Configure IQX to recognise Email from an internal address using MS Exchange.

The problem:
In IQX Desktop, the inbox does not properly display internal staff email. When viewing the Inbox within IQX, an email that has been sent from an internal email address appears as follows:
/O=ECRM/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=BLOGGSJOE,
Therefore it doesn't recognise who the originator of the email is.

The solution:
Try entering:
/O=ECRM/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=BLOGGSJOE
as a phone number,against the user, this should result in a correct match providing it is less than 100 characters

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