

Data Requirements to Troubleshoot Webex Contact Center Calls

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Introduction

This document describes in detail on how to gather important information related to troubled inbound and outbound calls.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center
- Contact Center and Voice Over Internet Protocol (VoIP)

Components Used

This document is not restricted to specific software and hardware versions.

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.

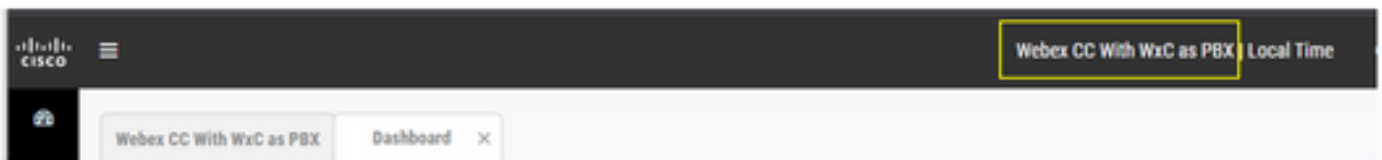
Data Collection

The goal of this document is to help administrators gather important information that helps the Technical Assistance Center (TAC) Engineers understand the issue better and help resolve the problem in a timely manner. To make it simple the document explains on what type of data must be gathered via these sections.

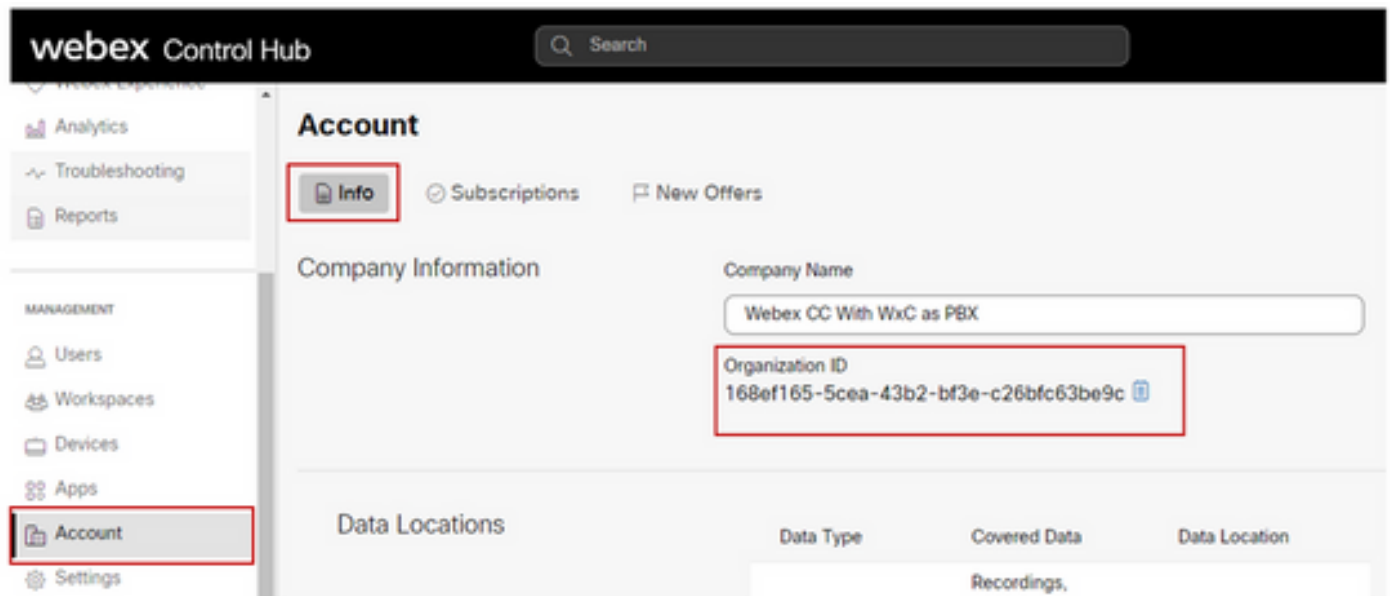
- Generic Information on the issue and Tenant/Org details
- Information related to Inbound and Outbound call Failures

Generic Information on the issue and Tenant details

- **Problem Description-** Gather complete information about the exact issue. Include information such as how many users are affected, the exact timestamps, and so on.
- **Setup Type-** Is this a new deployment or production setup.
- **Configuration Changes-** Any recent changes on the Webex Contact Center Dashboard or the network?
- **Business Impact-** Define the exact business impact. Associate it to a number if possible. For example, this issue impacts 20 agents, 9 out of 10 calls to the call center fails, and so on.
- **Tenant/Org Name-** This is found on the top right corner of the dashboard page.



- **Org ID:**



Information related to Inbound and Outbound call Failure

Details are highlighted in the form of the table

| Type of Issue | Description | Details | Data to Collect |
|---|---|--|---|
| <ul style="list-style-type: none"> • Inbound Call Failures | <ul style="list-style-type: none"> • These are related to the inbound calls where caller dials into the system and experiences | <ul style="list-style-type: none"> • Does the agent phone ring or gets an error on the Agent Desktop? • Is the agent unable to answer the call | <ul style="list-style-type: none"> • ANI or Contact Session ID of the failure call • Exact timestamp call failure |

• Outbound Call Failures

Interactive Voice Response (IVR) treatment for self-service before their interaction with agents.

- These are related to the outbound calls where the agent establishes the outbound call from Applet. The first call leg is established to agent phone. After the agent leg is established, call is attempted to the external party.

received on the phone?

- Are these failures specific to agents at a particular site?
- Are Agent Directory Numbers (DN) / Extensions added recently?
- Is the agent call leg established?
- Is there a significant delay to establish the call to the agent phone?
- Are these failures specific to agents at a particular site?
- Are Agent Directory Numbers (DN) / Extensions added recently?
- What percentage of calls experience these failures?
- Is it dependent on area codes from specific location/s?
- Can the issue be recreated on demand?

- Agent Information
- Screen shot of an error (ensure that details are captured on the screen)

- ANI or Contact Session ID of the failure call
- Exact timestamp of the call failure
- Agent Information
- screen shot of an error (ensure that details are captured on the screen)

ANI or Session ID of failed calls can be easily collected from a simple CSR report. Steps on how to create the report can be viewed in this video

Resources & References

- Overall Data collection of Logs for various issues in WXCC can be viewed via this link "[WxCC Data Collection](#)"