imagicle[•]

Troubleshooting Cisco Webex Calling Integrations Authorizations

If the authorization procedure for Imagicle apps fails with the following error message: "Access denied - Your administrator denied access to the integration you selected. We captured your request and will let them know".

Then you can selectively authorize Imagicle applications by accessing Webex Control Hub â Apps â Integrations and locate Imagicle apps by Integration ID:

webex Control H	ub Select Customer	v Q	Search		
 Overview Alerts center 	Apps SGeneral	tions 😳 Bots 🔗	Embedded Apps	ြာ Assistant Skills	
MONITORING	Q Search by Integration Nam	Name	×	User adoption list December 2, 202	Manage last refreshed on Friday, 2 10:20 AM
Troubleshooting	Integration Name 🛧	Integration ID	Status	User Adoption	
Reports	Active Mobile: qChat by QW	Y2IzY29zcGFyazovL	Disabled	0	^
	Act-On	Y2IzY29zcGFyazovL	Enabled	0	
MANAGEMENT	AGAT- Advanced Controls f	Y2IzY29zcGFyazovL	Disabled	0	
8 Users	AGAT- AI Virtual Assistant	Y2IzY29zcGFyazovL	Disabled	0	
战 Workspaces	AGAT- Archive and eDiscov	Y2IzY29zcGFyazovL	Disabled	0	
🚊 Devices	AGAT- Ethical Walls	Y2IzY29zcGFyazovL	Disabled	0	
88 Apps	AGAT- Governance and Ret	Y2IzY29zcGFyazovL	Disabled	0	
Account	AGAT- Real Time DLP	Y2IzY29zcGFyazovL	Disabled	0	

• Imagicle UCX Suite Users' Synch from Control Hub:

C89a4ba3aa80c33dd80bfc17a1572c5026049234c0aa90b7793b47dac37d7fa6c

• Imagicle Attendant Console Webex Presence Retrieval:

C1468e046a54f78620ca6d1b16eda8096165d0f960078c8e38c5ac09fb7f7f120

• Imagicle Attendant Console Call Control:

C143958d8c8645673914400fbf4b06fa022da2a7caeac67b5eb48d062709cf24e

• Imagicle Call Analytics CDRs retrieval from Control Hub:

C2b09ee9cb8a3ae94ae0e6417d7dcf7e33351ae00bbb22fb9937a79796a8371b5

• Imagicle SSO against Cisco Control Hub:

C287f727f93d20644fd10a5bd2d3c8b6796497bd21bd28d92e588f470ceb546c4

Please consult relevant Cisco documentation here.

Admin User Authorizer

The authorization process involves a Full Admin user from the customer which, through own Webex account, authorizes Imagicle Integrations. <u>This user should never disable presence status sharing</u>. **The authorizations may automatically expire as soon as the authorizing user changes own password**. Once the authorization is removed, UCX Cloud Suite won't be able to retrieve events related to one or multiple authorizations. To recover the feature, a new authorization process must be executed.

imagicle[.]

This limitation does not apply if the authorizing user logs in Webex leveraging SSO using an external identity provider.

If SSO in not enable, a user password by default expires after five years, as per the <u>documentation</u> (and an admin user can be created without requiring additional licenses).

This limitation is related to the authentication flow implemented by Webex, namely OAuth2 Authorization Code flow, that implies impersonating a user while accessing the Webex APIs. We are working with Cisco to remove this limitation.

The token is invalidated also in these two cases:

- Authorizing Webex user is deactivated
- Full Admin privileges are removed from the authorizing Webex user