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Intelligent Workload Distribution Administrator's Guide

Prepare for Office 365 integration

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- 2 Authorization on behalf of the user

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:

-

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**.

Register an application

...

* Name

The user-facing display name for this application (this can be changed later).

Engage cloud Email Single Tenant



Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (engageiwd only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

[By proceeding, you agree to the Microsoft Platform Policies](#)

[Register](#)

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

API / Permissions name	Type	Description	Admin consent requ...	Status
Mail.ReadWrite	Application	Read and write mail in all mailboxes	Yes	Granted for engageiwd
Mail.Send	Application	Send mail as any user	Yes	Granted for engageiwd

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

New Mailbox

Name: Department mailbox Enabled

Account Type: Office365 Access Type: Without a user

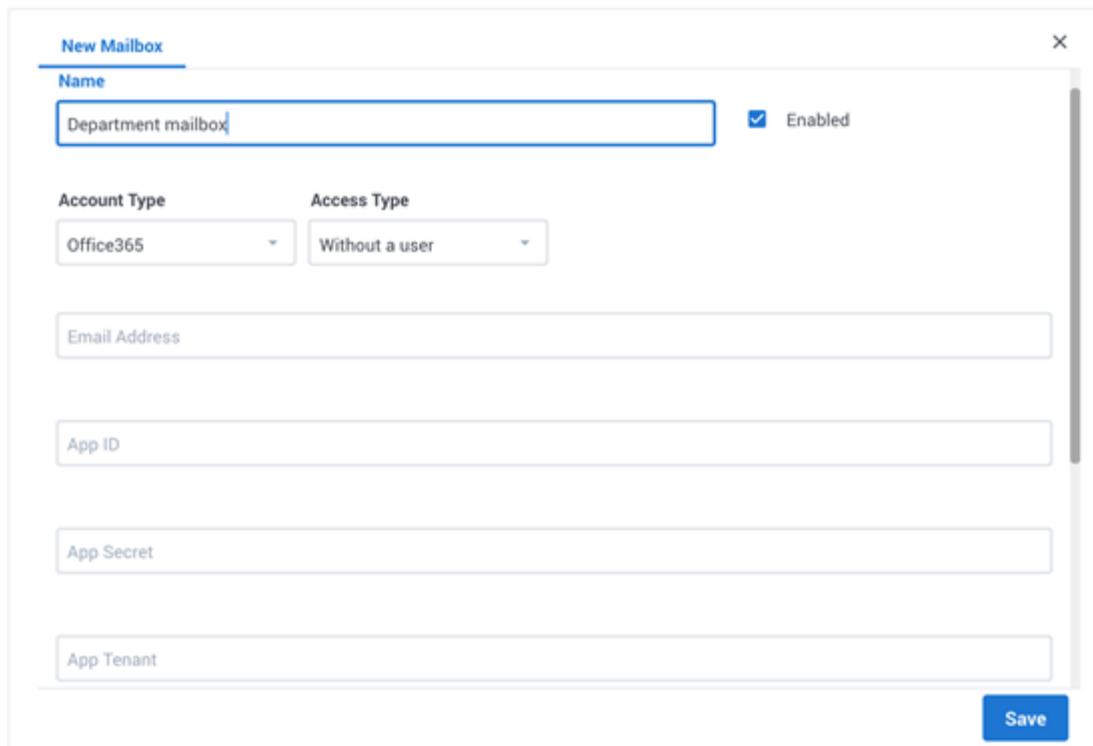
Email Address:

App ID:

App Secret:

App Tenant:

Save



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

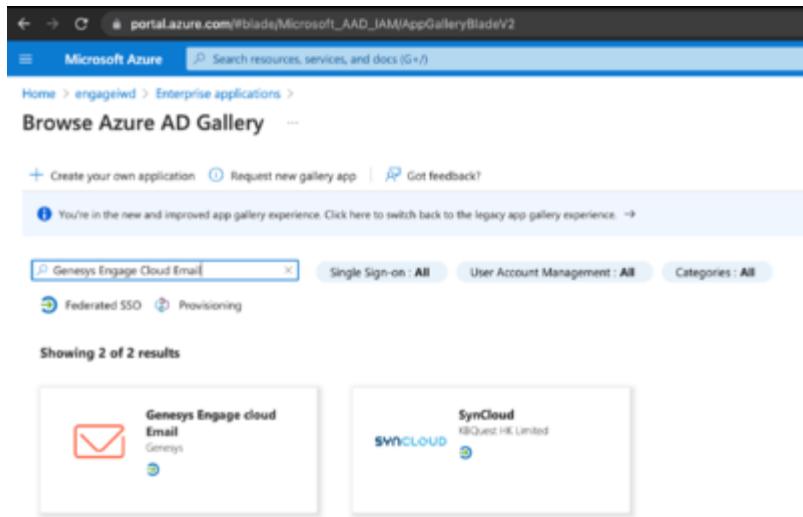
It is recommended that you follow the Microsoft documentation to limit application access to only specific mailboxes: Limiting application permissions to specific Exchange Online mailboxes.

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

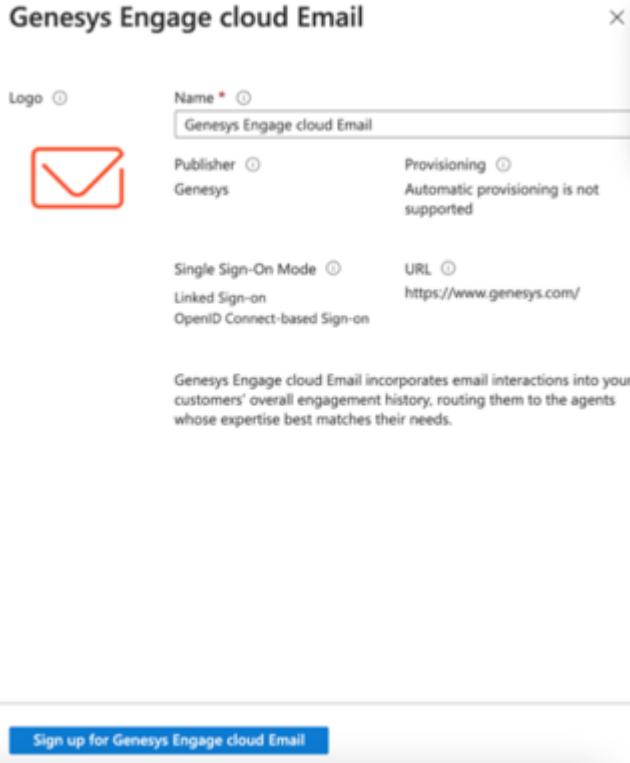
Azure AD administrators who manage the customer's Office 365 account must add the required Enterprise Application using the following steps:

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



The screenshot shows the Azure AD Gallery interface. The search bar at the top contains the text 'Genesys Engage Cloud Email'. Below the search bar, there are filters for 'Single Sign-on: All', 'User Account Management: All', and 'Categories: All'. Under these filters, there are buttons for 'Federated SSO' and 'Provisioning'. The results section displays two items: 'Genesys Engage cloud Email' (Genesys) and 'SynCloud' (KBQuest HK Limited). The 'Genesys Engage cloud Email' item is highlighted with a blue border.

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



The dialog box is titled 'Genesys Engage cloud Email'. It contains the following fields and information:

- Logo:** An envelope icon.
- Name:** Genesys Engage cloud Email
- Publisher:** Genesys
- Provisioning:** Automatic provisioning is not supported.
- Single Sign-On Mode:** Linked Sign-on
- URL:** <https://www.genesys.com/>
- Description:** Genesys Engage cloud Email incorporates email interactions into your customers' overall engagement history, routing them to the agents whose expertise best matches their needs.
- Sign up for Genesys Engage cloud Email** button at the bottom.

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



Permissions requested

Genesys Engage cloud Email
Genesys Cloud Services, Inc. 

This app would like to:

- ✓ Read user mail
- ✓ Sign in and read user profile
- ✓ Read and write access to user mail
- ✓ Send mail as a user
- ✓ Read and write access to mailboxes via IMAP.
- ✓ Send emails from mailboxes using SMTP AUTH.
- Consent on behalf of your organization

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

[Cancel](#)

[Accept](#)

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](#).