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This chapter provides advice for handling problems you might encounter while working with the CC-One system:

* Troubleshooting CC-One Management Portal Problems
  + CC-One Management Portal Problems
  + Reporting Management Portal Issues to Customer Support
* Troubleshooting CC-One Agent Desktop Problems
  + Network Interruptions
  + Agent Desktop Application Problems
  + Audio Problems
  + Reporting Agent Desktop Issues to Customer Support

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# Troubleshooting CC-One Management Portal Problems

Topics covered in this section:

* CC-One Management Portal Problems
* Reporting Management Portal Issues to Customer Support

**CC-One Management Portal Problems**

If you experience a problem while using the CC-One Management Portal, the following may help you solve the problem.

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| **Problem** | **Description/Workaround** |
| You cannot log in to the CC-One 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 CC-One 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 CC-One session. Close any remaining CC-One 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. |
| 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. |

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| **Problem** | **Description/Workaround** |
| In a real-time agent report, the wrapup 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. |
| For a new team, data in the agent interval report is displayed in halfhour 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. |
| 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 |

# **Troubleshooting CC-One Agent Desktop Problems**

Topics covered in this section:

* Network Interruptions
* Agent Desktop Application Problems
* Audio Problems
* Reporting Agent Desktop Issues to Customer Support

## **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 using the primary URL. If the login fails with the primary URL, instruct agents to use the backup application center login.

Escalate all network interruptions; report the time the problem occurred and the number of agents affected.

If the network to the primary application center is down, CC-One Management Portal users cannot view any statistics.

## **Agent Desktop Application Problems**

If you experience a problem while using the Agent Desktop application, the following may help you solve the problem.

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| **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. |
| 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. |
| 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. |

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| **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. |
| 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. |
| 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. |

## **Audio Problems**

The following may help to resolve audio problems that could occur while using the Agent Desktop.

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| **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. |