Office 365 + GoodTime Integration Guide

Updated August 14, 2024

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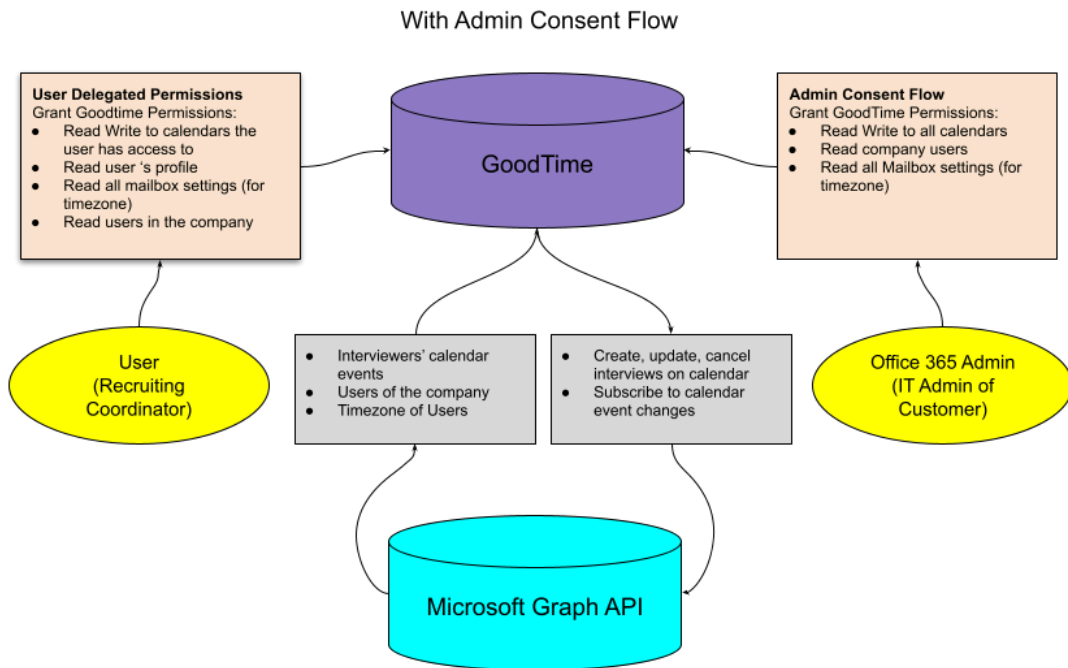
Integration with the GoodTime Platform requires each user who wants to access the GoodTime system to sign in using Office 365's OAuth login system. GoodTime authenticates using the Microsoft Graph API and requires the following permissions from the user.

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 [this announcement](#).

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

With Admin Consent Flow

User Delegated Permissions
Grant Goodtime Permissions:
- Read Write to calendars the user has access to
- Read user 's profile
- Read all mailbox settings (for timezone)
- Read users in the company

Admin Consent Flow
Grant GoodTime Permissions:
- Read Write to all calendars
- Read company users
- Read all Mailbox settings (for timezone)

GoodTime

User
(Recruiting
Coordinator)

- Interviewers' calendar events
- Users of the company
- Timezone of Users

- Create, update, cancel interviews on calendar
- Subscribe to calendar event changes

Office 365 Admin
(IT Admin of
Customer)

Microsoft Graph API

Permissions we request as part of the Admin consent flow:

2

Permissions requested
Accept for your organization

GoodTime
goodteam.co

This app would like to:

∨ Read user calendars

∨ Read user and shared calendars

∨ Have full access to user calendars

∨ Read and write user and shared calendars

∨ 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

∨ 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://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.
User.ReadBasic.All	Get user info to schedule interviews (i.e. names/emails)
MailboxSettings.Read	Get user's timezone preferences and user purpose (room vs person). This does not grant access to read the mailbox.
offline_access	Make sure the automated system can continue to schedule interviews even when an teammate signs off

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)
MailboxSettings.Read	Get interviewer timezone preferences. This does not grant access 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 campaigns...etc 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.
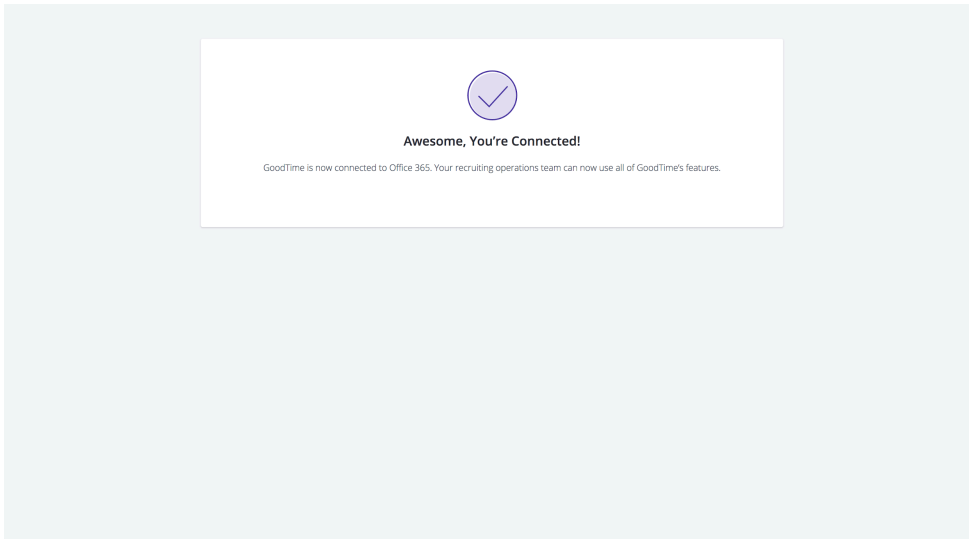
Admin Consent
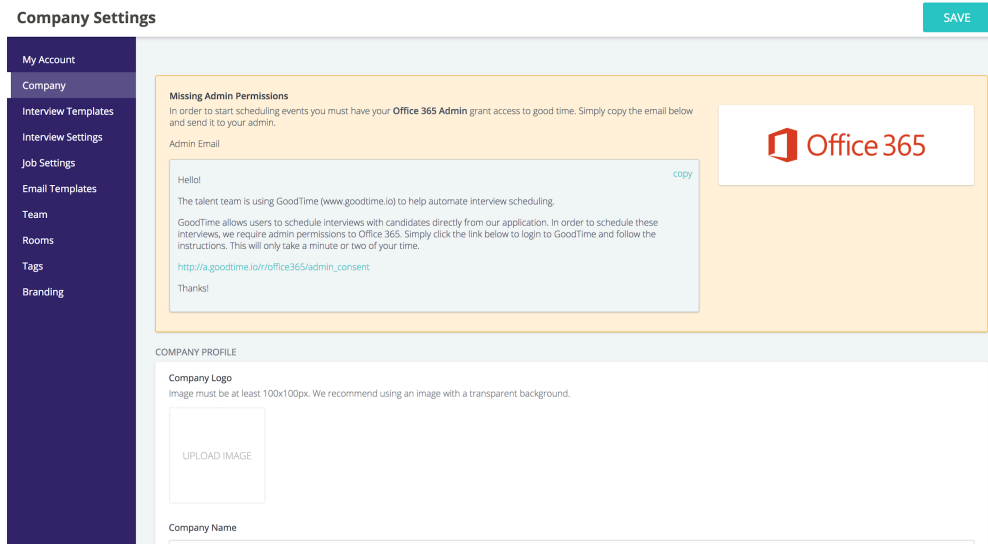
1. Office 365 users who have not finished setup Admin consent to allow for interview scheduling will show an alert on the top of the Company Page (Settings > Company). The alert shown in the yellow box has an email template. Copy the template and send the email to your Office 365 Administrator. They are usually in the IT department.
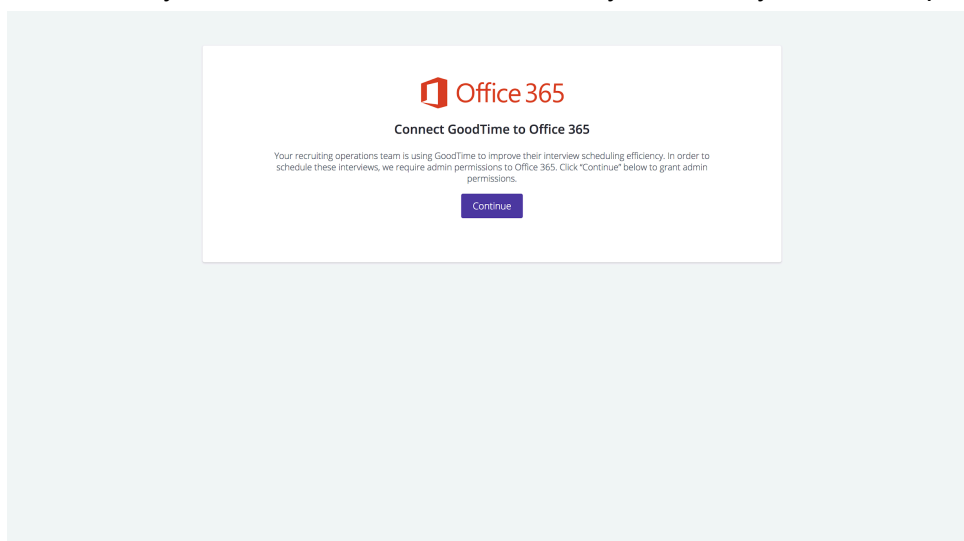
2. As an admin, click on the link provided in the email from your Talent Acquisition partner. The link will take you to an authentication page on GoodTime. Click "Continue" to

authorize GoodTime to schedule interviews for your Talent Team.

Awesome, You're Connected!

GoodTime is now connected to Office 365. Your recruiting operations team can now use all of GoodTime's features.

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
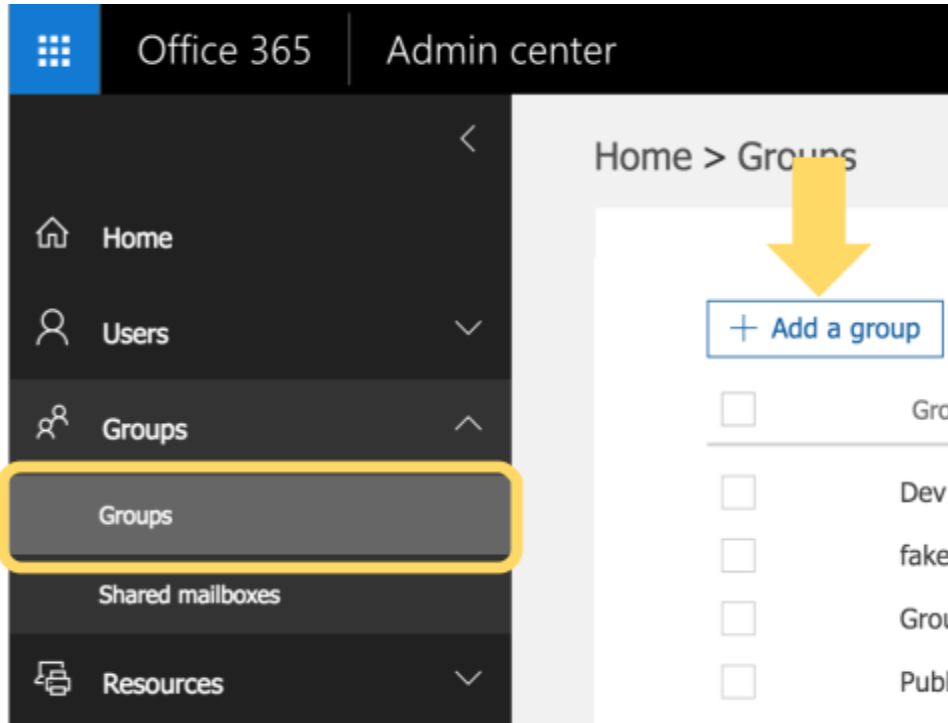
3. Create a group as the following:
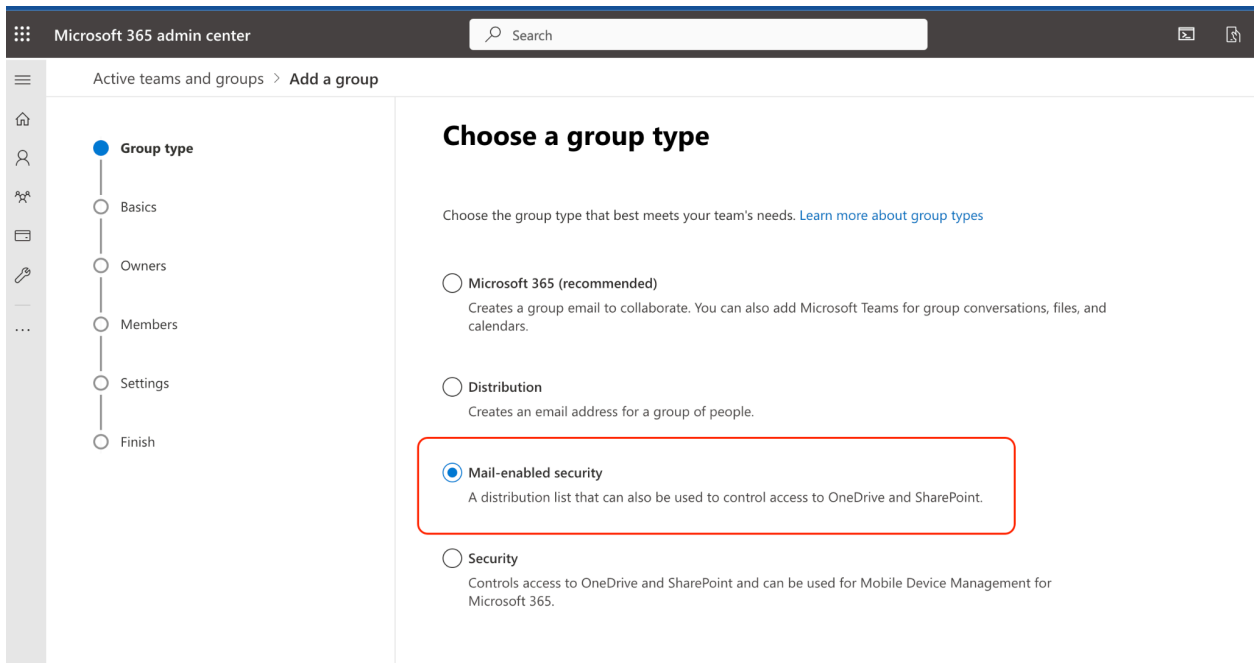
Type: Mail-enabled security group
Name: Recruiting Team GoodTime
Email: recruitingteamgoodtime@<YOUR COMPANY DOMAIN> (auto filled)
Allow people outside of my organization to send email to this distribution group: OFF
Add

4. Wait a few minutes and refresh until the group you just created shows up in the list (https://portal.office.com/AdminPortal/Home#/groups)
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.

Create the "Webhook calendar" user mailbox

1. On the left sidebar, Groups -> Shared mailboxes -> + Add a mailbox
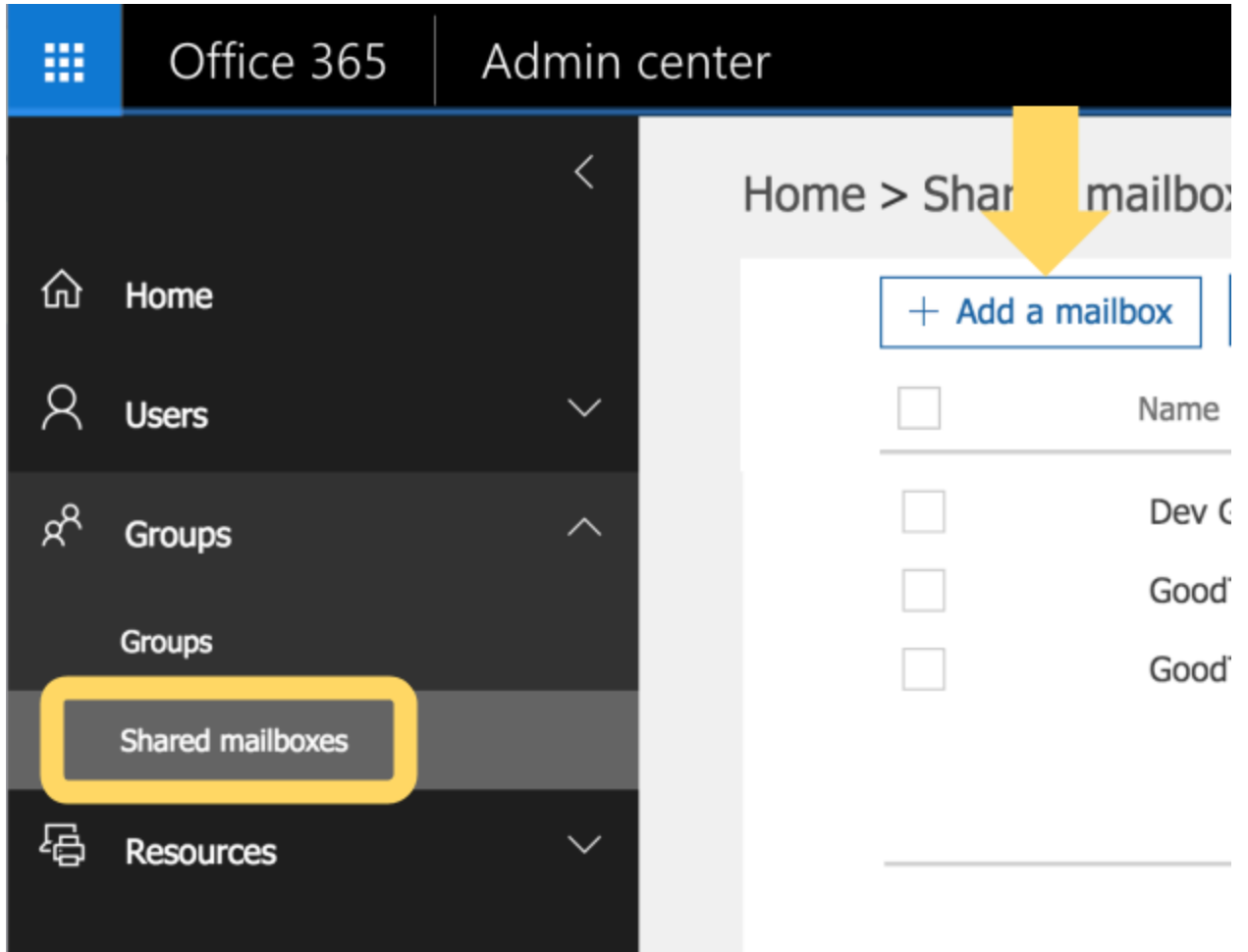
2. Name: GoodTime Sync, Email: goodtimesync@<YOUR COMPANY DOMAIN> (auto filled)

GoodTime Sync

Add a mailbox

Name *

GoodTime Sync

Email *

goodtimesync   @   goodteam.co

[Add]   [Close]

3. Add
4. Click on the "GoodTime Sync"
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

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)
   b. 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.