AltiGen KB

Microsoft Exchange Integration with MaxACD 7.0 Update 1

Updated 6/2018 - revised steps for impersonation service account
Updated 4/2018 - new, optional, section shows how to restrict the scope of the impersonation service account.
Updated 4/2018 - fields changed to support multi domain.
This guide describes how to configure MaxACD to integrate with Microsoft Exchange, to enable two-way synchronizationbetween user MaxACD voicemail messages and user Outlook mailboxes.
You can specify the Exchange Administrator as the MaxACD Exchange Integration Service Administrator, or you can select another Exchange user as the MaxACD Exchange Integration Service Administrator.
Whichever you chose,this user account will be used to log in to Exchange through Exchange Web Services (EWS).

https://know.altigen.com/questions/1250/