

# Wrong Caller ID and report data in Advanced Queuing for Webex Calling MT

## Applies to:

Imagicle UCX Cloud Suite - all versions

## Problems Description:

- Caller ID displayed on Imagicle Attendant Console "CURRENT CALLS" panel does not include queue name.
- If the call comes to the queue through a call forward, forwarder number/name is not disclosed.
- Advanced Queuing does not track the conversation time.
- In Advanced Queuing reports, the "Served By" column is filled with wrong operator's phone number.

## Cause:

There are two Webex Control Hub configurations which impact the consultation transfer from Imagicle queue to relevant operators:

### Caller ID external phone number

This setting dictates which phone number to take into consideration for Caller ID purposes. Standard setting is like below screenshot:

The screenshot shows the 'Calling' configuration page in the Webex Control Hub. The 'Caller ID' section is expanded, showing several settings. The 'External caller ID phone number' setting is highlighted with a red box. It has three radio button options: 'Direct line: +390416468494, Ext 8494' (selected), 'Location number: +390416468470', and 'Assigned number from user's location'. Below this, the 'External caller ID name' has three radio button options: 'Direct line: Nicola Boscolo' (selected), 'Location external caller ID name: TV LAB', and 'Other external caller ID name'. The 'Caller ID first name' is set to 'Nicola' and the 'Caller ID last name' is set to 'Boscolo'. At the bottom, there is a toggle switch for 'Block caller ID for received calls', which is currently turned off.

If customer configures above setting with "Location number" or "Assigned number from user's location", then Advanced Queuing can't correctly correlate the ringback signalling coming back from Webex Cloud with the actual operator's personal phone

number, causing wrong statistics data retrieval in selected reports and incomplete Caller ID display in Imagicle Attendant Console.

## Caller ID Format for Calls from/to On-premises

This setting dictates which phone number is added in Webex SIP signalling as Caller ID. Standard setting is like below screenshot:

The screenshot shows the 'Calling' configuration page in Imagicle. The 'Service Settings' tab is selected. Under the 'Unknown Numbers Handling' section, the 'Legacy behavior (not recommended)' option is selected. A red arrow points to the 'Caller ID Format for Calls from and to On-premises' section, where the 'E.164 phone number' option is selected.

If customer adopts "ESN" as Caller ID format, again Imagicle can't correctly correlate the ringback signalling coming back from Webex Cloud with the actual operator's phone number in +E.164 format, causing wrong statistics data retrieval in selected reports.

### Solution:

If customer wants to keep above settings different than standard setup, then Imagicle needs to apply a specific configuration in its Cloud SBC. Please contact Imagicle Support for details.