**imagicle·**

# Cisco Webex Calling Presence - Imagicle tokens authorizer

## Requirements

- Imagicle UCX Cloud Suite or UCX Suite rel. 2021.Summer.3 and above
- Imagicle UCX Suite has a valid license subscription
- Imagicle UCX Suite can reach the following Internet addresses:
    - https://webexapis.com
    - https://*.imagicle.com
    - https://*.api.imagicle.com
- Imagicle Attendant Console client ver. 2021.Summer.2 or above
- A Full Admin user belonging to Webex Calling customer organization
- Please avoid enabling this integration in a Webex Org including more than 1,000 users, due to a Cisco API limitation.

## OAuth2 tokens for UCX Suite integration with Webex Calling presence

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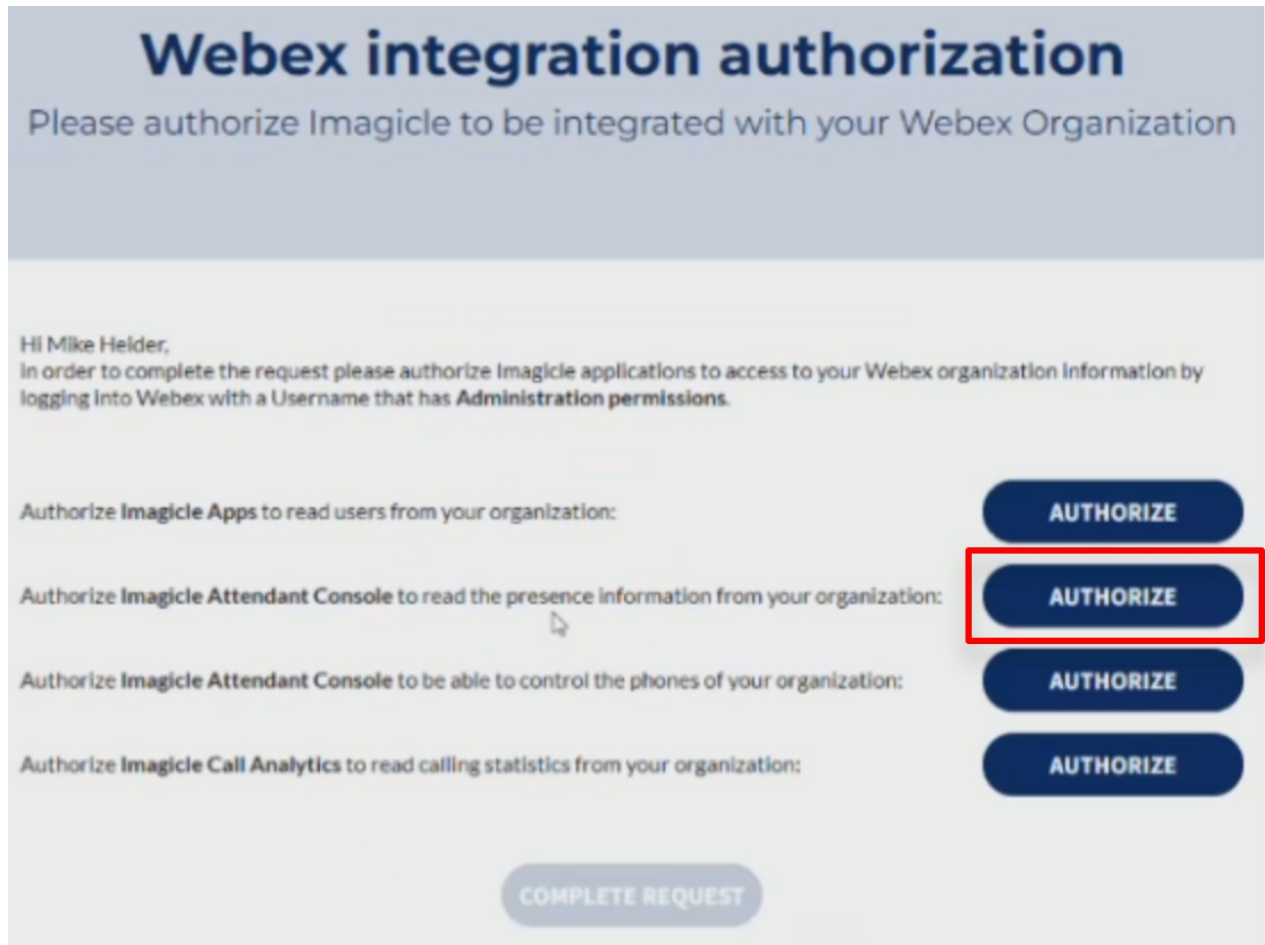
- spark-admin:people_read
- spark-admin:organizations_read

These are the minimum permissions required to retrieve basic user information and read organizations information. Without granting such permission, we cannot provide the feature.

## Procedure

Please connect to the Imagicle Onboarding Web Portal for Webex Calling MT and enter customer's data, including above mentioned Full Admin Webex user.

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

Please note that other tokens might be required for <u>users' synch</u> from Webex Control Hub and for Webex Calling <u>Native Call Control</u>. 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.

## On-prem UCX Suite Settings

To enable Webex presence integration, some parameters must be configured within the following setting file:

C:\Program Files (x86)\StonevoiceAS\Apps\Presence\Settings\**Presence.ini**

- **WebexPresence.Enable=1**
  This parameters allows to enable/disable Webex presence retrieval.
  Please set it to 1. Default value is <u>0</u>.

## Users' Settings

Webex users are identified by their UPN, whose URI string should be included into **Rich Presence Webex URI** user's field, manually populated or automatically set upon a synch against an external source.