

Troubleshoot Virtual Agent on Webex Contact Center - Useful Information and Logs

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Introduction

This document describes some important information to help troubleshoot issues with Virtual Agent on WebEx Contact Center. The information can be presented to Technical Assistance Center (TAC) for further troubleshooting.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Google Dialogflow

Components Used

The information in this document is based on these software versions:

- WxCC 2.0
- Google Dialogflow

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

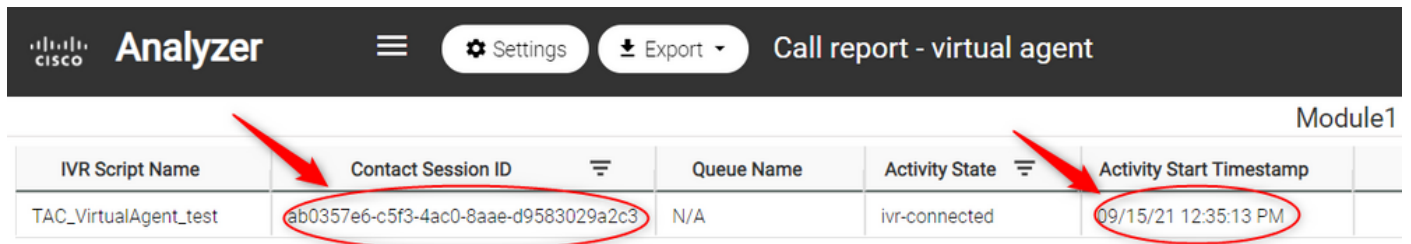
Gather troubleshooting information

Contact session ID of the call from Analyzer
Verify the intents that match from DialogFlow
Collect the virtual agent session ID and stackdriver logs

Contact session ID of the call from Analyzer

Collect the **contact session ID** and the timestamp from the analyzer

IVR Script Name field on Analyzer can be used to check the script (or flow) the contact hit

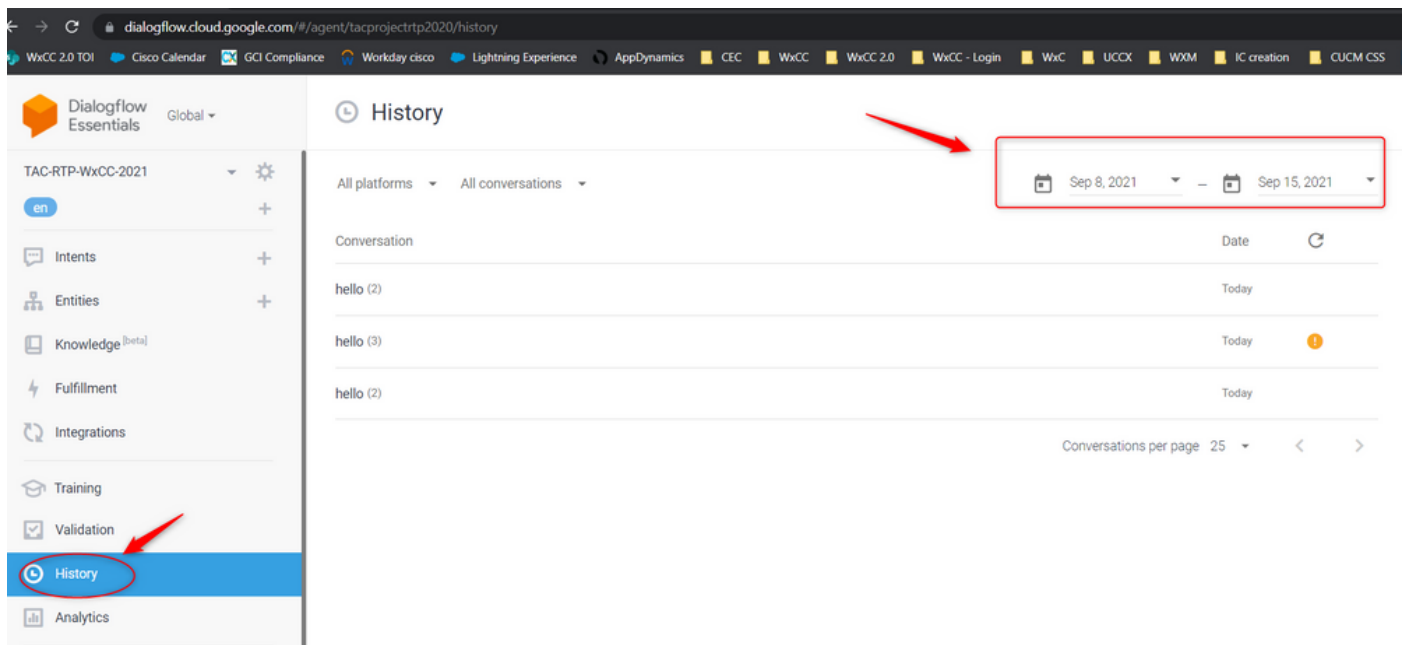


IVR Script Name	Contact Session ID	Queue Name	Activity State	Activity Start Timestamp
TAC_VirtualAgent_test	ab0357e6-c5f3-4ac0-8aae-d9583029a2c3	N/A	ivr-connected	09/15/21 12:35:13 PM

Verifying the intents match from DialogFlow

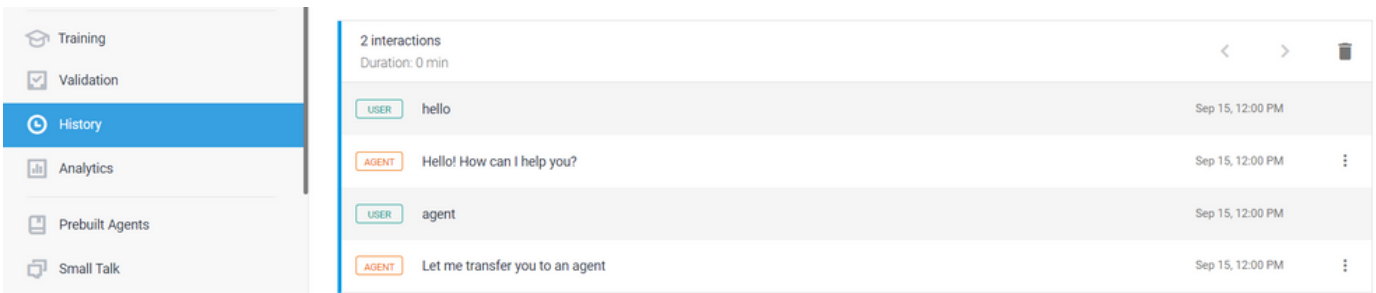
Dialog flow is a useful tool to seeing the conversations between the virtual agent and the user. The link to access DialogFlow is [HERE](#)

From the Dialogflow page, access the **History** section and select the correct timeframe

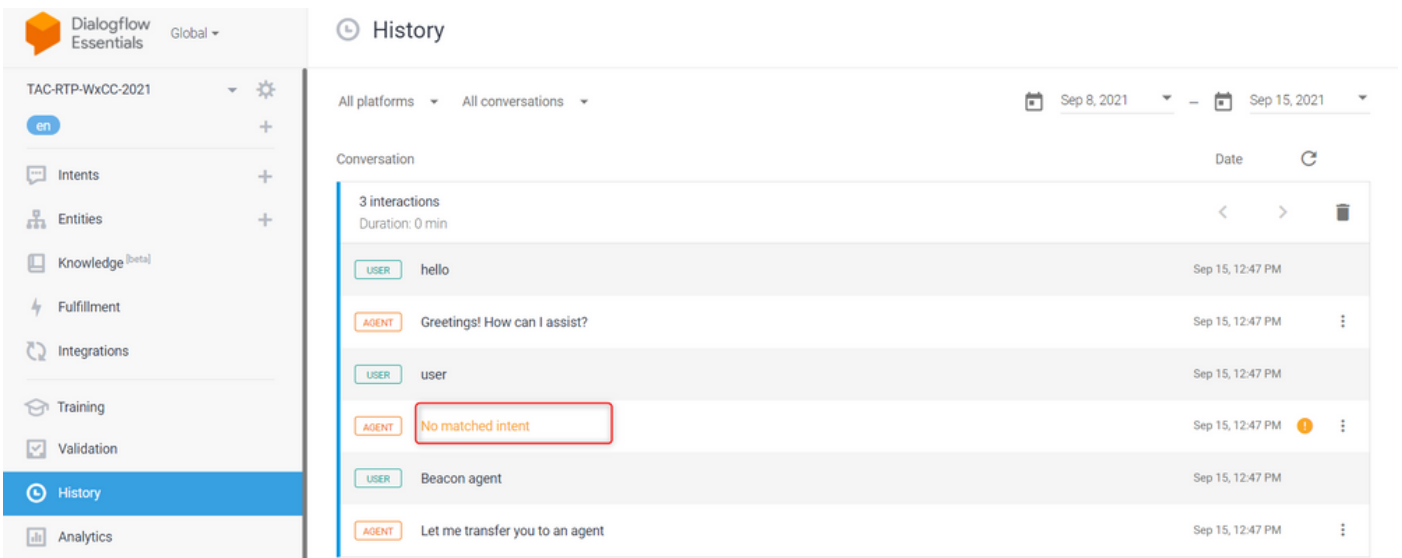


The screenshot shows the Dialogflow Essentials interface. On the left sidebar, the 'History' menu item is circled in red. In the main content area, the 'History' section is active, showing a list of conversations. A date range selector is highlighted with a red box and arrow, showing 'Sep 8, 2021' to 'Sep 15, 2021'. The list of conversations includes 'hello (2)', 'hello (3)', and 'hello (2)'.

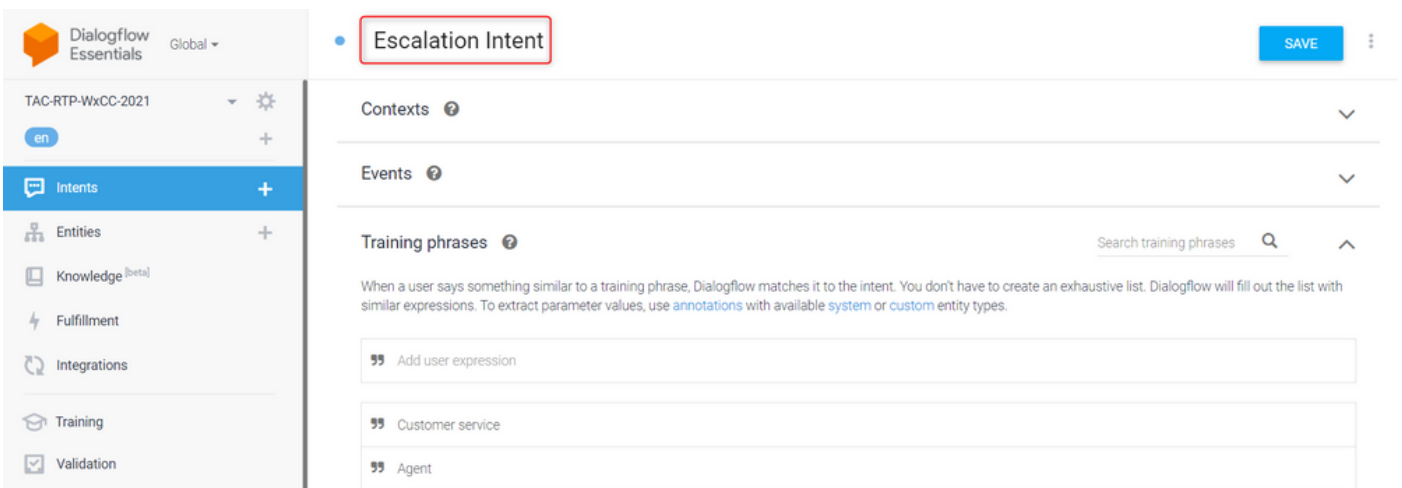
An example of a successful conversation between a user and the virtual agent would look similar to this



An example of a potentially problematic conversation between a User and the Agent can be seen here where there is no intent that matches for the response from the User



Check the escalate intent to see if there are any phrases that match

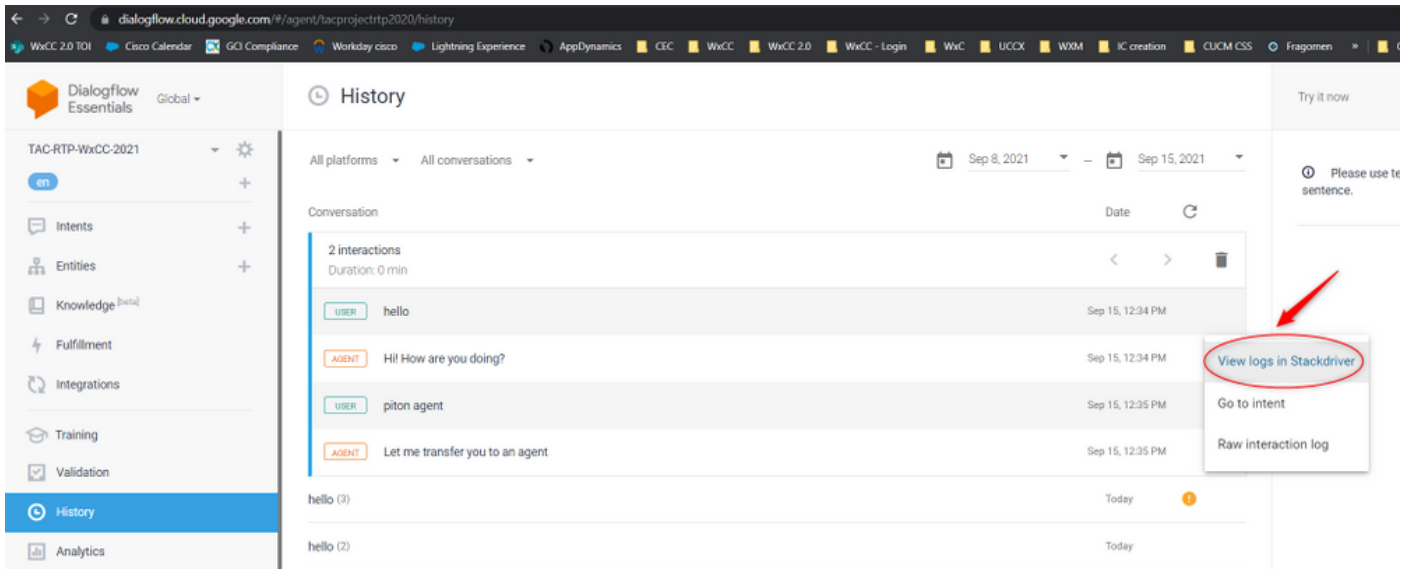


Using StackDriver logs

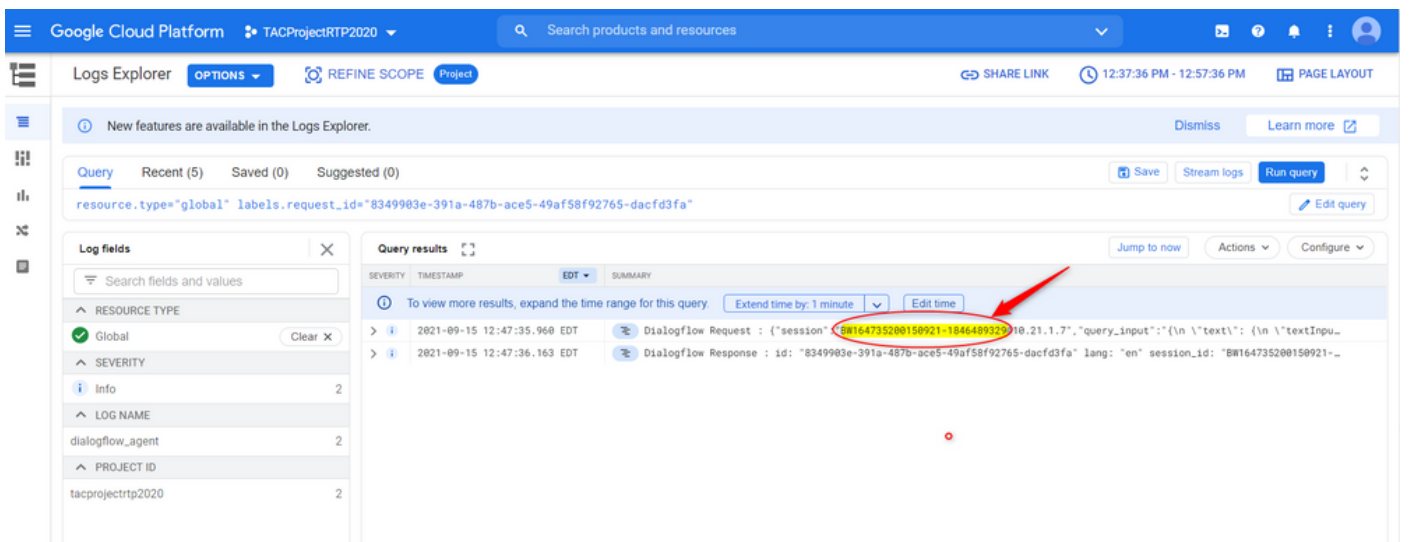
If general configuration of the virtual agent (Intents) on Dialogflow is correct and if there are issues with the user not hearing the phrases or phrases are matches but calls are not getting getting queued for an available agent, the information from StackDriver is useful and can be presented to TAC:

For the conversation that is having the issue, from Dialogflow select the **Agent** conversation and select **View logs in StackDriver**

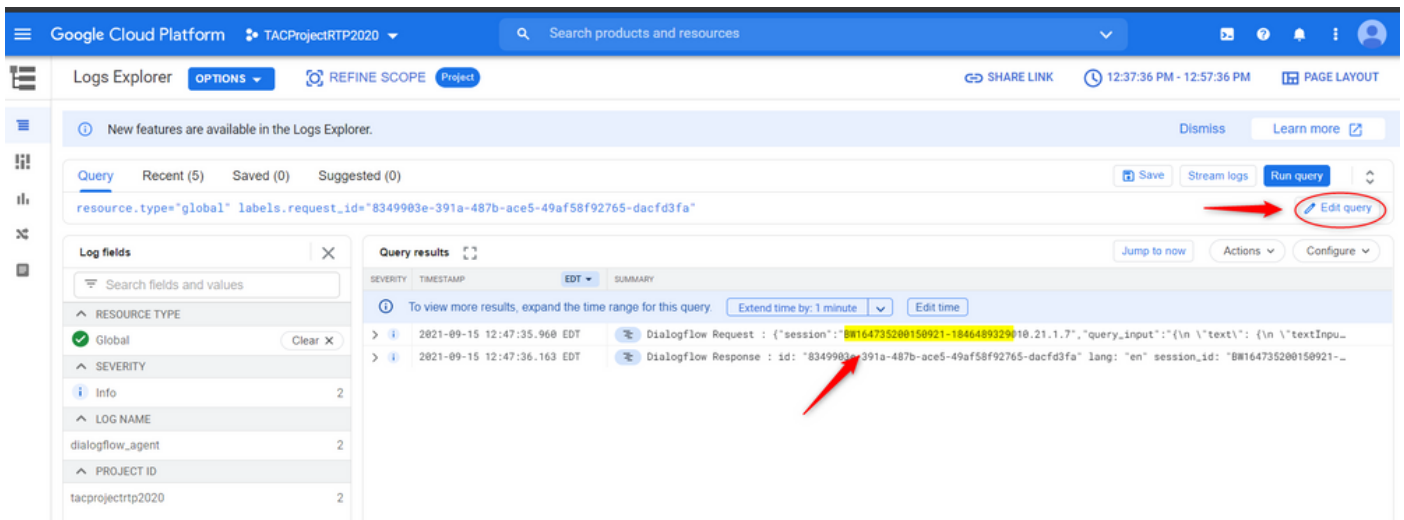
Note: The stackdriver logs on the google console page are enabled by default. You can access the logs using this [LINK](#)



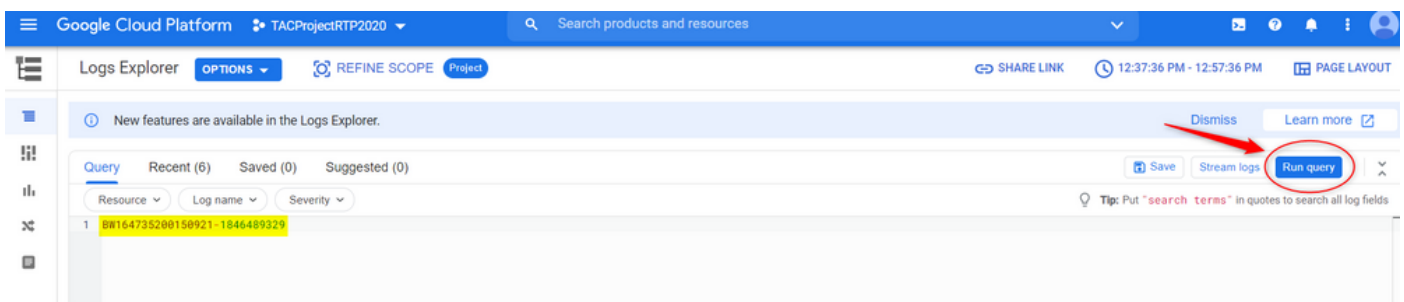
Once selected, copy and note down the **session ID** of the conversation. This session ID is unique to the full conversation on Dialogflow and Webex Contact Center



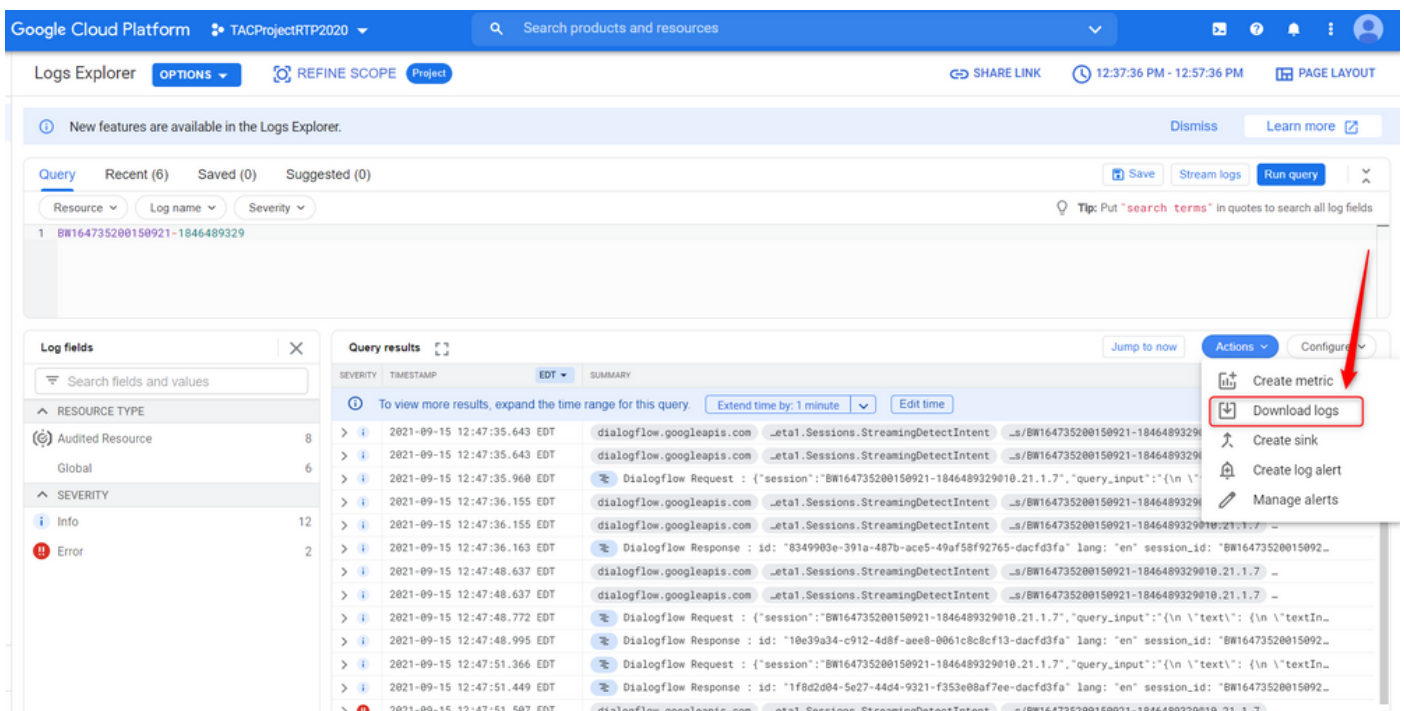
Once the session ID is copied, please select "**Edit query**"



Copy and paste the **session ID** in the dialog box and hit Run Query:



Once the query is run, all the conversations for that interaction must be loaded. Proceed with Downloading the logs:



Save the logs either as **JSON** or **CSV** file and present it to the TAC along with the session ID of

this conversion with the virtual agent

Download logs



Log entries matching your query will be downloaded. If you need over 10,000 logs consider [exporting your logs](#).

Maximum log entries

500

Format

JSON

CSV

[View in New Tab](#)

[Save to Google Drive](#)

[Download](#)