

使用Webex联系中心配置Microsoft O365电子邮件帐户

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简介

本文档介绍如何为Webex联系中心(WxCC)配置Microsoft Office 365(O365)电子邮件帐户。

先决条件

要求

Cisco 建议您了解以下主题：

- Microsoft Office 365
- WxCC 2.0

使用的组件

本文档中的信息基于以下软件和硬件版本：

- Microsoft Office 365电子邮件帐户
- WxCC 2.0

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

配置

以下是在WxCC中完成电子邮件配置并与Microsoft O365集成的步骤。确保有一个活动的O365电子邮件帐户，并且所有必要的配置都在电子邮件帐户上完成。

1. 使用所需的电子邮件通道创建多媒体配置文件。

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

2. 将多媒体配置文件直接与用户或团队关联。注意：如果在用户和组部分中都配置了多媒体配置文件，则用户配置将覆盖座席登录到的组的多媒体配置文件 Agent Desktop.用户名

Agent Settings

Site: TACSite1

Teams: TACAgentTeam

Skill Profile: Select

Agent Profile: Agent-Profile

Multimedia Profile: Voice_Email_Chat

团队

Advanced Settings

DN: 0

Capacity: 0

Skill Profile: Select

Multimedia Profile: Voice_Email_Chat

3. 创建电子邮件队列并关联团队。

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

4. 创建电子邮件入口点。

Entry Point

General Settings

Name

Description

Type Entry Point

Channel Type

Advanced Settings

Service Level Threshold hours

Time Zone (Routing Strategies Only)

5. 为上一步中配置的邮件入口点创建路由策略。选择 **Add Email Account** 并提供管理员提供的电子邮件帐户详细信息。有关[详细信息](#)，请参阅[Microsoft POP、IMAP](#)和SMTP设置。配置示例

:

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 ⓘ

6. 添加路由规则或将邮件队列与默认路由规则关联并保存路由策略。

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.

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

验证

使用本部分可确认配置能否正常运行。
















以已配置并与电子邮件队列关联的团队的座席身份登录，使座席进入可用状态，向帐户发送测试电子邮件，并验证是否在座席桌面上收到电子邮件活动。

故障排除

本部分提供了可用于对配置进行故障排除的信息。

要对电子邮件帐户设置是否正确进行故障排除，请使用[Microsoft测试工具](#)。

要测试进站电子邮件连接，请选择 **IMAP Email** 或 **POP Email** 基于配置。要测试出站电子邮件连接，请选择 **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.

输入并验证详细信息，以测试并确保提供的协议、端口和帐户详细信息接受连接。

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.

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