Configure Microsoft O365 Email Account with Webex Contact Center

Contents

Introduction

This document describes how to configure the Microsoft Office 365 (O365) email account for Webex Contact Center (WxCC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Office 365
- WxCC 2.0

Components Used

The information in this document is based on these software and hardware versions:

- Microsoft Office 365 email account
- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Here are the steps to complete email configuration in WxCC and integrate with Microsoft O365. Ensure there is an active O365 email account and all necesary configurations are completed on the email account.

1. Create a multimedia profile with the required email channels.

Multimedia Profile

Profile Details

Name	Voice_Email_Chat
Description	
Status	Active

Media Details

○ Blended   ○ Blended Real-time   ○ Exclusive

This mode allows agents to handle multiple contacts of different channel types simultaneously. Define upper limits for each channel type.

Voice	1	Chat	1	Email	1	Social Channel	0

💾 Save   ✕ Cancel

2. Associate the multimedia profile either with the user directly or the team. **Note**: If the multimedia profile is configured in both the user and the team sections, the user configuration overrides the multimedia profile of the team that the agent uses to log in to **Agent Desktop.** User:

Agent Settings

Site	TACSite1
Teams	✕ TACAgentTeam
Skill Profile	Select
Agent Profile	Agent-Profile
Multimedia Profile	Voice_Email_Chat

Team:

Advanced Settings

DN	0
Capacity	0
Skill Profile	Select
Multimedia Profile	Voice_Email_Chat

3. Create an email queue and associate the team.

Queue

General Settings

Name	Email Queue
Description	
Type	Queue
Channel Type	Email

Contact Routing Settings

Queue Routing Type	Longest Available Agent

Note: Email only supports Longest Available Agent Routing.

Email Distribution   Add a Email Distribution Group to associate one or more teams with this queue. Add multiple groups to distribute emails to more teams as time in queue progresses.

➕ Add Group

Group1   − ✎ ✕

Teams

Team Name	Site Name	Status	Team Type
TACAgentTeam	TACSite1	In Service	Agent Based

4. Create an email entry point.

Entry Point

General Settings

Name	Email Entry Point
Description	
Type	Entry Point
Channel Type	Email

Advanced Settings

Service Level Threshold	0 hours
Time Zone (Routing Strategies Only)	Default (Tenant Time Zone)

Save   **Reset**   **Cancel**

5. Create a Routing Strategy for the email entry point configured in the previous step. Choose **Add Email Account** and provide the email account details as provided by your administrator. See [Microsoft POP, IMAP and SMTP settings](#) for more information. Example configuration:

Add Email Account

Email Address	@outlook.com

Inbound Server Settings (IMAP or POP3)

Incoming Protocol	IMAP
Incoming Host	outlook.office365.com
Inbound Encryption	SSL
Inbound Port Number	993

Outbound Server Settings (SMTP)

SMTP Server	smtp.office365.com
Outbound Encryption	STARTTLS
Outbound Port Number	587

Server Authentication

Username	@outlook.com
Password	•••••	Show

Advanced Email Account Settings

Maximum Attachment size	25	MB	ⓘ
Attachment Limit	3		ⓘ
Mail Delay	60	Seconds	ⓘ
Maximum Messages/Cycle	10		ⓘ

💾 Save   ✖ Cancel

6. Add the routing rule or associate the email queue with default routing rule and save the routing strategy.

Email Routing Rules

Emails are routed using keywords or phrases in the subject line. Create Routing Rules that map subject lines to Email Queues. Rules are executed in the order they appear below, starting with rule 1. Drag the email routing rules to change their order.

+ Add Routing Rule

Order	Rule Name	IF Email Subject Contains	THEN Queue To	Action
		There are no Email Routing rules. The default Rule will be used for now.		

Default Routing Rule

A Default Routing Rule is required to handle email's that don't satisfy any Rule

Default Routing Rule will Queue To	Email_TAC_Test_Queue	x ▾

💾 Save   ✖ Cancel

Verify

Use this section in order to confirm that your configuration works properly.

Log in as an agent with the team configured and associated with email queue, make agent go into available state, send a test email to the account, and verify the email activity is received on agent desktop.

Troubleshoot

This section provides information you can use in order to troubleshoot your configuration.

In order to troubleshoot that the email account settings are correct, use the [Microsoft test tool](#).

In order to test inbound email connectivity, choose **IMAP Email** or **POP Email** based on the configuration. In order to test outbound email connectivity, choose **Outbound SMTP Email**.

Enter and verify the details in order to test and ensure the protocol, port, and account details provided accept the connection.

IMAP Email

IMAP server host name: *

outlook.office365.com

IMAP Server

Enter the host name of your IMAP4 server. In many cases, this will be something like mail.contoso.com or imap.contoso.com.

Connection security: *

SSL

Service port number: *

993

Authentication type: *

Modern authentication (OAuth)

Modern Authentication (OAuth) credentials *

No accounts found. Click the sign-in button to add one.

🔑 **Sign in**

Alternate mailbox (optional)

☐ Ignore Trust for SSL

Verification

🔄 New   🔊 Audio

Enter the characters you see *

Note: The verification code is not case-sensitive.