Webex

The Webex integration imports meetings that Webex has already recorded to the cloud, along with their transcripts and participants, into Alchemer Voice. Access is read-only: Alchemer Voice never creates, changes, or deletes anything in your Webex account. A meeting is only imported if it has a cloud recording and a transcript.

Set up

Before you begin

- **A Webex Compliance Officer to make the connection.** Webex only lets a Compliance Officer read recordings, transcripts, and participants across the whole organization, so the person who approves access in Webex must hold the Compliance Officer role in Webex Control Hub. A Webex administrator who isn't a Compliance Officer can still sign in and approve, and the connection will appear to succeed, but Webex doesn't grant them access to your recordings. The Webex card then shows **Authentication failed** and nothing is imported. If that happens, disconnect and connect again as a Compliance Officer.
- **The address of your Webex site,** for example https://example.webex.com. This is the site your recordings are stored on.
- **Meetings recorded to the cloud.** Local recordings aren't imported.
- **Transcripts turned on** for your Webex site and for the meeting hosts. A meeting without a transcript isn't imported.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin** > **Connections**.
2. Under **Call recording**, find **Webex Cloud Recordings** and click **Connect**.
3. Enter your Webex site and click **Connect**.
4. Sign in to Webex as a Compliance Officer and approve the requested access.

You return to Alchemer Voice and the card shows **Connected**. Importing starts right away.

What's imported and when

Alchemer Voice checks Webex every 5 minutes for cloud recordings from every host on your Webex site, not only the person who connected. The first sync looks back over the last 90 days. After that, each sync picks up new recordings. Only direct recordings are imported. Recordings uploaded manually aren't included.

For each meeting, Alchemer Voice waits until Webex has finished processing both the recording and the transcript, then imports the transcript, the participants, and the recording. Webex can take

several minutes after a meeting ends to prepare the transcript. If it isn't ready, Alchemer Voice tries again every 10 minutes for up to 8 hours, then stops trying for that meeting.

Alchemer Voice connects to one Webex site. Recordings stored on other Webex sites in your organization aren't imported.

Troubleshooting

- **Authentication failed:** Alchemer Voice can't use the account. The most common cause is that the connection was made by someone who isn't a Compliance Officer, or the Compliance Officer role was removed from them. Revoked access, or an approving user who has left, has the same effect. Click **Disconnect**, then **Connect** and sign in again as a Compliance Officer.
- **Setup error, or Connect doesn't complete:** Check that the Webex site you entered is correct, then try again. If it keeps happening, contact Alchemer Support with the error shown at the top of the Connections page.
- **Not connected:** Webex hasn't been connected, or it was disconnected.
- **Syncing...:** The first import is running.
- **A meeting didn't appear:** Confirm it was recorded to the cloud, has a transcript, and is stored on the Webex site you entered. Recent meetings can take longer while Webex finishes preparing the transcript.

To stop importing, click **Disconnect** on the Webex card. Conversations already imported stay in Alchemer Voice.

Permissions

Connecting Webex requires the **Manage connections** permission in Alchemer Voice. This is separate from the Compliance Officer role, which is needed in Webex. See Roles and permissions.

If you need help, contact Alchemer Support.

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