Office 365 + GoodTime Integration Guide

Updated August 14, 2024

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Overview

This guide is a step-by-step process on how to integrate Office 365 with GoodTime. This guide is designed for Office 365 Admins with access to create security groups. This allows the GoodTime System to act on behalf of Recruiting Organizations to access to interviewer calendar events to determine which times are available for interviews and subsequently schedule, reschedule, and cancel interviews.

GoodTime utilizes the Office 365 Graph API to do the following

- Read/Write to calendars (write for only events created by GoodTime)
- Read/Write to calendars shared with individuals (write for only events created by GoodTime)
- Get timezone for users
- Get user information: user's name, email, and other profile information

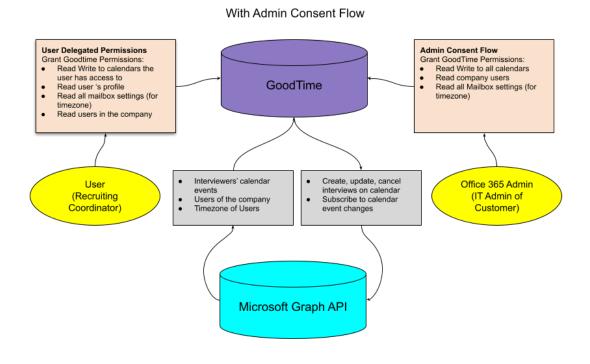
Integration with the GoodTime Platform requires each user who wants to access the GoodTime system to sign in using Office 365's OAuth login system. GoodTime authenticates using the Microsoft Graph API and requires the following permissions from the user.

Microsoft is sun-setting Graph API support for on-prem mailboxes

GoodTime needs to access Microsoft Graph API in order to function properly. Microsoft is sun-setting Graph API support for on-prem mailboxes according to <u>this announcement</u>.

Therefore it is vital that your organization's IT Administrator confirm that all employee mailboxes and room mailboxes (all mailboxes that are involved in interviews-scheduling) are on the cloud.

High Level Diagram



Permissions we request as part of the Admin consent flow:

Permissions requested Accept for your organization



This app would like to:

- V Read user calendars
- V Read user and shared calendars
- V Have full access to user calendars
- Read and write user and shared calendars
- V Read user mailbox settings
- Maintain access to data you have given it access to
- Sign in and read user profile
- Read all users' basic profiles
- ✓ Read calendars in all mailboxes
- Read and write calendars in all mailboxes
- Read all user mailbox settings
- V Read all users' full profiles

How to verify if we can integrate with your version of Office 365?

We support organizations on Office 365 and Office 365 Hybrid environments. To check if your Office 365 is compatible with GoodTime, please go to https://outlook.office365.com/calendar and see if you can view your calendar on the browser. If yes, then go to https://outlook.office365.com/calendar and see if you can view your calendar on the browser. If yes, then go to https://outlook.office365.com/calendar and see if you can view your calendar on the browser. If yes, then go to https://outlook.office365.com/calendar and see if you can view your calendar on the browser. If yes, then go to https://a.goodtime.io/login and pick "Sign in with Office 365". If you can reach the "Permissions requested" page with an Accept button, then we're good. (No need to click accept for now)

Permissions Granted to GoodTime by User

Calendar Access		
Permission Use Case		
Calendars.Read	Searches calendars for available times to interview	
Calendars.Read.Shared	Searches calendars for available times to interview	
Calendars.ReadWrite	Searches calendars for available times to interview and create calendar events	
Calendars.ReadWrite.Shared	Allows the user to schedule an interview on other calendars other than their own calendar. User must first have access to the calendar to do so.	
Profile Access		
Permission Use Case		
User.read, email, profile	Allows us to identify the current user and what organization they belong to. This does not grant access to read the mailbox.	
	Get user info to schedule interviews (i.e. names/emails)	
User.ReadBasic.All	Get user info to schedule interviews (i.e. names/emails)	
User.ReadBasic.All MailboxSettings.Read	Get user info to schedule interviews (i.e. names/emails) Get user's timezone preferences and user purpose (room vs person). This does not grant access to read the mailbox.	

Permissions Granted to GoodTime by Admin

Calendar Access		
Permission Use Case		
Calendars.Read Searches interviewer calendars for available times to interview		
Calendars.ReadWrite Create/edit/delete interviews and invite attendees		
Directory Access		
Permission Use Case		
Directory.Read.All (Deprecated Aug 2024)	Get interviewer info to schedule interviews (i.e. names/emails), when not available from User.Read.All	

User.Read.All	Get interviewer info to schedule interviews (i.e. names/emails)	
failboxSettings.Read Get interviewer timezone preferences. This does not grant accertor to read the mailbox.		
Group Access (Deprecated Aug 2024)		
Permission Use Case		
Group.Read.All (Deprecated Aug 2024)	Schedule interviews on shared calendars	

Opt-in Permissions granted by Users

Certain GoodTime features such as the Automation Tab are included in certain paid packages. The permissions are not requested by default but are opt-in.

Mailbox Access	
Permission Use Case	
Mail.Read, Mail.Send	In order to automate sending outreach emails, interview invitations/reminders, drip/nurture campaignsetc on behalf of a recruiter/recruiting coordinator. Also to maintain a trail of past email history.

Integration Steps

The following steps will grant the GoodTime system the necessary access to create and edit interviews for employees at your company.

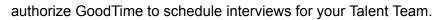
Admin Consent

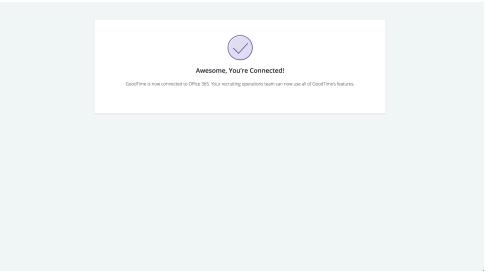
ompany Settings		SAV
y Account		
ompany	Missing Admin Permissions	
erview Templates	In order to start scheduling events you must have your Office 365 Admin grant access to good time. Simply copy the email below and send it to your admin.	
ew Settings	Admin Email	Office 365
gs	copy	Unice 505
lates	Hellot	
	The talent team is using GoodTime (www.goodtime.io) to help automate interview scheduling, GoodTime allows users to schedule interviews with candidates directly from our application. In order to schedule these	
	Interviews, we require admin permissions to Office 365. Simply click the link below to login to GoodTime and follow the instructions. This will only take a minute or two of your time.	
	http://a.goodtime.io/r/office365/admin_consent	
	Thankst	
	COMPANY PROFILE	
	Company Logo Image must be at least 100x100px. We recommend using an Image with a transparent background.	
	UPLOAD IMAGE	
	Company Name	

 Office 365 users who have not finished setup Admin consent to allow for interview scheduling will show an alert on the top of the Company Page (<u>Settings > Company</u>). The alert shown in the yellow box has an email template. Copy the template and send the email to your Office 365 Administrator. They are usually in the IT department.

Office 365
Connect GoodTime to Office 365
Your recruiting operations team is using GoodTime to improve their interview scheduling efficiency. In order to schedule these interviews, we require admini permissions to Office 365. Olick "Continue" below to grant admin permissions.
Continue

2. As an admin, click on the link provided in the email from your Talent Acquisition partner. The link will take you to an authentication page on GoodTime. Click "Continue" to





- 3. If everything was successful, you will arrive on a confirmation page.
- 4. Please follow the additional steps below.

Instructions For Office 365 Admins - setting up Mail-enabled Security Group, Candidate-facing calendar and "Webhook" calendar

The following steps outline how to set up the recruiting team with access to a shared group. This allows them to write to shared recruiting calendars. In addition, this allows 2 way sync for interview events created in calendars.

Create the Mail-enabled Security Group

- 1. Go to https://portal.office.com/AdminPortal/Home
- 2. Navigate to Groups -> Groups -> + Add a group

	Office 365	Admin cen	ter
		<	Home > Groups
ŵ	Home		
8	Users	~	+ Add a group
Ŕ	Groups	~	Grou
	Groups		Dev
_	Channel and the surge		fake
	Shared mailboxes		Grou
ę	Resources	~	Publi

3. Create a group as the following:

	Microsoft 365 admin center	✓ Search	Ł	ব্রি
≡	Active teams and groups $>$ Add a group			
ය ද	Group type	Choose a group type		
°x° ⊡	O Basics	Choose the group type that best meets your team's needs. Learn more about group types		
Ì	Owners	Microsoft 365 (recommended) Creates a group email to collaborate. You can also add Microsoft Teams for group conversations, files, and		
	O Members	calendars.		
	O Settings	 Distribution Creates an email address for a group of people. 		
	O Finish	 Mail-enabled security A distribution list that can also be used to control access to OneDrive and SharePoint. Security Controls access to OneDrive and SharePoint and can be used for Mobile Device Management for Microsoft 365. 		

Type: Mail-enabled security group

Name: Recruiting Team GoodTime

Email: recruitingteamgoodtime@<YOUR COMPANY DOMAIN> (auto filled) Allow people outside of my organization to send email to this distribution group: OFF Add

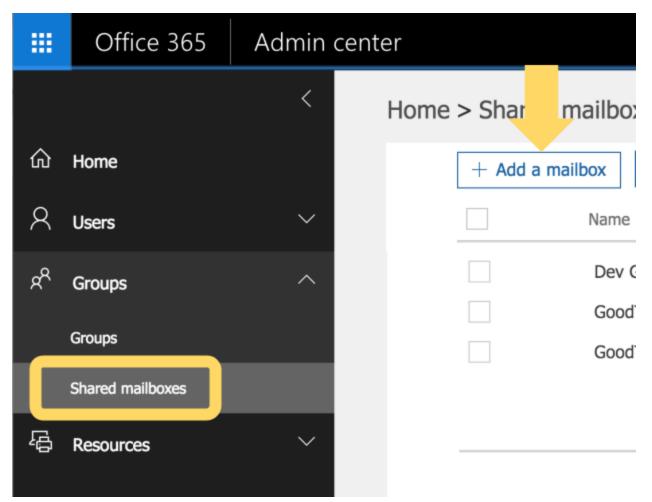
Add a group		i anti a stati
Туре		
Mail-enabled security group		\$
Name *		_
Recruiting Team GoodTime		
Email *		
recruitingteamgoodtime	@ goodteam.co	\$
Allow people outside of my organization distribution group.	n to send email to this	Off
	up to 60 minutes until the group is al. Meanwhile, you will be able to gh the Exchange Portal.	
Add Cance		

- 4. Wait a few minutes and refresh until the group you just created shows up in the list (<u>https://portal.office.com/AdminPortal/Home#/groups</u>)
- 5. Click on the "Recruiting Team GoodTime" group and add GoodTime Super Admins to be owners. Ask the recruiting team who these Super Admins will be.

R Recruiting Teal Mail-enabled securit	m GoodTime y group	0 🛛
Change 🔋 Delete group		
Name	Recruiting Team GoodTime	Edit
Group Id Description	recruitingteamgoodtime@goodteam.co	
Allow external senders	off	◀
Owners (1)		Edit
Members (14)		Edit
	Show all	
Exchange settings	Edit Exchange settings	
Close		

Create the "Webhook calendar" user mailbox

1. On the left sidebar, Groups -> Shared mailboxes -> + Add a mailbox



Name: GoodTime Sync, Email: goodtimesync@<YOUR COMPANY DOMAIN> (auto filled)

G GoodTime	Sync
Add a mailbox	
GoodTime Sync	
Email *	
goodtimesync	@ goodteam.co 🖨
Add Clo	ose

- 3. Add
- 4. Click on the "GoodTime Sync"
- 5. Click "edit" button next to "Members"

G GoodTime Syr	1C vdteam.co	С ×
Delete mailbo	x	
Name	GoodTime Sync	Edit
Email	goodtimesync@goodteam.co	
Email aliases	No email aliases	
Email forwarding	None	Edit
Automatic replies	Off	Edit
Sent items	Not copied to mailbox	Edit
Email apps	All email apps allowed	Edit
Litigation hold	Off	Edit
Members		Edit
	Customize permissions	
Show in global address list	Yes	Edit
Exchange settings	Edit Exchange settings	
Learn how to use shared mailbox	es in Outlook	
Close		⑦ Need help?

- 6. + Add members
- 7. In the search box, type "recruitingteamgoodtime@<YOUR COMPANY DOMAIN>"

Save	Cancel	
dd Shared Mai	ilbox members	
earch to add membe	ers	
Recruiting Team	GoodTime	×

9. Save

Create the Candidate-facing calendar

- 1. On the left sidebar, Groups -> Shared mailboxes -> + Add a mailbox
- 2. Fill in the fields
 - a. Name: <Company Name> Interviews (eg. MyCompany Interviews)
 - Email: <Company name>interviews@<YOUR COMPANY DOMAIN> (eg. mycompanyinterviews@mycompany.com) (auto filled)
- 3. Add
- 4. Click on the "<Company Name> Interviews" you just created.
- 5. Click "edit" button next to "Members"
- 6. + Add members
- 7. In the search box, type "recruitingteamgoodtime@<YOUR COMPANY DOMAIN>"
- 8. Select "recruitingteamgoodtime@<YOUR COMPANY DOMAIN>"
- 9. Save

10. Notify GoodTime Customer Success Manager (support@goodtime.io) that all steps have been completed.

Office365 Hybrid Deployments for Exchange Server On-Premises

GoodTime.io can support on-premise Outlook if it is configured for the hybrid deployment option. Please send your IT team that manages the Exchange server the following documentation to confirm if the hybrid deployment is currently available or is on the roadmap.

Microsoft Documentation

https://docs.microsoft.com/en-us/office365/enterprise/hybrid-modern-auth-overview

Known Limitations

Using a Secondary calendar in Outlook will prevent RSVP status updates

It is a known issue that when a user creates a secondary calendar in Outlook and uses it for scheduling interviews in GoodTime, the RSVP changes cannot be detected by GoodTime, nor do they show up inside Outlook. It is confirmed by Microsoft Support that this behavior is expected and by design. The following statement is from Microsoft Support.

When using secondary calendars in Outlook, the Calendar Change Notification feature does not work. This means that events or changes made in a secondary calendar will not trigger notifications or alerts. The behavior is by design, and only events on your primary calendar impact your availability and trigger notifications. This applies to both the new Outlook for Windows and the classic Outlook.

In order to fully take advantage of GoodTime's mechanism to detect attendees' RSVP status, please ensure users in your Organization are not using a secondary calendar for scheduling in GoodTime.