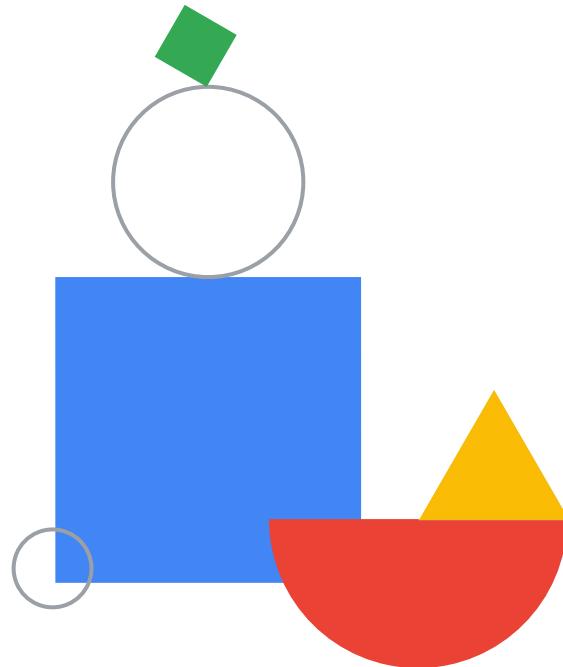


Troubleshooting Basics

Manager training

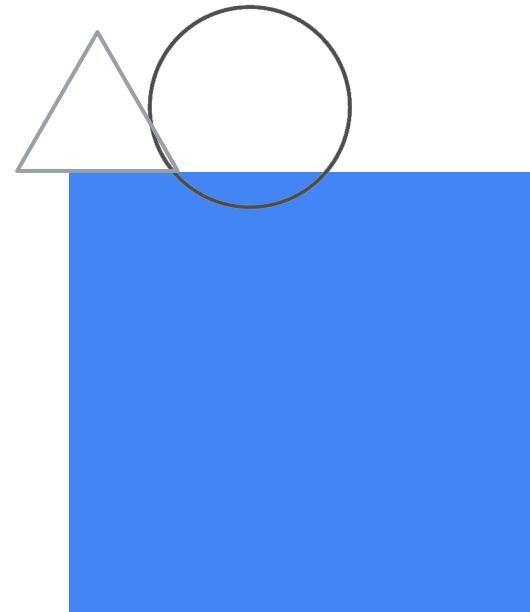


Objectives

- 01 Troubleshoot common errors and issues
- 02 Meet network and connection recommendations
- 03 Identify CRM best practices
- 04 Recognize work-from-home requirements



Common troubleshooting solutions



Common troubleshooting solutions (1 of 2)

- Ensure you are using a supported browser (Chrome, Safari, or Firefox).
 - Update your browser to the latest version.
- CCAIP tends to operate better in Google Chrome; try to reproduce the issue there before reaching out to support.
- Check and approve all permissions.
- Ensure third party cookies are not blocked.
- Change hardware.
 - Hardware can fail over time for a number of reasons. Change up your headset/speakers to see if the problem resolves.

Common troubleshooting solutions (2 of 2)

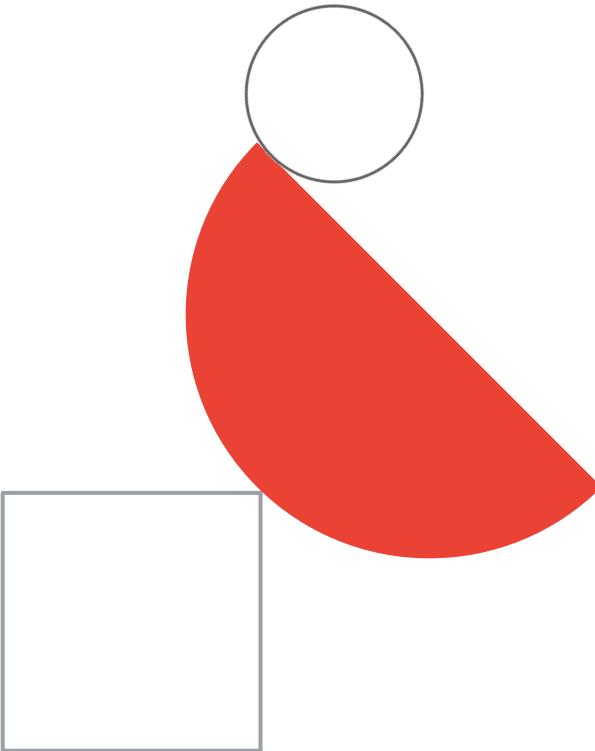
- Use a hardwired connection instead of a wireless connection.
- Change your workstation to see if a new configuration will help.
- Close all unnecessary resources on your device to reduce latency demands on your network.
- Clear the cache and refresh the browser.

Recommendations for Chrome debugging

- Clear your cache and refresh the browser.
- Check that third party cookies are not blocked.

**Restarting your computer usually does not help;
be sure to restart the browser!**

Network and connection recommendations



Agent network strength indicator



- The agent call adapter displays a network strength indicator.
- If the network is too low, the call may be impacted.
- Click on the network strength indicator to see how your network is currently performing.

Agent network strength indicator

Under 100 ms

Any network ping that is under 100 ms is good.

Under 250 ms

Any network ping under 250 ms is passable.

Over 500 ms

Any network ping over 500 ms is likely to encounter issues.

How to send a report about your network strength

Step one

In the agent adapter locate the **network icon** in the top right corner of the screen.



Step two

To see more details about your network strength, click on the **network icon**.

Step three

Select the send report button from the dropdown menu. This will send the report to be analyzed and give feedback.

Setting internet network time protocol (NTP)

- The time and date on your computer can affect which applications and services you are able to use.
- Ensure your computer's date and time are set automatically via the internet in order to help keep everything in sync.
- Time and date issues may also affect your agent status.
- On the next slides, you can see the steps to ensure your time and date are synced. If you need further assistance read the [Setting Internet Time Protocol](#) article.

Setting internet time protocol for Mac

01

Date and time

Navigate to your system preferences and select date and time.

02

Making changes

Select “Set date and time automatically” and click set.

03

Server address

Enter your network time server region.

04

Exit

You have now synced your time.

Setting internet time protocol for Windows

01

Date and time

Navigate to your Windows Control panel and locate the date and time option.

02

Making changes

Click on the internet time tab. Select the change settings option.

03

Synchronizing

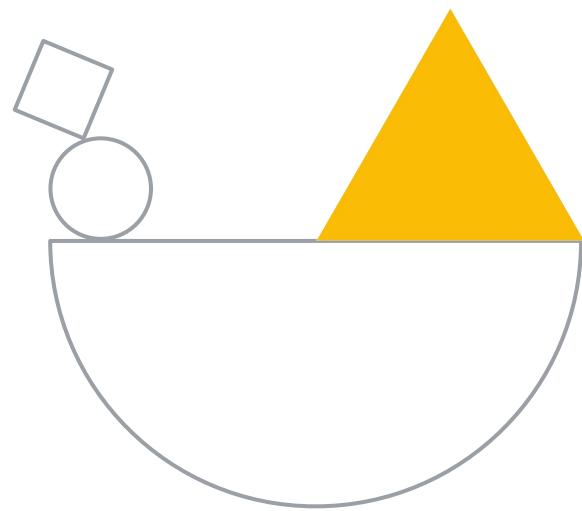
After unlocking the ability to make changes, select synchronize with internet time server.

04

Server changes

Replace the NTP server with time.google.com, then select update now and exit the settings.

CRM best practices



Syncing CCAIP and your CRM

- Be sure to sign out of CCAIP and the CRM to ensure they are able to sync.
- Ensure that you are logged into CCAIP and the CRM with the same credentials.

CRM unavailable

- At times, CRM software may become unavailable.
- If this happens, you are still able to take calls and chats directly from the CCAIP portal.
- When CRM software becomes available for use again, any calls or chats taken in the CCAIP portal will be created as tickets/cases in the CRM.

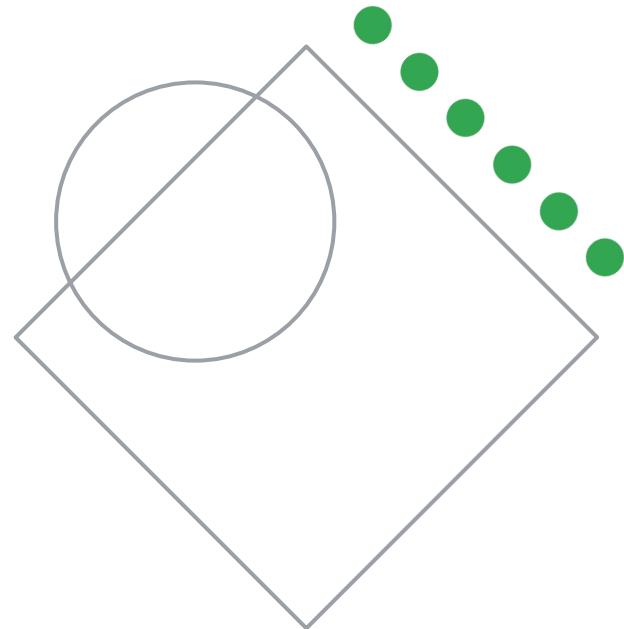
Important Tip!

Remember, any information you add to a ticket during or after calls and chats will be stored directly in the CRM.

Whenever the CRM software is unavailable, you need to log into the CCAIP portal.

Use your regular login credentials to log into the CCAIP portal. You must use the same password and username for both CCAIP and the CRM.

**Remote agents working from
home**



Working from home

Consult your IT department or compliance team to ensure you are able to work remotely from a personal computer before starting work from home.

If you are using a personal computer while working at home, you will need to follow the list of best practices outlined on the next few slides.

Working from home: on a personal computer

Bandwidth

- We recommend having at least 2 Mbps upload and download for each agent working in the same home.
- The minimum requirement for each agent working from home is 1 Mbps upload and download.
- Please try to limit streaming and other internet usage.

Firewalls

- Ensure home firewalls do not prevent CCAIP access.
- If your home network security or firewalls are customized with IP allowlisting, configuration of the router and firewall is needed.

Working from home: on a personal computer

Workstation requirements

- Managers should use a hardwired connection when possible.
- Wifi is unable to ensure the quality of a voice call.
- Avoid running any other large programs on the same computer.
- It is recommended to have a Core i5 processor or higher, with at least 8GBs of RAM.
- Ensure you have the most recent browser and have browser notifications enabled.
- Disable all third party browser extensions.

Working from home: on a personal computer

Headsets

- We recommend headsets are hardwired to the computer.
- When selecting a headset, keep the following in mind:
 - It should be binaural, so you can hear from both ears.
 - Have a noise cancelling microphone and headphones.

For further assistance or information, reach out to
the IT department as needed.

For more information, please review the following resource from the Cloud Contact Center documentation:

[Troubleshooting Agent Adapter Errors](#)

For all other issues, please contact Google Support.

[Overview](#) [Solutions](#) [Products](#) [Pricing](#) [Resources](#)[Contact Us](#)[Docs](#)[Support](#)

English ▾

[Console](#)

When you are logged into the Google console, please select the Support button on the top right to reach out about your CCAIP issue.