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See [Change Log](#) for summary of changes.



Microsoft Outlook Contact Configuration for Fax Recipients

Technical Reference

Abstract

This document contains instructions for enabling public Outlook contacts to appear as Fax Viewer recipients.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see
https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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Introduction

You can configure Outlook contacts through Interaction Administrator so they appear in an address book in Interaction Fax where users can select them as fax recipients.

Administrators can use this feature to configure a public Outlook Contacts folder available to all users. In addition, users can select their private Outlook contacts from their local computers as fax recipients.

- [Configuring a Public Outlook Contacts Folder](#)
- [Configuring a Private Outlook Contacts Folder](#)
- [Selecting an Outlook Contact as a Fax Recipient](#)

Configuring a Public Outlook Contacts Folder

System administrators should follow these steps to configure a public Outlook Contacts folder to appear in Interaction Fax:

1. On the Outlook **File** menu, select **File > New > Folder**.
The **Create a New Folder** dialog box displays.
2. In the **Create New Folder** dialog box, enter the name **Contacts**.
3. In the **Folder contains** drop-down menu, select **Contact Items**.
4. Use the **Select where to place the folder** scroll bar to locate and select **All Public Folders** and then click **OK**.



Note:

The **Name** of the new folder does not have to be **Contacts**, but if you want to use a different name, you need to add that folder name to the Outlook IC Data Source in Interaction Administrator.

5. Once the **Contacts** folder is created under **Public Folders**, create a new contact and save it.

John T. Williams - Contact

General | Details | Activities | Certificates | All Fields

Full Name: John T. Williams
 Job Title: Supervisor
 Company: ABC Distribution Corp.
 File as: Williams, John T.
 Email: jwilliams@abcdot.com
 Display as: John T. Williams (jwilliams@abcdot.com)
 Web page address:
 IM address:

Phone numbers
 Business: 307.555-1212
 Home:
 Business Fax: 307.555-1515
 Mobile:

Address
 Business: 123 West Oak Parkway
 Indianapolis, IN 46478
☒ This is the mailing address

Note:

Contacts must have a fax number to display in Interaction Fax.

- In the **IC Data Sources** container in Interaction Administrator, create an IC data source using the following information:

Name	Outlook Contacts or whatever name you choose to use.
Type	MAPI
Subtype	Outlook
Folder	Contacts

Note:
The **Folder** name is case sensitive.

Interaction Administrator - [CustomerSite]

File | Edit | View | Context | Window | Help

Left pane: Client Configuration, System Configuration, Interaction Processor, Phone Numbers, Report Logs, Accumulators, Reports, System Parameters, Office Communications Server, Status Messages, Actions, Log Retrieval Assistant, Mail, Interaction Process Automation, Interaction Feedback, Fax, **IC Data Sources**, Contact Data Manager, Web Services, Recognition, Media Servers, SIP Proxies, MRCP Servers, SMS, Response Management, Interaction Tracker, Individual Tuner.

Right pane (IC Data Source Name / Type):

IC Text White Pages	White Pages
IC Contacts	OOBC
IC Report Logging	OOBC
IC Report Logs	OOBC
IC Tracker	OOBC
Outlook Contacts	

MAPI Data Source Configuration

Subtype: Outlook ☒ Read Only

Connection Information

Folder: Contacts

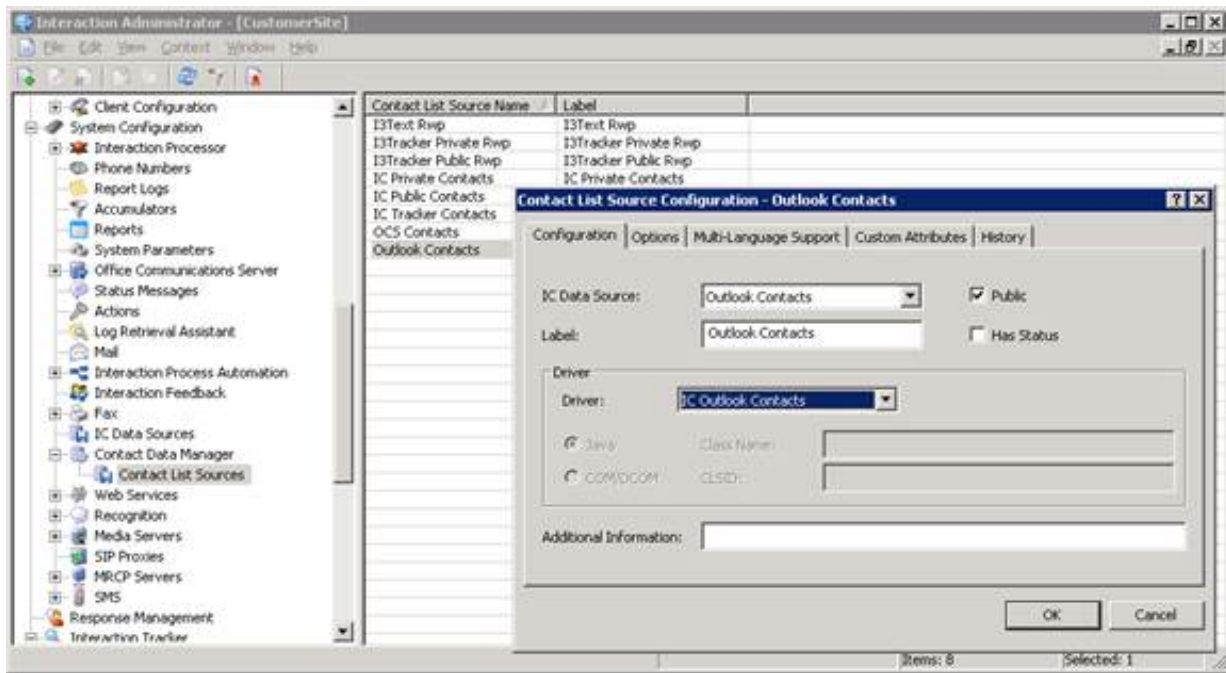
Additional Information:

Buttons: Help, Cancel, < Back, Next >, Finish

Status: Items: 6 Selected: 1

- In the **Contact List Sources** container, create the contact list source that you will select in the Interaction Fax Address Book. Use the following information:

IC Data Source	Name given for IC Data Source in a previous step in this procedure.
Label	Any name you want
Driver	IC Outlook Contacts



The public folder configuration is now complete. To test the configuration, see [Selecting an Outlook Contact as a Fax Recipient](#).

Configuring a Private Outlook Contacts Folder

Users do not need to perform any configuration steps to access their private Outlook contacts in Interaction Fax. Users add their private contacts in Outlook then select the **Private Outlook Contacts** address list in Interaction Fax.

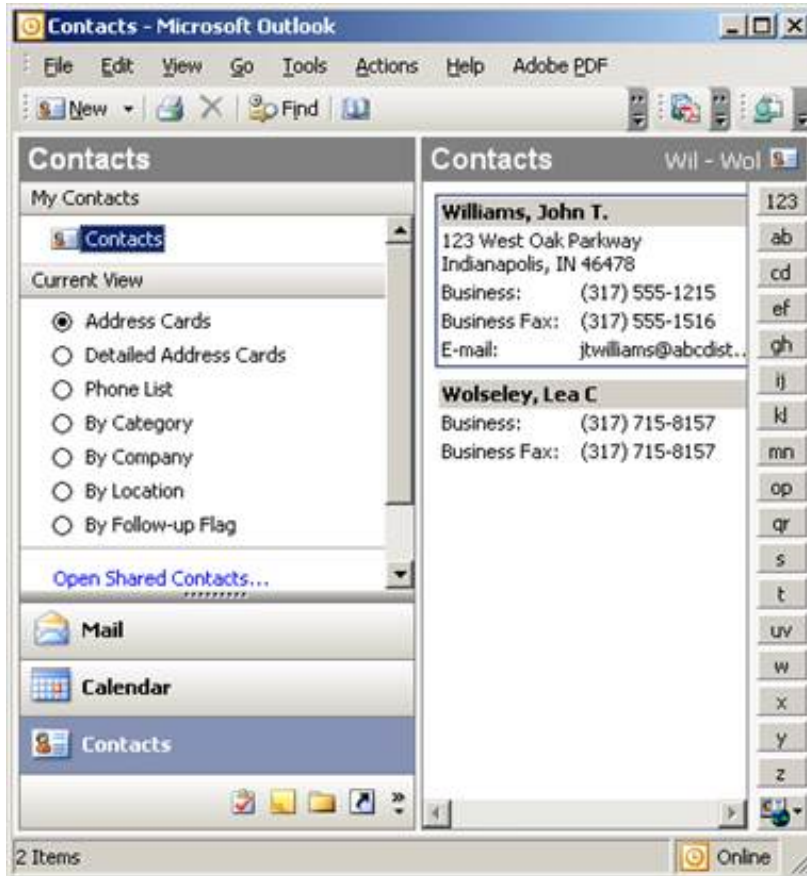
Add or View your Private Contacts in Outlook:

1. In Outlook, select the **Contacts** tab.
2. On **My Contacts**, click the **Contacts** folder.

The **Contacts** folder displays your private Outlook contacts.

Add additional contacts

1. Right-click on the **Contacts** list and select **New Contact**.

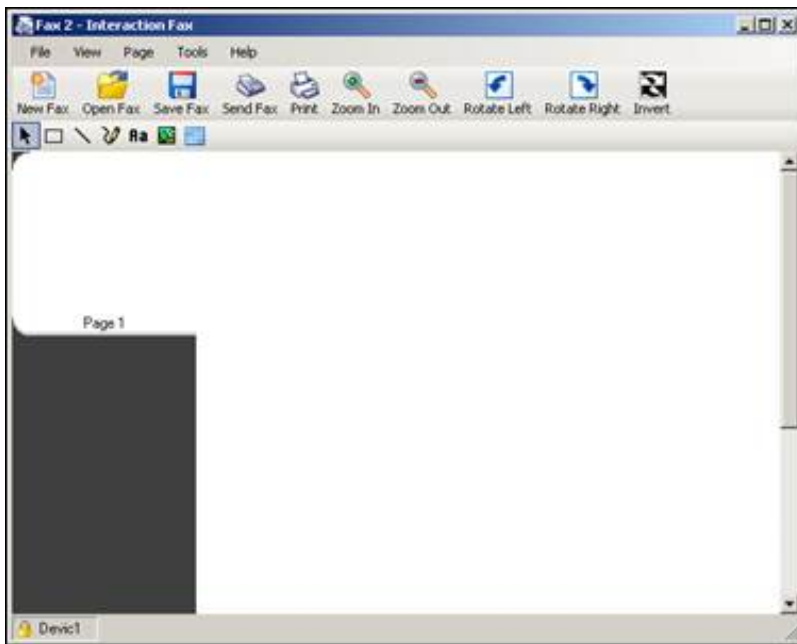


2. See the next section to select from your list of Outlook contacts in Interaction Fax.

Selecting an Outlook Contact as a Fax Recipient

Once the appropriate configuration has been completed, users can access their Outlook contacts as fax recipients in Interaction Fax.

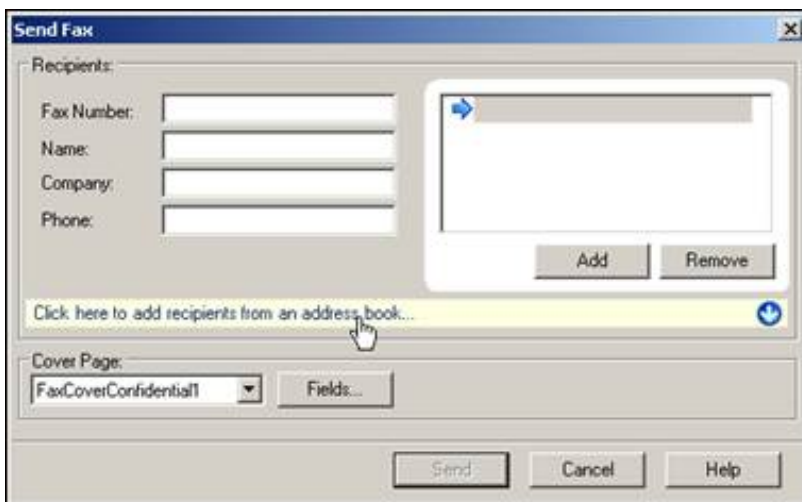
1. Click on **Start > All Programs > PureConnect > Interaction Fax**.
The **Interaction Fax** window displays.
2. Do one of the following:
 - On the **Main** toolbar, click the **New Fax** icon.
 - To open an existing fax, click the **Open Fax** icon.
- On the **Annotation** toolbar, select the **Rectangle**, **Line**, **Freehand**, **Text**, **Stamp**, or **Date Stamp** tools to create the fax.



- On the **Main** toolbar, click the **Send Fax** icon.

The **Send Fax** dialog box displays.

- In the **Send Fax** dialog box, click the indicated area (blue arrow) to display the list of address books.



- Select the **Outlook Private Contacts** address book to access your Outlook contacts from your local computer, or select the public **Outlook Contacts** folder that contains the list of contacts accessible to all users.

Send Fax

Recipients:

Fax Number:

Name:

Company:

Phone:

[Click here to hide the address book...](#)

Search:

Show Contacts From:

Display Name	Fax	Company	Business Phone
Williams, John T.	1 (317) 555-1516	ABC Distribution ...	1 (317) 555-1215

Cover Page:

Remember that only the contacts with fax numbers appear in the address book.

Change Log

Date	Changes
09-January-2012	Updated Copyright and Trademark Information page.
01-August-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to company Product Information site URLs, and copyright and trademark information.
25-June-2015	• Rebranding changes, new logo and font colors. • Updated Copyright and Trademark Information page.
29-July-2015	IC-131357 Checked for final Rebranding changes.
18-January-2018	Rebranded this document to apply Genesys lexicon.
06-February-2018	Converted to HTML.
08-May-2019	Reorganized content. Adding links. See CICDOC-182 .