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Cisco Webex Calling MT Native Call Control - Imagicle Token Authorize

Requirements

- Imagicle UCX Cloud Suite, with activated subscription licenses
- Imagicle Attendant Console client ver. 2021.Summer.2 or above
- A Full Admin user belonging to Webex Calling customer organization, with a Webex Professional license.
- **Webex Calling Presence already enabled**, as described <u>here</u>.

Limitations

- Only the primary line of a user can be controlled by Imagicle Attendant Console.

OAuth2 token for UCX Suite integration with Webex Calling Call Control

Customer must authorize Imagicle Webex Calling Integration application called **Attendant Console Call Control Connector** to access own Webex organization data. The following permissions are granted to the Imagicle Webex Calling Integration application:
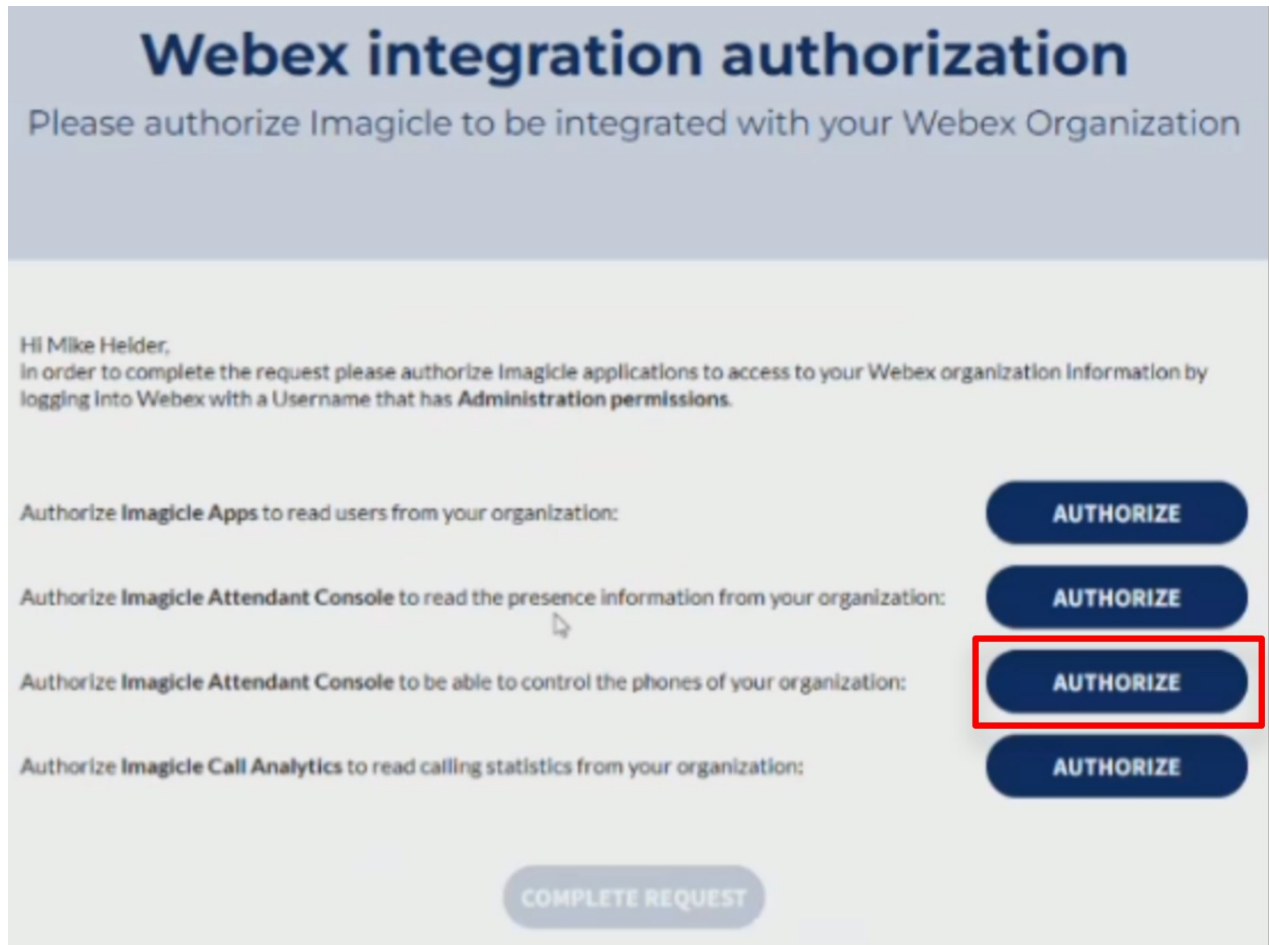
- spark-admin:people_read
- spark-admin:organizations_read
- spark-admin:xsi

These are the minimum permissions required to retrieve basic user information, read organizations information and to invoke the XSI API to perform the call control actions. Without granting such permission, Imagicle can't provide the feature.

Procedure

Please connect to the Imagicle <u>Onboarding Web Portal</u> for Webex Calling MT and enter customer's data, including above mentioned Full Admin Webex user with Webex Professional license.

Once customer data has been entered, please proceed to next page and authorize the following application highlighted in red:

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Webex integration authorization

Please authorize Imagicle to be integrated with your Webex Organization

Hi Mike Helder,
in order to complete the request please authorize Imagicle applications to access to your Webex organization information by logging into Webex with a Username that has **Administration permissions**.

Authorize **Imagicle Apps** to read users from your organization: **AUTHORIZE**

Authorize **Imagicle Attendant Console** to read the presence information from your organization: **AUTHORIZE**

Authorize **Imagicle Attendant Console** to be able to control the phones of your organization: **AUTHORIZE**

Authorize **Imagicle Call Analytics** to read calling statistics from your organization: **AUTHORIZE**

COMPLETE REQUEST

Please note that other tokens might be required for <u>users' synch</u> from Webex Control Hub and to retrieve <u>presence status</u> from Webex Control Hub. Please consult relevant KB articles.

Once you have authorized all required tokens, please click on "COMPLETE REQUEST" to trigger the Imagicle internal process to enable the tokens.

Remarks

Imagicle apps authorization requires Webex apps integrations to be enabled by default. If not, you might get the following error message:

Please consult this troubleshooting article for further details.

Monitored lines

Imagicle Attendant Console can monitor and control user's Primary Line. If same user is also associated to Virtual Lines, those are ignored.