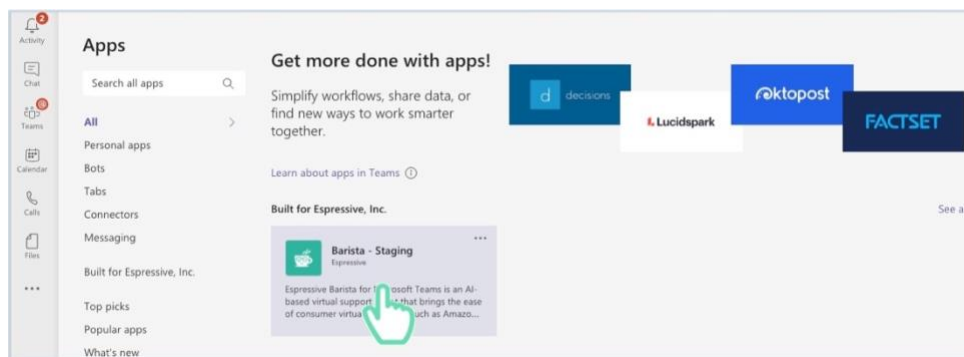
Note: there may be a delay between uploading the app and when it appears in Teams, this is caused by Microsoft.



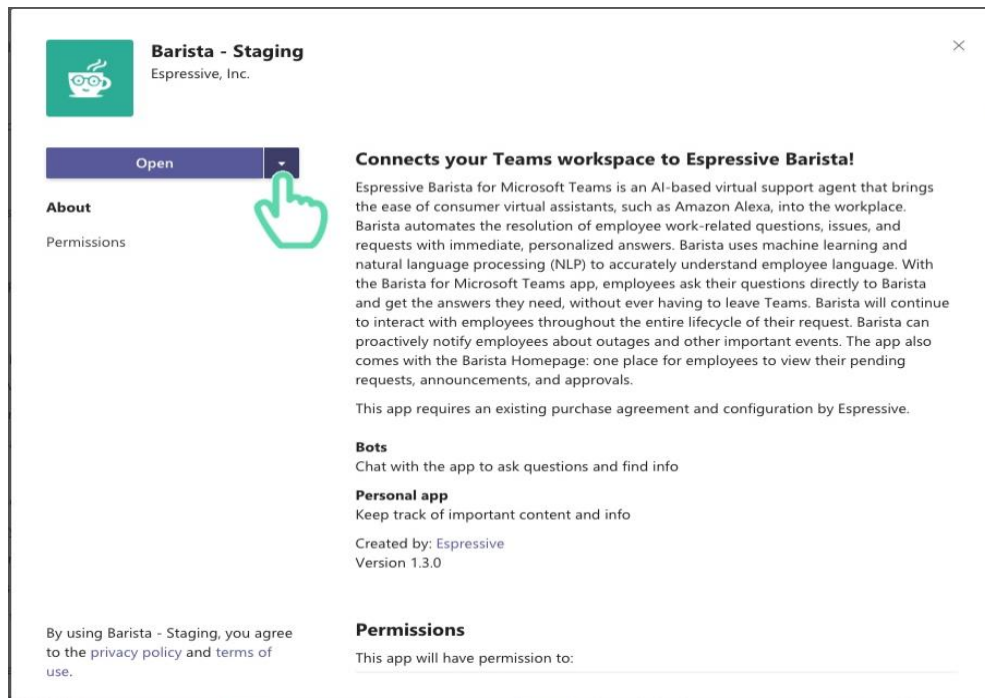
11. Upload the app package from step 1 above.



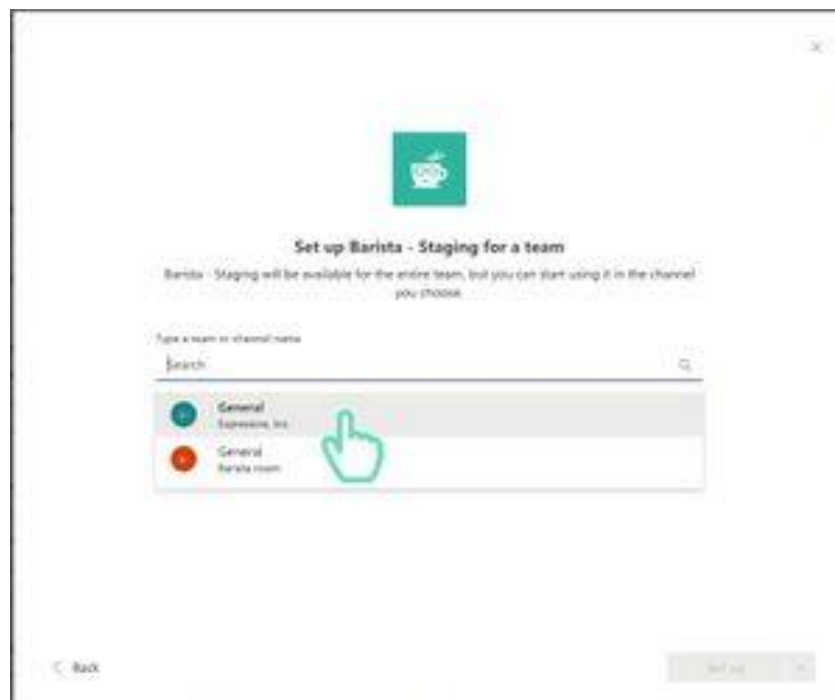
12. Open Teams, go to **Apps**, search for Barista and click on the card (NOT on the ellipsis, on the card)



13. Click on the triangle icon to display the drop-down menu.



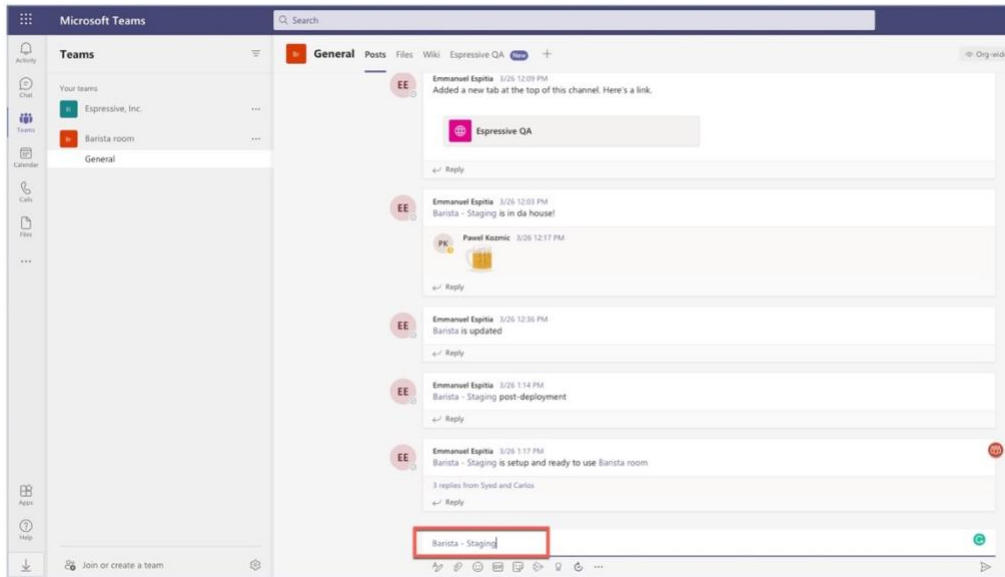
14. Click on **Add to a team** and select the team that you want to provide access to Barista. The app can be installed for multiple MS Teams by repeating this step.



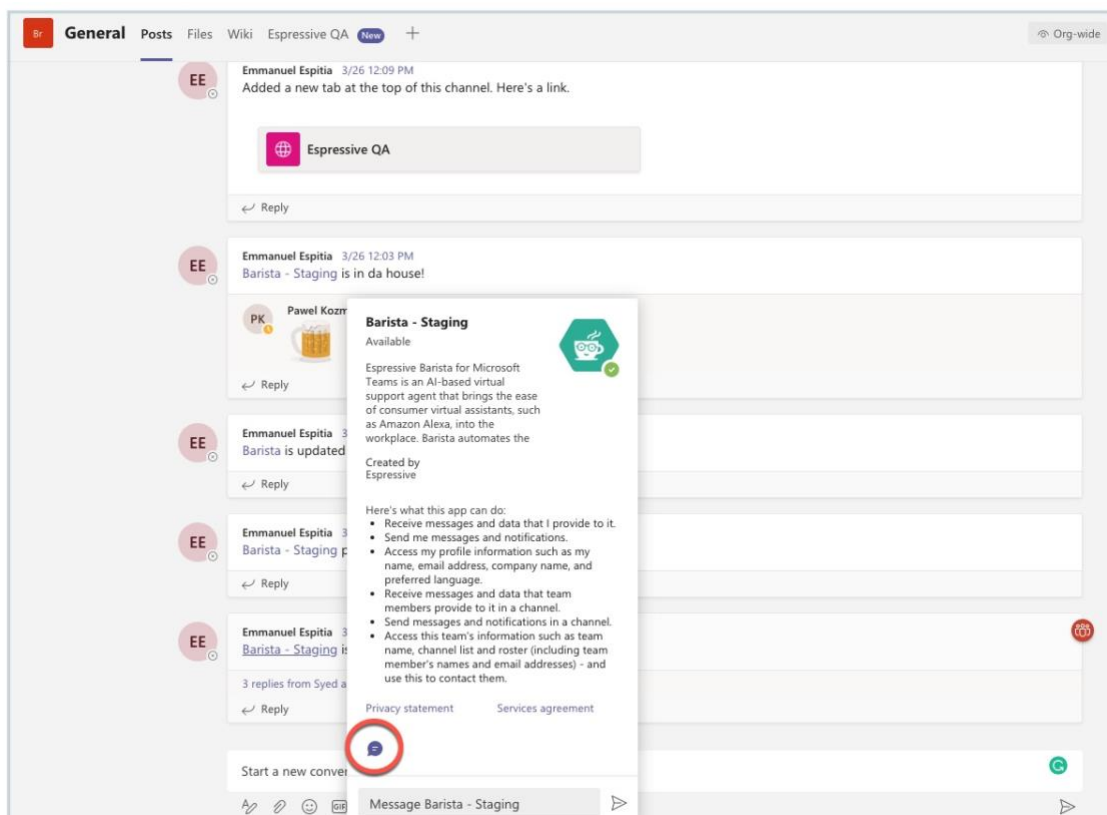
15. Click on the **Set up a bot** button.

You'll be redirected to the Team you chose, now you need to mention Barista inside the MS Team's General chat.

16. Click enter to send the mention automatically filled by the system: @barista

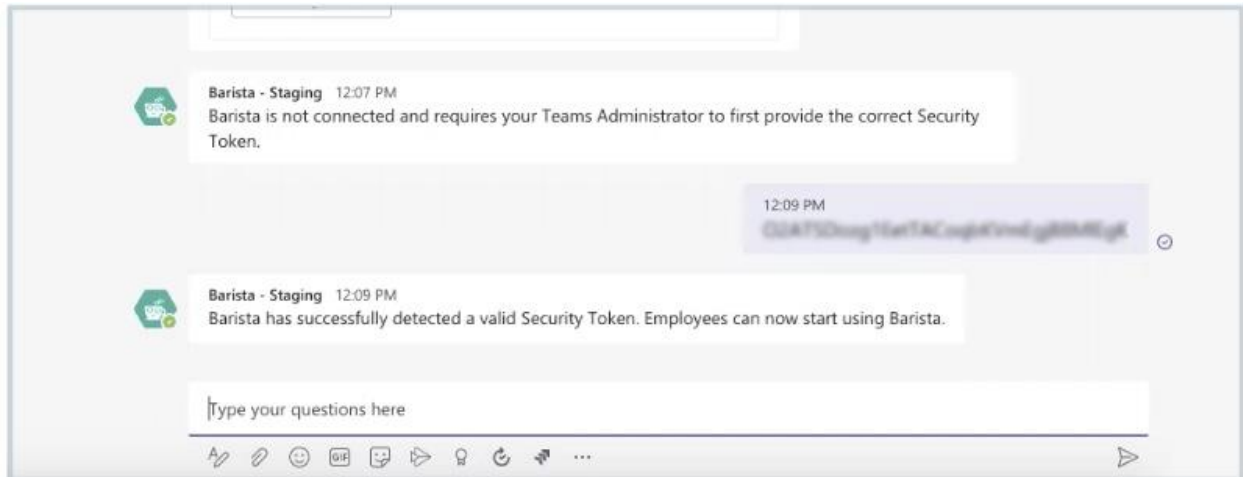


17. Hover over the Barista mention and click on the small message icon to open a private chat with Barista.



18. In the private conversation, paste the authorization token you've obtained from the app.

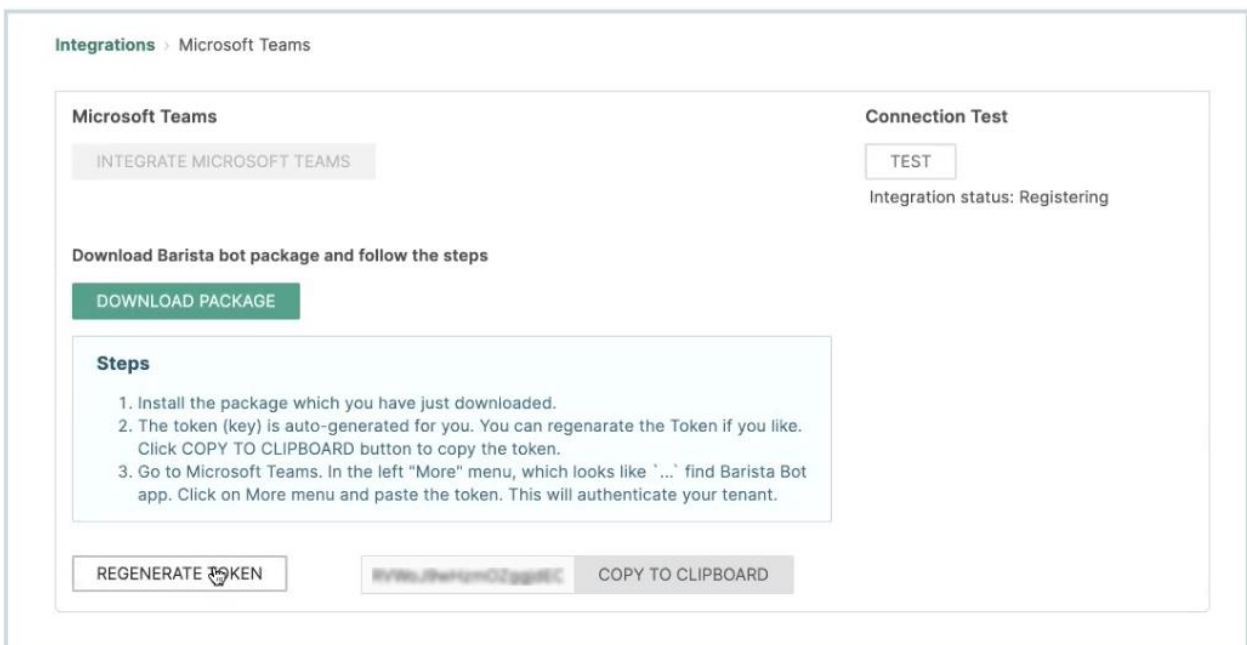
Note: This step has to be performed by an admin.



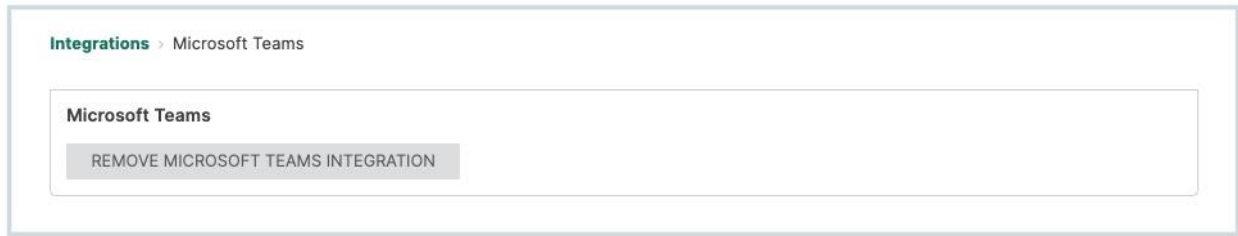
You should receive a confirmation from the bot that the token is valid and is ready to be used. If this is not the case, please generate a new token and retry.

You can Regenerate the token in Barista as many times as you need.

Note: The Connection Test indicates your integration status which at this point should say "Registering".



19. After getting the confirmation in Teams, click on the **TEST** button and the Integration status should say “Connected”.



Once you refresh the page, the Token will be hidden and the option to remove the integration will be the only thing that will be displayed here.

Troubleshooting Common Issues with Barista on Teams

Common Validations

1. Ensure the tenant is on the **latest version** of Barista for Teams (currently, 1.3.1, or 1.3.2 for some tenants using customer specific manifests)
2. If interaction works correctly, but cards don't appear in Chat when tickets are created, **do an @mention** for bot in the Teams channel
3. It is also possible that the user profile emails in Barista, ServiceNow, and Azure are not in sync
4. When uninstalling and reinstalling the app, wait a few minutes (recommended 30 minutes) before installing again. Microsoft take a few minutes ,sometimes up to an hour, to clean all references.
5. The Azure app registration and integration is a prerequisite to get the Teams integration to work correctly. In addition, the Barista email (in Caffeine) needs to be the same as the email in Azure when the integration is set up.

Home Link Opens into a Browser

When the user clicks on the Home button when Barista is added for the first time, this initiates Barista with Teams. If the Home button opens in a new browser tab instead of within MS Teams, the configuration value in the back end is not set.

1. Reach out to your Customer Success representative or create a ticket through the Customer Portal.
2. On your ticket, or email to Customer Success, please notify if you are using specific Teams apps.

More Than One Card is Displayed in Chat When a Ticket is Created

Update notification settings to disable Teams notifications (screenshot below, the rightmost column is for Teams).

Case Task Created Notification to Submitter Notification to employee reporting issue that their task has been created.	Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Task Assigned Notification to Submitter Notification to employee reporting issue that their task has been assigned to a service agent.	Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Task Resolved Notification to Submitter Notification to employee reporting issue that their task has been resolved.	Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Task Cancelled Notification to Submitter Notification to employee reporting issue that their task has been cancelled.	Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Task Commented Notification to Submitter Notification to employee reporting issue that their task has been commented.	Employee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

No Response from Barista

When a user enters a phrase, they see the following error

'There was an error contacting Barista. Please contact your help desk for assistance.'

This occurs when the user email in Barista from the ITSM (from bulk import or another process) is different from the Azure user email. This can be fixed by updating the email in Barista to match the one in Azure.

It is also possible to get the message if the user has sent an interaction that Barista is not expecting. For example, if Barista thinks the conversation has ended but it was not restarted in Teams, then the user will see this message. This could happen if the conversation with Barista ended in Teams prematurely, or the intent did not send a "Got it" message, or the user hasn't sent a 'restart conversation' command. Therefore, using the 'restart conversation' command may help alleviate this error.