

# Inboxes and edit e-mails

Here you can manage your incoming mail inboxes. Inboxes allow you to distribute e-mails coming into one of your inboxes to agents through an ACD group. The inbox used for this must be configured accordingly. Ask your system administrator for more information. Each e-mail that arrives in the mailbox is stored on your Web server in "eml" format. Furthermore, e-mails are stored in three folders of the inbox (JTEL\_Origin, JTEL\_InProgress, JTEL\_Processed). The folder "JTEL\_Origin" contains the original message, the folder "JTEL\_InProgress" contains the messages that are currently being processed and the folder "JTEL\_Processed" contains processed messages.

You can edit, delete, activate or deactivate the created inboxes in the table column Action. When editing, almost all input fields are available that are also displayed when you create an inbox. It is no longer possible to change the qualification system for an existing inbox.

## Create and manage Inboxes

Use the Add button to add new incoming mailboxes. The following input fields are available.

|                             |   |
|-----------------------------|---|
| Name                        | Inbox Name  |
| Email Address               | E-Mail address of the inbox. If necessary ask your Sytem Administrator.   |
| External Email Address      | External E-Mail address of the inbox in case of using of E-mail router. It should be empty or equal to the previous field value if router does not present.   |
| Binding Protocol            | Select the binding protocol to be used. The following options are available: <ul style="list-style-type: none"><li>• IMAP / IMAPS</li><li>• Exchange</li></ul> If necessary ask your Sytem Administrator. |
| Server Name                 | Enter the name of your mail server here. If necessary ask your Sytem Administrator.   |
| IMAP Port                   | In case the Binding Protocol is IMAP / IMAPS  |
| User name                   | Enter the user name of the email account. If necessary ask your Sytem Administrator.  |
| Password / Confirm Password | Enter the password of the email account. If necessary ask your Sytem Administrator.   |
| Entra ID Token              | Set Token - see " <a href="#">Create Entra ID Application for IMAP Mail Connector</a> "   |
| Entra ID Token              | Clear Token   |
| IMAP SSL                    | Option in case the Binding Protocol is IMAP / IMAPS   |
| SMTP Host                   |   |
| SMTP Port                   |   |

|                  |  |
|------------------|--|
| SMTP SSL         | Option   |
| SMTP User Name   | Enter the user name of the email account. If necessary ask your Sytem Administrator.   |
| SMTP Password    | Set a new password   |
| SMTP Password    | Clear the password   |
| Qualifier System | <p>Choose the classification system to be used when emails are categorised. The following options are available:</p> <ul style="list-style-type: none"> <li>• Direct Routing: Incoming e-mail is routed directly to the registered ACD group. The distribution within the ACD group is based on the group settings and the user settings of the agents belonging to the group</li> <li>• Simple Keyword Router: An additional table is displayed in which keywords for groups can be entered. Incoming e-mails are searched for these keywords. If the Search Body option is set, the content of incoming e-mails is searched as well as the subject. Otherwise, only the subject is searched. The option "Maximum number of matches" extends the content search. If this option is set, the e-mail is sent to the group for which the most keywords are found.</li> </ul> |
| ACD Group        | Choose the ACD group to which the incoming emails should be routed.  |
| Language         | Parameter is used in ruby script applications. Please note, that warning mails constructed using default language of the client.   |
| Priority         | Parameter is used in ruby script applications.   |
| Skill 1          | Parameter is used in ruby script applications.   |
| Skill 2          | Parameter is used in ruby script applications.   |
| Skill 3          | Parameter is used in ruby script applications.   |
| Skill 4          | Parameter is used in ruby script applications.   |

#### Edit e-mails

There are two options for agents to process e-mails. Either the e-mails are distributed directly via the Web Portal and processed as media events, or the e-mails are received by the agent in his or her e-mail inbox. This is defined in the **user settings** on the **ACD Options** tab under the menu tab **Media Delivery Options**. Further details on e-mail processing can be viewed under **Agent Home** in the **Media Events** section.