

Webex Contact Center troubleshooting guide

Explore the various methods for troubleshooting common issues and how to access support if you need more help.

Control Hub analytics

Understand usage trends to improve agent and customer experiences. Review media quality, call history, and hop details, all right within Control Hub.

[See more](#)

Analyzer

Use stock reports to improve management of SLAs, queues, and abandoned contacts—plus agent and team status tracking, call handling, and troubleshooting.

[See more](#)

Flows

Get insights into call interactions and identify failures. Access aggregated call data with execution counts and percentages, and switch between flow versions for detailed analysis.

[See more](#)

Technical Assistance Center (TAC)

When you need further assistance, you can reach out to your partner or Cisco for support via the web, email, or phone.

[See more](#)

Equip your agents to troubleshoot on their own with these popular help articles.

[View the collection](#)

Control Hub analytics

Go to **Monitoring > Analytics > Calling** to view analytics in Control Hub.

Usage trends and insights

Gain valuable insights and usage trends to increase adoption and improve both agent and customer experiences.

With access to up to three months of historical Webex Calling data (or 13 months with the Pro Pack plan), organizations can analyze past performance and make informed decisions.

For best results, it's essential for agents to use the Webex App for calls, ensuring sufficient data collection for analysis.

KPIs and visualizations

Gain high-level insight into your operations with relevant KPIs displayed via interactive data visualizations that can be customized and shared.

The dashboards offer flexibility, allowing charts and tables to be exported in PDF, PNG, and CSV formats.

These tools are accessible to full, read-only, and support administrators.

Customize dashboards

Pick and choose the data you want to see all in one place. Create a dashboard with charts and graphs from different sections to organize the data in a way that works best for you.

Media quality

Call quality data is updated in near real-time—within 15 minutes after a call ends.

Detailed call history

Identify user consumption patterns and trends for Webex Calling by generating KPIs on a per-call basis. Use the time zone conversion feature for accurate data representation across regions.

Troubleshooting

In the troubleshooting view, metrics for users in point-to-point on-net calls are shown for one or both parties. For off-net calls, only User 1's metrics and media relay data are provided.

Most scenarios display two call legs, but some, like call park, show only one, requiring manual correlation by time. Future updates will simplify this process.

In-net Optimized: Successful ICE allows direct media flow between users.

On-net Unoptimized: Unsuccessful ICE results in media flowing through the Webex cloud.

On-net Cloud Hosted: Media is cloud-hosted, such as for voicemail or auto attendant.

Off-net Calls:

- **Via Cloud Connected PSTN Provider:** Calls use a PSTN network with media relayed through a CCPP.
- **Via Local Gateway:** Calls route through enterprise media, either from enterprise-hosted users or PSTN provided by the enterprise.

Hop detail

Hop detail provides insights into the end-to-end call experience and hop quality.

- **End-to-end call experience** is assessed using media quality data from each registered endpoint. Calls are graded as good if packet losses are <5%, latency is <400 ms, and jitter is <150 ms.
- **Hop quality** is evaluated from the media relay point to the Webex Calling cloud (excluding PSTN endpoints). Good hop quality is packet loss <2.5%, latency <200 ms, and jitter <75 ms.

We recommend using the individual call troubleshooting view along with aggregate information from Analytics for comprehensive insights.

Analyzer

Access Analyzer from **Services > Contact Center > Analyzer**.

Stock reports:

Service Level & Queue Statistics

- CSQ All Fields Report
- Contact Details in Queue
- Contact Details in Queue – Today Real-Time
- Queue Service Level Realtime

Abandoned Statistics

- Abandoned Contact Details
- Queue Abandoned
- Abandoned Realtime
- Abandoned Call Detail Activity Report

Agent/Team Status Tracking & Call Handling

- Agent Details
- Team
- Agent Trace
- Agent Interval Realtime

Troubleshooting Report (Call-By-Call)

- CSR Report – Yesterday

Flows

Flows can be found in **Services > Contact Center > Customer Experience > Flows**.

Debug

This feature enables flow developers to gain insights into call flows and track the paths taken during calls. An interaction provides a summary and correlation of activities related to a contact's journey through a contact center.

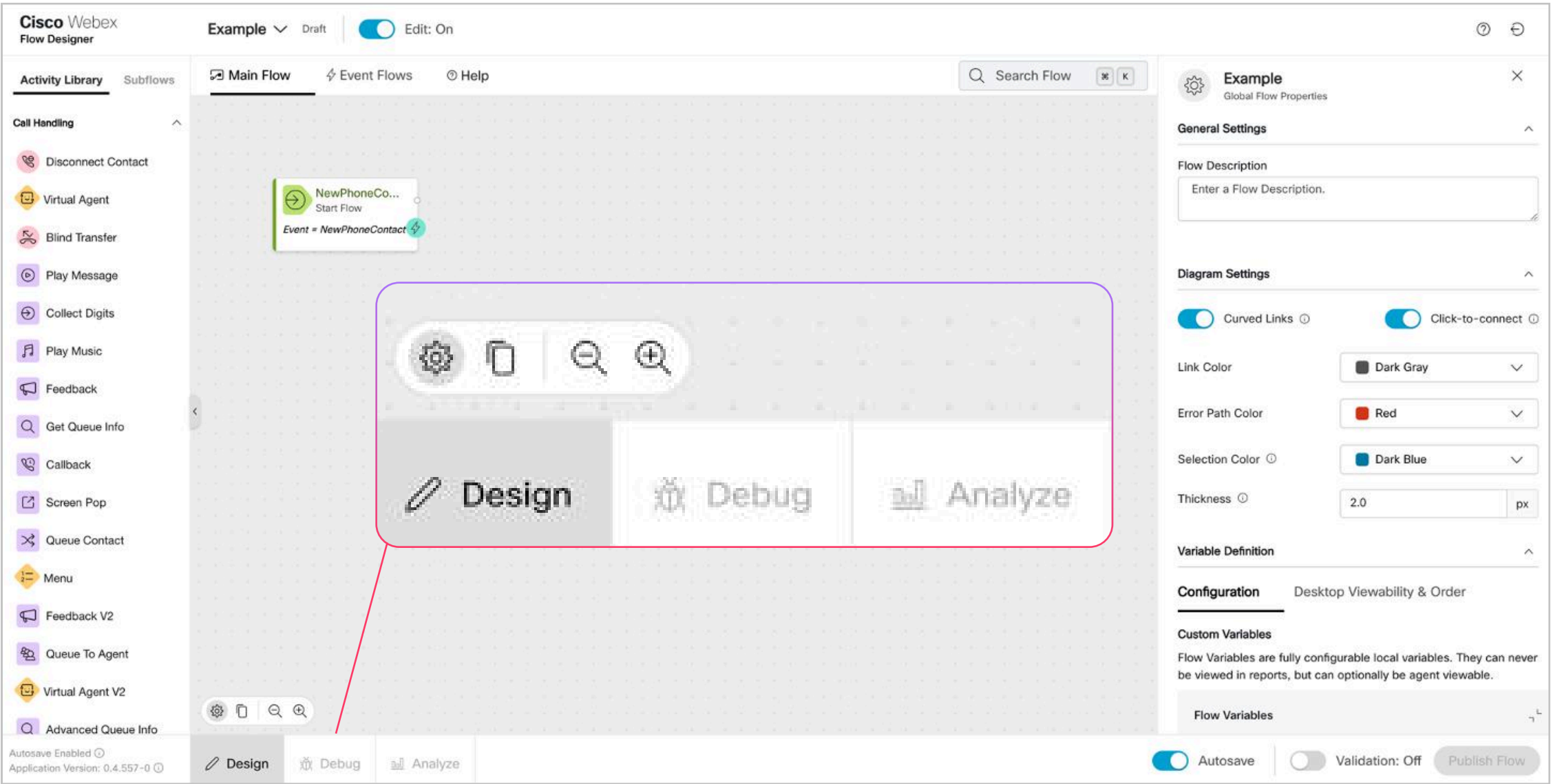
Each interaction is identified by a system-generated unique Interaction ID, which tracks the journey across different paths. This allows developers to identify failure scenarios and troubleshoot activity failure paths effectively, ensuring smooth flow execution.

Analyze

This feature offers an aggregated view of all calls processed through a selected flow, showing how often each outgoing port of an activity was executed during a specific period. It also calculates the percentage of calls passing through the NewPhoneContact activity.

Execution counts for each activity are displayed at the outgoing ports, with activities like Menu, which branch into multiple paths, providing individual execution counts and percentages for each port.

Flow Analytics focuses on the latest version of the flow, but if multiple versions exist, you can switch between them using the Version History table.



Technical Assistance Center (TAC)

Leverage 24x7 support included in the basic software support service with Webex Contact Center subscription pricing.

Before contacting TAC support, partners handle the initial triage of issues, ensuring efficient and effective problem resolution.

Requirements to open a case

- 1. **Cisco.com user ID (CCO ID)** - register if not available.
- 2. **Service agreement contract number** - must be associated with the CCO ID.
- 3. **Software product family or subscription number** - if applicable.

Accessing TAC

- **Phone support:** 1-800-553-2447 (U.S.) For worldwide numbers, visit [Cisco Worldwide Contacts](#).
- **Email support:** tac@cisco.com
- **Online support:** mycase.cloudapps.cisco.com/create/start
- **Manage your case online:** mycase.cloudapps.cisco.com/case

Severity levels

Severity 4 (S4):

- Little or no impact to business operations
- No workaround is needed
- Cisco & partner/customer in contact during business hours on an as-needed basis

Severity 3 (S3)

- Performance of the network is impaired, although most business operations remain functional
- A workaround is available
- Cisco & partner/customer in frequent contact during business hours

Severity 2 (S2)

- Operation of an existing network is severely degraded, or there is a significant impact on business operations
- Cisco & partner/customer will commit full-time resources during standard business hours

Severity 1 (S1)

- Production network down and there is critical impact to business operations
- Cisco & partner/customer both will commit full-time resources to resolve the situation

