European Skype for Business User Group

A «Healthy» look at trusted API for SFBO

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Q&A - #SKYPE4BEUROPE

UC development today

- Server API

- Client API

- Trusted applications

- MSPL

- Fudges

Everything is changing

- Technology
  - On-prem -> O365
  - SfB -> Teams
  - SIP -> Web
- Communications expectations
  - Everything at any time
  - Consumer -> Consumer
  - Businesses need to be where the consumer wants

Brave new world for APIs

- Challenges specific for O365

  - Can't overload the backend

- Challenges with connectivity

  - Need to be lightweight & resilient

- Availability

  - Need to work across any devices & subject to O365 roadmaps

- Too heavyweight

  - Drive towards RESTFUL and stateless transactions

Skype Web SDK (O365)

- Released 2015
- "port" of the on-prem web SDK
- Allows web based interactions for users
  - Guest or Corporate users
- Examples
  - Customer services web chat
- Challenge
  - Limited access (i.e create ad-hoc meeting)
  - On-prem combines with UCMAPI
  - Limited A/V via client plugin
  - Limited modalities

Skype Web SDK

Skype mobile SDK

- Released ~2016

- Embed SfB into iOS and Android mobile apps

- Only guest access into meeting BUT with A/V

- Remote support scenarios

- Challenges
  - Limited functionality

Skype Mobile SDK

# Introducing… Skype trusted application API

- Preview Feb 2017

- O365 only, roadmap for on-prem

- Starting small on functionality but will expand rapidly

- Will open new third-party possibilities
  - Call recording
  - Ethical walls / compliance
  - Contact centre interactions

- Allows MS to "gatekeep" access into O365
  - Performance, scale, reliability
  - Brings new authentication options for a O365 world

Current functionality

- Able to programmatically create meetings

- Handle guest access to meetings
  - Lobby etc…

Trusted App API

Assemble!
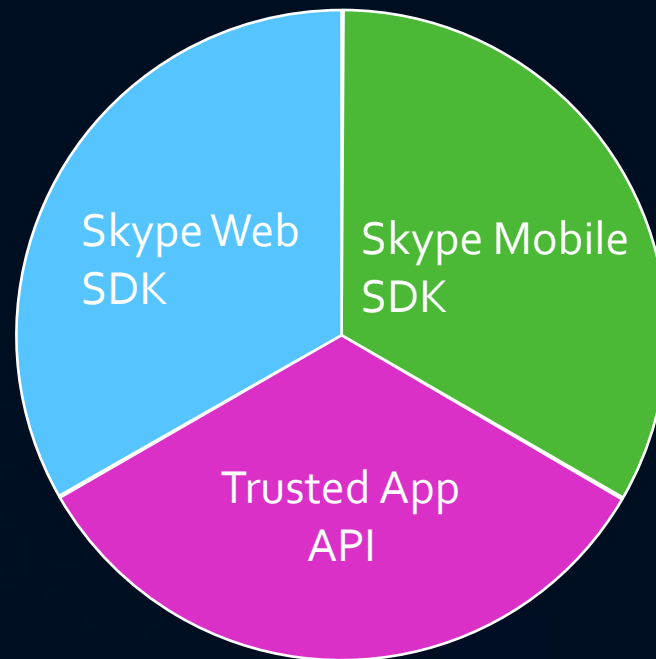
Health care template

- Sample Microsoft provided "template"

- Open source code on GitHub

- Scenario
  - Doctor/Patient interactions via SfB video call
  - Booking created via web front-end
  - Booking slots managed in SharePoint
  - Doctor and or Patient join via Web or Mobile application

Setting up

- Download code

  - Github.com/officedev/virtual-health-templates

  - Events.ucuser.group/healthfb

- Read deployment guide

- Custom domain / subdomain

- SSL cert for domain

- Azure for keyvault

- Server to host web app

- O365 admin rights

  - SharePoint

  - AD application rights

- Customise the code

- Hit deploy

  - Time & Luck – still preview ☺

- Rapidly evolving

challenges

- Cross over of many areas / expertise
  - Authentication

Appendix

SCREENSHOTS

Appointments

Subject	Doctor Name	Patient Name	Start Date/Time	End Date/Time	Join as Doctor	Join as Patient
Appointment Details	Dr. Tom Morgan	ttt	4/6/2017 2:00:00 AM	4/6/2017 3:00:00 AM	Join as Doctor..	Join as Patient

Meeting

		April 2017				
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Available slots for 4/6/2017 are below

☐ 12:00 AM   ☐ 01:00 AM

☑ 03:00 AM

Add your Details

Name *

Email *

Contact Number

Select Questionnaire ▾

We will start your virtual visit soon.

Please form.

Patient Questionnaire

Please provide accurate information. The information that you will provide here will not be disclosed to anyone except doctor.

Diabetic Question 1

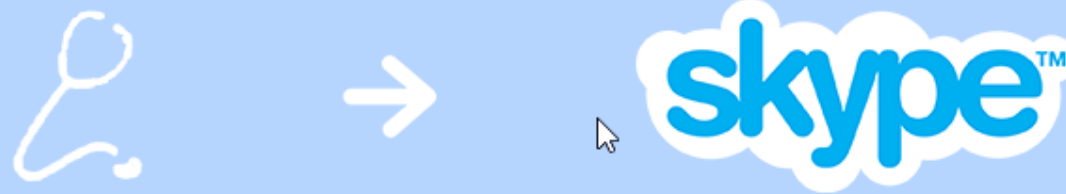○ Option 1
○ Option 2

Diabetic Question 2

○ Option 1
○ Option 2

Submit   **Cancel**

We will start your virtual visit soon. Please wait for a health care professional.

Conference Configure Devices

Patient did not join the conference.

Patients Lobby

No one's here.

Care Team

Dr. Tom
System.String[]