Troubleshoot Virtual Agent on Webex Contact Center - Useful Information and Logs

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Introduction

This document describes some important information to help troubelshoot issues with Virtual Agent on WebEx Contact Center. The information can be presented to Technicall Assistance Center (TAC) for further troubleshooting.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Google Dialogflow

Components Used

The information in this document is based on these software versions:

- WxCC 2.0
- Google Dialogflow

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Gather troubleshooting information

Contact session ID of the call from Anaylzer

Collect the contact session ID and the timestamp from the analzyer

IVR Script Name field on Analyzer can be used to check the script (or flow) the contact hit



Verifying the intents match from DialogFlow

Dialog flow is a useful tool to seeing the conversations between the virtual agent and the user. The link to access DialogFlow is <u>HERE</u>

From the Dialogflow page, access the History section and select the correct timeframe

$\leftarrow \rightarrow \mathbf{C}$ $(\triangleq$ dialogflow.cloud.google.com/#/a	agent/tacprojectrtp2020/history			
🥠 WxCC 2.0 TOI 🛛 🗢 Cisco Calendar 🛛 🔯 GCI Compliand	ce 🞧 Workday cisco 🐤 Lightning Experience 🌒 AppDynamics 📕 CEC 📕 WxCC 📕 WxCC 2.0 📕 WxCC - Login 🚦	. мжс 🛄 иссх 📃 мжм	IC creation	CUCM CSS
Dialogflow Global -	History			
TAC-RTP-WxCC-2021 - 1/2 en +	All platforms 👻 All conversations 👻	Sep 8, 2021 -	Sep 15	5, 2021 💌
💬 Intents +	Conversation		Date	G
Entities +	hello (2)		Today	
L Knowledge [beta]	hello (3)		Today	0
4 Fulfillment	hello (2)		Today	
₹2 Integrations		Conversations per page	25 👻	< >
😚 Training				
Validation				
(History				
In Analytics				

An example of a successful conversation between a user and the virtual agent would look similar to this

S Training	2 interactions Duration: 0 min	< >	ii.
Validation	USER hello	Sep 15, 12:00 PM	
dr Analytics	Hello! How can I help you?	Sep 15, 12:00 PM	:
Prebuilt Agents	USER agent	Sep 15, 12:00 PM	
🗊 Small Talk	Let me transfer you to an agent	Sep 15, 12:00 PM	:

An example of a potentially problamatic conversation between a User and the Agent can be seen here were there is no intent that match for the response from the User

Dialogflow Essentials Global -	History	
TAC-RTP-WxCC-2021 - 🔆	All platforms 👻 All conversations 👻	💼 Sep 8, 2021 💌 - 💼 Sep 15, 2021 💌
💬 Intents 🕂	Conversation	Date C
💾 Entities 🕂	3 interactions Duration: 0 min	$\langle \rangle \rightarrow $
L Knowledge [beta]	USER hello	Sep 15, 12:47 PM
4 Fulfillment	Greetings! How can I assist?	Sep 15, 12:47 PM
	USER USER	Sep 15, 12:47 PM
Validation	AGENT No matched intent	Sep 15, 12:47 PM 🌖 🚦
• History	USER Beacon agent	Sep 15, 12:47 PM
In Analytics	Let me transfer you to an agent	Sep 15, 12:47 PM

Check the escalate intent to see if there are any phrases that match

Dialogflow Essentials Global -	Escalation Intent	SAVE	÷
TAC-RTP-WxCC-2021 - 🔆	Contexts 🚱		~
💬 Intents 🛛 🕂	Events @		~
🖁 Entities +	Training phrases 🔞 Search training phrases	Q	^
Knowledge [beta] Fulfillment	When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill o similar expressions. To extract parameter values, use annotations with available system or custom entity types.	out the list wit	h
C2 Integrations	55 Add user expression		
😚 Training	55 Customer service		
Validation	55 Agent		

Using StackDriver logs

If general confguration of the virtual agent (Intents) on Dialogflow is correct and if there are issues with the user not hearing the phrases or phrases are matches but calls are not getting getting queued for an avaible agent, the information from StackDriver is useful and can be presented to TAC:

For the conversation that is having the issue, from Dialogflow select the **Agent** conversation and select **View logs in StackDriver**

Note: The stackdriver logs on the google console page are enabled by default. You can access the logs using this $\underline{\sf LINK}$

$\leftarrow \rightarrow \mathbf{C}$ \triangleq dialogflow.cloud.google.com/#/ag			
🤹 WxCC 2.0 TOI 🛛 🗢 Cisco Calendar 🗮 GCI Compliance	e 🎧 Workday cisco 🗭 Lightning Experience 🕥 AppDynamics 📕 CEC 📕 WxCC 📕 WxCC 2.0 📕 WxCC - Login 📕 WxC 📕 UCCX 🚦	WXM 📕 IC creation 📕 CUCM CSS	🗢 Fragomen 🔹 📃 🕻
Dialogflow Essentials Global -	ⓒ History		Try it now
TAC-RTP-WxCC-2021 - 🔆	All platforms 👻 All conversations 👻 💼 Sep 8, 2021	▼ - 🖬 Sep 15, 2021 ▼	O Please use te sentence.
Intents +	Conversation	Date C	
🕆 Entities +	2 interactions Duration: 0 min	$\langle \rangle \rangle$	
Knowledge [beta]	USER hello	Sep 15, 12:34 PM	
4 Fulfillment	AGENT Hit How are you doing?	Sep 15, 12:34 PM View	logs in Stackdriver
Q Integrations	USER piton agent	Sep 15, 12:35 PM Go to	intent
🕞 Training	AGENT Let me transfer you to an agent	Sep 15, 12:35 PM Raw in	nteraction log
Validation	hello (3)	Today	
S History	14009 V7	,	
In Analytics	hello (2)	Today	

Once selected, copy and note down the **session ID** of the conversation. This session ID is unique to the full conversation on Dialogflow and Webex Contact Center

≡	Google Cloud Platform STACProject	TP2020 - Q Search products and resources · D O A E	
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н	 New features are available in the Logs B 	plorer. Dismiss Learn more 🔁	
511 11-	Query Recent (5) Saved (0) Siresource.type="global" labels.request	ggested (0) (7 Save) Stream logs Run query 🗘	
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	Info LOG NAME dialogflow_agent	2	
	PROJECT ID tacprojectrtp2020	2	

Once the session ID is copied, please select "Edit query"

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Ē	Logs Explorer ортномs 🗸 👩 RE	NE SCOPE Project CD SHARE LINK	() 12:37:36 PM - 12:57:36 PM
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58 16	Query Recent (5) Saved (0) Sugg resource.type="global" labels.request_d	sted (0) ="8349983e-391a-487b-ace5-49af58f92765-dacfd3fa"	Save Stream logs Run query C Edit query
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Copy and paste the **session ID** in the dialog box and hit Run Query:

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Once the query is run, all the conversations for that interaction must be loaded. Proceed with Downloading the logs:

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Save the logs either as JSON or CSV file and present it to the TAC along with the session ID of

Download logs

Log entries matching your query will be downloaded. If you need over 10,000 logs consider exporting your logs.

