

Data Requirements to Troubleshoot Voice Quality of Webex Contact Center Calls

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Introduction

This document describes in detail on how to gather important information related to voice quality issues observed in inbound and outbound calls.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center
- Contact Center and Voice Over Internet Protocol (VoIP)

Components Used

This document is not restricted to specific software and hardware versions.

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.

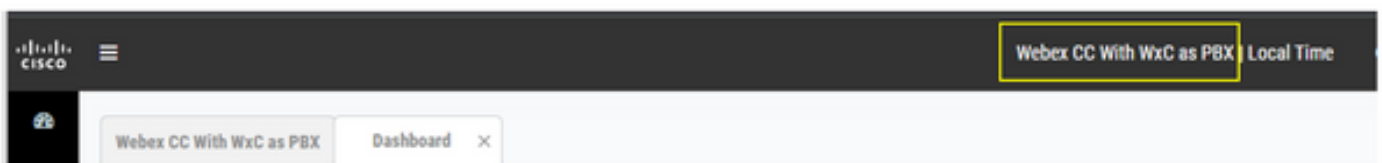
Data Collection

The goal of this document is to help administrators gather important information that helps the Technical Assistance Center (TAC) Engineers to understand the issue better and help resolve the problem in a timely manner. To make it simple the document explains on what type of data must be gathered via these sections.

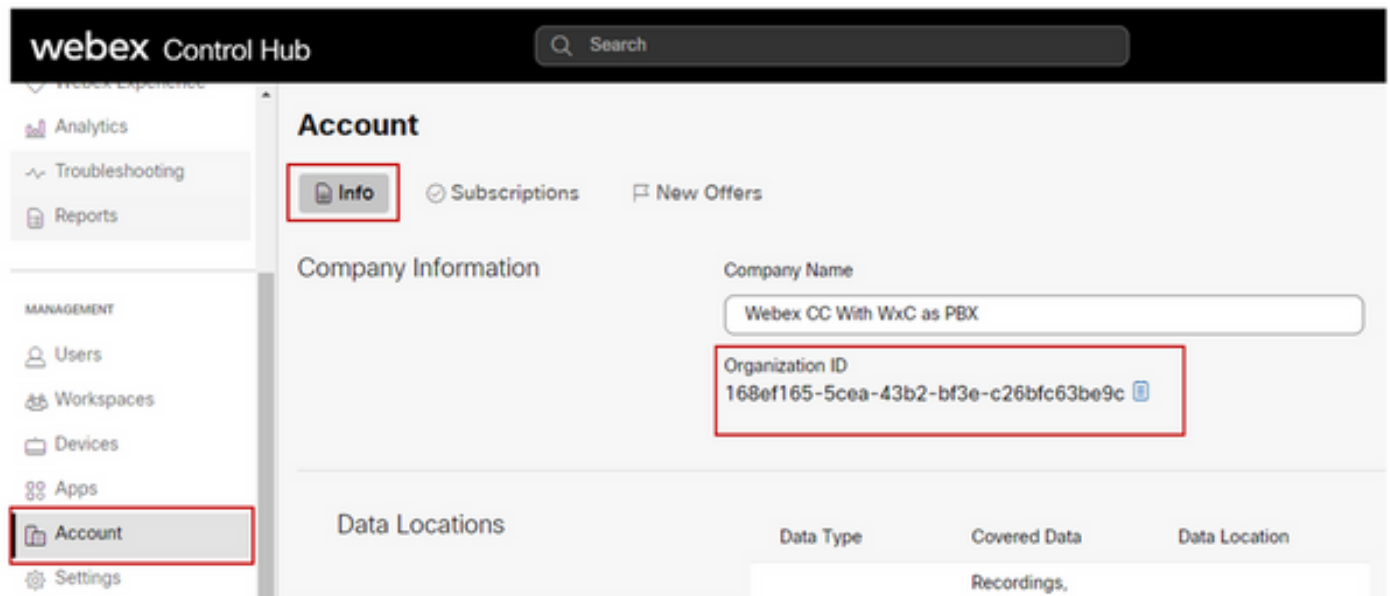
- Generic Information on the issue and Tenant/Org details
- Information related to calls that experience voice quality issues

Generic Information on the issue and Tenant details

- **Problem Description-** Gather complete information about the exact issue. Include information such as how many users are affected, the exact time stamp, and so on.
- **Setup Type-** Is this a new deployment or production setup.
- **Configuration Changes-** Any recent changes on the Webex Contact Center Dashboard or the network?
- **Business Impact-** Define the exact business impact. Associate it to a number if possible. For example, this issue impacts 20 agents, 9 out of 10 calls to the call center fails, and so on.
- **Tenant/Org Name-** This is found on the top right corner of the dashboard page.



- Org ID -



Information related to Calls Experiencing Voice Quality

Details are highlighted in the form of the table

Type of Issue	Description	Details	Data to Collect
<ul style="list-style-type: none"> • Call Quality Issues 	<ul style="list-style-type: none"> • Webex Contact Center allows endpoint agnostic Automatic Call Distribution (ACD) to agents. The agent 	<ul style="list-style-type: none"> • Does agent / caller hear music played over the call? • If the call quality is poor, is it towards 	<ul style="list-style-type: none"> • ANI or Session ID of the call • Exact time stamp of the call failure • Agent Information

phone can be a mobile phone, desk phone or a third party soft client. When call quality issues occur, it needs investigation from all the parties involved in the call flow.

- The best practice is to report the call quality issue within 24 hours as the quality metrics of the call are logged for 24 hours. We need multiple examples due to the nature of the issue and multiple parties involved in the call flow.

agent or caller or bi-directional?

- If it is specific to one-way audio then provide the specific direction in which the one-way audio is experienced?
- Are these failures specific to agents at a particular site?
- Are Agent Directory Numbers (DN) / Extensions added recently?
- What percentage of calls experience these failures?
- Is it dependent on area codes from specific location/s?
- Can the issue be recreated on demand?

- Jukebox recording the call, if available

ANI or Session ID of failed calls can be easily collected from a simple CSR report. Steps on how to create the report can be viewed in this video

Resources & References

- Overall Data collection of Logs for various issues in WXCC can be viewed via this link "[WxCC Data Collection](#)"