

Webex Gadgets Setup

This is a guide that explains how to add Imagicle Gadgets to Webex client from Webex Control Hub.

Applies to:

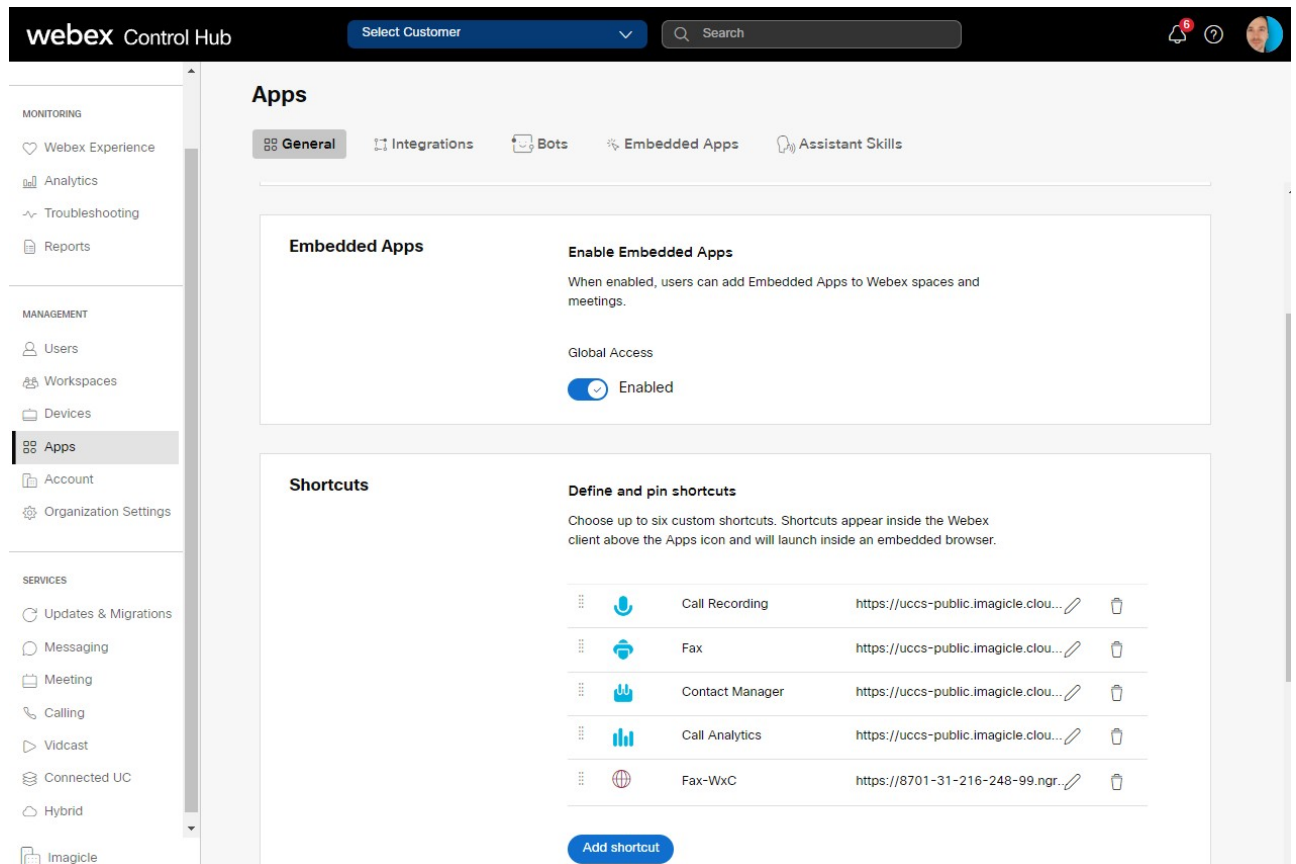
- Webex version >= 41.9.0
- IAS Version >= 2023.Winter.1

Limitations:

- Gadgets don't work if the Imagicle UC Suite has a self-signed certificate and secure connection is used, this is because Webex only admits trusted sites/gadgets
- Certificate must be trusted by a public authority, local trusted certificates are not accepted by Webex
- Webex Mobile app and Webex web version are still not supporting this feature
- Connection to the gadgets is not tunneled through Expressway (you need to allow access from the internet, in case a direct connection to Imagicle server is not available)

How to add gadgets

Sign in to [Webex Control Hub](#) as Administrator and open the Apps page.



The screenshot shows the Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo, a 'Select Customer' dropdown, a search bar, and user profile icons. The left sidebar contains a menu with categories: MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC, Hybrid, Imagicle). The main content area is titled 'Apps' and has tabs for General, Integrations, Bots, Embedded Apps, and Assistant Skills. The 'Embedded Apps' tab is selected, showing a section to 'Enable Embedded Apps' with a toggle switch set to 'Enabled'. Below this is the 'Shortcuts' section, titled 'Define and pin shortcuts', which instructs users to choose up to six custom shortcuts. A table lists five predefined shortcuts: Call Recording, Fax, Contact Manager, Call Analytics, and Fax-WxC, each with an icon and a URL. An 'Add shortcut' button is located at the bottom of the shortcuts list.

Icon	Shortcut Name	URL	Edit	Delete
	Call Recording	https://uccs-public.imagicle.clou...		
	Fax	https://uccs-public.imagicle.clou...		
	Contact Manager	https://uccs-public.imagicle.clou...		
	Call Analytics	https://uccs-public.imagicle.clou...		
	Fax-WxC	https://8701-31-216-248-99.ngr...		

Scroll down to Shortcuts section and click on **Add shortcut**

Add shortcut

Display Name *

Call Recording

URL *

https://uccs-public.imagicle.cloud

Favicon*

Select an icon or upload an image to represent this shortcut in the Webex app.

☐ Select predefined icon

☒ Upload custom image

300 x 300 px transparent PNG. Max size 1 MB. Ensure the icon is visible on a dark and light background.

Drag and drop a file to upload or

Choose a file

Cancel Save

Enter the Display Name and URL for the shortcut, as per below table:

Imagicle Application	Gadget URL
Call Recording	https://imagicle_FQDN/gadgets/callrecording
Contact Manager	https://imagicle_FQDN/gadgets/contactmanager
Digital Fax	https://imagicle_FQDN/gadgets/digitalfax
Call Analytics	https://imagicle_FQDN/gadgets/callanalytics
Expense Management	https://imagicle_FQDN/gadgets/budgetcontrol

Please replace imagicle_FQDN with the proper Imagicle UCX Suite host name.

Select "Upload custom image" and drag or upload relevant icon using the Imagicle images set suitable for both light and dark background. See ZIP file attached to this KB.

Once done, please hit Save and repeat same procedure for each Imagicle gadget you wish to add into your Corporate's Webex clients. Maximum number of shortcuts is six.

Special URL for Contact Manager "click-to-call" feature

Imagicle Contact Manager gadget includes click-to-call feature, allowing to search for a contact a click on relevant phone number to initiate the outbound call.

The Webex behaviour changes, depending on the Calling Platform in place:

- If Webex Desktop client is registered to Control Hub for IM and to Cisco UCM for actual phone dialling, then you need to change the URL to:

```
https://imagicle_FQDN/gadgets/contactmanager?CallingPlatform=JABBER
```

- If Webex Desktop client is registered to Control Hub for both IM and phone dialling (i.e. Webex Calling MT), then you need to change the URL to:

```
https://imagicle_FQDN/gadgets/contactmanager?CallingPlatform=WEBEX
```

How to edit gadgets

- In Apps & Shortcuts, you can see the list of available gadgets.
- Click the gadget you want to edit.
- Click the pencil.

Edit shortcut

Display Name *

Call Recording

URL *

https://uccs-public.imagicle.cloud:



Favicon*

Select an icon or upload an image to represent this shortcut in the Webex app.

☐ Select predefined icon

☒ Upload custom image

300 x 300 px transparent PNG. Max size 1 MB. Ensure the icon is visible on a dark and light background.



Uploaded icon

Preview on Dark Theme and Light Theme backgrounds

Replace file

Delete

Cancel

Save

- Change the Display Name, URL, or custom icon.
- Click Save.
- The edited gadget shows in the list

How to delete gadgets

- In Apps â Shortcuts you can see the list of available gadgets.
- Select the gadget you want to delete.
- Hit the trashcan icon.
- Click Delete.
- The gadget is removed from the list.

How to reorder gadgets

- In Apps â Shortcuts you can see the list of available gadgets.

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- Click and hold the dimples on the left end of the gadget you want to move.
- Drag the gadget to a new place in the list.
- Repeat until the gadgets are in the order you want.

The top 3 from your list show on the side menu in the Webex App. The rest of the list show up on the 'more shortcuts' menu. See [here](#) for mode details.