

在UCCX 11.6上將SocialMiner與Gmail整合

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簡介

本文檔介紹Cisco Unified Contact Center Express(UCCX)中SocialMiner與Gmail的代理電子郵件功能整合。從版本11.6(1)開始，SocialMiner可以使用SOCKS5代理與Gmail整合（通過IMAP:993和SMTP:587 IMAP安全地到達特定Gmail郵箱）

必要條件

需求

思科建議您瞭解以下主題：

- UCCX管理
- SocialMiner

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- SocialMiner 11.6(1)
- UCCX 11.6(1)
- 允許通過IMAP(993)和SMTP(587)連線到Gmail進行安全TCP通訊的SOCK5代理
- 一個有效的Gmail帳戶。

附註：通過新增DNS正向和反向查詢中的條目，確保CCX能夠通過FQDN訪問SOCKS代理。

您可以使用這些CLI命令檢查伺服器的解析度和可訪問性。

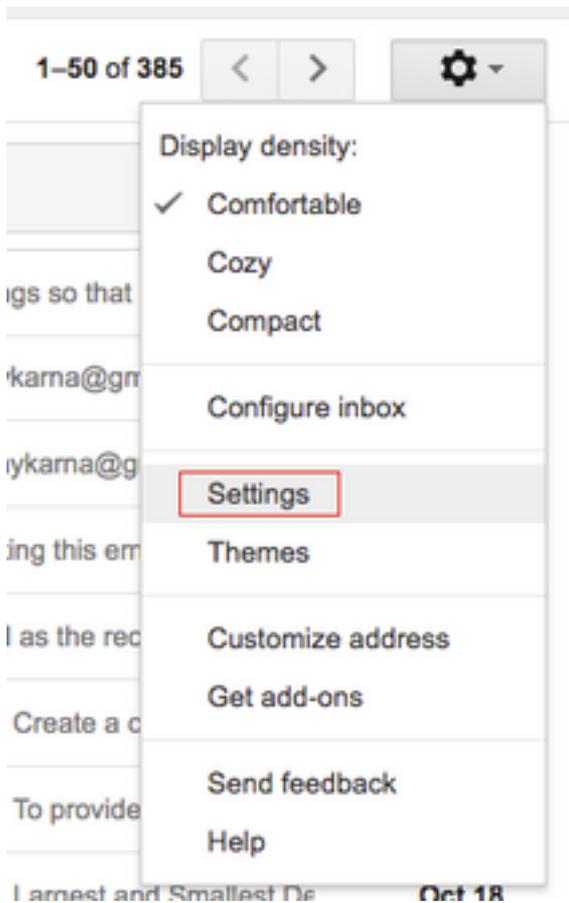
```
CLI: utils network ping <SOCKS.FQDN>
CLI: utils network host <SOCKS.FQDN>
CLI: utils network host <SOCKS.IP.ADDRESS>
```

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

Google帳戶中的設定

允許向您的Gmail帳戶傳送IMAP請求

步驟1. 登入您的Gmail帳戶。按一下頁面右上角的Settings圖示，如下圖所示。



步驟2. 在Forwarding and POP/IMAP下，選中Enable IMAP框，如下圖所示。

General Labels Inbox Accounts and Import Filters and Blocked Addresses **Forwarding and POP/IMAP** Add-ons Chat Labs Offline Themes

Forwarding:
[Learn more](#)

Tip: You can also forward only some of your mail by [creating a filter!](#)

POP Download:
[Learn more](#)

1. Status: **POP is enabled** for all mail

- Enable POP for all mail (even mail that's already been downloaded)
- Enable POP for mail that arrives from now on
- Disable POP

2. When messages are accessed with POP

3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)
[Configuration instructions](#)

IMAP Access:
(access Gmail from other clients using IMAP)
[Learn more](#)

Status: **IMAP is enabled**

- Enable IMAP
- Disable IMAP

When I mark a message in IMAP as deleted:

- Auto-Expunge on - Immediately update the server. (default)
- Auto-Expunge off - Wait for the client to update the server.

When a message is marked as deleted and expunged from the last visible IMAP folder:

- Archive the message (default)
- Move the message to the Trash
- Immediately delete the message forever

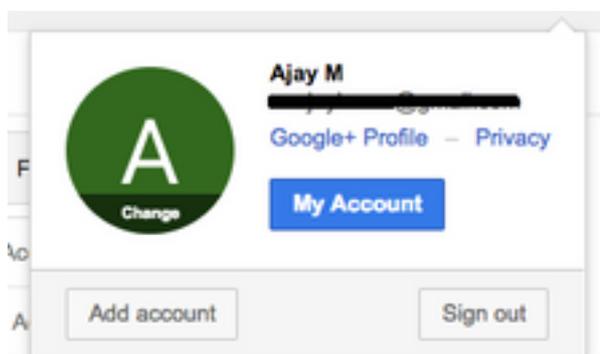
Folder Size Limits

- Do not limit the number of messages in an IMAP folder (default)
- Limit IMAP folders to contain no more than this many messages

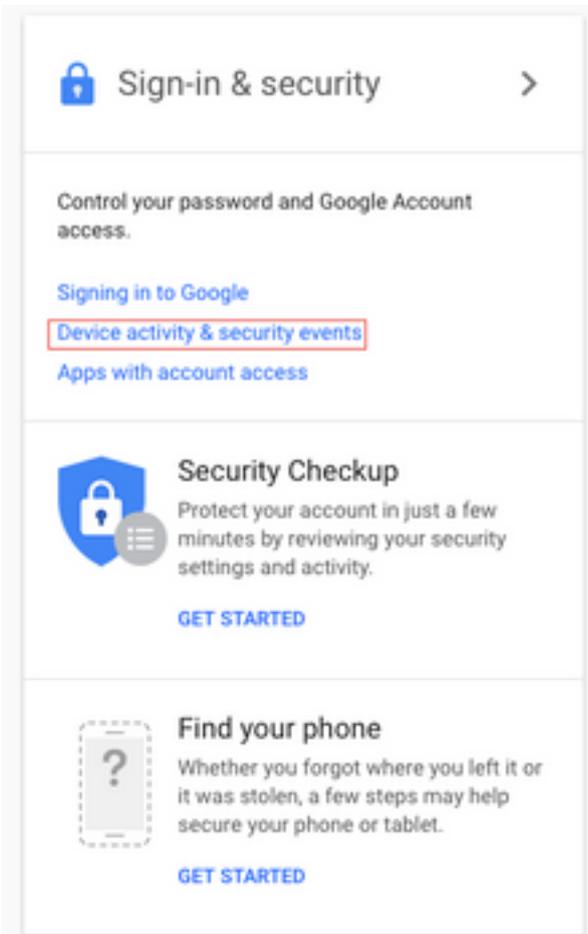
Configure your email client (e.g. Outlook, Thunderbird, iPhone)
[Configuration instructions](#)

允許SocialMiner訪問您的Gmail帳戶

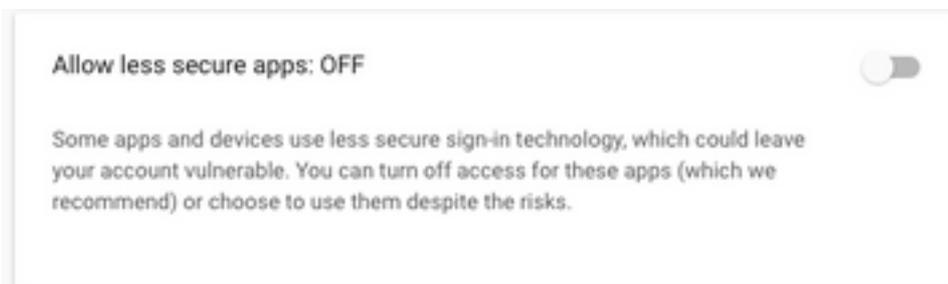
步驟1. 登入Gmail帳戶。按一下頁面右上角的My Account，如下圖所示。



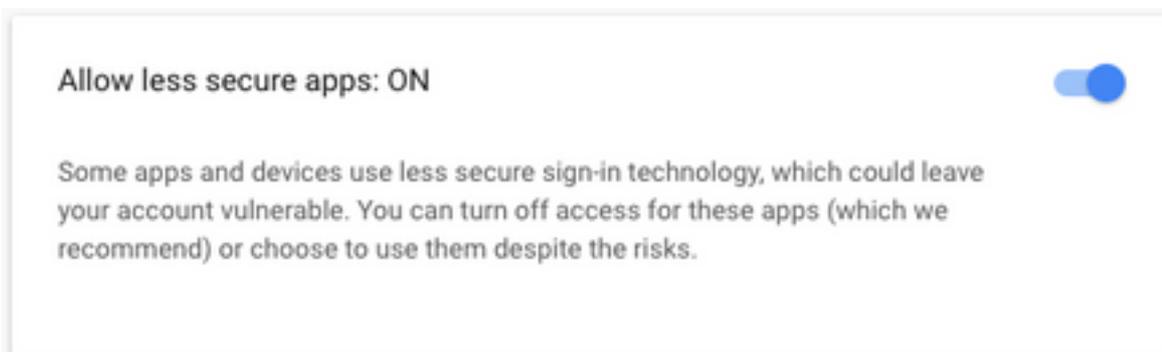
步驟2. 在新頁籤中開啟各種設定選項。按一下「Sign-in & Security」部分下的「Device activity & security events」，如下圖所示。



步驟3.如圖所示，向下滾動到選項Allow less secure apps:OFF.



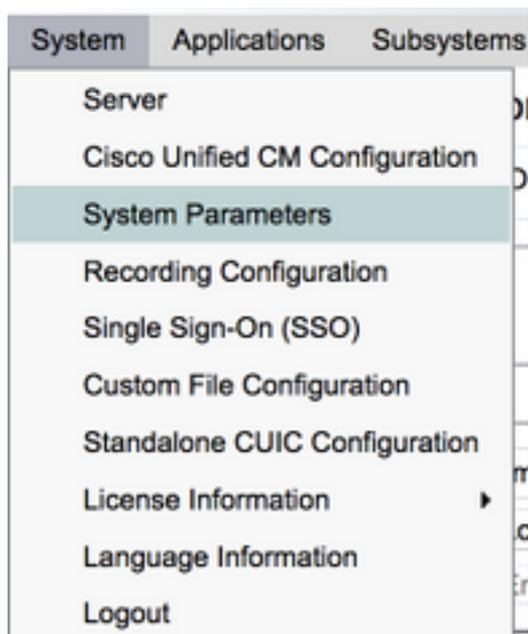
步驟4.如圖所示，啟用允許安全性較低的應用：於.



配置SOCKS代理

步驟1。導覽至System > System Parameters，然後滾動到結尾，輸入要使用的HTTP和SOCKS代理。

SOCKS代理需要通過安全TCP埠993/587到達Gmail，以實現安全IMAP/SMTP通訊。



Proxy Parameters			
Parameter Name	Parameter Value		Suggested Value
Http	proxy.esl.cisco.com	: 8080 (Hostname:Port)	
SOCKS Proxy	proxy-ams-1.cisco.com	: 1080 (Hostname:Port)	1080
SOCKS Username		(optional)	
SOCKS Password		(optional)	

配置代理電子郵件

步驟1.登入到UCCX Appadmin，然後轉到Subsystems > RmCm > Skill。



步驟

2.為Gmail代理建立電子郵件技能，並將這些技能分配給您的代理。

步驟3.導覽至Subsystems > Chat and Email > SocialMiner Configuration，現在輸入SocialMiner FQDN、使用者名稱密碼並按一下Save，如下圖所示。

SocialMiner Configuration

Save Cancel

Status

Ready

Configure SocialMiner

IP Address / Host Name *:

User Name*:

Password*:

Save Cancel

Save

SocialMiner Status

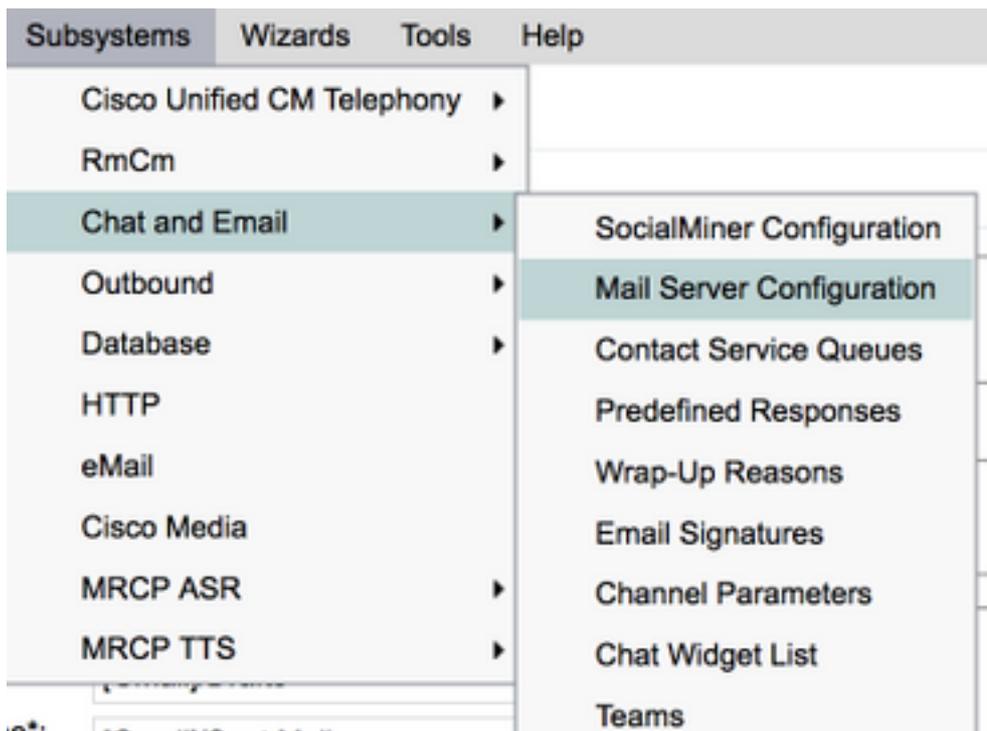
- Feeds: ✓
- Campaigns: ✓
- Notifications: ⚠
- Email Server: ✓

i *- indicates required item

i *-HostName / IPAddress will be resolved to fully qualified domain name

步驟4. 導航到子系統>聊天與電子郵件>郵件伺服器配置，現在在FQDN中輸入IMAP和SMTP地址。

啟用SOCKS代理並按一下Save/Update，如第二圖所示。



Mail Server Configuration

 Update  Cancel

Status

 Ready

Mail Server Settings

Mail Server:

IMAP Folder Structure

Drafts Folder Name*:

Sent Items Folder Name*:

Incoming (Secure IMAP)

Host Name*:

Port Number*:

Outgoing (Secure SMTP)

Host Name*:

Port Number*:

Proxy Settings

SOCKS: Enable Disable

Description: Maximum 100 characters

 *- Indicates required item

 Host Names must be in Fully Qualified Domain Name (FQDN) format

步驟5. 導航到 Subsystems > Chat and Email > Contact Service Queues > Add New，立即輸入名稱，選擇 Email > Enter <username>@gmail.com, password > 按一下 Test Configuration。

Subsystems Wizards Tools Help

- Cisco Unified CM Telephony ▶
- RmCm ▶
- Chat and Email ▶**
 - Cancel
 - SocialMiner Configuration
 - Mail Server Configuration
 - Contact Service Queues**
 - Predefined Responses
 - Wrap-Up Reasons
 - Email Signatures
 - Channel Parameters
 - Chat Widget List
- Outbound ▶
- Database ▶
- HTTP
- eMail
- Cisco Media
- MRCP ASR ▶
- MRCP TTS ▶

Contact Service Queue Configuration

Next
 Delete
 Open Printable Report
 Cancel

Status

Ready

CSQ Name*:	<input type="text" value="Gmail"/>
Resource Selection Criteria*:	<input type="button" value="Longest Available"/>
CSQ Type*:	<input type="button" value="Email"/>

Mail Server:	<input type="text" value="imap.gmail.com"/>
Email username*:	<input type="text" value="██████████@gmail.co"/>
Email password*:	<input type="password" value="....."/>
Inbox Folder Name*:	<input type="text" value="Inbox"/>
Drafts Folder Name:	<input type="text" value="[Gmail]/Drafts"/>
Sent Items Folder Name:	<input type="text" value="[Gmail]/Sent Mail"/>

Poll Interval (Seconds)*:	<input type="text" value="10"/>
Snapshot Age (Minutes)*:	<input type="text" value="120"/>

*- indicates required item

步驟6.執行此操作後，**測試配置**應該成功。

Contact Service Queue Configuration

Next Delete Open Printable Report Cancel

Status

i Test Configuration is successful.

CSQ Name*: Gmail

Resource Selection Criteria*: Longest Available

CSQ Type*: Email

Mail Server: imap.gmail.com

Email username*: [redacted]@gmail.com

Email password*:

Inbox Folder Name*: Inbox

Drafts Folder Name: [Gmail]/Drafts

Sent Items Folder Name: [Gmail]/Sent Mail

Test Configuration

Poll Interval (Seconds)*: 10

Snapshot Age (Minutes)*: 120

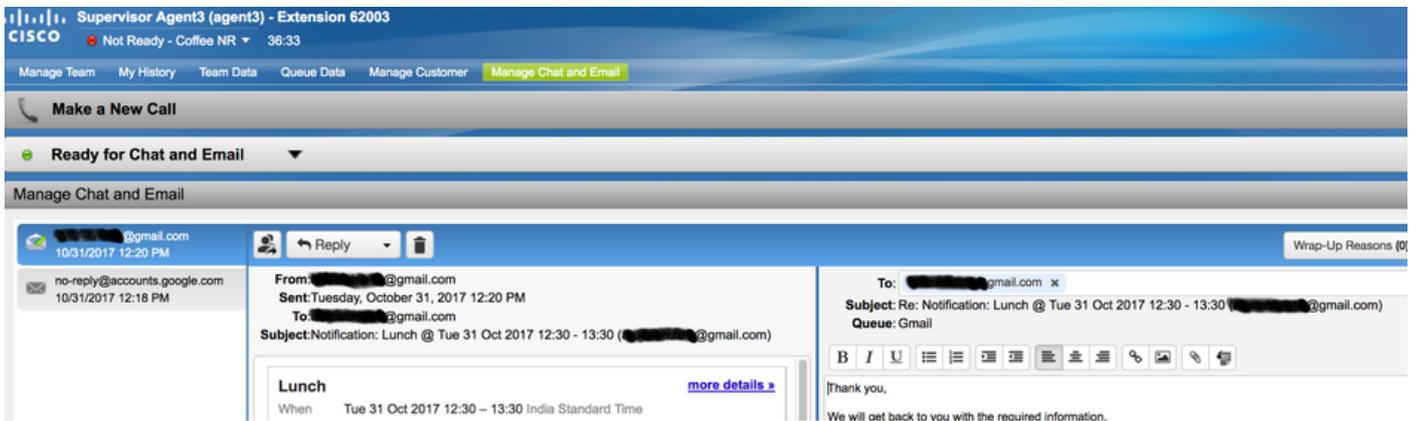
Next Delete Open Printable Report Cancel

i *- indicates required item

步驟7.按一下下一步，新增為此CSQ選擇的座席所需的技能，然後按一下完成。

驗證

檢查到達座席案頭的電子郵件



疑難排解

測試配置時，使用者有時會遇到錯誤，如下所示。

"CSQ配置錯誤

電子郵件使用者名稱和密碼不匹配

Contact Service Queue Configuration

Next Delete Open Printable Report Cancel

Status

CSQs Configuration Errors

Email Username and Password do not match.

CSQ Name*:	<input type="text" value="GMAIL"/>
Resource Selection Criteria*:	<input type="button" value="Longest Available"/>
CSQ Type*:	<input type="button" value="Email"/>
Mail Server:	<input type="text" value="imap.gmail.com"/>
Email username*:	<input type="text" value="REDACTED"/>
Email password*:	<input type="password" value="REDACTED"/>
Inbox Folder Name*:	<input type="text" value="Inbox"/>
Drafts Folder Name:	<input type="text" value="[Gmail]/Drafts"/>
Sent Items Folder Name:	<input type="text" value="[Gmail]/Sent Mail"/>
	<input type="button" value="Test Configuration"/>
Poll Interval (Seconds)*:	<input type="text" value="600"/>
Snapshot Age (Minutes)*:	<input type="text" value="120"/>

*- indicates required item

在檢查SocialMiner運行時日誌時，您會看到這些消息的結果為 {FAILURE=AUTHENTICATION_FAILURE}

```
0000311932: 10.78.91.156: Oct 31 2017 10:27:59.305 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
Checking smtp connection for smtp.gmail.com:587with user:<mailbox>@gmail.com
0000311935: 10.78.91.156: Oct 31 2017 10:28:04.806 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
smtp connection check for smtp.gmail.com:587 Result {FAILURE=AUTHENTICATION_FAILURE}
0000311936: 10.78.91.156: Oct 31 2017 10:28:04.806 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
Checking IMAP connection for imap.gmail.com:993with user:<mailbox>@gmail.com
0000311941: 10.78.91.156: Oct 31 2017 10:28:09.160 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
IMAP connection check imap.gmail.com:993 Result {[Gmail]/Sent
Mail={FAILURE=AUTHENTICATION_FAILURE}, [Gmail]/Drafts={FAILURE=AUTHENTICATION_FAILURE},
Inbox={FAILURE=AUTHENTICATION_FAILURE}}
```

檢查有問題的Gmail帳戶，您會看到這些標語，其中顯示Gmail安全設定阻止了帳戶登入。

Warning: Google prevented a suspicious attempt to sign in to your account using your password. [Review activity now](#)

Someone has your password. Google prevented the sign-in. [Learn more](#)



Unknown device

Time: 11 minutes ago
Location: Almere, Netherlands
IP address: 64.103.36.133 ⓘ



Approximate location (may include nearby towns)

Do you recognize this activity? If not, someone else might have your password.

YES, THAT WAS ME

NO, SECURE ACCOUNT

程式

1. 確保輸入正確的憑據。
2. 重新確認Google帳戶中的先決條件設定已就位一節中提到的所有設定。
3. 在Review Recent Activity頁籤中按一下YES , THAT IS ME。
4. 如果上述兩個步驟均被校驗，請過一段時間後重試測試配置，因為Google通常需要一些時間來刷新這些新的安全設定。

此問題的根本原因是您的Gmail收件箱有嚴格的安全策略。