



Catalyst Center-to-Cisco Webex Integration

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About Catalyst Center-to-Cisco Webex Integration

You can integrate Catalyst Center with Cisco Webex.

The following table displays the supported Catalyst Center-to-Cisco Webex integration workflow.

Table 1: Catalyst Center-to-Cisco Webex Integration Workflow

Step	Description
Step 1	<p>Review the following Catalyst Center-to-Cisco Webex integration requirements:</p> <ul style="list-style-type: none">• The latest Catalyst Center release.• Cisco Webex <p>Note Catalyst Center integration with Cisco Webex is accomplished by using a Cisco Webex Bot, as well as using REST APIs.</p>
Step 2	<p>Create a Cisco Webex Bot for use in the integration.</p> <p>For information about creating a Cisco Webex Bot, see Webex Teams - Integrations & Bots.</p>
Step 3	<p>Configure the integration settings. From the top-left corner, click the menu icon and choose System > Settings > System Configuration > Integration Settings. Enter your callback URL hostname or IP address.</p>
Step 4	<p>Select and subscribe one or more events to forward notifications from Catalyst Center to Cisco Webex.</p> <p>To access an event in Catalyst Center, click the menu icon and choose Platform > Developer Toolkit > Event Notifications > Event Catalog. Event Catalog displays all the events. Review the events and click the Notifications tab to subscribe to an event.</p>

Step	Description
Step 5	<p>In the Notifications tab, create a new notification for the event.</p> <p>Follow the steps in the Create a New Notification wizard and select Cisco Webex as the notification channel.</p> <p>The following required data must be entered in the Catalyst Center platform GUI:</p> <ul style="list-style-type: none"> • Authentication (bot access token) • Space name (or room ID) <p>For detailed information about this procedure, see Subscribe Catalyst Center Event Notifications to Cisco Webex, on page 2.</p>
Step 6	Any notifications for the selected event are now forwarded to Cisco Webex from Catalyst Center and published as a new message in Cisco Webex.
Step 7	<p>Cisco Webex responds to Catalyst Center with one of the following API messages:</p> <ul style="list-style-type: none"> • 202: The event has been accepted by Cisco Webex. • 400: Bad Request - Check that the JSON is valid. • 429: Too many API calls at a time. • 500 or other 5xx: Internal Server Error - the Cisco Webex server experienced an error while processing the event. • Networking Error: Error while trying to communicate with Cisco Webex servers.
Step 8	Review the issue in Cisco Webex.
Step 9	Close the issue in Cisco Webex.
Step 10	Catalyst Center receives the status from Cisco Webex and then closes the issue.

Subscribe Catalyst Center Event Notifications to Cisco Webex

Complete the following steps to subscribe Catalyst Center platform event notifications to Cisco Webex.

Before you begin

Ensure that you have Cisco Webex running on the network that you integrate with the Catalyst Center platform.

Ensure that you have **Webex Teams Room Id** and **Webex Teams Bot Access Token**. For more information, see [About Catalyst Center-to-Cisco Webex Integration, on page 1](#).

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about role-based access control for the Catalyst Center platform, see the [Cisco Catalyst Center Platform User Guide](#).

Step 1 From the top-left corner, click the menu icon and choose **Platform > Developer Toolkit > Event Notifications**.

The **Event Notifications** window opens.

Step 2 Click the **Notifications** tab to view the notification tiles.

Each tile represents a notification and contains link to view notification details. From the CHANNELS area in the left pane, click the radio button next to the notification channels to view the existing tiles with the selected channel.

Step 3 Follow the steps in the **Create a New Notification** wizard to create a new notification.

Click **Let's Do It** to go directly to the workflow.

Step 4 In the **Select Site and Events** window, select a site from the drop-down list and select an event or events that support the Webex notification channel.

Step 5 Click **Next**.

The **Select Channels** window opens.

Step 6 In the **Select Channels** window, select WEBEX as the notification channel.

Click **Next** to configure the following values in the **WEBEX Settings** window.

- From the **Select Existing Instance** drop-down list, choose an existing Webex instance or **Create New Instance**.
- In the **Webex URL** field, enter the Webex URL.
- In the **Webex Room ID** field, enter the Webex room ID, which is the space for receiving the event notifications.
- In the **Webex Bot Access Token** field, enter the Webex bot access token.

Step 7 Click **Next**.

The **Name and Description** window opens.

Step 8 In the **Name and Description** window, do the following:

- In the **Name** field, enter a unique name for the notification.
- In the **Description** box, enter a description for the notification.

Step 9 Click **Next**.

The **Summary** window opens.

Step 10 In the **Summary** window, review the configuration settings.

To make any changes, click **Edit**.

Step 11 Click **Finish**.

The **Done! Your new notification is complete** window appears.

For more information, see **Work with Event Notifications** in the [Cisco Catalyst Center Platform User Guide](#) and **Create an Event Notification** in the [Cisco Catalyst Center User Guide](#).

What to do next

Access Cisco Webex to review the events.

