ContactMonkey Graph Utility Account

ContactMonkey uses EWS (client side) to count the total number of recipients within the Distribution lists, dynamic lists, and Office 365 groups placed in the “To” field during a campaign send.

We use this recipient count as part of the analytics to help your Internal Communications team track their engagement. However, using EWS through the Office 365 web add-in has several restrictions, one of which is that the API has a 5 MB limit on the response.

To bypass the above limitation, you must set up a **utility account**.

Graph Utility Account

To bypass this limitation, your team must create a utility account with access to make the required Microsoft Graph calls. Once an account has been created, your account manager can enable the feature. This will allow your organization's owner or admin to “Connect” the utility account using OAuth2 via their settings page.

Once the Utility account has been connected, ContactMonkey will use this account when users within the organization send Overall campaigns.

Your IT administrator will need to provide consent to the application. This can be granted on behalf of your organization via this URL:

https://login.microsoftonline.com/common/adminconsent?client_id=f2d7aa34-4578-4917-aa8c-a89cd5bdf289&redirect_uri=https://contactmonkey.com/auth/utility_graph/callback

Note: If you would prefer not to grant permission on behalf of the organization, you can make the Utility Account an Admin account (within your tenant), then follow the “Connect Utility Account” flow within the ContactMonkey Dashboard.

Permissions that require admin consent:

- **Read directory data** - This is referring to the **Directory.Read.All scope**
- **Read all users' full profiles** - This refers to the **User.Read.All scope**

Combining these two permissions allows ContactMonkey to obtain a list of all your tenant lists, such as Distribution Lists and Office 365 Groups, on behalf of the signed-in user.

When Internal Comms personnel use ContactMonkey to send a campaign to specific lists, ContactMonkey obtains the inputted DLs using our Web Add-in. We pass these along and use the email addresses to search through all the lists to obtain each DL's ID.

We then use the IDs to expand all the recipients inside the selected lists to obtain the email address for each recipient in the list. We use the email address to count the unique number of recipients in the list, including those in nested lists. Every nested list is expanded until each recipient's email address can be obtained.

Permissions that require User Consent (Consent for the below has already been granted for a separate ContactMonkey Application)

Access your data anytime: This refers to the **offline_access** scope. Obtaining a list of your tenant's DLs and then expanding each list (including nested ones) takes a long time, so we perform these tasks in a background job. We require offline access to process things behind the scenes to perform these tasks. Note that the data we access offline is only what has been approved as part of the other scopes. It's just the data we were given access to as part of the requested scopes. Requiring offline access is a common need for SaaS platforms that perform tasks on behalf of the user.

openid, email and User.Read

These are standard permissions required to connect your account to our service using OAuth 2. We rely on the email address and profile information obtained during the connecting process to store which account was used so that it can be displayed as information to the Internal Comms personnel in our SaaS.

The below table depicts which list types are supported by Microsoft Graph:

Type of List/Group	Supported by Graph
Mailbox Contact Group	Supported
Security Group	Supported
Universal Group	Supported
Dynamic Exchange Group	N/A
0365 Dynamic Group	Supported
0365 Group	Supported
Distribution groups with hidden membership	Supported