



What's New in CSM 2022.3?

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Overview of What's New in CSM 2022.3

Microsoft Graph API Support

CSM now supports Microsoft Graph API for accessing Exchange email accounts. When you configure options for a global Exchange account, you can now choose Microsoft Graph as an authentication type. Graph allows users to authenticate with a password, so they don't need to use credentials.

The screenshot shows the 'E-mail Options' dialog box with the 'Exchange Account' tab selected. The dialog is titled 'E-mail Options' and has a close button (X) in the top right corner. On the left side, there is a sidebar with 'Exchange Settings' and 'From Settings' options. The main area is titled 'Exchange Account' and contains the following fields and options:

- Name:** A text input field.
- Make account available to users**
- Authentication Type:** A dropdown menu with 'Microsoft Graph' selected. The dropdown list shows 'Basic', 'Credential-Based (Modem Auth)', and 'Microsoft Graph'.
- Microsoft Graph Authentication:** A section containing:
 - Client ID:** A text input field.
 - Tenant ID:** A text input field with a lock icon on the right.
 - User:** A text input field.
 - Password:** A text input field with a lock icon on the right and a small edit icon.
- Conversation IDs:** A section containing:
 - Add Cherwell conversation IDs to outgoing messages** (with a lock icon on the right)
 - Add to subject line**
 - Add to body**

At the bottom of the dialog, there are three buttons: 'Test account', 'OK', and 'Cancel'.

Microsoft will begin disabling basic authentication in October 2022. Microsoft is also no longer providing feature updates to Exchange Web Services (EWS), which is used for Credential-based authentication. We recommend customers use Microsoft Graph for CSM authentication.

[Learn more...](#)

Foreign Key Use in Chart Widgets

When you create chart widgets, you can now enable the use of foreign keys on field values when you define the chart series for bars, columns, or slices. Enable foreign keys to return matching records created in all cultures. The checkbox will only be visible and applicable to fields that are configured with localization and foreign key is enabled in the field properties.

Enabling the foreign key is best used in charts where the refined search string only has one instance in the validating table, such as a chart of Incident Statuses, Services, or by Customer.

