

Mitel MiContact Center Enterprise

E-MAIL CONFIGURATION – OPERATING INSTRUCTIONS

Release 9.3 SP2



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

MiContact Center Enterprise Email Configuration – Operating Instructions
Release 9.3 SP2 – April 2019

®,™ Trademark of Mitel Networks Corporation
© Copyright 2019 Mitel Networks Corporation
All rights reserved

INTRODUCTION

MiCC Enterprise may be integrated with e-mail servers for routing e-mails to agents or processing through the IVR. One e-mail server may be configured per tenant. All e-mail servers supporting standard IMAP4/SMTP should be supported by MiCC Enterprise; however, MiCC Enterprise has only been tested with Microsoft Exchange, Lotus Domino and Gmail. A general knowledge of IMAP and SMTP should be understood by the MiCC Enterprise Administrator.

E-MAIL SERVER CONFIGURATION

This section shall describe the setup procedure for tested e-mail servers including Microsoft Exchange, Lotus Domino and Gmail. Any e-mail system supporting IMAP4 and SMTP may be used with the following conditions:

- All incoming e-mail must be delivered to a single mailbox. This shall be known as the master mailbox throughout this document. E-mail may be forwarded from other accounts.
- The original “To” address of incoming e-mails must be maintained.
- Incoming and outgoing servers must support HTML and plain text e-mail.
- SMTP server must support changing the “From” address for outgoing e-mails. This may require setting authorization parameters on the server.
- No e-mail cleanup procedures should be performed on the master mailbox. For example, auto archiving, move to trash on delete. MiCC Enterprise will perform these actions based on the configured settings.
- All outgoing e-mail is sent using the master mailbox. Message rate limits for a single mailbox should be large enough to accommodate all outgoing traffic. If the message rate is exceeded, attempts will be made to send the message again for a limited time.

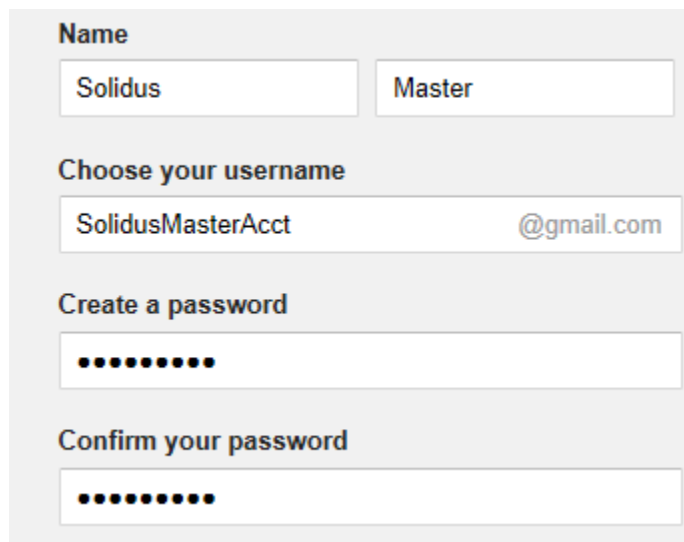
STANDARD IMAP/SMTP PORT NUMBERS

SERVER	ENCRYPTION	PORT
IMAP	SSL	993
	TLS	143
	None	143
SMTP	SSL	465
	TLS	25
	None	25
Gmail SMTP	TLS	587

GMAIL

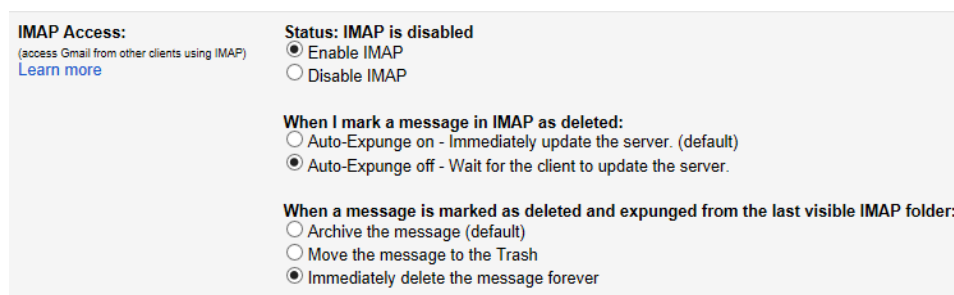
CREATE THE MASTER MAILBOX E-MAIL ACCOUNT

1. Access Gmail through your browser and select **Create an account**.



The screenshot shows the Gmail account creation interface. It has four main sections: 'Name' with two input fields containing 'Solidus' and 'Master'; 'Choose your username' with a single input field containing 'SolidusMasterAcct@gmail.com'; 'Create a password' with a masked password field; and 'Confirm your password' with another masked password field.

2. For the purpose of this instruction, the name of the account will be SolidusMasterAcct, however, you may choose any available account name. Make note of the username and password. Select Next.
3. Gmail may require account verification. Follow the verification procedure and continue to Gmail.
4. Access Gmail Settings and switch to the **Forwarding and POP/IMAP** tab.



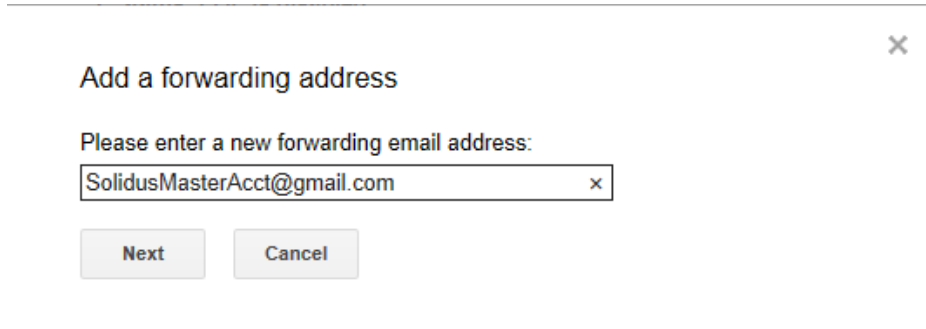
The screenshot shows the 'Forwarding and POP/IMAP' settings page. It includes sections for 'IMAP Access' (with a link to 'Learn more'), 'Status: IMAP is disabled' (with radio buttons for 'Enable IMAP' and 'Disable IMAP'), 'When I mark a message in IMAP as deleted:' (with radio buttons for 'Auto-Expunge on - Immediately update the server. (default)' and 'Auto-Expunge off - Wait for the client to update the server.'), and 'When a message is marked as deleted and expunged from the last visible IMAP folder:' (with radio buttons for 'Archive the message (default)', 'Move the message to the Trash', and 'Immediately delete the message forever').

5. Set the following options:
 - a. Status: Enable IMAP
 - b. When I mark a message in IMAP as deleted: Auto-Expunge off
 - c. When a message is marked as deleted and expunged from the last visible IMAP folder: Immediately delete the message forever
6. Save the changes.
7. Access the settings for the Google account and ensure that the "Access for less secure apps" setting is turned on.

CREATE THE SERVICE ACCESS MAILBOX E-MAIL ACCOUNTS

For each service access that will be processing e-mails, create an additional account in Gmail. For each account, you must log onto Gmail under that account and modify the settings.

1. Logon to the account and access Gmail Settings. Switch to the **Forwarding and POP/IMAP** tab. Select **Add a forward address**.

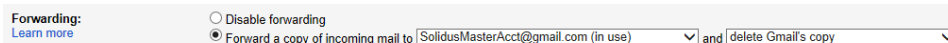


2. Enter the address of the master mailbox and click Next.
3. Gmail requires verification from the account that will be receiving the e-mails. An e-mail will be sent to this account asking for verification along with a confirmation code. The service access account will be waiting for you to enter the confirmation code. You do not need to enter the code at this point.
4. Logoff and logon to the master account. Open the verification e-mail and click on the link to confirm the request.
5. Access Gmail Settings for the master account. Switch to the Accounts and Import tab.
6. Under Send mail as, select Add another email address you own. Enter the name and email address. The name may be any descriptive name. The email address should be the address of the service account that you just created. Uncheck **Treat as an alias**. Click **Next Step**. A verification e-mail must be sent to the service access account. Click **Send Verification**.



Note: Only addresses specified under Send mail as may be used as the sender address. For Gmail, these addresses are case-sensitive. Any address used in MiCC Enterprise configuration should match exactly with the address configured in Send Mail as.

7. Logoff and logon to the service access account just created. Open the verification e-mail and click the link to confirm the request.
8. Access Gmail Settings for the service access account. Switch to the **Forwarding and POP/IMAP** tab.



9. Select **Forward a copy of incoming mail to**. Ensure that the master account is selected. Select **delete Gmail's copy**.
10. Save the changes.
11. Repeat for each service access account.



TIP: For quick testing you can avoid creating individual service access e-mail accounts. Gmail has the ability to add a + (plus) sign and suffix to an e-mail address and still have it route to the main address. This should only be used for testing as the From: address will be incorrect for e-mail replies from agents as Gmail strips the +XXXX from addresses when it sends e-mails.

For example, if you have a master account with the address:

SolidusMasterAcct@gmail.com

You could create individual service accesses that monitor the following addresses:

SolidusMasterAcct+Sales@gmail.com

SolidusMasterAcct+Marketing@gmail.com

SolidusMasterAcct+Support@gmail.com

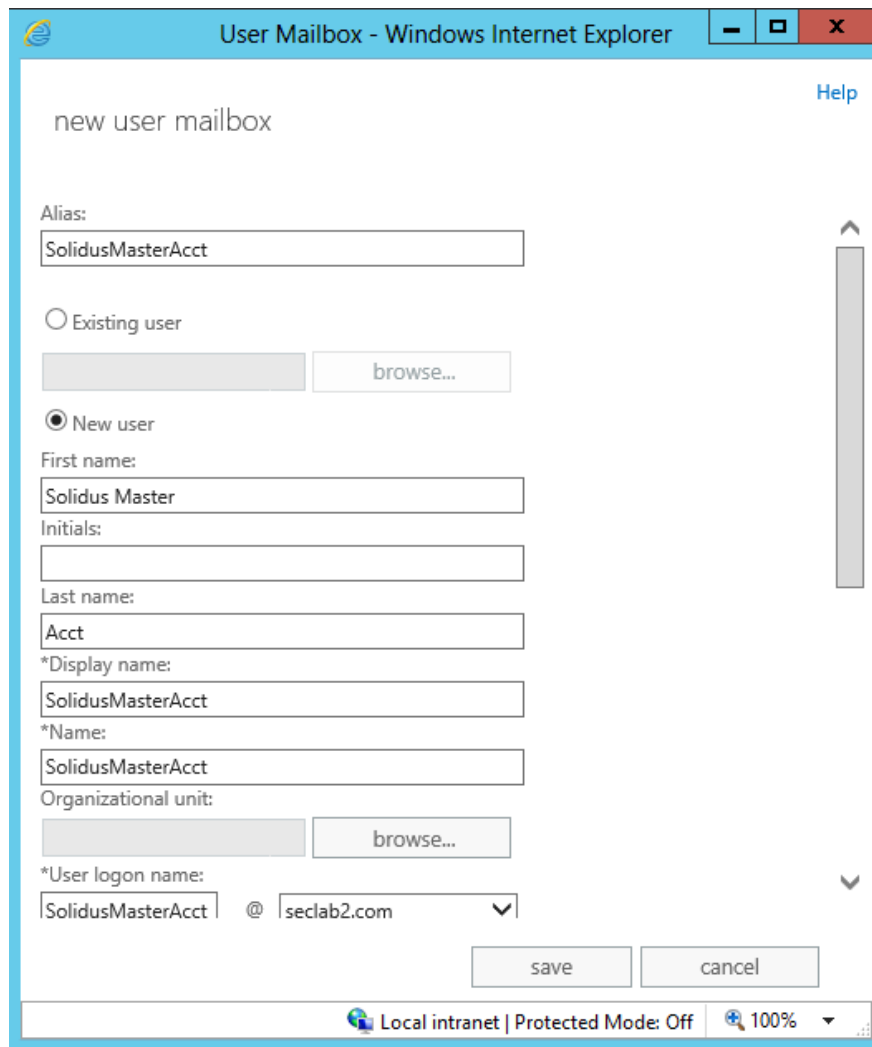
Sending an e-mail to any one of these addresses will route to the SolidusMasterAcct@gmail.com account.

MICROSOFT EXCHANGE 2013

IMAP and SMTP must be enabled on the Exchange server prior to setup. Contact the Exchange Administrator for enabling these protocols.

CREATE THE MASTER MAILBOX E-MAIL ACCOUNT

1. Launch the Exchange Admin Center.
2. Select the **recipients/mailboxes** page.
3. Click the + button and choose user mailbox.



The screenshot shows the 'new user mailbox' form in the Exchange Admin Center, titled 'User Mailbox - Windows Internet Explorer'. The form is for creating a new user mailbox. It includes the following fields and options:

- Alias:** SolidusMasterAcct
- Existing user:** ☐ (unselected)
- New user:** ☒ (selected)
- First name:** Solidus Master
- Initials:** (empty)
- Last name:** Acct
- *Display name:** SolidusMasterAcct
- *Name:** SolidusMasterAcct
- Organizational unit:** (empty)
- *User logon name:** SolidusMasterAcct @ seclab2.com

Buttons: save, cancel

Footer: Local intranet | Protected Mode: Off | 100%

4. Select **New User**, enter the mailbox information and click **save**. For the purpose of this instruction, the name of the account will be SolidusMasterAcct.

CREATE THE SERVICE ACCESS MAILBOX E-MAIL ACCOUNTS

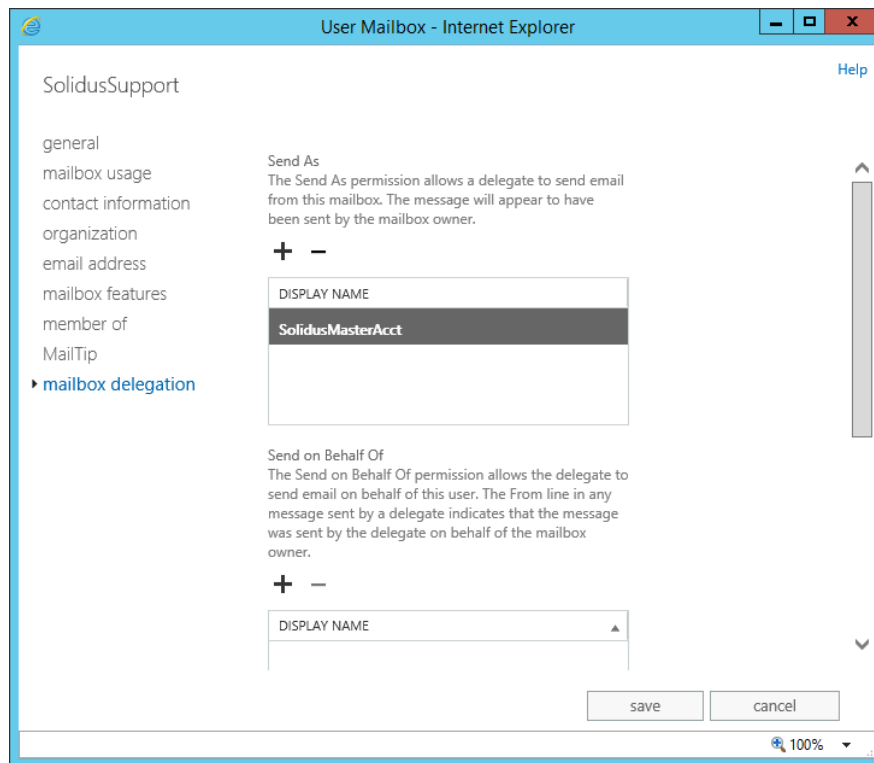
For each service access that will be processing e-mails, create a security group that will route e-mails to the master account.

1. Launch the Exchange Admin Center.
2. Select the **recipients/mailboxes** page.
3. Click the + button and choose user mailbox.

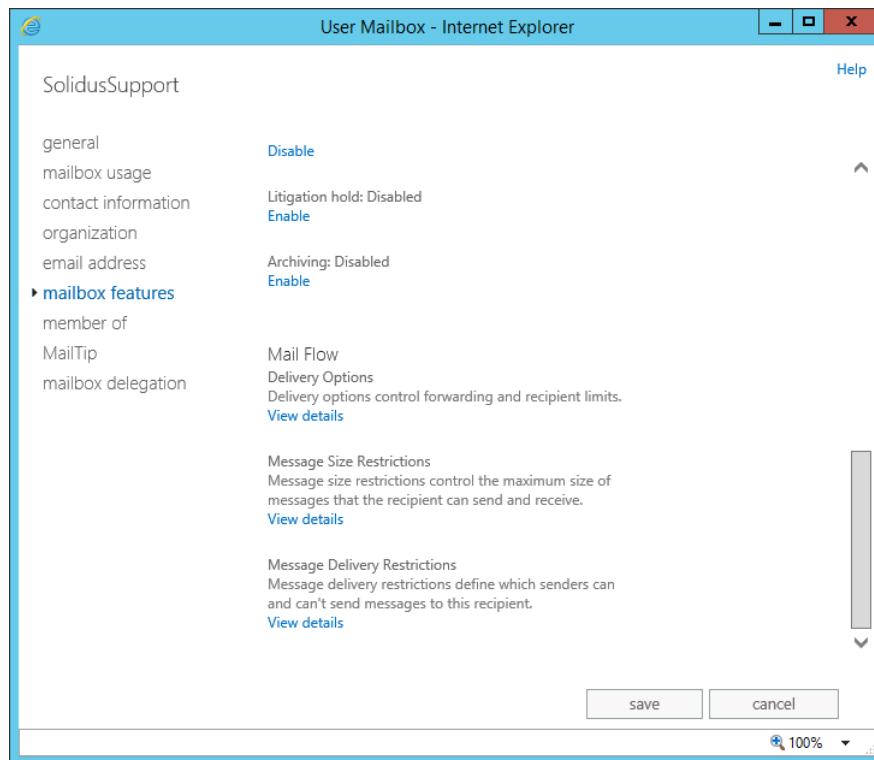
The screenshot shows the 'new user mailbox' form in Internet Explorer. The form is titled 'new user mailbox' and has a 'Help' link. It contains the following fields and controls:

- Alias:** Text box containing 'SolidusSupport'.
- Existing user:** Radio button.
- New user:** Radio button, selected.
- First name:** Text box containing 'Solidus'.
- Initials:** Text box (empty).
- Last name:** Text box containing 'Support'.
- *Display name:** Text box containing 'SolidusSupport'.
- *Name:** Text box containing 'SolidusSupport'.
- Organizational unit:** Text box (empty) with a 'browse...' button.
- *User logon name:** Text box containing 'SolidusSupport' followed by '@ seclab2.com'.
- Buttons:** 'save' and 'cancel' buttons at the bottom.

4. Select **New User**, enter the mailbox information and click **save**. For the purpose of this instruction, the name of the account will be SolidusSupport.
5. Select the newly created account and click the **edit** button.
6. Switch to the **mailbox delegation** page.
7. Click the + button for the **Send As** permission.
8. Add the SolidusMasterAcct account and click **ok**.



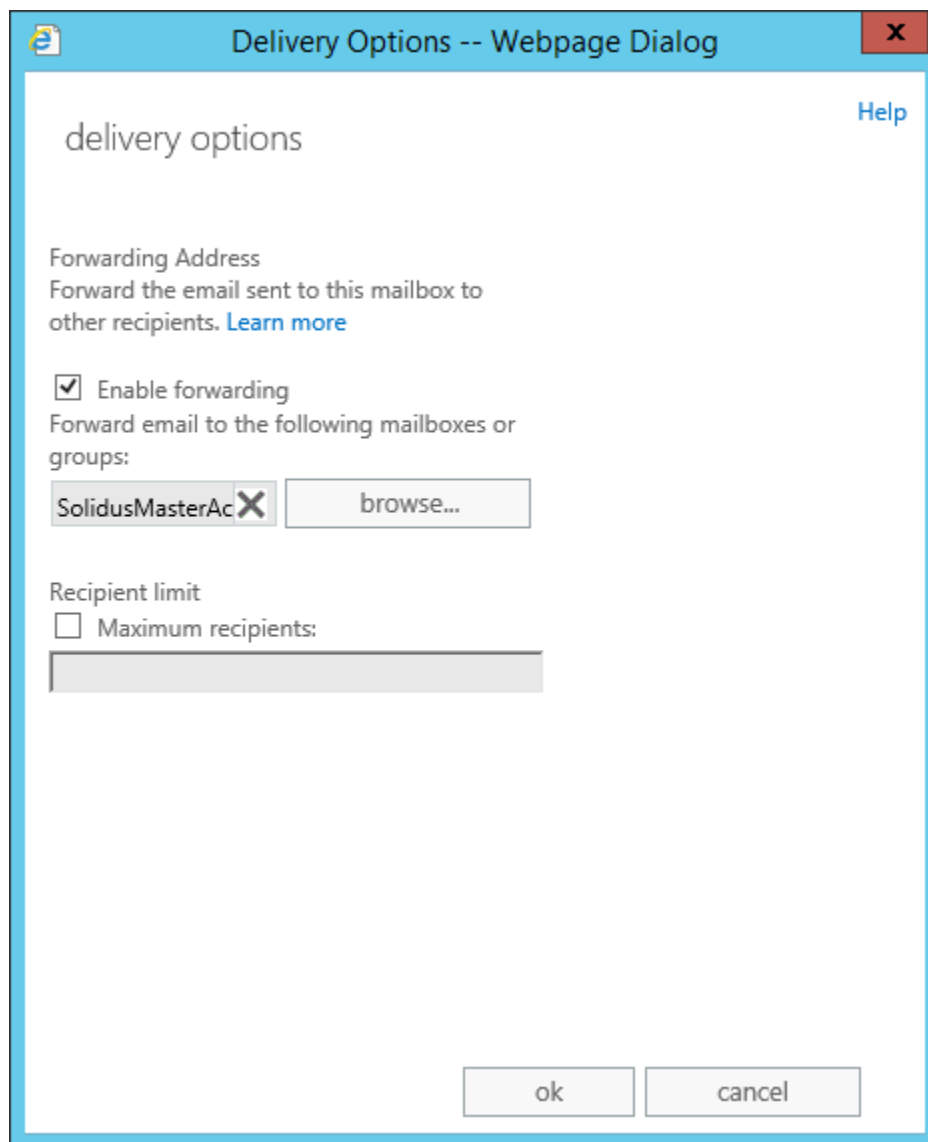
9. Switch to the **mailbox features** page.



10. Click **View details** under the **Delivery Options** heading.

11. Check the **Enable forwarding** option.

12. Click the **browse...** button.
13. Select the SolidusMasterAcct account and click **ok**.



14. Click **ok** to save the delivery options.
15. Click **save** to save the mailbox settings.
16. Repeat steps 2 through 15 for each service access e-mail account.

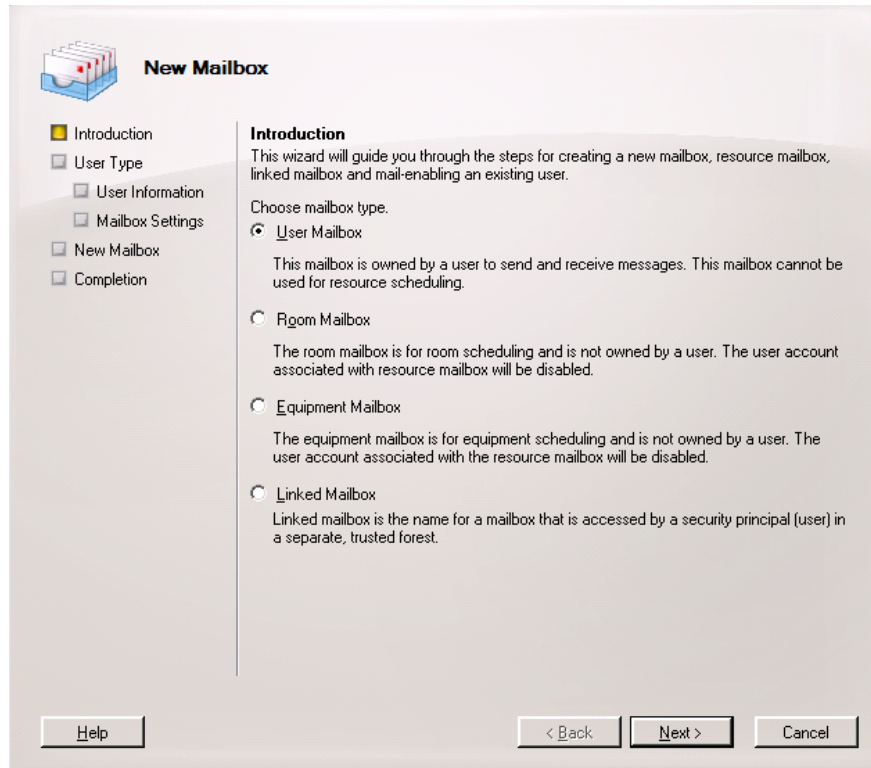
MICROSOFT EXCHANGE 2007/2010

IMAP and SMTP must be enabled on the Exchange server prior to setup. Contact the Exchange Administrator for enabling these protocols.

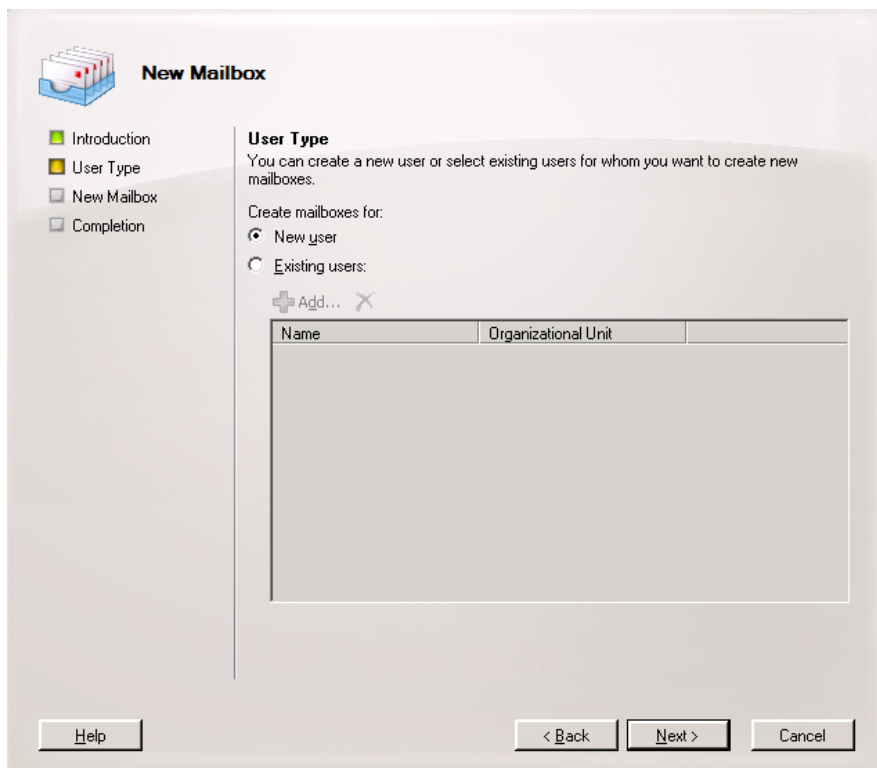
CREATE THE MASTER MAILBOX E-MAIL ACCOUNT

1. Launch the Exchange Management Console.

2. Right click on the **Recipient Configuration/Mailbox** node.
3. Select **New Mailbox...**



4. Choose **User Mailbox** and click Next.



New Mailbox

Introduction
User Type
 Mailbox Settings
 New Mailbox
 Completion

User Type
 You can create a new user or select existing users for whom you want to create new mailboxes.

Create mailboxes for:

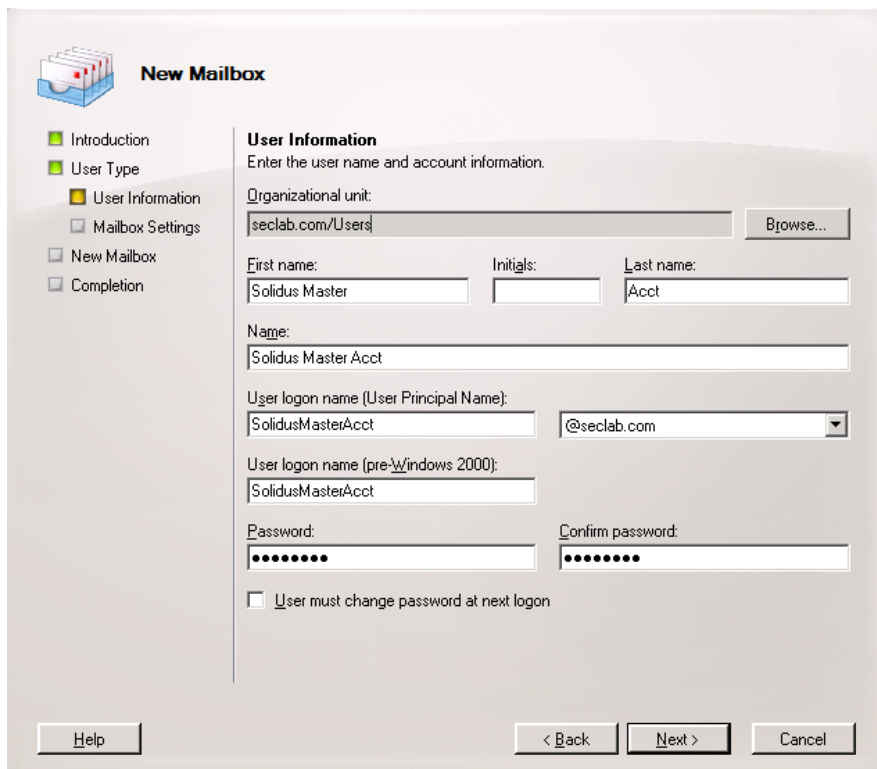
☒ New user
☐ Existing users:

+ Add... X

Name	Organizational Unit
------	---------------------

Help < Back Next > Cancel

5. Select **New user** and click **Next**.



New Mailbox

Introduction
User Type
 User Information
 Mailbox Settings
 New Mailbox
 Completion

User Information
 Enter the user name and account information.

Organizational unit:
 seclab.com/Users Browse...

First name: Solidus Master Initials: Last name: Acct

Name:
 Solidus Master Acct

User logon name (User Principal Name):
 SolidusMasterAcct @seclab.com

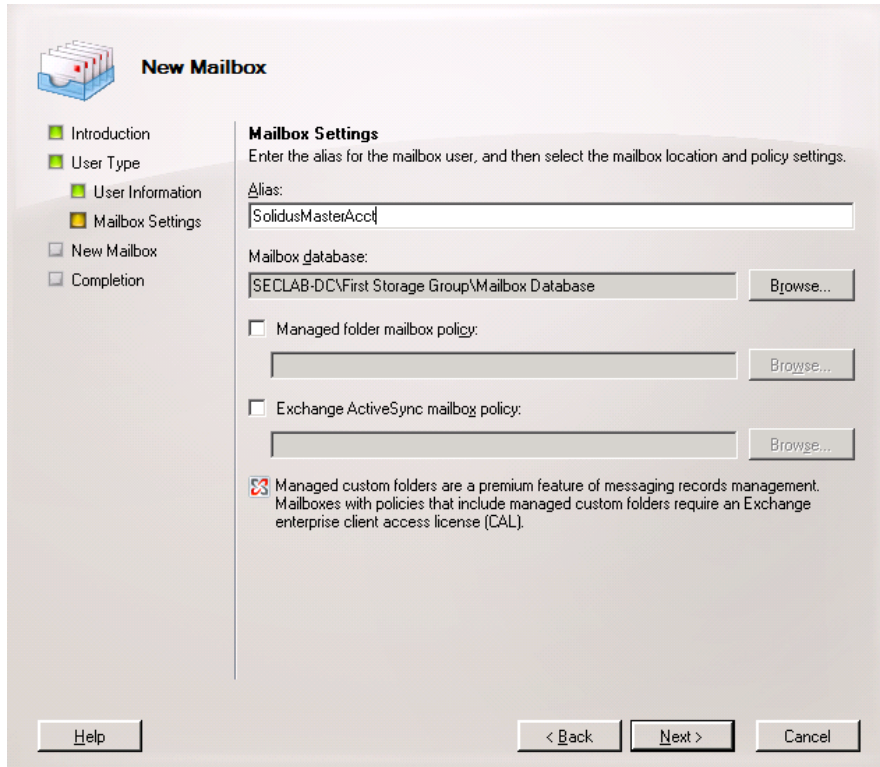
User logon name (pre-Windows 2000):
 SolidusMasterAcct

Password: Confirm password:

☐ User must change password at next logon

Help < Back Next > Cancel

6. Enter the mailbox information and click **Next**. For the purpose of this instruction, the name of the account will be SolidusMasterAcct.



New Mailbox

Introduction
User Type
User Information
Mailbox Settings
New Mailbox
Completion

Mailbox Settings
Enter the alias for the mailbox user, and then select the mailbox location and policy settings.

Alias:
SolidusMasterAcct

Mailbox database:
SECLAB-DC\First Storage Group\Mailbox Database Browse...

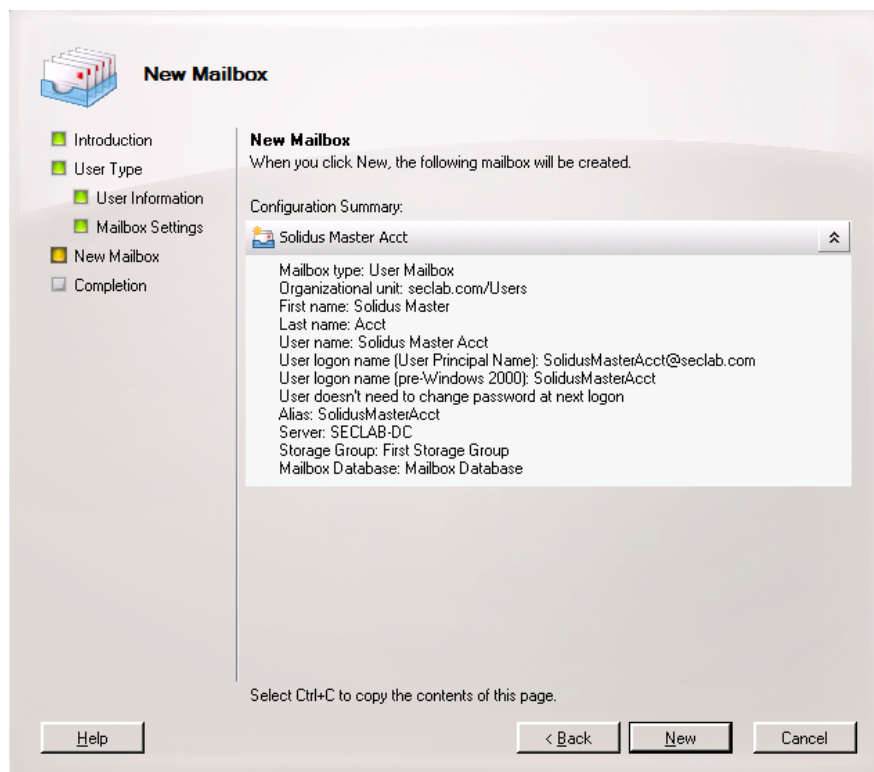
☐ Managed folder mailbox policy:
Browse...

☐ Exchange ActiveSync mailbox policy:
Browse...

☒ Managed custom folders are a premium feature of messaging records management. Mailboxes with policies that include managed custom folders require an Exchange enterprise client access license (CAL).

Help < Back Next > Cancel

7. Contact your Exchange Administrator for the location of the Mailbox database. Click **Next**.

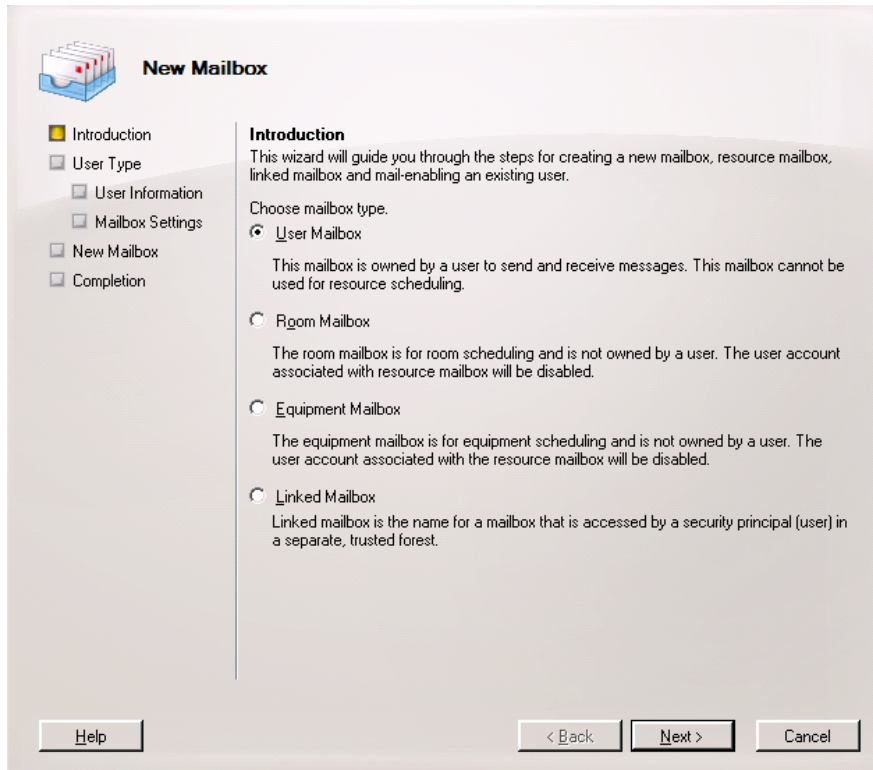


8. Verify the new mailbox settings and click **New** to create the mailbox.

CREATE THE SERVICE ACCESS MAILBOX E-MAIL ACCOUNTS

For each service access that will be processing e-mails, create a user mailbox that will route e-mails to the master account.

1. Launch the Exchange Management Console.
2. Right click on the **Recipient Configuration/Mailbox** node.
3. Select **New Mailbox...**



New Mailbox

Introduction

This wizard will guide you through the steps for creating a new mailbox, resource mailbox, linked mailbox and mail-enabling an existing user.

Choose mailbox type.

☒ **User Mailbox**

This mailbox is owned by a user to send and receive messages. This mailbox cannot be used for resource scheduling.

☐ **Room Mailbox**

The room mailbox is for room scheduling and is not owned by a user. The user account associated with resource mailbox will be disabled.

☐ **Equipment Mailbox**

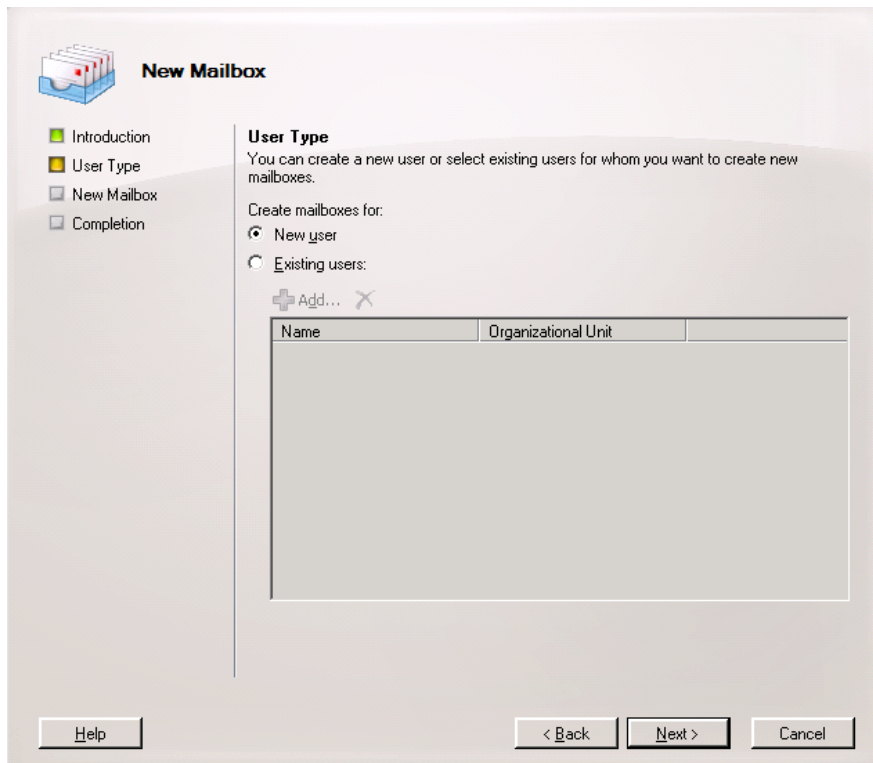
The equipment mailbox is for equipment scheduling and is not owned by a user. The user account associated with the resource mailbox will be disabled.

☐ **Linked Mailbox**

Linked mailbox is the name for a mailbox that is accessed by a security principal (user) in a separate, trusted forest.

Help < Back Next > Cancel

4. Choose **User Mailbox** and click Next.



New Mailbox

User Type

You can create a new user or select existing users for whom you want to create new mailboxes.

Create mailboxes for:

☒ **New user**

☐ **Existing users:**

+ Add... X

Name	Organizational Unit
------	---------------------

Help < Back Next > Cancel

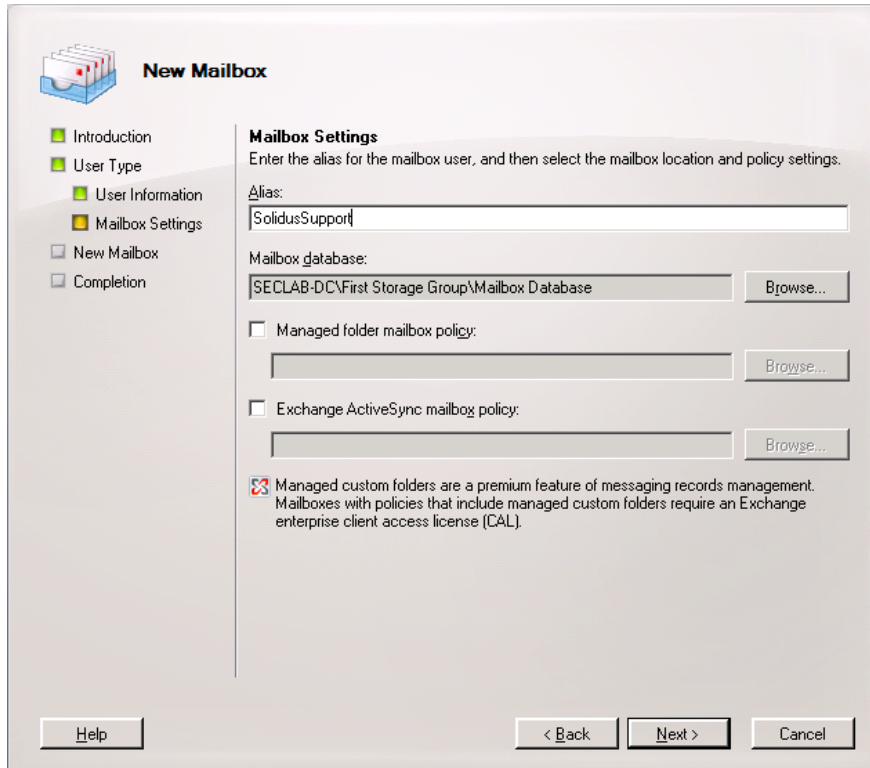
5. Select **New user** and click **Next**.

The screenshot shows the 'New Mailbox' wizard with the 'User Information' step selected in the left-hand navigation pane. The main area contains the following fields and options:

- Organizational unit:** A text box containing 'seclab.com/Users' and a 'Browse...' button.
- First name:** An empty text box.
- Initials:** An empty text box.
- Last name:** An empty text box.
- Name:** A text box containing 'SolidusSupport'.
- User logon name (User Principal Name):** A text box containing 'SolidusSupport' and a dropdown menu showing '@seclab.com'.
- User logon name (pre-Windows 2000):** A text box containing 'SolidusSupport'.
- Password:** A text box with masked characters (dots).
- Confirm password:** A text box with masked characters (dots).
- ☐ **User must change password at next logon**

At the bottom of the wizard, there are three buttons: 'Help', '< Back', and 'Next >', followed by a 'Cancel' button.

6. Enter the mailbox information and click **Next**. For the purpose of this instruction, the name of the account will be SolidusSupport.

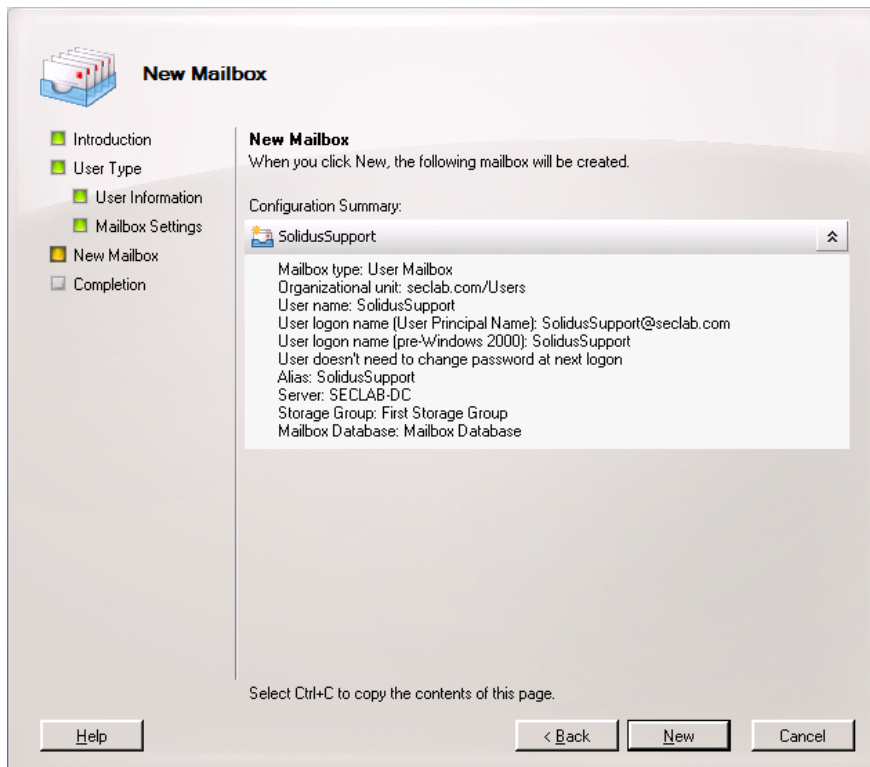


The screenshot shows the 'New Mailbox' wizard in the Exchange Management Console. The left-hand navigation pane shows the following steps: Introduction, User Type, User Information, Mailbox Settings, New Mailbox, and Completion. The 'Mailbox Settings' step is currently selected. The main pane is titled 'Mailbox Settings' and contains the following fields and options:

- Alias:** A text box containing 'SolidusSupport'.
- Mailbox database:** A text box containing 'SECLAB-DC\First Storage Group\Mailbox Database' with a 'Browse...' button to its right.
- Managed folder mailbox policy:** An unchecked checkbox with an empty text box and a 'Browse...' button below it.
- Exchange ActiveSync mailbox policy:** An unchecked checkbox with an empty text box and a 'Browse...' button below it.
- Managed custom folders:** A checked checkbox with a warning icon. The text below it reads: 'Managed custom folders are a premium feature of messaging records management. Mailboxes with policies that include managed custom folders require an Exchange enterprise client access license (CAL).'

At the bottom of the wizard are three buttons: 'Help', '< Back', and 'Next >', and a 'Cancel' button.

7. Contact your Exchange Administrator for the location of the Mailbox database. Click **Next**.



The screenshot shows the 'New Mailbox' wizard in the Exchange Management Console, now at the 'New Mailbox' step. The left-hand navigation pane shows the following steps: Introduction, User Type, User Information, Mailbox Settings, New Mailbox, and Completion. The 'New Mailbox' step is currently selected. The main pane is titled 'New Mailbox' and contains the following information:

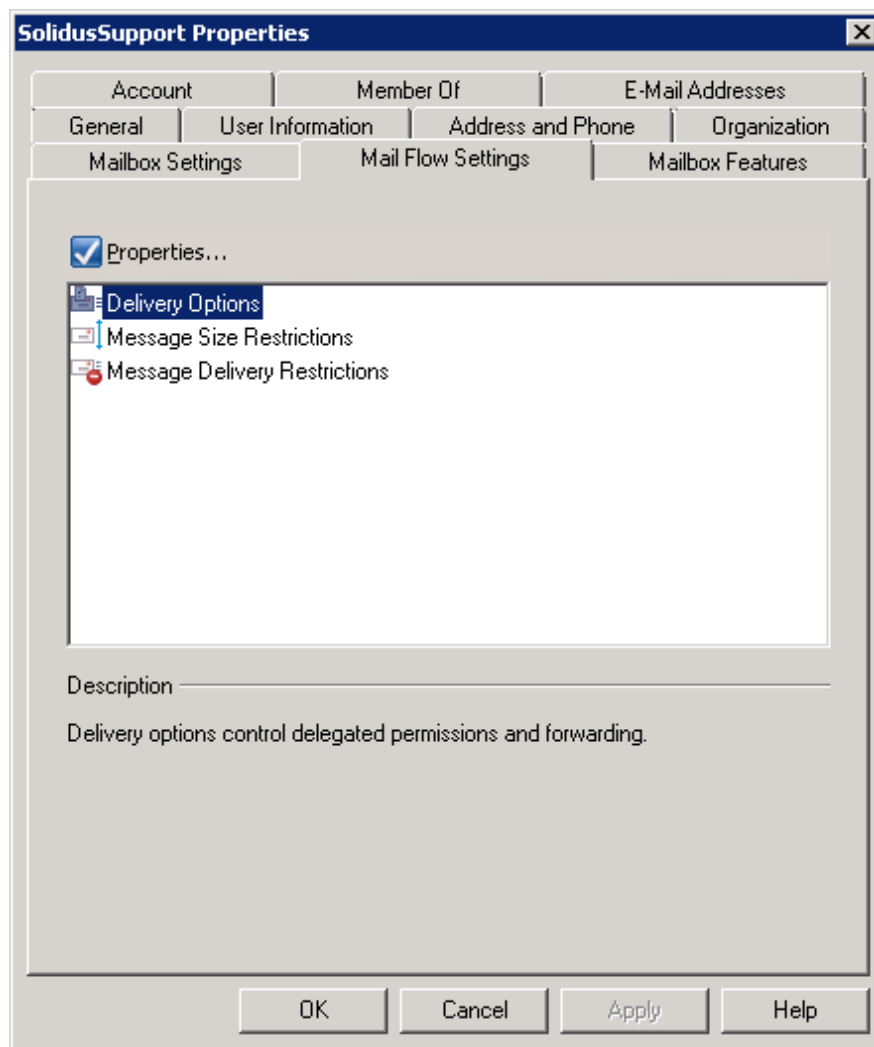
- Configuration Summary:** A summary of the mailbox configuration, displayed in a scrollable window titled 'SolidusSupport'. The summary includes:
 - Mailbox type: User Mailbox
 - Organizational unit: seclab.com/Users
 - User name: SolidusSupport
 - User logon name (User Principal Name): SolidusSupport@seclab.com
 - User logon name (pre-Windows 2000): SolidusSupport
 - User doesn't need to change password at next logon
 - Alias: SolidusSupport
 - Server: SECLAB-DC
 - Storage Group: First Storage Group
 - Mailbox Database: Mailbox Database

Below the summary window, it says 'Select Ctrl+C to copy the contents of this page.'

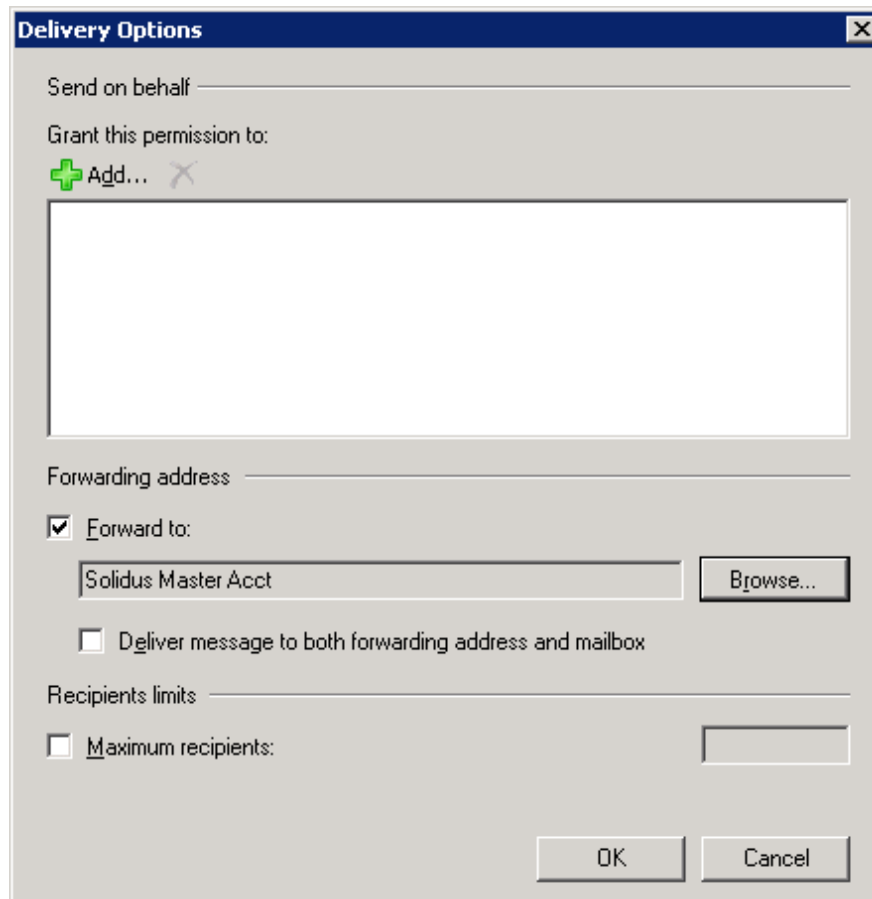
At the bottom of the wizard are three buttons: 'Help', '< Back', and 'New', and a 'Cancel' button.

8. Verify the new mailbox settings and click **New** to create the mailbox.

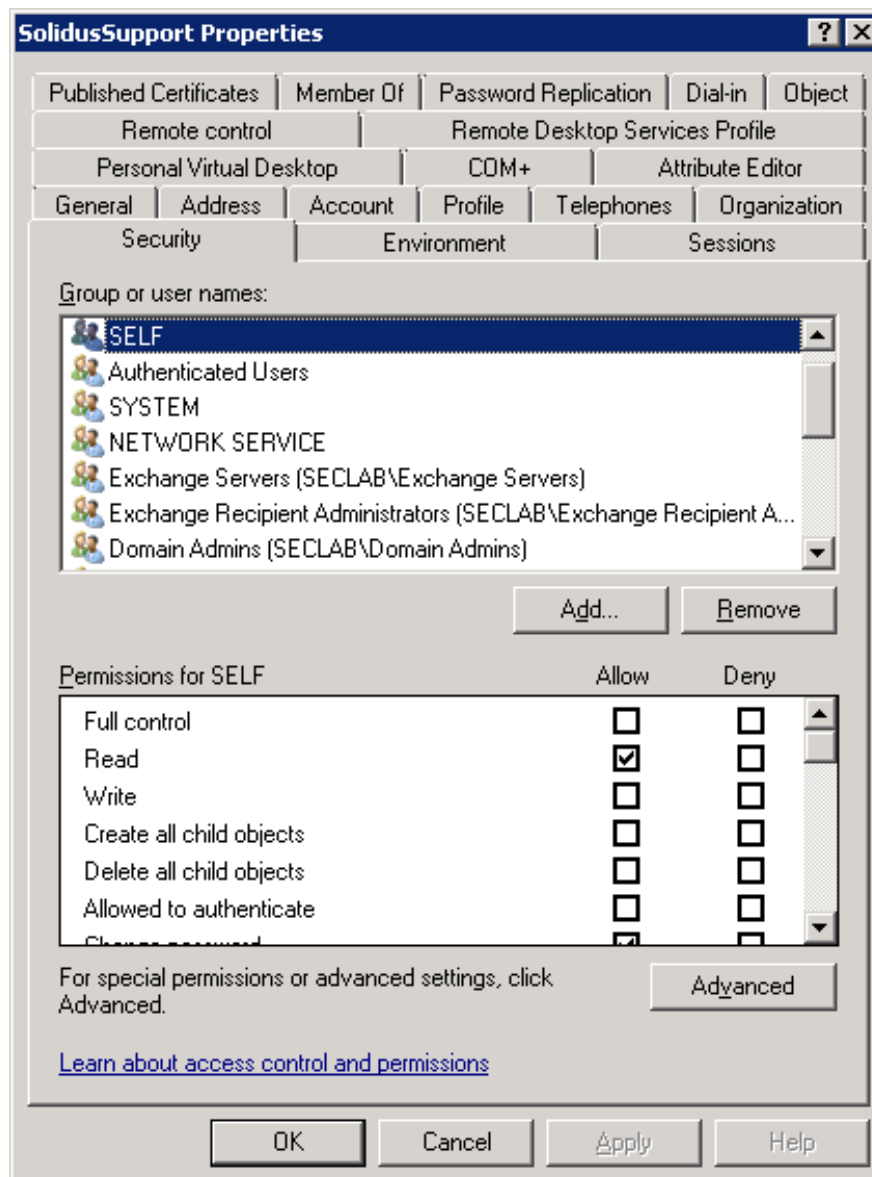
9. Locate the new mailbox under the **Recipient Configuration/Mailbox** node.
10. Right click on the mailbox and select **Properties...** Select the **Mail Flow Settings** tab.



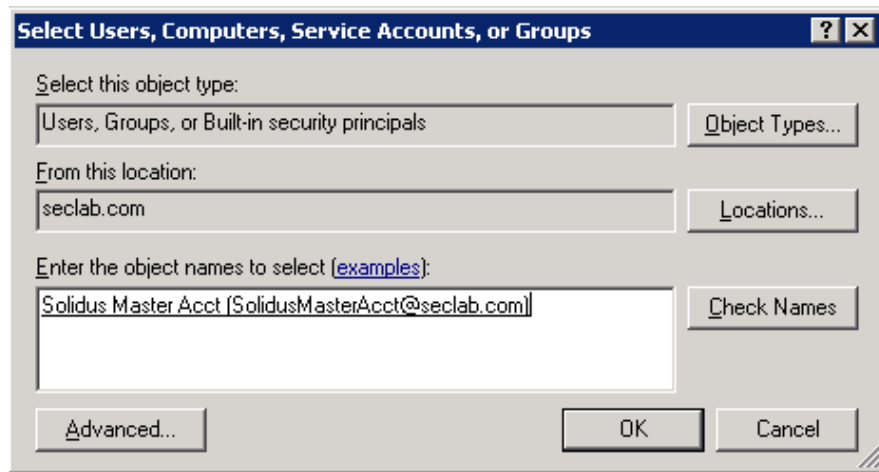
11. Select **Delivery Options** and click **Properties...**



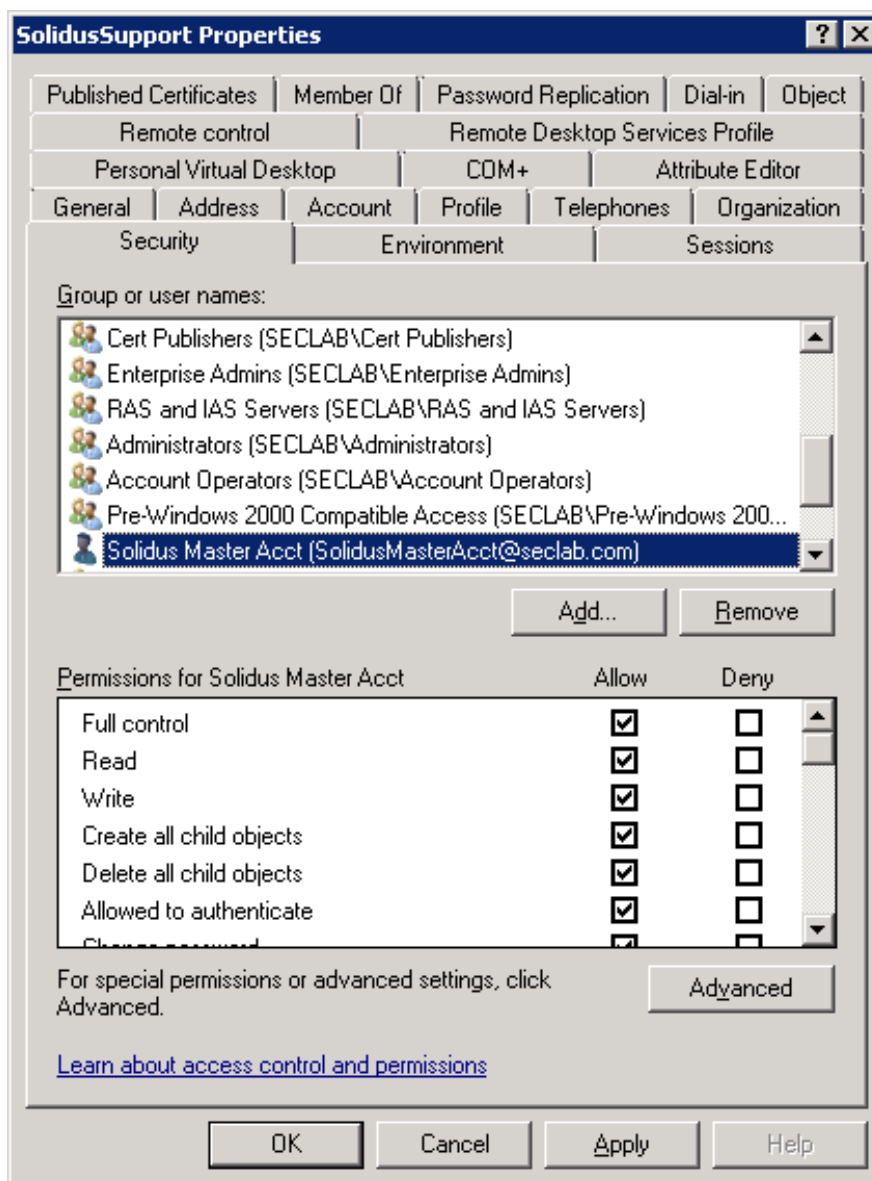
12. Check the **Forward to:** option. Choose the **Browse...** button and select the master account. The **Deliver message to both forwarding address and mailbox** should be unchecked.
13. Click **OK**.
14. Repeat steps 3 through 13 for all service access e-mail accounts.
15. Launch the **Active Directory Users and Computers** snap-in.
16. Select the **Users** node (or whatever the location is for the user mailboxes that you created).
17. For each service access e-mail account that you created, right click on the account and select **Properties...** Go to the **Security tab**.



18. Click **Add**.



19. Enter the master account and click **OK**.



20. With the master account selected, click the Allow checkbox for the Full control permission.

21. Click OK to dismiss the Properties dialog.

22. Repeat steps 17 through 21 for each service access e-mail account.



Note: This procedure slightly differs from previous versions of MiCC Enterprise. The recommended procedure in previous versions was to give Send on behalf permission to the master account. For upgrades, the existing setup may be maintained, however, "Send As" permission must be given to the master account from each user mailbox account.

LOTUS DOMINO 8.5

IMAP and SMTP must be enabled on the Domino server prior to setup. Contact the Domino Administrator for enabling these protocols.

CREATE THE MASTER MAILBOX E-MAIL ACCOUNT

1. Launch the Domino Administrator
2. Register a **New Person**.

Register Person -- New Entry

Provide name, password and other basic information for the new person. To view/edit additional registration settings, check the 'Advanced' checkbox below.

Registration Server... VM-DOMINO65/seclab

First name: Middle name: Last name: Short name:

Password: Mail system: Explicit policy:

IMAP (None Available)

Password Options...

No organization policy assigned to this person

Policy Synopsis...

☐ Enable roaming for this person

☐ Create a Notes ID for this person

☐ Advanced New Person Migrate People... Import Text File... [OK] [Cancel]

Registration Queue (local):

User Name ^	Registration Status ^	Date ^

Register All Register Delete Options... Views... Done

3. Enter the new account information. For the purpose of this instruction, the name of the account will be SolidusMasterAcct.
4. Set the **Mail system** to IMAP.
5. Uncheck **Create a Notes ID for this person**.
6. Complete the registration process.

ADD THE SERVICE ACCESS E-MAIL ADDRESSES

For each service access that will be processing e-mails, the e-mail address must be added to the list of addresses configured for the master account.

1. Launch the Domino Administrator.
2. Locate the master account Person.
3. Edit the Person.

Person: **SolidusMasterAcct/seclab** SolidusMasterAcct@seclab.com

Basics | Work/Home | Other | Miscellaneous | Certificates | Roaming | Administration

Basics		Mail	
First name:	<input type="text"/>	Mail system:	<input type="text" value="POP or IMAP"/>
Middle name:	<input type="text"/>	Domain:	<input type="text" value="seclab"/>
Last name:	<input type="text" value="SolidusMasterAcct"/>	Mail server:	<input type="text" value="VM-DOMINO65/seclab"/>
User name:	<input type="text" value="SolidusMasterAcct/seclab"/> SolidusMasterAcct	Mail file:	<input type="text" value="mailsolidusm"/>
Alternate name:		Forwarding address:	<input type="text"/>
Short name/UserID and/or Internet address for R4.x SMTP MTA:	<input type="text" value="SolidusMasterAcct"/> Solidus.Sales@seclab.com Solidus.Marketing@seclab.com Solidus.Support@seclab.com	Internet address:	<input type="text" value="SolidusMasterAcct@seclab.com"/>
Personal title:	<input type="text"/>	Format preference for incoming mail:	<input type="text" value="Prefers MIME"/>
Generational qualifier:	<input type="text"/>	When receiving unencrypted mail, encrypt before storing in your mailfile:	<input type="text" value="No"/>
Internet password:	<input type="text" value="(0094CD903DEF787FF518A9FD169DAA76)"/>	Real-Time Collaboration	
Preferred language:	<input type="text"/>	Sametime server:	

4. Add the e-mail address to the **Short name/UserID and/or Internet Address** for each service access that will be processing e-mails.
5. Save the Person document.



Note: This procedure differs from previous versions of MiCC Enterprise. The recommended procedure in previous versions was to create individual Person documents for the service group e-mail accounts. These accounts would forward their e-mails to the master mailbox. For upgrades, the existing setup may be maintained, but the master account must be changed to use IMAP for its mail system.

MICC ENTERPRISE E-MAIL CONFIGURATION

This section describes the basic setup of e-mail in MiCC Enterprise. For a more detailed description of the available e-mail options, refer to the Configuration Manager User's Guide.

CONNECTING TO THE E-MAIL SERVER

1. Launch the MiCC Enterprise Configuration Manager.
2. Open the System Properties for the desired tenant or system.
3. Switch to the E-mail Server tab.

The screenshot shows the 'Contact Center System Properties' dialog box with the 'E-mail Server' tab selected. The dialog has a tabbed interface with the following tabs: Open Media, Chat, Default Language Path, LDAP Directory, Authentication, Attendant, General, Call, Queue Handling, Agent, Phone Agent, Report, E-mail, and E-mail Server. The 'E-mail Server' tab is active, displaying configuration fields for incoming and outgoing email servers.

Incoming:

- Server: DOMINOSERVER
- Port: 143 ☐ Use SSL
- User Name: SolidusMasterAcct
- Password: [masked]
- Inbox Folder: [empty]
- Trash Folder: [empty]

Outgoing:

- Server: DOMINOSERVER
- Port: 25 ☐ Use SSL
- User Name: SolidusMasterAcct
- Password: [masked]
- E-mail Address: SolidusMasterAcct@seclab.com
- Sent Items Folder: [empty]

Fallback:

- Filter Address: [empty]
- Folder: [empty]

Buttons at the bottom: OK, Cancel, Advanced..., Help. A 'Test Connection' button is located above the bottom buttons.

4. Enter the master account connection information for the incoming (IMAP) and outgoing (SMTP) e-mail servers. The User Name format may vary between e-mail systems. For example, Gmail would require SolidusMasterAcct@gmail.com while Domino may be Something like SolidusMasterAcct/seclab.
5. The outgoing E-mail Address is used in outgoing e-mail where a sender address might not be available. For example, e-mail notifications for generated reports.
6. The **Test Connection** button can be used to check the validity of the connection settings.



Note: If you do not wish to enable inbound e-mail routing to service accesses, you do not need to enter the connection information for the Incoming server. You may enter only the Outgoing server information. This will allow functions such as the e-mail notifications for reports.

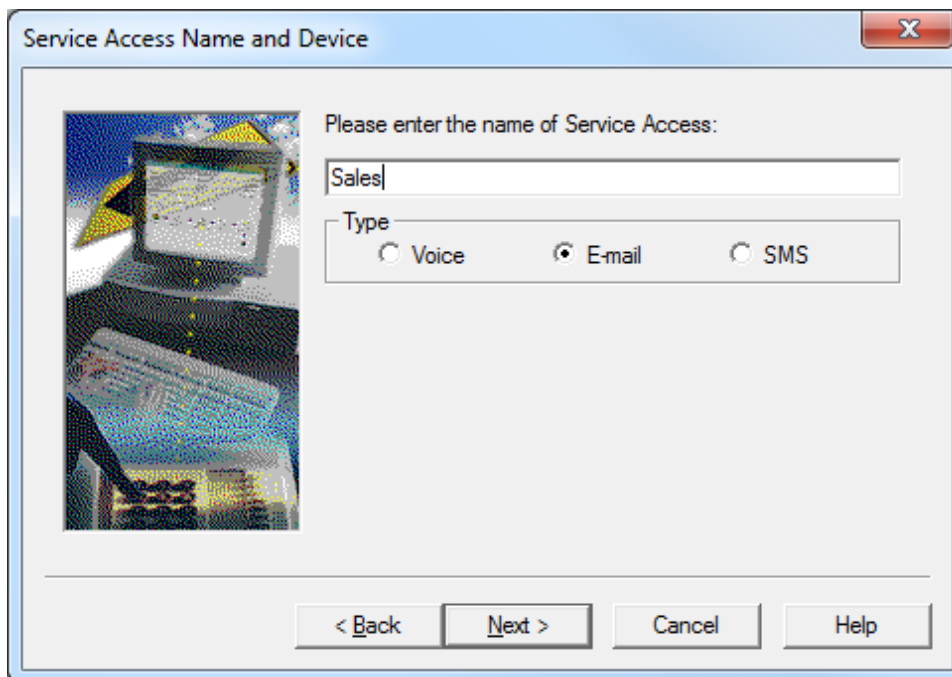
EMAIL CONNECTION SETTINGS

The following table lists the typical connection settings for Gmail. Refer to Gmail documentation if there are any issues using these settings.

	SERVER	PORT	USE SSL
Incoming	imap.gmail.com	993	Yes
Outgoing	smtp.gmail.com	587	Yes

CREATE E-MAIL SERVICE ACCESSES

1. Launch the MiCC Enterprise Configuration Manager
2. Add a new Service Access.



3. Enter the name and set the type to E-mail. Click **Next**.

4. Enter the e-mail address of one of the service access e-mail accounts that was setup during the **E-mail Server Configuration** phase.



Note: Wildcards may be used for the e-mail address. For example, if you had 2 e-mail accounts with the address:

Solidus.Sales.Retail@seclab.com
Solidus.Sales.Commercial@seclab.com

You could enter:

Solidus.Sales.*@seclab.com

This would route all e-mails starting with Solidus.Sales.

If multiple Service Accesses are defined with the same e-mail address, they can be activated at the same time. However, e-mails will only be routed to the first Service Access activated. Caution should be exercised when defining e-mail addresses for Service Accesses to avoid overlapping e-mail addresses.



Note: If multiple Service Accesses are defined with the same e-mail address(es), they can be activated at the same time. However, e-mails will only be routed to the first Service Access activated. Caution should be exercised when defining e-mail addresses for Service Accesses to avoid overlapping e-mail addresses.

5. Select <New> for the associated Service Group and enter the Service Group name.
6. Click **Add** for the Service Group.
7. Complete the rest of the Service Access wizard.

SETUP OUTGOING E-MAIL SERVICE GROUPS

Service Groups may be used when routing e-mails to agents, but they may also be used when sending a new outgoing e-mail from MiContact Center Agent. Typically, when an agent responds to an e-mail, the e-mail will be sent using the e-mail address. You may override this address as well as setup the service group for new outgoing e-mail.

1. Launch the MiCC Enterprise Configuration Manager.
2. Create a new e-mail service group or modify an existing one.
3. Switch to the **E-mail** tab.

The screenshot shows a Windows-style dialog box titled "Service Group Properties: Sales". It has a tabbed interface with the following tabs: General, Agent, Selection, Skills, Thresholds, E-mail (selected), and Agent Action. The "E-mail" tab contains the following fields and controls:

- A checkbox labeled "Review E-mails Before Sending" which is currently unchecked.
- A dropdown menu labeled "Default E-mail Template:" with "<None>" selected.
- A section titled "Address" containing:
 - A checked checkbox labeled "Reply Using Incoming Service Access Address".
 - A text field labeled "E-mail Address:" containing the value "Solidus.SalesCall@seclab.com".
- A section titled "Signature" containing:
 - A text field labeled "File Name:" which is currently empty.

At the bottom of the dialog box are four buttons: "OK", "Cancel", "Permissions...", and "Help".

4. Specify the e-mail address. For new outgoing e-mails, this address will be used as the sender. Only service groups that have an address specified may be used for new outgoing

e-mails in MiContact Center Agent. If the Reply Using Incoming Service Access Address is unchecked, this address will be used when an agent replies to an incoming e-mail.



Note: The e-mail server must be capable of sending an e-mail using this address from the master account. This may require setting up another account on the e-mail server and associating it to the master account.

E-MAIL TEMPLATES

E-mail templates may be created for use as default incoming and outgoing messages as well as automatic e-mail confirmations and service group or agent signatures. The templates may be standard text based files (*.txt) or html format files (*.htm, *.html). The files may contain placeholders which will be replaced by data associated to the incoming or outgoing e-mail.

It is important to ensure that replaceable identifiers are entered in a continuous string in the template files. HTML editors such as Microsoft Word may split the text while inserting HTML format tags. This will prevent the identifiers from being replaced. This may occur if text is identified as a misspelled word. The underlining used in Microsoft Word to indicate the misspelled word will be stored in the HTML file as formatting information. Always ensure that replaceable identifiers are ignored for spell checking.

Replaceable Identifiers

IDENTIFIER	REPLACEMENT
\$Subject\$	E-mail subject
\$From\$	Sender name and e-mail address. For example, John Smith (john.smith@company.com)
\$From.Name\$	Sender name
\$From.Address\$	Sender e-mail address
\$Date\$	Current date formatted using the short date format of the current locale
\$Time\$	Current time formatted using the short time format of the current locale
\$Received\$	Date and time the e-mail was received formatted using the short date and short time formats of the current locale
\$Received.Date\$	Date the e-mail was received formatted using the short date format of the current locale
\$Received.Time\$	Time the e-mail was received formatted using the short time format of the current locale
\$ServiceAccess\$	Service access name
\$ServiceAccess.Name\$	Service access name
\$ServiceGroup\$	Service group name

\$ServiceGroup.Name\$	Service group name
\$ServiceGroup.Email\$	Service group e-mail address
\$Agent\$	Agent name
\$Agent.Name\$	Agent name
\$Customer\$	Customer name (applicable when e-mail is associated with a Chat session or incoming voice call)
\$Customer.Name\$	Customer name (applicable when e-mail is associated with a Chat session or incoming voice call)
\$Customer.Email\$	Customer e-mail address (applicable when e-mail is associated with a Chat session)
\$Customer.ID\$	Identifier associated with customer (applicable when e-mail is associated with a Chat session)
\$Customer.Number\$	Phone number associated with customer (applicable when e-mail is associated with an incoming voice call and Attendant E-mail feature is invoked)



Note: Identifiers may not be applicable in all cases. For example, for a new outgoing e-mail, the \$Received\$ identifier will not be available. Identifiers that do not apply will be replaced by an empty string.

Example Automatic E-mail Confirmation in Text Format:

\$Date\$ \$Time\$

Dear \$From.Name\$,

Thank you for contacting \$ServiceAccess.Name\$. We will contact you as soon as possible.

Example Automatic E-mail Confirmation in Html Format:

```
<HTML>
<BODY>
<B>$Date$ $Time$</B><BR/><BR/>
Dear $From.Name$,<BR/><BR/>
Thank you for contacting $ServiceAccess.Name$. We will contact you as soon as possible.
</BODY>
</HTML>
```

SPELL CHECKING IN MICONCONTACT CENTER AGENT

MiCC Enterprise ships with only the English language dictionary for spell checking. Additional languages may be installed by placing the language dictionaries on the MiCC Enterprise server. Language dictionaries must be in Open Office format.

Language dictionaries are located on the MiCC Enterprise server under the following directory:

```
<InstallDir>\Services\Spelling
```

Each language is placed in a subfolder with the name of the culture. For example, the name for U.S. English is en-US. See table **Culture Names** for a list of culture names. Two files are required; A dictionary file named Dictionary.dic and a grammar file named Grammar.aff.

Dictionaries may be downloaded from <http://extensions.openoffice.org/> in the form of an Open Office Extension. These extensions have an oxt file extension, however, they are standard ZIP compressed files.

1. Create subfolder with the name of the culture under Spelling.
2. Download extension from Open Office.
3. Rename file to a zip extension.
4. Open zip file and extract dic and aff files to culture folder. Some extensions may contain multiple dic or aff files. The typical naming convention for the main files in the extensions is the name of the culture. For example, the Spanish extension contains the files es_ES.dic and es_ES.aff.
5. Rename the *.dic and *.aff files to Dictionary.dic and Grammar.aff.

No additional configuration in MiCC Enterprise is necessary. When MiContact Center Agent runs, it queries the server for language dictionaries under the Spelling folder. If additional dictionaries are present, they will be downloaded to the client.



Note: Mitel is not responsible for the content of language dictionaries. Any omissions or incorrect entries are solely the responsibility of the MiCC Enterprise user.

Culture Names

CULTURE NAME	LANGUAGE
af-ZA	Afrikaans - South Africa
sq-AL	Albanian - Albania
ar-DZ	Arabic - Algeria
ar-BH	Arabic - Bahrain
ar-EG	Arabic - Egypt
ar-IQ	Arabic - Iraq
ar-JO	Arabic - Jordan
ar-KW	Arabic - Kuwait
ar-LB	Arabic - Lebanon
ar-LY	Arabic - Libya
ar-MA	Arabic - Morocco
ar-OM	Arabic - Oman
ar-QA	Arabic - Qatar
ar-SA	Arabic - Saudi Arabia
ar-SY	Arabic - Syria
ar-TN	Arabic - Tunisia
ar-AE	Arabic - United Arab Emirates
ar-YE	Arabic - Yemen
hy-AM	Armenian - Armenia
Cy-az-AZ	Azeri (Cyrillic) - Azerbaijan
Lt-az-AZ	Azeri (Latin) - Azerbaijan
eu-ES	Basque - Basque
be-BY	Belarusian - Belarus
bg-BG	Bulgarian - Bulgaria
ca-ES	Catalan - Catalan
zh-CN	Chinese - China

zh-HK	Chinese - Hong Kong SAR
zh-MO	Chinese - Macau SAR
zh-SG	Chinese - Singapore
zh-TW	Chinese - Taiwan
zh-CHS	Chinese (Simplified)
zh-CHT	Chinese (Traditional)
hr-HR	Croatian - Croatia
cs-CZ	Czech - Czech Republic
da-DK	Danish - Denmark
div-MV	Dhivehi - Maldives
nl-BE	Dutch - Belgium
nl-NL	Dutch - The Netherlands
en-AU	English - Australia
en-BZ	English - Belize
en-CA	English - Canada
en-CB	English - Caribbean
en-IE	English - Ireland
en-JM	English - Jamaica
en-NZ	English - New Zealand
en-PH	English - Philippines
en-ZA	English - South Africa
en-TT	English - Trinidad and Tobago
en-GB	English - United Kingdom
en-US	English - United States
en-ZW	English - Zimbabwe
et-EE	Estonian - Estonia
fo-FO	Faroese - Faroe Islands
fa-IR	Farsi - Iran
fi-FI	Finnish - Finland

fr-BE	French - Belgium
fr-CA	French - Canada
fr-FR	French - France
fr-LU	French - Luxembourg
fr-MC	French - Monaco
fr-CH	French - Switzerland
gl-ES	Galician - Galician
ka-GE	Georgian - Georgia
de-AT	German - Austria
de-DE	German - Germany
de-LI	German - Liechtenstein
de-LU	German - Luxembourg
de-CH	German - Switzerland
el-GR	Greek - Greece
gu-IN	Gujarati - India
he-IL	Hebrew - Israel
hi-IN	Hindi - India
hu-HU	Hungarian - Hungary
is-IS	Icelandic - Iceland
id-ID	Indonesian - Indonesia
it-IT	Italian - Italy
it-CH	Italian - Switzerland
ja-JP	Japanese - Japan
kn-IN	Kannada - India
kk-KZ	Kazakh - Kazakhstan
kok-IN	Konkani - India
ko-KR	Korean - Korea
ky-KZ	Kyrgyz - Kazakhstan
lv-LV	Latvian - Latvia

lt-LT	Lithuanian - Lithuania
mk-MK	Macedonian (FYROM)
ms-BN	Malay - Brunei
ms-MY	Malay - Malaysia
mr-IN	Marathi - India
mn-MN	Mongolian - Mongolia
nb-NO	Norwegian (Bokmål) - Norway
nn-NO	Norwegian (Nynorsk) - Norway
pl-PL	Polish - Poland
pt-BR	Portuguese - Brazil
pt-PT	Portuguese - Portugal
pa-IN	Punjabi - India
ro-RO	Romanian - Romania
ru-RU	Russian - Russia
sa-IN	Sanskrit - India
Cy-sr-SP	Serbian (Cyrillic) - Serbia
Lt-sr-SP	Serbian (Latin) - Serbia
sk-SK	Slovak - Slovakia
sl-SI	Slovenian - Slovenia
es-AR	Spanish - Argentina
es-BO	Spanish - Bolivia
es-CL	Spanish - Chile
es-CO	Spanish - Colombia
es-CR	Spanish - Costa Rica
es-DO	Spanish - Dominican Republic
es-EC	Spanish - Ecuador
es-SV	Spanish - El Salvador
es-GT	Spanish - Guatemala
es-HN	Spanish - Honduras

es-MX	Spanish - Mexico
es-NI	Spanish - Nicaragua
es-PA	Spanish - Panama
es-PY	Spanish - Paraguay
es-PE	Spanish - Peru
es-PR	Spanish - Puerto Rico
es-ES	Spanish - Spain
es-UY	Spanish - Uruguay
es-VE	Spanish - Venezuela
sw-KE	Swahili - Kenya
sv-FI	Swedish - Finland
sv-SE	Swedish - Sweden
syr-SY	Syriac - Syria
ta-IN	Tamil - India
tt-RU	Tatar - Russia
te-IN	Telugu - India
th-TH	Thai - Thailand
tr-TR	Turkish - Turkey
uk-UA	Ukrainian - Ukraine
ur-PK	Urdu - Pakistan
Cy-uz-UZ	Uzbek (Cyrillic) - Uzbekistan
Lt-uz-UZ	Uzbek (Latin) - Uzbekistan
vi-VN	Vietnamese - Vietnam
ar-YE	Arabic - Yemen

E-MAIL RESPONSES

A response file may be setup for each service group allowing the agents to select predefined messages to be inserted into e-mail replies. If a response file is configured, a hierarchal list of the responses is displayed in the agent e-mail form. Refer to the section on E-mail, Chat and SMS Response Files in the document **3_1543-LXA119154 – Advanced Configurations** for the response file format.

ARCHIVE CONSIDERATIONS

E-mails that are sent and received may be archived to the MiCC Enterprise database for retrieval at a later time. Due to the different languages that may be contained in e-mail subjects and bodies, the content may not be archived correctly depending on the SQL collation set for the MiCC Enterprise database. The collation of the database is set during creation and uses the collation set for the SQL server. This collation may not support all of the characters contained in the e-mail subject or body. If this situation arises, it may be necessary to manually change the collation or column type of specific table columns in the MiCC Enterprise database.

COLLATION CHANGE

The collation may be changed to support most characters. A collation should be chosen that will support the most possible characters that may be received or sent in an e-mail subject or body. The following table lists possible collations supported by SQL Server.

SQL Collations

LANGUAGE	COLLATION
Albanian	Albanian_CI_AS
Arabic (Saudi Arabia)	Arabic_CI_AS
Chinese (PRC)	Chinese_PRC_CI_AS
Chinese (PRC)	Chinese_PRC_Stroke_CI_AS
Chinese (Taiwan)	Chinese_Taiwan_Bopomofo_CI_AS
Chinese (Taiwan)	Chinese_Taiwan_Stroke_CI_AS
Croatian	Croatian_CI_AS
Russian	Cyrillic_General_CI_AS
Czech	Czech_CI_AS
Danish	Danish_Norwegian_CI_AS
Estonian	Estonian_CI_AS
Finnish	Finnish_Swedish_CI_AS
French (France)	French_CI_AS
German (Phone Book Sort)	German_PhoneBook_CI_AS
Greek	Greek_CI_AS
Hebrew	Hebrew_CI_AS

Hungarian	Hungarian_CI_AS
Hungarian (Technical)	Hungarian_Technical_CI_AS
Icelandic	Icelandic_CI_AS
Japanese	Japanese_CI_AS
Korean (Extended Wansung)	Korean_Wansung_CI_AS
Galacian (English – U.S.A)	Latin1_General_CI_AS
Latvian	Latvian_CI_AS
Lithuanian	Lithuanian_CI_AS
Spanish (International Sort)	Modern_Spanish_CI_AS
Polish	Polish_CI_AS
Romanian	Romanian_CI_AS
Slovak	Slovak_CI_AS
Slovenian	Slovenian_CI_AS
Thai	Thai_CI_AS
Spanish (Traditional Sort)	Traditional_Spanish_CI_AS
Turkish	Turkish_CI_AS
Ukrainian	Ukrainian_CI_AS
Vietnamese	Vietnamese_CI_AS

Once a collation is chosen, some SQL commands must be issued to SQL Server to change the affected columns. Open SQL Server Management Studio and execute the following commands on the nextccdb database. Replace <Collation Name> with the name of the collation chosen.

```
DROP INDEX IDX_email_archive_subject ON email_archive
ALTER TABLE email_archive ALTER COLUMN subject varchar(255) COLLATE <Collation
Name> NOT NULL
ALTER TABLE email_archive ALTER COLUMN body varchar(max) COLLATE <Collation Name>
NULL
CREATE INDEX IDX_email_archive_subject ON email_archive(subject) ON [PRIMARY]
```

COLUMN TYPE CHANGE

Changing the type of the column rather than setting the collation has the benefit of supporting all characters; however, the space required for the columns will be double that of the standard definition. If the number of e-mails archived is relatively small, it is better to change the type of the column rather than the collation. To change the type of the column to support all characters,

open SQL Server Management Studio and execute the following commands on the nextccdb database.

```
DROP INDEX IDX_email_archive_subject ON email_archive  
ALTER TABLE email_archive ALTER COLUMN subject nvarchar(255) NOT NULL  
ALTER TABLE email_archive ALTER COLUMN body nvarchar(max) NULL  
CREATE INDEX IDX_email_archive_subject ON email_archive(subject) ON [PRIMARY]
```