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Manage your Contact Center in Agent Setup

Email addresses and mailboxes

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- Administrator

Set up agent mailboxes and specify additional From email addresses for agent responses.

Related documentation:

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Create and configure inbound and outbound mailboxes for your contact center through **Digital Management** in the **Contact Center Settings** section.

Important

These instructions below refer to setting up E-mail Server (classic) in Engage Cloud. If you are using the latest version of Genesys Multicloud CX Email (powered by our IWD solution), refer to the topic View, edit and create Genesys Multicloud CX Email boxes for instructions on setting up your email mailboxes in Workload Manager.

Mailboxes

Email Mailboxes

This is list of mailboxes available for accepting inbound email (POP or IMAP) or sending outbound email (SMTP).

Add Mailbox

Show

All

Filter

<input type="checkbox"/>	Mailbox Name	Mailbox	Host	Mailbox Type	Client Type
<input type="checkbox"/>	smtp-client	esj-22-30@hmail.stg.genesys-cloud.	hmail.stg.genesys-clo	SMTP	Outbound
<input type="checkbox"/>	pop-client	esj-22-30	hmail.stg.genesys-clo	POP3	Inbound

Select Mailbox for details

The **Email Mailboxes** sub-section displays all configured mailboxes for your contact center. The mailbox table will be empty if there are no mailboxes configured.

Select a mailbox in this view to see its details displayed on the right side of the view.

You can also filter this view by Inbound and Outbound mailboxes, as well as search for mailboxes.

Add or edit a mailbox

Inbound Mailbox

Mailbox Name *

AJohnson

Max size *

5

Server Info

Mailbox *

andreas.johnson@Leafs.com

Host:Port/Type *

None

Password *

Cancel


Save

To create a new mailbox, select either **Inbound** or **Outbound** from the **Add Mailbox** menu. A mailbox is created in a disabled state.

Mailboxes are enabled when they are assigned to a Digital application in Designer. If the application stream is disabled, so are the mailboxes assigned to it.

Once enabled, the selection box beside the mailbox turns red. The mailbox cannot be deleted until it is disabled.

Note: Only one outbound mailbox is permitted at this time.

To edit a mailbox, select the mailbox you wish to edit and click the **Edit**  button at the top of the page.

Use the following table for advice on how to fill in the mailbox creation/edit modal fields:

Outbound mailbox create and edit form

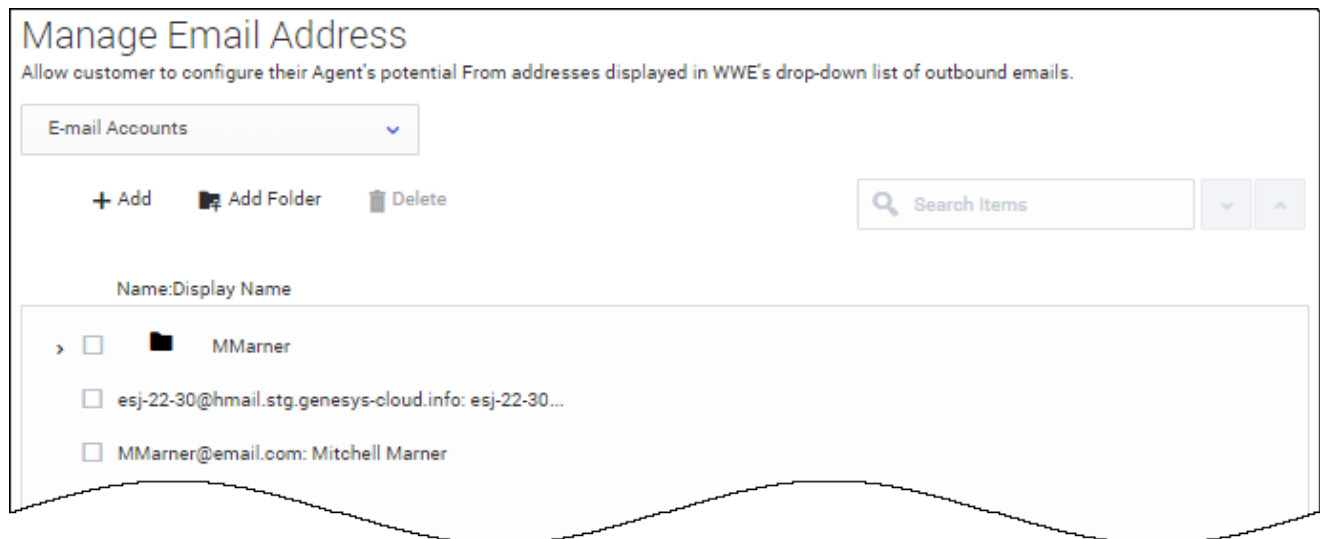
Label	Field type	Default values	Possible values	Action	Description
Mailbox Name	Strings: alphanumeric, special characters "@", "_", and ".", no more than 40 characters	smtp-client	N/A	A read-only field to be displayed	Outbound mailbox names are set as smtp-client
From Address	Strings:	N/A	N/A	Create and Edit	The email

Label	Field type	Default values	Possible values	Action	Description
	alphanumeric				address associated with this account
Mailbox	Strings: alphanumeric	N/A	N/A	Create and Edit	The name used to log in to the corporate email server
Password	Strings: alphanumeric	N/A	N/A	Create and Edit	The password associated with this account
Host/Port/Type	Drop-down list	N/A	SMTP	Create and Edit	The name of the corporate SMTP server

Inbound mailbox create and edit form

Label	Field type	Default values	Possible values	Action	Description
Mailbox Name	Strings: alphanumeric, special characters "@", "_", and ".", no more than 40 characters	N/A	N/A	Create only, Edit field is read-only	Any valid login name associated with a POP/IMAP account
Max size	Numeric: minimum = 5, maximum = 20	5	Range between 5 and 20	Create and Edit	The maximum size (in MB) of an incoming message
Mailbox	Strings: alphanumeric	N/A	N/A	Create and Edit	The login name associated with the POP/IMAP account
Password	Strings: alphanumeric	N/A	N/A	Create and Edit Note: The user must type in a password.	The password associated with this account
Host/Port/Type	Drop-down list	N/A	POP3, IMAP	Select only	Parameters of the corporate email server where the account resides

Add From addresses




You can configure your agent's potential From addresses displayed in Agent Workspace drop-down list of outbound emails.

When setting up additional addresses, you must first select or create the Business Attribute folder that will contain the Attribute Values that are used as available addresses. These come from the addresses of email interactions.

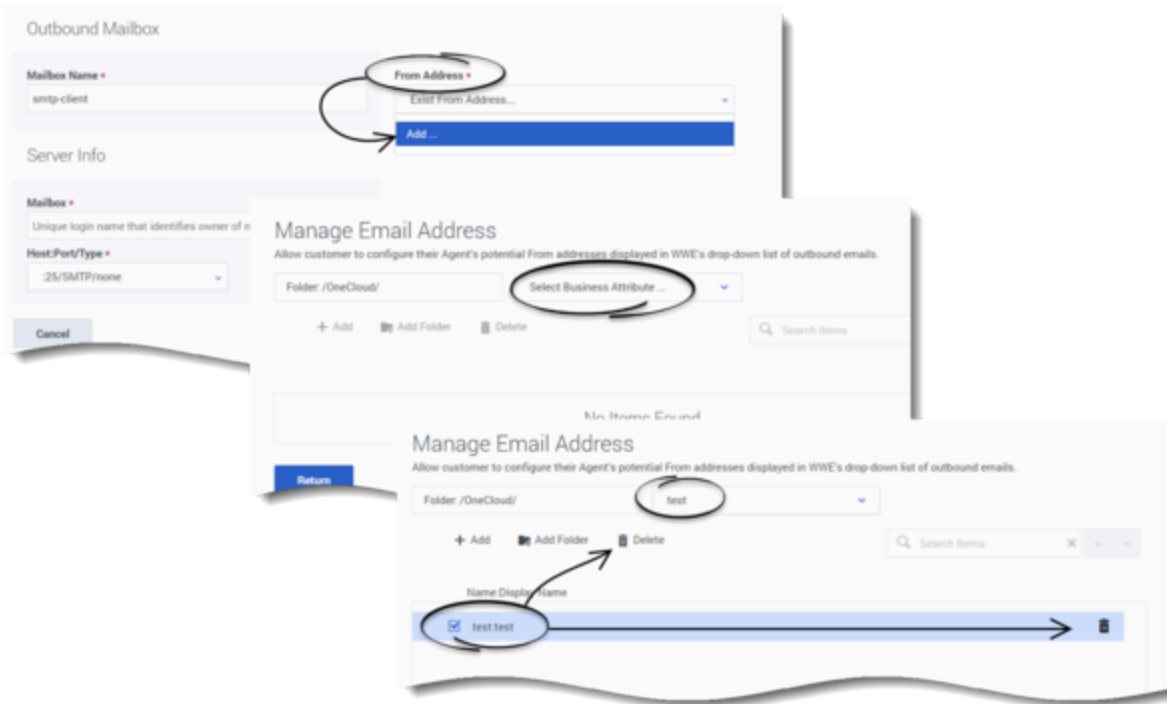
Once your intended Business Attributes folder is selected, you can begin adding new From email addresses by entering the address **Name** and an associated **Display name**. Once you have updated the users profile, the new From email addresses will be available for the agent to use when they start a new session or restart their current session.

Add or delete Business Attributes

Business Attributes can be added and deleted within Agent Setup through the **From Address** field in the **Outbound Mailbox** window.

From the main **Email Mailboxes** window, select the outbound email mailbox name and click the **Edit**  button.

From the drop-down list under **From Address**, select **Add...** The **Manage Email Addresses** window opens. Here you can add a new Business Attribute, as well as delete an existing Business Attribute. *(click to expand the image)*



Setting up mailboxes for OAuth 2.0 authorization

You can set up mailboxes for the OAuth 2.0 authorization access to Microsoft Exchange Online API for Office 365 with the IMAP and EWS protocols. To do this:

1. Create a Microsoft Azure application.
2. Add application permissions.
3. Complete special mailbox settings.

Create a Microsoft Azure application

Starting with version 8.5.205.03, Email can support the Graph API with Client Credentials Grant Flow with client secret only.

OAuth defines the following grant types: authorization code, implicit, resource owner password credentials, and client credentials. The Genesys solution uses resource owner password credentials.

1. Follow Steps 1-8 as described in this documentation to register an Azure public client application for the mailbox(es) that will be accessed by Genesys E-mail Server. Note that a single Azure application can support all mailboxes for the same company.

Important

The Azure client application does not need to be public if it is for Graph.

2. In step 6, for entering the name in Supported account types:

- Select **Accounts in any organizational directory (Any Azure AD directory - Multitenant)**.

Important

Single-tenant accounts, Accounts in this organizational directory only, are also supported.

- Leave the **Redirect URI** empty (as well as in Step 7).

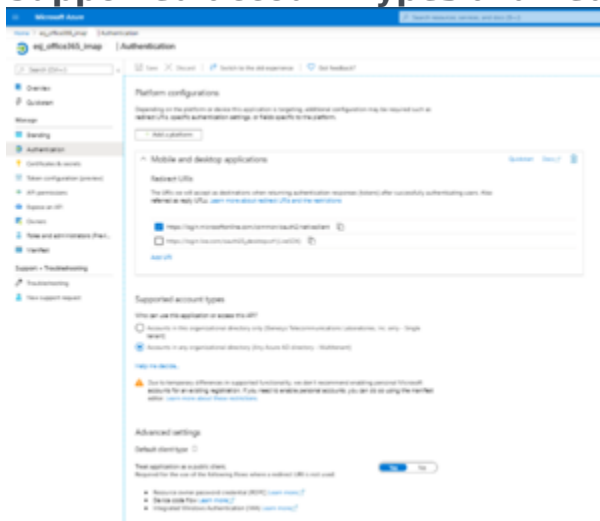
3. Copy and paste the Application (client) ID and the Directory (tenant) ID into a text document that will be submitted to Genesys to configure mailboxes to use OAuth2.

After the application is created, it should look similar to this:



(Click to expand)

Where **esj_office365_imap** is the Azure application name. If you open the **Supported account types** and **Redirect URIs**, it should look similar to this:



(Click to expand)

The **Application ID URI** should be empty:



(Click to expand)

Add application permissions

Read through the article [Permissions and consent in the Microsoft identity platform endpoint](#) to learn about permissions and consent.

Graph

Set the application permissions for graph as given in this document [Configure permissions for Microsoft Graph](#). Ensure that the application has the following application permissions with an admin consent grant:



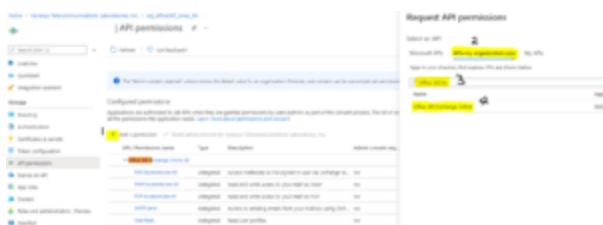
(Click to expand)

We recommend to read through this document [Limiting application permissions to specific Exchange Online mailboxes](#) to learn how to limit app access to specific mailboxes.

Legacy protocols

For other protocols (EWS, IMAP, POP3, and SMTP), you might want to consult this document, [Configure permissions for Microsoft Graph](#), although it focuses on getting permissions for the Graph API and you must configure application permissions for Office 365 Exchange Online.

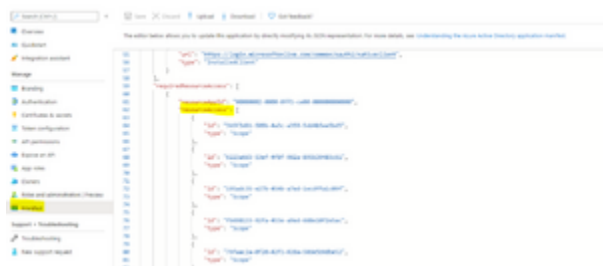
For IMAP, POP3, and EWS, the application must have the following permissions granted by the company's administrator, depending on the email protocols used:



(Click to expand)

Since early 2020, Microsoft stopped exposing API permissions for IMAP, POP3, and SMTP under Office 365 Exchange Online, although it still supports those protocols and continues exposing the **User.*** and **EWS.*** permissions. Based on the article, Azure Active Directory app manifest, users can edit the Azure App manifest to configure an app's attribute.

Users can manually edit the *requiredResourceAccess* attribute by adding **IMAP.AccessAsUser.All**, **POP.AccessAsUser.All**, and **SMTP.Send**. The following example shows the related part (*requiredResourceAccess*) in the manifest of an Azure app. The app has all 5 permissions. As Microsoft continues to expose the **User.*** and **EWS.*** permissions under Office 365 Exchange Online, users can add these two permissions in the Azure UI. The *requiredResourceAccess* attribute contains two items. Then, the user can manually add the items that represent **IMAP.AccessAsUser.All**, **POP.AccessAsUser.All**, and **SMTP.Send** under the same *resourceAccess* of the same *resourceAppId*. The ID values for **IMAP.AccessAsUser.All** and other protocols could be different for different apps. The Exchange Admin must find it out.



(Click to expand)

Important

- For the EWS protocol, the Azure application must have the following permission:
User.Read
EWS.AccessAsUser.All
- For the IMAP protocol, the Azure application must have the following permission:
User.Read

IMAP.AccessAsUser.All

- For the POP3 protocol, the Azure application must have the following permissions:
User.Read

POP3.AccessAsUser.All

Special mailbox settings

The mailbox has the following special settings in the company's system:

- Multifactor authentication is disabled on the mailboxes for the legacy protocols (POP3, IMAP, SMTP, and EWS).
- The IMAP protocol is enabled (if IMAP is used).
- The POP3 protocol is enabled (if POP3 is used). (Note that OAuth2 for POP3 is not supported yet.)
- Nothing is needed for the EWS protocol.

Migrating existing mailboxes

Genesys recommends that you create a mailbox for testing purposes to be used for migration to OAuth2. This test mailbox must also have its own credential. Ensure the Azure Application and mailbox setup is correct before migrating the mailboxes.

Contact Genesys Customer Care by opening a case in the My Support Portal, <http://www.genesys.com/customer-care>, to request mailboxes migration with the following data for each mailbox including the test mailbox:

- **Mailbox Name** and its values of the test mailbox
- **directory-id**—Specify the Directory (tenant) ID of the registered Microsoft Azure application for the test mailbox
- **client-id**—Specify the Client ID of the registered Microsoft Azure application for the test mailbox
- **tenant-authority**—Specify the authority server of the registered Microsoft Azure application if it is different from <https://login.microsoftonline.com/>
- Is it a test mailbox—Yes or No

Important

If you have service issues, please contact Genesys Customer Care by opening a case in the My Support Portal, <http://www.genesys.com/customer-care>.