Cisco DNA Center-to-Cisco Webex Integration

About Cisco DNA Center-to-Cisco Webex Integration

You can integrate Cisco DNA Center with Cisco Webex.

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

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

Step	Description
Step 1	Review the following Cisco DNA Center-to-Cisco Webex integration requirements: • The latest Cisco DNA Center release. • Cisco Webex **Note** Cisco DNA Center integration with Cisco Webex is accomplished by using a Cisco Webex Bot, as well as using REST APIs.
Step 2	Create a Cisco Webex Bot for use in the integration. For information about creating a Cisco Webex Bot, see Webex Teams - Integrations & Bots.
Step 3	Configure the integration settings. Click the menu icon (≡) and choose **System** > **Settings** > **System Configuration** > **Integration Settings**. Enter your callback URL hostname or IP address.
Step 4	Select and subscribe one or more events to forward notifications from Cisco DNA Center to Cisco Webex. To access an event in Cisco DNA 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.

Step	Description
Step 5	In the **Notifications** tab, create a new notification for the event.
	Follow the steps in the **Create a New Notification** wizard and select Cisco Webex as the notification channel.
	The following required data must be entered in the Cisco DNA Center platform GUI:
	• Authentication (bot access token)
	• Space name (or room ID)
	For detailed information about this procedure, see Subscribe Cisco DNA Center Event Notifications to Cisco Webex, on page 2.
Step 6	Any notifications for the selected event are now forwarded to Cisco Webex from Cisco DNA Center and published as a new message in Cisco Webex.
Step 7	Cisco Webex responds to Cisco DNA Center with one of the following API messages:
	• 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	Cisco DNA Center receives the status from Cisco Webex and then closes the issue.

Subscribe Cisco DNA Center Event Notifications to Cisco Webex

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

Before you begin

Ensure that you have Cisco Webex running on a network that you will integrate with the Cisco DNA Center platform.

Ensure that you have **Webex Teams Room Id** and **Webex Teams Bot Access Token**. For more information, see About Cisco DNA 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 Cisco DNA Center platform, see the Cisco DNA Center Platform User Guide.

Step 1   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 notification is represented by a tile 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.

- 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   Click **Next**.

The **Summary** window opens.

Step 9   In the **Summary** window, review the configuration settings.

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

Step 10   Click **Finish**.

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

For more information, see **Work with Event Notifications** in the *Cisco DNA Center Platform User Guide* and **Create an Event Notification** in the *Cisco DNA Center User Guide*.

What to do next

Access Cisco Webex to review the events.