

Synchronize Users against Cisco Webex Control Hub

Imagicle UCX Cloud Suite can import users from Webex Control Hub, thanks to available Cisco Webex (XSI) APIs for this purpose.

Provided Webex APIs allow to import users from multiple Webex Organizations, if required.

Before configuring such import connector, please mind below-listed requirements:

- Imagicle UC Cloud Suite must be in place, with a valid license subscription.
- Imagicle UC Cloud Suite must be authenticated against Imagicle Cloud Services, as described in [this](#) article.
- A Full Admin user belonging to Webex customer organization

OAuth2 token for UCX Suite integration with Webex Calling Users' Synchron

Customer must authorize Imagicle Webex Cloud Integration application called **Imagicle Users Synchronization Connector** to access own Webex organization data. The following permissions are granted to the Imagicle Webex Calling Integration application:

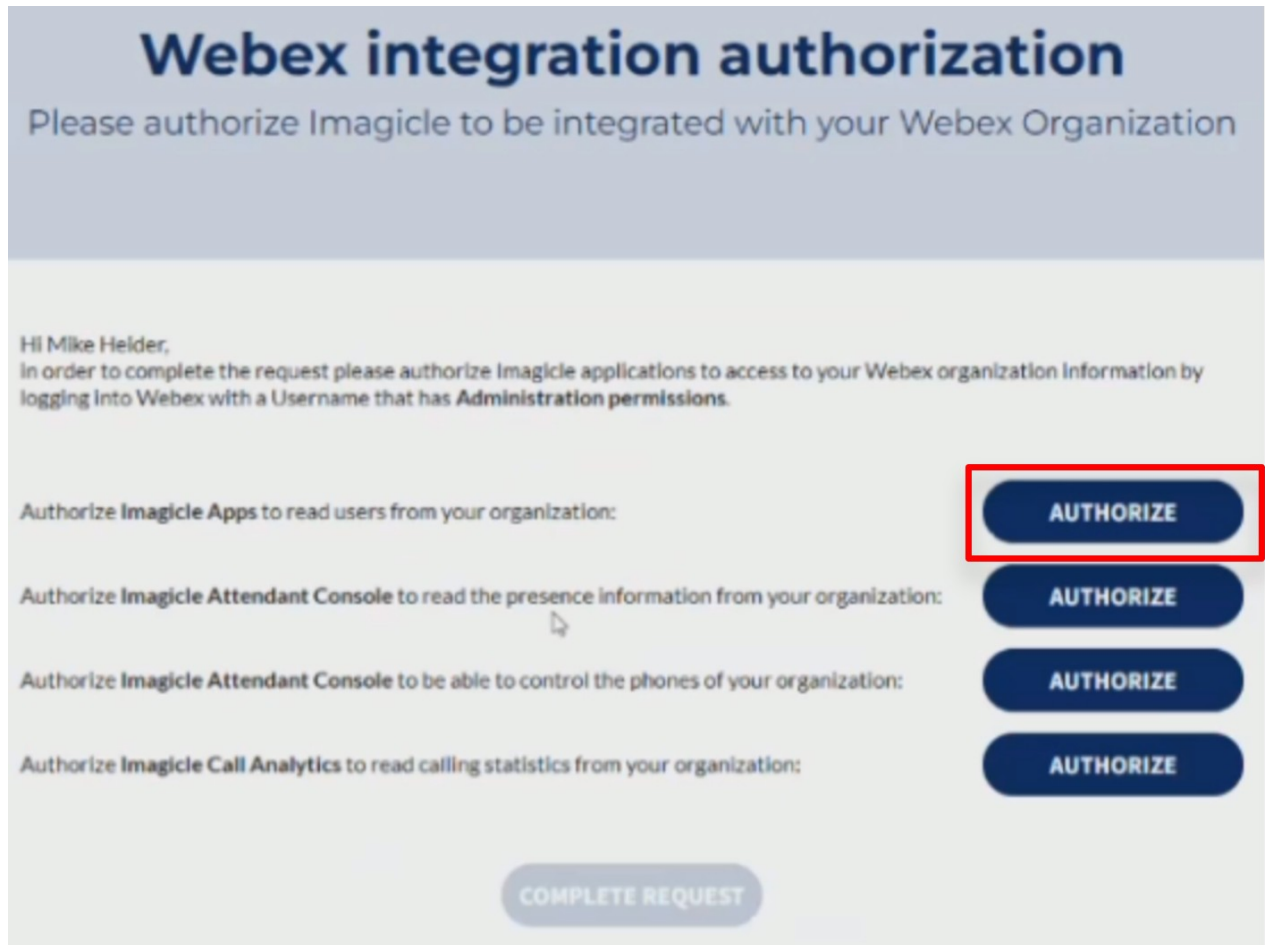
- spark-admin:people_read
- spark-admin:organizations_read
- spark-admin:locations_read
- spark-admin:telephony_config_read
- spark-admin:xsi

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:



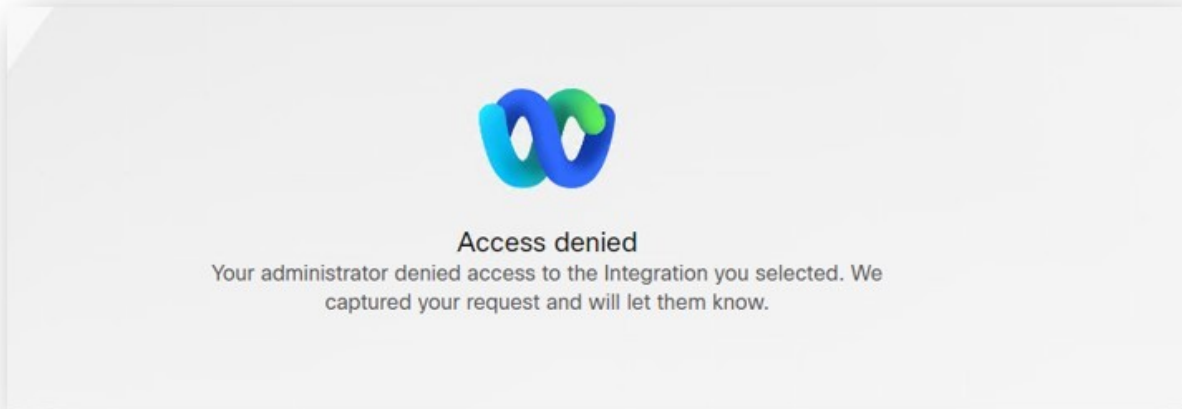
The image shows a web interface for authorizing Imagicle with a Webex organization. At the top, the title is "Webex integration authorization" in a large, bold, dark blue font. Below the title, a subtitle reads "Please authorize Imagicle to be integrated with your Webex Organization". The main content area has a light gray background and contains a personalized message: "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**." Below this message, there are four authorization requests, each with a corresponding "AUTHORIZE" button. The first request is "Authorize Imagicle Apps to read users from your organization:" and its button is highlighted with a red rectangular border. The second request is "Authorize Imagicle Attendant Console to read the presence information from your organization:". The third request is "Authorize Imagicle Attendant Console to be able to control the phones of your organization:". The fourth request is "Authorize Imagicle Call Analytics to read calling statistics from your organization:". At the bottom center of the screen, there is a large, light blue button labeled "COMPLETE REQUEST".

Please note that other tokens might be required for Webex Calling [Native Call Control](#) and to retrieve [presence status](#) 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:



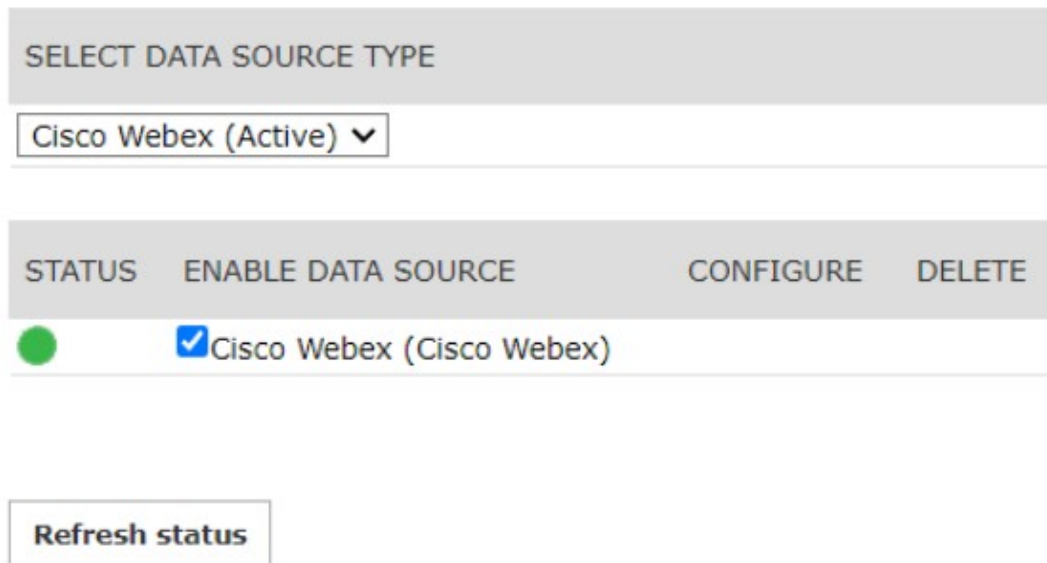
Please consult [this troubleshooting article](#) for further details.

Enabling Webex Users' Synch from Imagicle Web Portal

Once above OAuth2 token has been issued, you can proceed with actual Webex Cloud users' synch enablement.

Please access to Imagicle UC Suite web portal as Administrator and go to ADMIN » User Management » Synchronize users with an external data source » » Configure Data Sources >>

Select "Cisco Webex" and flag relevant entry, as per below screenshot:



If the "STATUS" indicator goes green, then it means Imagicle UCX Cloud Suite can reach Webex Cloud. Otherwise, please check below table for most typical error messages appearing underneath the red STATUS indicator:

Issue

ClientID/secret wrong configured
Suite not enabled on Imagicle Cloud to users sync

Error message

Client ID or Client Secret are misconfigured
UC Suite is not enabled in the Imagicle Cloud to synchronize users. Check OAuth2 token enablement.
Imagicle Cloud unreachable



the Imagicle Cloud is not reachable (on-prem UC Suite only)

Other

An unexpected error occurred while checking Imagicle Cloud connection

Proxy Support

If your Imagicle UCX Suite can reach Internet through a proxy, please configure it by following [this](#) KB article. Webex import connector supports proxy configuration.

Configuring Synchronization Rules

Please access to Imagicle UCX Suite web portal as Administrator and go to ADMIN » User Management » Synchronize users with an external data source » » Configure Synch Rules >>

Select "Cisco Webex", as per below screenshot:

ADAPTER'S RULE TYPE	Cisco Webex
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IAS USER PARAMETER NAME	CONFIGURE RULE
Preferred language	<input checked="" type="radio"/> Only when adding, set this value <input type="text"/>
Password	<input checked="" type="radio"/> Only when adding, set this value <input type="text" value="pass0"/>
Active Directory username	<input checked="" type="radio"/> Import every time from source

The sync service uses the Webex Calling user's email as primary key. The username included in the email address populates the *Active directory username* field, while the domain (after @) populates the *Domain* field.

For all other users' fields, they are imported from a fixed Webex field or you can choose from which Webex field to populate them. See below table including Webex specific field mapping:

UCX Suite Display Name	Mapping criteria	Synced from	Example Value
Username	"<acronym of type>_<phonenumber> or <ESN> or <name>"	<p>the <i>acronym of type</i> is set by identifying the type returned from Imagicle API and it can assume the following values:</p> <ul style="list-style-type: none"> • HG (native Hunt Group), • CQ (native Call Queue), • AA (native Auto Attendant), • VL (Webex Virtual Line) <p>After underscore is added:</p> <ul style="list-style-type: none"> • the <i>phonenumber</i>, if it exists • otherwise, the <i>extension</i>, if it exists • otherwise, the <i>name</i> of the entity 	<p>HG_4589921,</p> <p>HG_test,</p> <p>CQ_394914524886</p> <p><i>Max 20 chars</i></p>
Active Directory username	Import every time from source	username coming from Email field or from Webex id	<p>john.smith</p> <p><i>Max 255 chars</i></p>
Domain	Import every time from source	domain coming from Email field or empty (for HG, CQ, AA, VL)	company.com
First Name	Import every time from source	firstname or empty (for HG, CQ, AA, VL)	John
Last Name	Import every time from source	lastname or name (for HG, CQ, AA, VL)	Smith

			<i>Max 255 chars</i>
User PIN	Only when adding, set this value		1234
Single Sign-On Id	<ul style="list-style-type: none"> Use the mail address field Keep existing value 	Webex Mail Should not populated for VL, CQ, AA, HG and workspaces.	john.smith@company.com
Conversational AI Username	<ul style="list-style-type: none"> Use the mail address field Keep existing value 	Webex Mail	john.smith@company.com
First extension number*	1. Import every time from Webex field: <ul style="list-style-type: none"> "ESN or Phone Number" "Phone Number or ESN" 2. Keep existing value	ESN = location.routingPrefix + webexCalling.extension Phone Number = webexCalling.countryCode + webexCalling.number	33 + 6623 or +447259856623
First extension number Alias*	1. Import every time from Webex field: <ul style="list-style-type: none"> "Extension or Phone Number" "Phone Number or Extension" "ESN or Phone number" "Phone number or ESN" "Work Phone" 2. Use the email address field 3. Keep existing value	Extension = webexCalling.extension Phone Number = webexCalling.countryCode + webexCalling.number ESN = location.routingPrefix + webexCalling.extension Work Phone = workPhone email = Webex Mail	6623 or +447259856623 or 33 + 6623 or +44984664564 or john.smith@company.com
Cdr User Id	<ul style="list-style-type: none"> Import every time from source Keep existing value 	commonIdentityId or webexCalling.nativeUserId	
Device name	<ul style="list-style-type: none"> Import every time from source Keep existing value 	webexCalling.nativeUserId	jsmith
Preferred Device name	<ul style="list-style-type: none"> Import every time from source Keep existing value 	webexCalling.nativeUserId	jsmith
PBX Username	<ul style="list-style-type: none"> Import every time from source Keep existing value 	webexCalling.nativeUserId or nativeUserId (Virtual lines only)	jsmith <i>Max 255 chars</i>
Email	<ul style="list-style-type: none"> Import every time from source Keep existing value 	Webex Mail	john.smith@company.com
Department		Organization Name = organization.name	ACME Inc.

	<ol style="list-style-type: none"> 1. Import every time from: <ul style="list-style-type: none"> • "Organization Name" • "Location Name" 2. Keep existing value 	Location Name = location.name	Max 255 chars
Recording Group name	<ol style="list-style-type: none"> 1. Import every time from: <ul style="list-style-type: none"> • "Organization Name" • "Location Name" 2. Keep existing value 	Organization Name = organization.name Location Name = location.name	ACME Inc. Max 255 chars
Cost Center	<ol style="list-style-type: none"> 1. Import every time from: <ul style="list-style-type: none"> • "Organization Name" • "Location Name" 2. Keep existing value 	Organization Name = organization.name Location Name = location.name	Paris Max 255 chars
Office Location	<ol style="list-style-type: none"> 1. Import every time from: <ul style="list-style-type: none"> • "Organization Name" • "Location Name" 2. Keep existing value 	Organization Name = organization.name Location Name = location.name	France Max 255 chars
VoiceMail Number	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	*55 + ESN (location.routingPrefix + webexCalling.extension)	*55 + 33 + 6623
VoiceMail Address	<ul style="list-style-type: none"> • Import every time from source • Keep existing value - None 	Webex Mail	john.smith@company.com
Home Phone	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	workPhone	+44984664564
Mobile Business Number	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	mobilePhone	+44702465646
Fax Number	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	faxNumber	+44984664564
Fax Group Username	<ol style="list-style-type: none"> 1. Import every time from: <ul style="list-style-type: none"> • "Fax Number" • "Organization Name" • "Location Name" 	Fax Number = <i>not managed</i> Organization Name = organization.name Location Name = location.name	France Max 255 chars

	2. Keep existing value		
Fax Company Name	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	organization.name	ACME Inc.
Fax to email address	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	Webex Mail	john.smith@company.com
Rich Presence SIP URI	<ul style="list-style-type: none"> • Use the email address field • Keep existing value 	Webex Mail	john.smith@company.com
Microsoft URI	<ul style="list-style-type: none"> • Use the email address field • Keep existing value 	Webex Mail	john.smith@company.com
Webex URI	<ul style="list-style-type: none"> • Use the email address field • Keep existing value 	Webex Mail	john.smith@company.com
Picture	<ul style="list-style-type: none"> • Import every time from source • Keep existing value 	AvatarURL**	Max 200KBytes size (default)

* Imagicle supports overlapping extension numbers by selecting to import ESN instead of Extension Number. ESN includes a location prefix + Webex Calling Extension, so Imagicle Advanced Queuing can transfer calls to overlapping operators' internal numbers, without having to leverage +E.164 Phone Numbers.

** AvatarURL points to a server on Webex Cloud, which should be reachable by Imagicle UC Suite to retrieve each picture through a http request. User images can be in the most common formats, e.g. png, jpg, jpeg and bmp.

Note: If Webex user's email is changed, at the next synchronization relevant UCX Suite user is removed and another UCX Suite user is created with the new *Active directory username* and *Domain* values.

Note: Imagicle supports the audio recording of Webex Workspaces too. They are not automatically provisioned from Control Hub, therefore they must be manually added, as described [here](#).