

使用Webex聯絡中心配置Microsoft O365電子郵件帳戶

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簡介

本文檔介紹如何為Webex聯絡中心(WxCC)配置Microsoft Office 365(O365)電子郵件帳戶。

必要條件

需求

思科建議您瞭解以下主題：

- Microsoft Office 365
- WxCC 2.0

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- Microsoft Office 365電子郵件帳戶
- WxCC 2.0

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

設定

以下是在WxCC中完成電子郵件配置並與Microsoft O365整合的步驟。請確儲存在活動的O365電子郵件帳戶，並且已在電子郵件帳戶上完成所有必要的配置。

1. 使用所需的電子郵件通道建立多媒體配置檔案。

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: 1 Chat: 1 Email: 1 Social Channel: 0

Save Cancel

- 將多媒體配置檔案直接與使用者或團隊關聯。附註：如果在使用者和組部分中配置了多媒體配置檔案，則使用者配置將覆蓋代理用於登入的組的多媒體配置檔案 Agent Desktop.使用者：

Agent Settings

Site: TACSite1

Teams: TACAgentTeam

Skill Profile: Select

Agent Profile: Agent-Profile

Multimedia Profile: Voice_Email_Chat

團隊

Advanced Settings

DN: 0

Capacity: 0

Skill Profile: Select

Multimedia Profile: Voice_Email_Chat

- 建立電子郵件隊列並關聯團隊。

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.

+ Add Group

Group1

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

- 建立電子郵件入口點。

Entry Point

General Settings

Name

Description

Type Entry Point

Channel Type

Advanced Settings

Service Level Threshold hours

Time Zone (Routing Strategies Only)

5. 為上一步中配置的電子郵件入口點建立路由策略。選擇 **Add Email Account** 並提供由管理員提供的電子郵件帳戶詳細資訊。有關詳細資訊，請參閱[Microsoft POP、IMAP和SMTP設定](#)。
配置示例

:

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. 新增路由規則或將電子郵件隊列與預設路由規則關聯並儲存路由策略。

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](#)

驗證

使用本節內容，確認您的組態是否正常運作。
















以團隊已配置並與電子郵件隊列關聯的座席登入，使座席進入可用狀態，向帳戶傳送測試電子郵件，並驗證座席案頭上是否收到電子郵件活動。

疑難排解

本節提供的資訊可用於對組態進行疑難排解。

若要排除電子郵件帳戶設定正確的問題，請使用[Microsoft測試工具](#)。

要測試入站電子郵件連線，請選擇 **IMAP Email** 或 **POP Email** 基於配置。要測試出站電子郵件連線，請選擇 **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.

輸入並驗證詳細資訊以測試並確保提供的協定、埠和帳戶詳細資訊接受連線。

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.

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。