

**Webex Contact Center Enterprise digital
channels implementation and
troubleshooting powered by Webex
Connect
LTRCCT-2003**

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Learning Objectives

Upon completion of this lab, you will be able to:

- Know where Cloud Connect is added to Control Hub
- Know where the SSO Certificate is uploaded.
- Identify the two required authorizations for Webex Connect
- Know how to add these to CCE Admin

Scenario

This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In addition, this lab will provide the instructions to verify if Webex Connect has been provisioned successfully.

Task 1: Review Cloud Connect in Control Hub

Lab Objective

This first task does not have any user steps. It is simply to review the configuration as this would be required in a customer system.

Prerequisite

Admin credentials to login to Control Hub.

Quick Links

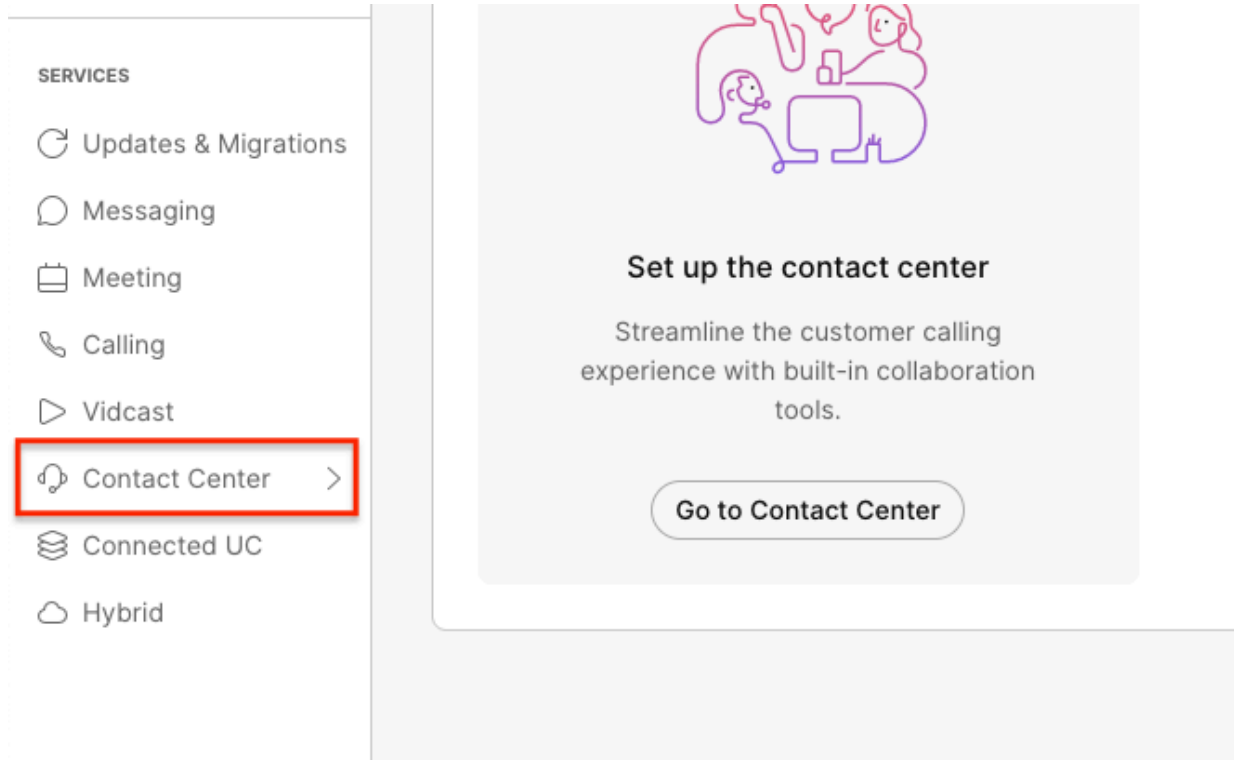
Control Hub: <https://admin.webex.com>

Webex Connect Tenant: See *Seat Credentials* document

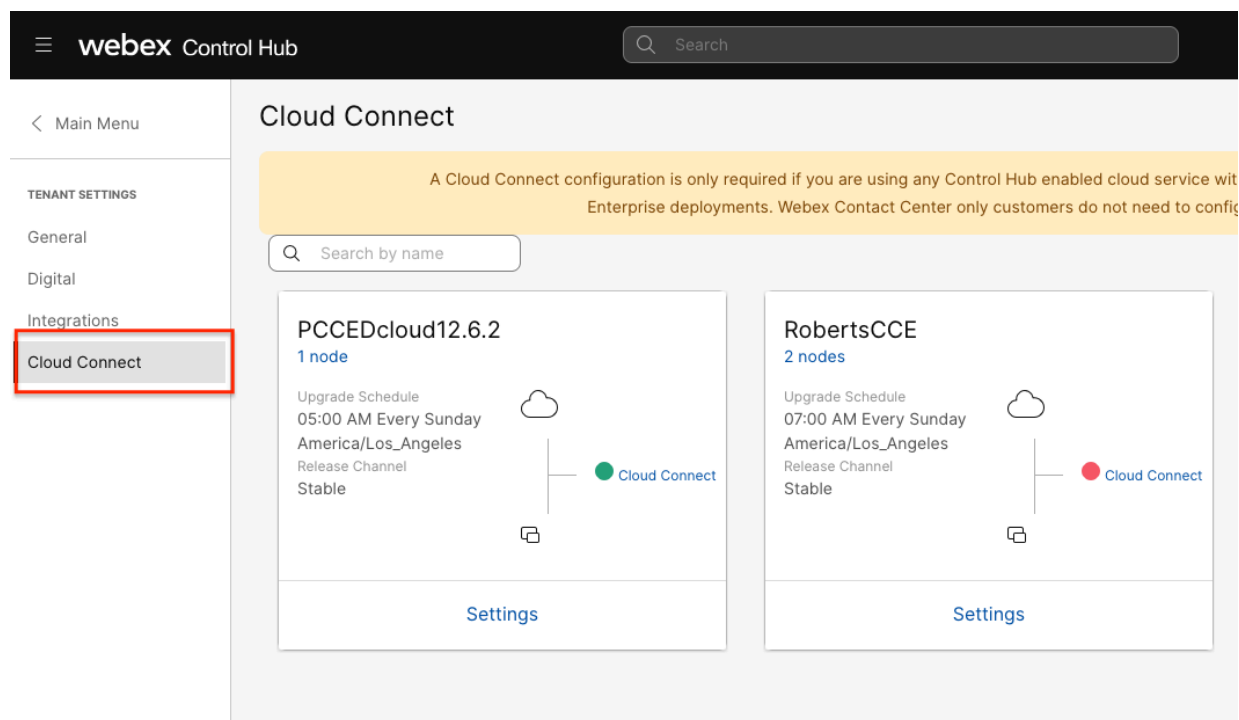
Step 1: Login to Control Hub

Open a Web Browser to the Control Hub URL (<https://admin.webex.com>). Reference the Credentials Document for the credentials for your seat.

Under **Services** select **Contact Center**



Once you have selected this, select the Cloud Connect menu.

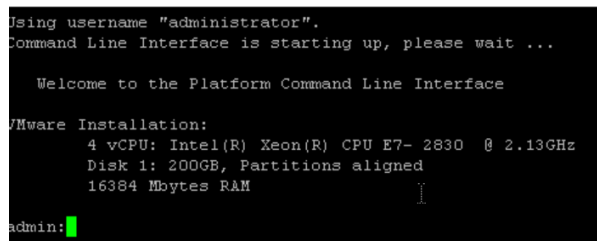


Depending on which tenant you are assigned, you will see either one or multiple Cloud Connect servers. The Cloud Connect that is labeled as PCCE dCloud (or similar) is the instance for this lab. Please do not make any changes in this section as this can break other labs.

Step 2: Obtain Public key certificate from Cisco IdS

The Manage Digital Channel gadget authenticates with Webex Engage in the Single Sign-On (SSO) mode, through tokens generated using public key cryptography. Use a secret private key to sign the tokens after which you can verify the tokens using a freely distributed public key certificate. Cisco Identity Service (IdS) generates the public and private keys that you can use to sign and verify the token. Cisco IdS exposes the CLI or REST interfaces to fetch the public key certificate for verifying the token. A public certificate authority (CA) must sign this public key certificate. You must then upload the CA signed public key certificate in Control Hub to authenticate and enable communication between Webex Engage and the Manage Digital Channel gadget.

Step 1. Log in to the Cisco IdS server's command line interface using the SSH administrator credentials.



```
Using username "administrator".
Command Line Interface is starting up, please wait ...

Welcome to the Platform Command Line Interface

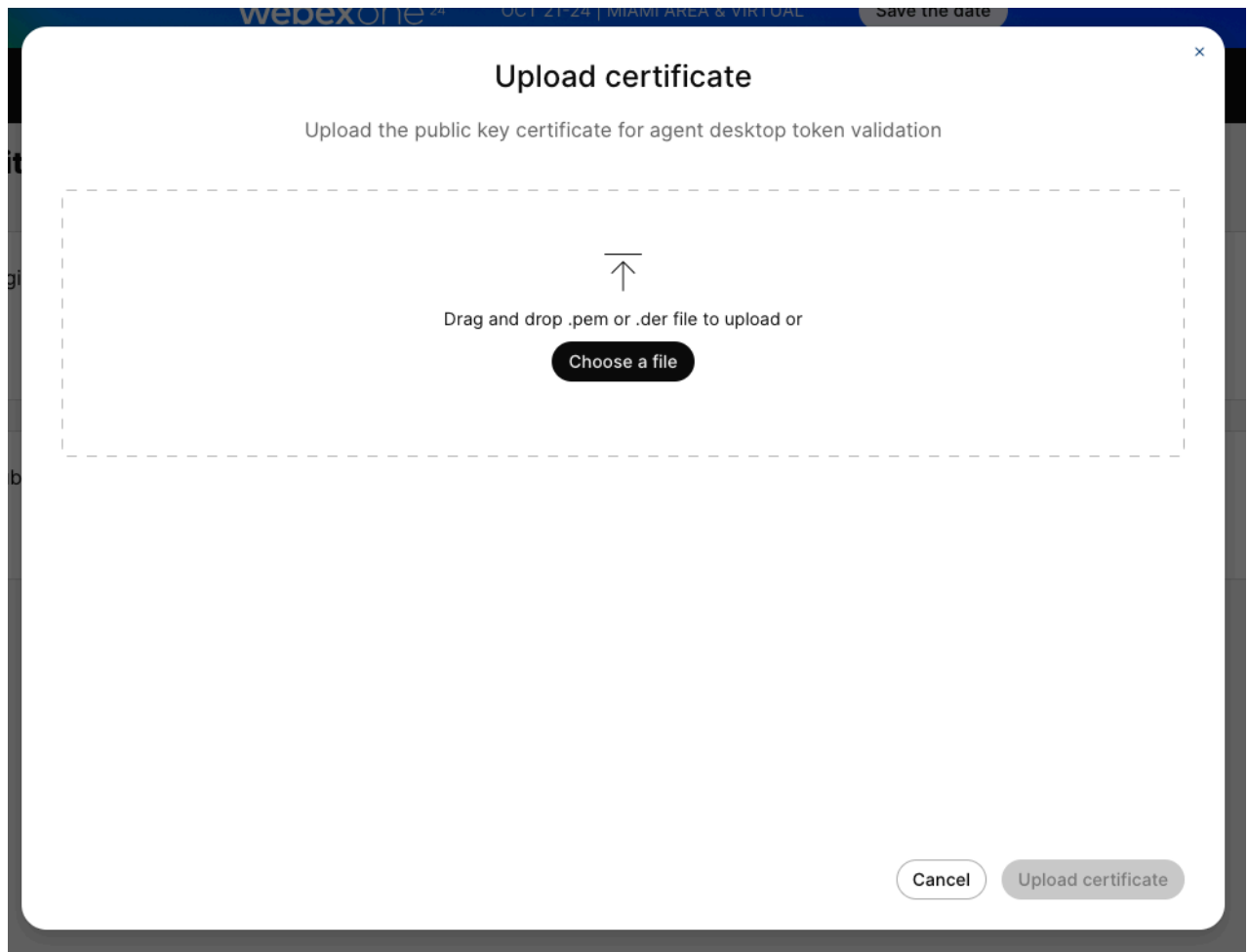
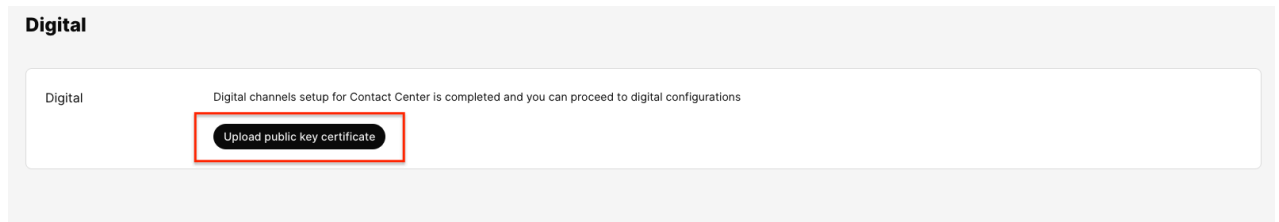
VMware Installation:
 4 vCPU: Intel(R) Xeon(R) CPU E7- 2830 @ 2.13GHz
Disk 1: 200GB, Partitions aligned
16384 Mbytes RAM

admin:
```

Step 2. Run the following CLI command to generate the Certificate Signing Request (CSR) that can be used to obtain a CA signed certificate:

show ids token csr—Displays the CSR corresponding to the public key that is used to validate the tokens.

Step 2. Select the **Edit** button to upload the certificate, then either drag-and-drop the signed certificate or select the **Choose a file** button. Once this is done, select the **Upload Certificate** button at the bottom of the page.



Step 3. Wait a few moments for the automated provisioning process to complete.

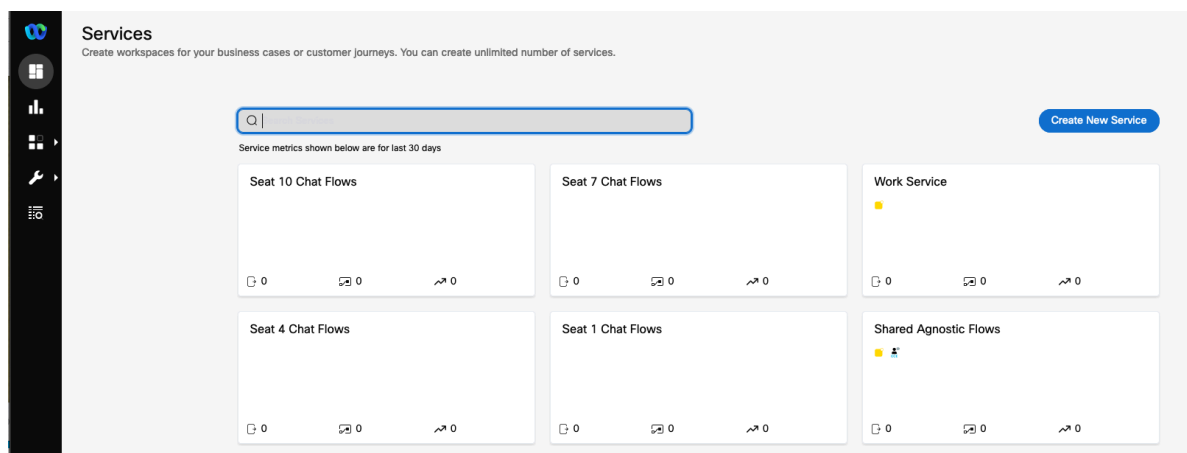
Once this is done, users will be able to login to the Engage gadget in Finesse.

Task 2: Configure the OAuth integration

This section shows how to configure CCE so that the outbound API calls to Webex Connect are successful. You will complete all the steps in this lab. We recommend that you login to the dCloud jump box using one browser window, then use a second browser window to access Control Hub and Webex Connect. There is nothing in these labs that will require you to access both the CCE Admin and Control Hub/Connect in the same browser session.

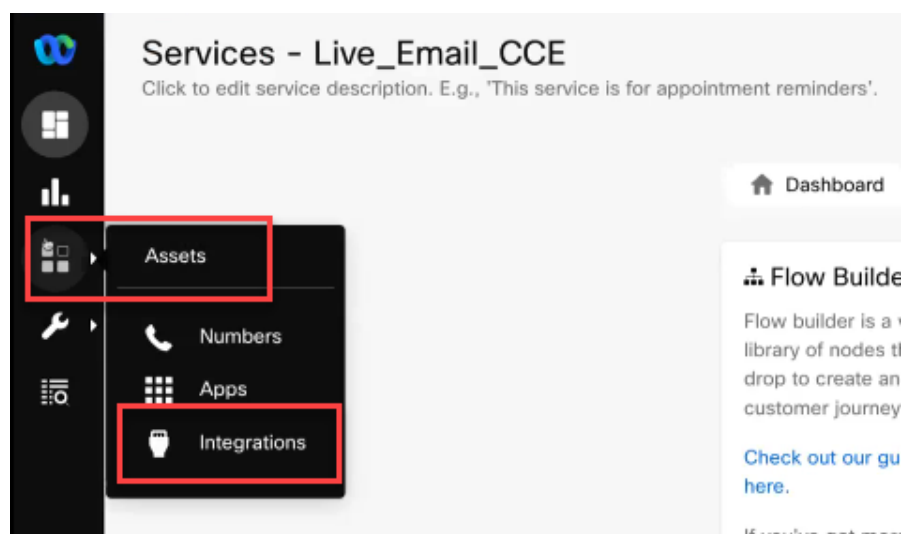
Step 1: Login to Webex Connect

Locate the URL for the Webex Connect tenant in the *Credentials* document. Open a web browser and enter the URL. Login with the username and password documented.



Step 2. Navigate to Assets > Integrations

Select the Assets menu, then select the Integrations sub-menu.



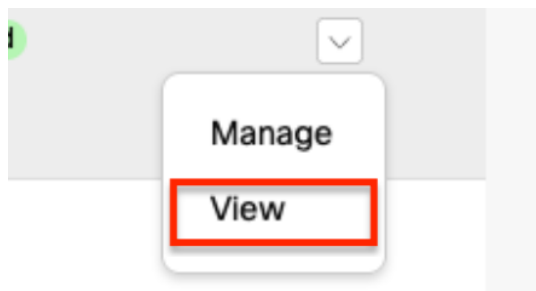
Step 3. Find the CCE Authorization

Select Pre-built Integrations under the Integration Type. In this list, you will see the Webex CC Engage authorization as well as the CCE Authorization.

The screenshot shows the 'Integrations' page with a sub-header 'Setup integrations with different CRMs, contact center tools, REST and SOAP APIs.' There are two tabs: 'Integration' and 'Authorization'. A search bar is present. On the right, there are buttons 'Add Authorization' and 'Add Integration'. The list of integrations includes:

- Integration: CCE, Integration ID: 50192, Node: 4 Events: 5, Service: Shared Agnostic Flows, Prebuilt Integration, Status: Authorized (highlighted with a red box).
- Integration: PBI new45, Integration ID: 50036, Node: 1 Events: 0, Service: -, Prebuilt Integration, Status: Authorization Pending.
- Integration: Zendesk CRM, Integration ID: 50034, Prebuilt Integration, Status: Authorization Pending.

Select the drop-down at the far right, then select View.



You will need the information in the Integration Details page to do the next step.

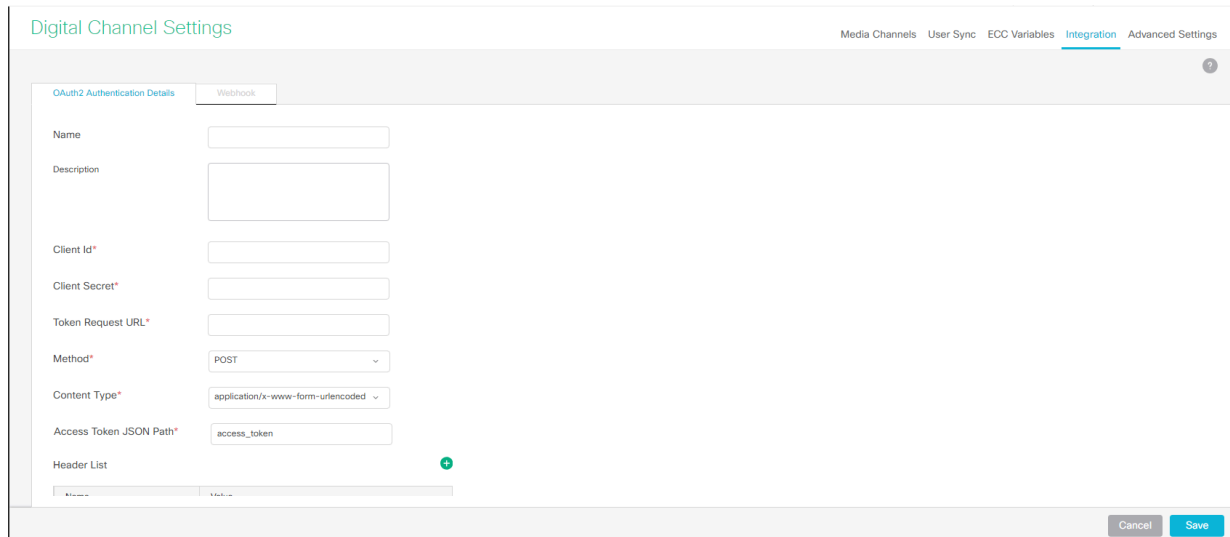
The screenshot shows the 'Integration Details' page for the CCE integration. It includes the following information:

- Integration Details**
 - Name: CCE
 - Description: Webex Connect(imconnect) Integration with CCE via Digital Routing API
 - Service: Shared Agnostic Flows
 - Flows: CCE Routed, CCE Queued, CCE Closed, CCE Created
 - Rules: NA
 - Tenant Identifier: [Redacted]
 - Validate Signature: Disabled
- Authorization for Inbound events**
 - Authorization: Enabled (with an 'Activate' button)
 - Auth type: OAuth 2.0 Client credentials
 - Client ID: [Redacted]
 - Client Secret: [Redacted]
- Node Authorizations**

Authorization	Auth Type	Grant Type	Status	Action
> CCE Authorization	oauth2	authorization_code	Authorized	[Dropdown arrow]
- Nodes**

Step 4. Login to CCE Admin

In your assigned dCloud session, ensure that you are logged into CCE Administration. Select the Digital Channels card, then select Digital Channels Settings. In this app, select the Integration tab.



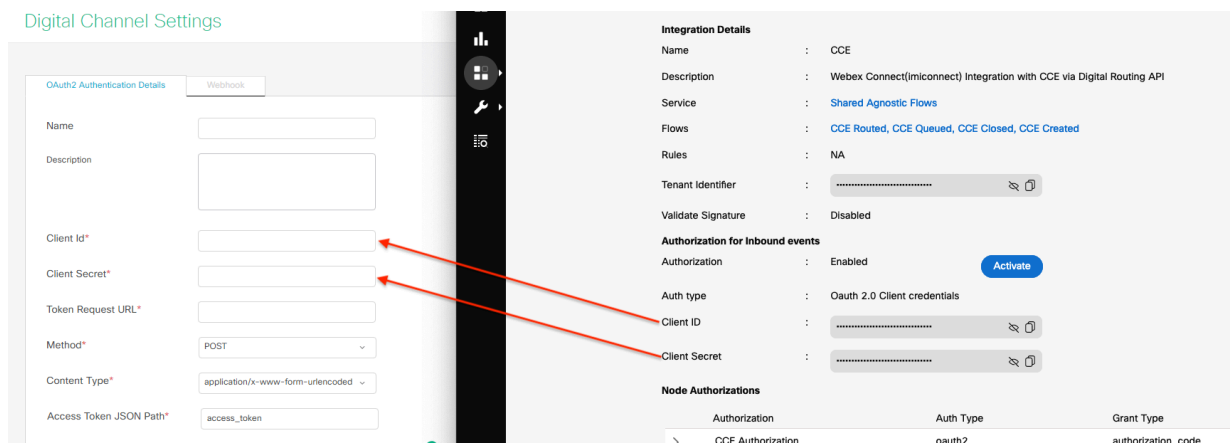
The screenshot shows the 'Digital Channel Settings' interface with the 'Integration' tab selected. The 'OAuth2 Authentication Details' section is active, displaying various input fields for configuration. The fields include: Name, Description, Client Id*, Client Secret*, Token Request URL*, Method* (set to POST), Content Type* (set to application/x-www-form-urlencoded), Access Token JSON Path* (set to access_token), and a Header List section with a plus icon. At the bottom right, there are 'Cancel' and 'Save' buttons.

Step 5. Configure the OAuth2 and Webhook settings

In this section, we will configure all the items required to authenticate the API calls.

Step 1. Provide a descriptive name for this configuration.

Step 2. Copy the Client Id, Client Secret, and Token Request URL from Webex Connect. Use the image below to see how to complete this. Select the copy icon in the greyed-out boxes to copy the clear-text version of the text.



This screenshot shows the 'Digital Channel Settings' interface with the 'Integration' tab selected. The 'OAuth2 Authentication Details' section is active. Red arrows point from the 'Client Id*', 'Client Secret*', and 'Token Request URL*' fields in the left pane to the corresponding fields in the right pane. The right pane shows the 'Integration Details' section with the following values: Name: CCE, Description: Webex Connect(imiconnect) Integration with CCE via Digital Routing API, Service: Shared Agnostic Flows, Flows: CCE Routed, CCE Queued, CCE Closed, CCE Created, Rules: NA, Tenant Identifier: [redacted], Validate Signature: Disabled, Authorization for Inbound events: Enabled, Auth type: OAuth 2.0 Client credentials, Client ID: [redacted], and Client Secret: [redacted]. Below this, the 'Node Authorizations' section shows a table with columns for Authorization, Auth Type, and Grant Type. The table contains one row: CCE Authorization, oauth2, and authorization_code.

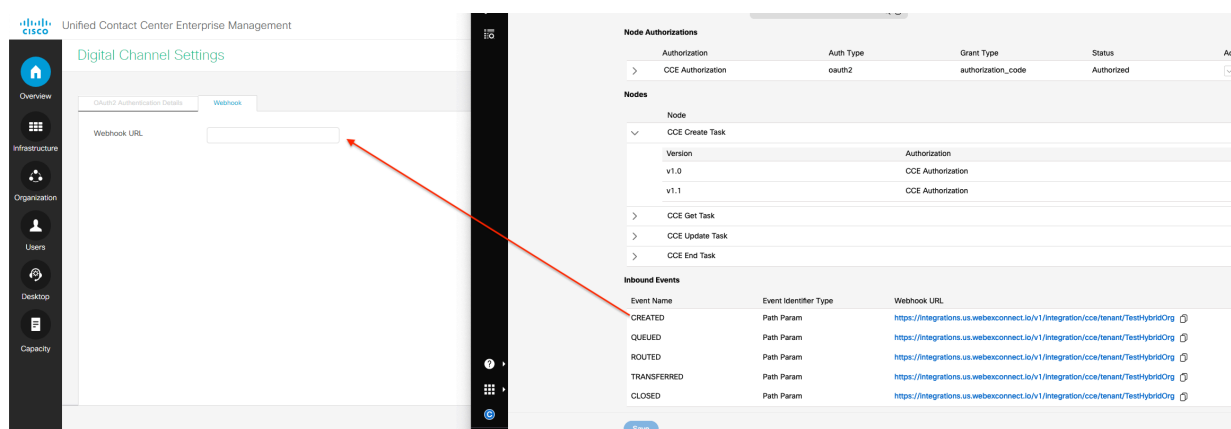
The Token Request URL is specified in the Features Guide and depends on which datacenter the Connect tenant exists in. For this lab, all tenants are in the Ireland datacenter so the Token Request URL is, https://keycloak-authservice.imiconnect.io/auth/realms/imiconnect_uk_prod/token

Set the Method to POST.

From the Content Type drop-down list, select a media content type. This determines the response format. The available options are application/json, application/xml, and application/x-www-form-urlencoded. For Webex Connect integration, select application/x-www-form-urlencoded.

In the Access Token JSON path, enter the path in the JSON response to fetch the value of the access token. For the Webex Connect integration, enter *access_token*.

Step 3. Configure the Webhook URL. Copy this from your tenant to the location shown in the image below.



Step 4. Select Save at the bottom of the CCE Admin screen to commit the changes to configuration.

You have completed this portion of the lab.