

Configure Microsoft O365 Email Account with Webex Contact Center

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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 necessary 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: Chat: Email: Social Channel:

Save Cancel

- 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

- 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

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

- Create an email entry point.

Entry Point

General Settings

Name

Description

Type

Channel Type

Advanced Settings

Service Level Threshold hours

Time Zone (Routing Strategies Only)

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

Inbound Server Settings (IMAP or POP3)

Incoming Protocol

Incoming Host

Inbound Encryption

Inbound Port Number

Outbound Server Settings (SMTP)

SMTP Server

Outbound Encryption

Outbound Port Number

Server Authentication

Username

Password [Show](#)

Advanced Email Account Settings

Maximum Attachment size MB [?](#)

Attachment Limit [?](#)

Mail Delay Seconds [?](#)

Maximum Messages/Cycle [?](#)

[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

[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**.

 Exchange Online Custom Domains DNS Connectivity Test This test will check the external domain name settings for your verified domain in Office 365. The test will look for issues with mail delivery such as not receiving incoming email from the Internet and Outlook client connectivity issues that involve connecting to Outlook and Exchange Online.	 Exchange Online Outbound Connector EDNS Connectivity Test This will use Extension mechanisms for DNS (EDNS) to resolve the smart host FQDN you intend to use in an outbound connector. The test will look for potential issues with mail delivery to this smart host domain once EDNS is enabled in Exchange Online.	 Skype for Business Online DNS Connectivity Test This test will check the external domain name settings for your custom domain user in Office 365.
 Office 365 Single Sign-on Test This test will validate your ability to log on to Office 365 with your on-premises credentials. It also validates some basic Active Directory Federated Services (ADFS) configuration.	 Exchange ActiveSync This test simulates the steps a mobile device uses to connect to an Exchange server using Exchange ActiveSync.	 Synchronization, Notification, Availability, and Automatic Replies These tests walk through many basic Exchange Web Services tasks to confirm they're working. This is useful for IT administrators who want to troubleshoot external access using Entourage EWS or other Web Services clients.
 Service Account Access (Developers) This test verifies a service account's ability to access a specified mailbox, create and delete items in it, and access it via Exchange Impersonation. This test is primarily used by application developers to test the ability to access mailboxes with alternate credentials.	 Outlook Connectivity This test walks through the steps Outlook uses to connect from the internet. It tests connectivity using both the RPC over HTTP and the MAPI over HTTP protocols.	 Inbound SMTP Email This test walks through the steps an Internet email server uses to send inbound SMTP email to your domain.
 Outbound SMTP Email This test checks your outbound IP address for certain requirements. This includes Reverse DNS, Sender ID, and RBL checks.	 POP Email This test walks through the steps an email client uses to connect to a mailbox using POP3.	 IMAP Email This test walks through the steps an email client uses to connect to a mailbox using IMAP4.
 Free/Busy This test verifies that an Office 365 mailbox can access the free/busy information of an on-premises mailbox, and vice versa (one direction per test run). For advanced deployment scenarios, have you viewed the guidance for the hybrid Configuration Wizard?	 Outlook Mobile Hybrid Modern Authentication Test This test allows you to check if your on-premises Exchange environment is configured correctly to use Hybrid Modern Authentication (HMA) with Outlook for iOS and Android.	 Mailbox Provisioning Test This test verifies for a given email address if a user mailbox, recipient or user object exists and if the object is provisioned in Azure AD and Exchange Online.

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

IMAP Email

* indicates a required field.

IMAP server host name: *

Connection security: *

Service port number: *

Authentication type: *

Modern Authentication (OAuth) credentials *

 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.

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.