Configure Session Timeout Value for Portal and Analyzer WebEx Contact Center

Contents

Introduction Prerequisites Requirements Components Used Configure Configurations Verify Troubleshoot

Introduction

This document describes the steps to set the session timeout value for the WebEx Contact Center portal and Analyzer

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Access to admin webex portal https://admin.webex.com/
- Access to WxCC portal <u>https://portal-v2.wxcc-us1.cisco.com/</u>
- WxCC 2.0

Components Used

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

• WxCC 2.0

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.

Configure

Configurations

The session timeout for WxCC Portal page and Analyzer page is set on Control hub and the steps can be used to verify the current setting (20 minutes is the default value) and increase this to your ornizational needs

On Control hub (https://admin.webex.com/)

- Select Organization Settings
- Under Idle Timeouts section, under Webex Control Hub Idle Timeout > Control Hub timeout check the current timeout value and increase it to the require value

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♡ Webex Experience ^	Organization Settings					
al Analytics	organization octango					
→ Troubleshooting						
Reports	Idle Timeouts	Webex web client idle timeout				
		Automatically log users out of an idle session. You can change the amount of time the client will remain idle until the user is logged out of their account.				
MANAGEMENT						
요 Users		To check whether users are connected to your organization's ne	twork, provide the URL of internal site that allows			
Ø Workspaces		cross-origin-resource to share CORS with Webex web client.				
Devices						
88 Apps						
🗈 Account						
Organization Settings		Off network	In network			
		No timeout \checkmark	No timeout 🗸 🗸			
SERVICES						
C Updates & Migrations		Webex Control Hub Idle Timeout				
O Messaging		When enabled, users are automatically signed out of idle Webex Control Hub sessions. You determine the amount of				
% Calling		time webex Control Hub remains idle until users are signed out.				
Ontact Center Ontact Center Ontact		Control Hub timeout				
Connected UC		20 minutes (Default)				

Verify

To verify the on Control Hub Timeout has been successfully applied, please requested the users of the Portal and Analyzer to sign out, clear chache and sign back in.

Once this is done, use the steps to verify the value set has been successfully applied:

 Access the Portal page (<u>https://portal-v2.wxcc-us1.cisco.com</u>) and enable Developer tools (Select Settings > More tools > Developer tools)

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Once Developer tool is enabled, access the Application Settings and Under Local Storage where the Portal URL and Analyzer URL are listed. Select the Portal Url (<u>https://portal-v2.wxcc-us1.cisco.com</u>) and check the SessionTimeoutDuration (shown in seconds) is the value set on Control Hub

Note: The sessionTimeout value counts down and expire once it hits the zero



Troubleshoot

If the timeout value set on Control Hub is not honered on WxCC, please engage TAC with the Browser console logs and HAR logs (steps to collect them are provided $\underline{\mathsf{HERE}}$) to troubleshoot further.