



WxCC TAC Troubleshooting

Jonathan Bowden & Sheku Kopoi
WxCC TAC

17th May 2024



© 2024 Cisco and/or its affiliates. All rights reserved. Cisco Confidential

Agenda



Support Workflow



Agent Desktop Troubleshooting



Flow Debugging



Understanding WxCC Analyzer



RONA Troubleshooting

TAC Support



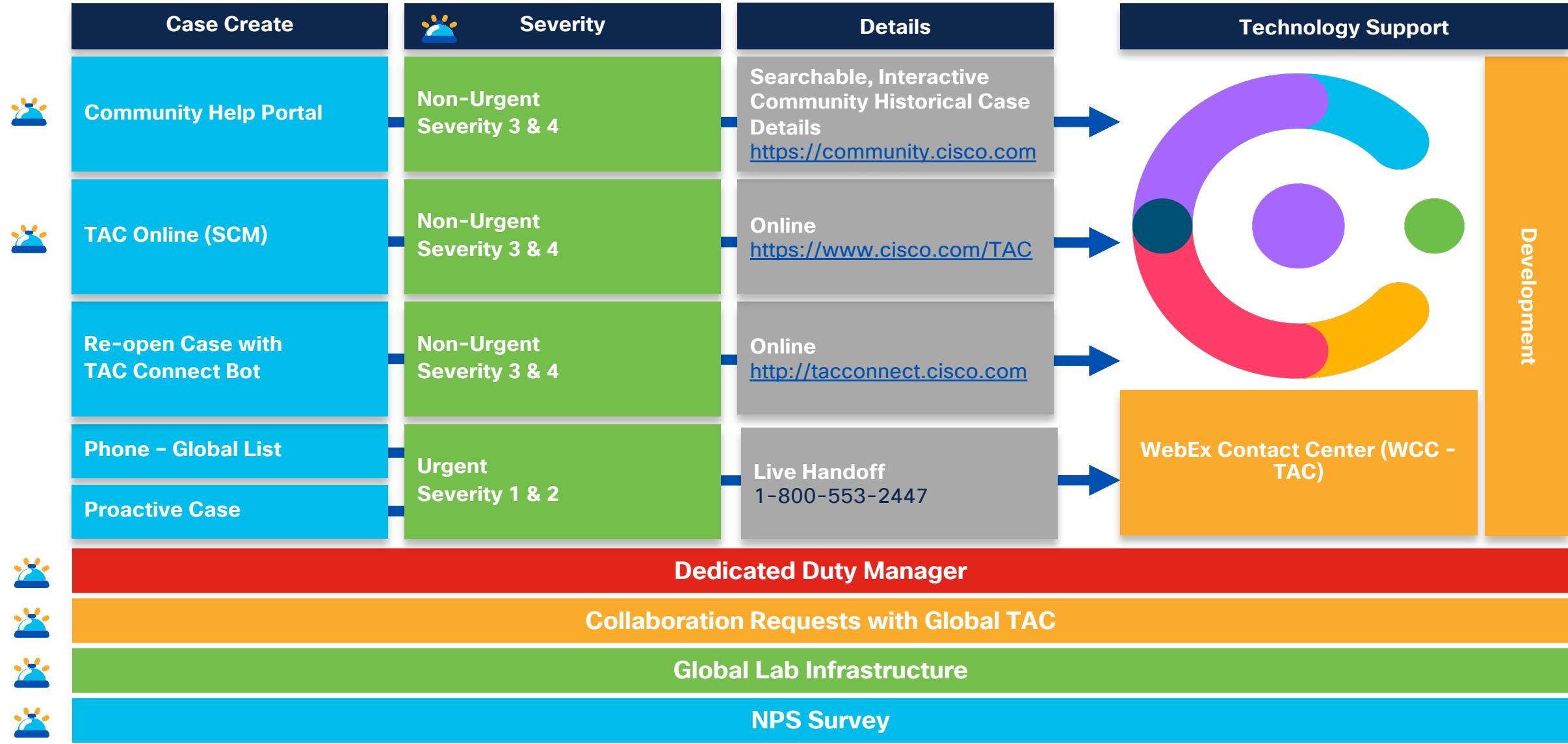
KEEP
CALM
AND
CALL
TAC



How to get help ?

Service Request (TAC Support) Flow

Same Processes to Open and Escalate Cases



Entitlement

- ✓ Important to open a case with the right contract
- ✓ Helps in tracking historical data
- ✓ Ability to provide streamlined service (Especially Premium Support)
- ✓ What if cases are opened with wrong/no entitlement?
- ✓ Cases will be routed internally to the entitlements team causing additional delays
- ✓ Premium support will not be provided

SCM – Support Case Manager

View your historical case volume (opened and closed)

[Products & Services](#)[Support](#)[How to Buy](#)[Training & Events](#)[Partners](#)

Lance Black



Support Case Manager

Create and manage support cases for Lance Black (lanblack) ▾

[Open New Case ▾](#)

Pull a list of your historical case volume to see trends

[My Cases](#)[All Cases](#)[Favorites](#) Case or Tracking Number

Show

 Open Cases Draft Cases Closed Cases Created Updated

Any Time ▾

[Apply Filters](#)[More Options ▾](#)

	Summary	Case Number	Date Updated ▾	Severity	Status	
--	---------	-------------	----------------	----------	--------	--

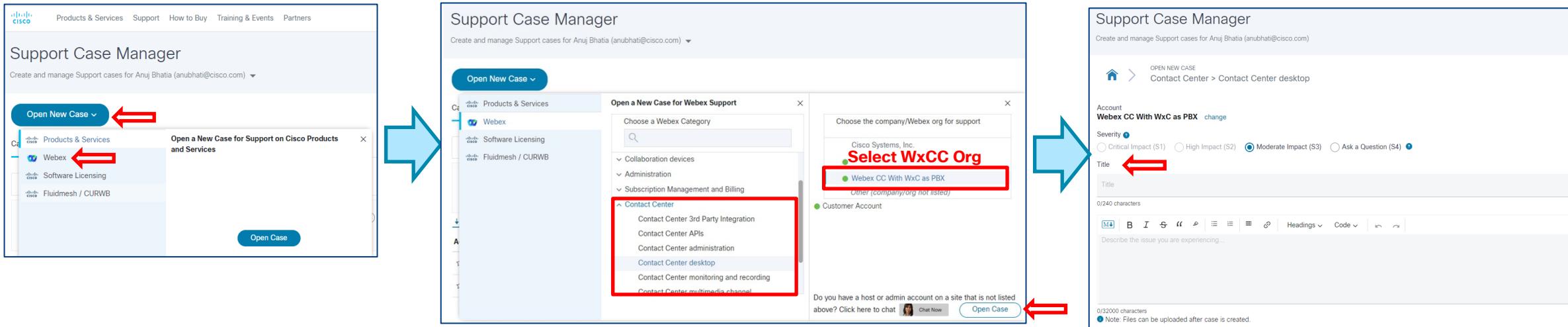
[Contacts](#)[Feedback](#)[Site Map](#)[Terms & Conditions](#)[Privacy Statement](#)[Cookie Policy](#)[Trademarks](#)

SCM: Open a Case

1. Visit <https://mycase.cloudapps.cisco.com/case> Cisco Support Case Manager

- Choose “Open a Case”

Note: **IT Admin opening the case should have their CCO ID associated to the Subscription ID**
Follow the steps [here](#) to associate the Subscription ID to your CCO ID



- Add **[Webex Contact Center]** to the case “Title” for quick and efficient case routing & handling
- Identify problem description, provide technical details and submit the case

(OR)

TAC Connect BOT

Problem Statement: A significant percentage of incoming calls to Cisco TAC Frontline are about existing cases. Common inquiries include “what is the latest status of my case?” and “I want to talk to my engineer.”

What is it?

- Gives meaningful case, bug & RMA status
- Provides contact details of case owner
- Assists with basic transactions such as change severity, requeue and escalate
- <https://tacconnect.cisco.com>

```
You 3:24 PM
/list commands

TAC Connect (bot) 3:24 PM

• /action-plan: Sends the last note containing "action plan"
• /bug: Get list of Bugs associated with TAC case.
• /clear or /reset: Reset the conversation dialog
• /connect: Connect to case owner of a case
• /description: Get problem description for the TAC case
• /escalate: Escalate a case
• /feedback: Give multi-line feedback in a single message
• /link: Get link to the case in Support Case Manager
• /owner: Get case owner (TAC CSE) for TAC case.
• /raise-severity: Raise the severity of a case
• /requeue: Requeue a case
• /rma: Get list of RMAs associated with TAC case
• /status: Get status of a case, bug, or RMA
• /updated: Get the date on which the TAC case was last updated, and calculate the time since last update
```

The screenshot shows a messaging interface with a header 'TAC Connect'. The conversation log is as follows:

You 5:43 AM
what is the status of 683752332

TAC Connect 5:43 AM
Thanks! Let me retrieve the status for case 683752332

DNS DDoS Proactive Detection (Test case)

View case details in [SCM](#) and [CSOne](#)

• Customer : CISCO SYSTEMS, INC.
• Status : Cisco Pending
• Severity : 3
• Case Owner : Chidambaram Arunachalam
• Case Owner Email : carunach@cisco.com
• Case Owner Phone Number : +1 919 392 6009
• Last Updated : 2018-04-12T09:43:45Z
• LinkedBugs :
◦ CSCtz27004

Problem Description

Unexpected spike in DNS traffic to host [172.18.110.99](#) detected by Tetration Analytics Platform. Issue was identified to be a DNS DDoS attack.

Action Plan

Monitor the system and SDN controller policy deployed to mitigate DNS DDoS traffic.

Resolution Summary

Issue was mitigated by rerouting DNS traffic from 10.x.x.x network to a blackhole and storing 10% in the data collection server. SDN Controller policy to automatically detect issue and take rerouting action has been developed, tested and provided to customer.

TAC Connect Bot – Raise Severity

Raise Severity 695086551



I can increase the case severity. Please note that you are expected to be available for live troubleshooting of severely degraded network conditions affecting your business. Would you like to continue? Please click 'Yes' or 'No'.

Yes



Please enter a valid phone number with country code and without dashes (-). Example: 19191234567

Telephone Number

Ext (Optional)



+1

Submit

Cancel

+324



Thanks! let me check if the current case owner is available to call you. This will take about 3 minutes.



Engineer is out of the office. However, a Customer Service Representative will call you in about 5 - 10 minutes to increase the severity to S2 and connect you to the next available engineer.



General Guidelines for Opening TAC Case



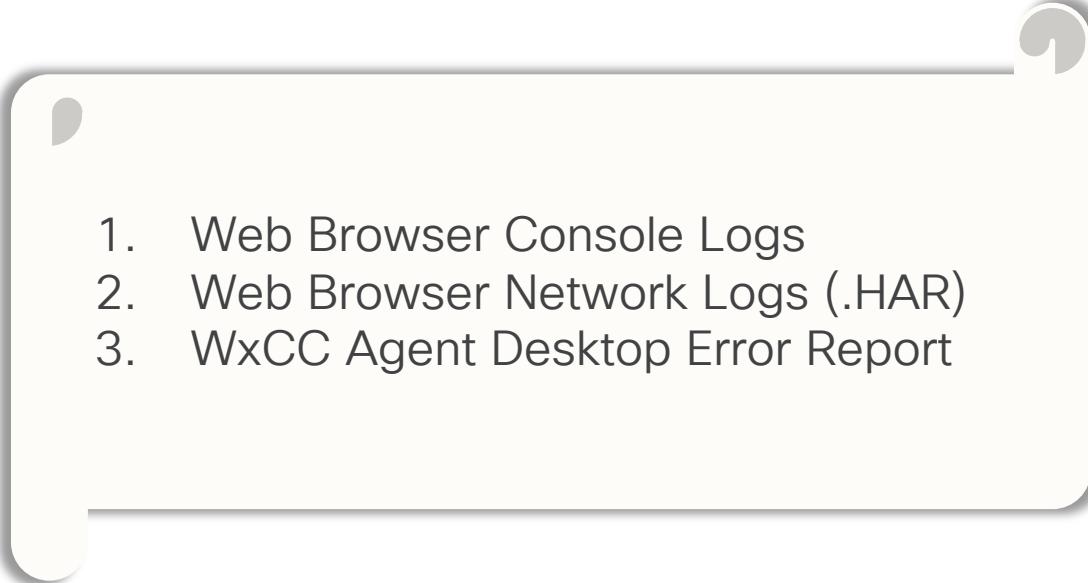
These guidelines can help you optimize your Global CX experience:

1. Active Customer and **Tenant Name**
2. Opening a case with a valid **customer contract**
3. Capture all email communication with Global CX Center by copying your **emails** to attach@cisco.com
4. Complete a **bug scrub** before opening a case

TAC Guidelines

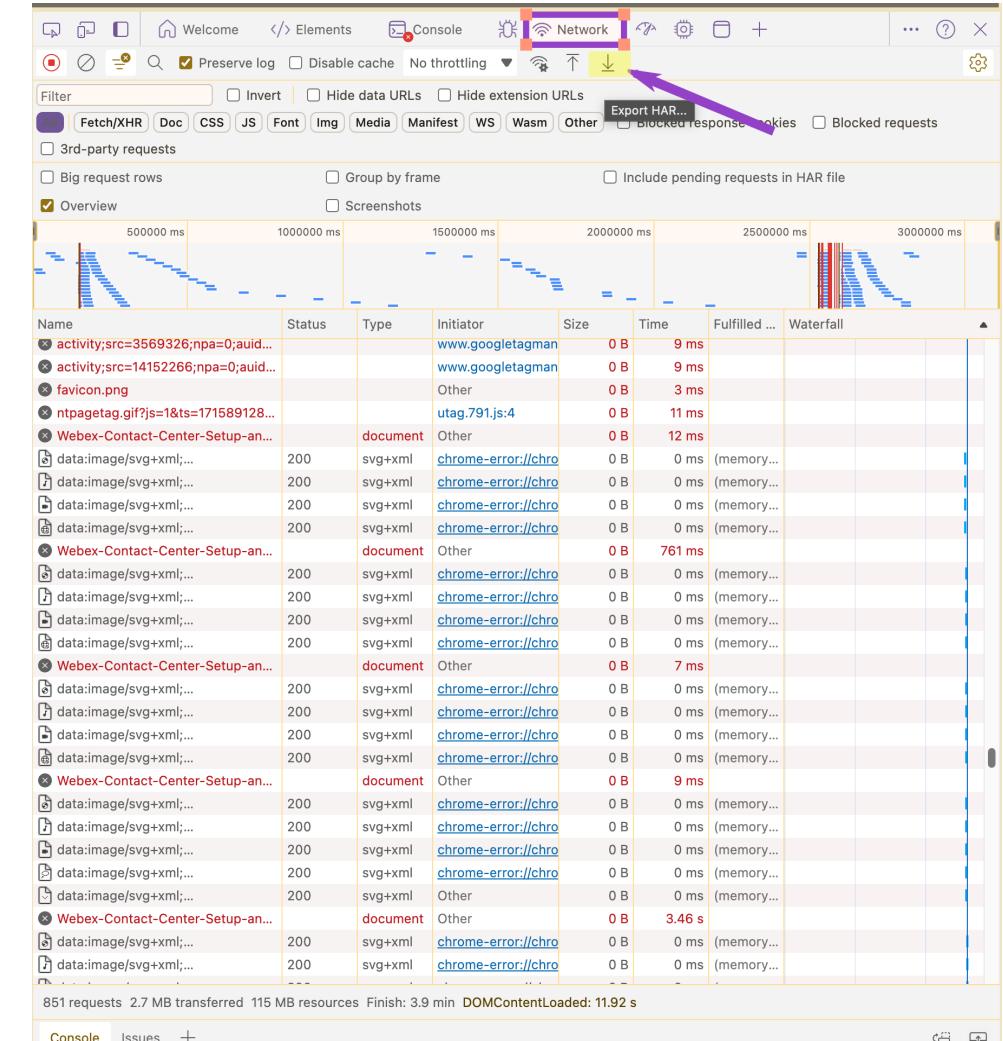
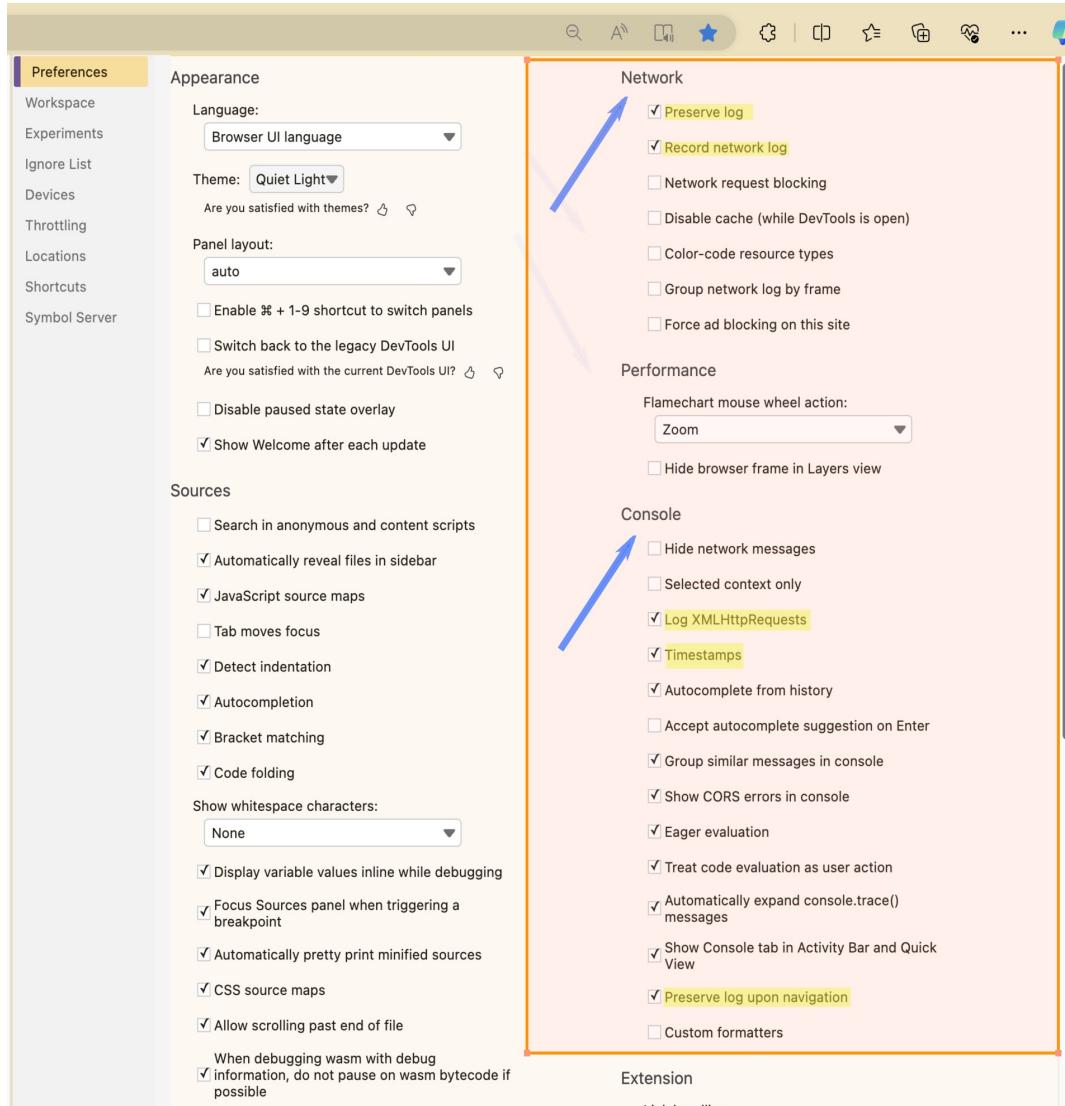
Agent Desktop

Logs used for Agent Desktop Troubleshooting

- 
1. Web Browser Console Logs
 2. Web Browser Network Logs (.HAR)
 3. WxCC Agent Desktop Error Report

We'll cover how to collect these logs in the following slides.

WxCC - Web Browser Logs



WxCC – Web Browser Logs

Web Browser Console Logs

The screenshot shows a web browser window with the URL `//desktop.wxcc-us1.cisco.com`. The developer tools are open, specifically the 'Console' tab. A purple arrow points to the 'Console' tab itself. Below it, several error messages are listed in red text:

- been blocked by CORS policy: No 'Access-Control-Allow-Origin' header is present on the requested resource. If an opaque response serves your needs, set the request's mode to 'no-cors' to fetch the resource with CORS disabled.
- ✖ POST <https://agentx-logger.produs1.ciscoccservice.gadgets.js:2> @ `com/api/pushLogs` net::ERR_FAILED 429
- ✖ Unhandled Promise rejection: Failed to fetch ; `gadgets.js:2` @ Zone: <root> ; Task: Promise.then ; Value: TypeError: Failed to fetch
at e.scheduleFn (`gadgets.js:2`)
at t.scheduleTask (`gadgets.js:2`)
at e.scheduleTask (`gadgets.js:2`)
at e.scheduleMacroTask (`gadgets.js:2`)
at `gadgets.js:2`
at new e (`gadgets.js:2`)
at t.fetch (`gadgets.js:2`)
at kibana (`sdk.ts:40`)
at prometheusLogMiner (`sdk.ts:142`) TypeError: Failed to fetch
at e.scheduleFn (<https://cx.cloudcherry.com/gadgets/wcc-dev/gadgets.js:2:17708>)
at t.scheduleTask (<https://cx.cloudcherry.com/gadgets/wcc-dev/gadgets.js:2:8585>)
at e.scheduleTask (<https://cx.cloudcherry.com/gadgets/wcc-dev/gadgets.js:2:4597>)
at e.scheduleMacroTask (<https://cx.cloudcherry.com/gadgets/wcc-dev/gadgets.js:2:4950>)
at <https://cx.cloudcherry.com/gadgets/wcc-dev/gadgets.js:2:17633>
at new e (<https://cx.cloudcherry.com/gadgets/wcc-dev/gadgets.js:2:17633>)

On the left side of the browser window, there are four circular icons representing different users or agents.

Network Logs (.har)

The screenshot shows a network traffic analysis tool with the 'Network' tab selected. A purple arrow points to the 'Network' tab. A context menu is open over a specific log entry, with a purple arrow pointing to the 'Save all as HAR with content' option at the bottom of the menu.

The context menu options include:

- Open in new tab
- Clear browser cache
- Clear browser cookies
- Copy
- Block request URL
- Block request domain
- Sort By
- Header Options
- Save all as HAR with content

WxCC - Agent Desktop Logs

Download Error Report

- On the Agent Desktop, select the icon with the initials of the agent
- Select Download Error Report
 - Size limit of this log file is 1 MB

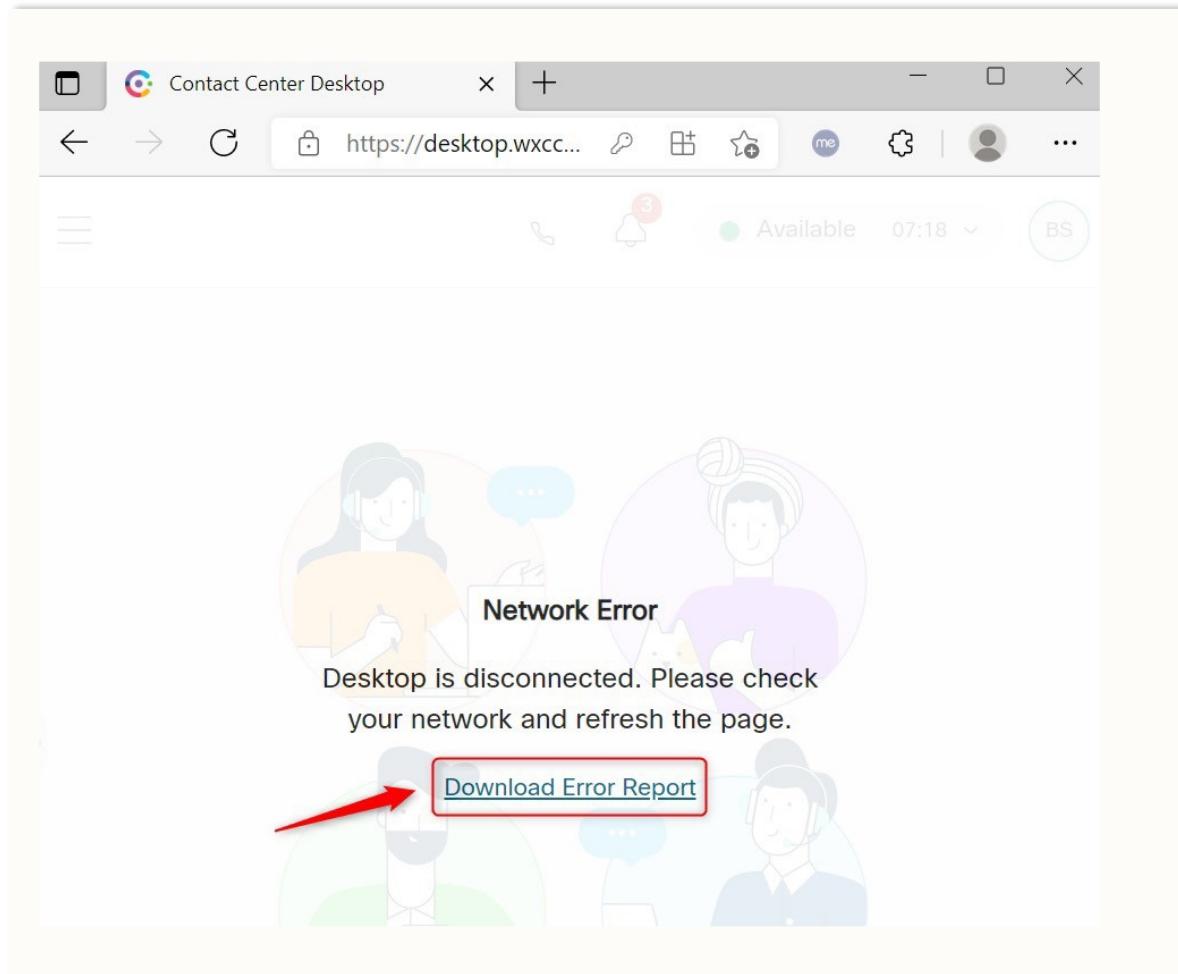
The screenshot shows the Contact Center Desktop interface at the URL <https://desktop.wxcc-us1.cisco.com>. The top navigation bar includes icons for back, forward, refresh, and search, followed by the URL. Below the bar, the title "Contact Center Desktop" is displayed, along with status indicators for "Meeting" and the time "05:02". A purple arrow points to the initials "BS" in a circular profile picture on the right side of the header.

The main area features two circular avatars: one of a woman wearing headphones and another of a man holding a smartphone. To the right of these avatars, there is a sidebar with the following information:

- User Profile:** BS Bhushan Suresh, Phone Number +14132101903, Team bhusures_TS_team
- Channel Capacity:** Blended (Voice 1, Chat 1, Email 1, Social 0)
- User Settings:** Notification Settings, Reset Entire Desktop Layout, Switch to Dark Mode (switch is off)
- Help:** Keyboard Shortcuts (Ctrl+Alt+F), Download Error Report (button highlighted with a red border and a purple arrow pointing to it).

Agent Desktop Connectivity - Web Socket Issues

Network Failure



From the Error report

2021-11-30 23:58:30:908 agentx-services Trace ["Keepalive from notifs", {"keepalive": "true"}]

2021-11-30 23:59:15:916 agentx-services Trace ["event=socketConnectionRetry | Retry to reconnect is going to begin"]

2021-11-30 23:59:15:925 agentx-services Error ["[WebSocketStatus] | event=socketConnectionClosed | WebSocket connection closed due to network issue"]

WxCC – Desktop Connectivity

Report

The screenshot displays the WxCC – Desktop Connectivity Report interface. At the top, there is a navigation bar with a back arrow, a search bar labeled "Type Agent Session Record", a dropdown menu set to "ASR Demo Partner Summit", and standard window control buttons (minimize, maximize, close).

Below the navigation bar, there are several configuration and search options:

- A "More" button.
- Four large orange boxes pointing to specific fields:
 - "Name of the Agent"
 - "Agent Session ID"
 - "Logout and Login Timestamp"
 - "State of the agent"
- A "Module1" label below the "Agent Session ID" field.
- Profile Variable buttons: "+ Profile Variables", "Agent Name", "Agent Session ID", "Login Timestamp", "Logout Timestamp", and "Current State".
- A "Logout Reason" section with a "Reason" button.
- Buttons for "+ Column Segments" and "Profile Variables".

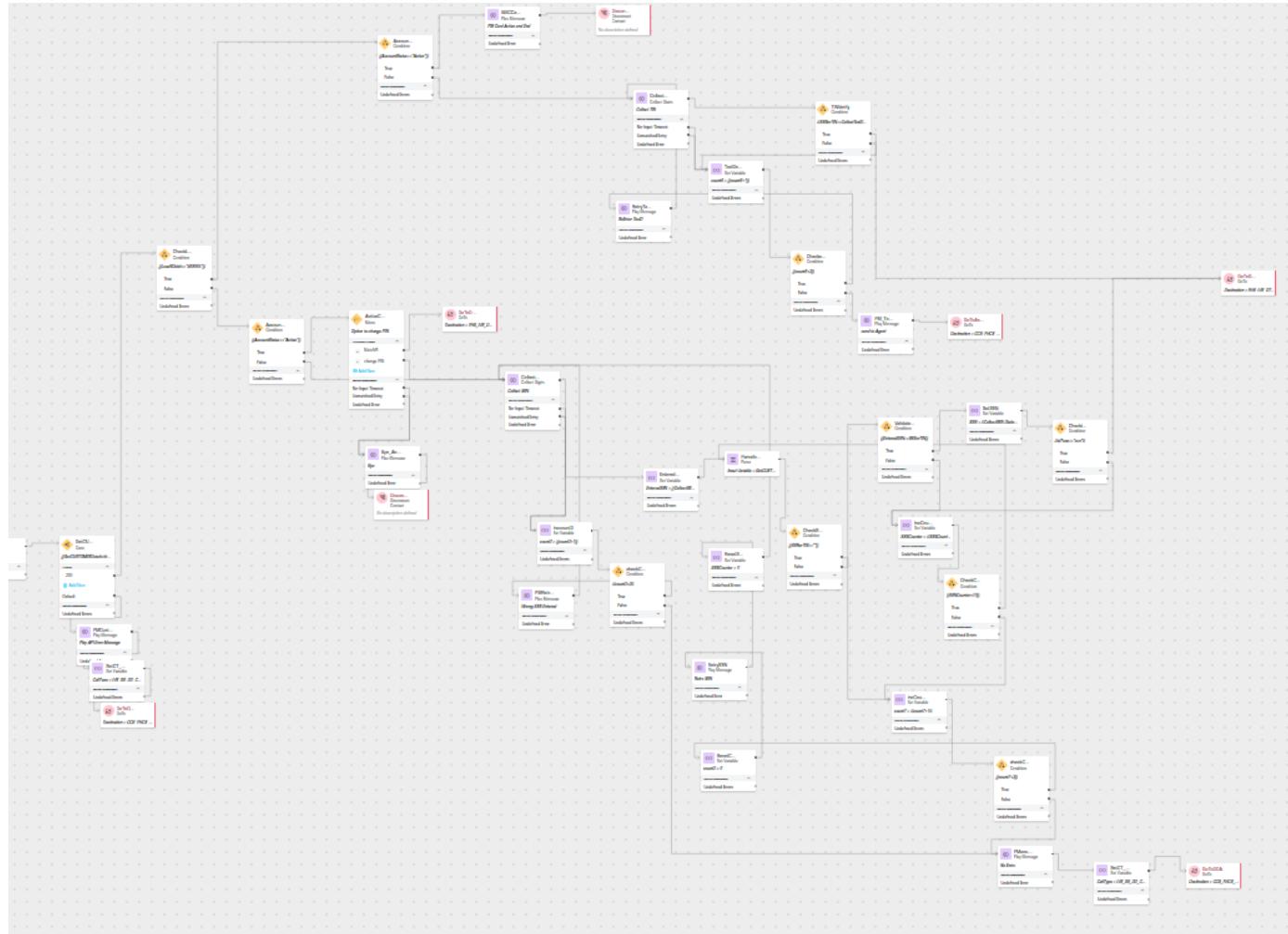
At the bottom, there are output type settings: "Output Type Table", "Show summary Table level", and a "Customize" button.

The main content area is a table with the following data:

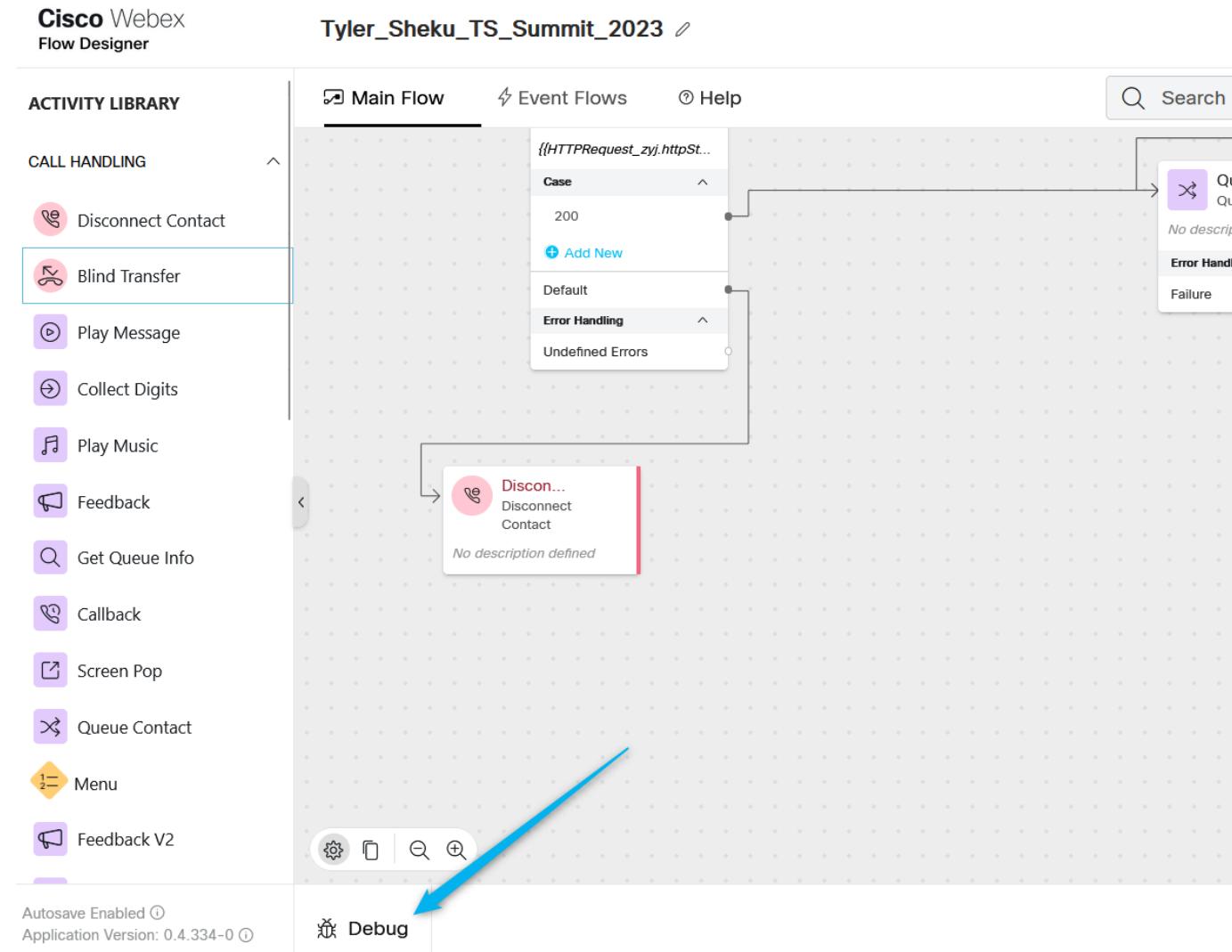
Agent Name	Agent Session ID	Login Timestamp	Logout Timestamp	Current State	Reason
Agent Name 1	Agent Session ID 1	1969-12-31 7:00:09 PM	1969-12-31 7:00:03 PM	Current State 1	Reason 1
Agent Name 2	Agent Session ID 2	1969-12-31 7:00:08 PM	1969-12-31 7:00:07 PM	Current State 2	Reason 2
Agent Name 3	Agent Session ID 3	1969-12-31 7:00:02 PM	1969-12-31 7:00:08 PM	Current State 3	Reason 3
Agent Name 4	Agent Session ID 4	1969-12-31 7:00:02 PM	1969-12-31 7:00:06 PM	Current State 4	Reason 4

Flow Debugger and Error handling

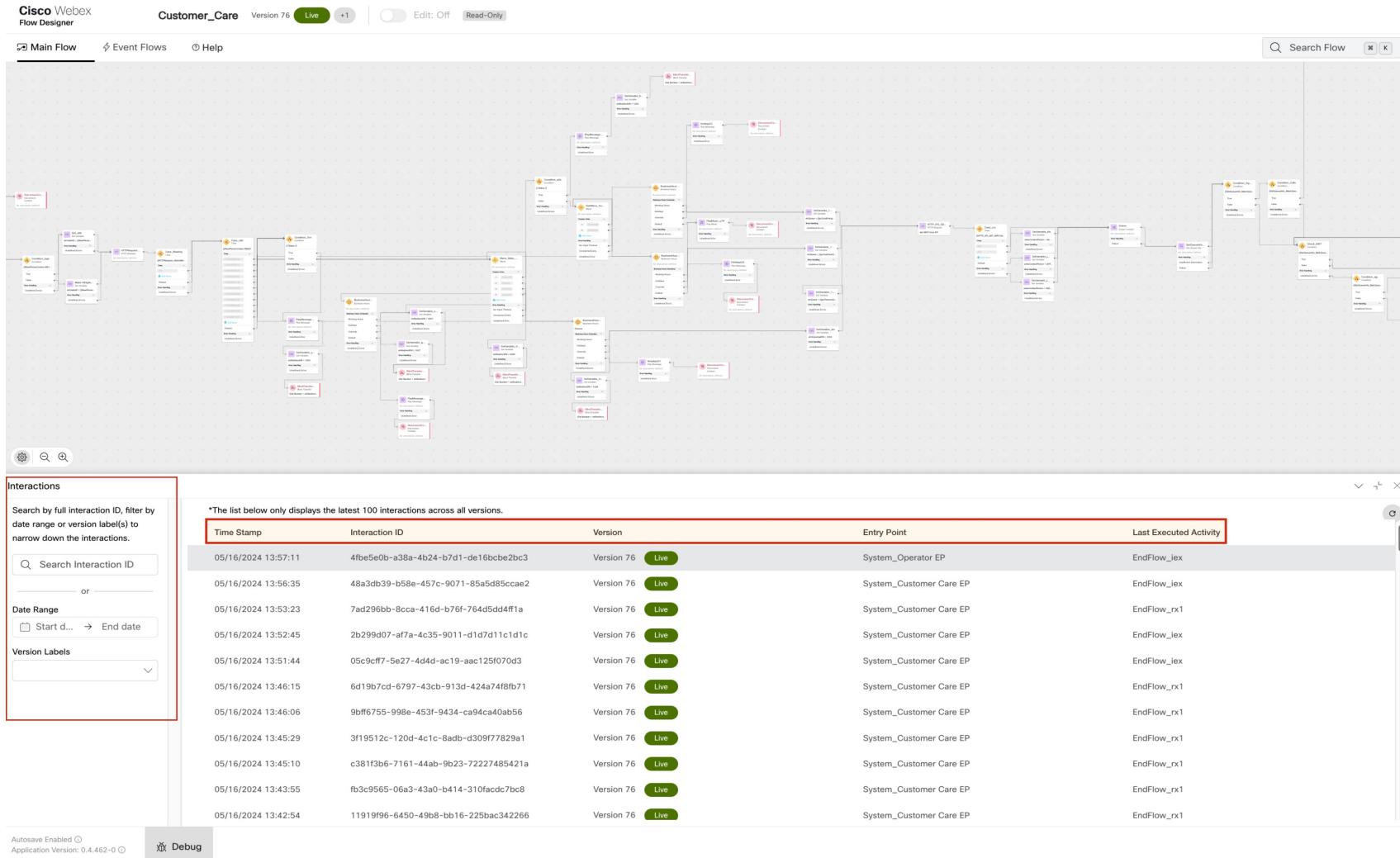
Flow Debugger overview



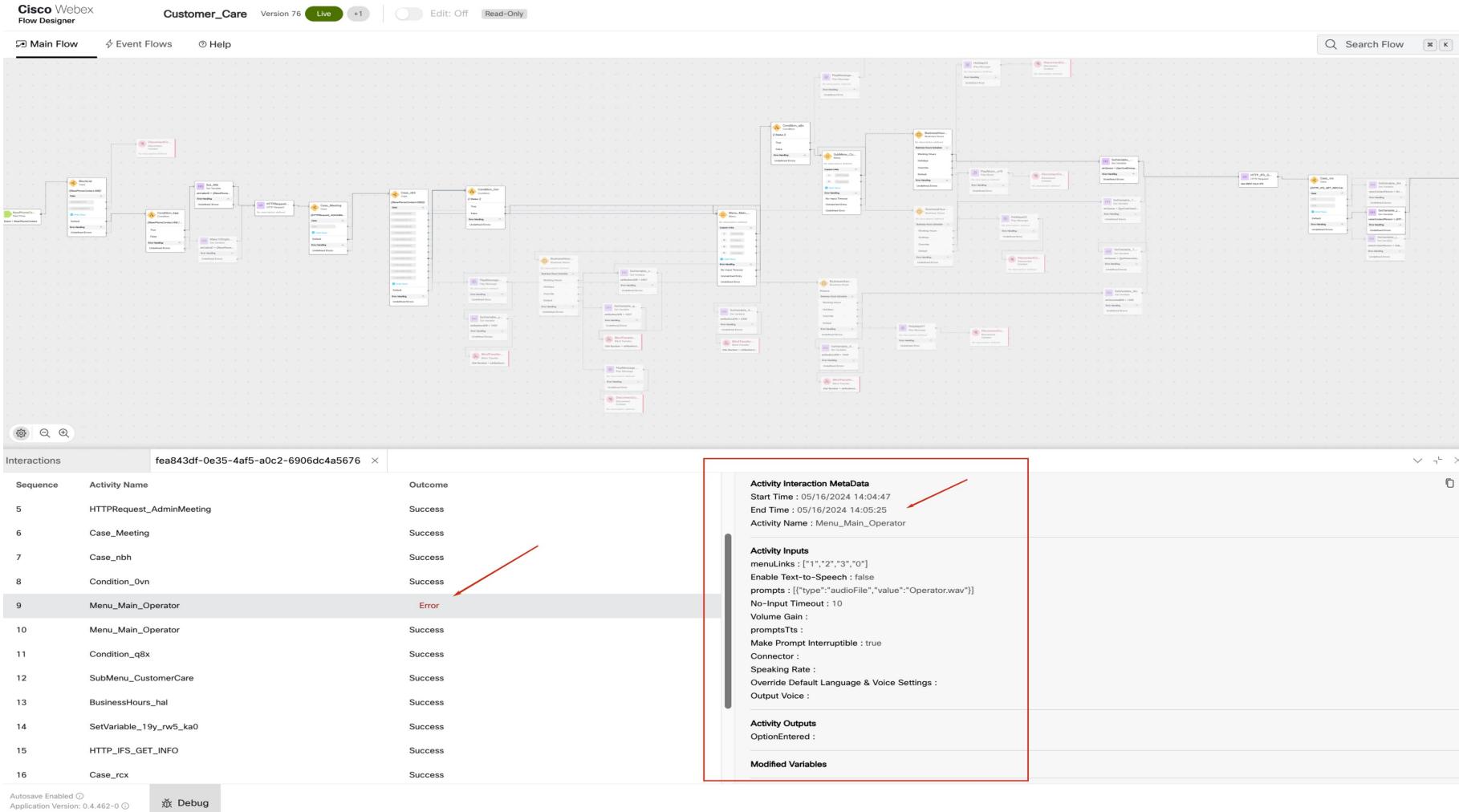
Flow Debugger overview



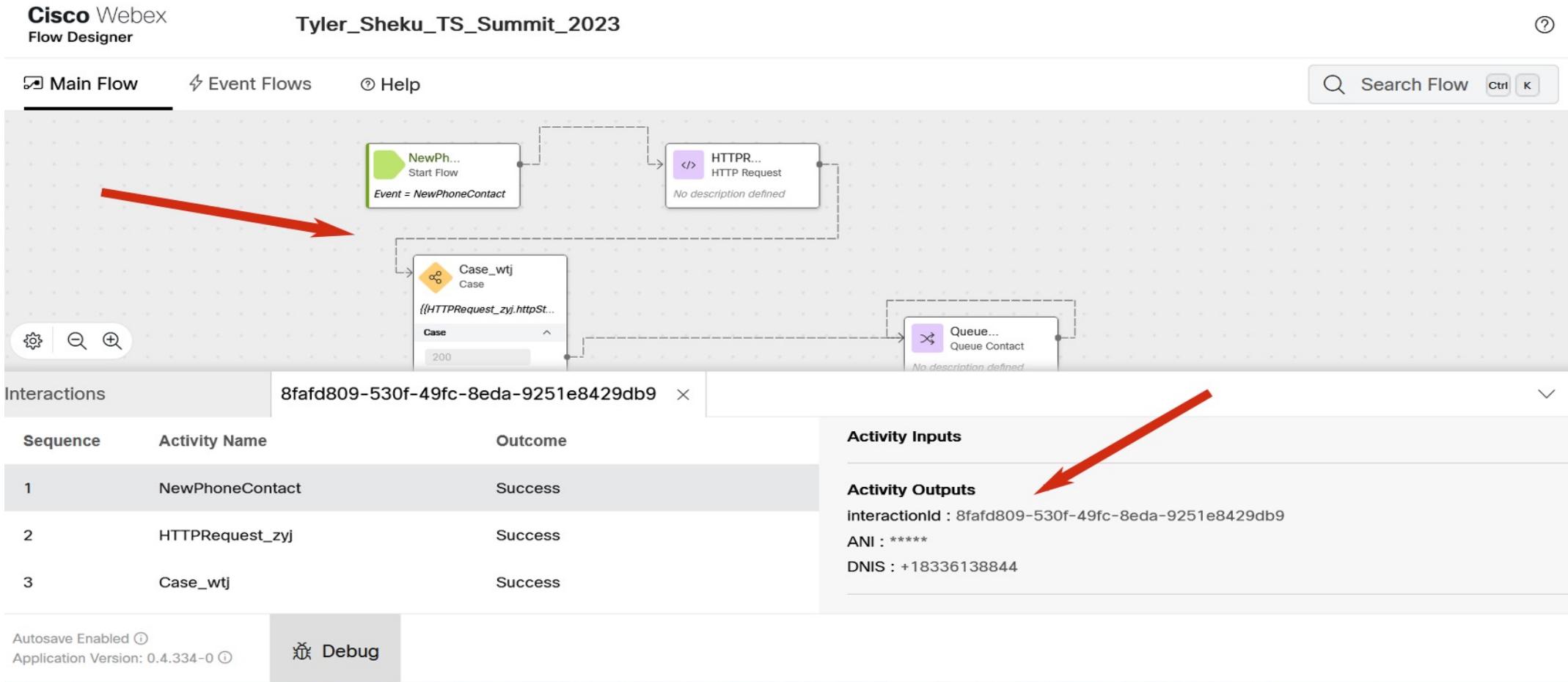
Flow Debugger overview



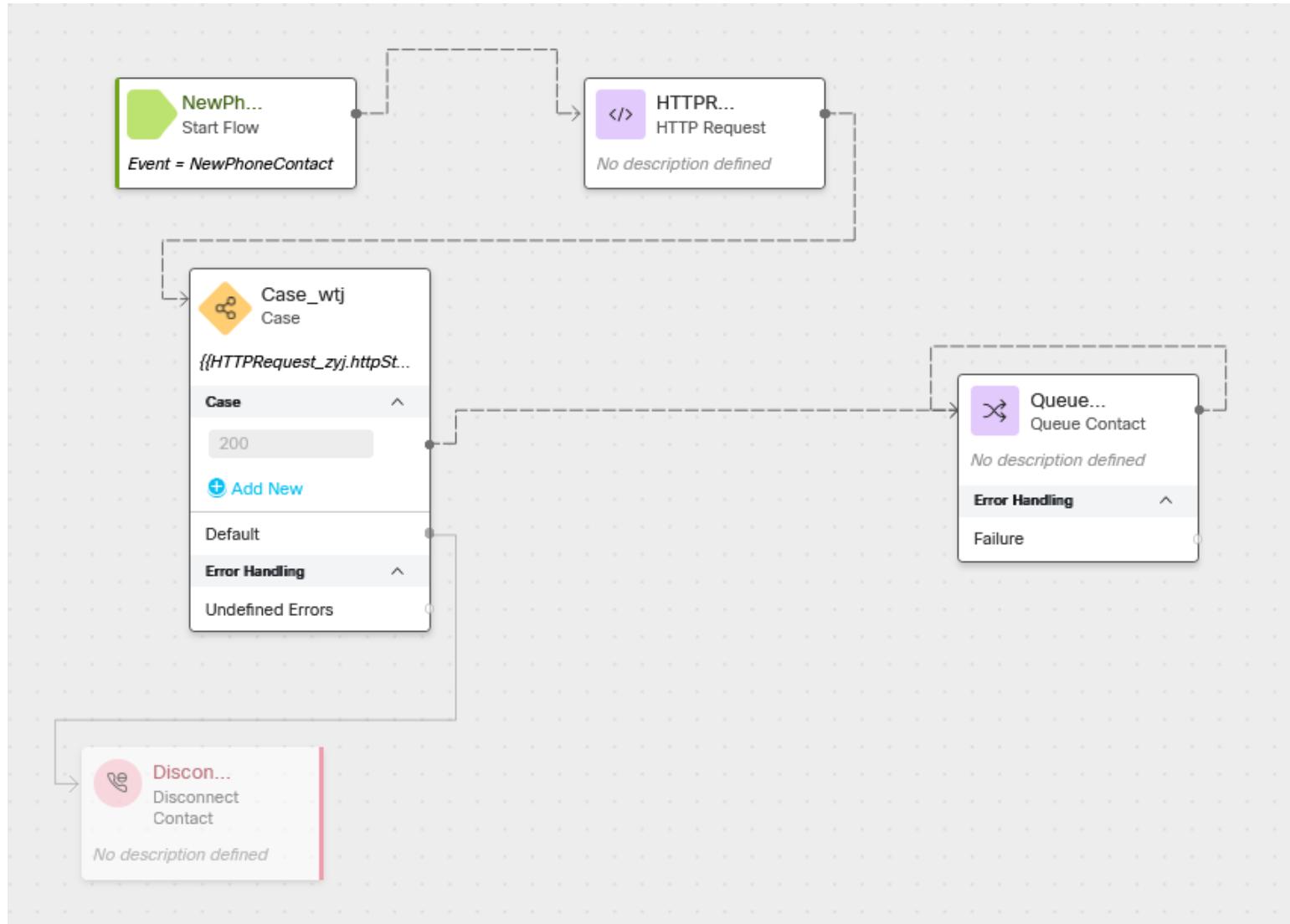
Flow Debugger overview



Flow Debugger overview



Flow Debugger overview



Flow Publishing

Draft Edit: On

Flows

Publish Flow

Optional, attach version labels to this Flow. The "Latest" label will be automatically applied.

Any Entry Points already configured with this Flow and corresponding version label will be updated instantly.

Publish Note

Add an optional note for your reference.

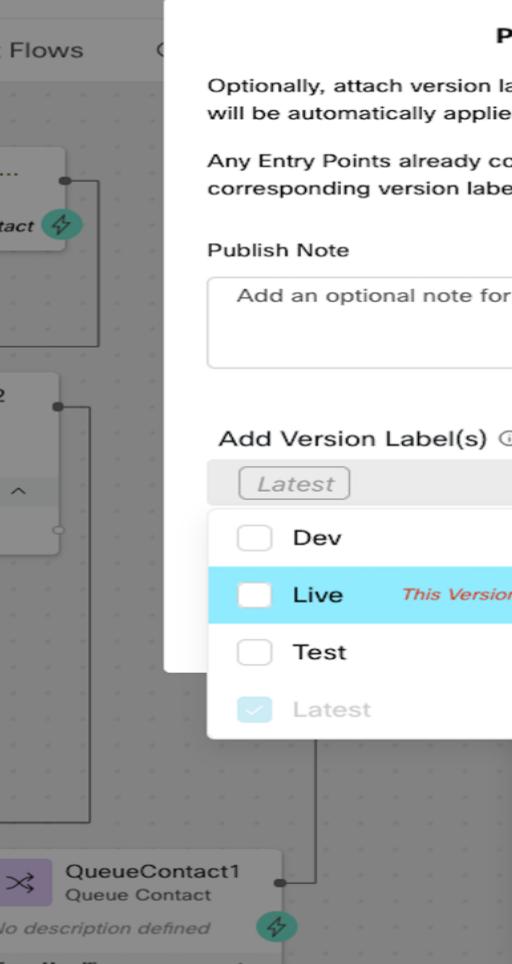
0/120

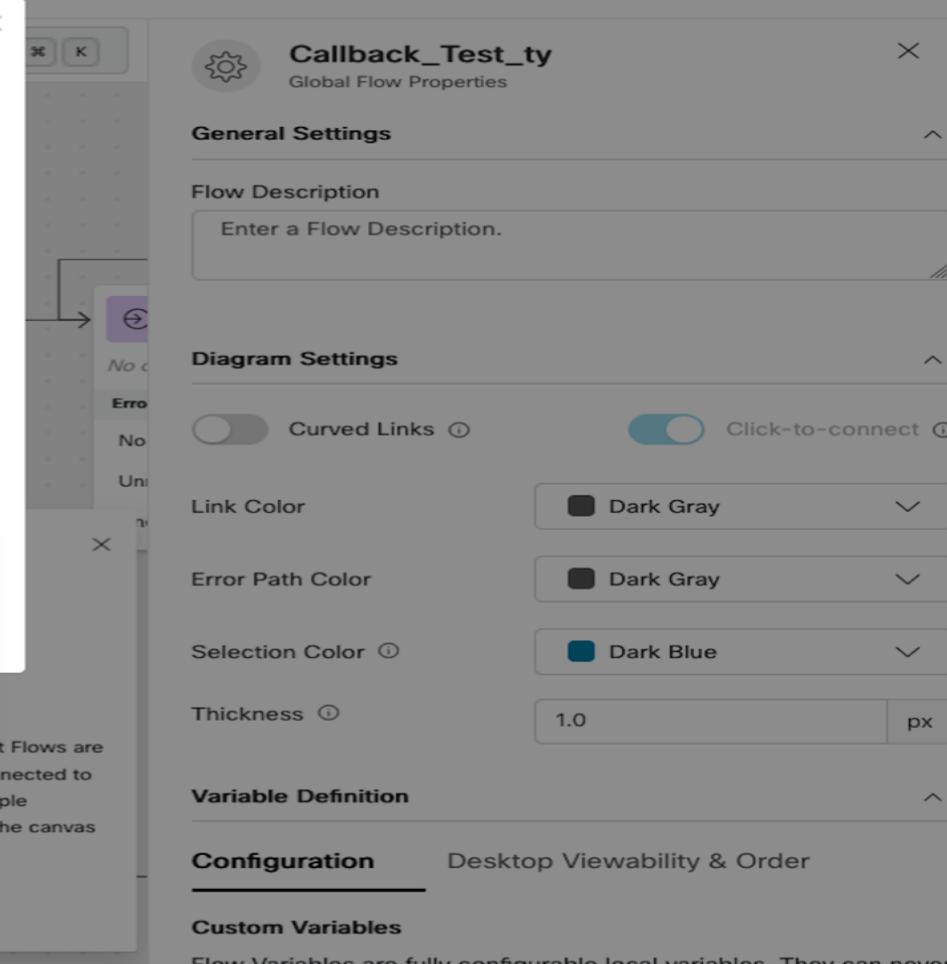
Add Version Label(s)

- Latest
- Dev
- Live *This Version Label is mapped to Entry Point(s)*
- Test
- Latest

1. Ensure that all flow paths terminate. Event Flows are not required, however any flow paths connected to Event Handlers must terminate. Use multiple terminating activities as needed to keep the canvas organized.
2. Add descriptions for activities







- General Settings**
- Flow Description**: Enter a Flow Description.
- Diagram Settings**
 - Curved Links
 - Click-to-connect
- Link Color**: Dark Gray
- Error Path Color**: Dark Gray
- Selection Color**: Dark Blue
- Thickness**: 1.0 px
- Variable Definition**
- Configuration**
- Desktop Viewability & Order**
- Custom Variables**
- Flow Variables are fully configurable local variables. They can never

Flow Errors: 0 Autosave Save Validation: On Publish Flow

Flow Debugger

Advanced Settings

Service Level Threshold

|

Select

Test

Latest

Live

Time Zone (Routing Strategies Only)

Flow

Version Label

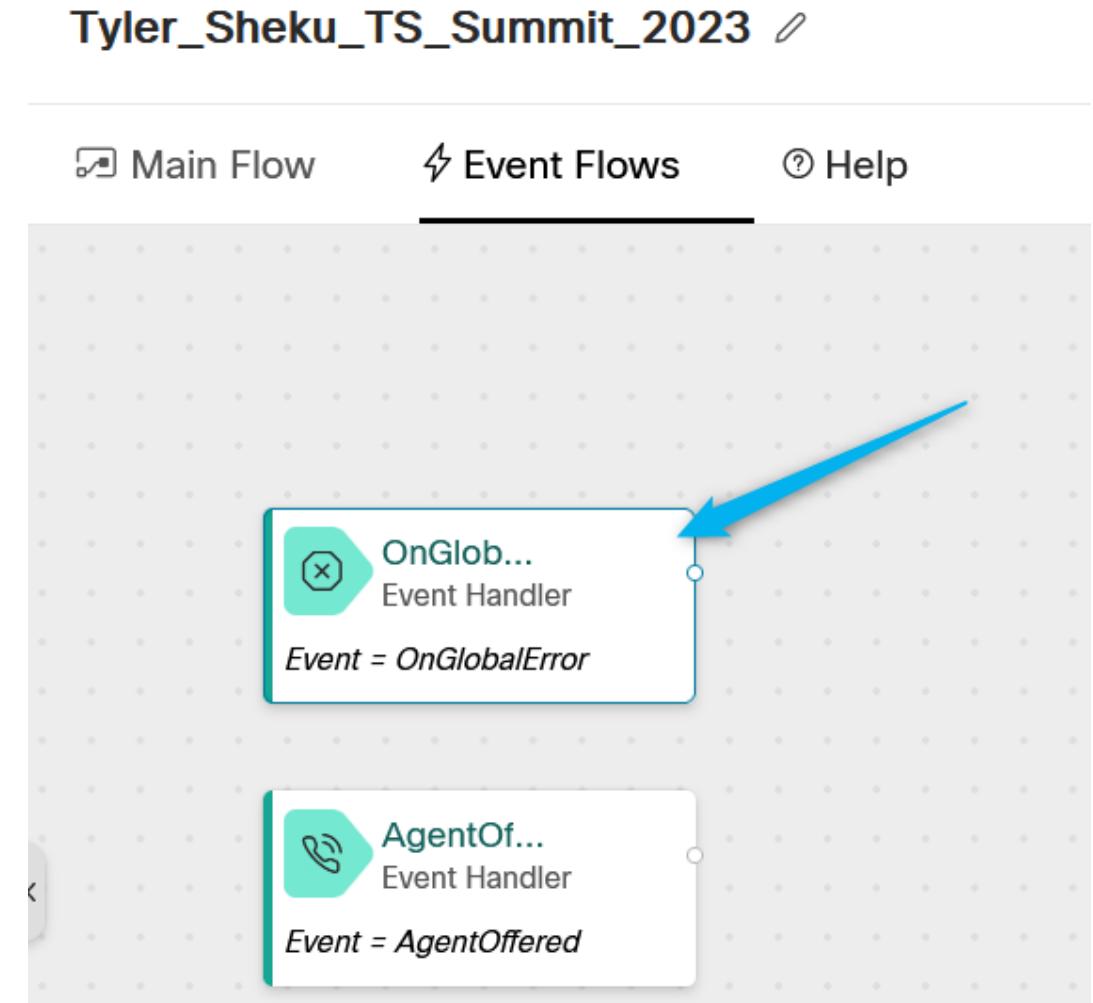
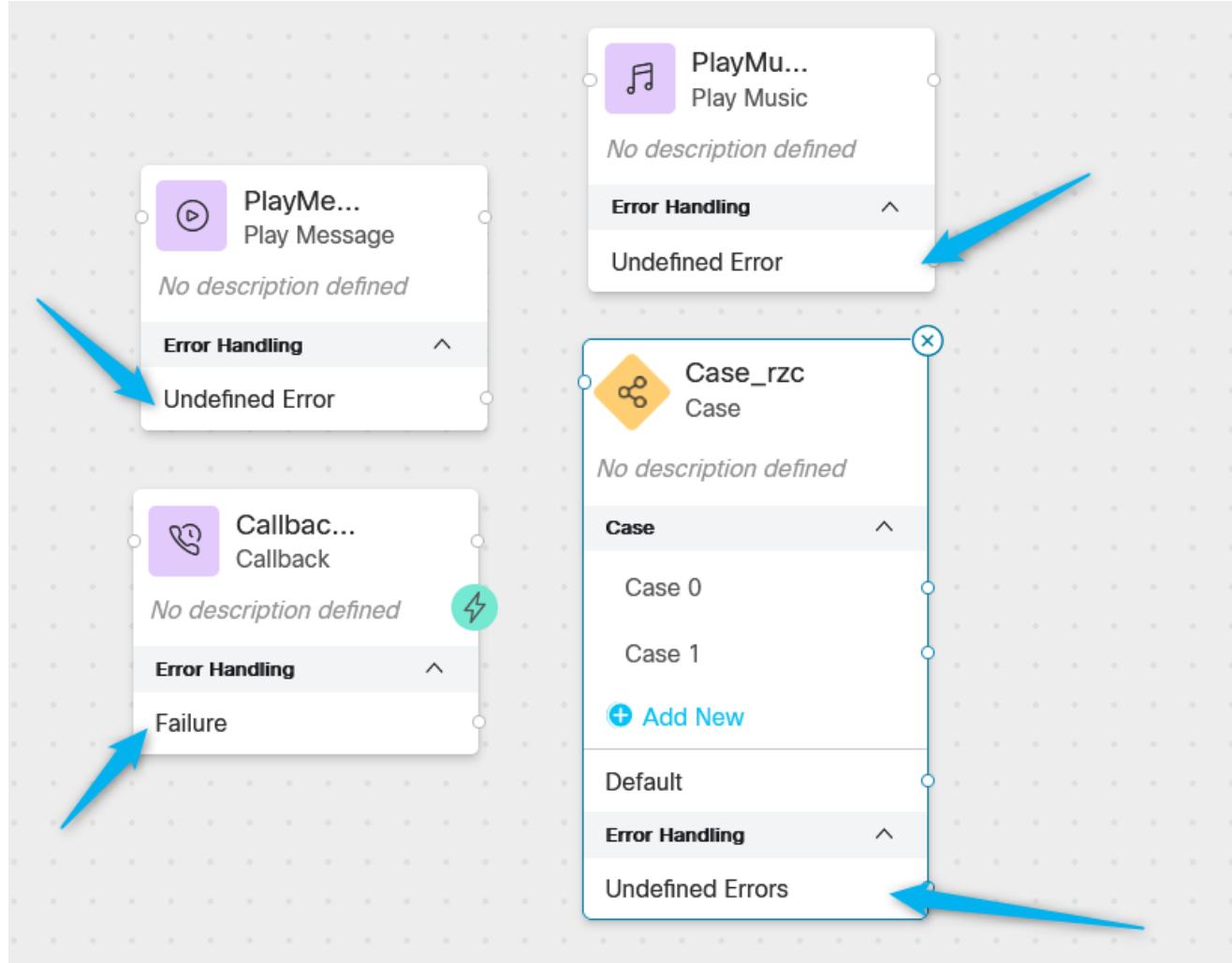
Select

Music on Hold

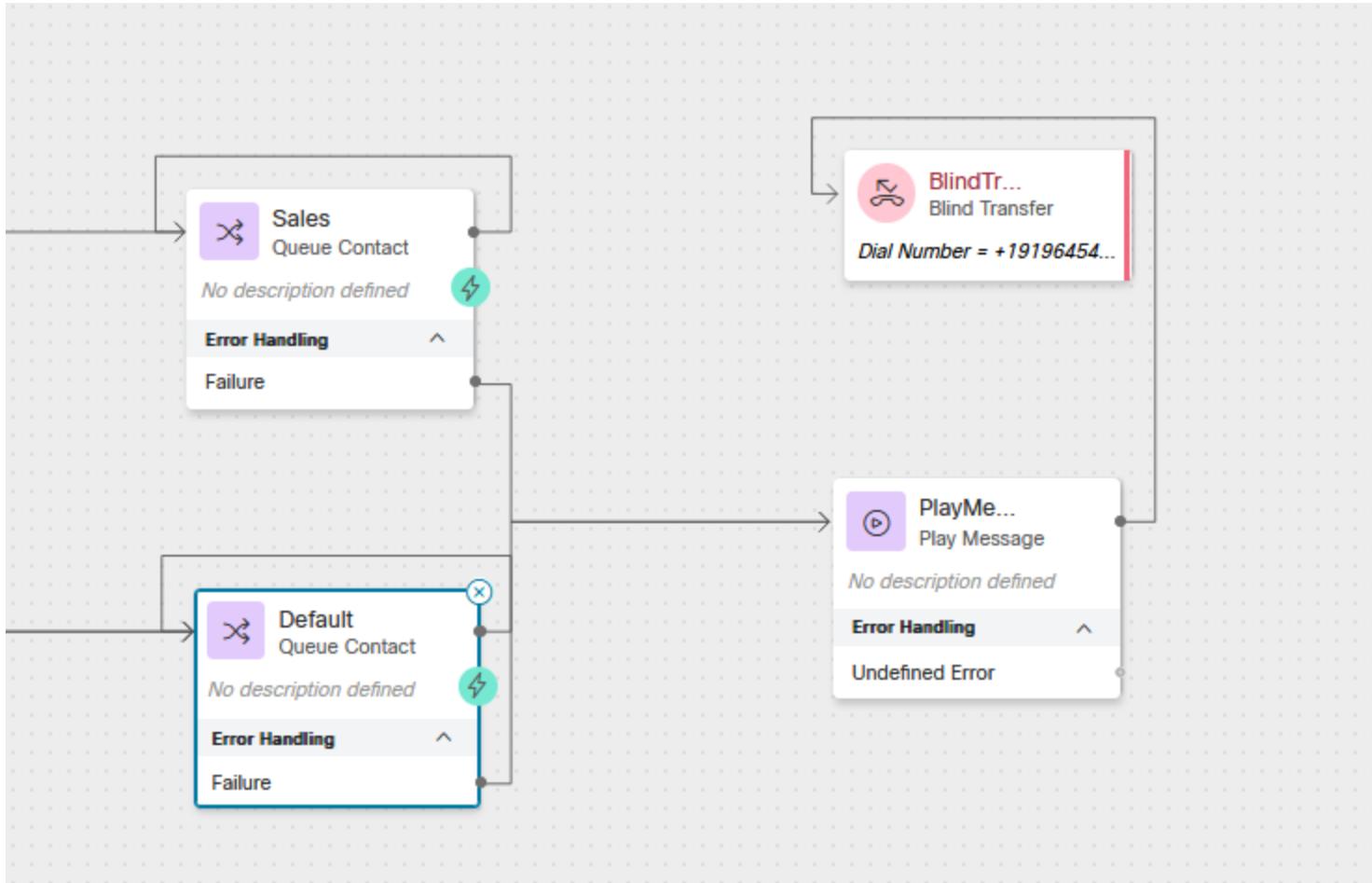
CantinaBand360.wav



Error Handling



Error Handling



Error Handling

Key Takeaways:

- Flow Debugging helps identify and resolve flow issues efficiently.
- Tags assist in managing and organizing flow versions.
- The error handling feature allows a call to take an error path in the event of a problem.

Final Thoughts:

Implementing these practices ensures smooth and reliable contact center

THANK YOU.

Q&A



Understanding WxCC Analyzer

What we'll cover

- 1.) Conceptualizing Analyzer Reports
- 2.) Review an example discrepancy and go over how to resolve it
- 3.) Create a custom AAR report for troubleshooting

Conceptualizing Analyzer Reports

Agent's Experience:

- ASR - Agent Session Record
(brief overview)
- AAR - Agent Activity Record
(all events included)

Customer's Experience:

- CSR - Customer Session Record
(brief overview)
- CAR - Customer Activity Record
(all events included)

Important: Keep in mind that Customer Records are filtered by final queue and final agent, whereas Agent Records are not.

Example Discrepancy

Team Stats

Interval	Custom Duration
Daily	11/28/23 - 11/28/23
Team Name	Agent Name
All	AnnaLisa Bosuego
Agent Name	
Agent Name	# Contacts Handled
AnnaLisa Bosuego (1)	60

Agent Summary

Agent Name	Custom Duration
AnnaLisa Bosuego	11/28/23 - 11/28/23
Agent Name	Calls Handled
AnnaLisa Bosuego (1)	57

How to resolve

1.) Determine what type of report you're looking at.

The screenshot shows a Cisco visualization interface. At the top, there is a card for a report titled "Team Stats" with the following details:

- ID -1234
- Temporal Scope Historical
- Created By Cisco
- Modified Aug 21, 2023 12:25:39 AM

To the right of the card is a context menu with three options: "Run", "Create a Copy" (which is highlighted with a red arrow), and "Details". Below the card is a "Visualization" header with the Cisco logo. Underneath the header is a search bar with the placeholder "Type Agent Session Record" and a "Team Stats" button with a pencil icon. The main area displays a list of modules, with "Team Stats" currently selected. A red arrow points from the "Save As..." button in the toolbar below the search bar to the "Module" list, indicating the current selection.

How to resolve

2.) Using the last step, we now know the report types:

“Team Stats” = Agent Session Record

Team Stats

Interval	Custom Duration
Daily	11/28/23 - 11/28/23
Team Name	Agent Name
All	AnnaLisa Bosuego
<hr/>	
Agent Name	# Contacts Handled
AnnaLisa Bosuego (1)	60

“Agent Summary” = Customer Session Record

Agent Summary

Agent Name	Custom Duration
AnnaLisa Bosuego	11/28/23 - 11/28/23
Agent Name	Calls Handled
AnnaLisa Bosuego (1)	57

How to resolve

3.) Define terms and understand formulas

<https://help.webex.com/en-us/article/tajemk/Cisco-Webex-Contact-Center-Analyzer-User-Guide>

# Contacts Handled	The number of contacts that were handled in sessions that started during the specified interval. This includes contacts across all channel types.	Sum of Connected Count
Calls Handled	<p>Number of calls that were connected to an agent.</p> <ul style="list-style-type: none">• If the agent established a conference with another agent, the value increases by one for the conferenced agent.• If the agent transferred a call and the call was transferred back to the agent, the value increases by two.	Count of Wrapup Code Name

How to resolve

4.) Put it all together

Agent Session Record

Team Stats

Interval	Custom Duration
Daily	11/28/23 - 11/28/23
Team Name	Agent Name
All	AnnaLisa Bosuego
<hr/>	
Agent Name	# Contacts Handled
AnnaLisa Bosuego (1)	60

"# Contacts Handled" = the sum of the connected count *from the agent's experience.*

Customer Session Record

Agent Summary

Agent Name	Custom Duration
AnnaLisa Bosuego	11/28/23 - 11/28/23
<hr/>	
Agent Name	Calls Handled
AnnaLisa Bosuego (1)	57

"Calls Handled" = the count of wrapup code name *from the customer's experience.*

How to resolve

5.) Use drill-down to analyze Customer Records further

The drill-down function in Analyzer allows CAR reports to be loaded for specific elements. So, we can simply drill down into the “Calls Handled” section to see what calls are being counted towards this metric.

The screenshot shows the Cisco Analyzer interface. On the left, there's a table with columns 'Agent Name' and 'Calls Handled'. A row for 'AnnaLisa Bosuego (1)' has '57' in the 'Calls Handled' column. A red arrow points from this cell to a blue magnifying glass icon. To the right of the table is a 'Drill Down' modal window. It contains a search bar, a list of 'Fields' (including 'Abandoned Type', 'Abandonment Reason', etc.), and a list of 'Measures'. To the right of the modal is a table titled 'Drill Down' with columns 'ID', 'Agent Name', and 'Wrapup Code Name'. The table lists 10 rows for AnnaLisa Bosuego, each corresponding to a different wrapup code.

ID	Agent Name	Wrapup Code Name
1	AnnaLisa Bosuego	Wrapup Timeout
2	AnnaLisa Bosuego	Appointment Scheduled
3	AnnaLisa Bosuego	Wrapup Timeout
4	AnnaLisa Bosuego	Transfer-Referrals
5	AnnaLisa Bosuego	Appointment Confirmation
6	AnnaLisa Bosuego	Appointment Confirmation
7	AnnaLisa Bosuego	Clinical-Inquiries
8	AnnaLisa Bosuego	Appointment Confirmation
9	AnnaLisa Bosuego	Appointment Confirmation
10	AnnaLisa Bosuego	Appointment Cancellation

How to resolve

5.) Use drill-down to analyze Customer Records further

From the drill-down report, you can add desired fields or measures. You can also export the drill-down report for convenient viewing.

Drill Down

Search contact

Fields

- Contact Reason
- Contact Session ID
- LCM Contact

Measures

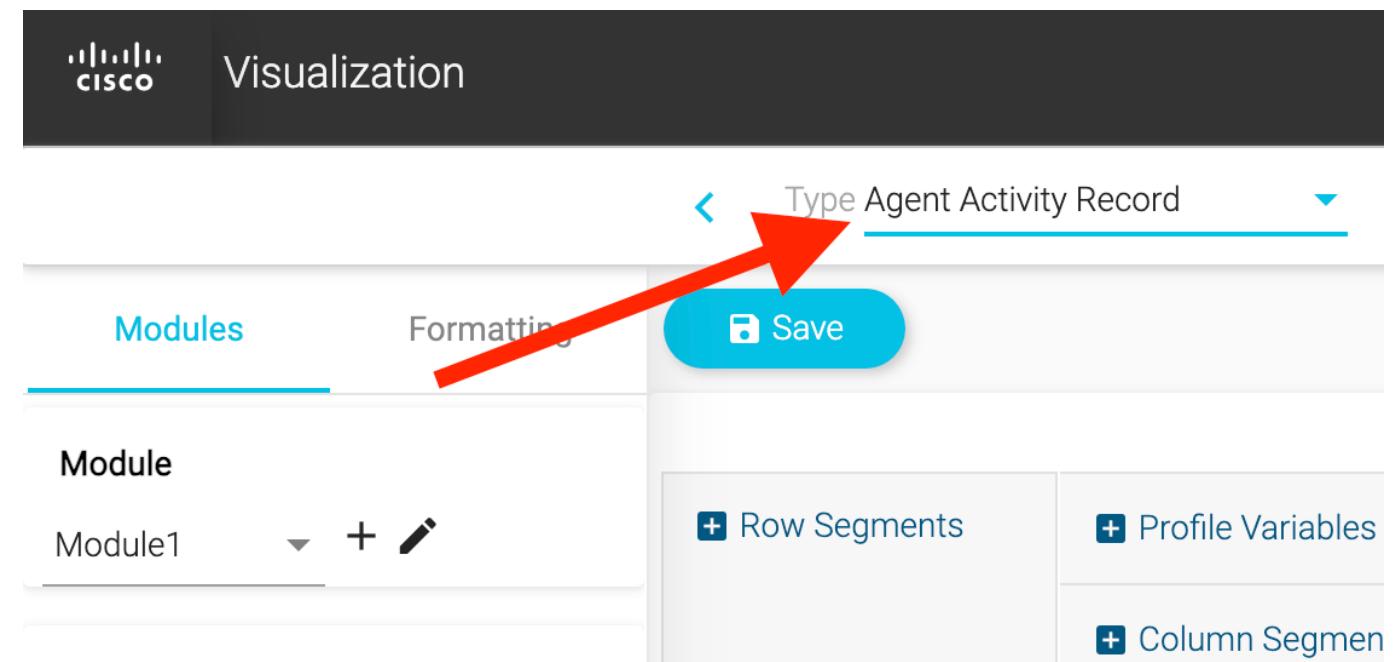
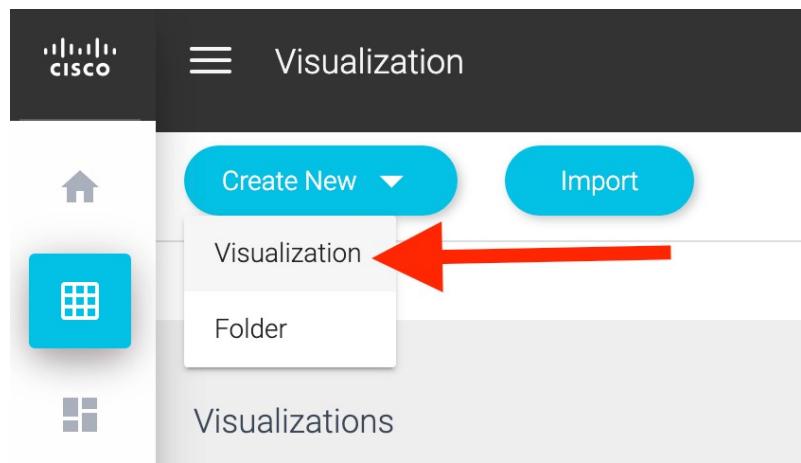
ID	Agent Name	Wrapup Code Name	Contact Session ID
1	AnnaLisa Bosuego	Wrapup Timeout	92daa889-e793-4cac-a633-c3f88227ba9f
2	AnnaLisa Bosuego	Appointment Scheduled	4489217b-14ad-4c75-a57e-92a601813017
3	AnnaLisa Bosuego	Wrapup Timeout	d9774bc6-c6ca-4f80-8992-17538b434b3e
4	AnnaLisa Bosuego	Transfer-Referrals	1fb7ad0-5dae-4bad-9f6f-9af119da464
5	AnnaLisa Bosuego	Appointment Confirmation	c1dbd131-c670-4078-b635-6bd04932bb46
6	AnnaLisa Bosuego	Appointment Confirmation	b3423f55-75ce-49b4-ae58-33832fb89fae
7	AnnaLisa Bosuego	Clinical-Inquiries	bbcbeff2-9180-4f1b-8e09-1cb6becf1e53
8	AnnaLisa Bosuego	Appointment Confirmation	30acdd1e-beb4-4309-80e7-42ed3a9c3841
9	AnnaLisa Bosuego	Appointment Confirmation	e6565b58-f1a1-469d-8efb-94a8baff57e0
10	AnnaLisa Bosuego	Appointment Cancellation	88cd92a2-c009-47c7-bb6d-477d2570ddf9

1 to 10 of 57 | < < Page 1 of 6 > >

How to resolve

6.) Create custom AAR reports to further analyze Agent Records

Since drilling down will always show a CAR report, we'll need to create a custom AAR report if we want to understand the Agent Record.



How to resolve

6.) Create custom AAR reports to further analyze Agent Records

For troubleshooting Agent Records, A custom AAR report with the following configurations can be created. First, let's look at some useful profile variables.

Module1

Value of Agent Name	Value of Activity State	Value of Activity Start Timestamp	Value of Activity End Timestamp	Value of Agent Session ID	Value of Contact Session ID
Agent Name 1	Activity State 1	1969-12-31 6:00:06 PM	1969-12-31 6:00:05 PM	Agent Session ID 1	Contact Session ID 1
Agent Name 2	Activity State 2	1969-12-31 6:00:01 PM	1969-12-31 6:00:04 PM	Agent Session ID 2	Contact Session ID 2
Agent Name 3	Activity State 3	1969-12-31 6:00:06 PM	1969-12-31 6:00:04 PM	Agent Session ID 3	Contact Session ID 3
Agent Name 4	Activity State 4	1969-12-31 6:00:06 PM	1969-12-31 6:00:05 PM	Agent Session ID 4	Contact Session ID 4

How to resolve

6.) Create custom AAR reports to further analyze Agent Records

Next, add filters to show duration on run mode, and to also filter by agent name and activity state.

The screenshot shows a reporting interface with two main sections: a configuration panel on the left and a results panel on the right.

Configuration Panel (Left):

- Module:** Module1
- Start Time:** Yesterday
- If run today:** Start Date: 2024-05-15, End Date: 2024-05-15
- Including:** All Days
- Compute:** Duration (checkbox checked)
- Show Filter on Run Mode:** Agent Name, Activity State (checkboxes checked)
- Add Filter:** (button)
- Filters:** Agent Name, Activity State (checkboxes checked)

Results Panel (Right):

Module1

Row Segments: Profile Variables, Value of Agent Name, Value of Activity State, Value of Activity State, Value of Activity State

Column Segments: Profile Variables

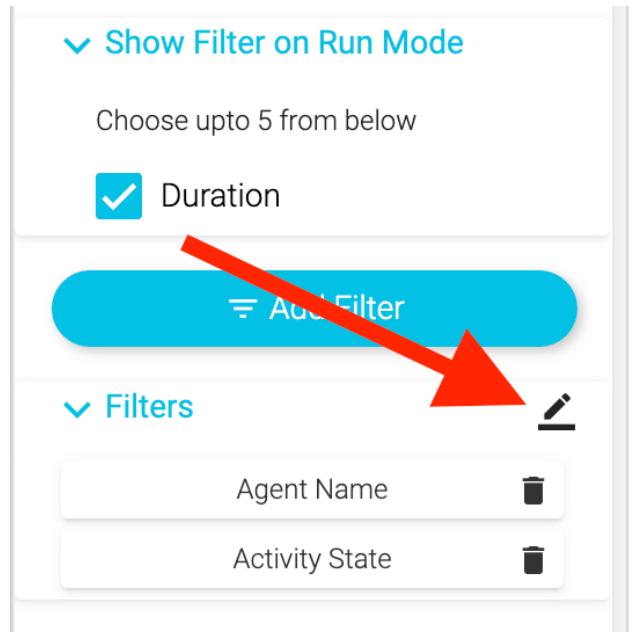
Output Type: Table

Value of Agent Name	Value of Activity State	Value
Agent Name 1	Activity State 1	1969-12-31 6:00:05 P
Agent Name 2	Activity State 2	1969-12-31 6:00:06 P
Agent Name 3	Activity State 3	1969-12-31 6:00:07 P
Agent Name 4	Activity State 4	1969-12-31 6:00:09 P

How to resolve

6.) Create custom AAR reports to further analyze Agent Records

Lastly, edit filters to declare which agent and what activity state you wish to search for.



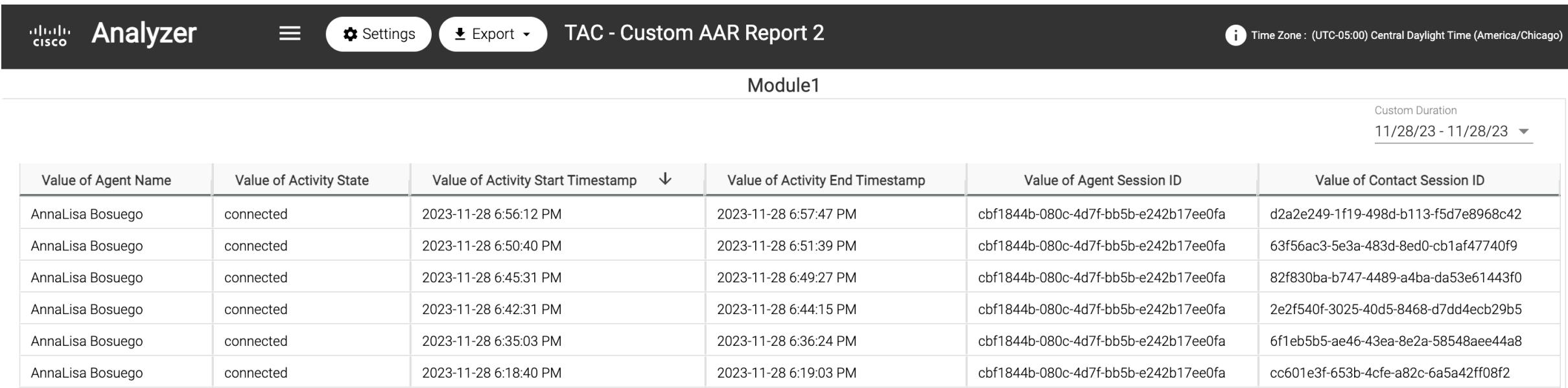
This screenshot shows the 'New Filter' dialog with 'Agent Name' selected. The 'Field' dropdown shows 'is in' is selected, and the input field contains 'AnnaLisa Bosuego'. A red arrow points from the 'Agent Name' entry in the main interface towards this dialog.

This screenshot shows the 'New Filter' dialog with 'Activity State' selected. The 'Field' dropdown shows 'is in' is selected, and the input field contains 'connected'. A red arrow points from the 'Activity State' entry in the main interface towards this dialog.

How to resolve

6.) Create custom AAR reports to further analyze Agent Records

With the newly created AAR report, you can now get the detailed Agent Records you were looking for. Comparing the calls listed in the Agent Record vs the calls listed in the Customer Record from earlier will show exactly which calls are missing from one report vs the other.



The screenshot shows the Cisco Analyzer interface with the following details:

- Header:** Cisco Analyzer, Settings, Export, TAC - Custom AAR Report 2, Time Zone: (UTC-05:00) Central Daylight Time (America/Chicago)
- Section Title:** Module1
- Filter:** Custom Duration, 11/28/23 - 11/28/23
- Table:** Displays Agent Activity Data with columns: Value of Agent Name, Value of Activity State, Value of Activity Start Timestamp, Value of Activity End Timestamp, Value of Agent Session ID, and Value of Contact Session ID. The table contains 6 rows for the agent AnnaLisa Bosuego.

Value of Agent Name	Value of Activity State	Value of Activity Start Timestamp	Value of Activity End Timestamp	Value of Agent Session ID	Value of Contact Session ID
AnnaLisa Bosuego	connected	2023-11-28 6:56:12 PM	2023-11-28 6:57:47 PM	cbf1844b-080c-4d7f-bb5b-e242b17ee0fa	d2a2e249-1f19-498d-b113-f5d7e8968c42
AnnaLisa Bosuego	connected	2023-11-28 6:50:40 PM	2023-11-28 6:51:39 PM	cbf1844b-080c-4d7f-bb5b-e242b17ee0fa	63f56ac3-5e3a-483d-8ed0-cb1af47740f9
AnnaLisa Bosuego	connected	2023-11-28 6:45:31 PM	2023-11-28 6:49:27 PM	cbf1844b-080c-4d7f-bb5b-e242b17ee0fa	82f830ba-b747-4489-a4ba-da53e61443f0
AnnaLisa Bosuego	connected	2023-11-28 6:42:31 PM	2023-11-28 6:44:15 PM	cbf1844b-080c-4d7f-bb5b-e242b17ee0fa	2e2f540f-3025-40d5-8468-d7dd4ecb29b5
AnnaLisa Bosuego	connected	2023-11-28 6:35:03 PM	2023-11-28 6:36:24 PM	cbf1844b-080c-4d7f-bb5b-e242b17ee0fa	6f1eb5b5-ae46-43ea-8e2a-58548aeee4a8
AnnaLisa Bosuego	connected	2023-11-28 6:18:40 PM	2023-11-28 6:19:03 PM	cbf1844b-080c-4d7f-bb5b-e242b17ee0fa	cc601e3f-653b-4cfe-a82c-6a5a42ff08f2

How to resolve

7.) Final analysis

For this example, when we view the 3 additional calls that were listed in the “Team Stats” report vs the “Agent Summary” report, we find that all 3 of these calls originally went to the agent “AnnaLisa”, but the agent then transferred the call to another agent. This explains why these 3 calls are not being counted in the “Agent Summary” report but are being counted in the “Team Stats” report.

callSessionId_s	Contact Start Timestamp	Current State	duration_l	Agent Name
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 2:54:20 PM	connect	2 sec	AnnaLisa Bosuego
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 2:54:22 PM	connected	39 sec	AnnaLisa Bosuego
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 2:54:22 PM	recording-started	0 ms	AnnaLisa Bosuego
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 2:55:02 PM	WrapUp	22 sec	AnnaLisa Bosuego
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 2:55:02 PM	dequeued	0 ms	N/A
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 2:55:02 PM	vt-transfer	327 ms	AnnaLisa Bosuego

84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 3:04:50 PM	flow-activity	0 ms	N/A
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 3:05:19 PM	connect	11 sec	Lily Douglas
84925e23-324d-4f5f-ae39-ea3660040765	11/28/2023 3:05:31 PM	connected	3 min 43 sec	Lily Douglas

RONA Troubleshooting

What we'll cover

1

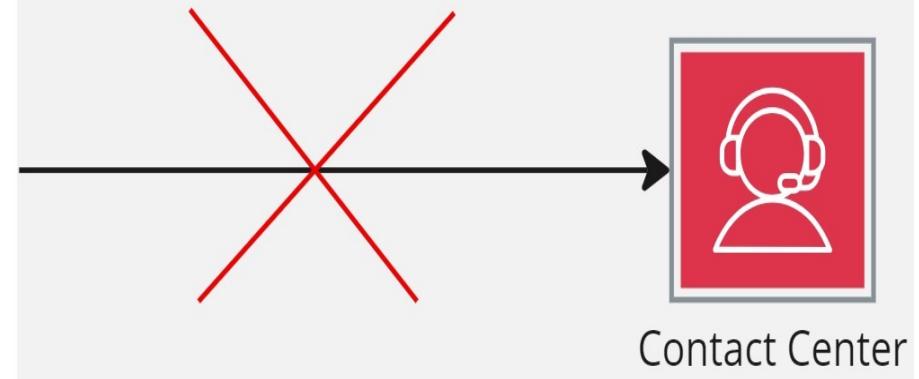
- What is RONA
- Common Failure Scenarios and Troubleshooting
- RONA Agent Troubleshooting

What is RONA?

- Redirect On No Answer
- Webex Contact Center offers the call to an agent – agent fails to answer the call, or the call does not reach agent's phone device
- Webex Contact Center returns the call to the queue and re-routes it to another agent or skill group

RONA Types

- **Ring Limit:** Expiry of RONA timer
- **Immediate RONA:** Call failure from Webex Contact Center towards agent's phone device



When does RONA usually happen?

- A) An agent has logged in with the wrong extension or DN
- B) When an agent is not answering a call before the RONA timer expires
- C) An agent is having intermittent network connectivity issues (softphone)
- D) The agent's phone is in a busy state which rejects the agent from receiving inbound calls
- E) An agent has selected the wrong telephony option during the initial Agent Desktop login (we will cover this a little later)

RONA after ringing event

Webex Contact Center

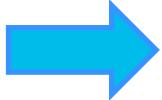
Incoming Call
+19024749001 Ringing

Queue-1

Phone Number +19024749001

DNIS +12027548968

Queue Name Queue-1



Redirection on No Answer (RONA)

The RONA timer has expired.

Go to Idle Go to Available

RONA after ringing event

The screenshot shows the Webex Contact Center application. At the top right, there are icons for phone, bell, meeting, time (02:19), and a user profile (MM). A blue arrow points from the text "RONA after ringing event" to the user profile icon.

The main interface has three main sections:

- Left Panel:** Shows a house icon, a search bar, and a message "No tasks". Below it is a list of recent interactions:
 - asmelegy@gmail.com**: Status 2two, Last seen 03:23, Last interaction 02:36 PM.
 - +19024749001**: Status N/A, Last seen 00:00, Last interaction 11:32 AM.
- Middle Panel:** Features a large graphic of four stylized people interacting with various communication devices like phones and tablets. Below the graphic is a status bar with the text "RONA after ringing event".
- Right Panel:** Displays contact details:
 - Phone Number:** +13477579850
 - Team:** Team_HQ

Channel Capacity: Exclusive Routing

Channel	Capacity
Voice	1
Chat	1
Email	1
Social	0

User Settings:

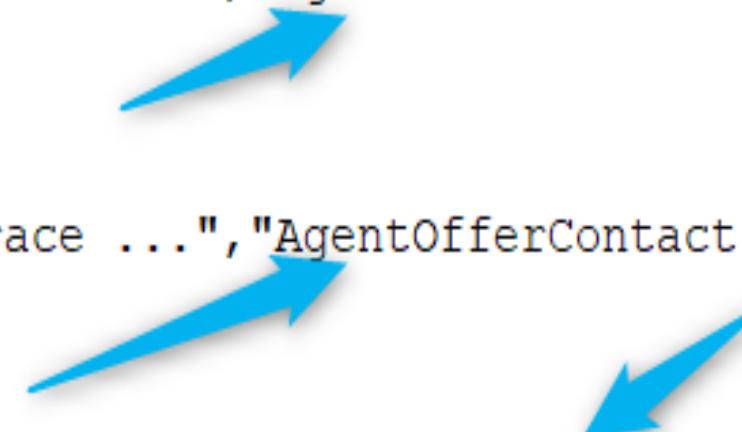
 - Notification Settings
 - Reset Entire Desktop Layout
 - Switch to Dark Mode (toggle switch)

Help:

 - Keyboard Shortcuts
 - Ctrl+Alt+F
 - Download Error Report
 - Ctrl+Shift+2

RONA after ringing event

```
2023-10-25 11:32:30:162 agentx-mfe-react-based Trace ...", "AgentContactReserved re  
.  
. .  
2023-10-25 11:32:34:502 agentx-mfe-react-based Trace ...", "AgentOfferContact recei  
.  
. .  
2023-10-25 11:32:52:516 agentx-mfe-react-based Trace..., "event= AgentRonaContact:"
```



RONA after ringing event

Module1					
Agent ...	Agent Endp...	Activity State	Queue ...	Activity Start Tim... ↓	Value of Contact Session ID
mdanylch ...	+13477579850	idle	N/A	10/25/2023 11:53:34 PM	N/A
mdanylch ...	+13477579850	not-responding	Queue-1	10/25/2023 11:53:34 PM	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
mdanylch ...	+13477579850	ringing	Queue-1	10/25/2023 11:53:16 PM	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
mdanylch ...	+13477579850	available	N/A	10/25/2023 11:53:06 PM	N/A

Module1					
Value of Activ...	Valu...	Value of Activity ... ↓	Value of Activity End Ti...	Value of Terminati...	Value of Contact Session ID
parked	00:02	10/25/2023 11:53:34 PM	10/25/2023 11:53:36 PM	-	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
flow-activity	00:00	10/25/2023 11:53:34 PM	10/25/2023 11:53:34 PM	N/A	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
con-to-agent-error	00:00	10/25/2023 11:53:34 PM	10/25/2023 11:53:34 PM	RONA_TIMER_EXPIRED	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
connect	00:20	10/25/2023 11:53:14 PM	10/25/2023 11:53:34 PM	-	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
flow-activity	00:00	10/25/2023 11:53:14 PM	10/25/2023 11:53:14 PM	N/A	2ee8090f-1c3a-4249-8ffa-dbc67e24023c
new	00:00	10/25/2023 11:53:14 PM	10/25/2023 11:53:14 PM	-	2ee8090f-1c3a-4249-8ffa-dbc67e24023c

RONA after ringing event

webex Control Hub

Search

Dial Plans

Address Books

Desktop Profiles

Idle/Wrap-up Codes

TENANT SETTINGS

General

Security

Voice

Digital

Desktop

Integrations

Addons

Fully Operations

Desktop

RONA Timeouts

Enable End Call

Enable End Consult

Telephony * 18 Seconds

Chat * 32 Seconds

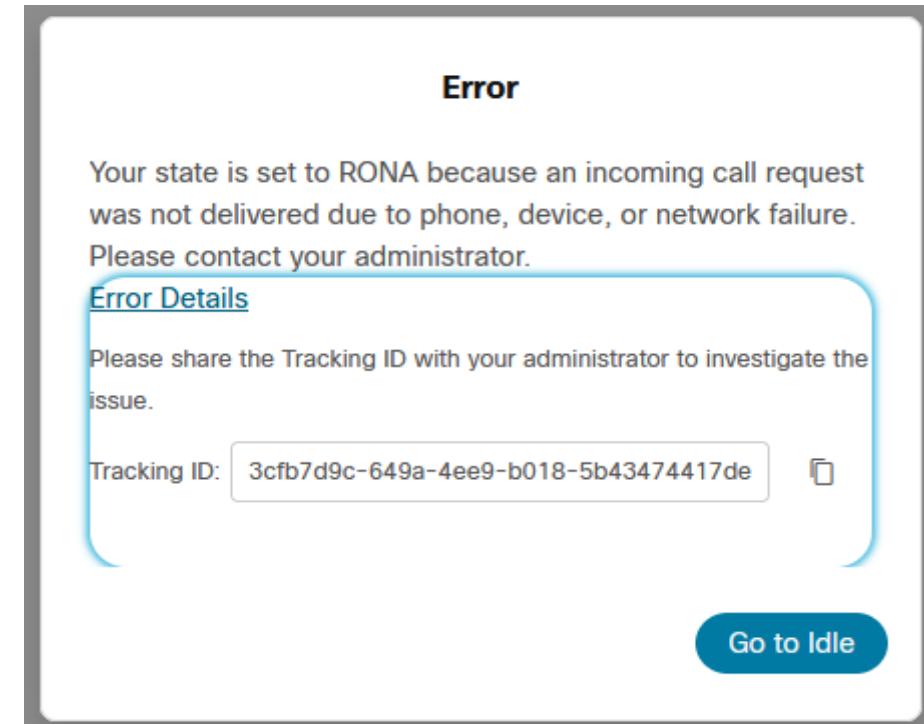
Email * 32 Seconds

Social * 32 Seconds

Category	Setting	Value	Unit
Telephony *	RONA Timeout	18	Seconds
Chat *	RONA Timeout	32	Seconds
Email *	RONA Timeout	32	Seconds
Social *	RONA Timeout	32	Seconds

Immediate RONA

- Agent is put into RONA state immediately when call is being offered
- Call does not reach agent's phone device



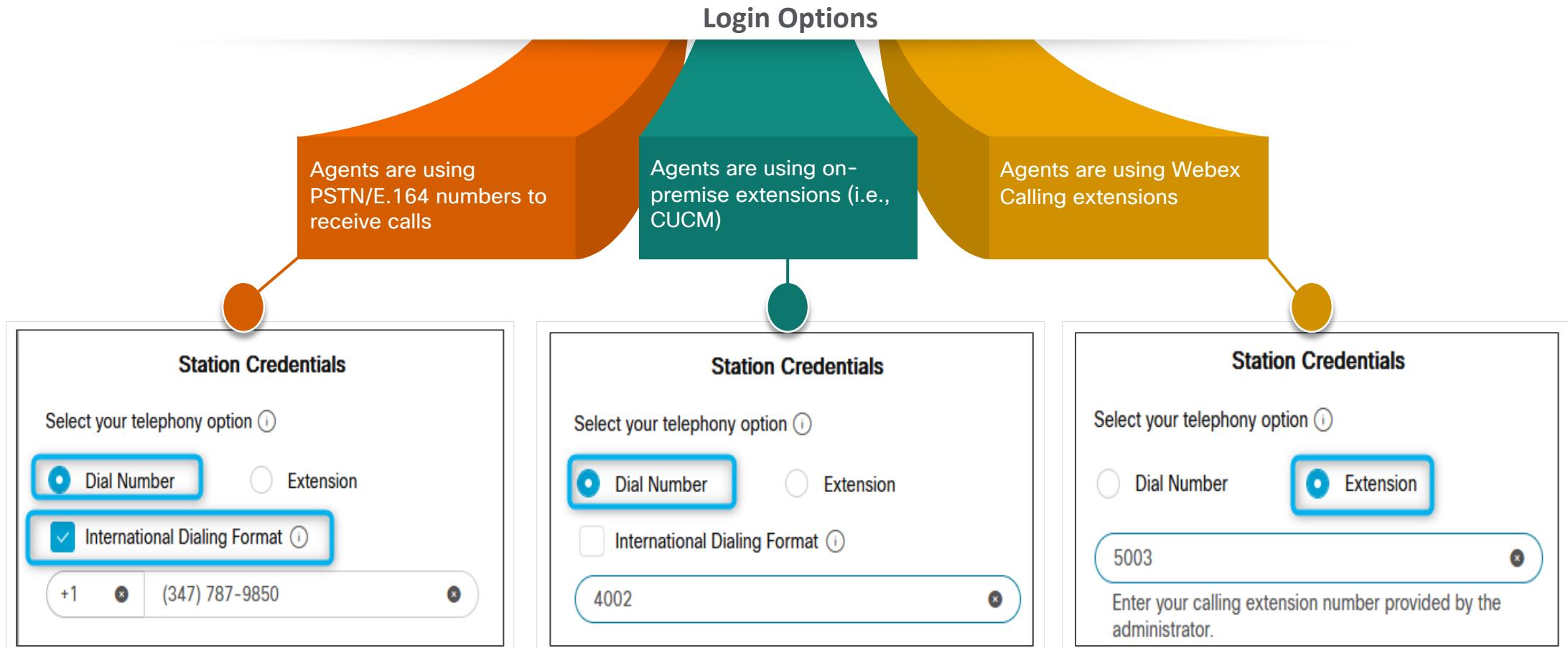
```
2023-10-25 23:26:41:004 ... ["[TaskListener]", "event= AgentContactReserved:"  
...  
2023-10-25 23:26:40:895 ... ["[TaskListener]", "event= AgentInviteFailed:"  
...  
2023-10-25 23:26:40:624 ... ["[TaskListener]", "event= RONA Device Failure:"
```

Immediate RONA

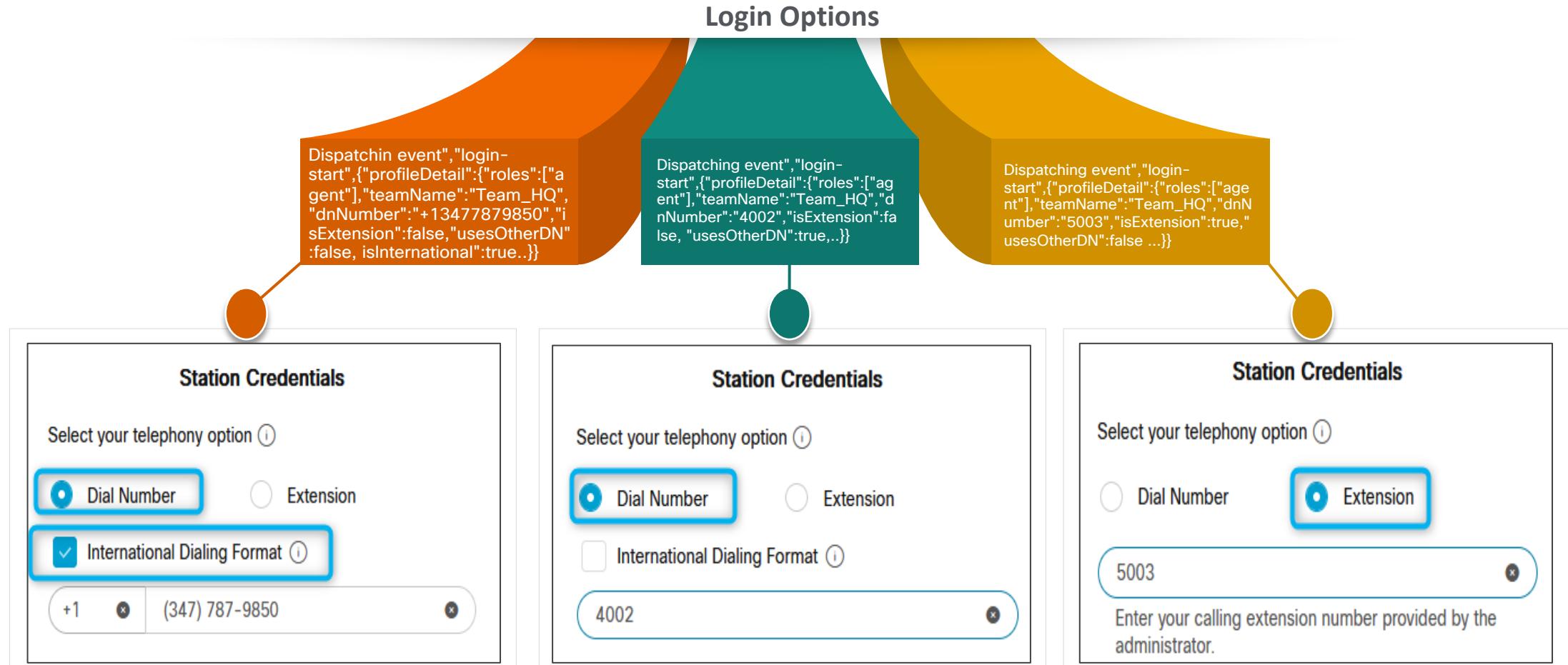
 **Analyzer** ≡ ⚙️ Settings ⬇️ Export CAR RONA

Module1					
Value of Activity	Value	Value of Activity	Value of Activity End Time	Value of Termination	Value of Contact Session ID
ended	00:00	10/25/2023 11:52:30 PM	10/25/2023 11:52:30 PM	Customer Left	d701b49e-543b-4739-9e78-e0a492feee24
parked	00:16	10/25/2023 11:52:14 PM	10/25/2023 11:52:30 PM	-	d701b49e-543b-4739-9e78-e0a492feee24
flow-activity	00:00	10/25/2023 11:52:14 PM	10/25/2023 11:52:14 PM	N/A	d701b49e-543b-4739-9e78-e0a492feee24
connect	00:00	10/25/2023 11:52:14 PM	10/25/2023 11:52:14 PM	-	d701b49e-543b-4739-9e78-e0a492feee24
connect	00:00	10/25/2023 11:52:13 PM	10/25/2023 11:52:14 PM	-	d701b49e-543b-4739-9e78-e0a492feee24
connect	00:00	10/25/2023 11:52:13 PM	10/25/2023 11:52:13 PM	-	d701b49e-543b-4739-9e78-e0a492feee24
connect	00:00	10/25/2023 11:52:13 PM	10/25/2023 11:52:13 PM	-	d701b49e-543b-4739-9e78-e0a492feee24
flow-activity	00:00	10/25/2023 11:52:13 PM	10/25/2023 11:52:13 PM	N/A	d701b49e-543b-4739-9e78-e0a492feee24
new	00:00	10/25/2023 11:52:13 PM	10/25/2023 11:52:13 PM	-	d701b49e-543b-4739-9e78-e0a492feee24

Login Options



Login Options



Troubleshooting Checklist

1

- Gather information about specific RONA occurrence
- Perform correlation analysis
- Implement corrective actions
- If vPOP telephony type is used – ensure that call to an agent did reach premises
- If the issue is still not resolved – contact TAC

References

 cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html

Troubleshooting

Troubleshooting TechNotes

[Explain Notification for Media Platform Update](#)

[Configure Webex Connect with Short Message Service \(SMS\) Digital Channel](#)

[Data Requirements to Troubleshoot Voice Quality of Webex Contact Center Calls](#)

[Troubleshoot and Understand RONA Issues in Webex Contact Center](#)

[Troubleshoot RONA Issue when Agents Enter Dial Number in Wrong Tab](#)

<https://www.cisco.com/c/en/us/support/docs/contact-center/webex-contact-center/218380-troubleshoot-and-understand-rona-issues.html>

<https://www.cisco.com/c/en/us/support/docs/contact-center/webex-contact-center/218340-troubleshoot-rona-issue-when-agents-ente.html>