

Glean Outlook Connector v2 - General Availability

Release Date: May 13, 2025

Available in Customers Account by May 16, 2025

Overview

Glean's enhanced Outlook Connector graduates from beta to GA, delivering fast, unified search across personal Outlook mailboxes inside Glean. Users can now quickly find and act on a broader set of emails using keywords, senders, dates, or natural language queries.

Example Queries for Glean Outlook Connector v2

- "Show me emails from Jane Doe about Q3 roadmap"
- "app:Outlook project Alpha status updates last week"
- "Emails sent to marketing@company.com about launch plan"
- "All Email conversations mentioning budget review"

Q app:outlook emails from last month

Share feedback ·

MV

Your digest email

Microsoft Viva · Mar 17, 2024

An in-depth look at your work patterns in the **last** four weeks ... spent in meetings, **emails**, chats, and calls weekly ... Try this concentration-boosting track **from** Headspace.

Q All

27

Outlook

27+

MV

Your digest email

Microsoft Viva · Feb 18, 2024

An in-depth look at your work patterns in the **last** four weeks ... spent in meetings, **emails**, chats, and calls weekly ... Try this short meditation **from** Headspace.

Q All

27

Outlook

27+

Q app:outlook from:steve

Share feedback ·

All filters × From: steve ▾ ×

Share feedback ·

Steve Smith shared "Vikranth doc 4" with you

Steve Smith · 14h ago

Steve Smith has invited you to 'the communication iste '

Steve Smith · 17h ago

Found 23 results

Q All

23

Outlook


23+

Key Capabilities

Area	Details
Support for Native	We now support native mode for the Outlook Connector which uses Glean's powerful indexing and ranking capabilities to provide better results over Outlook data.
Expanded Indexing	• Inbox and Sent mails are indexed • 12-month history (configurable) • Up to 15,000 threads per user (configurable)
Native + Federated	Hybrid architecture lets you balance search quality (native) with real-time completeness (federated).
Security controls	• Spam / Trash excluded • Attachments not stored • Allowlists

Admin setup

1. Admin Console → Data Sources → Outlook.
2. Select Native, Federated, or Combined.
3. Add user groups and trusted domains as needed.
4. Launch the Initial Crawl and monitor progress on the same page.

 **Outlook** ⚙️ INITIAL SYNC


[Overview](#) [Results display](#) [Setup](#) [Manage data \(Optional\)](#)

1

Add a name and icon to your data source. Results for this data source will appear to all teammates under this name and icon.

Icon

Name

 Outlook

2

Allow Glean to securely access this data source using the methods below. We strongly recommend enabling all available data retrieval methods.

☒ Data crawling and indexing

Gathers and organizes data for fast, high-quality access across all your sources. Best for robust results from large volumes of data. We recommend you always have this enabled.

☒ Data fetching

Retrieves data directly from the original source on a per query basis. Best for quick access to smaller volumes of data. We use this in conjunction with Data crawling and indexing for the best Glean experience.

3

Follow setup instructions to enable data crawling and indexing and data fetching.

[📖 Show setup instructions](#)

Limiting Users

- We provide a config field called `crawl.productAccessGroupId` in the manage data tab of the setup page for greenlisting users. We crawl the mailboxes of all the users within that group and ignore the ones outside the group. The group id can be found in Azure Portal.

Trusted Domains

- Glean allows you to restrict the list of domains to index emails for. You can provide the list of domains as commas separated values in the manage data tab of setup page

FAQs

Can we change the email indexing limits or duration?

Currently, these limits (up to 15,000 threads or 1 year) are standardized for optimal performance and security but are subject to review based on user feedback.

Are email attachments indexed?

Attachments are not indexed at present due to security considerations, but this capability is planned for a future update.

How does federated search complement native indexing?

Federated search supplements native indexing by providing real-time access to emails not yet indexed, ensuring comprehensive coverage.

How secure is the email data within Glean?

Glean employs stringent security measures, indexing only permitted content, excluding spam, deleted items, and attachments. Administrators control domain and access-level settings to ensure secure, compliant email search.

Native vs. Federated Search (We recommend having both on)

- **Native Search:** Glean indexes email content internally, providing faster and better search results and enhanced quality due to prior indexing. Emails appear directly in the main search results ('All' tab), increasing visibility and ease of access.
- **Federated Search:** Provides live access to email data directly from Outlook without prior indexing by Glean. While this method ensures real-time data availability, results typically have higher latency and reduced search quality compared to native indexing. Federated results do not appear directly in the main search results and must be filtered explicitly (e.g., `app:Outlook`).