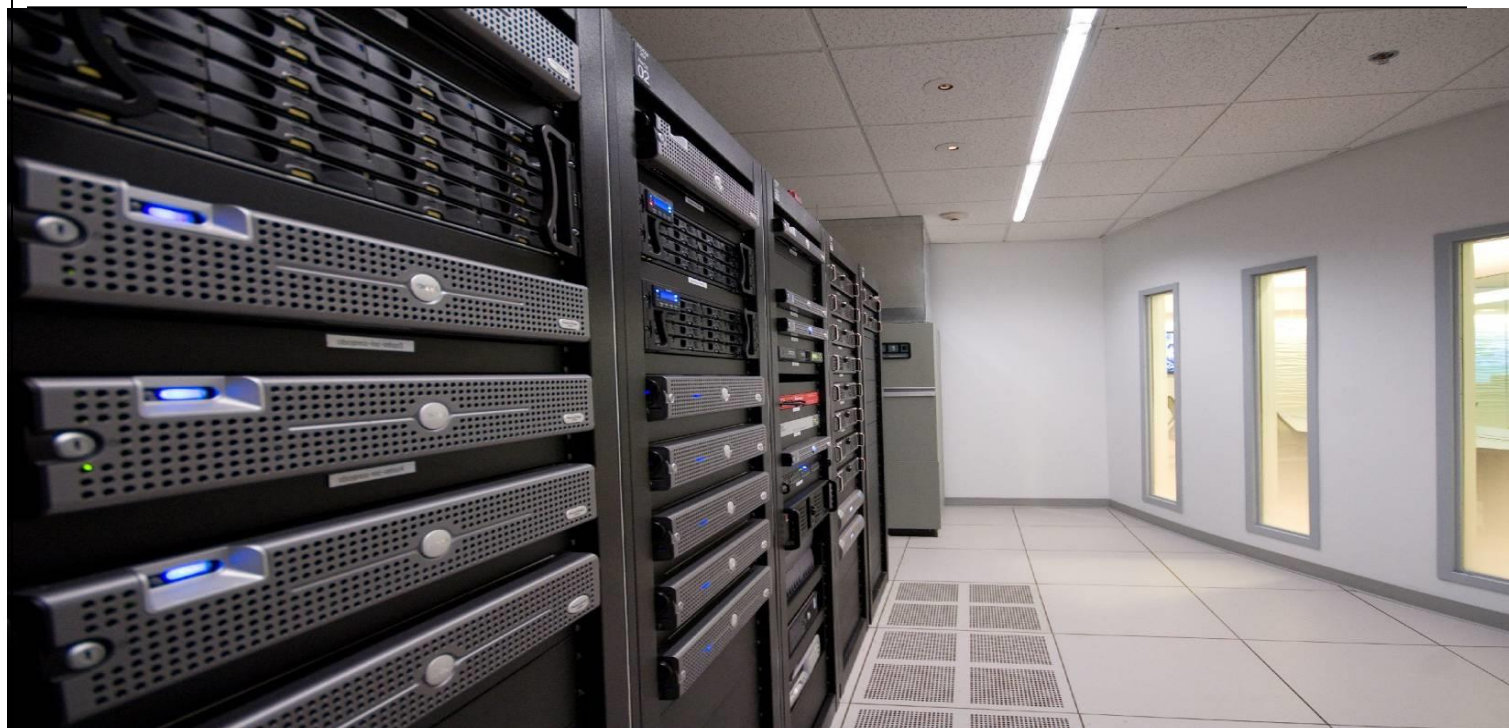




Consilium UniQM for Webex calling Onboarding Guide

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1 Introduction

1 Introduction

This document provides the detailed steps of Consilium UniQM onboarding and sample event flow for UniQM.

1.1 About UniQM

Consilium UniQM for Webex calling is a Quality Monitoring tool tailored to enhance contact center Customer Experience (CX). UniQM is designed to record all agent-customer conversation whether on-site or remotely. UniQM allows you to record & playback the complete agent and customer experience, no matter where your employees work, all while helping ensure compliance and improving overall contact center performance.

1.2 UniQM Key features

- 100% Call Recording to capture all the customer interaction.
- Recordings are encrypted by AES 256 at rest.
- Automatically organizes call data.
- Dashboard and Reporting- Customized report and dashboard with holistic view
- Call Scoring for each call.
- Recording Search and Playback Interface
- Deliver immediate results with call evaluations.
- Search for exactly what you need- Create advanced, precise queries.
- Quickly shift through hundreds of thousands of interactions.

2 UniQM Customer Onboarding

Pre-requisites:

- 1- CUBE SIP messages access from UniQM.
- 2- UniQM build.
- 3- Database- MSSQL 2019 or higher / MySQL 8.0 or higher
- 4- Apache Tomcat 9.0 or higher
- 5- Java Runtime 1.8

Before you begin, you'll need:

- **Webex Organization ID** (Org ID) for your tenant
- **Webex API URL** for your tenant
- A uniQM user account with **Administrator** rights

3. How to Locate Your Webex Org ID

1. Sign in to **Webex Control Hub** at <https://admin.webex.com>.
2. In the left menu, click **Organization Settings**.
3. Under **General**, find **Organization ID**.
4. Copy the 32-character Org ID (e.g. a1b2c3d4-e5f6-7g8h-9i0j-k1l2m3n4o5p6).

4. How to Determine Your Webex API URL

Webex tenants have region-specific API endpoints. Use one of the following based on your primary region:

Region	API Base URL
US	https://webexapis.com
EU (EMEA)	https://eu.webexapis.com
APAC	https://apac.webexapis.com

Note: If your tenant lives in a special gov/cloud region, reach out to your Cisco rep for the correct API URL.

5. Configuring uniQM

1. Log in to the **UniQM Admin Portal**.
2. Navigate to **Settings › Integrations › Webex Calling**.
3. Enter your **Organization ID** into the Org ID field.
4. Paste your **API URL** into the API URL field.
5. Click **Validate Connection**.
 - UniQM will attempt to authenticate against the Webex API.
 - On success, you'll see a green checkmark and a confirmation message.
6. Click **Save** to finalize the integration.

6. Verifying Data Flow

1. Place a Webex call (to internal or PSTN).
2. In UniQM's dashboard, go to **Live Calls** and confirm you see your call listed.
3. Optionally, review the **Quality Metrics** (packet loss, jitter, MOS) to ensure data is flowing.

7. Next Steps & Best Practices

- **Set Up Alerts:** Configure thresholds for MOS, packet loss, etc., so UniQM notifies you of degraded call quality.

- **Define Dashboards:** Build custom views for your support/ops teams.
- **Regular Reviews:** Schedule a weekly review of call-quality trends to catch systematic issues early.

8. Troubleshooting

Symptom	Possible Cause	Resolution
"Invalid Org ID" error	Typo or wrong Org ID	Re-copy the Org ID from Control Hub
"Unable to reach API URL"	Wrong API URL or network firewall	Verify URL & whitelist UniQM IPs/ports
No calls appearing in UniQM	Integration not yet validated	Go back to step 5 and click Validate again

3 UniQM Installation Steps

Step-1: Install Java1.8, Apache Tomcat 9.x

Step-2: Setting up Database.

Step-3: Deploy UniQM in tomcat.

4 Webex Calling Configuration for Post-Call Recordings

To ensure that UniQM can capture recordings successfully from Webex Calling, configure the following settings in Control Hub:

4.1 Enable Call Recording at Organization Level

- Sign in to Control Hub
- Navigate to: Services > Calling > Service Settings
- Under Call Recording, select your recording provider (e.g., Consilium or Webex)
- Reference: Webex Help Guide

4.2 Confirm Call Recording is Enabled for the User

- Go to: Users > [Select User] > Calling > User Call Experience > Call Recording
- Ensure that Call Recording is ON
- Optional: Configure Always Record, Pause/Resume, or User Access to Recordings as per your policy.

4.3 Confirm Location Override is Not Enabled

Even if org-level recording is configured, location-specific settings may override it.

- Go to: Management > Locations
- Select the relevant Location
- Navigate to: Calling > Call Handling > Call Recording Settings
- Confirm that it's set to: "Use organization's default provider (Webex)"
- If another provider (e.g., Dubber) is shown here, it will override the org setting.

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