Track RONA Issues in Webex Contact Center with Consolidated Reports

Contents

Introduction

This document describes how to report on different type of RONA (reroute on no answer) issues seen by WxCC (Webex Contact Center) agents and how to effectively report them to Cisco Support.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center
- Analyzer Reports

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.

Background Information

There are few types of RONA issues which can be seen with Webex Contact Center Agents. With existing reports, it is slightly <<difficult>> to pinpoint the cause of RONA with existing reports. This document tries to provide few sample reports that can help you track the RONA instances that are normal and the ones that are not. This article is an extension of another article that you can find here:

[Troubleshoot and Understand RONA Issues in Webex Contact Center](#)

Problem: How to enhance RONA reporting data for Webex Contact Center Solution with custom reporting?

Reroute on No Answer (RONA) occurs when a call is delivered to an available agent but it is not answered due to any reasons such as endpoint failures, agent unavailability, or application issues.
Currently, Webex Contact Center lacks an out-of-the-box Analyzer report that comprehensively tracks and categorizes all RONA occurrences, making it challenging to diagnose root causes and implement corrective actions efficiently.

Challenges (not limited to):

Limited Granularity – Existing reports do not provide detailed segmentation of RONA occurrences, making it difficult to identify specific failure points.
Absence of Real-Time Monitoring – Delays in identifying high RONA rates prevent proactive issue resolution.
No Cross-Metric Correlation – RONA data is not analyzed alongside other performance indicators such as network performance, agent behaviors or application logs.

Solution

There are four custom reports that can be imported abd executed to track the RONA issues

1. Immediate RONA: This report aims to track the number of RONAs originated due to a call delivery failure before even call starts ringing at the agent endpoint.

2. RONA between 3 secconds to 18 seconds: This report aims to track the number of RONAs before the default RONA timer expiry. Underlying reasons could vary. Eg:. Softphone (Webex App) issues or endpoint timeout's and so on.

3. RONA after default timer (18 sec) expiry: This report aims to track the number of RONAs after the default RONA timer has expired. Underlying reason examples: Agent did not answer, notification alerting and so on.

4. Consolidated Report (includes 1,2,3 built in module): This reports aims to serve as a dashboard for information purposes due to the fact it does not allow report output to csv or xls format.

How to import reports:

Please download and import report json in to the desired folder of your choice on Analyzer Reporting platform.

Note: After the json files are imported, filter values are lost. You need to re-add filters accordingly.

Import instructions:
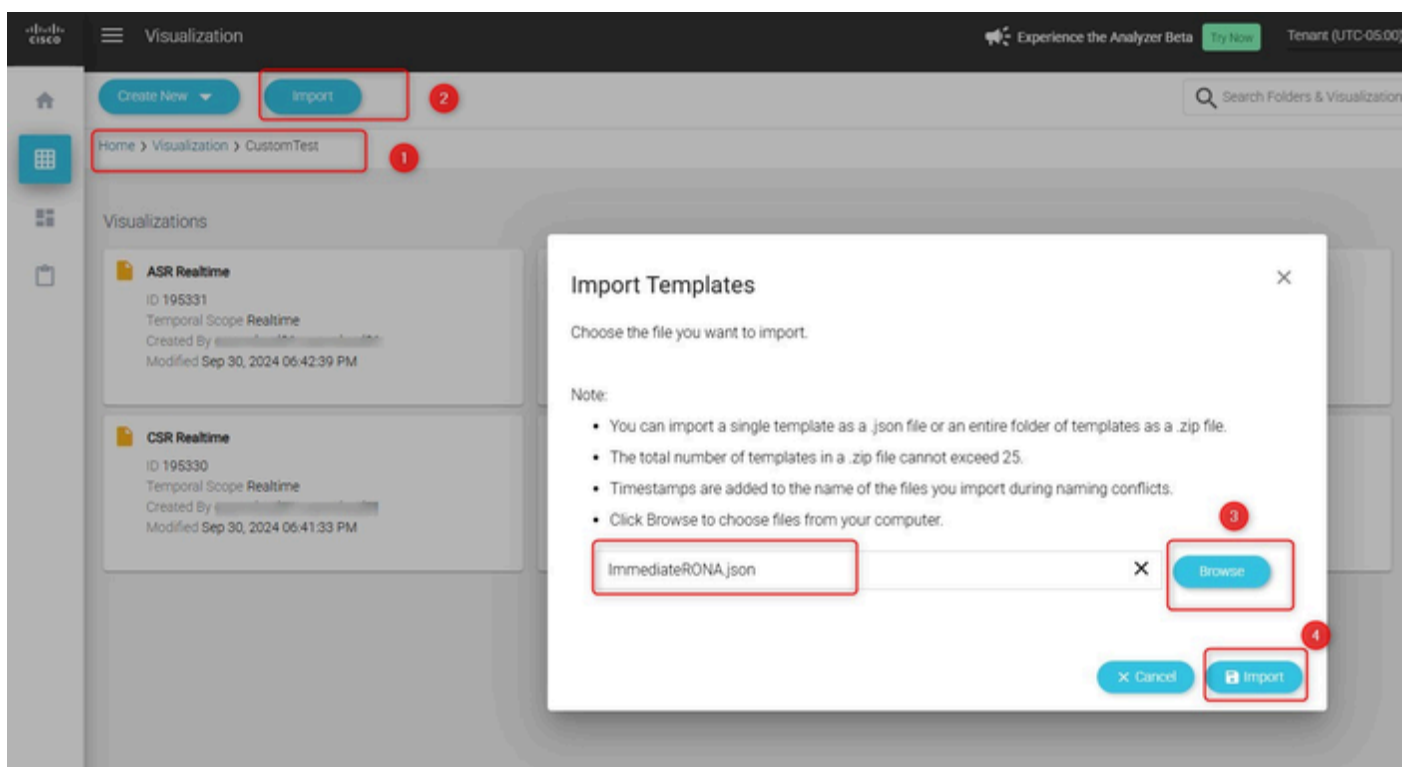
Step 1. Navigate to the folder of your choice

Step 2. Click on Import button

Step 3. Click on browser and navigate to the json files

Step 4. Click on Import

Step 5. Once the report is imported, follow sections for specific reports to add their respective filters

You can see the process in this image:

There is also a short video for the process to follow:
Vidcast Link - How to import a report and set filters

First Report: Immediate RONA

Add the filters to the report

Filters

| Next State 🔄 🗑 | Activity Duration 🔄 🗑 | Activity State 🔄 🗑 | Team Name 🔄 🗑 |

○ is in ○ is not in ○ regular expression

Field

connect ✕

Variable

_____

Filters

| Next State 🔄 🗑 | Activity Duration 🔄 🗑 | Activity State 🔄 🗑 | Team Name 🔄 🗑 |

(Range: 0.0 - 72202.0)

*Comparator
Between ▾

*Min
0

*Max
2999

Filters

| Next State 🔄 🗑 | Activity Duration 🔄 🗑 | Activity State 🔄 🗑 | Team Name 🔄 🗑 |

○ is in ○ is not in ○ regular expression

Field

connect ✕

Variable

_____

Sample report

ImmediateRONA

	ImmediateRONA				
Session ID	Agent Name	Team Name	Start Timestamp	End Timestamp	Duration
46365bf6-06d5-4978-9f77-d10a86358ea1			02/24/25 9:01:10 AM	02/24/25 9:01:11 AM	00:00
152b4a5e-d2f6-47b3-8213-6324d553ccd8	DemoUser1 csm		02/24/25 9:10:30 AM	02/24/25 9:10:30 AM	00:00
152b4a5e-d2f6-47b3-8213-6324d553ccd8	DemoUser1 csm		02/24/25 9:10:30 AM	02/24/25 9:10:31 AM	00:00
152b4a5e-d2f6-47b3-8213-6324d553ccd8	DemoUser1 csm		02/24/25 9:10:31 AM	02/24/25 9:10:31 AM	00:00
152b4a5e-d2f6-47b3-8213-6324d553ccd8	DemoUser1 csm		02/24/25 9:10:31 AM	02/24/25 9:10:32 AM	00:00
41a9d28c-202f-474d-ab10-53683ba3938e			02/24/25 9:11:42 AM	02/24/25 9:11:42 AM	00:00
41a9d28c-202f-474d-ab10-53683ba3938e			02/24/25 9:11:42 AM	02/24/25 9:11:42 AM	00:00
41a9d28c-202f-474d-ab10-53683ba3938e			02/24/25 9:11:42 AM	02/24/25 9:11:43 AM	00:00
41a9d28c-202f-474d-ab10-53683ba3938e			02/24/25 9:11:43 AM	02/24/25 9:11:43 AM	00:00
e2499c4e-16a1-4b71-99e5-3f558abaf5a7			02/24/25 9:23:49 AM	02/24/25 9:23:49 AM	00:00
e2499c4e-16a1-4b71-99e5-3f558abaf5a7			02/24/25 9:23:49 AM	02/24/25 9:23:49 AM	00:00
e2499c4e-16a1-4b71-99e5-3f558abaf5a7			02/24/25 9:23:49 AM	02/24/25 9:23:50 AM	00:00
e2499c4e-16a1-4b71-99e5-3f558abaf5a7			02/24/25 9:23:50 AM	02/24/25 9:23:50 AM	00:00
589b63e6-9d07-46d6-9283-b02152c209f0			02/24/25 9:34:03 AM	02/24/25 9:34:03 AM	00:00
589b63e6-9d07-46d6-9283-b02152c209f0			02/24/25 9:34:03 AM	02/24/25 9:34:03 AM	00:00
589b63e6-9d07-46d6-9283-b02152c209f0			02/24/25 9:34:03 AM	02/24/25 9:34:03 AM	00:00
05e0d9b0-d2a2-4b82-960c-6c239a311a02			02/24/25 9:38:42 AM	02/24/25 9:38:42 AM	00:00
05e0d9b0-d2a2-4b82-960c-6c239a311a02			02/24/25 9:38:42 AM	02/24/25 9:38:43 AM	00:00
05e0d9b0-d2a2-4b82-960c-6c239a311a02			02/24/25 9:38:43 AM	02/24/25 9:38:43 AM	00:00

How to interpret the Immediate RONA report

1. Export the events to csv or excel
2. Filter applied here "Value of Activity State" & "Value of Next Activity state" = "connect"
3. To calculate Total (Immediate RONA) formula is = Total count of session id's / 4

Second report: RONA between 3 secconds to 18 seconds

Add the filters to the report

Filters

⠿ Next State ↻ 🗑	⠿ Activity Duration ↻ 🗑	⠿ Team Name ↻ 🗑

(Range: 0.0 - 72202.0)

*Comparator

Between ▼

*Min	*Max
3000	17999

Filters

⠿ Next State ↻ 🗑	⠿ Activity Duration ↻ 🗑	⠿ Team Name ↻ 🗑

○ is in ○ is not in ◉ regular expression

*Type to filter available values below

.*

Sample report

RONA between 3sec to 18seconds					
Session ID	Agent Name	Team Name	Start Timestamp	End Timestamp	Duration
6e3c9dff-9960-42f1-b900-37890f050816			02/24/25 8:06:05 AM	02/24/25 8:06:09 AM	00:03
390ff180-e299-4b0d-841c-1a6e2c9492c2			02/24/25 8:41:06 AM	02/24/25 8:41:11 AM	00:05
9d7f5981-acd2-473a-a137-27ec51c189b7			02/24/25 10:00:50 AM	02/24/25 10:01:03 AM	00:13

Third report: RONA after default timer (18 sec) expiry

Filters

Activity State Next State Activity Duration Team Name

is in is not in regular expression

Field

connect X

Variable

Filters

Activity State Next State Activity Duration Team Name

is in is not in regular expression

Field

con-to-agent-error X

Variable

Filters

Activity State | Next State | **Activity Duration** | Team Name

(Range: 0.0 - 72202.0)

*Comparator
>=

*Value
18000

Filters

Activity State | Next State | Activity Duration | **Team Name**

○ is in ○ is not in ● regular expression

*Type to filter available values below
.*

Sample report

Session ID	Agent Name	Team Name	Start Timestamp	End Timestamp
af2d7ecf-3940-466e-8650-200750184362			02/24/25 7:37:04 AM	02/24/25 7:37:22 AM
af2d7ecf-3940-466e-8650-200750184362			02/24/25 7:37:29 AM	02/24/25 7:37:48 AM
7fb401a7-9c8a-4550-a4bc-ffc1483e601e			02/24/25 8:44:17 AM	02/24/25 8:44:35 AM
b45b208b-cad1-4470-b3c6-d59b6a7f9b5a			02/24/25 9:00:04 AM	02/24/25 9:00:23 AM
3cb8e651-c46b-4ef6-8e0e-a7c3fa18a862			02/24/25 9:05:39 AM	02/24/25 9:05:58 AM
50753ed6-c013-4ea5-89f4-0d46b411cca3			02/24/25 9:29:16 AM	02/24/25 9:29:34 AM
05e0d9b0-d2a2-4b82-960c-6c239a311a...			02/24/25 9:42:11 AM	02/24/25 9:42:30 AM
a5cb9310-0593-4586-a466-35270cb770...			02/24/25 9:44:11 AM	02/24/25 9:44:29 AM

Fourth report: Consolidated RONA report (Previous 3 reports are built-in as a module)

Offers a consolidated overview of the three RONA reports

Sample report

Report templates

Immediate RONA
[Immediate RONA Report](#)

Consolidated RONA
[Consolidated RONA Report](#)

RONA after default timer (18 seconds) expiry
[RONA After Default Timer Report](#)

RONA between 3 to 18 seconds
[RONA Between 3 to 18 seconds Report](#)

Related Information

- **[Technical Support & Documentation - Cisco Systems](#)**