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' Synch

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 <u>Onboarding Web Portal</u> 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 Webex Calling <u>Native Call Control</u> 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.

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 \hat{a} User Management \hat{a} Synchronize users with an external data source \hat{A} » \hat{a} Configure Data Sources >>

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

SELECT DATA SOURCE TYPE			
Cisco Webex (Active) 🗸			
STATUS	ENABLE DATA SOURCE	CONFIGURE	DELETE
•	Cisco Webex (Cisco Webex)		

Refresh status

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	Error message
ClientID/secret wrong configured	Client ID or Client Secret are misconfigured
Suite not enabled on Imagicle Cloud to users sync	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 \hat{a} User Management \hat{a} Synchronize users with an external data source \hat{A} » \hat{a} Configure Synch Rules >>

Select "Cisco Webex", as per below screenshot:

ADAPTER'S RULE TYPE	Cisco Webex 🗸
IAS USER PARAMETER NAME	CONFIGURE RULE
Preferred language	Only when adding, set this value
Password	Only when adding, set this value pass0
Active Directory username	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	Synched from	Example Value
Username	" <acronym of<br="">type>_<phonenumber> or <esn> or <name>"</name></esn></phonenumber></acronym>	the <i>acronym of type</i> is set by identifying the type returned from Imagicle API and it can assume the following values:	
		• HG (native Hunt Group),	HG_4589921,
		CQ (native Call Queue),AA (native Auto Attendant),	HG_test,
		• VL (Webex Virtual Line)	CQ_394914524886
		After underscore is added:	Max 20 chars
		 the <i>phonenumber</i>, if it exists otherwise, the <i>extension</i>, if it exists otherwise, the <i>name</i> of the entity 	
Active Directory	Import every time from source	username coming from Email field or from Webey id	john.smith
Usernume		Webexid	Max 255 chars
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

			Max 255 chars
User PIN	Only when adding, set this value		1234
Single Sign-On Id	 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	 Use the mail address field Keep existing value 	Webex Mail	john.smith@company.com
First extension number*	 Import every time from Webex field: "ESN or Phone Number" "Phone Number or ESN" Keep existing value 	ESN = location.routingPrefix + webexCalling.extension Phone Number = webexCalling.countryCode + webexCalling.number	33 + 6623 or +447259856623
First extension number Alias*	 Import every time from Webex field: "Extension or Phone Number" "Phone Number or Extension" "ESN or Phone number" "Phone number or ESN" "Work Phone" Use the email address field 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	 Import every time from source Keep existing value 	commonIdentityId or webexCalling.nativeUserId	
Device name	 Import every time from source Keep existing value 	webexCalling.nativeUserId	jsmith
Preferred Device name	 Import every time from source Keep existing value 	webexCalling.nativeUserId	jsmith
PBX Username	 Import every time from source Keep existing value 	webexCalling.nativeUserId or nativeUserId (Virtual lines only)	jsmith <i>Max 255 chars</i>
Email	 Import every time from source Keep existing value 	Webex Mail	john.smith@company.com
Department		Organization Name = organization.name	ACME Inc.

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

	2. Keep existing value		
Fax Company Name	 Import every time from source Keep existing value 	organization.name	ACME Inc.
Fax to email address	 Import every time from source Keep existing value 	Webex Mail	john.smith@company.com
Rich Presence SIP URI	 Use the email address field Keep existing value 	Webex Mail	john.smith@company.com
Microsoft URI	 Use the email address field Keep existing value 	Webex Mail	john.smith@company.com
Webex URI	 Use the email address field Keep existing value 	Webex Mail	john.smith@company.com
Picture	 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 <u>here</u>.