



INTERACTIVE INTELLIGENCE
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Hosted Microsoft Exchange

Requirements and Considerations

Abstract

This document provides a brief overview of requirements and considerations for using a hosted Microsoft Exchange service with Interaction Center.

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Hosted Microsoft Exchange Service with Interaction Center

Requirements

For a hosted Microsoft Exchange service to work properly with Interaction Center, a few important system requirements must be met. Not all hosted-Exchange providers employ these features of Microsoft Exchange, so it is important to understand why these features are required for use with Interaction Center.

Interaction Center requires "Exchange Web Services" (also called "EWS") to be configured and enabled on the Microsoft Exchange server (or cluster) that is hosting the frontend access to the mailbox store containing the user mailboxes. This is the application protocol used by Interaction Center to communicate with the Microsoft Exchange server. If EWS is unavailable or misconfigured, Interaction Center will be unable to connect to the Microsoft Exchange server.

In addition to Exchange Web Services, Interaction Center requires that the Microsoft Exchange server (or cluster) supports "Application Impersonation" and that an administrative account in the Exchange organization has been granted access to the Exchange mailboxes to be used with Interaction Center. The "Application Impersonation" role grants an administrative account access to other mailboxes in the Exchange organization by allowing the administrative account to act as another account. If this Exchange role has not been configured or is misconfigured, Interaction Center will be unable to open Exchange mailboxes using the administrative account.

Microsoft Exchange Online

Available as a standalone service or as part of an Office 365 subscription package, Exchange Online is a Microsoft-hosted version of their Exchange messaging platform. Microsoft offers many different subscription levels for the Office 365 service. Interaction Center testing is performed with Exchange Online (as part of an Office 365 subscription) to verify correct operation when using a hosted Microsoft Exchange service. Due to the large number of hosted-Exchange service providers, Interactive Intelligence tests and supports only the Microsoft Exchange Online service.

Note:

The "Kiosk" subscription options (subscriptions ending with "K#") for Microsoft Office 365 do not meet the requirements for Interaction Center integration with a hosted Microsoft Exchange service. These subscription plans will not work with Interaction Center.

References

- For more information about **Exchange Web Services**, see the “Exchange Web Services Reference” article available at:
 - <http://msdn.microsoft.com/en-us/library/exchange/bb204119%28v=exchg.140%29.aspx>
- For more information about **Exchange Application Impersonation**, see the “Working with Web Services” article available at:
 - <http://msdn.microsoft.com/en-us/library/exchange/dd877053%28v=exchg.140%29.aspx>
- For more information about **Exchange Online**, see the “Exchange Online” article available at:
 - <http://technet.microsoft.com/library/jj819276.aspx>
- For more information about **Exchange Online Pricing and Licensing**, see the “Exchange Licensing FAQ” article available at:
 - <http://office.microsoft.com/en-us/exchange/exchange-licenses-licensing-faq-FX103934581.aspx>