**Start at the Basic Audio Troubleshooting Steps first:**

Generally, for first time calling in regarding audio issue. No remote is necessarily, however if you're able to remote and view user's screen to help confirm headset connection, it is recommended.

**Reminder: DO NOT** remote into personal devices or into 6C Clearance workspaces if you do not have the access rights.

**Note: Additional extra AWS steps will branch out. If troubleshooting users with AWS follow the steps as is, plus the additional steps with AWS in parenthesis (AWS).**

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| **Steps:** | **Actions:** |
| **Verify:** | Before you begin:   * Check to make sure that excessive background or personal computer noise are reduced or eliminated   **Note: If the complaint is about a hum, and they are on a laptop, ensure that the transformer part of the power supply cord is not near the system. You can confirm the interference by unplugging the laptop.**   * Verify if the user is using a wired USB connection headset   **Note: Bluetooth devices and analog jack headsets has no issues connecting to the PC but has been found to have issues connecting to (AWS) and to the remote desktop PC (RDP).**   * Verify if user's is connected to the internet via wireless or wired (WIFI/modem/router) |
|  | Have user unplug their headset from their computer. |
| 1a. **(AWS)** | *After user unplug their headset:*  If user is still working within their AWS, have them log off and close all their applications.   * Direct user to the top left-hand corner of their AWS * Locate and click on **Amazon Workspaces** * Select "**About"** from the drop-down selection. * **Verify** what version user is currently using. * **Close** the **"About"** window after confirmation * Then from the same drop-down option, have user select **"QUIT"** |
| 1b. **(AWS)** | After user has quit and exited their AWS, perform a **reboot** by sending a **reboot** to the user's AWS through **CloudFactory (MWP)** |
|  | Have user then shut down and turn off their computer completely (No power for about 30 seconds to a minute) |
| **Optional Step:**  **Latency** | **Latency: Extra Optional Troubleshooting Step: Recommended to perform this optional step for latency if user is stating:**   |  |  | | --- | --- | | * User hears statics | * User is hearing echoes | | * Audio keeps cutting in and out | * Choppy Calls | | * Prior call before most recent call was good | * Poor call quality |   *After user has shut down and turn off their computer completely:*  Have user reboot their modem/router.  **Note**: If the user doesn't know how to reboot their modem/router. The easiest and safest way would be to direct the user to unplug their modem/router from the power source. Instruct them to wait for at least 30 seconds to 1 minute and plug it back in. |
|  | **Before** turning back on their computer, if the headset is plugged into a USB port, have the user plug their headset back into a different port. Headset must be reseated and plugged in **prior** to the user powering and turning computer back on.   * The intention is to get the headset to deregister from the host machine, and upon the reboot (clearing the set device), plugging the headset back in starts with a fresh register. |
|  | Turn on computer |
| 4a. **(AWS)** | If an updated version of AWS needs to be installed, direct the user to: <https://clients.amazonworkspaces.com> and finish install. |
| 4b. **(AWS)** | Have user sign into AWS and applications |
|  | **Test Audio:** Confirm to see if audio has been resolved by performing a test call using the following two options:  1. Place a call through Microsoft Teams with user 2. Place an outbound call through the user's call application |
| **Basic Audio Troubleshooting Results:** | |

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| **RESOLVED** | **Audio Test Results:**  **Success = RESOLVED**   * Enter Journal Note Entry * Close out ticket as **RESOLVED** |
| **UNRESOLVED** | **Audio Test:**  **Failed/No change still having audio issue = UNRESOLVED**  **If Audio issue is still persistent after basic troubleshooting, you have 2 options:**   |  | | --- | | **Option 1: Start General Audio Troubleshooting** | | * Using your best judgement, and if time allocates you to move forward with the next set of troubleshooting steps, you may resume troubleshooting by following the General Audio Troubleshooting Steps. * [General Audio Troubleshooting](onenote:#General%20Audio%20Troubleshooting&section-id={8711FC02-8D6A-449A-9827-16A4077724CA}&page-id={D3D7DF9F-2317-4D86-886A-E6B172E1B3E7}&object-id={BD856B84-57B6-0467-3C42-73BDC88B81FC}&61&base-path=https://maximus365-my.sharepoint.com/personal/shenglor_maximus_com/Documents/OneNotes/Sheng%20@%20MAXIMUS/Applications/Genesys.one) |      |  | | --- | | **Option 2: Escalate Ticket** | | * Advise the user that you have troubleshooted the issue to as far as you are able to and that you would escalate the ticket to the next level of service technicians.  |  | | --- | | **Power script: "I have troubleshooted the issue to as far as I'm able to get with my access, and I would have to move this ticket to the next level of service technicians who will be able to do some further troubleshooting, and better assist you and get this problem resolved for you. Before I do that, let me just finish gathering up some information here, and give you a ticket number as well. I have a callback number ending in …. "** |  * Gather all the necessary info when speaking to a user for an incident or request * Best Call back number * Best time to reach user (some projects will not allow users to log into their AWS or workstation if they're not on the clock) * Error message (if applicable) * Description of issue   + Ensure the ticket is classified correctly   + Ensure the issue is clearly described and easy to understand; either with a screenshot or an error message written out   + **DO NOT** screenshot URL addresses!! **DO NOT** include PII information   + Ensure that the priority level fits the ticket      |  | | --- | | **Where to route the ticket:** |  * If the user's project is part of the [First Call Escalation](onenote:https://maximus365.sharepoint.com/sites/ITServiceDesk/OneNote%20Library/Ticket%20Routing%20and%20Classifications/F.one#Field%20Services%20-%201st%20Call%20Escalation&section-id={E52965C7-487E-4B65-B8EC-6639D10E5D40}&page-id={89A369B3-89A3-49E3-8CE3-50D581B0717D}&object-id={346FBFA1-6CF6-0B8D-3BBD-F536315BAA06}&12), escalate ticket to appropriate Field Service Team, along with a warm transfer e-mail. * Assign ticket to **Service Desk - Technician Tier -1; Priority Level 4 also referred to as: T1, P4**     **REMINDERS!!**  **\*\* DO NOT automatically assign tickets to Genesys Support Team and Maximus Telephony Team due to the name of the teams as they may or may not be able to support and assist with the issue which will cause further delay in getting the issue resolved for the end users. \*\***    **Please DO NOT transfer**  **single-user (1 individual) audio issues or single-user (1 individual) network issues to Genesys Support Team!**  **Audio issues are handled at Service Desk Level. Unless specify, all audio issues will be handled by a Service Desk Level Technician.** | |