

UNITY CONTACT CENTER – EMAIL SETUP

1 Choose a Queue

Media Streams are created within Queues. From within the portal select the Queue that you want this Media Stream to be created within.

kakaposystems Contact Center Queues

Multi-media queues currently used by this group.

Wildcards are automatically added when searching.

Name	Timezone	Agents joined
Android Support	India Standard Time	4/5
Charter Test	Eastern Standard Time	2/2
Chris Lab	GMT Standard Time	14/24
Dashboard Support	India Standard Time	9/14
Development Queue	GMT Standard Time	5/19
Dynamic Sales	GMT Standard Time	1/1
Holidays	GMT Standard Time	1/1
Identifier Test One	GMT Standard Time	0/0
Identifier Test Two	GMT Standard Time	0/0
Kakapo IndiaContact	India Standard Time	9/19
Kakapo Live Streams	GMT Standard Time	6/17
Kakapo Sales	GMT Standard Time	6/9
Kakapo Support Channels	GMT Standard Time	8/17
Kakapomarketing@kakaposystems.com	GMT Standard Time	0/0

2 Adding an Email Media Stream

From within the Queue click “Add Media Stream”



3 Setting up a Gmail Mailbox

To help keep your account secure, from May 30, 2022, Google no longer supports the use of third-party apps or devices which ask you to sign into your Google Account using only your username and password.

← Less secure app access

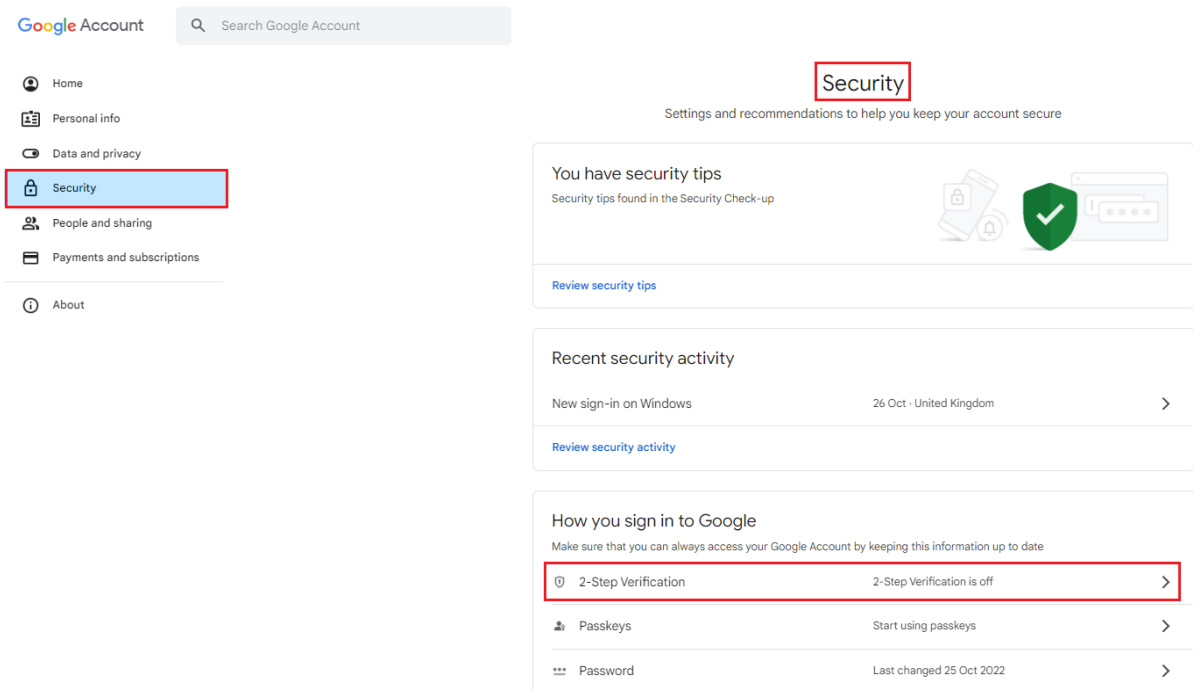
Some apps and devices use less secure sign-in technology, which makes your account vulnerable. You can turn off access for these apps, which we recommend, or turn it on if you want to use them despite the risks. Google will automatically turn this setting OFF if it's not being used. [Learn more](#)

This setting is not available for your account.

As there is no option to use the “Less secure app access” the process will be to enable two-step verification and create an App Password that will be used to authentic the new Gmail Media Stream.

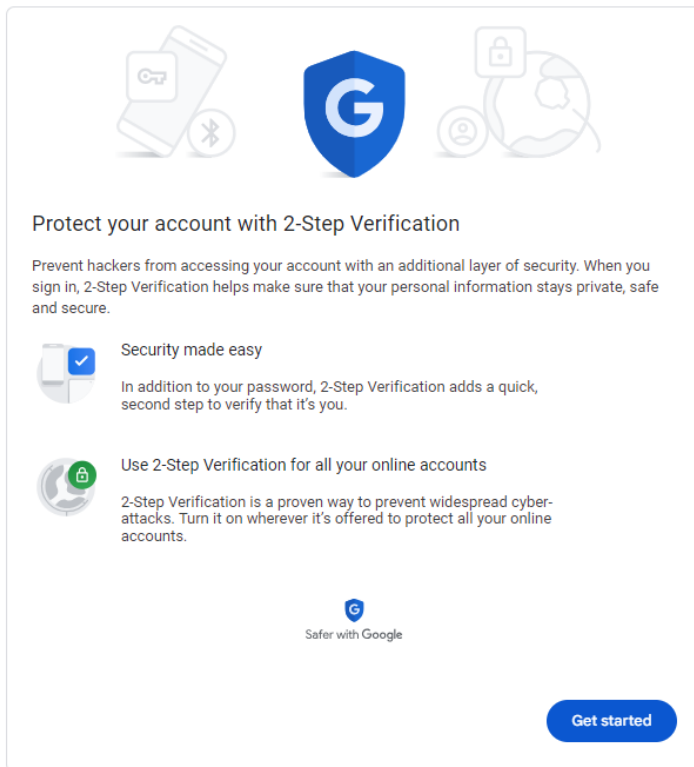
Process to create the “2 – Step Verification” and generate an App Password for creating a new Gmail Google Account Media Stream on the Contact Center Portal platform.

Go to the Gmail account settings and click on the “2 – Step Verification”, as below.



You will see the below screen where you can start the “2 - Step Verification” process. Click on “Get Started”



← 2-Step Verification




The graphic features three icons at the top: a smartphone with a key icon, a blue shield with a white 'G', and a globe with a padlock icon. Below these is the heading "Protect your account with 2-Step Verification". The text explains that this feature adds a second step to verify identity, preventing hackers. Two bullet points highlight that security is made easy and that it should be used for all online accounts. At the bottom, there is a "Safer with Google" logo and a blue "Get started" button.

Protect your account with 2-Step Verification

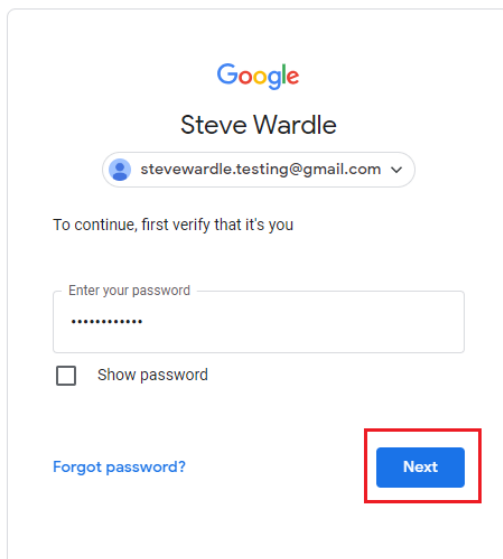
Prevent hackers from accessing your account with an additional layer of security. When you sign in, 2-Step Verification helps make sure that your personal information stays private, safe and secure.

-  **Security made easy**
In addition to your password, 2-Step Verification adds a quick, second step to verify that it's you.
-  **Use 2-Step Verification for all your online accounts**
2-Step Verification is a proven way to prevent widespread cyber-attacks. Turn it on wherever it's offered to protect all your online accounts.

 Safer with Google

[Get started](#)


Type in the password for the Gmail account and click next.



The screenshot shows the Google sign-in interface for a user named Steve Wardle. The email address "stevewardle.testing@gmail.com" is selected. The instruction "To continue, first verify that it's you" is displayed above a password input field. The password field contains a series of dots. Below the field is a checkbox labeled "Show password" which is currently unchecked. At the bottom left, there is a link for "Forgot password?". At the bottom right, a blue "Next" button is highlighted with a red rectangular box.

Google

Steve Wardle

 stevewardle.testing@gmail.com ▼

To continue, first verify that it's you

Enter your password

.....

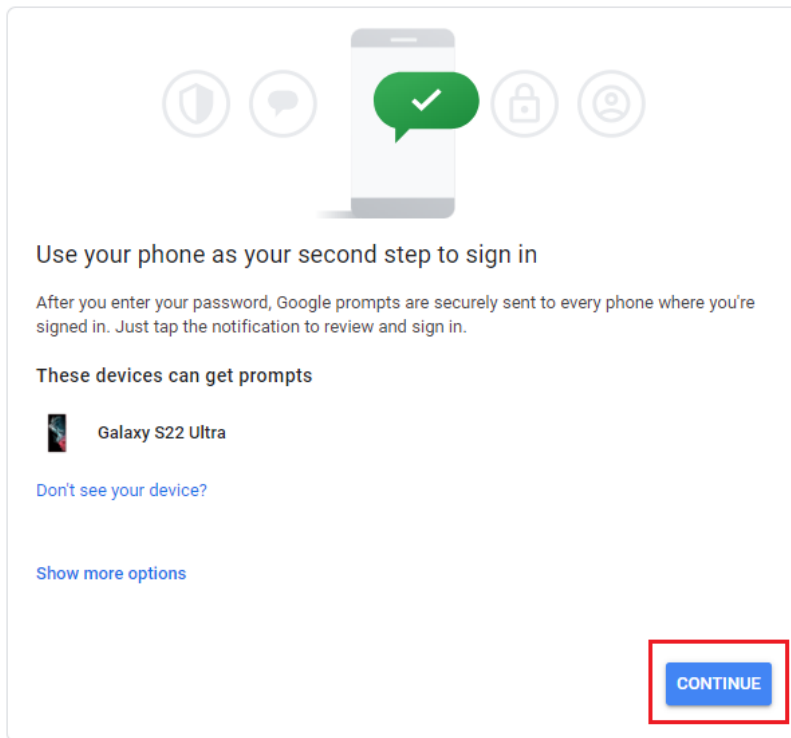
Show password

[Forgot password?](#)

[Next](#)

In this example, I we are using a mobile device to authenticate, as below.


← 2-Step Verification



Use your phone as your second step to sign in

After you enter your password, Google prompts are securely sent to every phone where you're signed in. Just tap the notification to review and sign in.

These devices can get prompts

 Galaxy S22 Ultra

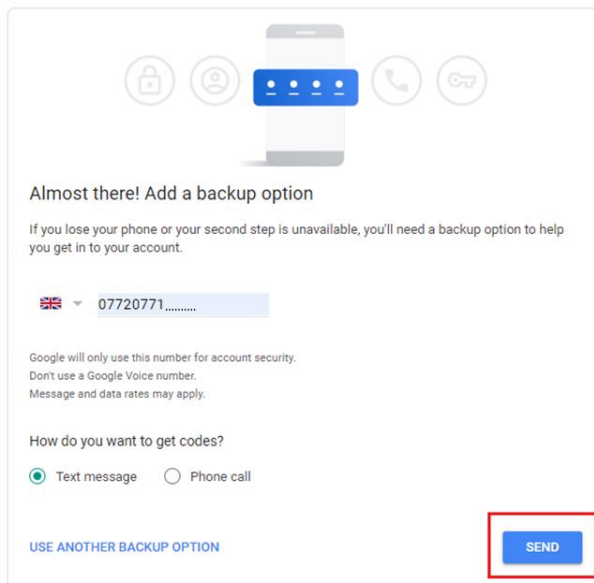
[Don't see your device?](#)

[Show more options](#)

[CONTINUE](#)


Type in your mobile number to complete the process, as below.

← 2-Step Verification



Almost there! Add a backup option

If you lose your phone or your second step is unavailable, you'll need a backup option to help you get in to your account.

 07720771.....

Google will only use this number for account security.
Don't use a Google Voice number.
Message and data rates may apply.

How do you want to get codes?

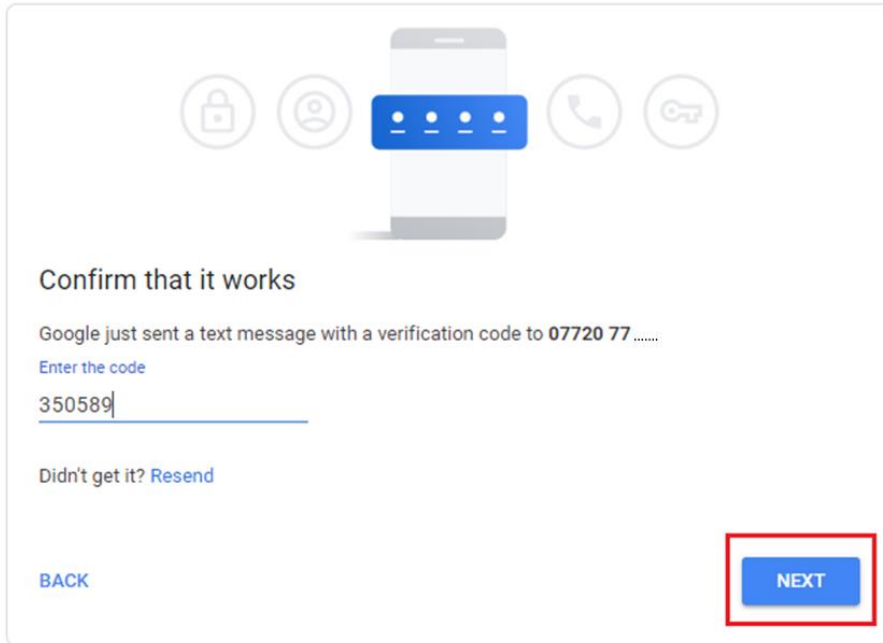
Text message Phone call

[USE ANOTHER BACKUP OPTION](#)

[SEND](#)

You will be sent a code to the new mobile number; you will need to enter this code in the step below to authenticate.

← 2-Step Verification



Confirm that it works

Google just sent a text message with a verification code to **07720 77**

[Enter the code](#)

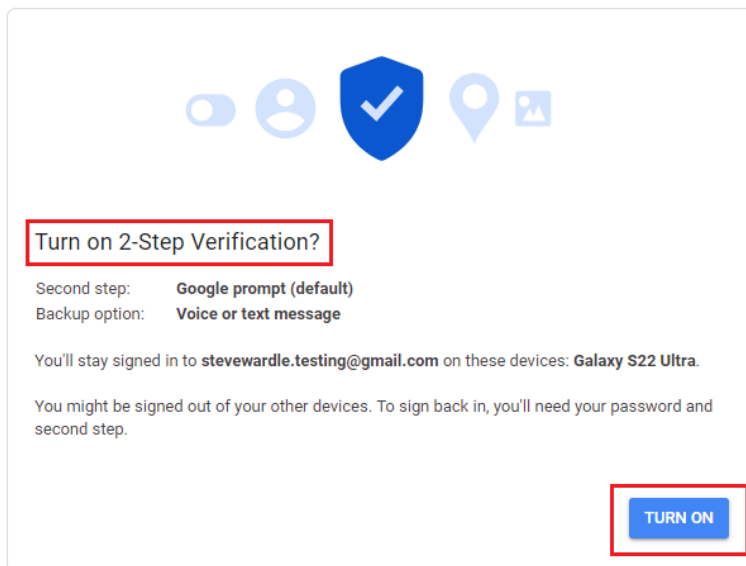
350589

Didn't get it? [Resend](#)

[BACK](#) [NEXT](#)

Turn on the 2 - Step Verification, as below.

← 2-Step Verification



Turn on 2-Step Verification?

Second step: **Google prompt (default)**

Backup option: **Voice or text message**

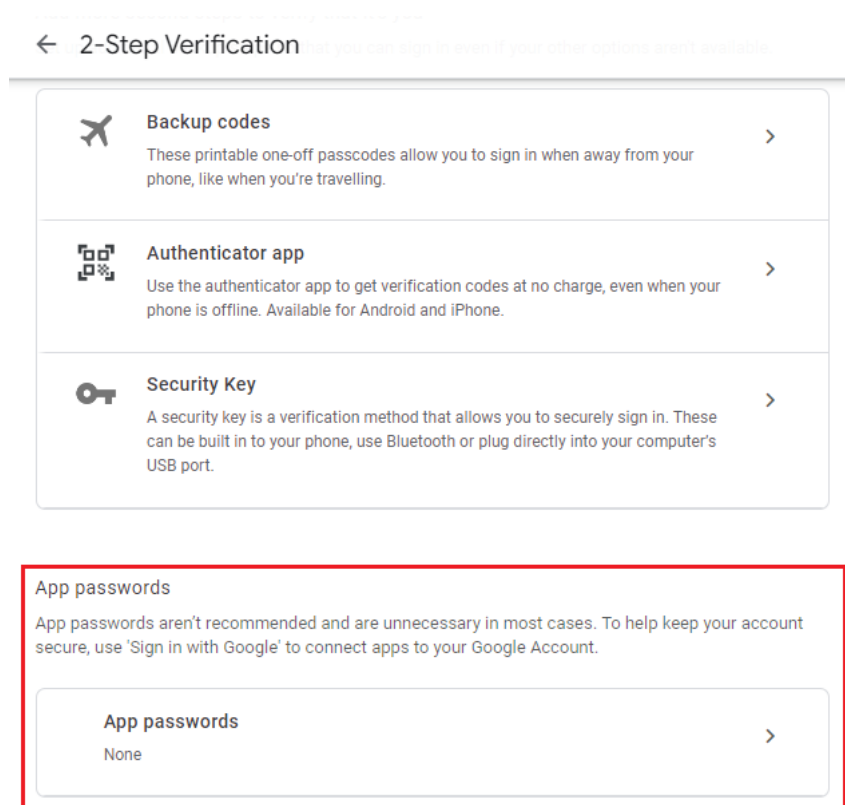
You'll stay signed in to **stewardle.testing@gmail.com** on these devices: **Galaxy S22 Ultra**.

You might be signed out of your other devices. To sign back in, you'll need your password and second step.

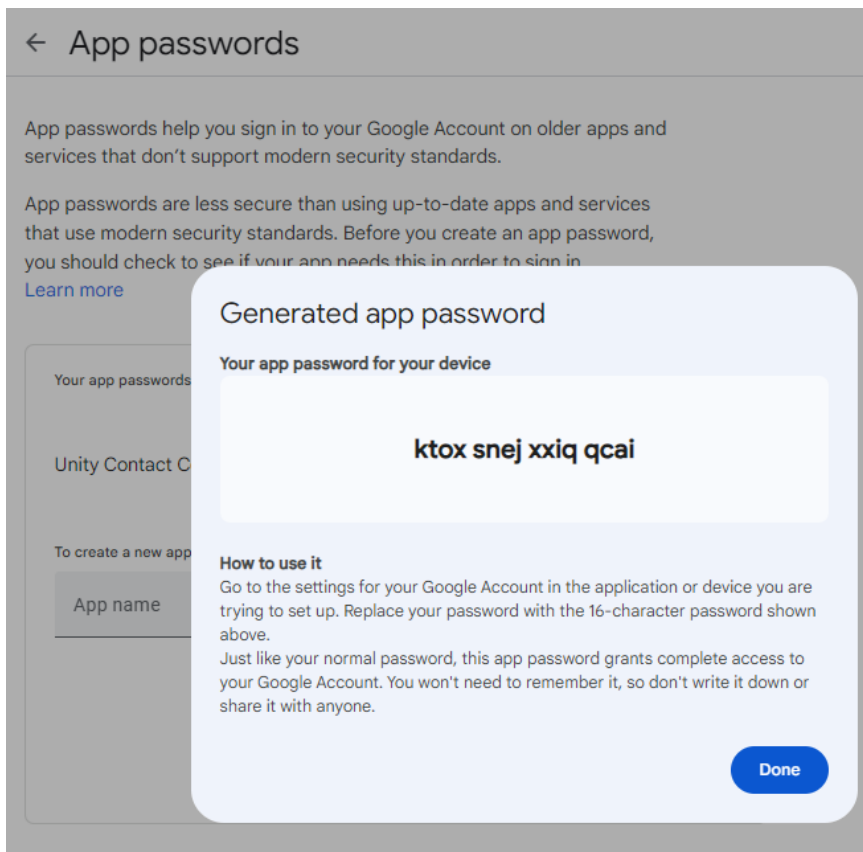
[TURN ON](#)

Now you will need to set up the App Password, this is the password that you will use to authenticate the new Gmail Media Stream you are creating on the Contact Center Portal.

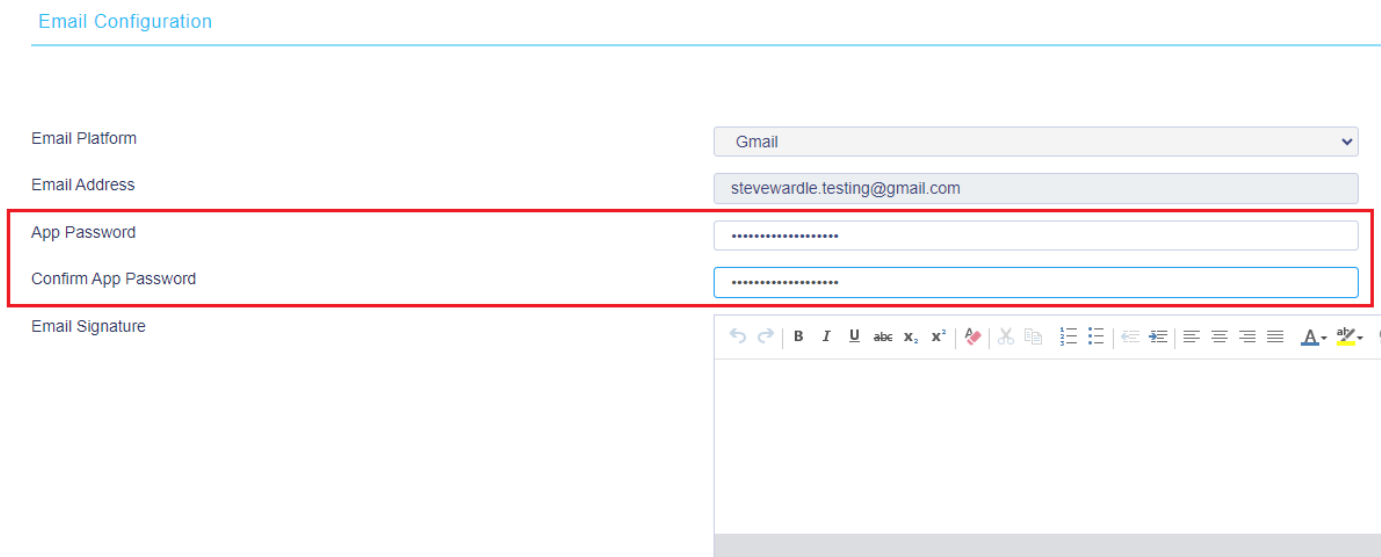
Click on “App Password” and create a new one, I have called it “Unity Contact Center”.



Once you have created the new App Password "Unity Contact Center" it will present you with a unique password as below.



Use this password when you are setting up the new Gmail Media Stream, as below, then click the update button.



You should then see that the Gmail Media Stream is connected as below in the Profile.

Current State

State	Connected
Last Successful Connection	07/11/2023 13:12
Last Unsuccessful Connection	07/11/2023 13:12

[Cancel](#) [Update](#) [Delete Stream](#) [Resend Authorization Email](#)

4 Adding an Email Media Stream

To set up an Email click Media Streams in the Queue section and then click Add Media Stream. Select IMAP Mailbox from the drop-down menu, then enter the relevant Email configuration and any automatic responses.

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log **Contact Center**

New Media Stream

Add or update a media stream to the queue, each media stream represents an entry point into the queue through a media type

Name

Language

Media Type

Conversation Can Be Transferred

Availability

Timezone Daylight savings from Sunday 27/03/2022 at 01:00 until Sunday 30/10/2022 at 02:00

In Office Profile

If one or more email addresses has been entered in the Administration section (See section 3.1 of the main Unity Contact Center user guide) then when creating an email Media Stream, you only need to provide a name – you won't need to provide an email address or password.

You can set these of course, in which case they will be saved, but the portal will not stop you from creating the Media Stream if these details are missing, instead it will send an email to the email addresses in the Admin section alerting them that the Media Stream needs to be authorized.

At the bottom of the media stream profile page, you can brand the Email signature and out of office replies, as shown below.

Email Configuration

Please note, distribution lists are not supported. SMTP and IMAP authorization must be enabled for the mailbox, find out how to enable these features [here](#). Please note this make take up to 24 hours to update in Office365.

Email Platform: Office 365 / Outlook Live / Hotmail

Email Address: [Empty]

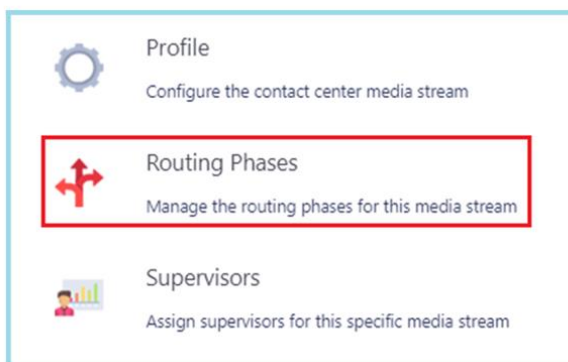
Email Signature: [Rich Text Editor]

Initial reply within business hours: [Rich Text Editor]

Buttons: Cancel, Add Media Stream

5 Adding a Routing Phase

A routing phase is a rule that instructs the contact center who to alert when a new Email conversation comes in. Routing phases are managed through the contact center media stream menu, as shown below.



To add a new routing phase, click “Add Phase”, fill in the required fields, add the desired users and then click Add Phase.

Sales

Phases are used to configure routing rules for a media stream when a new message is received

Phase Number: 1

Name: Sales

Entrance Message: [Text Area]

Routing: [Dropdown Menu: Simultaneous, Circular, Longest Idle at Agent (selected), Longest Idle at Media Stream, Longest Idle at Queue, Simultaneous]

Phase Duration (seconds): [Text Field]

Include Agents From Previous Phases: [Text Field]

Agents

[Search Bar]

[Add] [Add All] [Remove] [Remove All]

[Cancel] [Update Phase] [Delete Phase]

All Agents (Staff Group)
Arjun Harikumar (extn8004@kakaposystems.com)
Athul P S (extn8005@kakaposystems.com)
Bifin Jose (extn8006@kakaposystems.com)
Chris Tutt (christutt@kakaposystems.com)
DESKTOP-EJMBE00 (080027D1A821-762)
Gopikrishnan V (extn8332@kakaposystems.com)
Jaik George Joy (extn8008@kakaposystems.com)
Kakapo Development Team (Staff Group)
Kakapo Support Team (Staff Group)
Vineeth K K (extn8007@kakaposystems.com)

Steve Tutt (stevetutt@kakaposystems.com)
Jenna Wimshurst (jenna.wimshurst@kakaposystems.com)
Steve Wardle (steve.wardle@kakaposystems.com)

You have now successfully created an Email media stream, the agents assigned to the queue in the routing phase should now restart their Unity client. Once they have done that the new queue/Email media stream will be available in the Personal Wallboard.

Please refer to the full-length user guide for more information and in-depth instructions on setting up and using Unity Contact Center.