GENESYS™

Intelligent Workload Distribution Administrator's Guide

View, edit, and create Genesys Multicloud CX Email boxes

7/29/2025

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Display and change details of all Genesys Multicloud CX Email boxes ("mailboxes") and add new ones.

Related documentation:
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Before you start

- Workload Manager displays the **Mailboxes** page only if Genesys has provisioned the relevant email service.

- You can add up to 100 mailboxes per tenant.

- Access privileges control access to this feature.

- You can configure and store auto-acknowledgement emails in a Standard Response Library (SRL). To do this, you need either eServices Manager or Designer, depending on your implementation.

- Readability of the High Priority/Importance email mark depends on the email client in use. Please note the following:

  - For email sent via Outlook to either Microsoft or Google mailboxes, this mark can be read by Email for Multicloud CX.

  - For email sent via Google to Google mailboxes, this mark can be read by Email for Multicloud CX.

  - For email sent via Google to Microsoft mailboxes, this mark **CANNOT** be read by Email for Multicloud CX.
    So, when a customer has Microsoft mailboxes, the High Priority/Importance mark is unreliable.

- You must perform the instructions specified in Prepare for Office 365 integration before configuring your Office 365 mailbox.

View all mailboxes
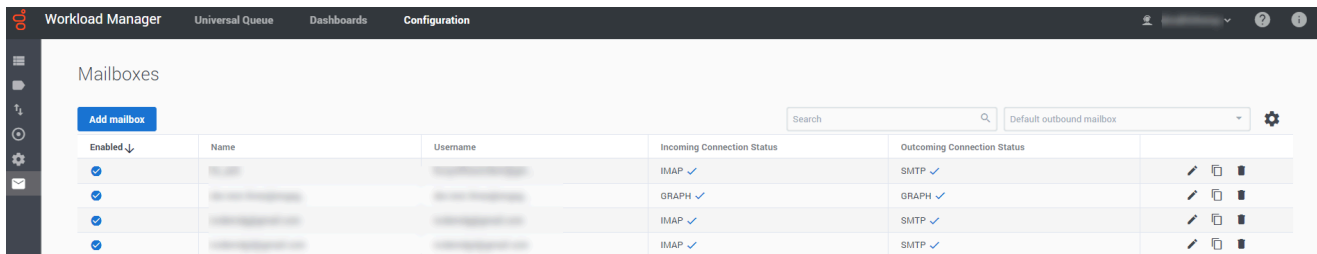
In the **Configuration** tab of Workload Manager, click the email tool in the left-hand toolbar to display all configured mailboxes. From this summary screen you can:

- Enable/disable all mailboxes.

- Search the list of mailboxes.

- Edit, copy and delete mailboxes.

- View incoming and outgoing connection statuses.

- Add a new mailbox.

- Set the default outbound mailbox via the **Default outbound mailbox** option. This mailbox is used if the outbound email *From* address is not specified or does not match any mailboxes.

View or edit a Gmail or Office365 mailbox

From the **Mailboxes** screen:

1. Click the mailbox (of type **Gmail** or **Office365**) you want to view or edit. A summary of the mailbox details appears (blank for a new mailbox).

2. Optionally, sign in to the mailbox.

3. View and/or edit the mailbox details.

4. Optionally, add an auto-acknowledgement email, and address and sender details.

5. Click **Update** to save any changes.

6. Optionally, sign out.

Add a Gmail or Office365 mailbox

From the **Mailboxes** screen:

> ### Important
> To prevent any issues related to cached sign-in, see the guidelines in the Best
> Practices section.

1. Click **Add Mailbox**.

2. In the **Account Type** drop-down menu, select **Gmail** for a Gmail account, or **Office365** for an
    Office365 account.

3. In the **Name** field add the name of the new mailbox. At this stage you can save the new mailbox
    without any further changes or signing in.

4. Optionally, sign in, by clicking the relevant **Sign in with...** button.

5. Follow any authentication prompts that may be displayed. Once you are successfully signed in, your
    new mailbox is automatically saved, and you can edit its details.

6. Optionally, add an auto-acknowledgement email, and address and sender details.

7. Click **Update** to save any changes.

8. Optionally, sign out.

View, edit, or add generic mailbox

From the **Mailboxes** screen:

1. Click the mailbox (of type **Generic**) you want to view or edit, or click **Add Mailbox** to create a new one.
2. A summary of the mailbox details appears (blank for a new mailbox).
3. Select **Generic** for the **Account Type**.
4. Complete or edit the details for the mailbox using the field descriptions on this page.
5. Click **Update** to save changes.

Set up auto-acknowledgement emails

There are two ways to configure auto-acknowledgement emails:

- At the Mailbox level, using the auto-acknowledgement feature.
- At the IWD Category level.

Note: If auto-acknowledgements are configured at the mailbox level, configurations at the IWD Category level are ignored.

To select or change an auto-acknowledgement email:

1. Click the pencil icon to the right of the **Auto-acknowledgement** field. This displays the Standard Response Library (SRL) category tree.

2. Navigate the tree, select an item and click it. Note that SRL contents must not have field codes configured.

Field descriptions

Field	Description/Comments
Name	Business name of the mailbox.
Enabled/Disabled	Check to enable/disable this mailbox.
Username	Email address of the mailbox. Mandatory.
Password	Password for this username. Mandatory (mailbox of type Generic).
Account Type	Generic, Gmail, Office365.
IMAP Host	Hostname or IP address where the IMAP mailbox is hosted (mailbox of type Generic).
IMAP TLS Port	TLS Port number for the IMAP mailbox (mailbox of type Generic).
SMTP Host	Hostname or IP address where the SMTP mailbox is hosted (mailbox of type Generic).
SMTP TLS Port	TLS Port number for the SMTP mailbox (mailbox of type Generic).
Status	The mailbox connection status: ✔ OK. ⚠ No status information available. ⛔ Connection not opened, or invalid user name/password. **Important** Engage cloud Email sends a notification regarding the mailbox status if an error occurs and a webhook has been configured to report the mailboxError event.
Auto-acknowledgment	Pathname and name of the auto-acknowledgment text assigned to this mailbox, or Not Assigned.
Auto-acknowledgment From Address	'From' address of the outgoing auto-acknowledgment email.
Auto-acknowledgement From Name	The sender name to use in the outgoing auto-acknowledgment email.

Handling unparsable emails

If an unrecoverable email error is identified when processing an email, the system marks the email as read and skips it. The email will not be processed during the next cycle.

If a recoverable email error is found, the system keeps the email unread and attempts to process it

during the next cycle.

Language detection

The language of an email conversation is automatically detected and set based on the subject and body of the email.

> ## Important
>
> Currently, Workload Manager concatenates subject and message body to detect language of the resulting string. When the subject and body are written in different languages, for example, subject in English and body in Russian, language detection of the concatenated string may not work as expected.

The following work item attribute is available:

- **detectedLanguage** – A two-letter ISO language code matching the email language such as *en*, *fr*, and *es*.

Additionally, the **Header_Content-Language** attribute is available for the corresponding email header.

Supported languages

ISO language name	Language code
Albanian	sq
Arabic	ar
Azeri	az
Bengali	bn
Bulgarian	bg
Croatian	hr
Czech	cs
Danish	da
Dutch	nl
English	en
Estonian	et
Farsi	fa
Finnish	fi
French	fr
German	de

ISO language name	Language code
Hausa	ha
Hindi	hi
Hungarian	hu
Icelandic	is
Indonesian	id
Italian	it
Kazakh	kk
Kyrgyz	ky
Latin	la
Latvian	lv
Lithuanian	lt
Macedonian	mk
Mongolian	mn
Nepali	ne
Norwegian	no
Pashto	ps
Polish	pl
Portuguese	pt
Romanian	ro
Russian	ru
Serbian	sr
Slovak	sk
Slovene	sl
Somali	so
Spanish	es
Swahili	sw
Swedish	sv
Tagalog	tl
Turkish	tr
Ukrainian	uk
Urdu	ur
Uzbek	uz
Vietnamese	vi
Welsh	cy

Attachments

Supported attachment types

Administrators can configure which attachment types are supported in outbound emails by

Allowed file types in outbound emails

- Images — jpg, jpeg, png, gif, tif, bmp, heic
- Documents — pdf, docx, xlsx, pptx, doc, xls, ppt
- Audio — aac, m4a, amr, mp3, ogg, oga, opus
- Video — mp4, 3gpp
- Other — zip

Attachment size limitations

Best practices for signing in to mailboxes

When you are signing in to Gmail or Office365 accounts, you must ensure that any previously cached sign-in data is cleared from your browser. It is possible that the cached sign-in data from the browser is reused when you attempt to create mailboxes in Genesys Multicloud CX Email. As a result, you might be signing in to a different mailbox account than the required account, leading to all unread emails from the incorrect mailbox account (for example, your department mailbox) entering the system.

Follow one of these guidelines to avoid the above situation:

- Use a private or Incognito browser window to sign in to a Gmail or Office365 account. When you are finished with creating a mailbox and you are required to create another one, close the current private browser window and open a separate private window to proceed with the next account.
- Sign in to a cached email account and sign out of the account using a separate browser window to clear the cache. After you clear the cache, proceed with your mailbox sign-in. This does not require you to use a private browser window.

Best practices for mailbox maintenance

Most email providers process emails in the following way:

- An incoming email is marked as read and submitted to IWD for processing but remains within the mailbox.
- When an outbound email is sent, a copy is usually stored in the Sent folder.

Over a period of time, these processed emails require an increasing amount of space, which could exceed the configured limit supported by your email provider. When a mailbox reaches the configured limit, IWD cannot receive or send further emails. To address this, Genesys recommends regular maintenance of these emails, including the following:

- Perform and enforce a regular mailbox clean up schedule within your organization for all mailboxes configured with Genesys Email. It can be either manual or automatic by using various tools.

- Archive old emails safely for future reference. Don't forget the Sent and Drafts folders!

- Delete unwanted emails.

- Empty the Trash and Spam folders.