

CRM and APIs

Connectors are not parity charts. Webhooks are not a license to store recordings in a random bucket.

Item	What to remember	Source
Salesforce	Lightning connector. No chat or email on that article.	dyidod
Dynamics	CIF 1 or CIF 2. Not Dynamics 365 Contact Center the product.	n1lsquv
ServiceNow	Desktop launches inside ServiceNow.	ny83tx0
Recording webhooks	telephony_calls events and convergedRecordings. Scope spark-admin:calls_read.	developer.webex.com call control
Personal webhook cap	The Canon quotes 30,000 personal webhooks per user and an org-wide limit of 1. That is the Webhooks guide, not a WxCC task quota.	T8-R03

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Sources and go deeper

Checked links were opened this month. A confirm row has no address because that page was not opened.

- **Wikipedia** [Webex \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [Webex Help Center](#) last checked 2026-10
- **DevDocs** [Webex developer documentation](#) last checked 2026-10
- **DevDocs** [Webex developer getting started](#) last checked 2026-10
- **Community** [Webex community](#) last checked 2026-10
- **SRND** [Cisco Collaboration design zone](#) last checked 2026-10
- **RFC** [RFC 3261 SIP: Session Initiation Protocol](#) last checked 2026-10
- **Port table** [IANA service name and port number registry](#) last checked 2026-10
- **Port table** [Port reference for Webex Calling](#) last checked 2026-10
- **Wikipedia** [Call centre \(Wikipedia\)](#) last checked 2026-10
- **Wikipedia** [Interactive voice response \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new for administrators in Webex Contact Center](#) last checked 2026-10
- **RFC** [RFC 3263 Locating SIP Servers](#) last checked 2026-10
- **RFC** [RFC 3264 An Offer/Answer Model with SDP](#) last checked 2026-10
- **Wikipedia** [Session Initiation Protocol \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [developer.webex.com Webex Connect](#) last checked 2026-10

- **Vendor doc** [developer.webex.com tasks call control](#) last checked 2026-10
- **Vendor doc** [developer.webex.com calling call-control](#) last checked 2026-10
- **Vendor doc** [list events](#) last checked 2026-10
- **Vendor doc** [help.webex.com article dyidod](#) last checked 2026-10
- **Vendor doc** [help.webex.com article utqcm7](#) last checked 2026-10
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