

Workstation – Outlook Calendar Integration

Brief Overview

Easily access your upcoming meetings and join them from the Workstation.

Use Cases

View and join upcoming meetings from the home screen widget.

Upcoming Meetings[Show More](#)


Starts in
16
hours

WS App and Services Sync // 🚗
Feb 11, 10:00 AM | ⌚ 25 minutes

Start

Starts in
3
days

Itay / Idan; Weekly KO
Feb 13, 11:00 AM | ⌚ 25 minutes

 Start

Starts in
3
days

SNOW dashboards
Feb 13, 2:00 PM | ⌚ 1 hour

Start

Additional to Zoom, other third-parties that are integrated with Outlook Calendar such as Webex and Gong are supported.

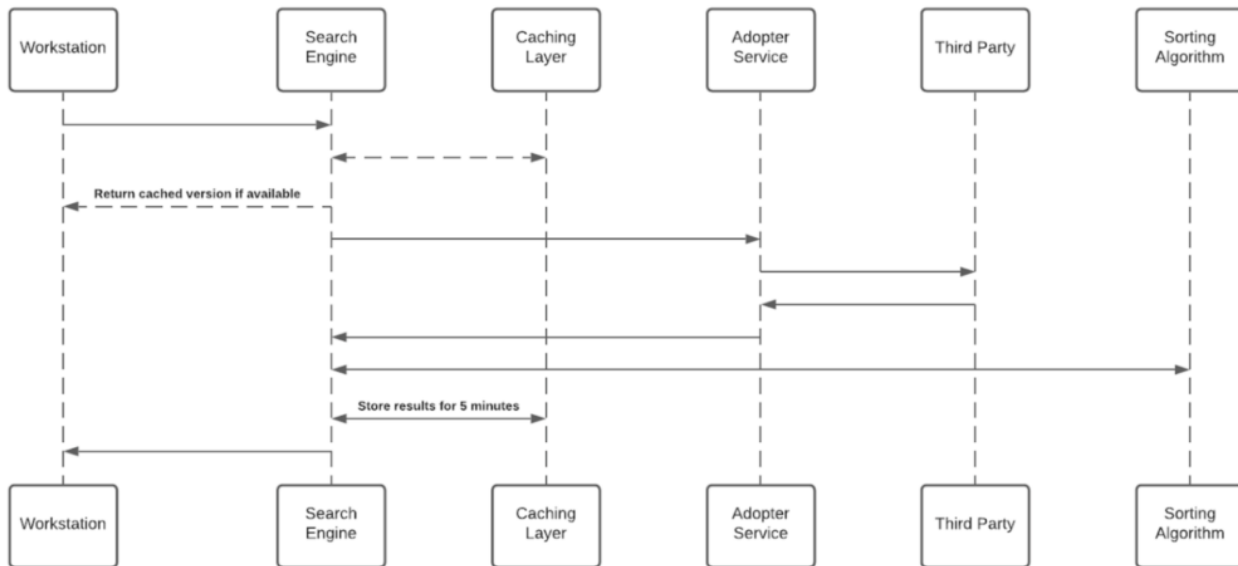
Security Overview

The Enterprise Search uses 3rd-party integrations to implement a “federal search”. Searches within Workstation are backed by an NLP engine, and a graph database that supports a great user experience.

Workstation Enterprise Search doesn’t index 3rd-party data on an independently searchable

database.

See below sequence diagram describes the searching algorithm:



Notes

1. Cache layer saves results for a period of five minutes
2. Each Adopter Service creates a unique identifier for the results which is meaningless without access to the 3rd-party and stores it in the graph database

3rd-Party Access and Refresh Tokens

To activate the Enterprise Search (and the Personalized Workspace widgets), each employee is required to grant Workstation permission to access the 3rd-party.

The granting process is using the OAuth2.0 protocol.

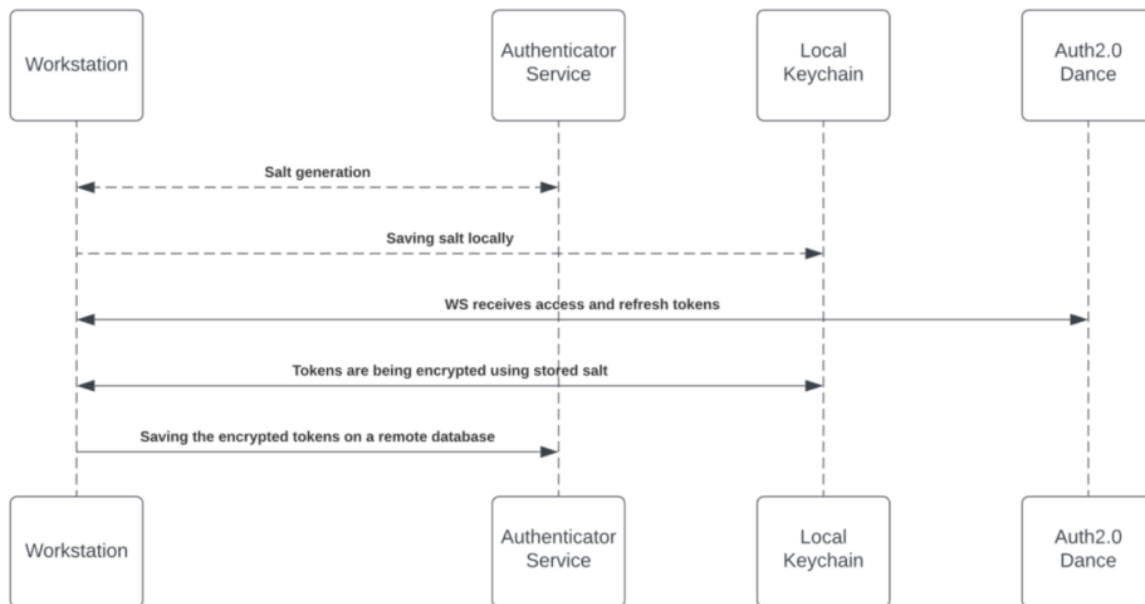
Each time a new access token is granted to the Workstation, the application will encrypt the access and refresh tokens and store it in a remote database.

The encryption process includes a unique private key (“salt”) that is generated for each individual at the very first bootstrap and stored in the local machine Keychain.

The salt is irreplaceable and not restorable — **losing it causes the access tokens to be voided.**

This security measure is being taken to eliminate identity spoofing when accessing high-sensitive data.

See Figure 1.1 to review the salt generation and storage flow.



Accessing 3rd-Party Content

Accessing 3rd-party content requires end-user consent, and in some cases, mostly on Microsoft products, an organization admin consent.

End-users grant Workstation the necessary permission by approving an OAuth2.0 consent screen that is being triggered by them from the Workstation application ("Third-party apps").

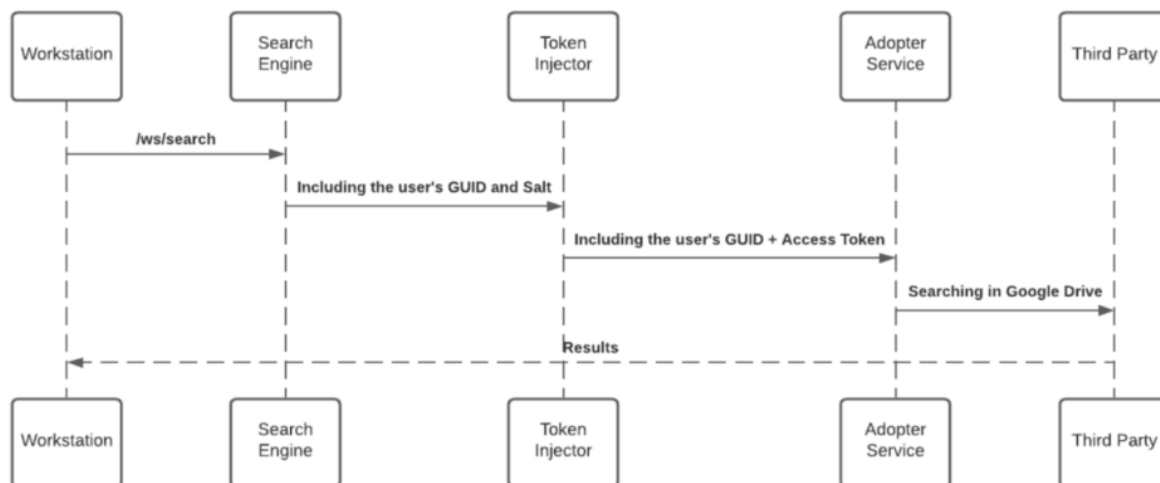
The third-party apps are being approved and verified by third-parties products.

By the end of the granting process, the third-party apps provide access and refresh tokens that are used by the search engine to establish the requests.

See 3rd-Party Access and Refresh Tokens section above for more information about the storing mechanism.

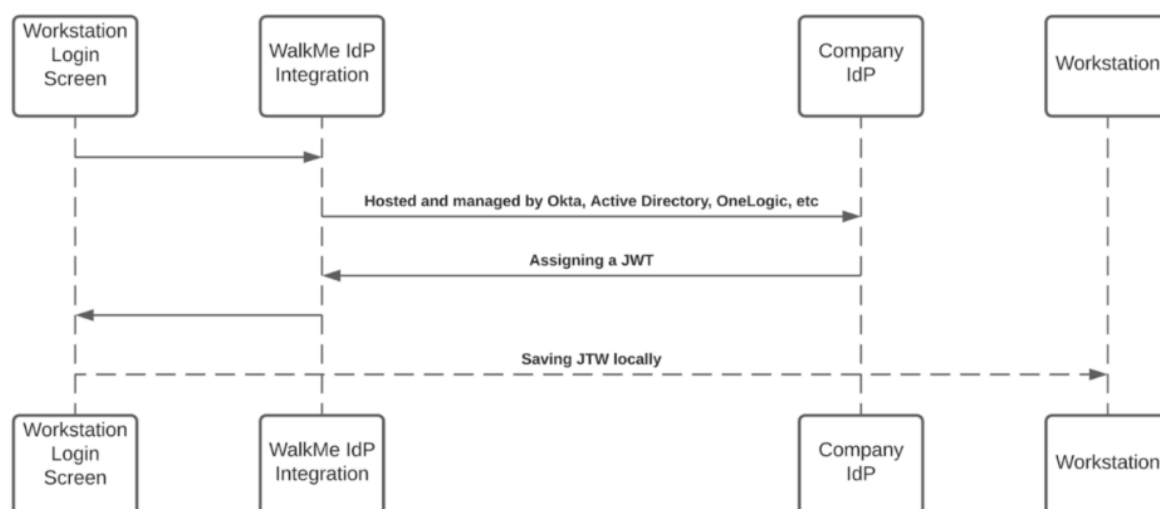
While searching, the search engine forwards the request, before hitting the Adopter Service, through the Token Injector; a service that injects the relevant tokens to accomplish the request.

The local private key is being handed off over the search HTTPS request for runtime decryption.



JWT Protection

When an end-user initiates a search query - the WalkMe enterprise search starts a search flow that is being protected by a JWT assigned by WalkMe IdP integration, as part of the end-user signing flow:

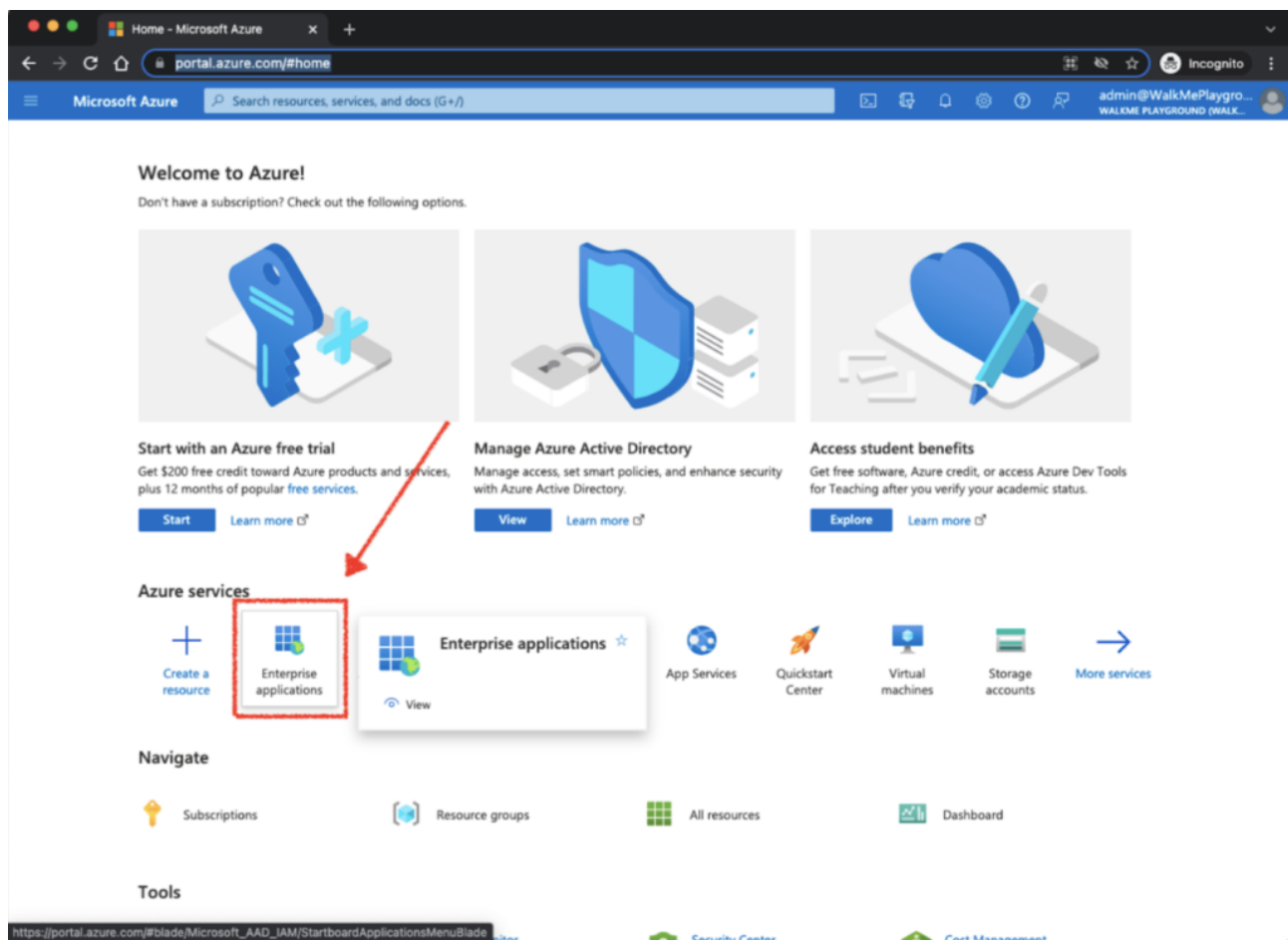


The JWT is proxying the user identity and keeping any HTTPS request secured and individual.

All Workstation requests are protected by a JWT validation.

Grant Administration Consent to WalkMe for Outlook Calendar

1. First, make sure that at-least one person connects Outlook Calendar from your organization. Follow the “Installing Outlook Calendar on Workstation” section below to learn more.
2. Then, as an Administrator – go to [Azure Portal](#) and connect with your Administrator account.
3. Once logged in, select Enterprise Applications.



4. Go to Admin consent request and click on the All (Preview) tab. Then click on the ‘WalkMe for Outlook Calendar’ app.

Microsoft Azure

Search resources, services, and docs (G+/)

Home > > Enterprise applications > Enterprise applications

Enterprise applications | Admin consent requests

Azure Active Directory

Refresh

Got feedback?

Overview

Overview

Diagnose and solve problems

Manage

All applications

Application proxy

User settings

Collections

Security

Conditional Access

Consent and permissions

Activity

Sign-in logs

Usage & insights

Audit logs

Provisioning logs

Access reviews

Admin consent requests

Bulk operation results

Troubleshooting + Support

Virtual assistant (Preview)

New support request

My Pending

All (Preview)

When users try to access an application but are unable to provide consent, they can send a request for admin approval. Admins Configured reviewers will be able to evaluate their pending consent requests in the "My Pending" queue. Global administrators, Global readers will be able to see all pending, expired, and completed consent requests in the "All" queue. [Learn More.](#)

walkme

Name	Application ID	Created Date
WalkMe for SharePoint	76f68b0b-da33-4b7e-a028-9207cab21e0d	2/24/2022
WalkMe for Outlook Calendar	11f93141-5b49-4835-8f94-32d43f5b1b6a	9/20/2022
WalkMe for OneDrive	b4e40b57-29c4-464c-8e2c-35d3250f078f	2/24/2022

5. Select Permission tab and click on Grant admin consent for {{your organization name}}.

Microsoft Azure

Home > Enterprise applications | All applications > WalkMe for Outlook Calendar

WalkMe for Outlook Calendar | Permissions

Enterprise Application

Refresh Review permissions Got feedback?

Permissions

Applications can be granted permissions to your organization and its data by three methods: an admin consents to the application for all users, a user grants consent to the application, or an admin integrating an application. [Learn more.](#)

As an administrator you can grant consent on behalf of all users in this tenant, ensuring that end users will not be required to consent when using the application. Click the button below to grant admin consent.

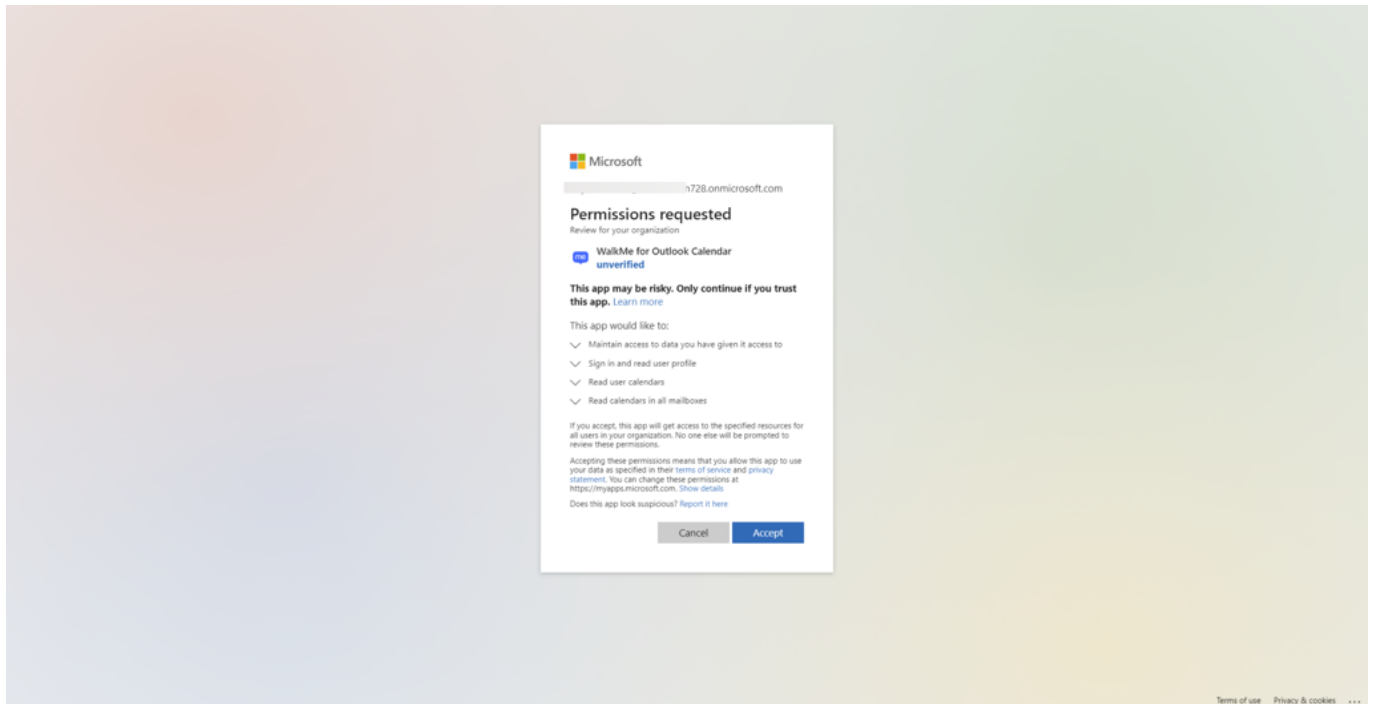
Grant admin consent for Workstation

Admin consent User consent

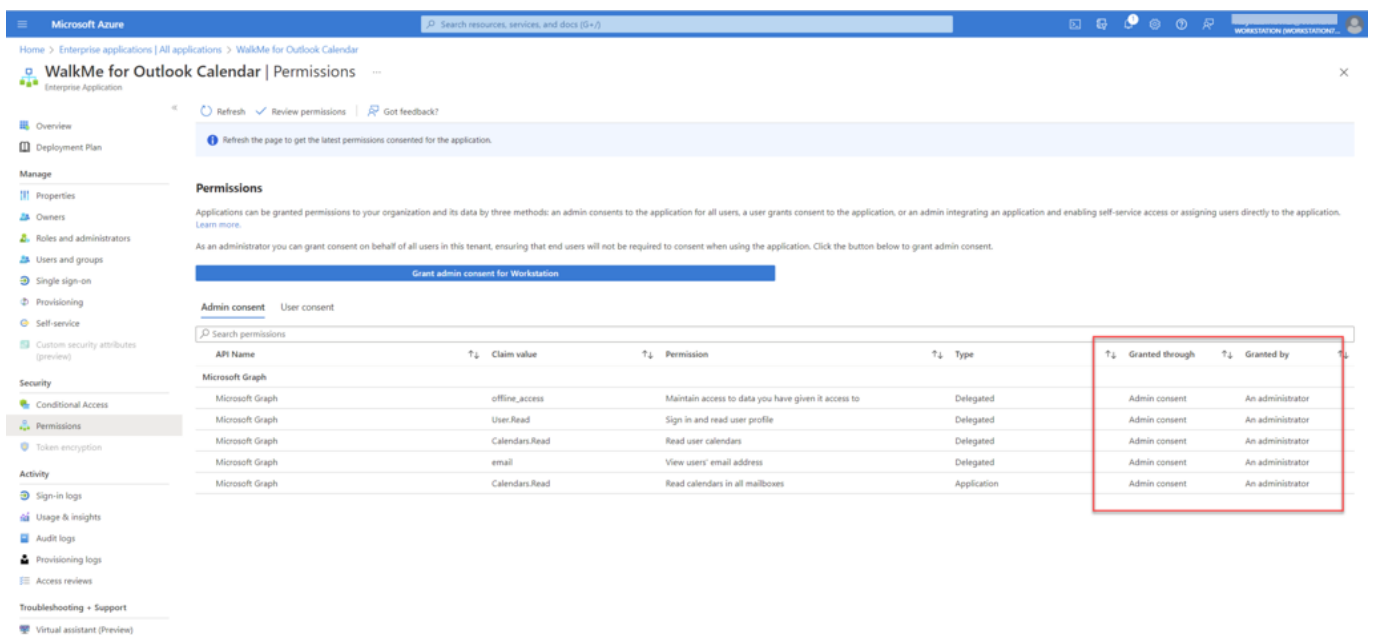
Search permissions

API Name	Claim value	Permission	Type
Microsoft Graph			
Microsoft Graph	offline_access	Maintain access to data you have given it access to	Delegated
Microsoft Graph	User.Read	Sign in and read user profile	Delegated
Microsoft Graph	Calendars.Read	Read user calendars	Delegated
Microsoft Graph	email	View users' email address	Delegated
Microsoft Graph	Calendars.Read	Read calendars in all mailboxes	Application

- Once clicked, a popup should appear (be aware if you have a popup disabler installed) – optionally, you’ll be asked to sign in again – use your Administrator account.
- Click Accept on the dialog, confirming organization users to install, for personal usage, WalkMe for Outlook Calendar.



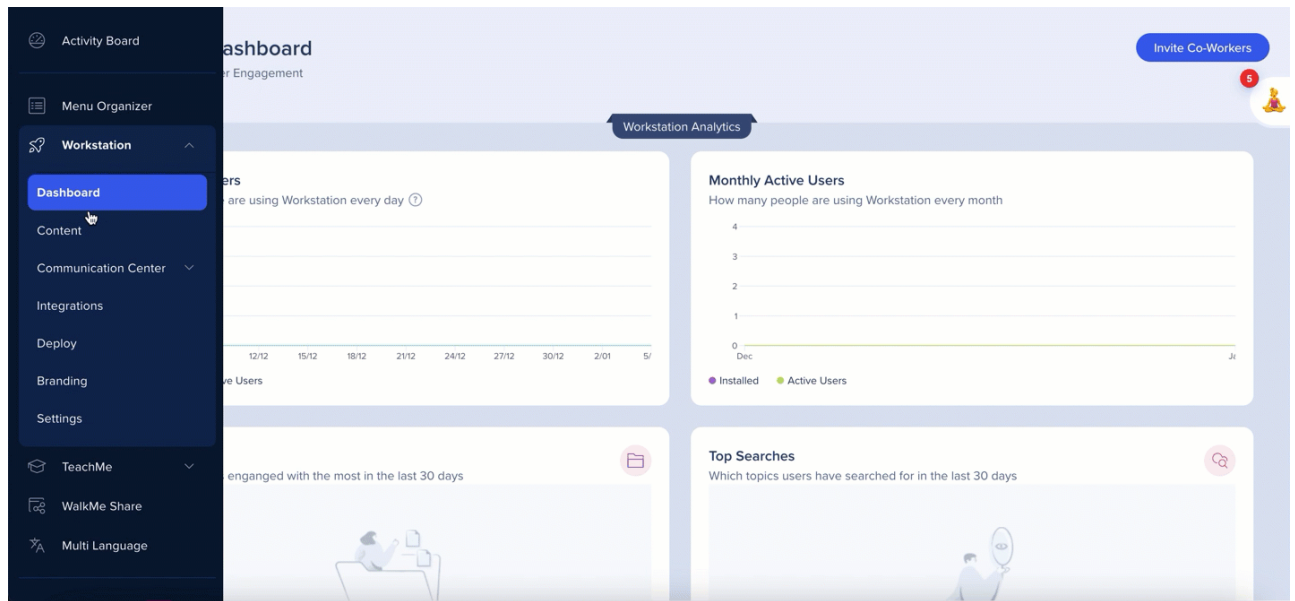
8. Once granted, you shall see a confirmation for each permission on the Application page.



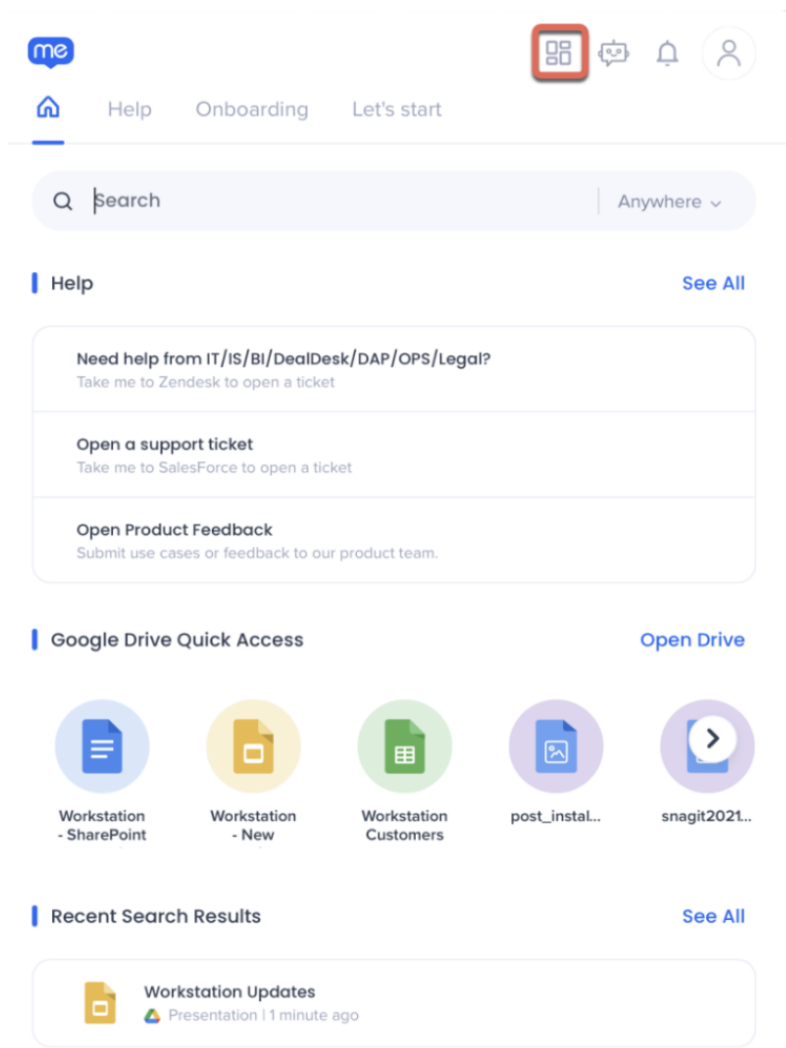
API Name	Claim value	Permission	Type	Granted through	Granted by
Microsoft Graph	offline_access	Maintain access to data you have given it access to	Delegated	Admin consent	An administrator
Microsoft Graph	User.Read	Sign in and read user profile	Delegated	Admin consent	An administrator
Microsoft Graph	Calendars.Read	Read user calendars	Delegated	Admin consent	An administrator
Microsoft Graph	email	View users' email address	Delegated	Admin consent	An administrator
Microsoft Graph	Calendars.Read	Read calendars in all mailboxes	Application	Admin consent	An administrator

Installing Outlook Calendar on Workstation

1. Enable the app in [Console](#).

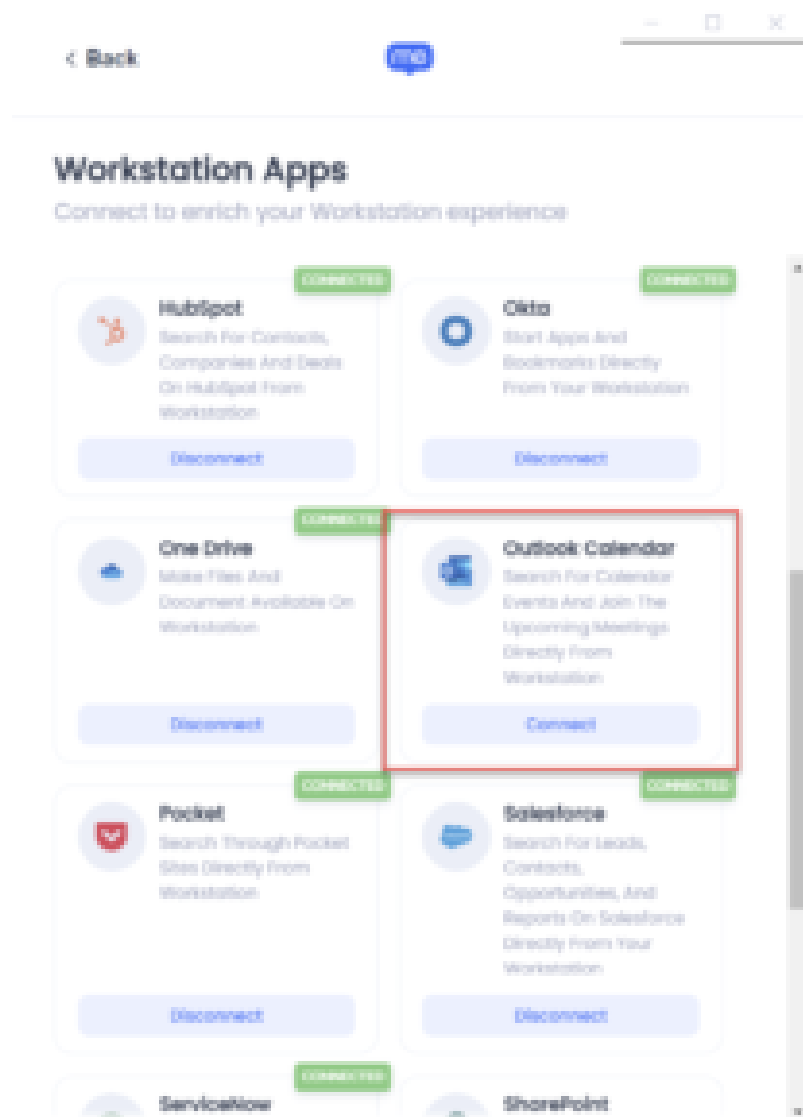


2. Open the Workstation Menu by clicking the widget (on Windows) / the WalkMe icon on the Mac Menu bar, or by hitting ctrl/cmd+shift+E.
3. Click the Workstation Apps icon on the top-left corner.



card.

4. Click Connect on the Outlook Calendar



If the Outlook Calendar card is not available, contact your WalkMe Owner in your organization and ask to enable Outlook Calendar on Workstation using the Console.

Segmentation

Integrations can be segmented to a sub-set of users and audiences, rather than being enabled for all end-users. This feature streamlines the integration process and helps to ensure that users are only using the integrations that are relevant to their work.

To segment a Workstation integration:

1. Navigate to the [Workstation Integrations page](#) in the console



2. Click the **All button** on the integration you would like to segment
3. Click **Select specific recipients** in the Manage Access popup
4. Select the audiences or individual users from the dropdowns to handpick who can use the integration
5. Click **Apply**

<

Manage access

×

Select who can use this integration

☐ All recipients

☒ Select specific recipients...

Audiences

⊕

Select audiences

▼

Individual recipients

⊕

Select user

▼

Cancel

Apply