Deploying Graph API to access Microsoft 365 Mailboxes

Client: The client is a reputed company providing intelligent cloud and premise-based contact center software in the US.

Business Challenge:

The client wanted to access Microsoft 365 Mailboxes with a seamless flow for an IVR application. Also, they want to implement authentication for security purposes.

Solution Delivered:

After a thorough analysis of their business requirements and business challenges, we proposed a solution to deploy a set of APIs which would leverage Graph API internally to access Microsoft O365 mailboxes with Token-based authentication provided by Modern Authentication. We helped them include environment configuration, enabling Modern Authentication for tenant and confidential application access, Save and retrieving files in a user's OneDrive or SharePoint. We also helped them providing concepts of extended Graph API features with bots that will be implemented for the client.

Business Benefits:

After implementing (leveraging Graph APIs) to access mailboxes the client was able to achieve:

- High Security

- Easy retrieving of files

- Access emails.

- Access delta emails

- Confidential application access

- Modern authentication process

- Easy sharing folders and files across the organization

  And more...

Technologies Used:

Are you interested in working with us? Move your business requirements to us.
We serve for you to get better business operations.

Reach us now.

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