Time-outwaarde voor sessie configureren voor portal en analyzer Webex Contact Center

Inhoud

Inleiding Voorwaarden Vereisten Gebruikte componenten Configureren Configuraties Verifiëren Problemen oplossen

Inleiding

In dit document worden de stappen beschreven om de waarde voor de sessie van het Webex Contact Center en de Analyzer in te stellen

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Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Toegang tot admin webex-portal https://admin.webex.com/
- Toegang tot het WXCC-portaal https://portal-v2.wxcc-us1.cisco.com/
- WXCC 2.0

Gebruikte componenten

De informatie in dit document is gebaseerd op deze softwareversies:

• WXCC 2.0

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk levend is, zorg er dan voor dat u de mogelijke impact van om het even welke opdracht begrijpt.

Configureren

Configuraties

De sessietijd voor WxCC Portal pagina en Analyzer-pagina is ingesteld op Control hub en de stappen kunnen worden gebruikt om de huidige instelling te controleren (20 minuten is de standaardwaarde) en deze te verhogen naar uw eigen behoefte

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

- Selecteer Organisatie-instellingen
- Onder sectie van onactiviteitstimer, onder Webex Control Hub Time-out > Uitgebreide hub controleren de huidige waarde van de tijdelijke versie en verhogen deze tot de gewenste waarde

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Verifiëren

Om te controleren of de Time-out bij controle op de hub met succes is toegepast, dient u de gebruikers van de portal en de analyzer te verzoeken zich te tekenen, pijn te doen en terug te tekenen.

Nadat dit is gebeurd, gebruikt u de stappen om te controleren of de waarde is ingesteld met succes:

 Toegang tot de Portal pagina (https://portal-v2.wxcc-us1.cisco.com) en zorg voor softwareontwikkelaar (selecteer Instellingen > Meer tools > Ontwikkelaar)

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 Zodra het gereedschap Ontwikkelingsmiddel is ingeschakeld, hebt u toegang tot de Toepassingsinstellingen en onder Local Storage waar de URL van de portal-URL en de analyzer-URL wordt vermeld. Selecteer de Portal URL (<u>https://portal-v2.wxcc-us1.cisco.com</u>) en controleer de SessionTime-outDuration (weergegeven in seconden) de waarde die op Control Hub is ingesteld

Opmerking: De waarde voor **sessie** Time-out wordt verlaagd en verloopt als de waarde op nul staat

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Problemen oplossen

Als de tijdelijke waarde die op Control Hub is ingesteld niet op WXCC gehonoreerd is, neem dan contact op met TAC met de browser console en HAR logs (stappen om deze te verzamelen worden <u>HIER</u>) geleverd om verder oplossing te vinden.

Over deze vertaling

Cisco heeft dit document vertaald via een combinatie van machine- en menselijke technologie om onze gebruikers wereldwijd ondersteuningscontent te bieden in hun eigen taal. Houd er rekening mee dat zelfs de beste machinevertaling niet net zo nauwkeurig is als die van een professionele vertaler. Cisco Systems, Inc. is niet aansprakelijk voor de nauwkeurigheid van deze vertalingen en raadt aan altijd het oorspronkelijke Engelstalige document (link) te raadplegen.