Configure Webex Connect Email Asset with Open Authorization

Contents

Introduction

This document describes the steps to configure an Email asset with Open Authorization (OAuth 2.0).

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Reason to use OAuth 2.0

Google has deprecated the **Less secure app access** feature and this requires configuration of the Email Asset with OAuth 2.0 for Authentication for use with Third-party Apps, such as Webex connect.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex connect portal with Email flows configured

Components Used

The information in this document is based on these software versions:

- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.
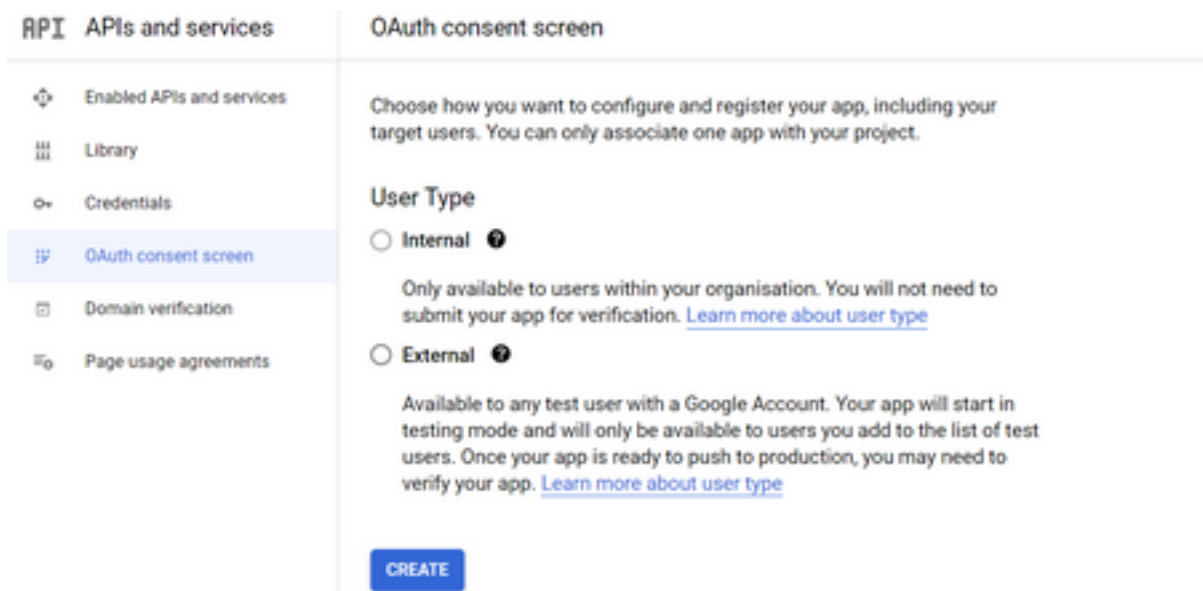
Configure

Step 1: Create a Project on Google Developer Console

Please follow the steps to create a [Google project](#)

Step 2: Configure OAuth Consent

1. Choose Internal or External as required.

2. Click Create.

3. Enter the **User Support Email** which is the Email ID associated on the Asset.

// On the Asset:

ASSET NAME ⓘ

bhusuresIMIEmail

EMAIL ID

bhusuresimi@gmail.com

FORWARDING ADDRESS

5fcf6cf5e57fb5d9410efd884845ed66@mai

COPY

Note: Emails sent to the asset email ID will be forwarded to this address.

// On the Google Console:

≡ Google Cloud Platform ⁑ IMIOAuth ▾

API APIs & Services

⟡ Enabled APIs & services
Ⅲ Library
o₊ Credentials
⟐ OAuth consent screen
☑ Domain verification
≡₀ Page usage agreements

Edit app registration

① **OAuth consent screen** — ② Scopes — ③ Test users — ④ Summary

App information

This shows in the consent screen, and helps end users know who you are and contact you

App name *
IMIOauth

The name of the app asking for consent

User support email *
bhusuresimi@gmail.com   ▾

For users to contact you with questions about their consent

App logo   BROWSE

Upload an image, not larger than 1MB on the consent screen that will help users recognize your app. Allowed image formats are JPG, PNG, and BMP. Logos should be square and 120px by 120px for the best results.

Note: Please make sure you are logged in with the Email ID associated with the Asset or the **User Support Email** does not show the the email in the drop-down list.

4. Enter the Authorized Domain as the Webex connect domain as shown:

5. Enter Save and Continue and under Test users enter the same user email as the **User Support Email**.

6. Enter Save and Continue and go **Back to the Dashboard**.

Step 4. Create OAuth Credentials

1. Navigate to Credentials > Create credentials and select **OAuth client ID**.

2. Create and enter the details:

Application Type: **Web Application**
Authorized JavaScript origins: **WebEx Connect URL**

Authorized redirect URIs**:** The callback URL (This URL can be found on the Email Asset page once Authentication Type as OAuth 2.0 is chosen.)

3. Copy the **Client ID**, **Client Secret**, and Download the JSON.

OAuth client created

The client ID and secret can always be accessed from Credentials in APIs & Services

> ℹ OAuth access is restricted to the test users listed on your OAuth consent screen

Your Client ID

⎘

Your Client Secret

⎘

⬇ DOWNLOAD JSON ⟵

OK

4. On Webex Connect, create an Asset (Under Asset > Apps > Configure New Application > Email) and enter the details:

5. Click Generate Token and you are redirect to the Gmail log in.

Note: The **Access token** and **Refresh token** are internally used by WebEx Connect to talk to Gmail.

Generate Token

Access Token

Refresh Token

Validity

3599