Connect for Outlook versus
Connect for Calendar

Planon
Building Connections

Connect for Outlook versus Connect for Calendar

Office365 Exchange and the EWS API

With Office365, Microsoft also offers Exchange to their customers. Many organisations are making the shift from their on-premise Exchange environment to Office365's Exchange, a cloud Exchange environment.

The cloud Exchange environment still offers the EWS API, yet it has been marked as a legacy API. This means that that the API will no longer be updated with new functionality and at some point in the future, Microsoft will no longer support this API for the cloud Exchange environment. Microsoft recommends developers to use the Microsoft Graph API instead of the EWS API.

Since 2022, Microsoft has decommissioned Basic Authentication for EWS, which means that OAuth2 must be configured. The configuration of OAuth2 requires one to register an application through Microsoft AzureAD and to provide full-access permissions to the EWS API.

Office365 Exchange and the Graph API

Microsoft's Graph API provides more granular permissions (e.g., read-only, read-write) for parts of its API (e.g. the Mail API and the Calendar API), and even when configured as an application, Microsoft provides tools to restrict the application's access to mailboxes in Exchange.

Other reservation management systems

Currently Planon only supports Microsoft Exchange. Customers who use a different reservation management system (e.g. Google), will be unable to synchronise with Reservations in Planon and vice versa.

Planon *"in the lead" vs. "follows"*

The product C4O requires that Planon is "*in the lead*" with respect to determining whether a Meeting Request can be accepted or not. We are aware of some customers who want Planon to "*follow*", which means that Planon only has to register Reservations and is not in the lead of initially accepting or declining incoming Meeting Requests. The current TMS solution which allows Planon to "*follow*" is based on C4O, and will thus become obsolete with the move to C4C.

Old (C4O) vs. New (C4C)

The figure below depicts the existing synchronisation using C4O and the desired synchronisation using C4C. Notice that in the desired synchronization, we will handle an on-premise Exchange environment and a cloud Exchange environment differently, because an on-premise Exchange requires the EWS API and cloud Exchange environments will use the Graph API.

Next to the support of multiple reservation management systems, there will be a configuration option such that Planon is able to "*follow*" another reservation management system.

See Figure 1:

Figure 1: Old synchronisation product (C4O) versus new synchronisation product C4C).