Webex Calling Integration Guide

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Contents

Audience

- The integration's supported and unsupported features
- High-level architecture overview
- Configuration procedures
- Specific integration details

This integration guide is primarily designed for customers as well as official Cisco partners who typically install and configure Webex WFO for customers. Additionally, Cisco implementation engineers, support engineers, sales engineers, development, and marketing can find helpful information in this guide.

Introduction

Webex WFO is a unified workforce optimization (WFO) software suite that integrates with Cisco Webex Calling to provide call recording, and data insights. The details around the supported integration are listed below.

Call recording (CR) and Quality Management (QM)

Quality Management is the heart of a workforce optimization suite. It is the beginning of the data trail that leads to the voice-of-the-customer. Take serving your customer to the next level with a focus on quality and engage your agents to drive retention.

Available Features

Feature	Supported	Currently Unsupported
Webex WFO imports audio recordings from Cisco Webex Calling	X	
Webex WFO records audio		X Audio is imported from Cisco Webex Calling
Webex WFO imports screen recordings	X	
Webex WFO storage required for storing audio in the cloud		X
Cloud-to-cloud integration	X	
Webex WFO ingests manual audio pause and resume	X	

Feature	Supported	Currently Unsupported
Webex WFO ingests manual screen recording pause and resume	X	
Stereo recording		X Webex WFO only receives mono data from Webex Calling. Audio streams appear red in the media player.
Encryption of audio and screen recordings	X	
Web recording controls and recording controls API	X	
Speech energy events		X* Only pause events are supported.
Records complex call events	X See Complex call events to learn more.	
Live voice monitoring		X
Live screen monitoring	X	
Sync supported	X Users and contact data are synced. See About synchronization to learn more.	
Contact metadata import	X	
Custom metadata	X	
Supports multichannel integration		X
CRM integration		X

*Audio recordings appear red in the media player. Pause event markers are supported in the media player. In pause and resume scenarios, pause event markers only appear in the media player of the person who manually triggered the pause event during a call. Pause event markers do not appear in the media player for other individuals in the call who did not manually trigger the pause event.

Insights

Insights is an AI-powered BI solution that is a core part of the Webex WFO suite. Insights provides blended, non-siloed reporting that enables you to seamlessly combine all of your workforce engagement management and customer interaction data from across Webex WFO. Insights empowers you to visualize your Webex WFO data through actionable reports and dashboards. You need an Insights license for access to the listed features. See How licenses work and Manage roles and permissions for more information.

Available Features

Feature	Supported	Currently Unsupported
Pre-built dashboards	X	
Machine learning powered analysis	X	
Custom themes	X	
Autograph (automated data visualization)	X	
Visual options (custom data visualization)	X	
Dashboard sharing	X	

Architecture Overview

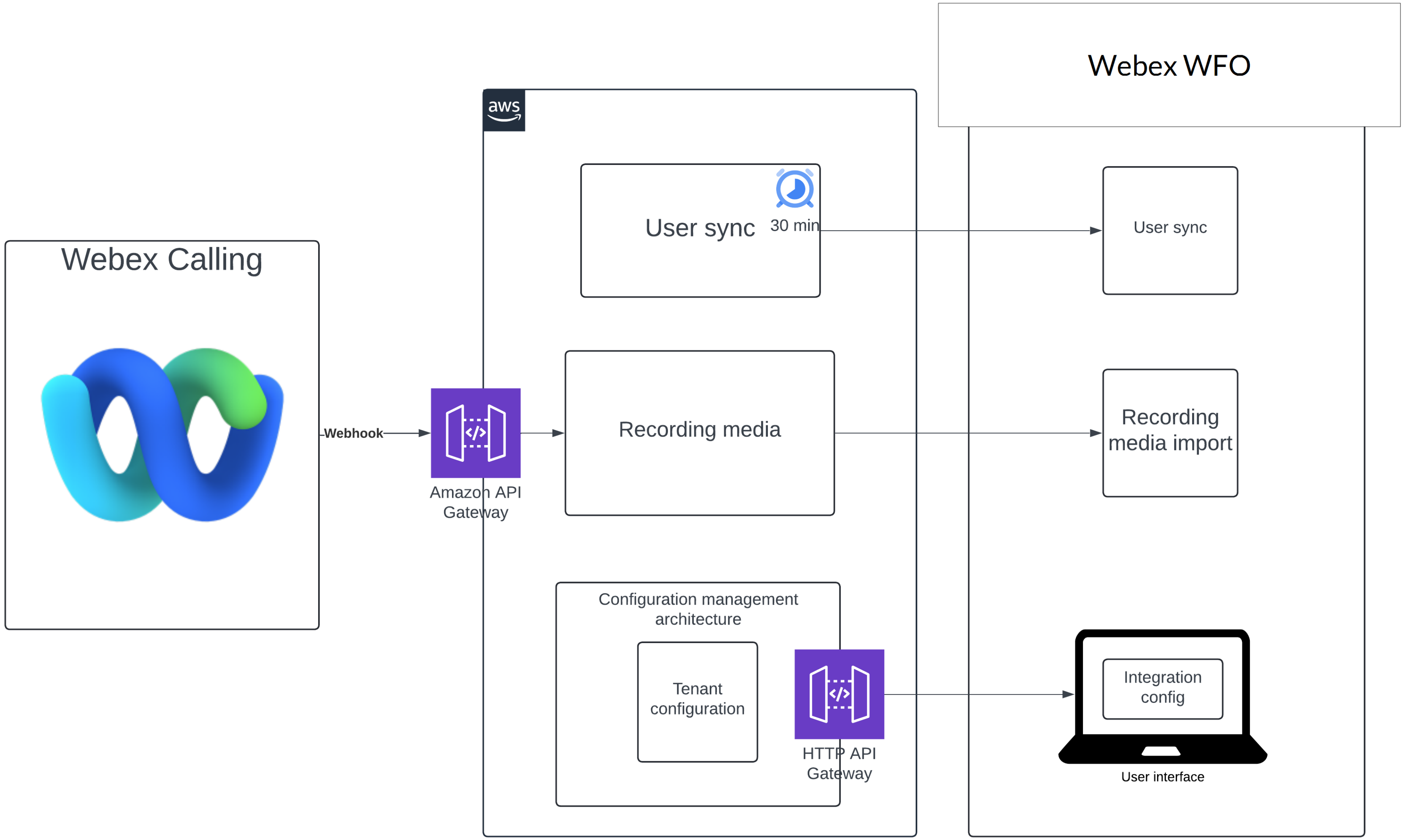
The integration between Cisco Webex Calling and Webex WFO is cloud only, and it uses Amazon Web Services (AWS) serverless architecture. This means a data server is not required as the applications and services run in the cloud. The main functions of this integration are to sync contact data and user data from your Webex Calling system to your Webex WFO system.

Importing recording media from Webex Calling to Webex WFO is an event triggered process. When a call occurs in Webex Calling, a webhook triggers the specified target URL and routes the request through an API gateway. A variety of processes and calculations take place within AWS before the recording is uploaded to Webex WFO. User data is synced in 30-minute intervals. User data and recording media are associated with each other using a shared User ID.

> **NOTE** It may take up to thirty minutes for user data to appear in interactions listed on the Interactions page in Webex WFO.

Architecture Diagram

The diagram on the next page illustrates, at a high-level, the integration between Cisco Webex Calling and Webex WFO Quality Management.


Webex WFO
Webex Calling
User sync
30 min
User sync
Webhook
Amazon API Gateway
Recording media
Recording media import
Configuration management architecture
Tenant configuration
HTTP API Gateway
Integration config
User interface

Set up Webex Calling

To configure Webex Calling, you first need to locate and copy your Organization ID in your Webex Calling system. You will enter this copied information into Webex WFO during a later procedure that connects your Webex Calling system with Webex WFO.

You need to create and provision an administrator account. This account is used to form the connection between your organization's Webex Calling system and Webex WFO.

You also need to edit the profiles of all the users whose calls you want Webex WFO to sync. The procedures below guide you through these tasks.

> **BEST PRACTICE** Set your Webex admin account username and password credentials to never expire. Cisco revokes access tokens when user credentials expire. Therefore, if your Cisco account username and password credentials expire, then the ACD in Webex WFO needs to be reauthenticated. Reauthentication may require a Cisco Technical Support engagement.
> If you must change your password, then you have to update the Calabrio API User Password field immediately. See Configure Webex Calling in Webex WFO for more information. Failure to do so breaks the integration's import process.

Prerequisites

- If you have a Cisco Webex Contact Center integration set up, you need to set up a separate additional Webex Calling integration. Refer to the *Cisco Webex Contact Center Integration Guide* for configuration instructions on that integration.
- You need access to Webex Control Hub.
- Within Webex Control Hub, you need to have a user account that fits the following parameters.

  > **NOTE** This user account will be the administrator account used to configure this integration. The procedures below will guide you on how to give this account the right administrator level roles and permissions.

  - The username is in FQDN format.
  - The username cannot be a personal email address.

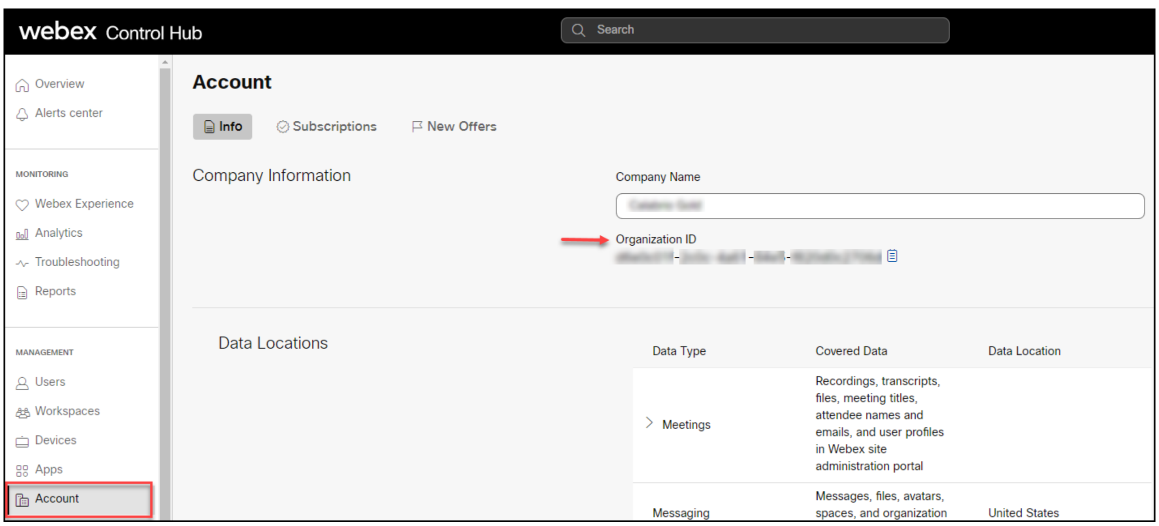
- The username must be an email address created using Active Directory sync to Cisco or created manually in the Cisco admin portal.

Procedures

Locate your Organization ID

> **NOTE** If your organization has a Webex Contact Center integration, then the Organization ID you use is the same for both your Webex Contact Center and Webex Calling integrations.

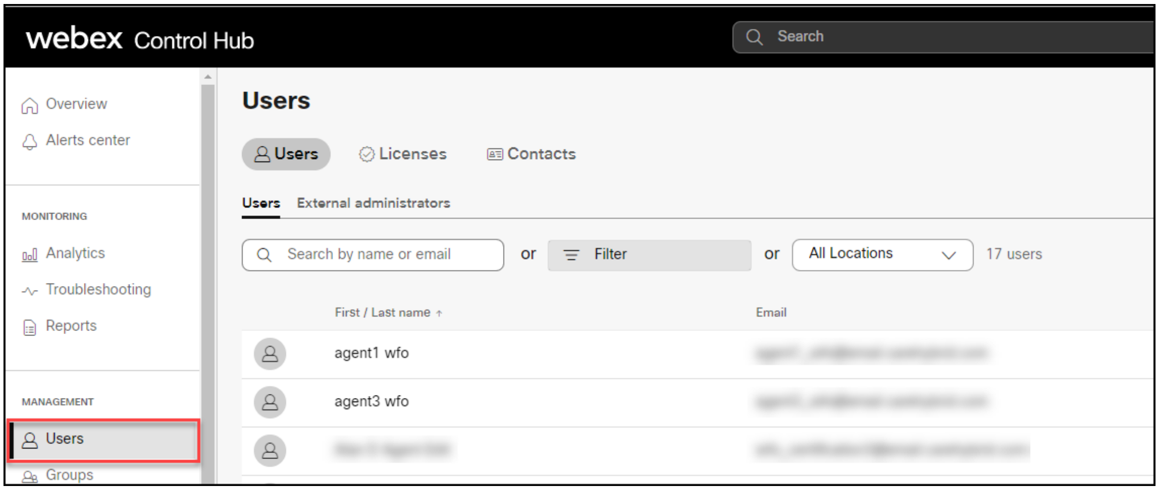
1. Access **Webex Control Hub** for administrators by navigating to admin.webex.com and entering your credentials.
2. Navigate to the **Account** page from the left navigation bar.
3. Copy your **Organization ID**, and save it in an easy-to-access location. Your Cisco Organization ID is referred to as Tenant ID in Webex WFO, and it is required when you set up the connection to Webex Calling in Webex WFO.



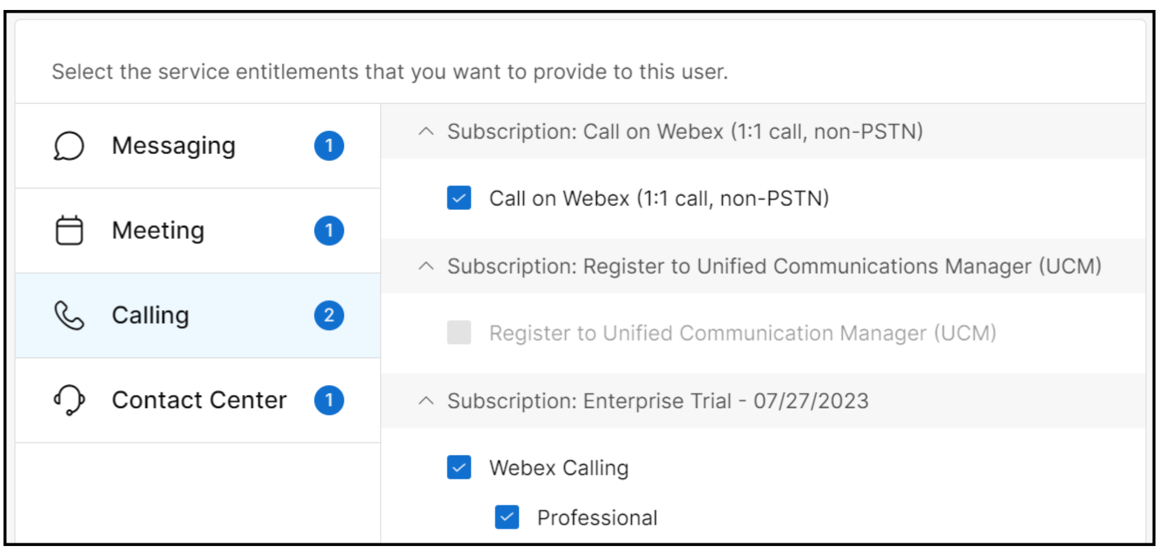
Assign licenses and roles to the administrator account

The user account used in this procedure is later used to complete the authentication process needed to integrate with Webex WFO. Therefore, this user must be an authorized user with the permissions listed in this procedure.

1. Click **Users** under **Management** within the left navigation bar.



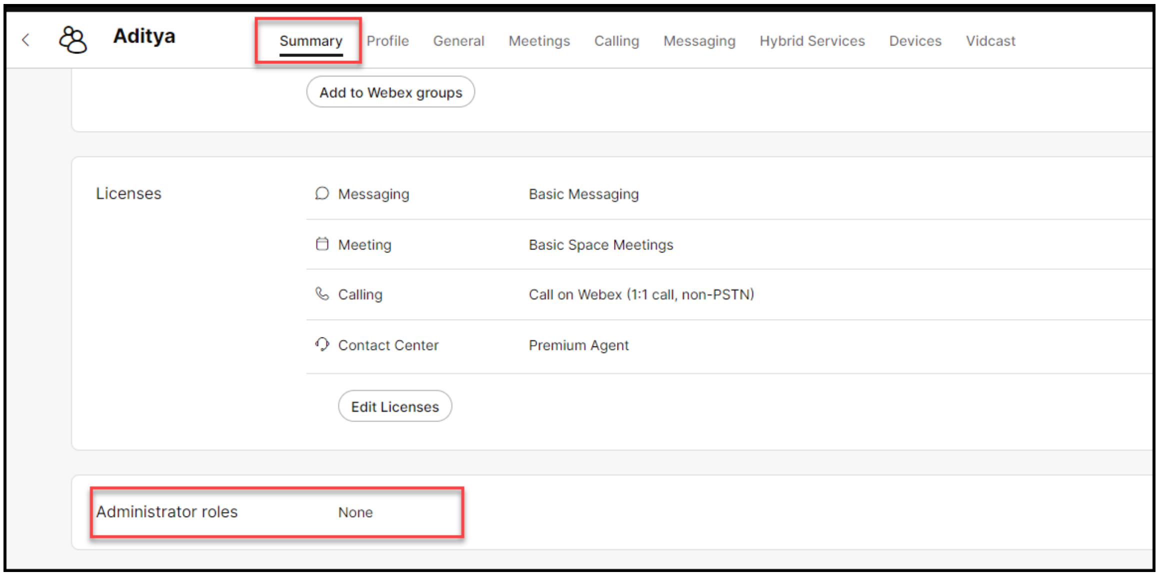
2. From the **Users** page, you can edit an existing user or create a new user. If you decide to edit an existing user, proceed to the next step.
   - Alternatively, if you decide to create a new user, click **Add Users** and follow the onscreen prompts. Ensure the newly created user has the licenses described in step 5.
3. Select the desired user from the table to open that user's configuration page.
4. Navigate to the **Licenses** section under the user **Summary** tab, and click **Edit Licenses**.
5. Ensure the user has, at a minimum, the **Calling** licenses listed in the table below. You can choose to grant users additional licenses and roles as you desire.



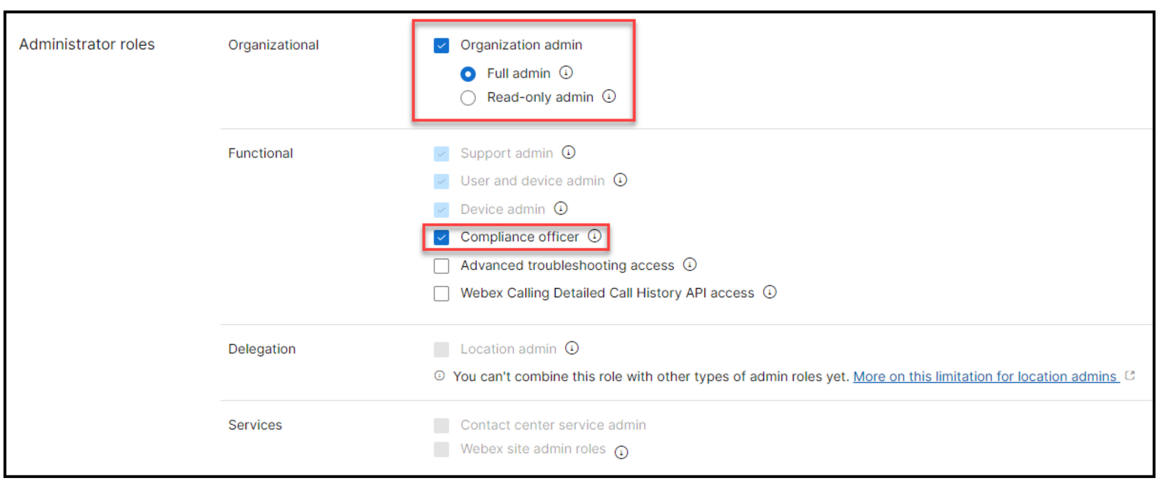
Licenses	
Calling	Select the **Webex Calling** check box. Select the **Professional** check box.

6. Click **Save**. The edit page closes, and you're back on the **Summary** tab of the user's page.

7. Click **Administrator roles**.



8. Ensure the user has, at a minimum, the roles listed in the table below.



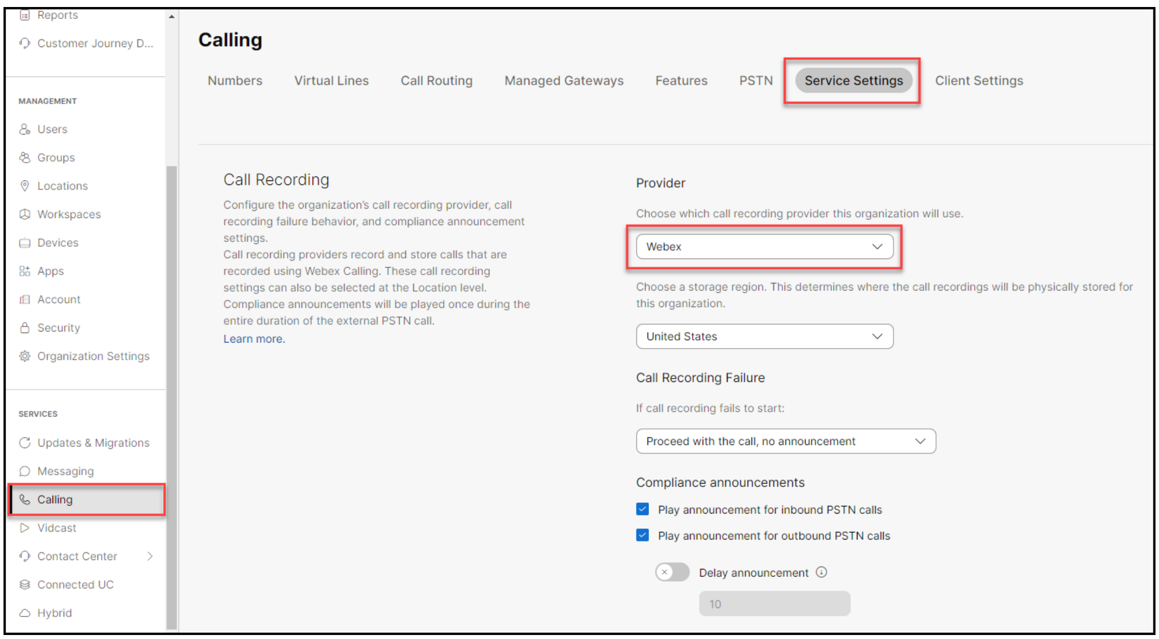
Administrator roles	
Organizational	Select the **Organization admin** check box. Select **Full admin**.
Functional	Select the **Compliance officer** check box.

9. Click **Save**.

> **NOTE** You will later enter the username for this account in the **Username** field during the Configure Webex Calling in Webex WFO procedure.

Configure Webex as your organization's call recording provider

1. Click **Calling** under **Services** in the left navigation bar. The **Calling** page opens.
2. Click the **Service Settings** tab at the top of the **Calling** page.
3. Scroll down to the **Call Recording** section.
4. Select **Webex** in the **Provider** drop-down list.



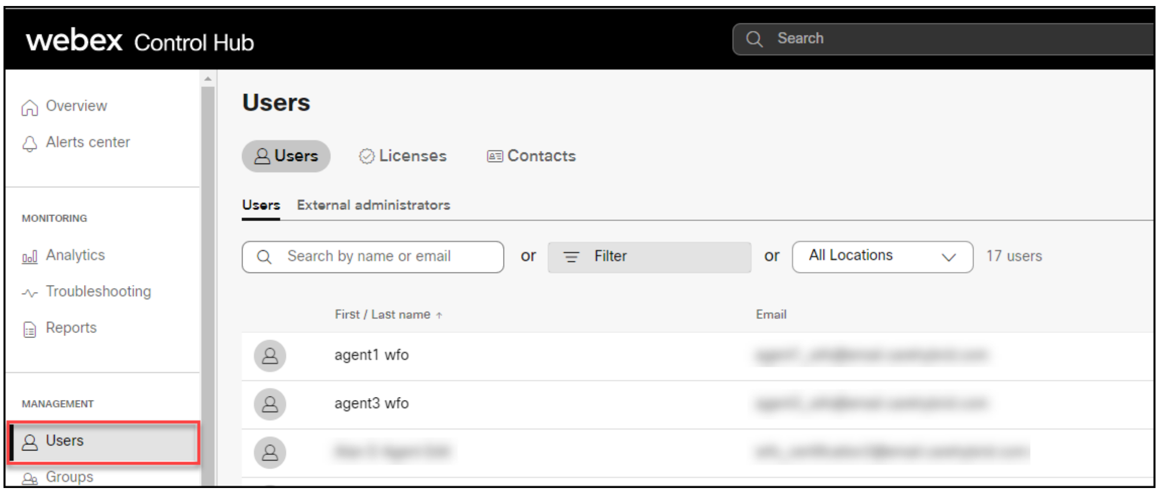
5. Click **Save**.

Configure users whose calls you want to record

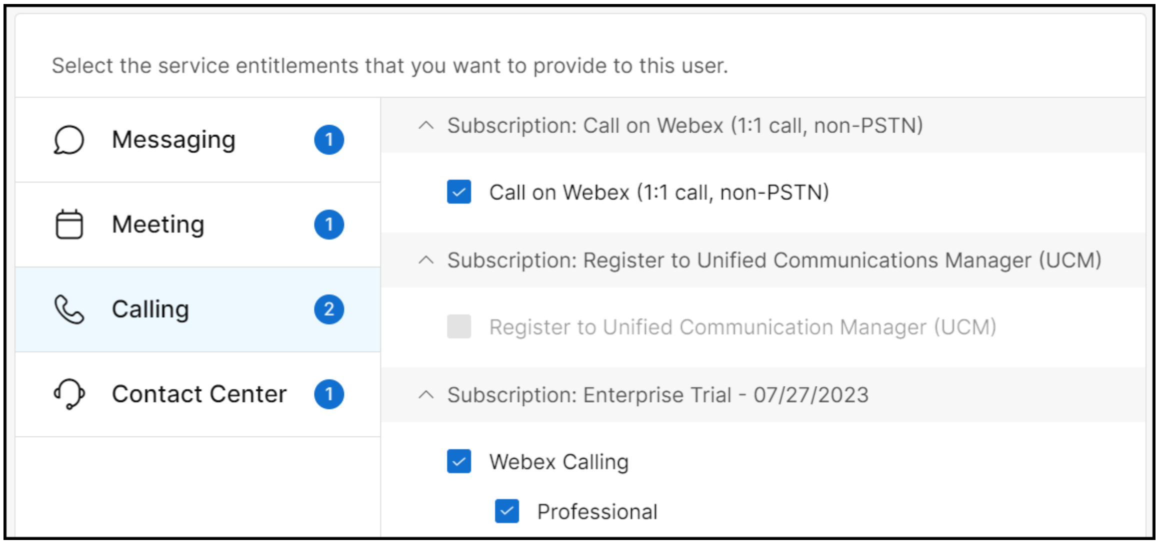
This procedure details how to provision the professional calling license and enable call recording for users whose data you want synced into Webex WFO.

> **IMPORTANT** Webex WFO only syncs users who have both the professional calling license and have call recording turned on. If a Webex Calling user does not have the professional calling license and call recording turned on, then that user account and their recordings are not synced to Webex WFO.

1. Click **Users** under **Management** within the left navigation bar.

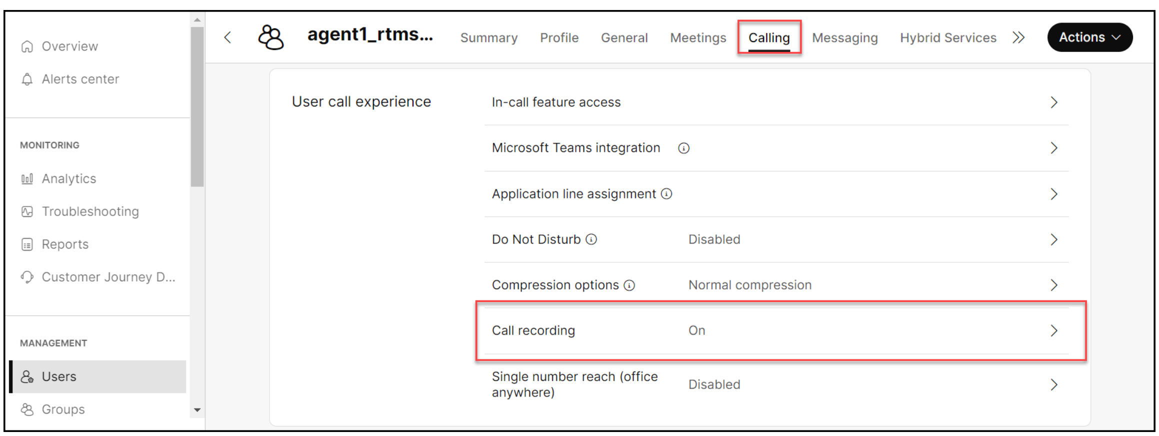


2. From the **Users** page, select the desired user from the table to open that user's configuration page.
3. Navigate to the **Licenses** section and click **Edit Licenses**.
4. Ensure the user has, at a minimum, the **Calling** licenses listed in the table below. You can choose to grant users additional licenses and roles as you desire.

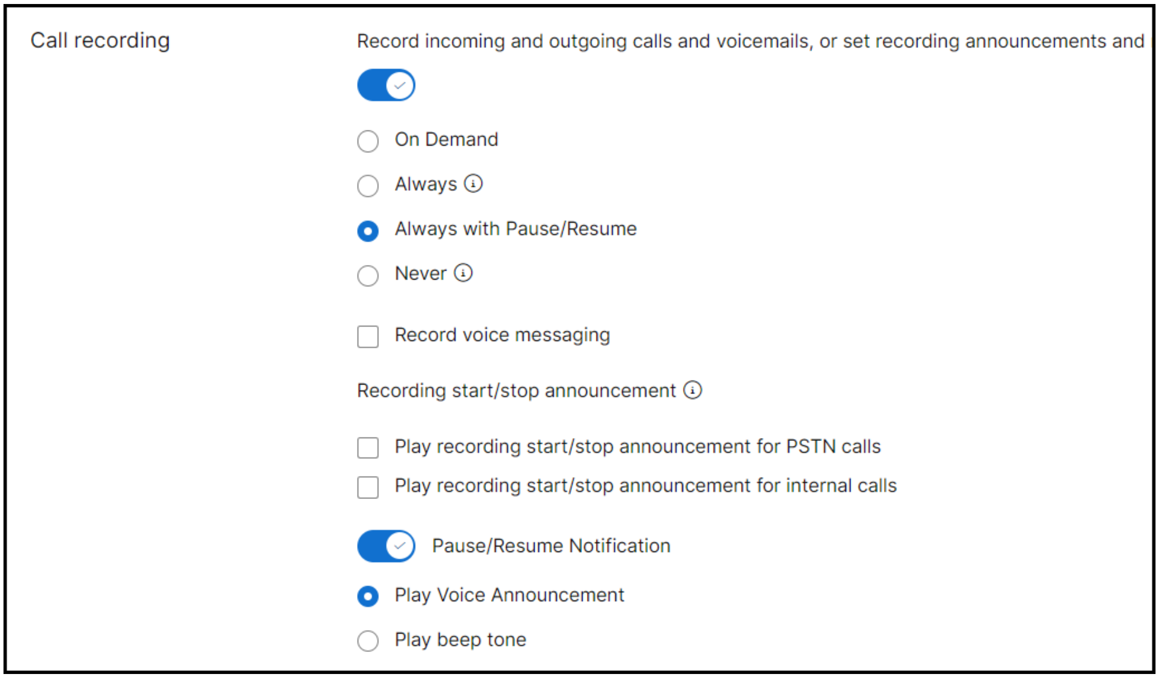


Licenses	
Calling	Select the **Webex Calling** checkbox. Select the **Professional** checkbox.

5. Click **Save**. The edit page closes.
6. Navigate to the **Calling** tab.
7. Scroll down to the **User call experience** section and click **Call recording**.



8. Enable the toggle for **Record incoming and outgoing calls and voicemails, or set recording announcements and notifications**.



9. Select **Always with Pause/Resume**.

10. Enable the toggle for **Pause/Resume Notification**.

11. Select **Play Voice Announcement**.

12. Click **Save**.

Configure Webex Calling in Webex WFO

This topic explains how to set up the connection between Cisco Webex Calling and Webex WFO.

Prerequisites

- Your Webex WFO tenant is online.
- You have successfully completed all of the Webex Calling configuration procedures detailed in the Set up Webex Calling topic.

Procedures

BEST PRACTICE Configure Webex Calling in a private browser session such as incognito mode in a Google Chrome or Microsoft Edge browser.

Configure Cisco Webex Calling as an ACD

1. In Webex WFO, navigate to **Application Management** > **System Configuration** > **ACD Configuration**.
2. Click **Add**. The **ACD Details** window opens.
3. Select **Cisco Webex Calling** from the Select ACD drop-down list.
4. Click **OK**, then the **Cisco Webex Calling** page opens.
5. Configure the following fields as described.

Field	Configuration
ACD Name	Enter a unique name for the ACD.
Username	Enter your Webex Calling username. This is a user email address associated with administrative credentials in Webex Calling.
API URL	Enter **https://webexapis.com** in the text box. This is the complete base URL of the Cisco Webex Calling API, including the protocol

Field	Configuration
	identifier. This is not region specific.
Tenant ID	Enter the Organization ID of the Webex Calling tenant account. See the "Locate your Organization ID" procedure in Set up Webex Calling.
Cisco API Username	**IMPORTANT** You must assign the agent role and administrator role to this tenant administrator account. If you fail to do so, calls will not be imported. See the "Assign the default agent and administrator roles to your tenant administrator account" procedure in the *Webex Calling Integration Guide* for more. Your Webex WFO service account username. This service account is also referred to as your tenant administrator account or API user account. This is required for uploading data to the correct tenant. This account needs to be created by a system administrator, and the account resides in your tenant system. This tenant administrator account also needs to be given the correct permissions to upload data. Contact Cisco Support for assistance with creating this tenant administrator account. See Create an API user and Manage roles and permissions for more information.
Cisco API User Password	The Webex WFO service account password. **IMPORTANT** If you change your Webex Calling administrator's username or password, then you must immediately make the same changes for the Calabrio API Username and Calabrio API User Password fields.
Metadata Mapping	(Optional) Allows you to map Webex Calling metadata to custom

Field	Configuration
	metadata labels in Webex WFO. Webex Calling metadata values are synced with Webex Calling contacts into Webex WFO. The Webex Calling metadata values are mapped to metadata labels you create in Metadata Manager (located at Application Management > QM > QM Configuration > Metadata Manager). After it is successfully mapped, you can use metadata to add a variety of trackable information to a contact in Webex WFO. Metadata fields are in the Contact Information tab on the Media Player page (Interactions > open a contact). You can view, edit, or delete a metadata field from your system.
Enable Webhook Settings	**IMPORTANT** Do not select this checkbox until after you save your Webex Calling ACD configuration. A webhook can only be set up one time and only after you complete the Webex Calling ACD configuration procedure. Create Webhook—Enables a callback function that allows Webex Calling and Webex WFO to communicate using APIs.
Authorization URL	**NOTE** This section only appears when you edit an existing ACD. It does not appear when you create a new ACD. Webex WFO connects with Webex Calling for an access token every twelve hours. If a token refresh failure occurs then the OAuth process breaks. Configuring this setting allows your system to reestablish the OAuth authentication in the event of a token refresh failure for a maximum of sixty days. A token refresh failure can occur for several reasons such as the following. ■ Changing the email address of the administrator account. ■ Deactivating the account in Active Directory.

Field	Configuration
	▪ Changing the password in Active Directory. ▪ Switching from Active Directory sync to single sign-on in your Cisco account. ▪ Changing domains.

6. Click **Save**.
7. You are redirected to Cisco Webex Control Hub to complete the authentication process. Enter your Cisco Webex Calling credentials and click **Sign In**. Follow the onscreen prompts to accept the connection.

> **NOTE** This process generates an access token in the system to authenticate the user for your organization's Cisco Webex Calling system.

Create and enable a webhook

1. From the Webex Calling ACD Configuration page, click the **Enable Webhook Settings** check box. The **Create Webhook** button appears.
2. Click the **Create Webhook** button. If successful, a message stating, "Webhook created successfully!" appears.

> **IMPORTANT** Do not delete the webhook within your Cisco developer's portal because this would break the connection.

3. Click **Save**.

Assign the default agent and administrator roles to your tenant administrator account

1. Navigate to **Application Management** > **User Configuration** > **Users**.
2. Select **Edit an existing user** under **What do you want to do?**.
3. Use the **Select user** drop-down list in the **User Information** section and search for the tenant administrator account username you entered in the Calabrio API Username field in the earlier, "Configure Cisco Webex Calling as an ACD", procedure.

4. Go to the **Roles** section, and select the default agent role and default supervisor roles in the **Available** column.
5. Click the black right-facing arrow to move the default agent role from the **Available** column to the **Assigned** column.
6. Click **Save**.

(Optional) Exclude individuals from having their recordings synced into Webex WFO

There are two available options if you do not want certain individuals to be recorded in Webex Calling or if you want their recordings immediately deleted in Webex WFO.

- The preferable option is to not record certain individuals by modifying their permissions within your Webex Control Hub system. Webex WFO only imports calls from Webex Calling; therefore, you should modify these users' permissions directly in your Webex Control Hub system to exclude them from being recorded. Ensure the users do not have the professional license assigned or call recording enabled. See "Configure users whose calls you want to record" in Set up Webex Calling to learn where to remove the professional license and disable call recording.
- The second option is to use QM Workflows to immediately delete recordings as soon as they are imported into Webex WFO. If you want imported calls to be deleted immediately after they are imported into Webex WFO, set up QM workflows that automatically delete recordings based on workflow rules. See the following help articles to learn more about creating QM Workflows.
  - QM Quick Reference Guide to Workflows
  - Automate QM Workflows
  - How workflow administration works

Sync metadata to Webex WFO

This topic details the procedures for collecting and formatting metadata from Webex Calling, creating metadata labels in Webex WFO Metadata Manager, and then mapping the metadata from Webex Calling to Webex WFO metadata labels. After you successfully map custom metadata from Webex Calling to metadata labels in Webex WFO, you can use that mapped metadata to add a variety of trackable information to a contact in Webex WFO. Locate metadata fields in the Media Player Details panel (located in the Interactions page > open a contact > Details panel) where you can view or delete metadata fields.

Prerequisites

- Webex Calling must be configured as an ACD in Webex WFO.
- You must have the following permissions.
  - Administer Metadata Fields
  - View Custom Metadata
  - Edit Custom Metadata
  - Administer ACD Configuration

Page location

- Application Management > QM Configuration > Metadata Manager (To create metadata labels)
- Application Management > System Configuration > ACD Configuration > Webex Calling (To map Webex Calling metadata to metadata labels in Webex WFO)
- Interactions tab (To view custom metadata associated with recordings)

Procedures

Collect and format metadata

This procedure details how to collect and format appropriate metadata from Webex Calling before you map it to Webex WFO metadata labels. Webex WFO supports text-based metadata. Other types of metadata such as dates, hyperlinks, and numbers are not supported.

1. Refer to Cisco's Consolidated Metadata Documentation and Samples Guide for a list of supported metadata fields. Determine which fields you want to map.
2. Format the fields exactly as they are written. Fields are case sensitive. Do not add spacing.
   `field`

   > **EXAMPLE** To map the organization ID, format like this, `orgId`.
   > Not like this, `OrgID`.

3. If the metadata has a subfield, separate the field and subfield with a period.

   `field.subfield`

> **EXAMPLE** To map the call recording ID, format the serviceData field and callRecordingId subfield like this.
>
> `serviceData.callRecordingId`

Create metadata labels in Metadata Manager

Before you can map metadata on the Webex Calling ACD Configuration page, you must first create and configure metadata labels on the Metadata Manager page.

1. Navigate to **Webex WFO** > **Application Management** > **QM Configuration** > **Metadata Manager**.
2. Complete the fields as described below.

> **NOTE** You must select **Text** from the **Metadata Type** drop-down list on the Metadata Manager page to map metadata. Configure all other fields on the Metadata Manager page as desired.

Field	Description
Metadata Key	(Automatically generated) A unique identifier for the metadata field, used by APIs. The metadata key is generated based on the text you enter in the Metadata Label field. Spaces are replaced with hyphens, and “-key” is added at the end. For example, if you enter **example text** in the Metadata Label field, the Metadata Key field displays **example-text-key**. The Metadata Key field does not allow ampersands (&) or equal signs (=). If those symbols appear in the Metadata Label field, they are removed automatically in the Metadata Key field. Max characters = 39.
Metadata Label	The name associated with the metadata field that appears in search results and contact information.
Metadata Type	The type of information contained in the metadata field: date, hyperlink, number, or text.

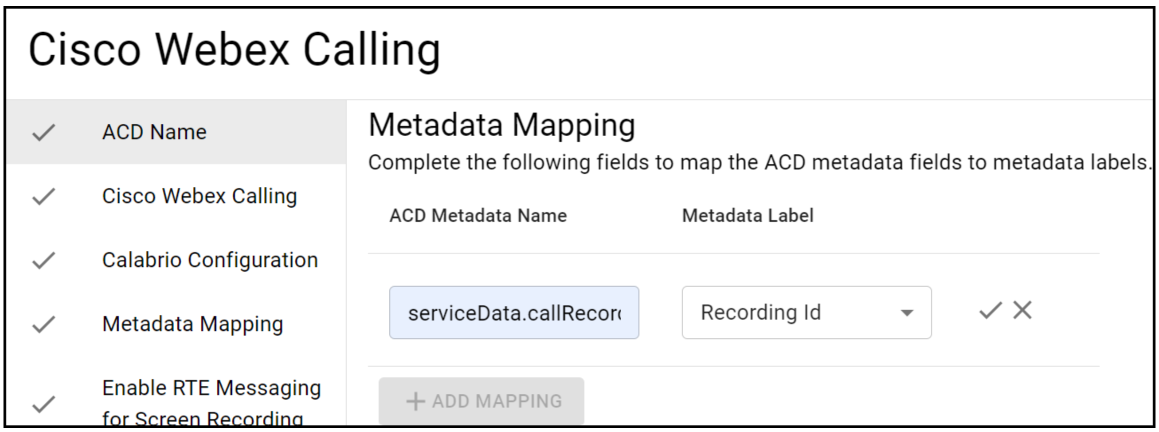
Field	Description
ACD Data	This field is only applicable to on-premise deployments of Webex WFO. Identifies the metadata imported from the ACD. Webex WFO reconciles ACD data by matching contact information in Webex WFO with call information stored in the ACD and changes the contact information in Webex WFO. The data is updated periodically. When you map metadata to ACD Data, you must select Text in the Type field.
Data Explorer Key	(Optional) A unique identifier to map metadata with Data Explorer. You can map up to 20 metadata fields with Data Explorer.
Encrypted Check Box	(Optional) Select this option if you want to report on contacts based on custom metadata fields. If you select this box, Webex WFO encrypts the metadata when stored. The Encrypted check box is enabled only if the Exportable check box is cleared. **NOTE** You cannot search for encrypted metadata.
Exportable Check Box	If selected, you can export the metadata via Webex WFO or an API. This check box is selected by default.
Read Only	If selected, the metatdata is read-only. You cannot add or edit metadata to a contact through Webex WFO. **NOTE** If the metadata is ACD data, this check box is selected by default and is disabled.

3. Click **Save**.

Map metadata values to metadata labels

Follow this procedure to map metadata from Webex Calling and Webex WFO metadata labels to each other.

1. Navigate to **Webex WFO** > **Application Management** > **Global** > **System Configuration** > **ACD Configuration**.
2. Under **Select ACD**, click **Add**.
3. Select **Webex Calling** from the **Select ACD** drop-down list and click **Ok**. The **Webex Calling** page opens.
4. Within the **Metadata Mapping** section, click **Add Mapping**.
5. In the text box under **ACD Metadata Name**, enter a metadata value. This field is case-sensitive, and your entry must exactly match the string type.
6. Click the drop-down list under the **Metadata Label** column, and select a metadata label from the list of options. The list of options matches the table of metadata labels on the Metadata Manager page.

> **EXAMPLE** In the example image below `serviceData.callRecordingId` is mapped to a metadata label.
>
> 
>

7. Click the check icon to save the metadata mapping.
8. (Optional) Click **Add Mapping** to add additional metadata mappings and repeat as desired.
9. Click **Save**.

View custom metadata associated with recordings

1. Click the **Interactions** tab in the top navigation bar.
2. Click the **List options** icon in the top-right corner.

3. From the drop-down list, click **Show/Hide columns**. The Show/Hide columns window opens.
4. Find the **Custom Metadata** section under **Hidden columns**.
5. Select the custom metadata values you want to show on the **Interactions** page. The metadata you select appears in the **Shown columns** table.
6. Click **Apply**.

Related topics

- Manage metadata fields
- Explore data associated with a contact
- Edit custom metadata associated with a contact

Integration details

This chapter contains additional information regarding synchronization, complex call events, data mappings, and more.

Complex call events

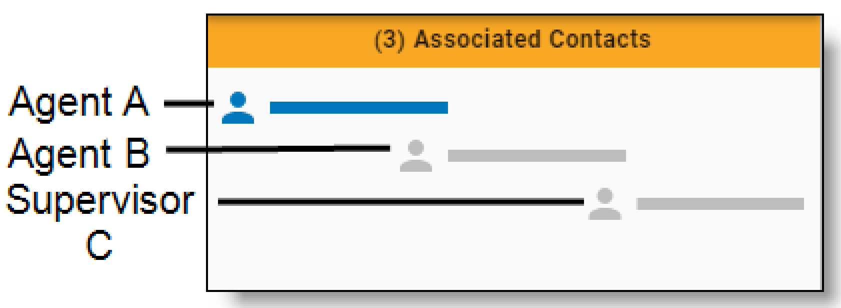
This topic describes how Webex WFO handles complex call scenarios. Complex call scenarios are various actions that can take place during a call. They include transfers, conferences, holds, and parked calls. In Cisco Webex Calling, a call segment is formed when there's a participant change, such as when a user joins a call for a consult.

In Webex WFO an audio call and all of its associated data, such as screen recordings and metadata, are referred to as a contact. Associated contact ID is the identifier that connects an original call with all derivative legs of the call that are recorded in Webex WFO. This means each resulting contact shares the same Associated contact ID as the original call. You can view associated contacts in the Media Player (Interactions > Double-click a contact).

When multiple agents handle the same customer call (for example, when one agent transfers the call to another), Webex WFO creates a separate contact for each agent involved and gives these contacts the same associated contact ID. The Associated Contacts section displays such contacts, allowing you to see all segments of a call, from when it enters the contact center to when it ends.

EXAMPLE

A customer calls Agent A. Agent A transfers the customer to Agent B, and Agent B transfers the customer to Supervisor C. Webex WFO creates three separate contacts and gives them the same associated contact ID.



Complex call event types

- Transfers — Webex WFO segments the call by the number of times that it was transferred. For each transfer, Webex WFO creates a separate contact, and it associates each contact with the user who handled that segment of the transferred call.
- Conferences — Webex WFO segments the original call into two contacts. The first contact in Webex WFO is associated with the user who answered the customer's call. The second contact is associated with the user who was brought into the call. The recording for the first user's contact spans the entire time the user is involved on the call. The recording for the second contact only spans the time that the second user joined the call.
- Cold (blind) — Webex WFO uses "cold (blind)" to describe both transfer and conference scenarios. This descriptor involves routing an existing call directly to an additional user without any communication between the two users before the transfer or conference takes place.
- Warm — Webex WFO uses "warm" to describe both transfer and conference scenarios. This descriptor means the first user speaks to the second user to provide relevant context and background information before the transfer or conference takes place. The consultation portion of a warm transfer or conference is included in contact recordings.
- Parks — In parked scenarios Webex WFO segments the call into two contacts. The recording for the first contact spans the time before the call was parked. The recording for the second contact spans the time after the call was retrieved from park. Meaning, parking a call ends a contact, and retrieving a parked call creates a new contact.
- Consults — The first contact is associated with the user who answered the customer’s call, and the second contact is associated with the user who was brought into the call for a consultation. The recording for the first contact spans the entire length of the customer’s call. The recording for the second contact spans only the length of time that the users were consulting.

The following table details different call event types and if Webex WFO supports them.

Type	Supported	Description
Call accepted/ended	Yes	A user accepts a customer call, and the call ends without any call events, such as holds or transfers, taking place.
Call accepted/ended - internal	Yes	A user accepts a call from another user at the same organization.

Type	Supported	Description
Hold/Resume	Yes	A customer is put on hold. Hold music is played on the customer's leg of the call. **NOTE** Speech energy events, including hold markers, are not supported for this integration.
Pause and resume (manual)	Yes	A call is paused. Pause and resume adheres to PCI compliance standards. Unlike hold/resume, no hold music is played on the customer's leg of the call; only silence is heard. A user must manually trigger pause and resume within their Cisco Webex Calling system, and Webex WFO recognizes the manual trigger.
Cold (blind) transfer Warm transfer	Yes	A call is transferred from one user to another user.
Cold conference Warm conference	Yes	A call interaction with two or more users.
Park*	Yes	A call is put on hold (parked), and the call can be picked up (retrieved) by the same user or a different user.
Call queue	Yes	Callers wait their turn to be attended to when all available representatives are busy.

* Hunting and hoteling are also supported scenarios.

About synchronization

This section explains how user data and contact data from Webex Calling syncs with Webex WFO.

> **IMPORTANT** If a Webex Calling user does not have any recordings and does not have the proper settings configured (see Set up Webex Calling), then the user is not synced into Webex WFO. When a Webex Calling recording is detected for a properly configured user account, Webex WFO detects it, syncs it into Webex WFO, and creates a Webex WFO user profile for that user.

- Users, recordings, and recording data are synced in thirty-minute intervals.
- A user's ID value in Webex Calling maps to the Webex WFO Agent ACD ID value.
- Users that you create in Webex WFO are only maintained in Webex WFO and are not synced back to Webex Calling. Synchronization of data flows exclusively from Webex Calling to Webex WFO.
- Hierarchial relationships in Webex Calling between agents and supervisors are not preserved in Webex WFO.
- Webex WFO imports recordings from Webex Calling, and imports require processing time before they are available in Webex WFO.

The tables below details when the integration detects a change in Webex Calling, what the resulting change is in Webex WFO.

User sync

When there is new or modified Webex Calling user data, the sync service detects it in thirty-minute intervals and makes several changes in Webex WFO. The following table summarizes these changes.

> **NOTE** Webex Calling users must have the Webex Control Hub settings detailed in the "Configure users whose calls you want to record" procedure in Set up Webex Calling to be synced.

Action in Webex Calling	Resulting change in Webex WFO
A new user who has a recording is added. The sync service identifies the following three fields. ■ First name ■ Last name ■ User ID	New user is added. Specifically, the sync service updates the following data for the user's new Webex WFO profile. ■ First name ■ Last name ■ Agent ACD ID
User’s first or last name is changed.	User’s first or last name is changed.
User is deleted.	User is deactivated. A record of the deactivated user still exists in Webex WFO.

Action in Webex Calling	Resulting change in Webex WFO
User is assigned an agent, supervisor, or administrator role.	User is assigned the default agent role regardless of their role in Webex Calling. See Create and edit users to learn how to change a user's role.

Teams

In Webex Calling, the concept of a team (a collection of agents) does not exist. Therefore, when Webex Calling users are synced, they are assigned to the default team in Webex WFO. See Create and edit users to learn how to move a user from the default team and Manage teams to learn more about setting up and customizing teams.

A user can belong to only one team in Webex WFO.

Contact data sync

When a contact is detected in Webex Calling, Webex WFO performs the resulting actions.

NOTE In the event of outages or failures, Webex WFO has a recovery process to prevent data loss.

Action in Webex Calling	Resulting action in Webex WFO
A contact (for example, a phone call) is completed.	Syncs the recording. ▪ If the user handling the contact does not exist in Webex WFO, then Webex WFO creates a user profile for the user and a contact that includes the recording and its data on the Interactions page. ▪ If the user handling the contact does exist in Webex WFO, then Webex WFO creates a contact of that recording and its data on the Interactions page. See Play contacts for more information about the Interactions page.

Limitations

- Every new call generates a session ID, which causes multiple session IDs to form and would result in multiple call interactions cluttering the Webex WFO interface. In some cases, Webex WFO is unable to showcase all interactions in one recording interface.
- Webex WFO only receives mono calls from Webex Calling. Therefore, features such as full speech energy event support, transcriptions, and other analytics features are not supported. Audio streams appear red in the media player.
- Contact data, including recordings and screen recordings, is available for transferred call legs when the transfer is internal. Contact data is not available for transferred call legs when the transfer is to an external organization.
- Speech energy events are not supported, with the exception of pause events. Pause speech energy events appear in the media player specific to the scenario detailed below.
    - Pause event markers are supported in the media player. In pause and resume scenarios, pause event markers only appear in the media player of the person who manually triggered the pause event during a call. Pause event markers do not appear in the media player for other individuals in the call who did not manually trigger the pause event.