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Workaround for Outlook 2016 and email in queue

The contact centre solution allows the agent to receive an email through queue. This email can be opened either in Outlook Web App or the Outlook client.

We have discovered that there is an issue with the Outlook 2016 client. While it is possible to open email from queue in this client it will "forget" any other mailboxes than the users own when Outlook 2016 is restarted or shut down. This will lead to the agent getting an error message the next time he or she receives and email from the queue.

To work around this issue, the agent must add the monitored mailboxes manually in Outlook after starting the client. This only needs to be done if the agent logs on to the contact centre with an email profile.

Information about how to handle permissions and add another users folder in Outlook 2016 can be found in this article by Microsoft.

We are working to find a more permanent fix for this problem.