



PureConnect®

2023 R1

Generated:

08-February-2023

Content last updated:

20-June-2019

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/pureconnect>.

For copyright and trademark information, see https://help.genesys.com/pureconnect/desktop/copyright_and_trademark_information.htm.

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Introduction to the CIC Integration with Gmail

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

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 CIC

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

Requirements

Starting with CIC 2015 R2, the integration supports OAuth 2.0. Following are the requirements for the CIC Integration with Gmail:

- Gmail with OAuth 2.0
- CIC 2015 R2 or later

Note:

OAuth is only available for customers using Google Apps for Work.

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.

Configuration Overview

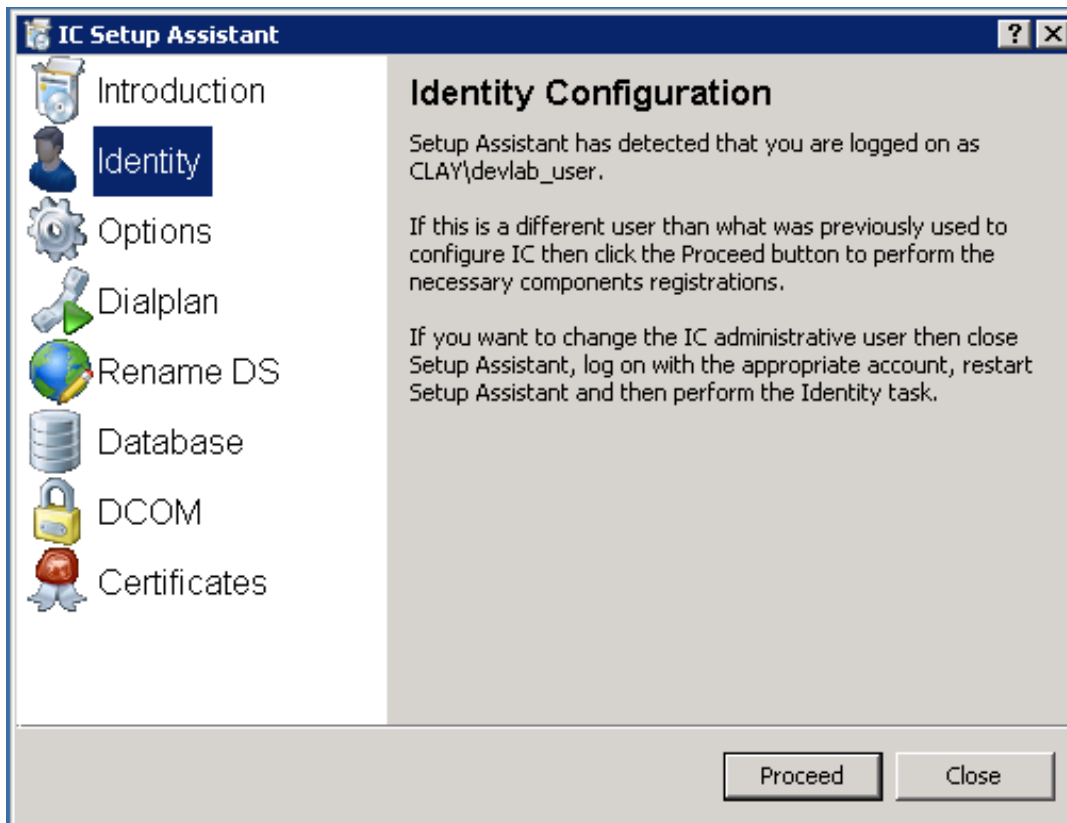
Configuration requires that you complete the following procedures for new CIC installations using Gmail and existing CIC installations using Gmail:

1. [Re-run IC Setup Assistant](#). (This procedure does not apply to a new installation.)
2. Create a Google Project and Service Account.
For information about how to configure the Google interface, see this Knowledge Base article: https://genesyspartner.force.com/customercare/pkb_Home?id=kA50B0000008R2XSAU.
3. [Configure the Google Domain](#).
4. [Configure Mail in Interaction Administrator](#).
5. [Configure a Mailbox 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.

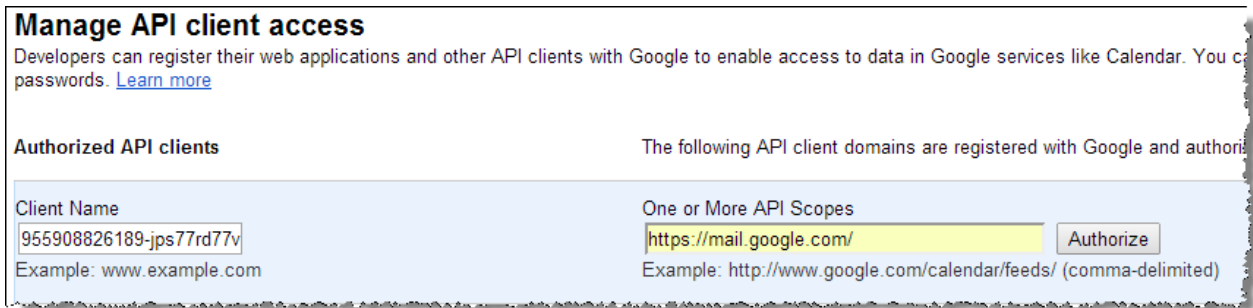
1. Select **Start->Programs->Interactive Intelligence->IC Setup Assistant**.
The **IC Setup Assistant** dialog box appears.
2. Click **Identity**.



3. Click **Proceed**.
4. Click **Restart IC**.

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 API clients for your domain. [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 |
| 955908826189-jps77rd77v Example: www.example.com | https://mail.google.com/ <input type="button" value="Authorize"/> 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: inin-testing.com

Default sender: administrator@inin-testing.com

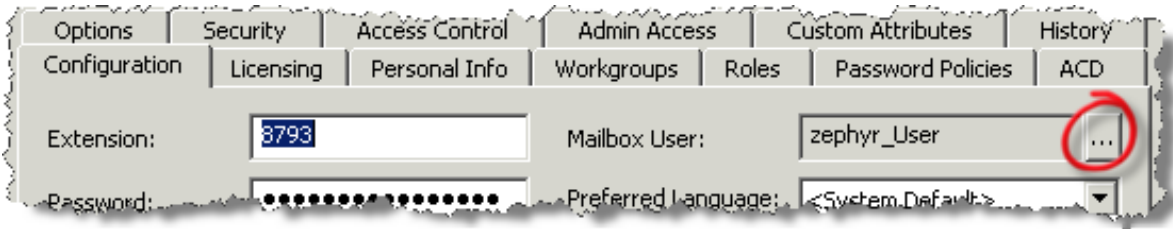
Service Account


Client ID: 546633747014-4d77611q778msvun7ha218efd08daqk...

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.



| | | | | | | |
|---------------|--|----------------|--|---|-------------------|-----|
| Options | Security | Access Control | Admin Access | Custom Attributes | History | |
| Configuration | Licensing | Personal Info | Workgroups | Roles | Password Policies | ACD |
| Extension: | <input type="text" value="3793"/> | Mailbox User: | <input type="text" value="zephyr_User"/> |  | | |
| Password: | <input type="password" value="....."/> | | Preferred Language: | <input type="text" value="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:



| | | | | | |
|---------------|--------------------------------|---|-------------------------------|---------------|--|
| Security | Access Control | Admin Access | Custom Attributes | History | |
| Configuration | Files | Members | Roles/Supervisors | Wrap-up Codes | |
| Extension: | <input type="text" value="3"/> | Mailbox User: | <input type="text" value=""/> | | |
| | |  | | | |

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

The following table lists the changes to the *Gmail Integration Technical Reference* since its initial release.

| 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. |
| 20-June-2019 | Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section..." |