



# User Presence in Microsoft Teams and Luware Nimbus



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Luware Nimbus uses the Microsoft Teams presence status in addition to an agent's skills profile to determine whether an agent can join a call. To track extended user presence and correctly identify whether an agent is on a call, you need to invite Luware Nimbus guest users into your tenant.

## Presence States in Microsoft Teams

The presence status in Microsoft Teams allows users to indicate their current availability and status to others. By default, any user within your organization who is using Teams can see in near real-time whether other users are currently available online.

The user's status is automatically detected. If the user is not currently on a call or occupied with other tasks, their status is displayed as "Available". If the user has a scheduled meeting in their calendar, their status is shown as "Busy – In a meeting". However, the user also has the option to manually set their status to "Do not disturb" or "Busy".

The following presence states can be used in Microsoft Teams:

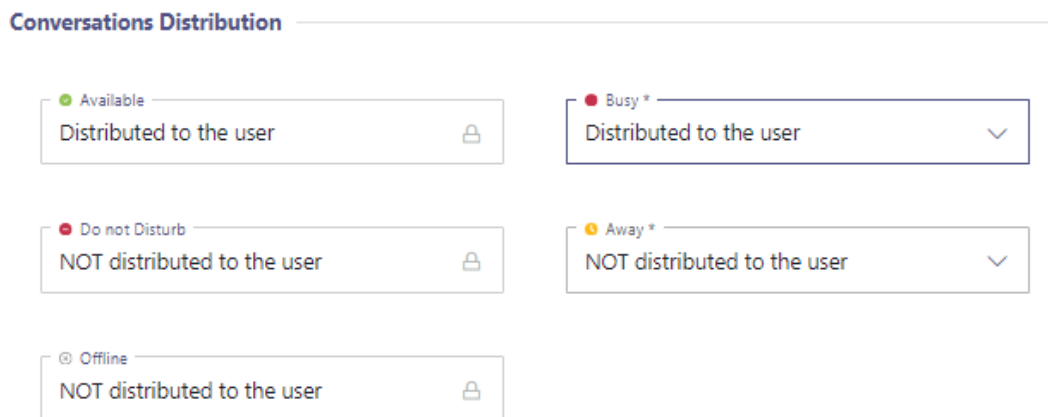
| User configured   | Microsoft Teams configured   |
|---|--|
|  <b>Available</b>      | <ul style="list-style-type: none"> <li> Available</li> <li> Available, Out of Office.</li> </ul> <p><i>Note: "Out of Office" is automatically set for the periods of time when the user sets automatic replies. If the user is using the application during these periods of time, a dual presence might be shown, such as "Out of Office, available".</i></p> |
|  <b>Busy</b>           | <ul style="list-style-type: none"> <li> Busy</li> <li> In a call</li> <li> In a meeting</li> <li> On a call, Out of Office</li> </ul>  |
|  <b>Do not disturb</b> | <ul style="list-style-type: none"> <li> Presenting</li> <li> Focus.</li> </ul> <p><i>Focus happens when the users schedule focus time in MyAnalytics/Insights in their calendars.</i></p>  |
|  <b>Away</b>           | <ul style="list-style-type: none"> <li> Away</li> <li> Time Last Seen [time]</li> </ul>  |
|  <b>Be right back</b>  |  |
|  <b>Appear offline</b> | <ul style="list-style-type: none"> <li> Offline.</li> </ul> <p><i>When users aren't logged in on any of their devices for a few minutes, they appear offline.</i></p>   |
|   | <ul style="list-style-type: none"> <li> Status unknown</li> <li> Out of Office.</li> </ul> <p><i>Out of Office is used when an automatic reply is set.</i></p>   |

Users within an organization will see another user's presence status with all the information configured for Microsoft Teams (e.g., "Busy - In a call" or "Busy - In a meeting"). Meanwhile, external users or applications such as Luware Nimbus can only access the user-configured presence state (e.g., "Busy").

For more information about user presence in Teams, [click here](#).

## Call Distribution in Luware Nimbus

In addition to knowing whether an agent is responsible for a particular service (via skills, duty profiles, or team affiliation), Luware Nimbus uses the Teams presence state to decide whether an agent can be used to handle a call. The basis for this decision is configured within the service under "Conversation Distribution":



In this example, calls would only be delivered to employees whose presence status is either "Available" or "Busy". Since in Luware Nimbus the presence status can only be queried from the view of an external user, in this case calls would also be delivered if the user has the presence status "Busy - In a call". This means that he could potentially receive two calls at the same time.

## Presence Tracking in Luware Nimbus

Luware Nimbus queries the presence status through the Microsoft Teams Federation. Since the Luware Nimbus application is treated as an external user, Luware Nimbus will only get back the user-configured information such as "Busy", regardless of whether the agent is in an active call or in a meeting. To avoid that calls are delivered to an agent who is already in an active call, the option "Do not distribute to user" should be set on the service when distributing calls.

### Conversations Distribution

|  |  |
|--|--|
| <b>Available</b><br>Distributed to the user          | <b>Busy *</b><br>NOT distributed to the user |
| <b>Do not Disturb</b><br>NOT distributed to the user | <b>Away *</b><br>NOT distributed to the user |
| <b>Offline</b><br>NOT distributed to the user        |  |

However, this would exclude an agent from the distribution of calls whenever it has the parent status "Busy", even if this is just a blocker in the calendar. This can be overcome with the help of so-called guest users (presence accounts), which allow Luware Nimbus to read the status of the agents as if they were members of your organization and thus to recognize the different manifestations of "Busy".

Since Luware Nimbus does not deliver calls to users who are on a call, it is possible to distribute calls to agents who have the status "Busy". Agents will only receive calls if they have manually set themselves to "Busy" or if the system has automatically set them to "Busy", e.g., through a calendar entry, but never if they are in an active call.

## Guest Users (Presence Accounts)

Luware Nimbus stores two guest users to read the Microsoft Teams configured extended presence information of agents. These must be invited as guest users by your IT department during the activation process.

For more information, please consult our [Knowledge Base](#).

## Frequently Asked Questions

Below are some answers to common questions related to guest users.

### What permissions do the guest users need?

The guest users need the following permissions in Azure AD to read the presence status of the agents:

| Authorization      | Authorization type |
|--------------------|--------------------|
| Presence.Read.All  | Delegated          |
| User.Read          | Delegated          |
| User.ReadBasic.All | Delegated          |

### Is Multi-Factor Authentication (MFA) required for guest users?

MFA must be disabled for the two guest users for presence tracking to work.

### Does presence tracking work when MFA is enabled for guest users?

No, MFA must be disabled for the two guest users for presence tracking to work. If your organization requires MFA for security reasons, the guest users should be allowed to log in using conditional access policies only from **trusted locations** without MFA.

To query presence states within Luware Nimbus, guest users log in from specified IP addresses from Microsoft Azure datacenters. Conditional access can be used to specify that users can **only** log in from the specified IP addresses.

For a detailed description of how conditional access policies and trusted locations can be used to ensure security, [click here](#).

### Can presence tracking replace Teams federation?

No. If for some reason presence tracking suddenly stopped working (e.g., due to a change in the Microsoft tenant), Luware Nimbus needs to use Teams federation as a fallback option to avoid a complete system failure.