

Configurar a conta de e-mail do Microsoft O365 com o Webex Contact Center

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Introduction

Este documento descreve como configurar a conta de e-mail do Microsoft Office 365 (O365) para o Webex Contact Center (WxCC).

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Microsoft Office 365
- WxCC 2.0

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- conta de correio eletrônico do Microsoft Office 365
- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Configurar

Aqui estão as etapas para concluir a configuração de e-mail no WxCC e integrar com o Microsoft O365. Verifique se há uma conta de e-mail O365 ativa e se todas as configurações necessárias estão concluídas na conta de e-mail.

1. Crie um perfil multimídia com os canais de e-mail necessários.

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:

2. Associe o perfil multimídia diretamente ao usuário ou ao grupo. **Note:** Se o perfil multimídia estiver configurado nas seções usuário e equipe, a configuração do usuário substituirá o perfil multimídia da equipe que o agente usa para fazer login no **Agent Desktop**. **Usuário:**

Agent Settings

Site: TACSite1

Teams: TACAgentTeam

Skill Profile: Select

Agent Profile: Agent-Profile

Multimedia Profile: Voice_Email_Chat

Equipe:

Advanced Settings

DN: 0

Capacity: 0

Skill Profile: Select

Multimedia Profile: Voice_Email_Chat

3. Crie uma fila de email e associe a equipe.

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.

Group1

Team Name	Site Name	Status	Team Type
TACAgentTeam	TACSite1	In Service	Agent Based

4. Crie um ponto de entrada de email.

Entry Point

General Settings

Name

Description

Type Entry Point

Channel Type

Advanced Settings

Service Level Threshold hours

Time Zone (Routing Strategies Only)

5. Crie uma Estratégia de Roteamento para o ponto de entrada de email configurado na etapa anterior. Escolher **Add Email Account** e forneça os detalhes da conta de e-mail fornecidos pelo administrador. Consulte [as configurações de Microsoft POP, IMAP e SMTP](#) para obter mais informações. Exemplo de configuração:

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

[Save](#) [Cancel](#)

6. Adicione a regra de roteamento ou associe a fila de e-mail à regra de roteamento padrão e salve a estratégia de roteamento.

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.

[+ Add Routing Rule](#)

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

[Save](#) [Cancel](#)

Verificar

Use esta seção para confirmar se a sua configuração funciona corretamente.
















Faça login como um agente com a equipe configurada e associada à fila de email, coloque o agente no estado disponível, envie um email de teste para a conta e verifique se a atividade de email foi recebida no Agent Desktop.

Troubleshoot

Esta seção disponibiliza informações para a solução de problemas de configuração.

Para solucionar problemas de se as configurações da conta de e-mail estão corretas, use a [ferramenta de teste da Microsoft](#).

Para testar a conectividade de e-mail de entrada, escolha **IMAP Email** or **POP Email** com base na configuração. Para testar a conectividade do e-mail de saída, escolha **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.

Insira e verifique os detalhes para testar e garantir que o protocolo, a porta e os detalhes da conta fornecidos aceitam a conexão.

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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