



Webex WFO Webhook Change

Real-Time Adherence Reconfiguration Guide

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Notice

This draft guide is based on the Webex WFO webhook-change instructions provided for the Thursday, July 30, 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.

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.....	2
Contents	3
Audience	4
Introduction.....	5
Cutover Summary	5
Before July 30 - Preparation	6
On July 30 - Reconfiguration Steps.....	7
After Cutover - Validation and Support.....	8
Frequently Asked Questions	9

Audience

- Webex WFO administrators responsible for Real-Time Adherence configuration.
- Workforce management teams, supervisors, and operations leads who depend on RTA visibility.
- Technical and program contacts coordinating the July 30, 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, July 30, 2026, existing state-group configurations will no longer match the states received by Real-Time Adherence until they are reconfigured.

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, July 30, 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.

Before July 30 - 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 July 30, 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 leads 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 July 30 so the designated administrator is not seeing the procedure for the first time while RTA is unavailable.

5. Save Cisco Support details

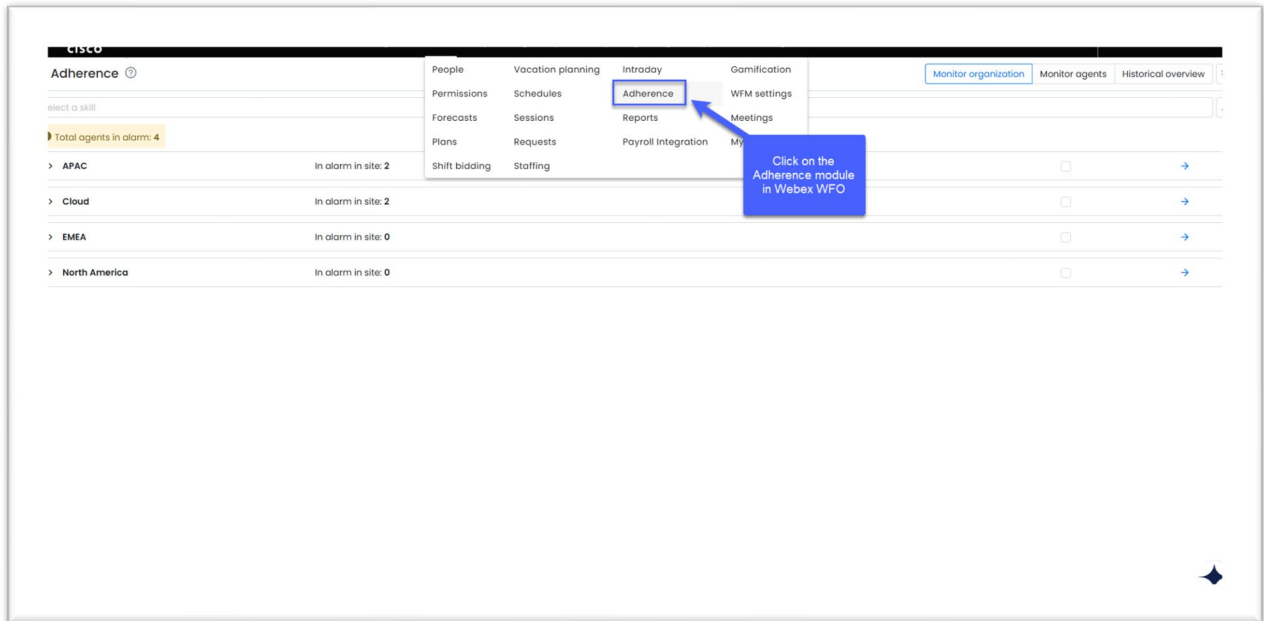
- Help Center reference for Webex WFO support.
- Phone: US/Canada 800-553-2447.
- Worldwide support numbers for non-US or follow-the-sun support coverage.

On July 30 - Reconfiguration Steps

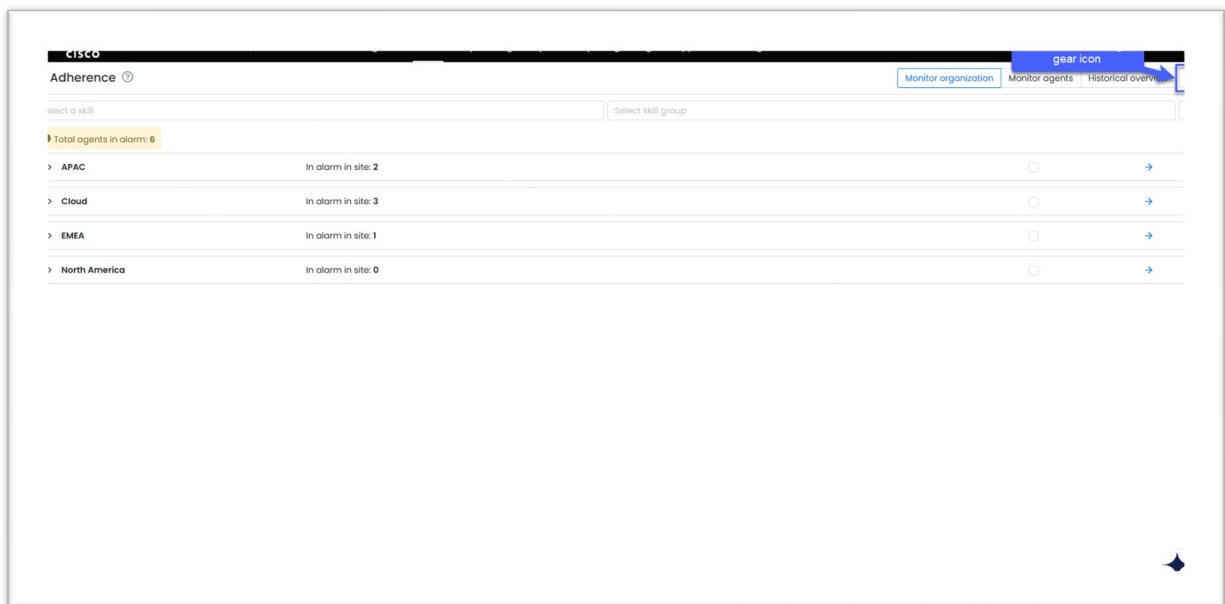
Webex WFO will implement region-specific cutover schedules for the new webhook transition. This approach ensures minimal service impact and provides customers with clear, predictable migration timelines,

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

1. Load the WFM Adherence module in Webex WFO.



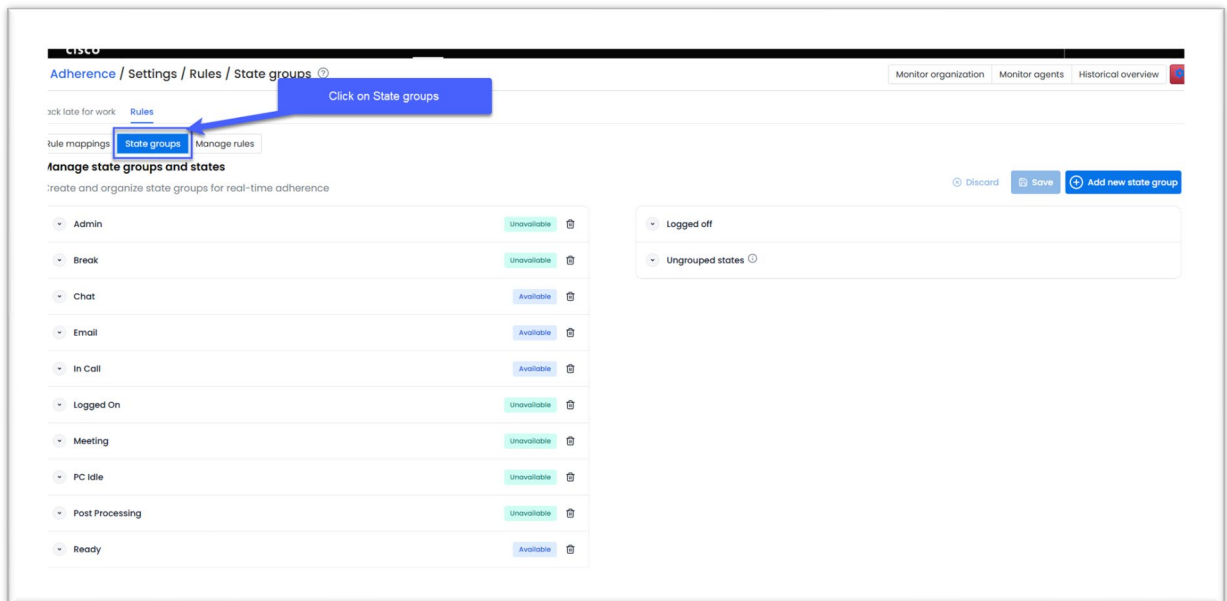
2. Click on the gear icon within the Adherence module.



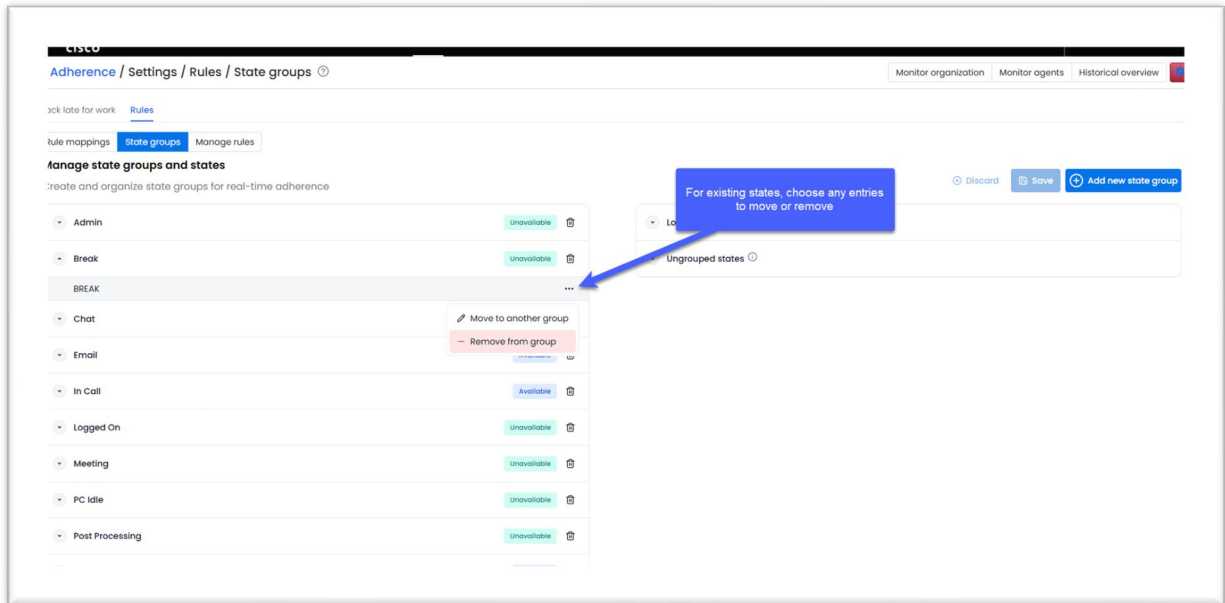
3. Click on Rules



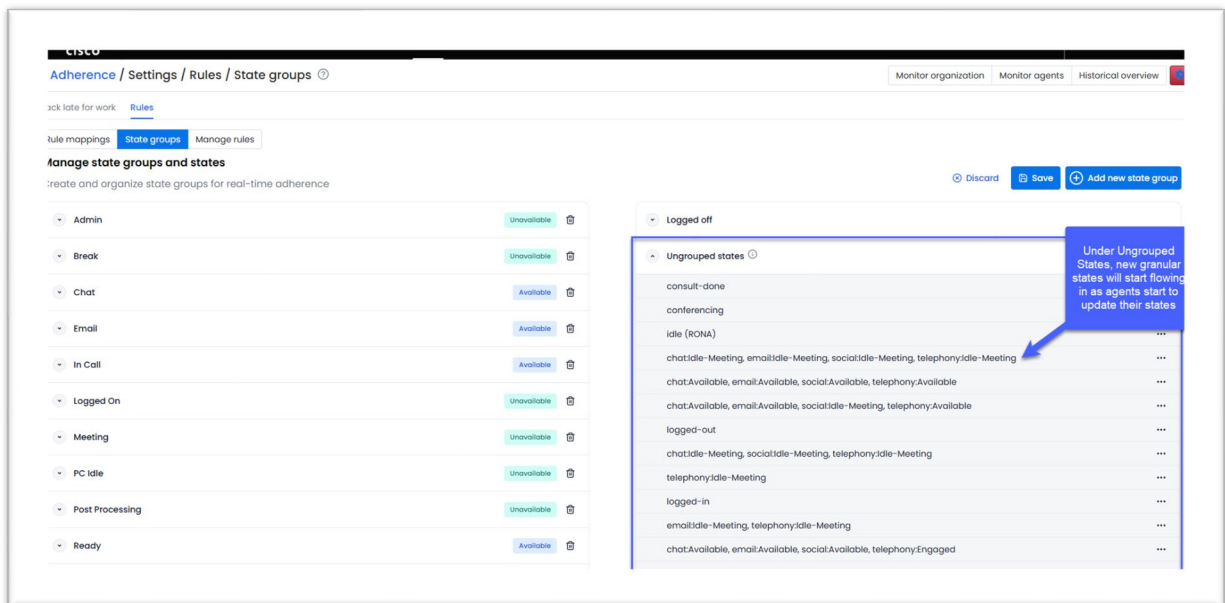
4. Open the State Groups page in Webex WFO and identify the groups that require updated state assignments.

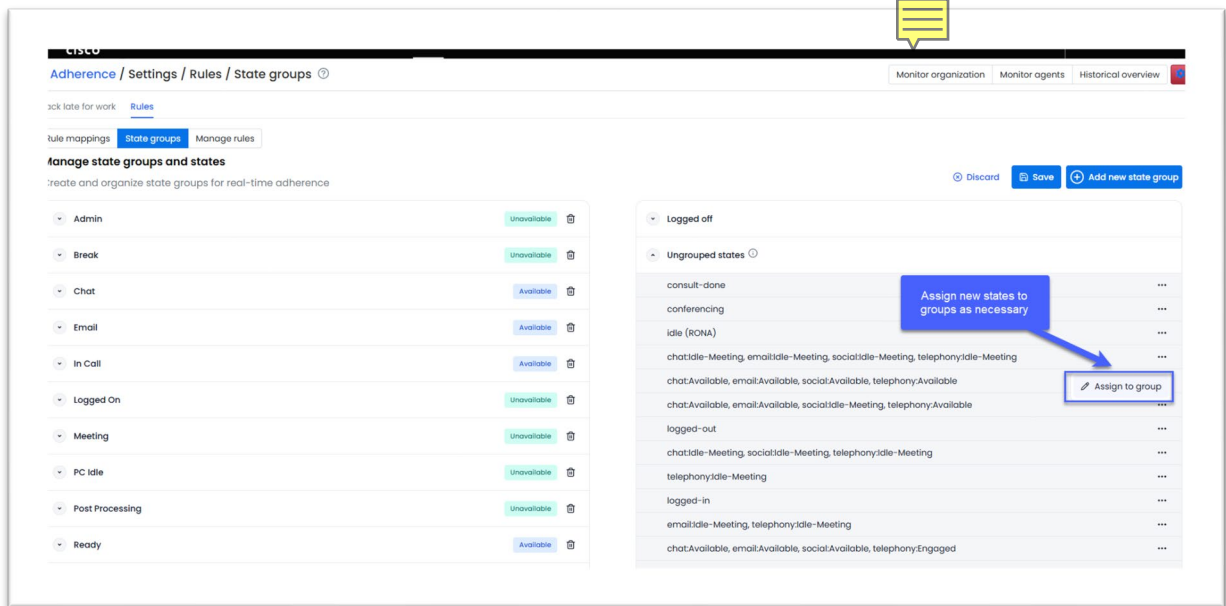


5. In the Create and organize state groups for real-time adherence pane, click the three-dot menu next to the state that contains the entries you want to move or remove.



6. Use Remove from group if a state should be removed immediately instead of reassigned.
7. 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 in 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.
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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 on Thursday, July 30, 2026.

How long will 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 data remains intact. Only the live webhook-driven RTA feed is affected.

What if we do not reconfigure on July 30?

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.