

How to use Webex with Shuffle

An intro into uses cases with Webex App like authentication, sending messages, and using web hooks.

Please find more information in the video below:

<https://www.loom.com/share/977b624bcaf74f51a933cc975a657606>

***First you will need to go to the search tab and find the App or a pre-made workflow for Webex.**

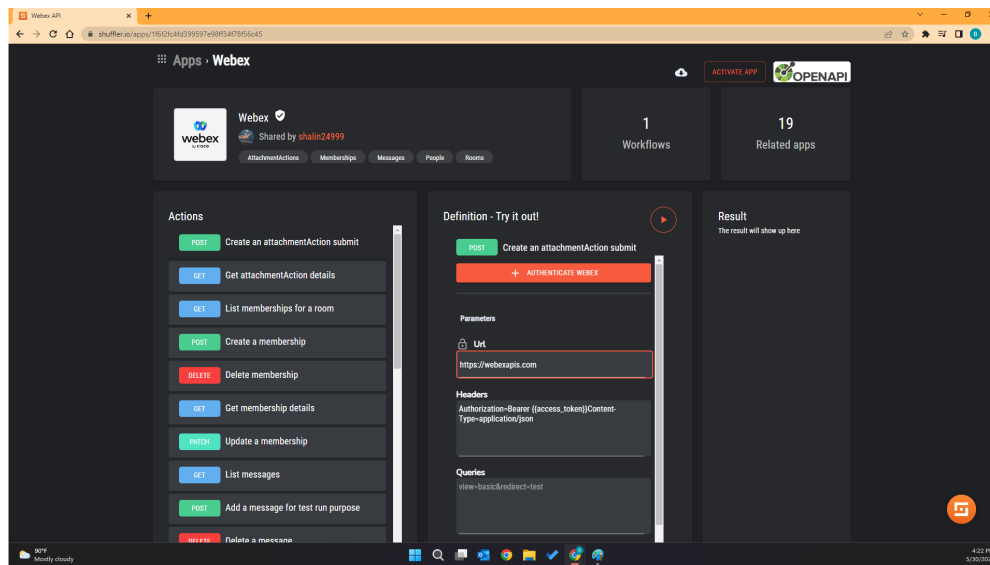
Setup the integration:

A sample use case can be found here -

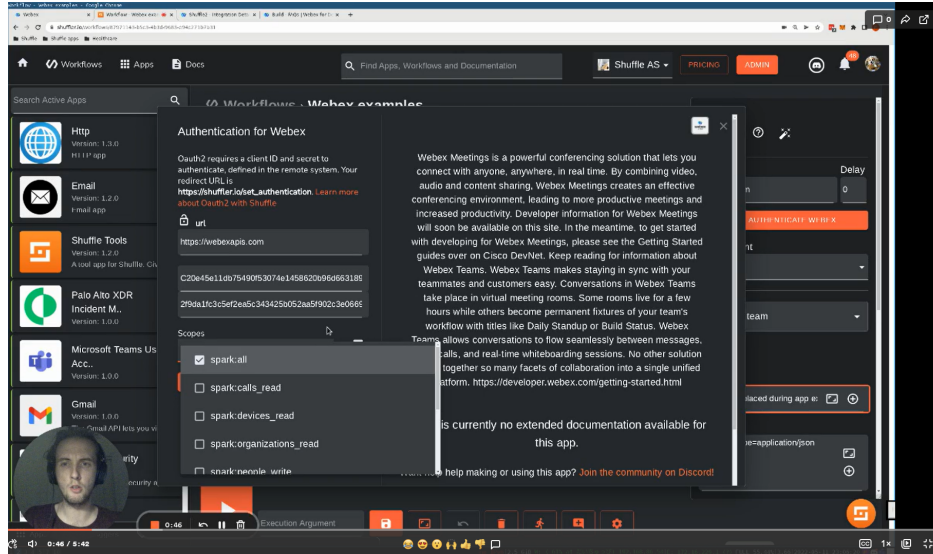
<https://shuffler.io/workflows/88e16093-37b7-41cf-b02b-d1ca0e737993> or you could build your very own custom version by starting here -

https://shuffler.io/apps/1f6f2fc4fd399597e98ff34f78f56c45?d_uTk=458152ed-8dba-4e99-b6b0-fcc3287b4177

Step #1 - Authentication



1. First, Let's start with activating the Webex App. We can do this by going to the search bar and typing in Webex
2. In order to authenticate you will need a copy of the client ID and the client secret and enter into the fields
3. For scopes we will use the spark:all - because that one gives you access to the most
4. Press Oauth2 request and then a window will pop-up asking for full access to Webex Teams, then you press the Accept button
5. The window will close automatically and you are ready to use the Webex App in a custom workflow

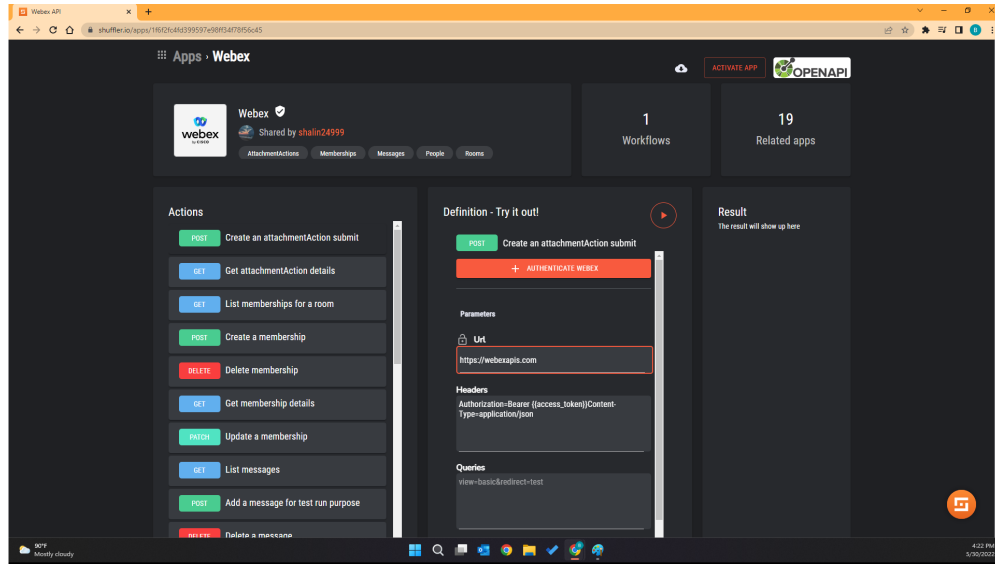


Webex Workflow - Create and Send Messages with Webhooks

1. First pull the Webex App into the workflow and create our team or a list of teams
2. Click the flag icon on the top left of the Webex App, this designate the start node needed to execute workflow
3. On the bottom we can press the play button to send messages to any team room
4. List all the rooms of the teams and it will send a message to the first room in the first team

Webex Workflow - Incident handling

1. In order to start we will need to pull into the workflow a trigger and click the flag icon to start. This is done so that an alert will be sent to the Webex App
2. Once we get an alert, we then create a message to send to the team
3. Here we can add additional conditions if needed to the send information to the team chat room



Webex Workflow - Webhook Firehose

1. Any message sent to Webex will then trigger a response after reading that message