

APPENDIX A – Connection Specifics

So far we have 3 separate features integrating with Microsoft Teams. Their basic functionality is broken down below along with the data we store and what each is used for.

Chat on Teams

This feature surfaces a “Chat on Teams” button within the learner experience. This button links to a unique “deeplink” URL that is defined by Microsoft Teams. This URL opens up Teams on the user’s machine and pre-populates the New Chat form within Teams with the correct users.

Data Storage

- No extra client data is stored for this feature

Nudge Notifications via Microsoft Teams Bot

This feature allows for LMS nudge notifications to be sent to users within Microsoft Teams. We created a “Bot” that is in Microsoft AppSource: <https://appsource.microsoft.com/en-us/product/office/WA200002933> This bot can be installed into a client’s Microsoft Teams instance. After enabling and entering some settings in the LMS, nudge notifications will get forwarded to learners as direct messages within Teams.

The following information is used by Absorb and is encrypted at rest.

Data Storage

- EmailAddress
 - Email address of the user that is receiving nudge notifications and matches a user in the LMS
- TeamsChannelAccountId
 - Unique ID of the user from Microsoft Teams
- TenantId
 - Unique ID of the client’s Microsoft Teams instance
- TeamId
 - Unique ID of the channel the bot was installed in within Microsoft Teams
- ConversationReferenceId
 - Unique ID of the direct message with the user

- ConversationReferenceServiceUrl
 - Unique URL of the conversation with the user

Virtual Meeting Integration

This feature allows Instructor Led Courses that have a virtual venue, to be hosted in a Microsoft Teams meeting similar to our Zoom integration. This involves an OAuth connection between the LMS and the client.

The following information is used by Absorb and is encrypted at rest.

Data Storage

- AppId
 - Unique ID from Microsoft Azure identifying their application
- TenantId
 - Unique ID of the Microsoft Teams instance
- OAuth tokens
 - Authentication tokens used to connect with Microsoft Teams on their behalf
 - Two-way column encrypted similar to other client secrets in the LMS