

Genesys Cloud Improved External Presence Visibility Beta



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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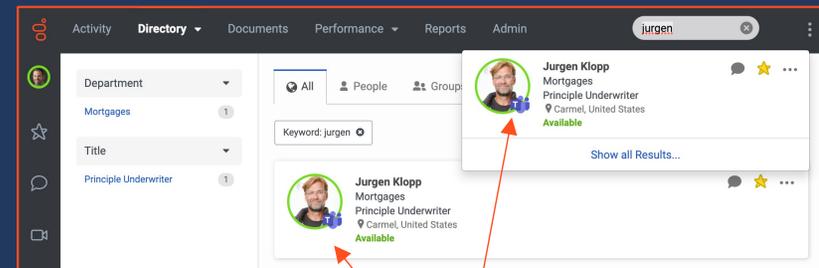
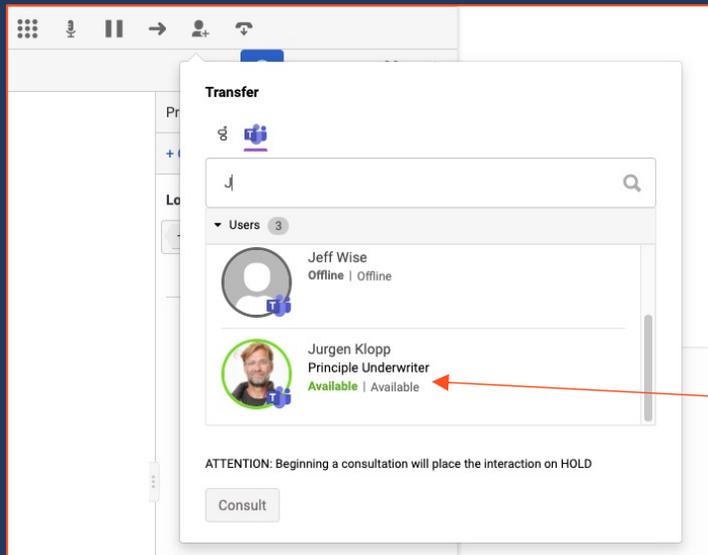
Genesys Cloud™



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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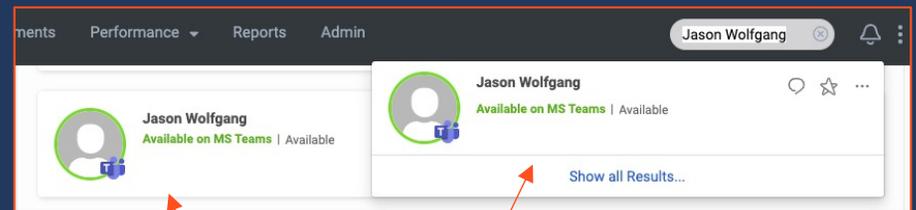
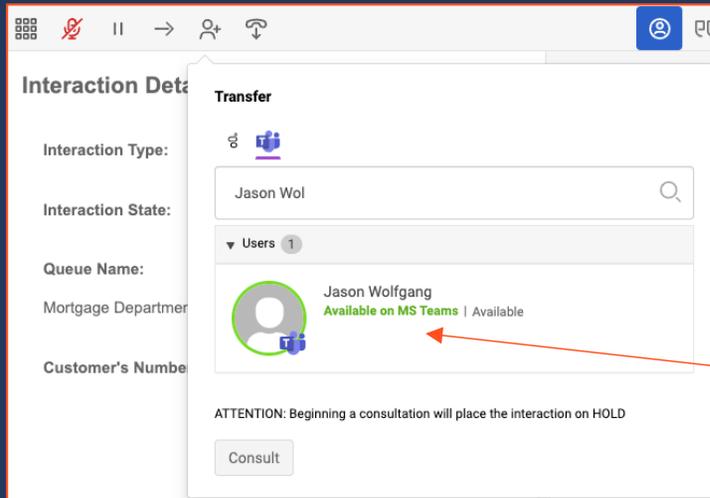
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Microsoft Teams

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 2:00 Living the dream!

Ellen Templar
REPORT & ANA PROD SUPPT
Technical Support Manager
Busy on MS Teams 2:00 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

Favorites

- Jurgen Klepp

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

This is the beginning of your chat room.

Trey Buck

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

What it looks like

The image displays three overlapping screenshots of a Microsoft Teams profile card for Ellen Templar, illustrating different availability statuses. Each card includes a profile picture, a Teams icon, a status indicator, a name, a title, a location, and a meeting indicator.

- Left Card (Available):** Status is "Available on MS Teams" in green. Meeting indicator shows "2" in a grey box.
- Middle Card (Busy):** Status is "Busy on MS Teams" in red. Meeting indicator shows "2" in a grey box.
- Right Card (Away):** Status is "Away on MS Teams" in orange. Meeting indicator shows "2" in a grey box.

Common information across all cards includes:
Name: Ellen Templar
Title: Technical Support Manager | REPORT & ANA PROD SUPPT
Location: Durham, North Carolina
Meeting indicator: Meetings all day

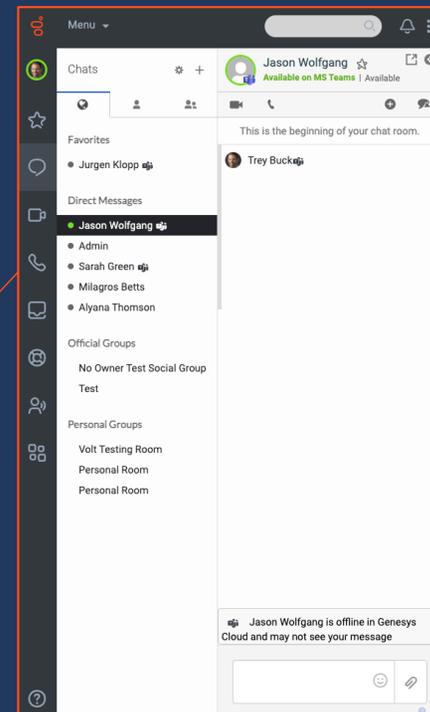
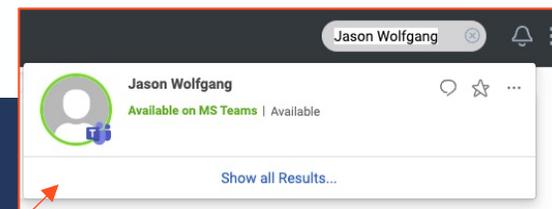
At the bottom of each card are four circular icons: a blue phone icon, a blue envelope icon, a blue speech bubble icon, and a light blue document icon.

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



Thank you for participating in the beta!

