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See [Change Log](#) for summary of changes.



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.

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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

Transport Layer Security protocol provides communication security across IP networks.

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

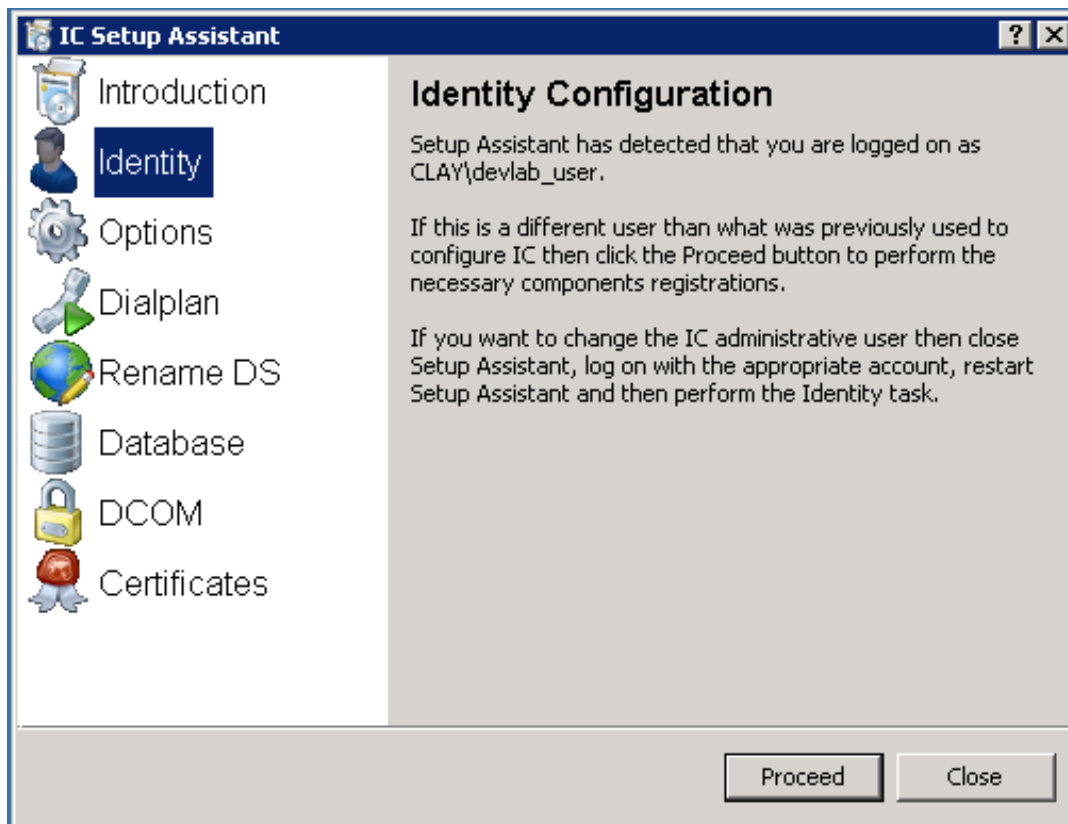
Re-run IC Setup Assistant

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 how to configure the Google interface, see KB article <https://my.inin.com/products/pages/kb-details.aspx?entryid=Q145218706600121>.

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`).
4. Select **Security**.
5. Select **Advanced settings**.
6. Under **Authentication**, select **Manage OAuth Client Access**.
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/`.

Manage API client access

Developers can register their web applications and other API clients with Google to enable access to data in Google services like Calendar. You can also register your own applications. [Learn more](#)

Authorized API clients The following API client domains are registered with Google and authorized to access your data.

Client Name	One or More API Scopes
<input type="text" value="955908826189-jps77rd77v"/> Example: www.example.com	<input type="text" value="https://mail.google.com/"/> Example: http://www.google.com/calendar/feeds/ (comma-delimited)

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.

Edit Gmail Domain

Name:

Default sender:

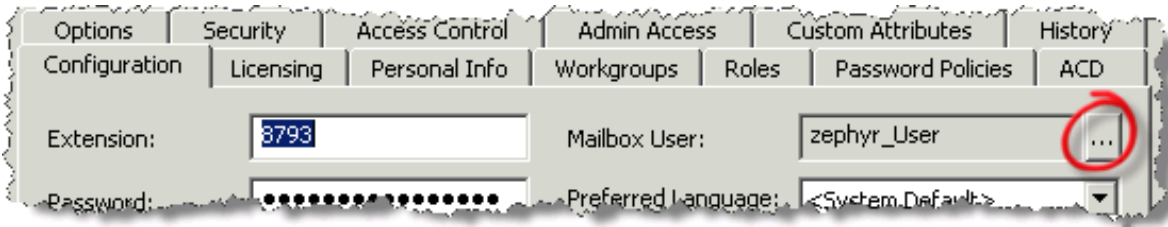
Service Account

Client ID:

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.



The screenshot shows the user configuration interface. At the top, there are tabs for Options, Security, Access Control, Admin Access, Custom Attributes, and History. Below these are sub-tabs for Configuration, Licensing, Personal Info, Workgroups, Roles, Password Policies, and ACD. The 'Mailbox User' field is set to 'zephyr_User' and has a red circle around an ellipsis icon to its right. Other fields include 'Extension' (3793), 'Password' (masked with dots), and 'Preferred Language' (System Default).

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:



The screenshot shows the workgroup configuration interface. At the top, there are tabs for Security, Access Control, Admin Access, Custom Attributes, and History. Below these are sub-tabs for Configuration, Files, Members, Roles/Supervisors, and Wrap-up Codes. The 'Mailbox User' field is empty and has a red circle around an ellipsis icon to its right. The 'Extension' field contains the number '3'.

When necessary, perform the same tasks in Attendant mailbox configuration or ACD Workgroup mailbox configuration.

Test the Integration

1. Log the user in to 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.

Change Log

Date	Changes
23-April-2013	In the Interaction Administrator Mail Configuration section, updated the Default Sender specifications for the SMTP Configuration page.
23-April-2014	Copyright and trademark information.
28-July-2014	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.
01-January-2015	Updated for Gmail OAuth 2.0 in CIC 2015 R2 and later. Copyright and trademark information.
03-March-2015	<ul style="list-style-type: none">• Updated the Configure a Mailbox in Interaction Administrator section and Configure the Google Domain section.• Updated Test the Integration section to use Interaction Desktop.
07-July-2015	Updated cover page for rebranding.
21-April-2016	<ul style="list-style-type: none">• Removed steps from Create a Google Project and Service Account procedure and replaced with link to KB doc.• Copyright and trademark information.
19-July-2017	Rebranded this document to apply Genesys terminology.
07-August-2017	Updated cover, copyright, trademark pages.