Genesys Cloud Improved External Presence Visibility Beta

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What you will need

- Azure Active Directory SCIM integration configured for MS Teams
- Install the AppFoundry app for Microsoft Teams in Genesys Cloud.
- Configure the Microsoft Teams integration
- Sign in to Microsoft Teams from Genesys Cloud
- Genesys Cloud representative to activate this beta feature for your GC organization

Microsoft

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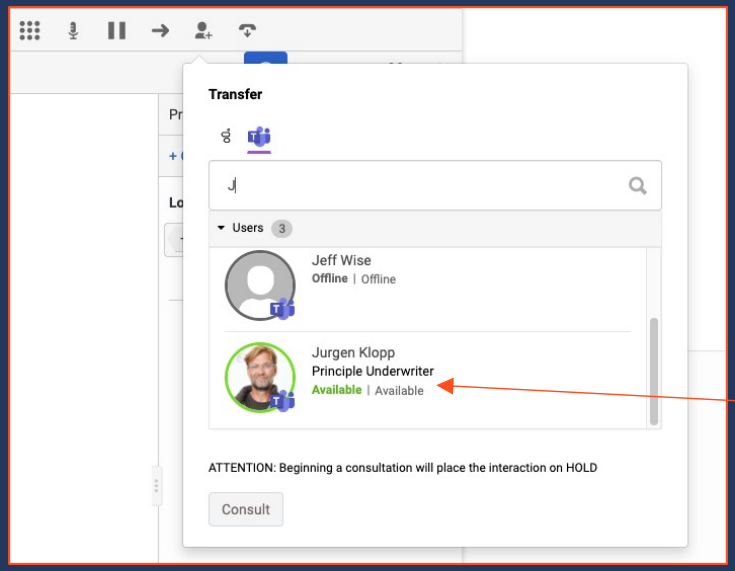
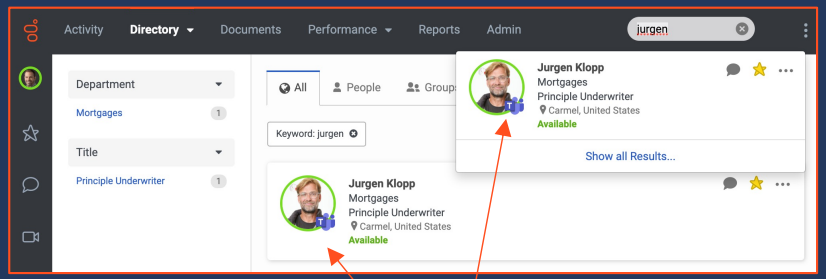
Genesys Cloud™ | Microsoft Teams

What is different?

- Previous to this beta, MS Teams presence is only displayed within limited to call transfers





* Genesys Cloud presence

* MS Teams presence

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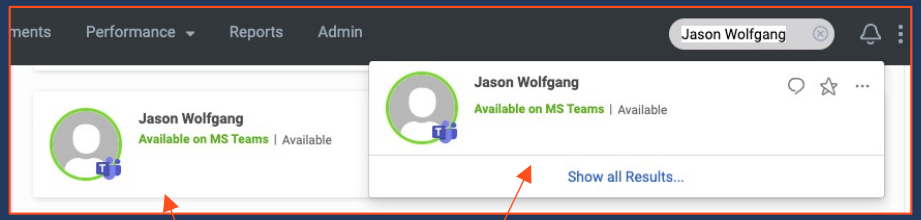
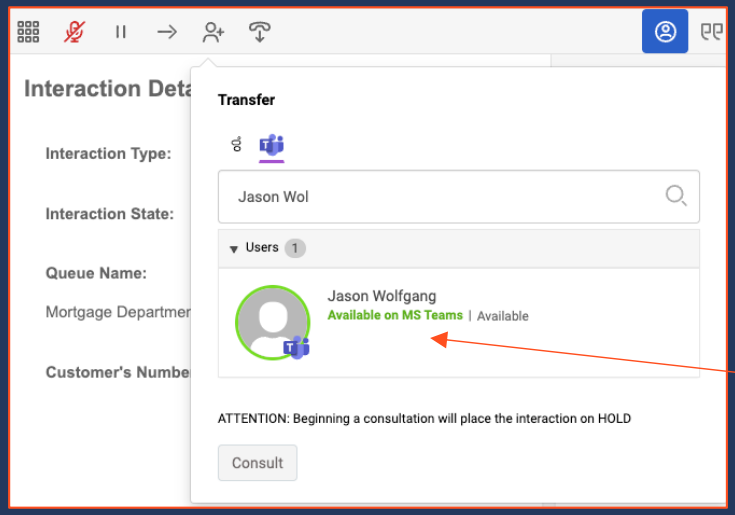
What is different?

- During the beta, MS Teams presence displays throughout the Genesys Cloud UI when the Genesys Cloud user is not logged in to Genesys Cloud





* MS Teams presence

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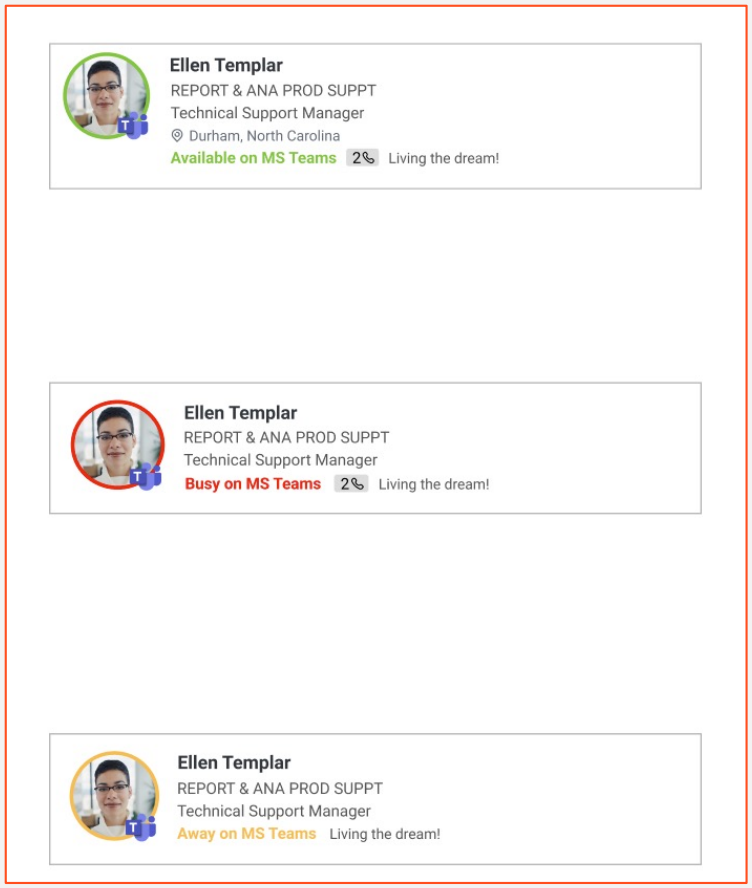
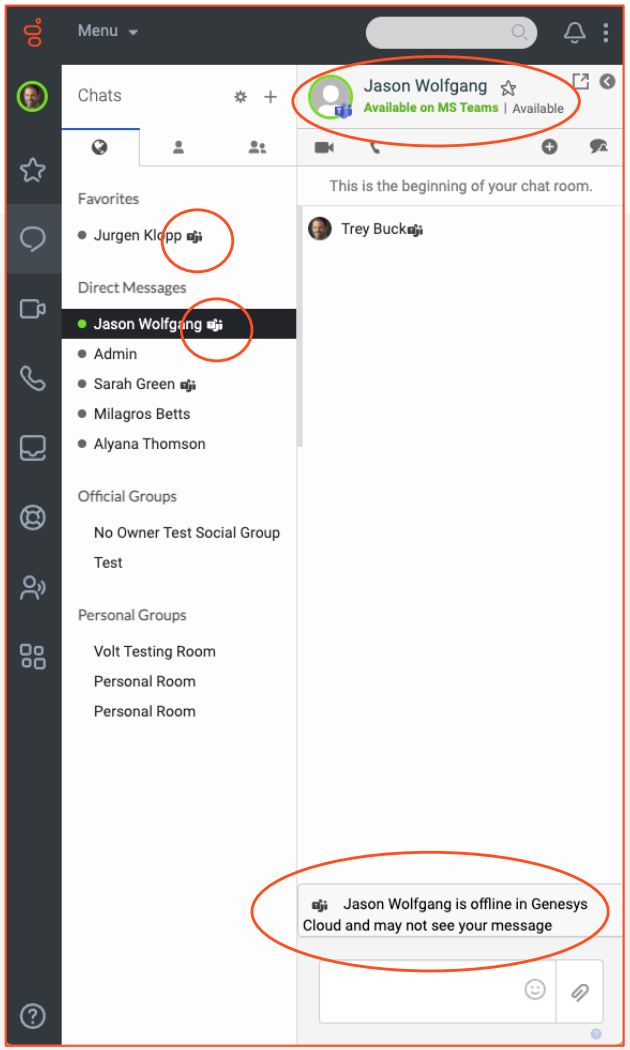
What it looks like





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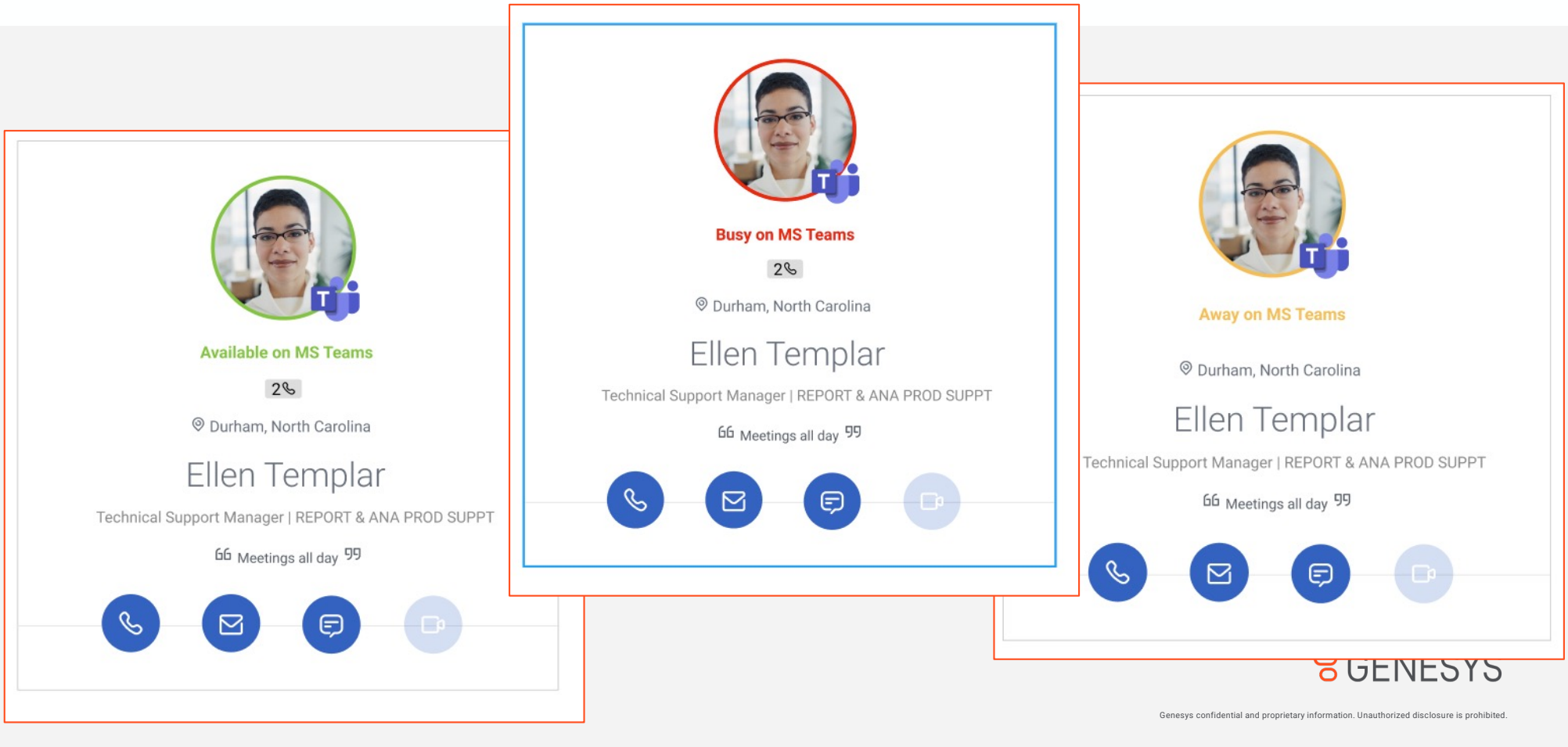

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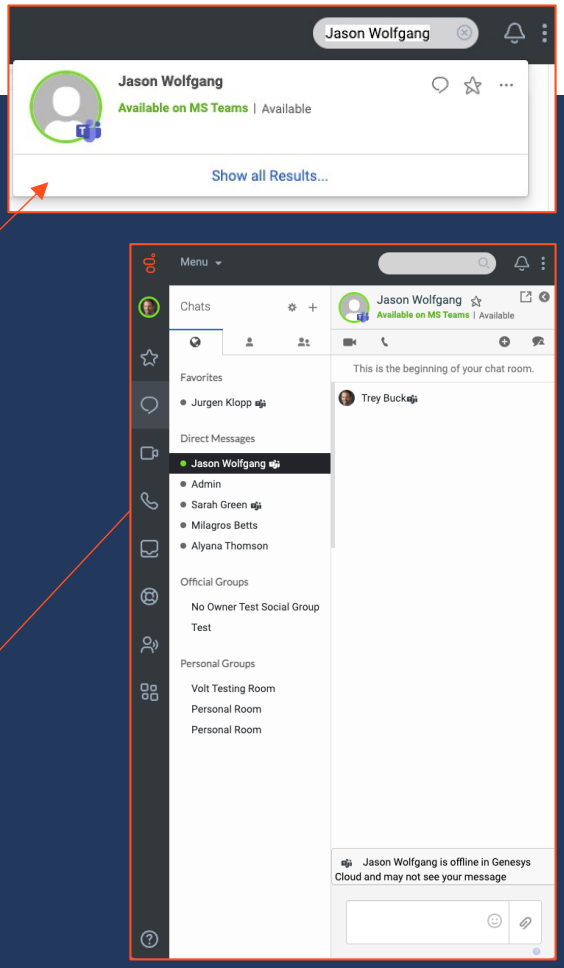
How does it work?

- Every 60 seconds, Genesys Cloud polls MS Teams for presence values. The most current values are displayed where lists of users with presence display.
- When a user is the focus of a search, the external presence is looked up in real-time and displayed



* Refreshed upon search

* Refreshed every 60 seconds

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Thank you for participating in the beta!

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