Troubleshoot Webex App Displays Incorrect Caller ID Due to Local Contact Resolution Override

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Issue

When making outbound calls from the Webex App (In this case, using Webex Contact Center) using ANI +16174443000 (Or another similar phone number), the Webex App displays an incorrect caller ID name in the call pop-up notification. Instead of showing only the phone number or the intended EP/Channel name, users see names such as "Everbridge Emergency Notification" or other personal names like "Fabian Arce" associated with the number. The WXCC desktop itself displays the correct caller information, but the Webex App presents a different name, impacting outbound calling identity for affected users.

This issue occurs consistently for affected users and began after migration from UCCE to WXCC. The behavior affects the call notification display on the Webex App when agents receive the outbound call leg after initiating calls from the WXCC agent desktop.

Environment

- Webex Contact Center (WXCC) with Webex Calling integration
- Webex App for macOS and Windows
- Outbound ANI: +16174443000 (Or another phone number)
- Call flow: WXCC > WXC > CUBE > PSTN

Resolution

The issue is resolved by removing or updating the local contact entries that match the outbound ANI number on affected endpoints. The Webex App applies a contact resolution hierarchy that overrides network-provided caller ID information when matching phone numbers exist in local contact sources.

Step 1: Identify Local Contact Sources

The Webex App queries multiple local contact sources in this hierarchy:

- Webex App contacts
- Outlook contacts
- macOS Contacts app (for Mac users)

Step 2: Remove Conflicting Contact Entries

For macOS users:

1. Open the **macOS Contacts app** (Cmd+Space → "Contacts")
2. Search for **+16174443000** or the **displayed incorrect name** (for example, "Everbridge")
3. Delete or update the **contact entry**.
4. Test **outbound calls** to verify the caller ID behavior.

For Windows users and Outlook contacts:

1. Check **Outlook contacts** for entries containing the phone number +16174443000.
2. Remove or update any **matching contact entries**.
3. Verify no contacts in the Webex App contain this number.

Step 3: Verify Resolution

After removing the conflicting contact entries, the Webex App immediately reflects the change and displays the network-provided caller ID information instead of the local contact name.

Alternative Solution: Feature Request

For organizations requiring a systematic solution, a feature request (COLLAB-I-27655) has been filed to provide an option to disable local contact-based caller ID resolution in the Webex App. Contact your account team/CSM/DSM to track and advocate for this feature request.

Cause

The Webex App applies a contact resolution hierarchy when displaying caller information. When a call is received, the app first checks for organizational contacts, then queries local contact sources (Webex App contacts, Outlook, or macOS Contacts). If a matching phone number is found in local contacts, the app overrides the network-provided caller ID with the locally stored contact name.

Analysis of the Webex App logs revealed this contact resolution process:

```
AppleAddressBookContactSource.mm:221 doGetContactsBySIPUriOrPhoneNumber_block_invoke::found local conta
ContactResolutionHandler.cpp:270 processResults::Resolution policy is: CIFirst
ContactResolutionHandler.cpp:299 processResults::processResults callback from LocalAddressBook contact
BroadWorksManager.cpp:7648 operator()::Contacts found: [contact:8a68f37c-a7a4-40cd-896d-778b2bcf156d,so
```

The network and WXCC systems were confirmed to be sending correct SIP caller ID information. The WXCC desktop displays the correct caller information, but the Webex App's local contact resolution behavior causes the caller name mismatch.

Related Content

- Caller Identification and Call Redirection
- Cisco Technical Support & Downloads