

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



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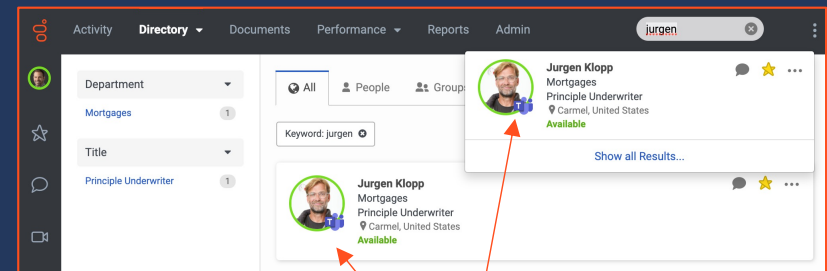
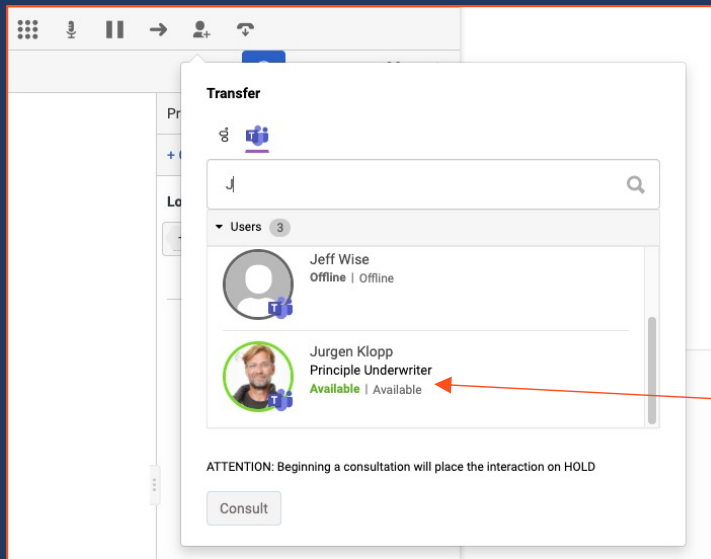
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Microsoft Teams

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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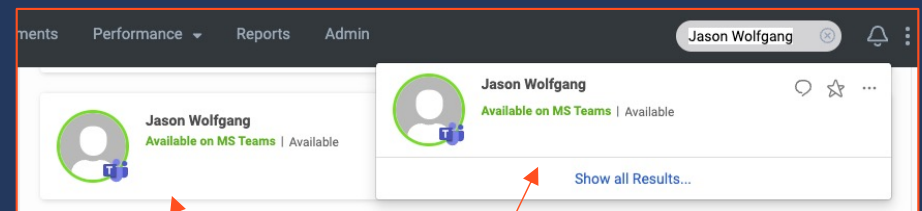
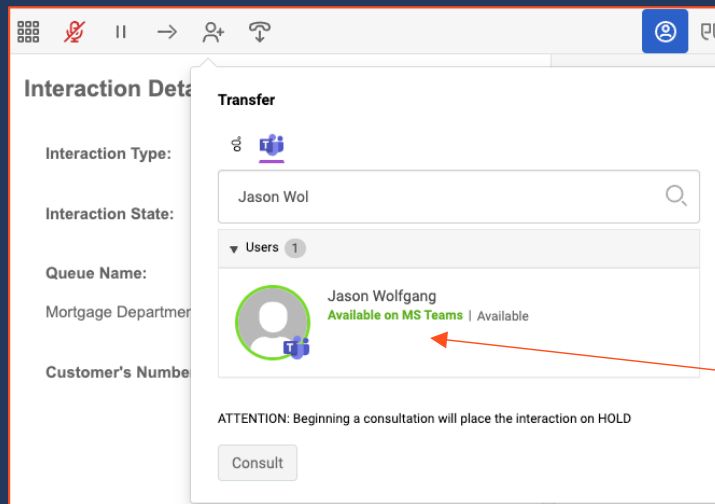
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Microsoft Teams

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



Ellen Templar
REPORT & ANA PROD SUPPT
Technical Support Manager
Durham, North Carolina
Available on MS Teams 2% Living the dream!



Ellen Templar
REPORT & ANA PROD SUPPT
Technical Support Manager
Busy on MS Teams 2% Living the dream!



Ellen Templar
REPORT & ANA PROD SUPPT
Technical Support Manager
Away on MS Teams Living the dream!

Menu

Chats

Jason Wolfgang Available on MS Teams Available

This is the beginning of your chat room.

Trey Buck

Jurgen Klopp

Direct Messages

Jason Wolfgang

Admin

Sarah Green

Milagros Betts

Alyana Thomson

Official Groups

No Owner Test Social Group

Test

Personal Groups


Volt Testing Room

Personal Room

Personal Room

Jason Wolfgang is offline in Genesys Cloud and may not see your message

What it looks like



Available on MS Teams





2


Durham, North Carolina

Ellen Templar

Technical Support Manager | REPORT & ANA PROD SUPPT

66 Meetings all day 99



Busy on MS Teams





2


Durham, North Carolina

Ellen Templar

Technical Support Manager | REPORT & ANA PROD SUPPT

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Away on MS Teams

Durham, North Carolina

Ellen Templar

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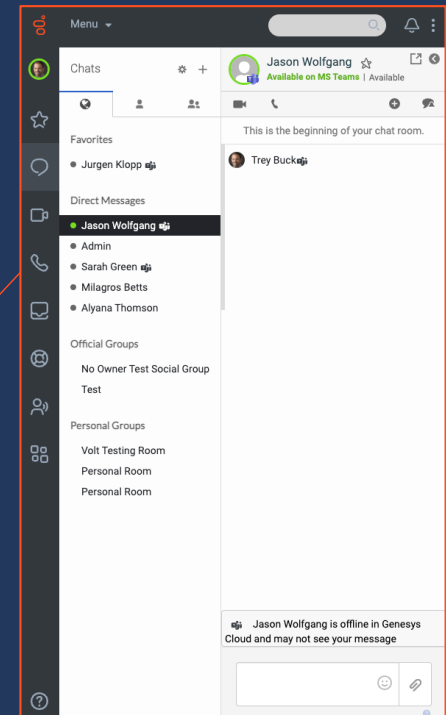
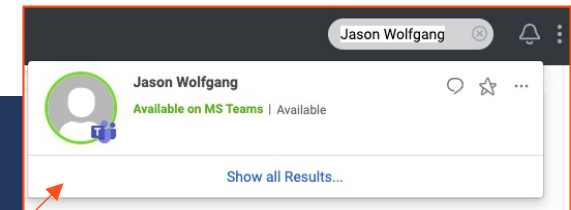
Microsoft Teams

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!**

