Enter to Win €150 from the Cisco Store

€150

Cisco Store
Gift Card
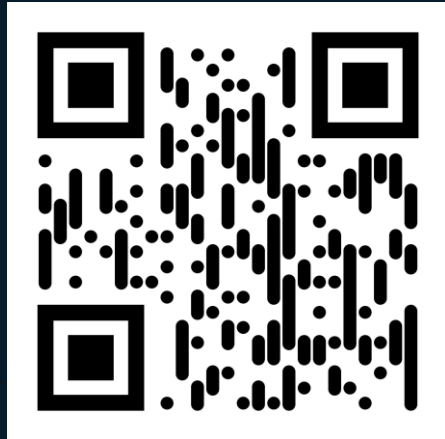
Scan the code or go to:
cs.co/webexwin

Drawing will be after the DEVNET-1605 session, on Thursday, Feb 9th at 3:00PM in the DevNet Theater

You must be present to win!

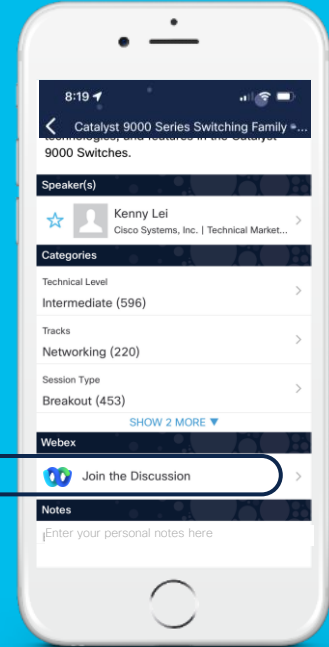CISCO Live!

Cisco Webex App

Questions?
Use Cisco Webex App to chat
with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click "Join the Discussion"
3. Install the Webex App or go directly to the Webex space
4. Enter messages/questions in the Webex space
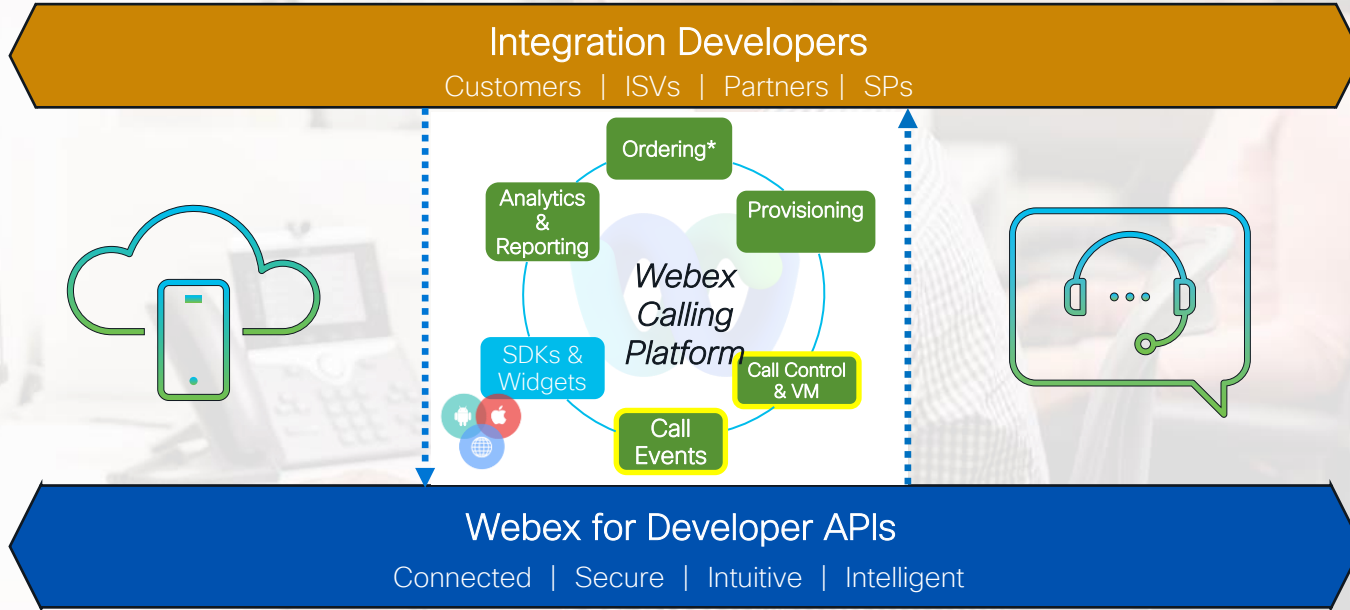
Webex spaces will be moderated
until February 24, 2023.

Agenda

- Webex Calling Platform

- Overview of the Call Control APIs

- What's Possible with the Call Control APIs

- Demo

Webex Calling APIs Overview

Integration Developers
Customers | ISVs | Partners | SPs

Ordering*
Analytics & Reporting
Provisioning
Webex Calling Platform
SDKs & Widgets
Call Control & VM
Call Events

Webex for Developer APIs
Connected | Secure | Intuitive | Intelligent

* Ordering is done via B2B APIs and not via Webex for Developers

Recent updates

Work started

Call Control API Overview

- APIs to perform call control actions for Webex Calling enabled users

- Available on Webex Developer Portal (https://developers.webex.com)

- Enables 3rd party apps to add powerful call control features:
  - Click to call, directory click to dial, digital receptionist apps, CRM tools
  - Supports dialing using PSTN, SIP URI, extension, and user id/email
  - Allows diverting calls to other users or voicemail
  - Supports video calls when appropriate
  - Supports and controls call recording

Webex Calling User Level APIs – Call Control

Call Actions

POST Dial

POST Answer

POST Reject

POST Hangup

POST Hold

POST Resume

POST Divert

POST Transfer

POST Park

POST Retrieve

POST Start Recording

POST Stop Recording

POST Pause Recording

POST Resume Recording

POST Transmit DTMF

POST Push

POST Pickup

POST Barge In

Active Call Info & Call History

GET List Calls

GET Get Call Details

GET List Call History

200 / OK
```
{
  "id": "Y2lzY29zcGFyazovL3VzL0NBTEwvQkNMRC9jYV
  "callSessionId": "MmFmNThiZjktYWE3Ny00NWE5LTh
  "personality": "originator",
  "state": "connecting",
  "remoteParty": {
    "name": "John Smith",
    "number": "+12223334444",
    "personId": "Y2lzY29zcGFyazovL3VzL1BFT1BMRS
    "placeId": "Y2lzY29zcGFyazovL3VzL1BMQUNFL2E
    "privacyEnabled": false,
    "callType": "location"
  },
  "appearance": 1,
  "created": "2016-04-21T17:00:00.000Z",
  "answered": "2016-04-21T17:00:00.000Z",
  "redirections": [
    {
      "reason": "busy",
      "redirectingParty": {
        "name": "John Smith",
        "number": "+12223334444",
        "personId": "Y2lzY29zcGFyazovL3VzL1BFT1
        "placeId": "Y2lzY29zcGFyazovL3VzL1BMQUN
        "privacyEnabled": false,
        "callType": "location"
      }
    }
  ],
  "recall": {
    "type": "park",
    "party": {
      "name": "John Smith",
      "number": "+12223334444",
      "personId": "Y2lzY29zcGFyazovL3VzL1BFT1BN
      "placeId": "Y2lzY29zcGFyazovL3VzL1BMQUNFI
      "privacyEnabled": false,
      "callType": "location"
    }
  },
  "recordingState": "pending"
}
```

Webex Calling Webhooks– Call Control Events

Call status events with webhooks

originating	originated	received
answered	held	resumed
disconnected	recordingStarting	recordingStarted
recordingPaused	recordingResumed	recordingStopped
transferred	bargedIn	retrieved
pickedUp	forwarded	updated

```
{
  "id": "Y21zY29zcGFyazovL3VzL1",
  "name": "Ni0xMWVILTKYTYEM5YTUZ...",
  "targetUrl": "https://example.com/calls/",
  "resource": "telephony_calls",
  "event": "deleted",
  "orgId": "OWM5LTRINWQtYjZiOCO5NDZ3MGI...",
  "createdBy": "YzOC1jODQwLTMmU...",
  "appId": "Y21zY29zcGFyazovLY...",
  "ownedBy": "creator",
  "status": "active",
  "created": "2022-09-14T18:03:25.829Z",
  "actorId": "Y21zY29zcGFyazovL3VzL1...",
  "data ": {
    "eventType": "disconnected",
    "actorPersonId": "RS84MWNhZjUzOC1j...",
    "orgId": "OWM5LTRINWQtYjZiOCO5NDZ3MGI...",
    "eventTimestamp": "2020-10-15T18:06:20.7817",
    "callId": "Y21zY29zcGFyazovL3Vz...",
    "call SessionId": "OGQ3YzhkNzgtZjIxZib...",
    "personality": "terminator",
    "state": "disconnected",
    "remoteParty": {
      "name": "ado usr8",
      "number": "1012",
      "personId": "Y21zY29zcGFyazovL3V...",
      "privacyEnabled": false,
      "callType": "location"
    },
    "created": "2022-09-15T18:06:10.2692",
    "answered": "2022-09-15T18:06:17.2117",
    "disconnected": "2022-9-15T18:06:20.781Z"
  }
}
```

Voice Message APIs

- ## Voicemail APIs

GET	Get Message Summary
GET	List Messages
DELETE	Delete Message
POST	Mark As Read
POST	Mark As Unread

- ## Voicemail webhook events

  - Message received
  - Message deleted
  - Message marked as (un)read

```
200 / OK
{
    "newMessages": 2,
    "oldMessages": 5,
    "newUrgentMessages": 0,
    "oldUrgentMessages": 1
}
```

CISCO Live!

What is Possible With the Call Control APIs

EMU SecureCall for Webex Calling

✓ PCI compliant card payments using the Webex Calling service.

✓ Designed for staff who are not in call centres, and are taking payments by phone in office, retail and local government settings.

✓ EMU SecureCall allows the staff member to secure the Webex call during the payment process while still being able to converse with the customer.
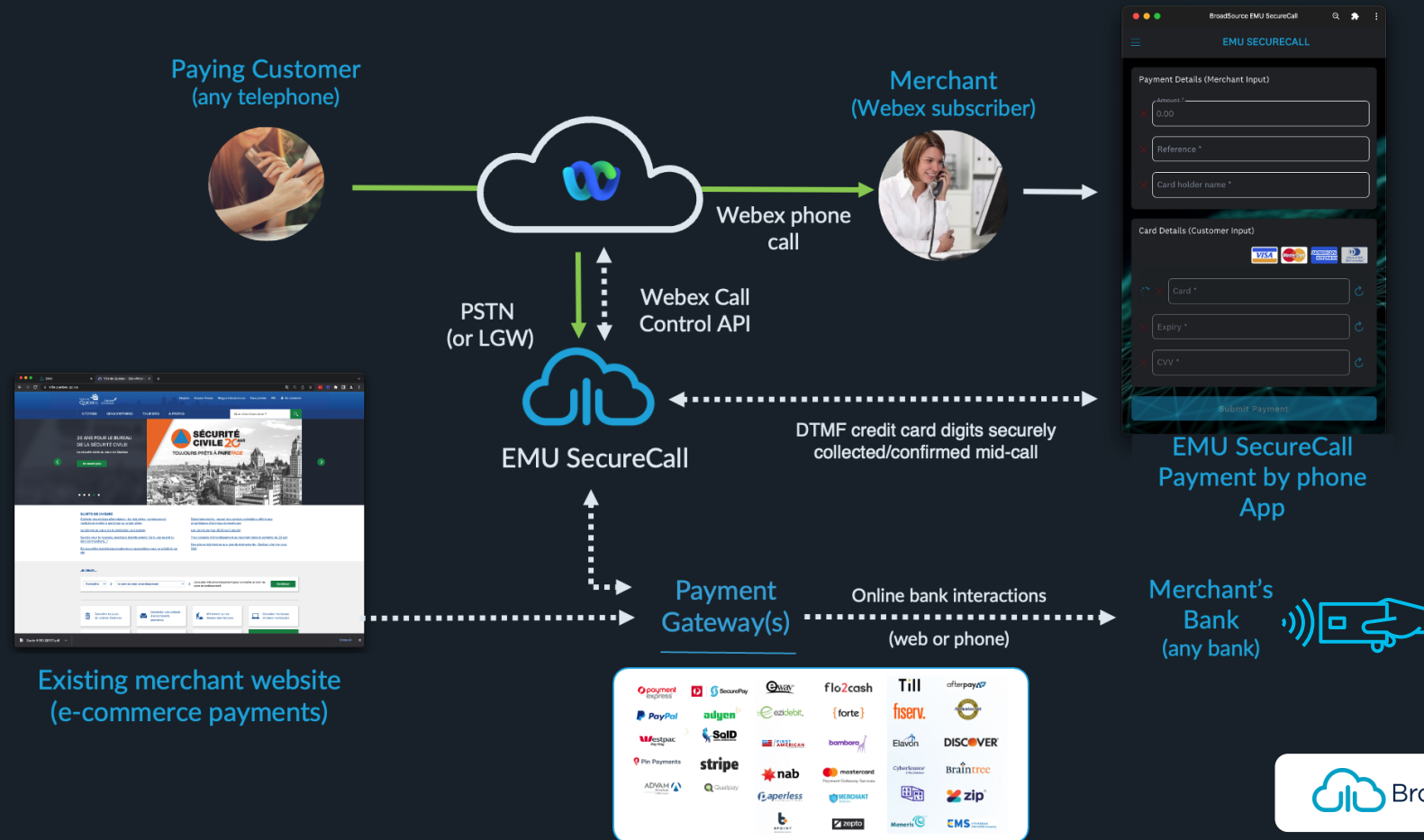
Reducing Risk

Businesses that use EMU SecureCall and Webex Calling remain PCI-DSS compliant, reducing the risk of fraud and breach. No card details enter the business's environment.

Reducing Cost

Significant savings in Cyber Security Insurance and PCI-DSS audit fees, that fund this value added Webex Calling service

www.broadsource.com.au/securecall-webexcalling/

BroadSource | EMU SecureCall Payments for Webex

Paying Customer
(any telephone)

Merchant
(Webex subscriber)

Webex phone call

PSTN
(or LGW)

Webex Call Control API

EMU SecureCall

DTMF credit card digits securely collected/confirmed mid-call

EMU SecureCall Payment by phone App

Payment Details (Merchant Input)
- Amount *
- 0.00
- Reference *
- Card holder name *

Card Details (Customer Input)
- Card *
- Expiry *
- CVV *

Submit Payment

Existing merchant website
(e-commerce payments)

Payment Gateway(s)

Online bank interactions
(web or phone)

Merchant's Bank
(any bank)

BroadSource

Imagicle Call Recording

- 100% compliant voice recording for internal and external calls on Webex Calling, including Webex Go

- Supporting recording options in Always On, On Demand, and Live Keep modes with Pause/Resume and unlimited storage on the Imagicle Cloud

- AI Voice/Sentiment Analytics and Screen Recording add-ons

- Licensed for user or channel (shared)

- Fully integrated with Control Hub & Webex App w/ SSO to provide seamless administration/user experience

- Powerful keyword search through all recordings

- Leverage prerecorded calls to train agents and elevate customer experience

- Extensive analysis of conversations to improve customer service
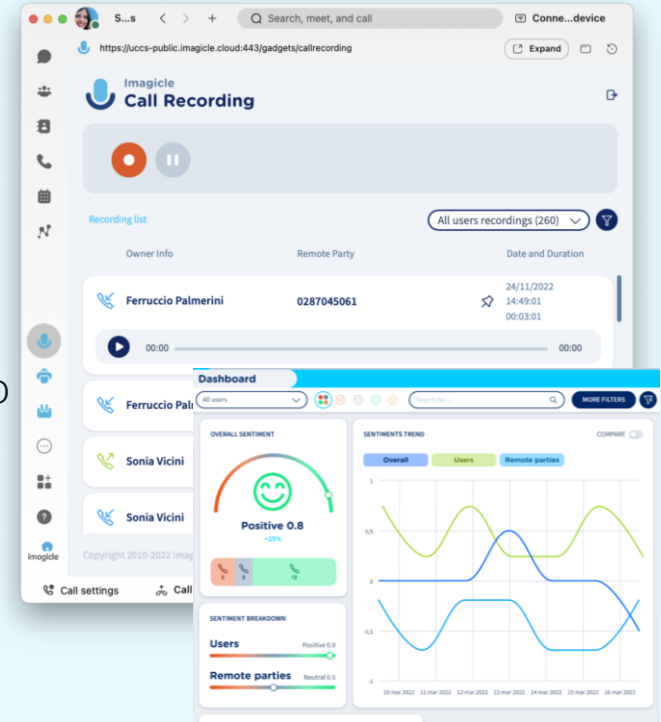
Enabling Call Control Features in Control Hub

- *Barge-in* and *Recording* need to be turned on by an org admin

- This can be done manually in the Control Hub.

- Method is limited to a user by user, one at a time basis.

- Alternative batch method with provisioning APIs
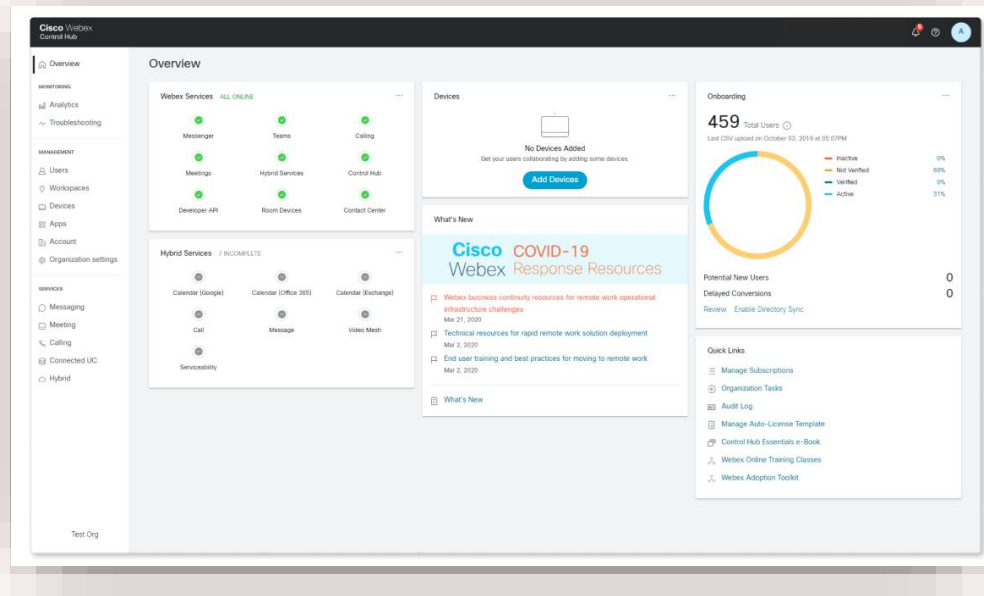
Demo

Webex Calling Apps: Developer Resources

- **DEVNET-2100: Automating Migration to Webex Calling**

  - Wed, Feb 8th at 10:00AM in DevNet Classroom 2

- Developer start guide:

  - developer.webex.com/docs/api/guides/webex-calling

- Webex Call Control API Reference:

  - developer.webex.com/docs/api/v1/call-controls

- API Postman Collection:

  - github.com/webex/postman-webex-calling

More Resources

Webex Developer

developer.webex.com

@WebexDevs

cs.co/WebexDeveloperCommunity

cs.co/WebexDevInfo
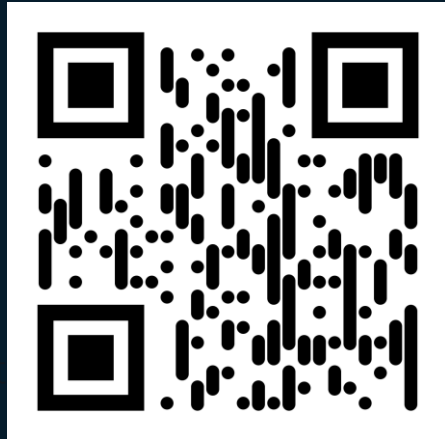
Github

github.com/webex

github.com/webexsamples

github.com/webexcommunity

Webex App Hub

apphub.webex.com

Complete your Session Survey

- Please complete your session survey after each session. Your feedback is important.

- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at
https://www.ciscolive.com/emea/learn/sessions/session-catalog.html

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Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.

Visit the On-Demand Library for more sessions at ciscolive.com/on-demand.

Thank you

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ALL IN