Retrieve Audio Files from Webex Calling Carrier Tenant Before Disconnection

Contents

Issue

A partner organization needed to retrieve audio files from a Webex Calling Carrier (formerly BroadCloud) tenant that was scheduled for disconnection. The partner did not have the capability to extract these files at their access level and required Cisco TAC assistance to download all audio files from the tenant before service termination. The specific priority audio file was CFV3.WAV, which was configured in the Music on Hold settings. The request was urgent due to the same-day tenant disconnection schedule.

Environment

- Webex Calling Carrier (formerly BroadCloud) service
- Software Version: 1.X
- Tenant scheduled for disconnection
- Audio files configured in Music on Hold and Auto Attendant (AA) settings
- Partner-level access without file extraction capabilities

Resolution

The Cisco TAC engineer successfully retrieved all available audio files from the Webex Calling Carrier tenant and delivered them to the partner organization.

The resolution involved multiple phases of file identification and delivery.

Phase 1: Initial File Retrieval and Delivery

The TAC engineer accessed the tenant using the provided user and site identifiers and located the initial set of audio files. These files were retrieved and delivered:

- age SVI Principal.wav;Message SVI Principal.wav (2023-06-06 09:46:31.253 CEST)
- CFV3.wav (2020-05-06 14:56:57.666 CEST) - Priority file used in Music on Hold

Phase 2: Additional File Discovery and Delivery

After the initial delivery, the TAC engineer conducted a more comprehensive search and identified additional audio files associated with Music on Hold and Auto Attendant configurations:

- annonce Transit Fruits FR - Copie3.wav (2021-07-02 15:10:48.944 CEST)
- annonce Transit Fruits UK - Copie3.wav (2021-07-02 15:11:57.551 CEST)
- CFV3.wav (duplicate instance from 2020-05-06 14:56:57.666 CEST)
- FR-Absence_4.wav (2021-04-27 11:39:42.640 CEST)
- FR-Absence_4.wav (second instance from 2021-04-27 11:41:09.532 CEST)

File Delivery Method

All audio files were delivered through secure email attachments using the Cisco case management system. Each file was provided with its original filename and timestamp information to maintain file integrity and identification. The partner organization confirmed receipt and acceptability of all delivered files.

Validation and Confirmation

The partner organization validated the received files and confirmed that the delivery met their requirements. They explicitly authorized case closure after receiving both the initial file set and the additional Auto Attendant audio files.

Cause

Partner-level access in Webex Calling Carrier (BroadCloud) does not include administrative capabilities for audio file extraction from tenant configurations. Audio files configured in **Music on Hold** and **Auto Attendant** settings require backend access privileges that are only available to Cisco TAC engineers for retrieval and export operations.

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