

# 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 interface. The 'Caller ID' section is expanded, showing the following settings:

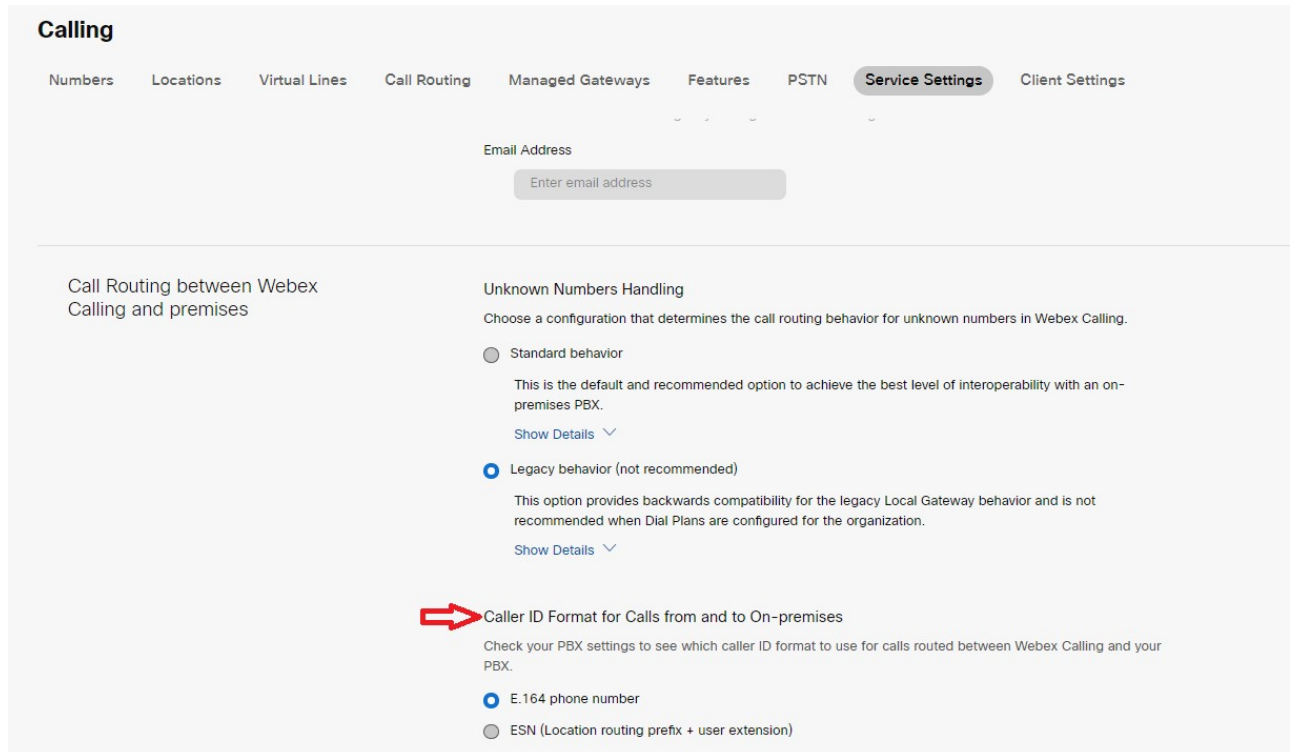
- External caller ID phone number:** This field is highlighted with a red box. It has three radio button options:
  - ☒ Direct line: +390416468494, Ext 8494
  - ☐ Location number: +390416468470
  - ☐ Assigned number from user's location
- External caller ID name:** This field has three radio button options:
  - ☒ Direct line: Nicola Boscolo
  - ☐ Location external caller ID name: TV LAB
  - ☐ Other external caller ID name
- Caller ID first name:** A text input field containing 'Nicola' with a clear (X) button.
- Caller ID last name:** A text input field containing 'Boscolo' with a clear (X) button.
- Block caller ID for received calls:** A toggle switch that is currently turned off. The text next to it says 'Block this user's identity when receiving a call.'

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:



**Calling**

Numbers Locations Virtual Lines Call Routing Managed Gateways Features PSTN **Service Settings** Client Settings

Email Address  
Enter email address

Call Routing between Webex Calling and premises

Unknown Numbers Handling  
Choose a configuration that determines the call routing behavior for unknown numbers in Webex Calling.

☐ Standard behavior  
This is the default and recommended option to achieve the best level of interoperability with an on-premises PBX.  
[Show Details](#) ▾

☒ Legacy behavior (not recommended)  
This option provides backwards compatibility for the legacy Local Gateway behavior and is not recommended when Dial Plans are configured for the organization.  
[Show Details](#) ▾

**⇒ Caller ID Format for Calls from and to On-premises**  
Check your PBX settings to see which caller ID format to use for calls routed between Webex Calling and your PBX.

☒ E.164 phone number

☐ ESN (Location routing prefix + user extension)

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.