GENESYS™

E-mail Server Administration Guide

Configure shared mailbox for Microsoft Exchange Online

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Contents

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Overview

ESJ allows to use Microsoft Exchange Online shared mailboxes for the following protocols:

- Inbound: IMAP, EWS, GRAPH
- Outbound: SMTP, EWS, GRAPH

Configuration specifics for ESJ

Inbound e-mails

- **IMAP**, **EWS** configuration for shared mailboxes:
    - for **pop-client/mailbox** option, specify the shared mailbox e-mail address.
    - for **pop-client/service-account** option, specify the e-mail address with delegated *Full Access* to the shared mailbox.
- **GRAPH** configuration for shared mailboxes:
    - for **pop-client/mailbox** option, specify the shared mailbox e-mail address.
    - **pop-client/service-account** option, specify an empty string (only client credential grant is supported for GRAPH).

If Auto Acknowledge or Auto Response functionality is planned to be used, for **pop-client** options, for the **address** and **default-from-address** options, specify the the same value as in **mailbox** option.

Outbound e-mails

- Configuration for shared mailboxes for all supported protocols (IMAP, EWS, GRAPH):
    - for **smtp-client/user** option, specify e-mail address with delegated *Full Access* to the shared mailbox.
- Additionally, **GRAPH** configuration for shared mailboxes:
    - **smtp-client/allow-delegate** option must be set to `true`.

The *FROM* address in outbound emails must have the value of shared mailbox. The *FROM* address for outbound emails can be assigned either by agent (using the configuration of Business Attributes E-mail Accounts) or by a strategy in *Send* block.

Configuration specifics for Microsoft Exchange Online

The following configuration must be provided:

1. For shared mailbox go to the **Delegation** tab, open **Read and manage (Full Access)**.

2. Add the user that are to be used in **pop-client/service-account** and **smtp-client/user**.