WebRTC Call Debugger

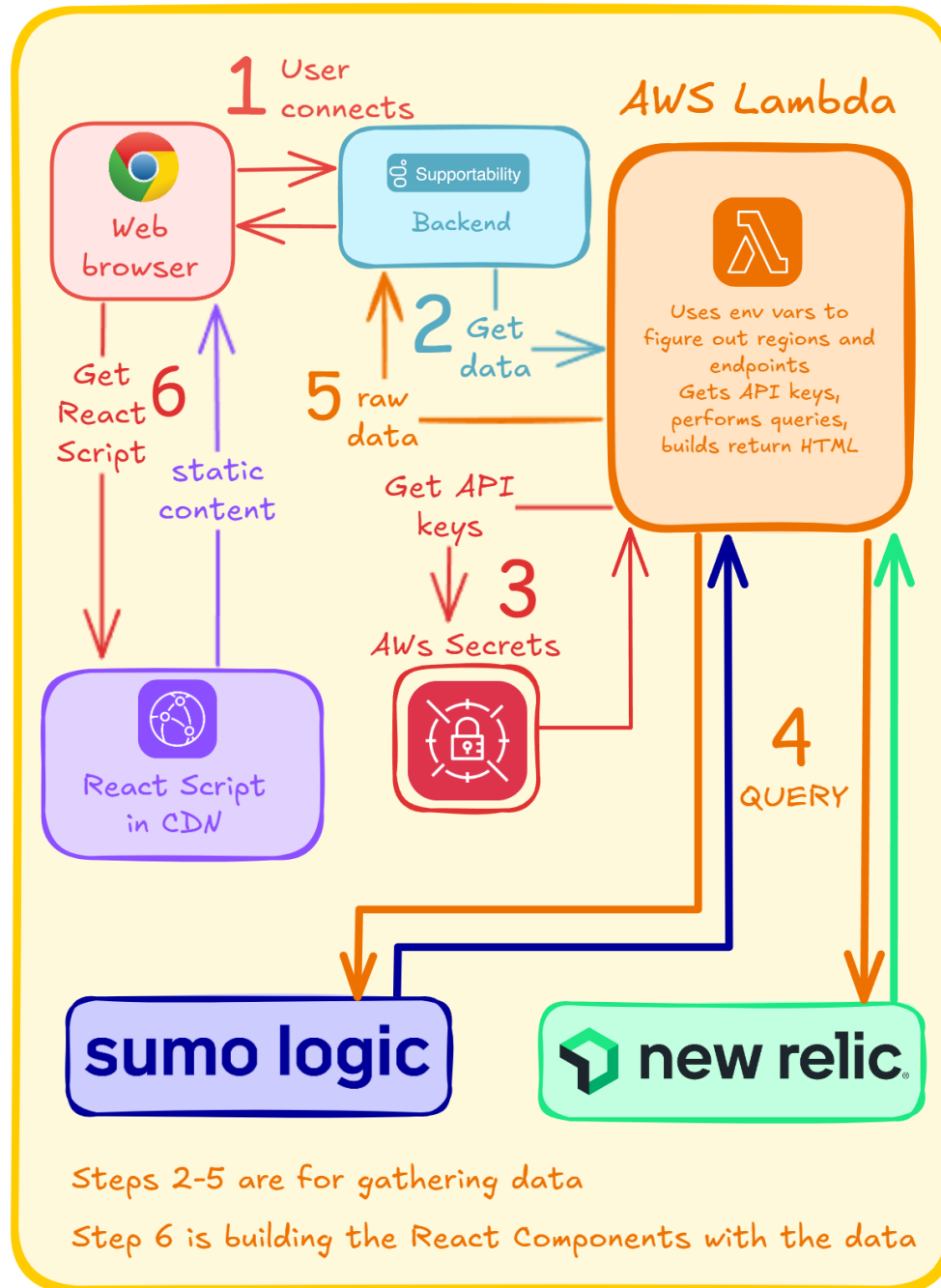Patrick Feeney

Genesys Cloud and WebRTC Calls

- What is Genesys Cloud

- No existing tools for past data
  - Chrome's webrtc-internals

- Manual debugging of call statistics
  - Special permissions to query New Relic data
  - Write specific query using SQL-like language
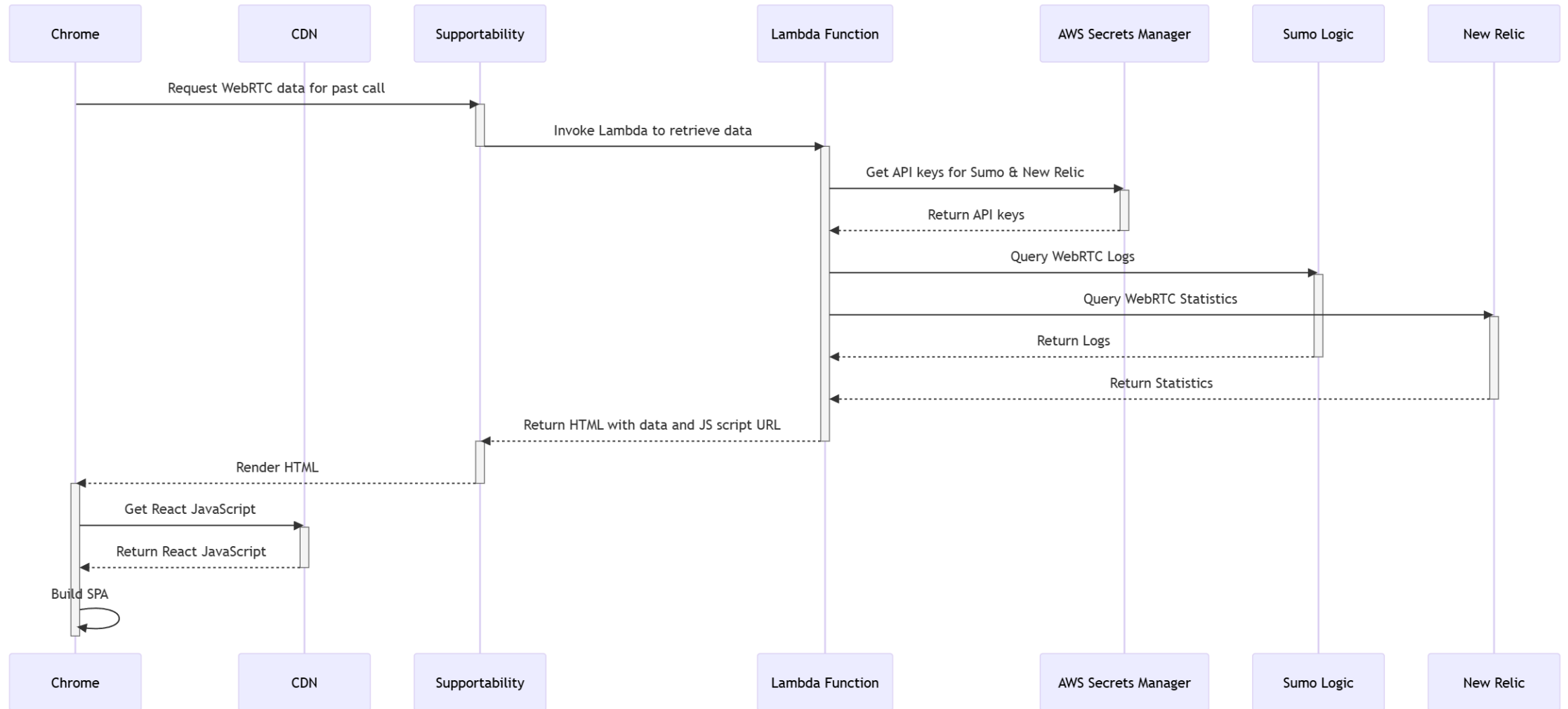 - Scroll through manually

Goal

- User-friendly dashboard for visualising past call data

- Improving the efficiency of Support Engineers.
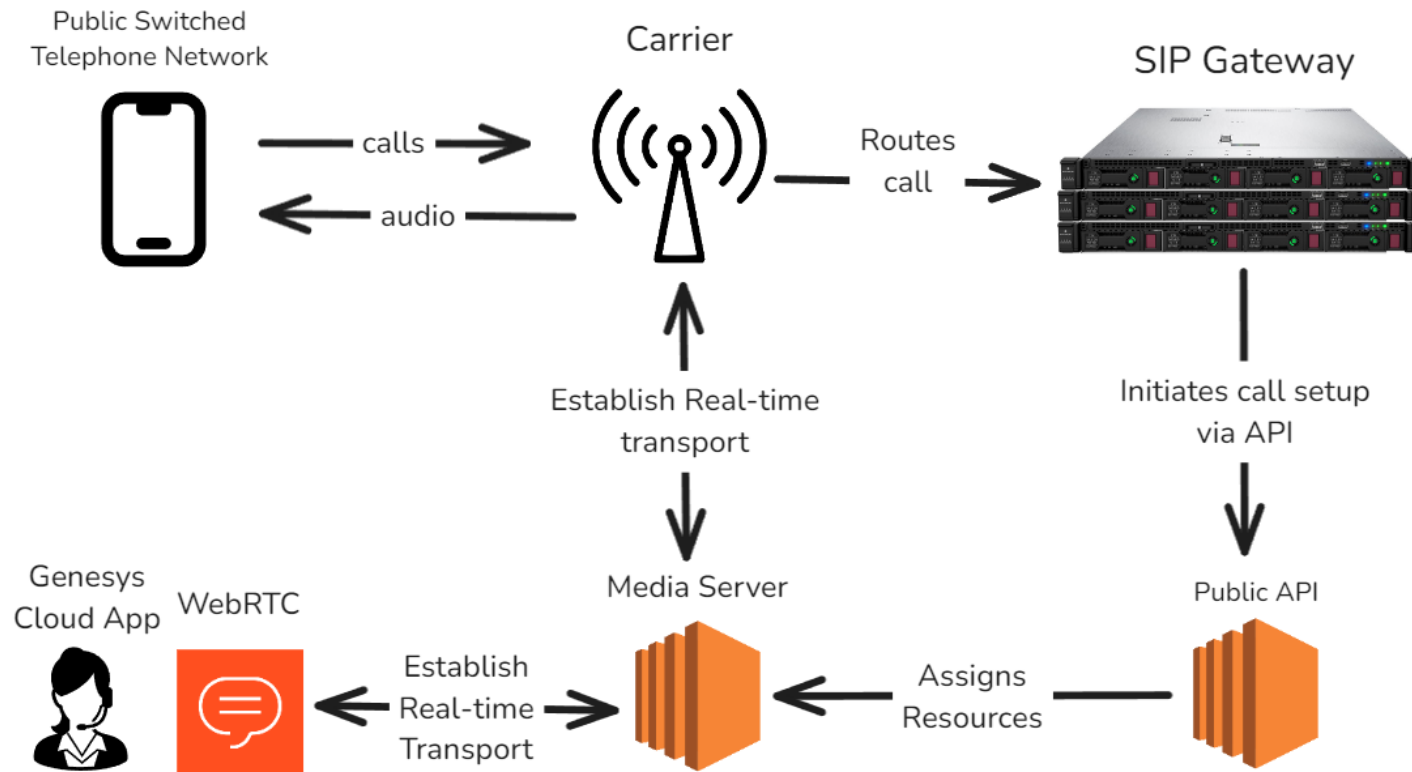   - Don't waste their time sorting through data.

Architecture

- Web browser
- Supportability
- AWS Lambda
- AWS Secrets
- Sumo Logic
- New Relic
- React & AWS CDN

Sequence

Source of the data to plot

DEMO

- Querying call data from Lambda

- Visualising metrics as Charts

- Interactive Chart selection

- Hover Effect to correlate metrics between Charts

- Handling multiple Charts with Progressive Loading

Deep Dive

- Hover Effect
- Progressive load

Learning Outcomes

- React
  - Hooks
- HTML DOM
- JavaScript
  - Queues & Async Behaviour
- TypeScript
- JSON manipulation
- Amazon Web Services
  - Lambda
  - Secrets Manager
- Genesys Call Infrastructure

Conclusion

- Sumo Logic and New Relic data in a single website
- More efficient way to analyse data from previous calls
- Professional environment