Webex Contact Center Expert

Contact Center Support, Maintenance and Product SLOs

Basic Troubleshooting

Module 14

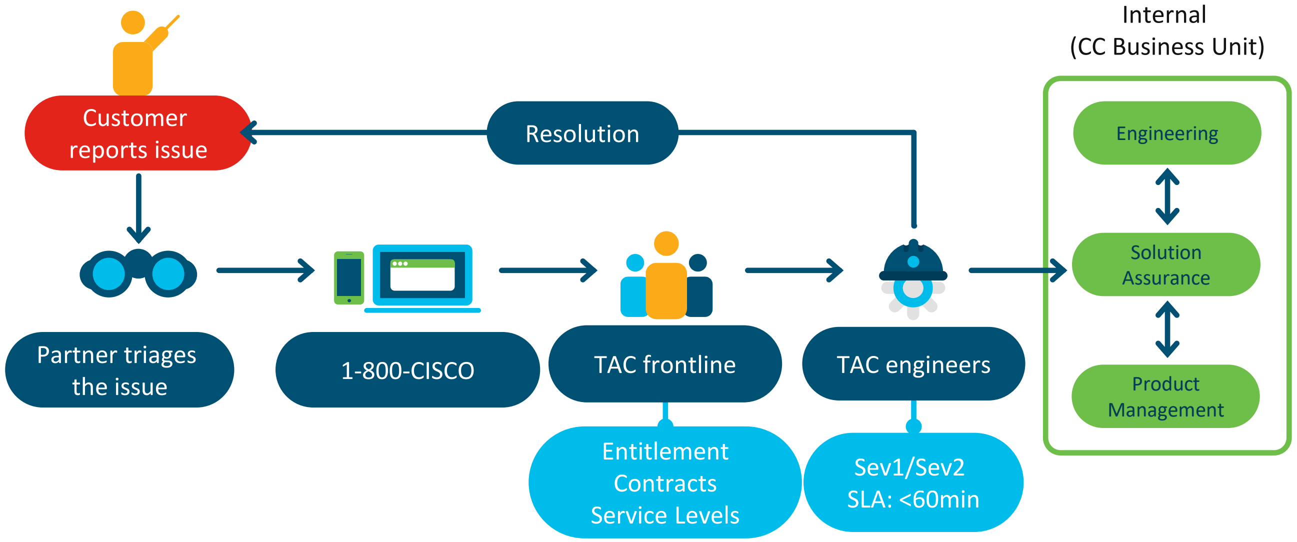
Module Objectives

- Understanding the Webex CC Support Process
- Understanding the Webex CC Escalation Process
- Learning about Webex CC Service Level Addendum
- Learning about the Webex CC Maintenance Process
- Learning about basic Troubleshooting techniques on
    - Partner and Webex CC Connection
    - Webex CC Portals
    - Agent Desktop

Webex CC Support

Webex CC Support Overview

- Leverage world-class TAC infrastructure for 24x7 support
- Basic software support service is included in the Webex CC subscription pricing
- Partner does triaging of issues before TAC support



Getting Support from Cisco Technical Assistance Center for Cisco Webex Contact Center

Open Technical Support Cases through Cisco TAC

Note: Partners and customers **use Cisco support tools for products purchased from Cisco** and **existing BroadSoft support processes for products purchased from BroadSoft.**

To open a case with TAC, partners and customers will need:

1. **Cisco.com User ID (CCO ID)** - if partners and customers do not have a Cisco.com user ID, they should register today

2. **Service agreement contract number** - contract number must be associated with the Cisco.com user ID to access Cisco technical support and other tools such as software licensing and downloading software

3. **Software product family** or Product Subscription Number if you have a Smart Account.

For more information, visit the Service and Support for BroadSoft Integration Website

Accessing Cisco Technical Assistance Center (TAC)	
Phone Support	1-800-553-2447 U.S. For worldwide support numbers, refer to Cisco worldwide contacts: www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html
Email Support	tac@cisco.com
Online Support	mycase.cloudapps.cisco.com/create/start
Manage Your Case Online	mycase.cloudapps.cisco.com/case

Cisco Technical Support Services

Cisco Technical Support Services

Cisco Technical Support services cover the areas of problem resolution, customer success and adoption, and designated support management in three Technical Support Levels:

1. Basic
2. Solution
3. Enhanced
4. Premium

Support Services

Choose the right level of personalized support for your business

Basic Support*

- 24x7 Phone Support w/ 60 min response time
- Cisco Technical Assistance Center (TAC) for incident remediation
- Knowledge base access
- Software update & upgrade and advance hardware replacement[1]

Solution Support

Includes Basic Support plus:

- 24x7 Phone Support w/ 30 min response time
- Dedicated helpdesk for users[2] & administrators[3]
- Dedicated support team
- Multivendor support coordination[4]
- Assistance and guidance for technical enablement
- Business and technical reviews

Software Support Enhanced

Includes Solution Support plus:

- 24x7 Phone Support w/ 30 min response time
- Business consultations to maximize the value of investments
- Reviews to optimize your solution throughout the lifecycle

Software Support Premium

Includes Enhanced plus:

- 24x7 Phone Support w/ 15 min response time
- Dedicated[5] Cisco technical experts to augment your IT team
- Personalized support experience to minimize business disruptions
- Proactive monitoring and troubleshooting[6]
- Escalation and incident management
- Restoration time objective[6]

*Software Support Basic comes with your subscription

1 Advance hardware replacement is for hardware only, requires Smart Net Total Care®
2 End user support is for cloud collaboration products (except Contact Center & UCM Cloud)
3 For the collaboration support service
4 For Solution Support Alliance Partners only
5 Depends on customer size
6 On-premises software only

Support Severity

Severity Levels of Cisco Service Requests

- To make sure support request is prioritized correctly, Cisco has established service request severity definitions
  - When contacting the TAC, Partner is asked to assign a Severity level
    - Severity is a factor used to determine how each service request is prioritized
    - The Partner determines the severity of the service request using the definitions

Severity Levels of Cisco Service Requests

- **Severity 4 (S4)** means minor intermittent functionality or performance issue, or information is required on the Cloud Service or Software. There is little or no impact to Your business operation. You and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.
- ***Standard Business Hours are 0800-1700 local TAC***

Severity Levels of Cisco Service Requests

- **Severity 3 (S3)** means the Cloud Service or Software is impaired, although most business operations remain functional. You and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.
- ***Standard Business Hours are 0800-1700 local TAC***

Severity Levels of Cisco Service Requests

- **Severity 2 (S2):** Severity 2 means the Cloud Service or Software is degraded or significant aspects of Your business operation are negatively impacted by unacceptable software performance. You and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.
- ***Standard Business Hours are 0800-1700 local TAC***

Severity Levels of Cisco Service Requests

- **Severity 1 (S1):** Severity 1 means the Cloud Service or Software is unavailable or down or there is a critical impact to Your business operation. You and Cisco both will commit full-time resources to resolve the situation.

Opening a Case

How to open a Case

Case Create	Severity	Details
TAC Online	Non-Urgent Severity 3 & 4	On Line http://tac.cisco.com
Email, Spark Space and Mobile App	Non-Urgent Severity 3 & 4	Email Reply or Call-back tac@cisco.com
Cisco Support Community	Non-Urgent Severity 3 & 4	Searchable, interactive community http://supportforums.cisco.com
Phone	Urgent Severity 1 & 2	Live Handoff • 1-800-553-2447

Webex CC TAC Team

Webex CC Business Unit Escalation Team

Webex CC Engineering and Product Team

Dedicated Duty Manager

Collaboration Requests with the Global TAC (Internal)

Global Lab Infrastructure

NPS Survey

Service Request Creation

Best Practices

Create a Case with the below in mind

- Consider a Scheduled Dispatch as a proactive approach
- Service contract number, URL, Email and product serial number (if applicable)
- Network topology diagram, Software version, types of equipment and a detailed problem description
- Description of problem and symptoms, show tech outputs…etc.
- Reference the Business Impact
- Be as accurate as possible to ensure that your case is routed to the appropriately skilled engineer
- Monitor of your case online or through Technical Support Mobile Application – You drive the status and severity!

Service Request Creation

Best Practices

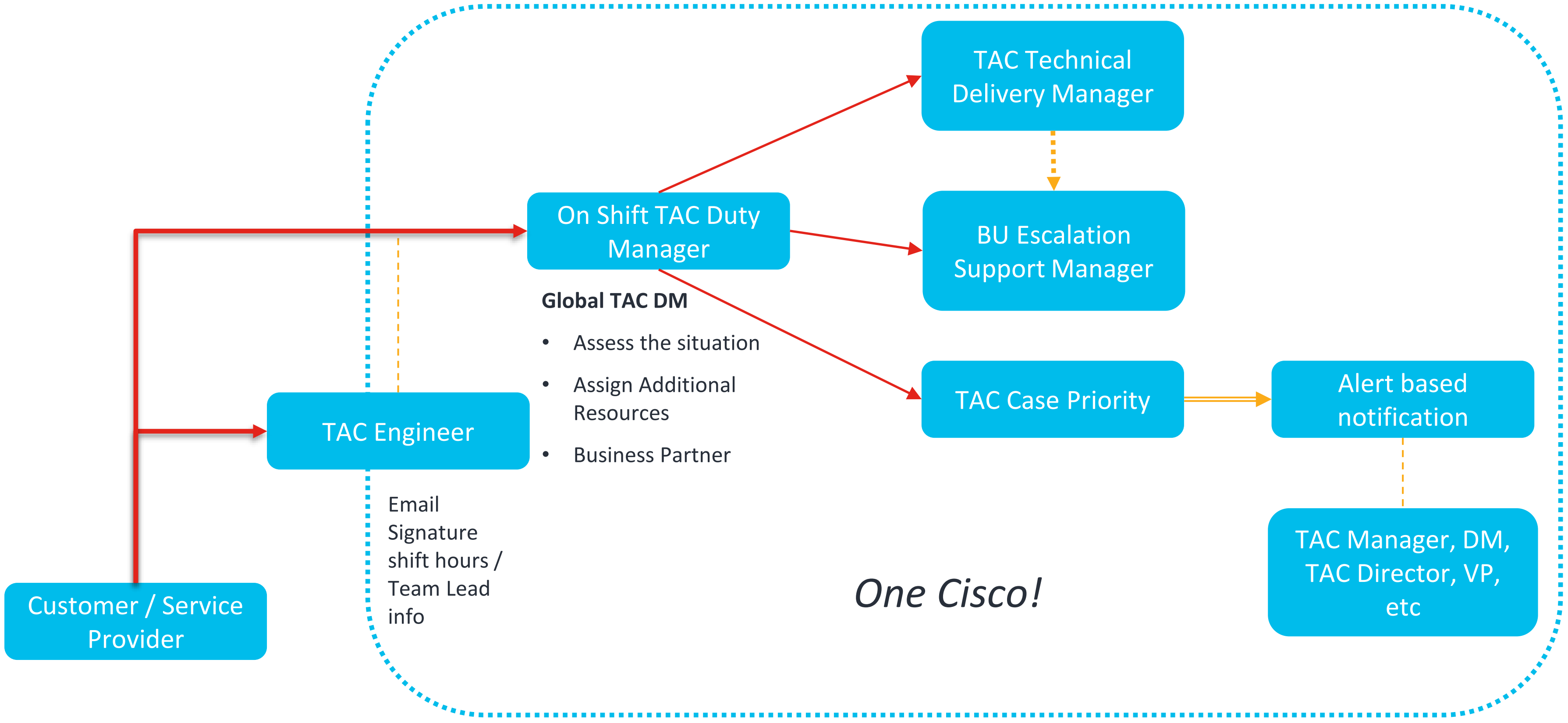
Reducing time to Fault Isolation

- Service requests stay with the SR owner as single point of contact – “Can we open a collaboration request…”
- Sev 1/2 SRs are warm handed-off to the next engineer
- If the SR owner is not available, the SR can be requeued
- Service requests are frequently reviewed by leads and managers for progress
- Escalation resources can be engaged at any time – Don’t hesitate to escalate if you are not getting the service or resolution you expect!
- Service requests can be escalated by the engineer, lead or a customer
- Global Lab available 24x7 – “Can we recreate this in the lab…”

Support Escalation

Support Escalation Flow

https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html



Escalating a Case to a Delivery Manager

- **When the support engineer answers, provide the following information**:
  - Case Number
  - Request to talk to the on-shift Service Manager/Duty Manager
- When talking to the Service Manager/Duty Manager:
  - Explain your Cisco role to give the support engineer a context for your phone call Dialog about the case issues, and any concerns

Escalation Process

What can I expect during an escalation?

- Customer contact and escalation point will collaborate to develop a communication plan
- Where applicable a technical plan of action will be developed

When is the escalation considered closed?

- The plan of action has been completed and the issue addressed
- A reasonable period has elapsed without any further issue recurrence
- The escalation has been reviewed and an agreement reached to downgrade the case severity

Webex CC Maintenance Process

Webex CC Product SLA Calculation

Type	Description	Advance Notice
Scheduled Upgrades and Maintenance	Major release Upgrade	Thirty (30) days
	Maintenance	Seventy Two (72) hours
	Service Bulletin	Day of upgrade
Unscheduled Maintenance	Maintenance that cannot wait for 3-day notification window	As far ahead as practicable

Notes:

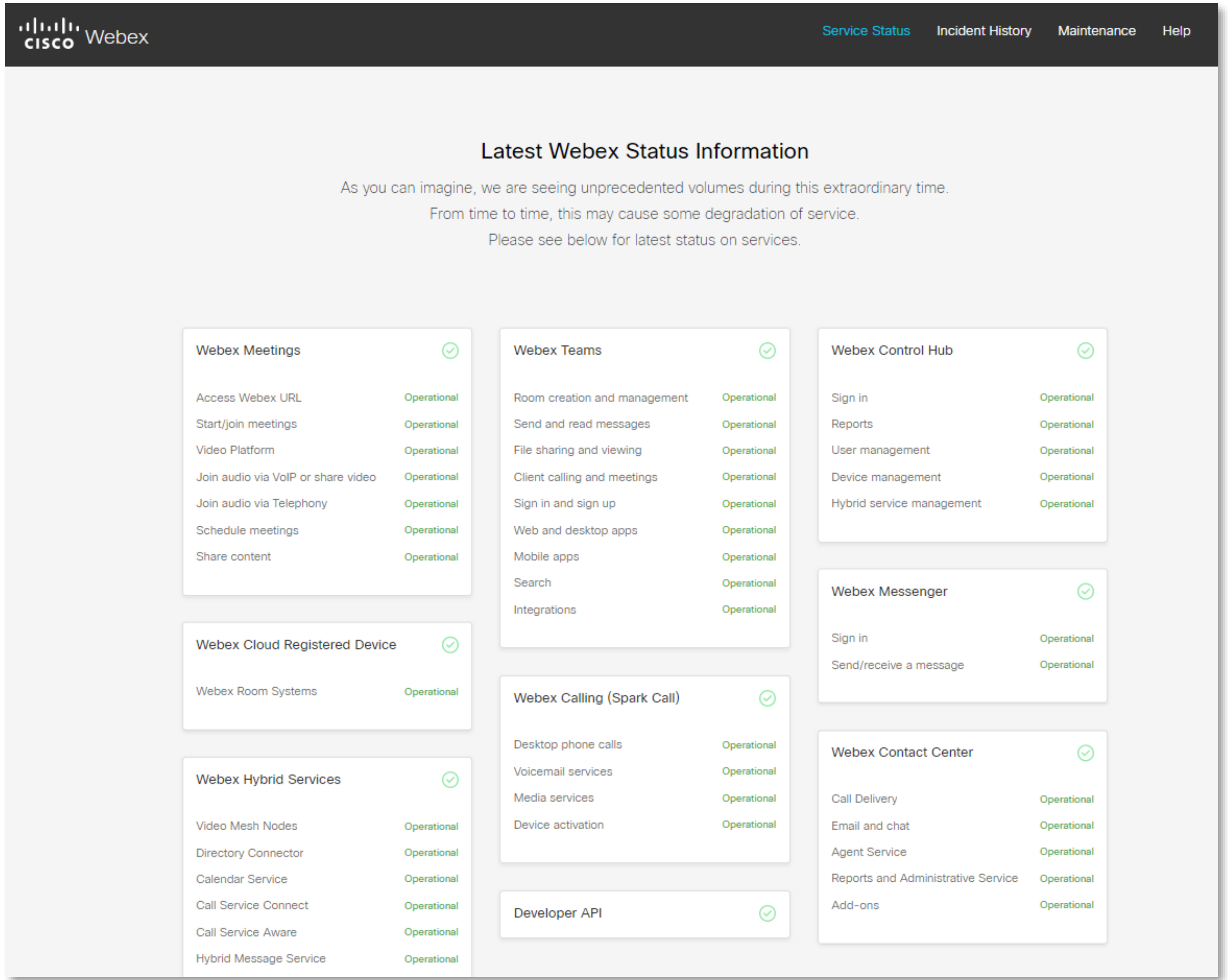
- [1] Most maintenance procedures are performed without customer impact and can take place at any time.
- [2] To the extent reasonably practicable, scheduled maintenance will take place during the hours between 18:00 and 23:00 local data center time zone.
- [3] Notifications will be sent via email to Customer’s designated personnel as well as via dashboard alerts when appropriate.
- [4] An official communication will be sent to Customer’s designated personnel upon completion of any upgrade or maintenance.
- [5] Scheduled upgrade and maintenance times are deducted from total monthly minutes for the purpose of availability SLA calculations.

Webex CC Maintenance & Notifications

- Maintenance
  - A major platform release and upgrade is scheduled once every quarter on the average.
  - Minor upgrades and bug fixes are deployed as needed.
- Customer Notification
  - 30-day advance notification for major releases
  - 3-day advance notice for scheduled maintenances
  - Emergency maintenances are performed as necessary, with an email notification prior to the maintenance.
  - Outage or Service advisories are sent when issues that are disruptive or potentially disruptive to customer operations are identified.

Cisco Webex CC Platform Status

https://status.webex.com/



Review Questions

True/False. A call routing problem affecting the whole business operations shall been assigned S2 severity

False

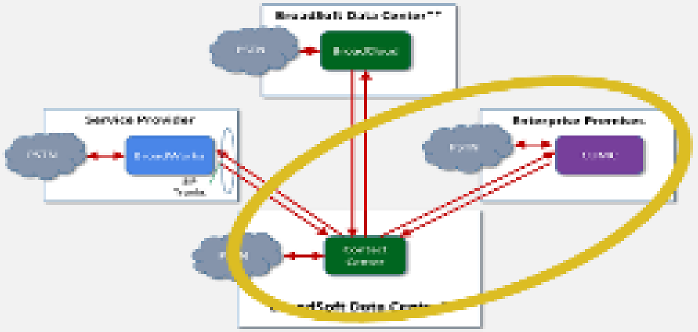
True/False. Emergency Maintenance is performed every quarter

False

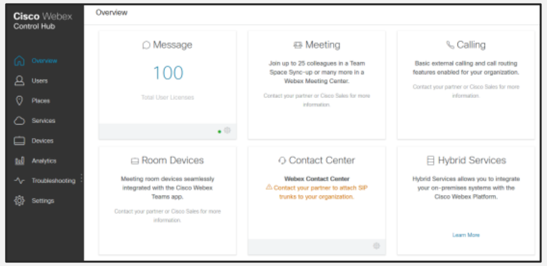
Basic Troubleshooting

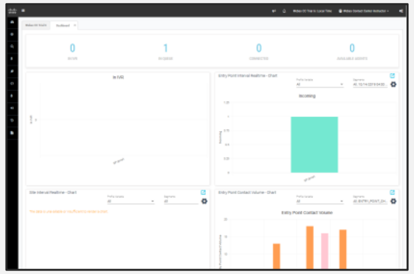
Troubleshooting Areas

- Partner and Webex CC Interconnection

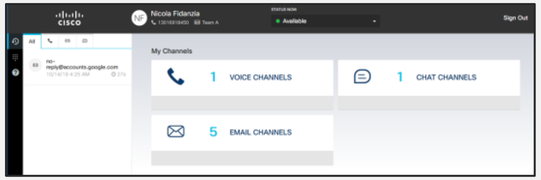


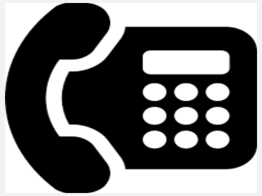
- Webex CC Management Portals (CH and Tenant)





- Agent Client





Partner and Webex CC Connection

- Before the integration project is concluded, an acceptance testing is carried out

- When there are issues, both the Webex CC Team and the Partner debug them

Webex CC Management Portals

- When escalating a Service Provider or Tenant Portal issue to TAC, make sure to provide the following information
  - Login Username of the person experiencing the problem
  - Time that the issue was first observed
  - Screen capture(s)

- If the problem occurred in the Monitoring module, the number that the Supervisor was attempting to call and a call session ID, if available.

Webex CC Management Portals

Problem	Description/Workaround
You cannot log in to the Management Portal.	Check to make sure that the correct user name and password are entered.
You cannot access a module from the Management Portal, or you cannot see some entry points or queues.	You do not have the correct privileges to access these modules, entry points, or queues. Contact your Webex Contact Center administrator.
The Management Portal does not display data regarding agents or calls, or shows that no agents are logged in.	Make sure that the privacy setting for Internet Explorer is set to Medium.
Occasionally the message "Please Refresh the Page" appears in the Real-Time Reports module.	Log out of the current Webex Contact Center session. Close any remaining Webex Contact Center windows and log in again.
When you resize the Agent view of a real-time agent report, tooltips for idle and wrap-up codes are sometimes displayed in the graph area instead of near the cursor.	Maximize the window to display the tooltip near the cursor.

Webex CC Management Portals

Problem	Description/Workaround
Too many abandoned calls are being reported.	Escalate to Customer Support.
While viewing a chart in a report or on a monitoring page, you see the following message "Communication Interruption on <date> at <time>".	The system has been unable to refresh the data in the chart since the time indicated in the message, typically because of an intermittent network interruption or server issue. If the problem persists for several minutes, notify your system administrator.
The real-time reports are not refreshing on the Management Portal.	Escalate to Customer Support.
The real-time report statistics are not displayed.	Escalate to Customer Support.

Webex CC Management Portals

Problem	Description/Workaround
In a real-time agent report, the wrap-up count and number of entered wrap-up codes do not match.	This discrepancy occurs when an agent logs out while still in the Wrap-up state without selecting a wrap-up code. Instruct agents to always go into the Idle state and then click the Log Out button to log out rather than closing the browser while logged in.
Changes to the names of existing idle and wrap-up codes do not appear immediately in agent reports. Instead, agent reports display the previous code names before they were edited or N/A for a new code.	Log out and then log in again to see the changes.
When exported to CSV format, data in the Agent View of a current snapshot agent report is displayed incorrectly.	The Time Value is displayed in two cells instead of one when exported to CSV format. This is because a comma separates the day from the date and time in the Login Time field.
When you export historical report data to Microsoft Excel that includes date and time in the hh:mm:ss format, Excel displays only the hours and minutes, and not the seconds.	By default, Excel displays the data in hh:mm format. However, you can double-click in the cell to see the data in hh:mm:ss format.

Webex CC Management Portals

Problem	Description/Workaround
For a new team, data in the agent interval report is displayed in half-hour intervals from the time an agent on the team logs in after system restart.	This is transient for teams that log in for the first time. Normally, data is displayed in half-hour intervals from midnight.
In the Historical Reports module, occasionally the parameters for a customized default report are not saved after you log out and log in again.	After you save a custom report, wait 10-15 seconds before logging out.
You cannot make a monitoring request.	Ensure that you are using the correct DN and prefix.
Monitoring session left open for an hour or longer displays a blank page or unexpected behavior	Close the module and re-open it.

Webex CC Management Portals

Problem	Description/Workaround
Supervisor phone rings even when the monitoring request is for a different queue.	If a monitoring request is made for a team and if multiple queues use the same team for routing, any of the queue's calls for that team can be monitored.
A call ends, but the monitoring screen indicates that the call is still in progress.	Escalate to Customer Support
Signed in agents can not see changes made to Skill profile.	The agent needs to sign in again to view the changes.

Agent Client

- When escalating an Agent Desktop issue to TAC, make sure to provide the following information
- Login Username of the person experiencing the problem
- Screen capture of the Agent Desktop screen
- Agent Username and Time that the issue was first observed

Agent Client

Network Interruptions

- If a network interruption occurs that lasts for less than two minutes, all the Agent Desktops display a “Reconnecting” message and then successfully reconnect
- If a network interruption lasts longer than two minutes, instruct agents to close the current Agent Desktop window, and then log in again
- When escalating all network interruptions you should report the time the problem occurred and the number of agents affected
- Please Note: if the connection to the primary Application Center is down, Webex CC Management Portal users cannot view historical statistics

Agent Client

Problem	Description/Workaround
You are not able to log in to the Agent Desktop.	1.Check to make sure that cookies are enabled in Internet Explorer. 2.Ensure that the correct user name and password are entered in the login screen.
During login, the error message "Invalid phone number" appears after you click **Go**.	Check the format of the DN that you entered and make sure the number is valid.
You accidentally closed the browser window while on a call.	If you close the browser window while on a call, you cannot log in again until you complete the call. If you close the browser window while the call is on hold, the system automatically takes the call off hold.
When you refresh the Agent Desktop window, you are logged out and the login screen is displayed	Log in again. Avoid refreshing the window while logged in.

Agent Client

Problem	Description/Workaround
The status bar on the Agent Desktop displays "Not Responding" and your phone does not ring.	1.Check the volume setting on the phone and make sure that the ringer is set to "high." 2.Check the DN (dial number), including the dialing prefix, and make sure it is correct. 3.After resolving the problem, change your state to Available or Idle by clicking one of the buttons on the message that appeared when you entered the Not Responding state.
After reconnecting to the system following a network interruption, you are suddenly logged out.	Log in to the Agent Desktop again. If you are unable to log in, escalate to Customer Support.
Re-launching the Agent Desktop while logged in may create problems	Do not open more than one Agent Desktop application at a time on the desktop.

Agent Client

Problem	Description/Workaround
The Agent Desktop becomes very slow.	This can happen when you leave the Agent Desktop open for long periods of time. Close both the Agent Desktop and the browser after logging out of the system. If this does not help, end the process from within the Windows Task Manager.
The Agent Desktop occasionally logs out agents following a network interruption.	Log in to the Agent Desktop again.
The Agent Desktop is not completely displayed.	Minimize the Agent Desktop, and then restore it from the taskbar.
Launch pages and graphs are not displayed properly.	Make sure that in Internet Explorer, the Show Pictures option is selected in the Advanced tab of the Internet Options dialog box.

Agent Client

Problem	Description/Workaround
You are available but no calls are sent to you.	Make sure you are in the Available state and are logged in to the correct team.
You are talking to a customer, but the Agent Desktop status bar displays Reserved.	Report the incident to Customer Support.
Your agent softphone is not ringing, but the Agent Desktop status bar displays Not Responding.	Make sure that you entered the correct DN.
The Agent Desktop status bar displays Re-connecting.	Check to see if the PC network cable has been disconnected or loosened. If you do not see a message indicating that there has been a network problem, escalate to Customer Support.

Agent Client

Problem	Description/Workaround
You answer a call, but the call disconnects after 30 seconds.	If Not Responding is displayed in the Agent Desktop status bar, change to the Available state and wait for the next call.
The Internet Explorer browser freezes.	Open Windows Task Manager and end all browser processes.
Pop-up blockers appear.	From the Internet Explorer Tools menu, disable pop-up blockers.
The Agent Desktop status bar displays a connected state while the phone is ringing.	Report the incident to Customer Support.

Agent Client

Problem	Description/Workaround
An outbound call fails.	Make sure you entered the correct DN and prefix.
During a blind transfer, call details are not displayed on the Agent Desktop of the receiving agent while that agent is in the Reserved state.	The Reserved state is very transient. Call details are displayed as soon as the second agent answers the call.

Agent Client

Problem	Description/Workaround
Echo or low volume	Check the phone settings. If using a softphone, check the Microsoft Windows and softphone settings.
Jitter/Stutter audio -OR- High latency	Bad connectivity, probably due to a network problem. Check to make sure that your PC is not also running other software that uses audio. Escalate to Customer Support.
Cross talk	Escalate to Customer Support.
One-way audio	Make sure you are not on mute. If not, escalate to Customer Support

Module Objectives Wrap-up

- Understanding the Webex CC Support Process
- Understanding the Webex CC Escalation Process
- Learning about Webex CC Service Level Addendum
- Learning about the Webex CC Maintenance Process
- Learning about basic Troubleshooting techniques on
  - Partner and Webex CC Connection
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  - Agent Desktop