



Webex WFO Webhook Change

Real-Time Adherence Reconfiguration Guide

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0882

Notice

This draft guide is based on the Webex WFO webhook-change instructions provided for the Thursday, October 29, 2026, cutover. Use it as a planning and execution aid for Real-Time Adherence reconfiguration and validate customer-specific state-group mappings before making production changes. Customers can also adopt the new WFM adherence connector ahead of the October 29 date; see “Adopt the New Connector Early”.

Real-Time Adherence (RTA) is expected to be unavailable from the moment of cutover until state groups are updated to match the new webhook state codes. All printed copies and offline copies of this draft should be treated as uncontrolled working material.

IMPORTANT Keep the latest exported state-group inventory, designated administrator details, and Cisco Support contact information available before cutover begins.

Contents

Notice	1
Contents	2
Audience	3
Introduction.....	4
Cutover Summary.....	5
Live Example: State Groups Configuration.....	6
Example State Strings.....	7
Available States for Voice/Telephony.....	7
Expected Results	13
Validation Checklist	14
If Data Does Not Return	14
Support Contacts	14

Audience

- Webex WFO administrators responsible for Real-Time Adherence configuration.
- Workforce management teams, supervisors, and operations lead who depend on RTA visibility.
- Technical and program contacts coordinating the October 29, 2026, webhook cutover.
- Support personnel assisting with validation, escalation, or recovery activities.

This guide explains what to prepare before the cutover, what to do on cutover day, and how to validate that Real-Time Adherence has resumed after state groups are updated.

Introduction

Webex Contact Center is deprecating the current webhook used by the Webex WFO real-time integration and replacing it with a new one. When the webhook changes on Thursday, October 29, 2026, existing state-group configurations will no longer match the states received by Real-Time Adherence until they are reconfigured.

Early adoption of the new WFM adherence connector is recommended and available prior to the October 29 cutover. This transition is optional and independent of the granular agent states feature. For details, see 'Adopt the New Connector Early' below.

IMPORTANT This is a Cisco-mandated platform change for customers using the Webex CC real-time integration. Real-Time Adherence will stop reporting until the new state-group mappings are saved in Webex WFO.

Cutover Summary

Cutover date: Thursday, October 29, 2026

Primary impact: RTA visibility pauses until state groups are reconfigured.

Required role: A Webex WFO administrator with Real-Time Adherence permissions.

Best preparation: Document the current state-group configuration before cutover with screenshots.

Historical adherence data is not affected. The change impacts only real-time webhook data and the state-group mappings that interpret that data in the RTA view.

Adopt the New Connector Early

You don't need to wait until October 29, 2026, to move to the new WFM adherence connector, and we recommend you don't. Adopting the connector early, ahead of the granular states cutover, gives your team more time to prepare, the flexibility to schedule changes through a maintenance window, and reduces the risk of disruption on rollout day.

IMPORTANT Update to the new WFM adherence connector requires a maintenance window.

Customers who would like to update the connector should open a case with Cisco TAC.

Importantly, adopting the new connector and enabling granular agent states are two separate steps, but they are not independent of each other:

- **Moving to the new connector** requires re-grouping your adherence state configurations to align with the updated connector but **does not** require enabling the granular agent states feature.
- **Enabling granular agent states** does require the new connector, since the connector is what supports the additional multi-channel state data. It is optional until October 29, 2026, rollout and can be turned on whenever you're ready, but the new connector must already be in place first.
- You can choose to move to the new connector and enable granular agent states **at the same time or** move to the new connector first and enable granular agent states later, whichever works best for your organization.

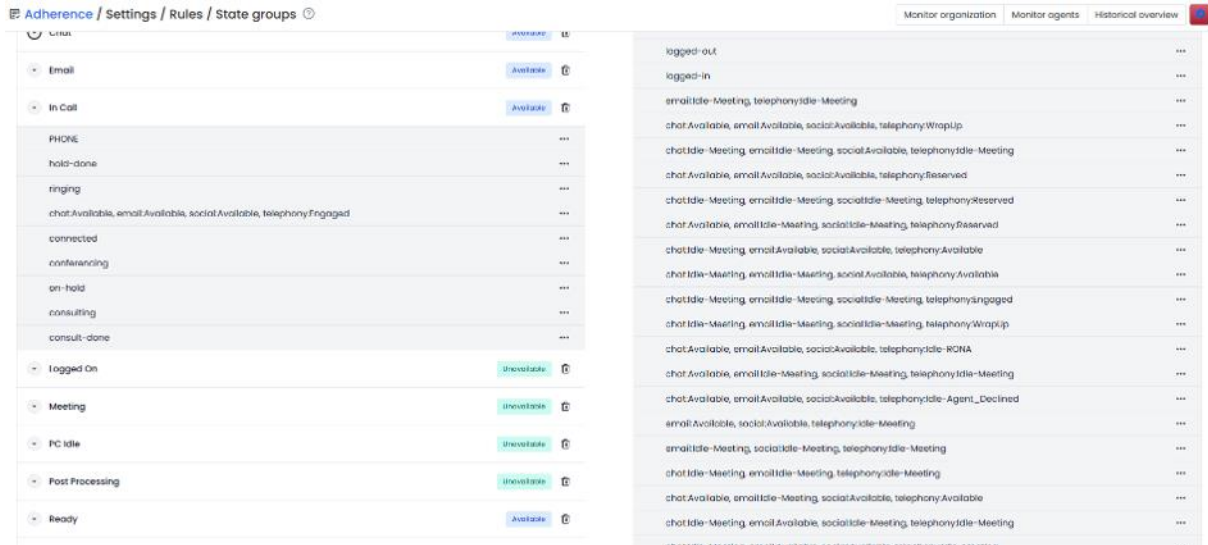
IMPORTANT If granular agent states are enabled before the new connector is in place and your state groups are re-grouped; Real-Time Adherence will stop functioning. If this happens, you will need to open a case with Cisco Support to have the new connector enabled, and your state groups reconfigured before adherence reporting can resume.

New Multi-Channel Agent State Format

The new webhook reports agent state independently for each communication channel, using the format `PHONE:<state>`, `CHAT:<state>`, `EMAIL:<state>`, `SOCIAL:<state>`. Existing adherence state groups will need to be re-mapped to this new format.

Live Example: State Groups Configuration

The screenshot below shows the new multi-channel states as they actually appear in Adherence > Settings > Rules > State Groups. Ungrouped states (right) are listed as comma-separated channel:state pairs and can be reassigned into existing state groups (left), such as the states shown here under the "In Call" group.



Adherence > Settings > Rules > State Groups, showing ungrouped multi-channel states alongside an existing state group.

Note that the live states use lowercase channel labels (**chat**, **email**, **social**, and **telephony** rather than **PHONE/CHAT/EMAIL/SOCIAL**, and include additional Idle sub-states or reason codes such as **Idle-Meeting**, **Idle-RONA**, and **Idle-Agent_Declined** alongside plain Idle. Review the full ungrouped states list in your own environment before re-mapping, since the exact sub-states available can vary.

Example State Strings

The table below shows how common agent scenarios will appear in the new state string format.

Scenario	State String
Agent logged in, no contacts	PHONE:Available, CHAT:Available, EMAIL:Available, SOCIAL:Available
Agent on a phone call	PHONE:Engaged, CHAT:Available, EMAIL:Available, SOCIAL:Available
Agent on email, then receives inbound call	EMAIL:Engaged, PHONE:Engaged, CHAT:Available, SOCIAL:Available
Agent in wrap-up on voice, available on others	PHONE:WrapUp, CHAT:Available, EMAIL:Available, SOCIAL:Available
Agent set idle (e.g., lunch break) on all channels	PHONE:Idle, CHAT:Idle, EMAIL:Idle, SOCIAL:Idle
Reserved (inbound call routing)	PHONE:Reserved, CHAT:Available, EMAIL:Available, SOCIAL:Available

Available States for Voice/Telephony

All five state values are valid on the Telephony (PHONE) channel. Reserved is unique to Telephony and does not appear on the Chat, Email, or social channels.

State	Description
Available	Agent is ready to accept contacts.
Idle	Agent is logged in but unavailable; the aux/reason code is captured separately.
Engaged	Agent is actively handling one or more contacts. (Engaged Other, used when an agent is blocked by an Exclusive/Blended Realtime profile, also maps to Engaged).
WrapUp	Agent is performing post-contact wrap-up work.
Reserved	Agent has been selected by routing for an inbound call; a short-lived state. Reserved is valid only on the Telephony channel — it does not appear on Chat, Email, or Social.

Before October 29 - Preparation

1. Document your current state-group configuration

Capture the current configuration from Adherence > Configuration > Rules > State Groups so you can quickly rebuild or adjust mappings after the webhook cutover.

- Record each state-group name.
- List every Cisco state included in each group.
- Capture the availability status associated with each group.
- Copy or paste the current configuration into an Excel worksheet or similar tracker.

2. Confirm the administrator performing the change

- Identify who will complete the reconfiguration on October 29, 2026.
- Confirm that the person has the required administrator permissions in Webex WFO.
- Ensure they have access to the current state-group inventory.
- Assign a backup administrator in case the primary owner is unavailable.

3. Notify operations stakeholders

- Workforce management teams.
- Supervisors and team lead who rely on RTA data.
- Anyone monitoring adherence dashboards or operational wallboards.
- Operations leadership who may need advance awareness of the temporary outage window.

4. Review the reconfiguration workflow in advance

Walk through the day-of-cutover steps before October 29, 2026, so the designated administrator is not seeing the procedure for the first time while RTA is unavailable.

5. Save Cisco Support details

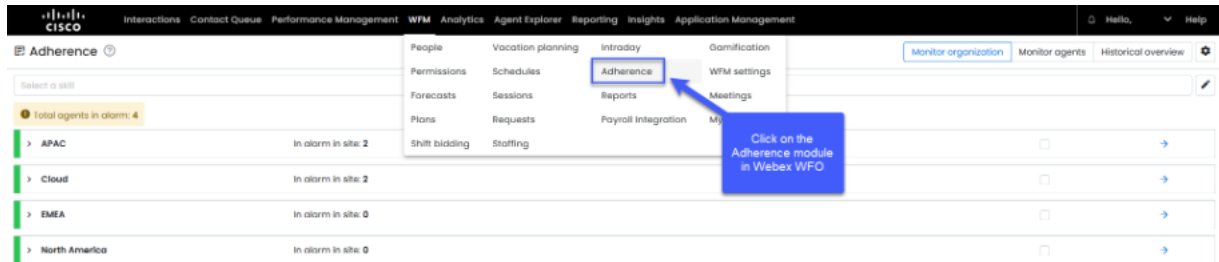
- Help Center reference for Webex WFO support.
- Phone: US/Canada 800-553-2447.
- Worldwide support numbers for non-US or follow-the-sun support coverage.

On October 29, 2026 - Reconfiguration Steps

Webex WFO will implement region-specific cutover schedules for the new webhook transition. This approach ensures minimal service impact and provides customers with clear, predictable migration timelines,

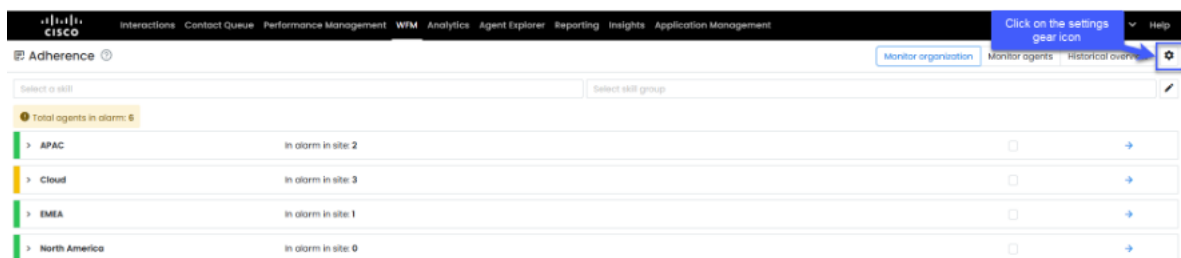
Use the following procedure to restore Real-Time Adherence reporting.

1. Load the WFM Adherence module in Webex WFO.

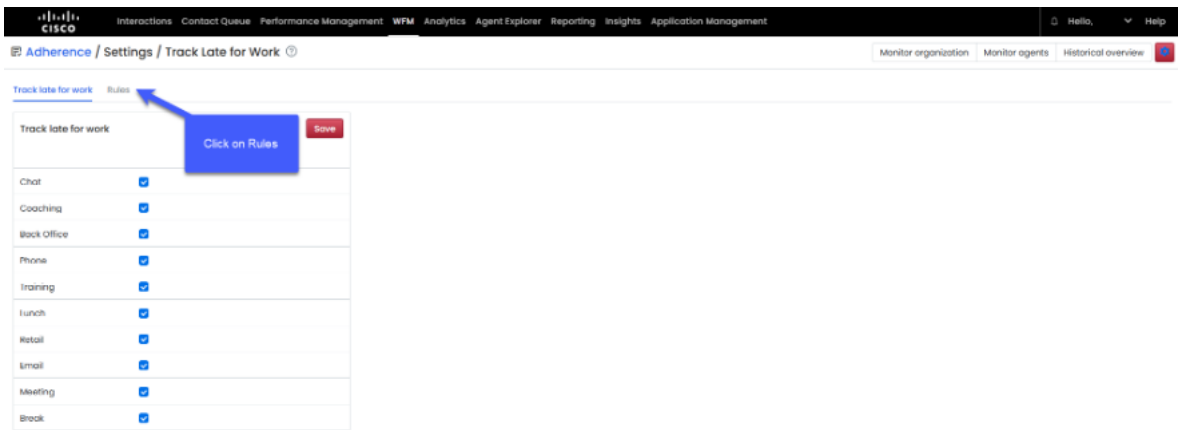


<https://redemission21.sagepubcloud.com/Web/WFM/9.htm>

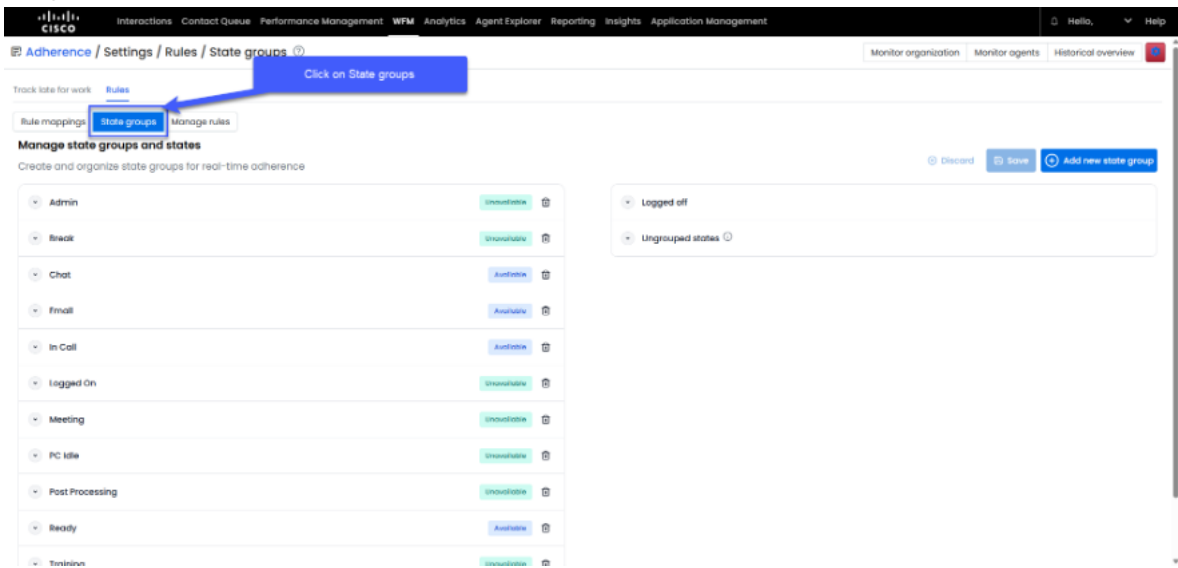
2. Click on the gear icon within the Adherence module.



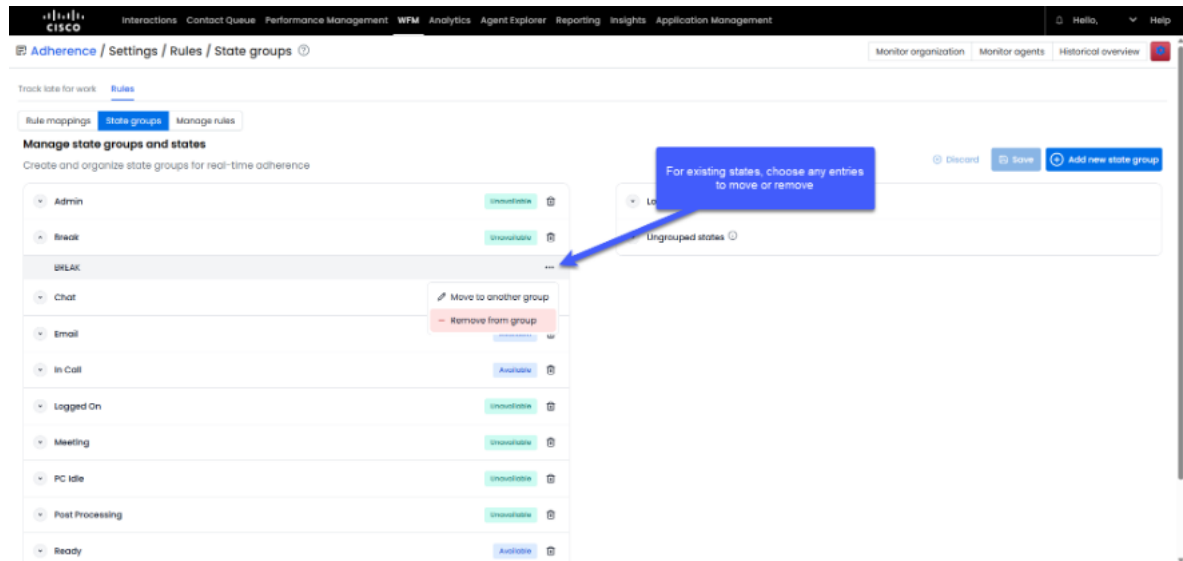
3. Click on Rules



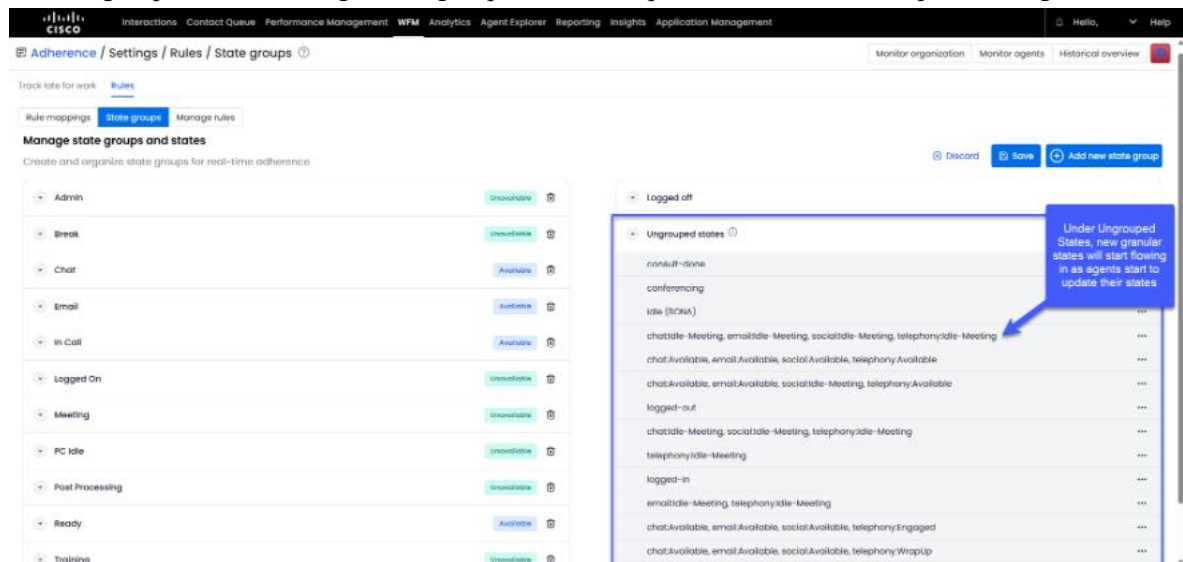
4. Open the State Groups page in Webex WFO and identify the groups that require updated state assignments.

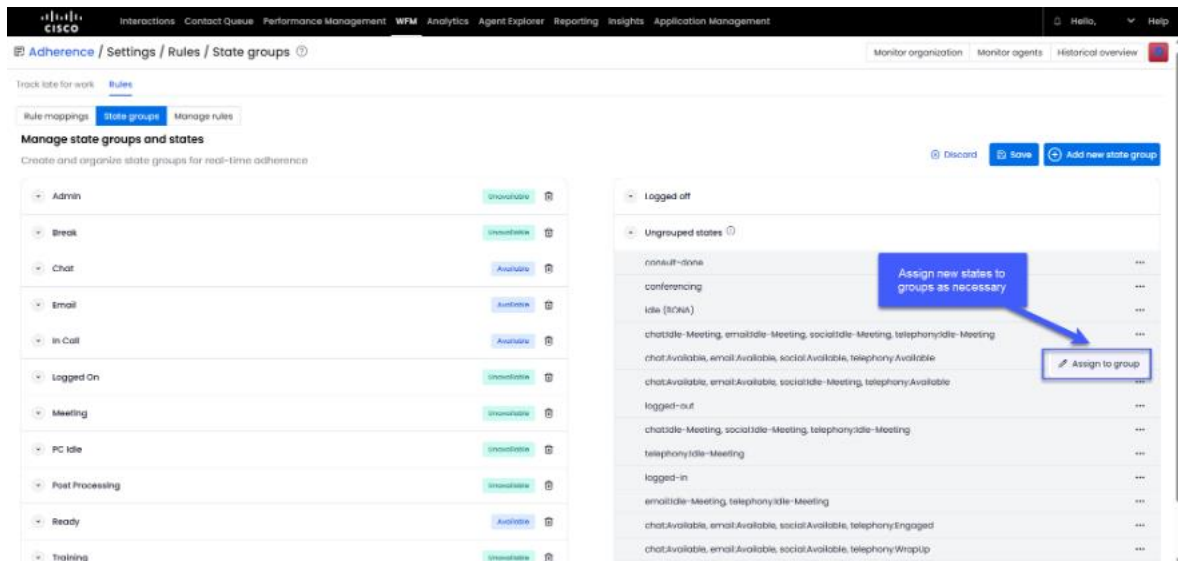


- In the Create and organize state groups for real-time adherence pane, click the three-dot menu next to the state that contains the entries you want to move or remove.



- Use Remove from group if a state should be removed immediately instead of reassigned.
- Expand the Ungrouped states section. From the list of new granular states, select Move to another group, choose the target state group from the drop-down list, and click Update changes.





8. Repeat the update for every state that needs to match the new webhook state codes.
9. Click **Save** regularly between updates to ensure changes are kept.

NOTE Once assigned, all selected states inherit the behavior defined for the target state group.

Expected Results

- Real-time adherence data begins flowing again within a few minutes.
- Agents display their current state in the RTA view.
- State changes appear in near real time after the configuration is saved.

IMPORTANT If you create new state groups during reconfiguration, update the rule mappings so activities continue to map to the correct state groups.

After Cutover - Validation and Support

Validation Checklist

- Confirm that RTA is populating with current state data.
- Validate that the most important availability states are grouped as intended.
- Check that supervisors and workforce teams can view the restored dashboard data.
- Review any newly created state groups and ensure related rule mappings are updated.

If Data Does Not Return

If real-time data is not flowing within a few minutes after you save the updated state groups, contact Cisco Webex WFO Support and be prepared to provide the state-group inventory you captured before cutover.

Support Contacts

- Webex WFO Help Center
- Phone: US/Canada 800-553-2447
- Worldwide support numbers for regional assistance

NOTE Historical adherence data is not impacted by this change. The outage window affects only real-time data until the new state mappings are saved.

Frequently Asked Questions

Why is this change happening?

Cisco is deprecating the existing webhook and replacing it with a new one as part of a platform update. The change applies to all customers using the Cisco real-time integration.

Can I avoid this change?

No. There is no opt-out for customers using the Cisco real-time integration. The webhook transition occurs for all Webex CC customers on Thursday, October 29, 2026. However, you don't need to wait until then. You can move to the new WFM adherence connector at any point before that date. For details, see the section 'Adopt the New Connector Early' above.

How long will the RTA be down?

RTA remains unavailable from the moment of cutover until an administrator completes the state-group reconfiguration. Prepared customers can usually complete the update in a few minutes.

Will historical adherence data be affected?

No. Historical adherence of data remains intact. Only the live webhook-driven RTA feed is affected.

What if we do not reconfigure on October 29?

Real-Time Adherence stays offline until the new webhook state codes are mapped correctly in Webex WFO.

Where can I get help?

Contact Cisco Support through the Webex WFO Help Center or by phone at 800-553-2447 (US/Canada), or use the worldwide support directory for regional assistance.