Gmail Integration

Technical Reference

Abstract

CIC offers support for Gmail. This document describes how to configure IMAP and SMTP to integrate with Gmail in CIC using OAuth protocol authentication.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.
# Table of Contents

Table of Contents................................................................. 2
Introduction to the Customer Interaction Center (CIC) Integration with Gmail........................................... 3
About this Document.............................................................. 4
About Gmail.............................................................................. 5
About Customer Interaction Center......................................... 6
Purpose of the Integration.......................................................... 7
Concepts and Terminology...................................................... 8
Requirements........................................................................... 9
Configuration Overview......................................................... 10
  Re-run IC Setup Assistant................................................... 10
  Create a Google Project and Service Account........................ 10
  Configure the Google Domain.............................................. 11
  Configure Mail in Interaction Administrator.......................... 11
  Configure a Mailbox in Interaction Administrator.................. 12
  Test the Integration............................................................ 12
Change Log.............................................................................. 13
Introduction to the Customer Interaction Center (CIC) Integration with Gmail
About this Document

This document describes the following:

- Overview of the integration
- Configuration of the integration components
About Gmail

Gmail, part of Google Apps for Work, is a web-based hosted email application offering message threading, message labels, message search, and spam filtering.
About Customer Interaction Center

*Customer Interaction Center* is a suite of contact center applications, as well as interactive voice response and IP/PBX capabilities. Customer Interaction Center (CIC) supports several interaction management client applications. Starting with CIC 2015 R3, Interaction Desktop replaces Interaction Client .NET Edition as the primary CIC client.
Purpose of the Integration

Integration of CIC with Gmail provides outsourcing of email capabilities and using OAuth with the integration provides a safer environment.
Concepts and Terminology

As an administrator, you should be familiar with the following terms and concepts:

IMAP

Internet Message Access Protocol allows an email client to receive email messages across IP networks from a remote server.

SMTP

Simple Mail Transfer Protocol allows an email client to send email messages across IP networks to a remote server.

OAuth

Open standard of authorization allows users to share private resources with a third party, without sharing credentials. For example, users may share contacts, without sharing usernames and passwords.

SSL

Secure Sockets Layer protocol provides communication security across IP networks.

TLS

Requirements

Starting with CIC 2015 R2, OAuth 2.0 is supported. This section lists requirements for the Gmail integration with CIC.

- Gmail with OAuth 2.0
- CIC 2015 R2 or later

**Note:**
OAuth is only available for customers using Google Apps for Work.
Configuration Overview

Configuration requires that you complete the following procedures for new CIC installations using Gmail and existing CIC installations using Gmail:
1. Re-run IC Setup Assistant. (This procedure does not apply to a new installation.)
2. Create a Google Project and Service Account
3. Configure the Google Domain
4. Configure Mail in Interaction Administrator
5. Configure User in Interaction Administrator
6. Test the integration

Re-run IC Setup Assistant

If you are currently using Gmail in CIC, you must re-run the IC Setup Assistant after you install CIC 2015 R2 or later to complete the Gmail configuration upgrade to OAuth 2.0. You will re-run the IC Setup Assistant once.
1. Select Start->Programs->Interactive Intelligence->IC Setup Assistant.
   The IC Setup Assistant dialog box appears.
2. Click Identity.

3. Click Proceed.
4. Click Restart IC.

Create a Google Project and Service Account

For information on how to configure the Google interface, see this Knowledge Base article:
https://genesyspartner.force.com/customercare/pkb_Home?id=kA50B0000008R2XSAU
Configure the Google Domain

1. Register your domain name with Google, such as yourcompany.acme.com.
2. Log in to the Google domain using your domain administrator account to set up the domain to use Google Apps for Work.
3. After you log in to the dashboard (or portal) for administering your account, access the Admin console (for example, access admin.google.com).
5. Select Advanced settings.
7. Enter the following information in the Manage API client access screen:
   - In the Client Name field, enter the client ID from the Create Google Project and Service Account procedure.
   - In the One or More API scopes field, enter https://mail.google.com/.
8. Click Authorize.

Configure Mail in Interaction Administrator

Starting with CIC 2015 R2, Gmail is a separate selection in the Interaction Administrator Mail Provider, and is no longer configured using LDAP/SMTP/IMAP.
1. In Interaction Administrator, open the Configuration dialog box in the Mail Configuration container.
2. On the Providers tab, click Gmail and then click Enable Provider.
3. On the Gmail Configuration page, click Add.
   The Edit Gmail Domain page appears.
4. Enter the following information in the Edit Gmail Domain page:
   - In the Name field, enter the Google domain name.
   - In the Default sender field, enter the mailbox to use as the default sender.
   - Click Load JSON and locate the .json file.
     You downloaded the .json file when you performed the Create Google Project and Service Account procedure.
   - Click OK to save your changes.
Configure a Mailbox in Interaction Administrator

1. In Interaction Administrator, click on User in the People container and select the user with a Gmail account.
2. In the Configuration tab, click the ellipsis next to Mailbox User to open the Mailbox Selection page.
3. Under Select a mailbox option, click Gmail. Enter the display name and the email address for the user. For Gmail, those values are the same. For example, john.smith@acme.com.
4. Click OK.

Note:
In Interaction Administrator Workgroup Configuration, perform the same tasks as listed above in the user configuration section, to associate a workgroup's CIC account to a Gmail mailbox:

Test the Integration

1. Log the user into Interaction Desktop.
2. Make sure to add the Voicemail tab to the user’s view.
3. Leave a voicemail message for the user.
4. To display the voicemail message, click Refresh in the Voicemail tab.
5. GmailConnector delivers and retrieves the message by using OAuth 2.0 for authentication.
<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>23-April-2013</td>
<td>In the Interaction Administrator Mail Configuration section, updated the Default Sender specifications for the SMTP Configuration page.</td>
</tr>
<tr>
<td>23-April-2014</td>
<td>Copyright and trademark information.</td>
</tr>
<tr>
<td>28-July-2014</td>
<td>Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.</td>
</tr>
<tr>
<td>01-January-2015</td>
<td>Updated for Gmail OAuth 2.0 in CIC 2015 R2 and later. Copyright and trademark information.</td>
</tr>
<tr>
<td>03-March-2015</td>
<td>- Updated the Configure a Mailbox in Interaction Administrator section and Configure the Google Domain section.</td>
</tr>
<tr>
<td></td>
<td>- Updated Test the Integration section to use Interaction Desktop.</td>
</tr>
<tr>
<td>07-July-2015</td>
<td>Updated cover page for rebranding.</td>
</tr>
<tr>
<td>21-April-2016</td>
<td>- Removed steps from Create a Google Project and Service Account procedure and replaced with link to KB doc.</td>
</tr>
<tr>
<td></td>
<td>- Copyright and trademark information.</td>
</tr>
<tr>
<td>19-July-2017</td>
<td>Rebranded this document to apply Genesys terminology.</td>
</tr>
<tr>
<td>07-August-2017</td>
<td>Updated cover, copyright, trademark pages.</td>
</tr>
</tbody>
</table>