

General Checklist to Consider When You Open an UCCE Related Issues to Cisco TAC

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Introduction

This document describes a General Checklist of items to consider before you open a Service Request (SR) or case with Cisco Unified Contact Center Enterprise (UCCE) Technical Assistance Center (TAC).

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Prerequisites

Requirements

Cisco recommends that you have basic understanding of these topics:

- Unified Contact Center Enterprise (UCCE)
- Cisco Unified Customer Voice Portal (CVP)

Components Used

This document is not restricted to specific software and hardware versions

Informations to Collect

Ensure to collect this information from Cisco Contact Center products before a case is open to Cisco Contact Center TAC

1. UCCE and CVP Version Information.

UCCE Version can be obtained from Diagnostic Framework Portico ><https://localhost:7890/icm-dp/rest/DiagnosticPortal/GetMenu> >GetProductVersion

CVP Version can be obtained from diag page > <http://localhost:8000/cvp/diag>

2. Engineering Special (ES) patches installed. Patch information can be obtained from Windows **Add and Remove** or Type **appwiz.cpl** from windows run

3. Specify the business impact

- How does this impact Your business? Example, does it impact Routing, Reporting etc.
- How often does it impact Your business? Example, Does the issue happen only during peak hours or the issue happen all the times ?

4. How many calls or agents are impacted?

5. Does this Issue happen in your Lab or Production environment ?

6. Is this issue reproducible at will?

- If yes, step by step instruction followed while reproducing the issue.
- If not, How frequently issue is reproducible

7. Description of the issue, if possible add call flow.

- Describe the issue with Call flow and components involved and also add details on any 3rd party components you may have.

8. If the Issue is related to a particular Agent, please provide this information.

- What time the issue happened
- Agent ID/ Agent extension
- Does it happen during any transfer/conference scenario?