Intelligent Workload Distribution Administrator's Guide

Prepare for Office 365 integration

4/26/2024

Contents

Prepare to set up Office 365 mailboxes by adding a new Enterprise Application in the Azure Active Directory (AD) portal. This one-time authorization procedure is a prerequisite for setting up Office 365 mailboxes.

Related documentation:

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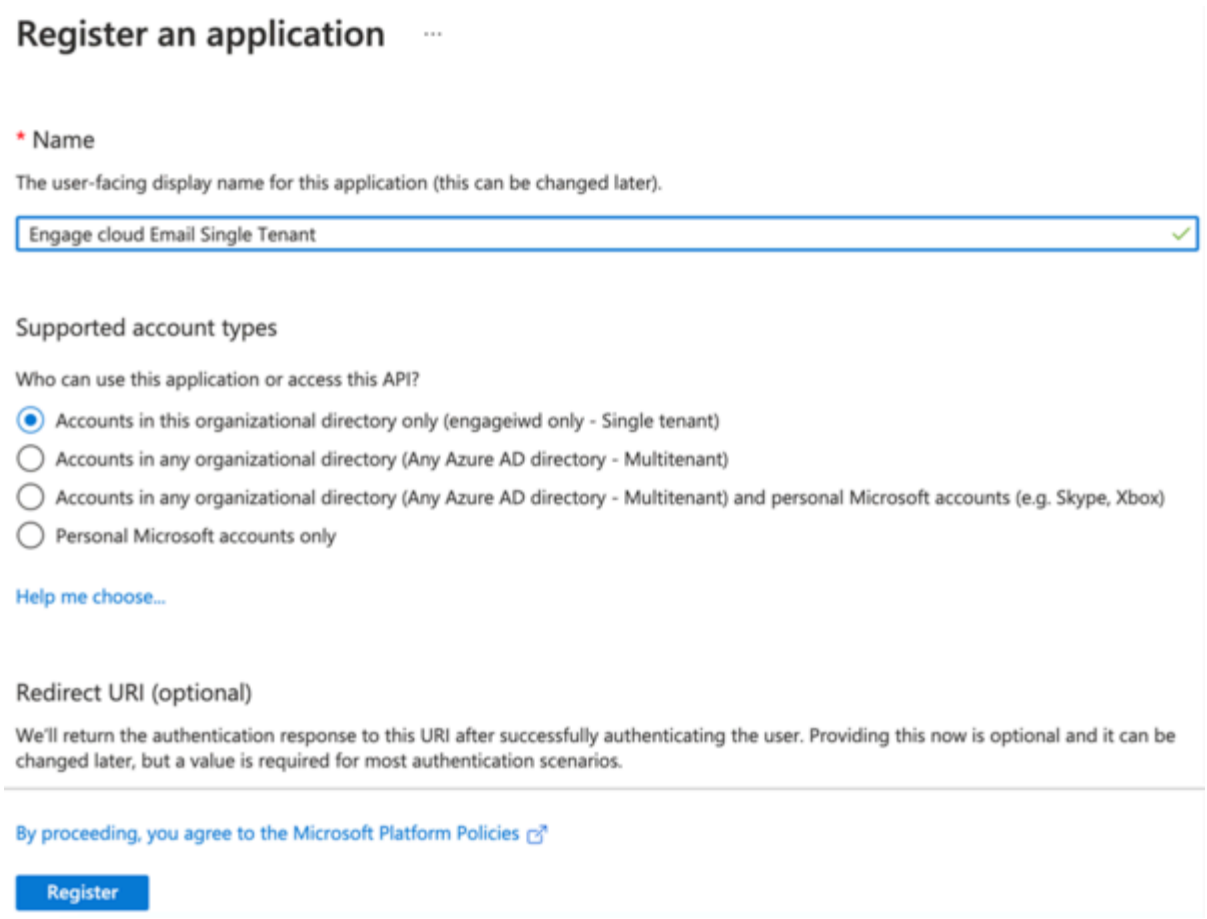
Authorization using client credentials grant flow

In order to avoid manual re-login for mailboxes that do not have a valid token, Genesys recommends using Client Credentials grant authentication for accessing Office365 using Graph API.

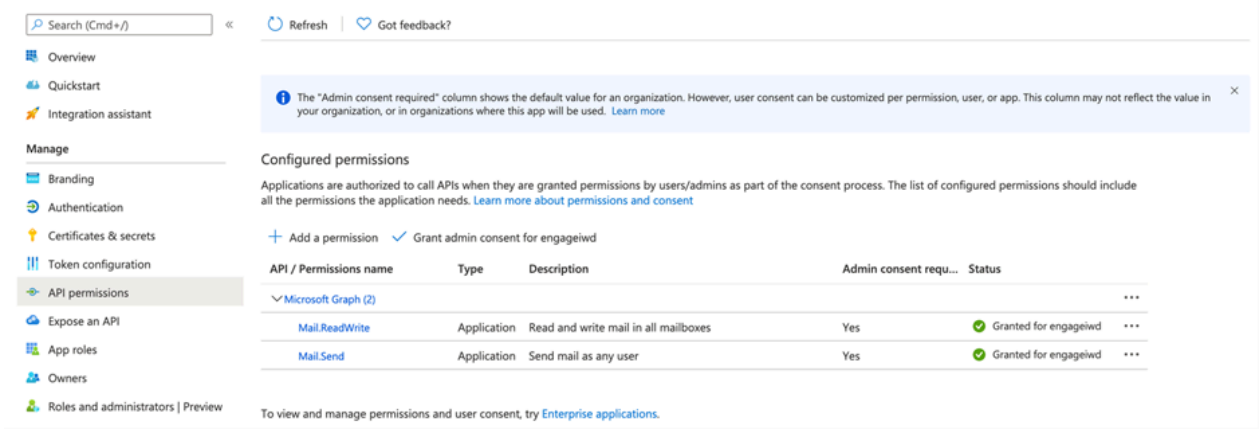
Provisioning procedure is described below:

> ### Important
> You must follow Steps 1 - 4 only if you do not have a registered application. You can skip to Step 5 if you already have an application.

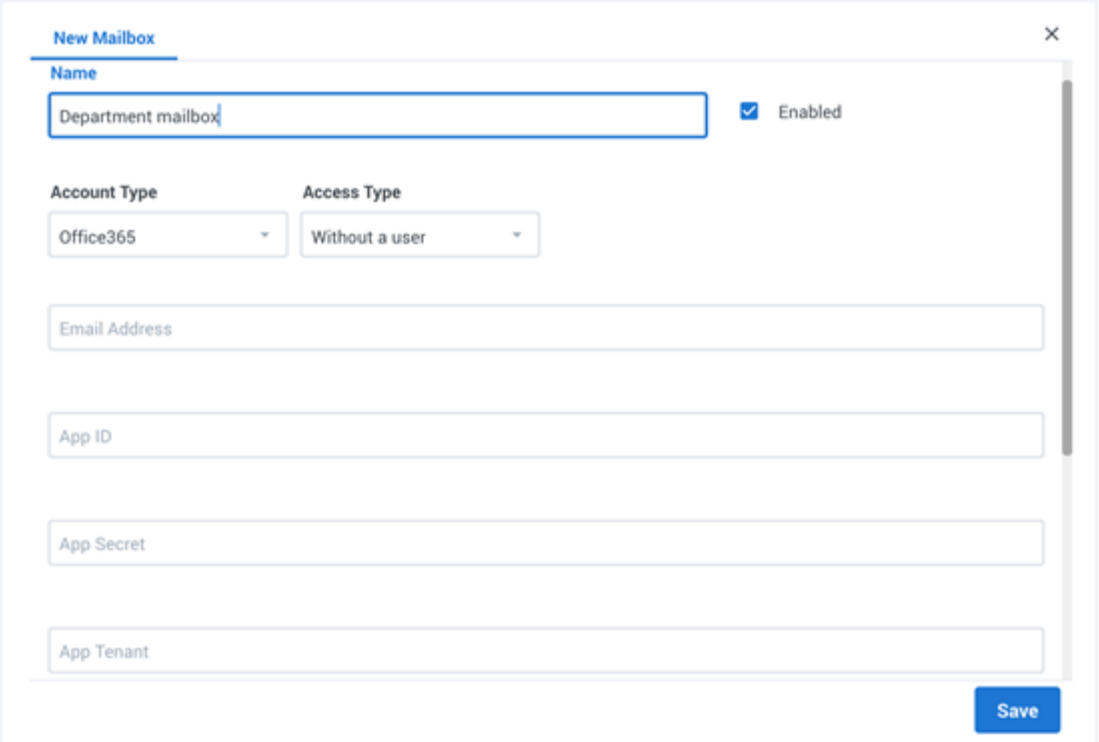
1. Sign in to Azure AD portal, go to **Application Registrations** and click on **New Registration**.
2. Enter a name for your application, for example *Engage cloud Email Single Tenant*.
3. Select **Accounts in this organizational directory only (Single tenant)**, unless you have multiple tenants that must use this app. Click **Register**.



4. Navigate to **API Permissions** and add the **Mail.ReadWrite** and **Mail.Send** API permissions for Microsoft Graph.



5. In Workload Manager, configure a mailbox with Account Type **Office365** and Access Type **Without a User.**



6. Enter the application ID, tenant ID, and secret for the application that you configure in the Azure portal, and click **Save**.

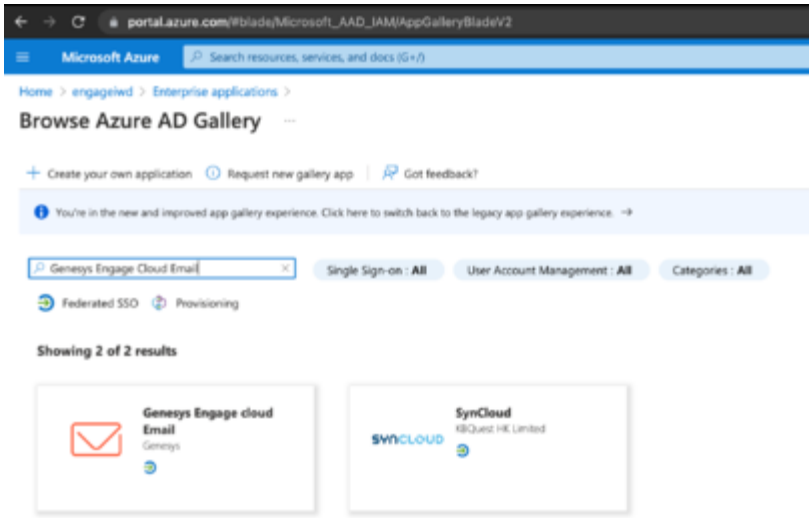
It is recommended that you follow the Microsoft documentation to limit application access to only specific mailboxes: Limiting application permissions to specific Exchange Online mailboxes.

For instructions on how to configure the Office 365 mailbox, see View, edit, and create Genesys Multicloud CX Email boxes. If you are already logged in to Office365 (for example, to access your own corporate mailbox), open Workload Manager in an *Incognito* browser window for mailbox configuration sign-in with Microsoft.

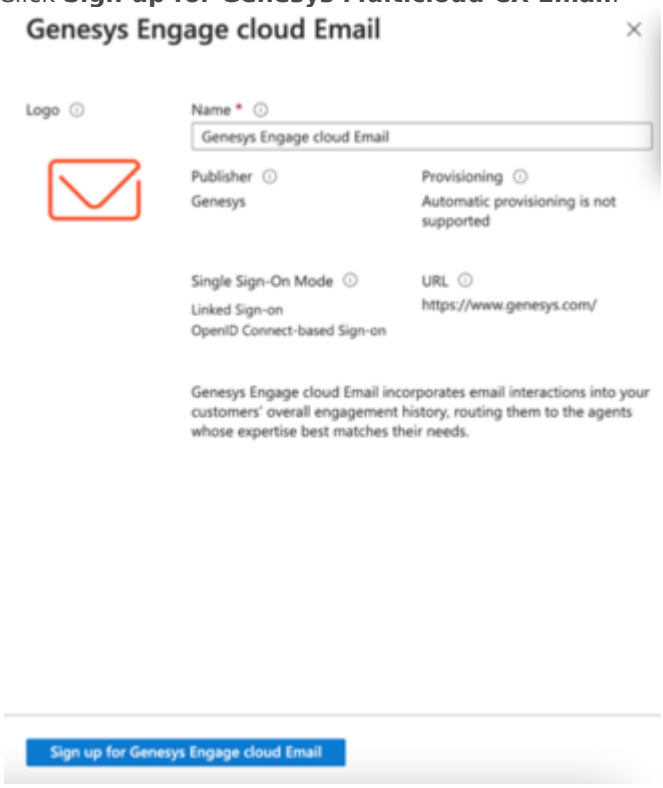
Authorization on behalf of the user

Azure AD administrators who manage the customer's Office 365 account must add the required Enterprise Application using the following steps:

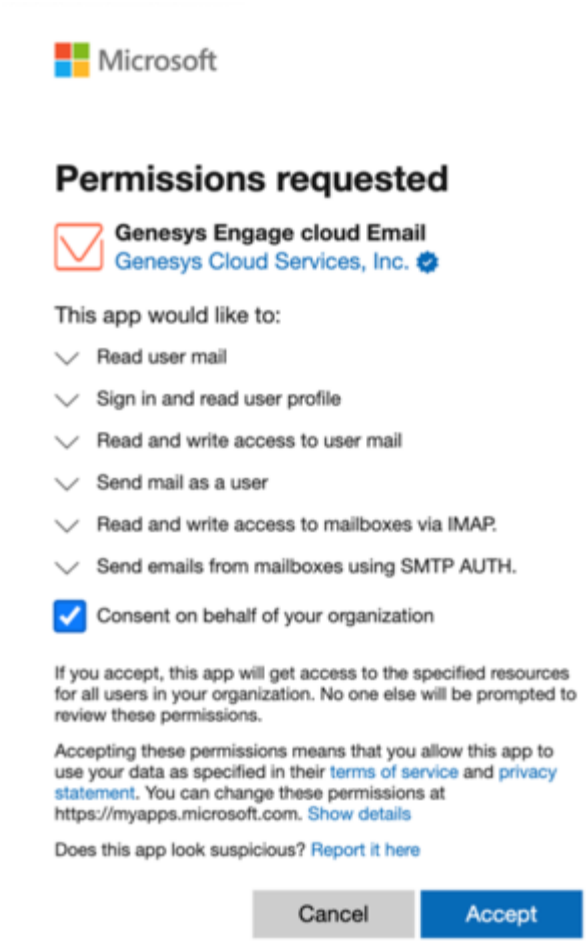
1. Sign in to Azure AD portal and search for *Genesys Multicloud CX Email*.
2. Select the **Genesys Multicloud CX Email** app.



3. Click **Sign up for Genesys Multicloud CX Email**.



4. Select **Consent on behalf of your organization** and click **Accept** after reviewing the permissions requested.



You will be redirected to the Workload Manager login page. Close the login page as it is not required at this stage.

For instructions on how to configure the Office 365 mailbox, see View, edit, and create Genesys Multicloud CX Email boxes.