Dialogue Cloud Incident Reporting Guidelines

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Introduction

This document contains guidelines on how to report incidents on Dialogue Cloud A365 platform in the most efficient manner. It is meant to be used as a manual as well as a template for customers and partners to provide us with the relevant information in each scenario.

It has been divided in 3 parts:

- Information required for all incidents
- Information required per incident type
- Information required per platform element involved

Required information for all Incident Types

- UCC Name:
- UCC Phone Number:
- Region:
- Impact: E.g.: **SOME** agent affected vs. **ALL** agents affected; **SOME** dialogues affected vs. **ALL** Dialogues affected
- Incident Type (Select one):
    1. Call Routing / Hunt Issue
    2. Dialogue Provider (Text)
    3. Call Quality Issue
    4. Login Issue
    5. Other / Secondary Functionality (Reports, Recordings, CRM integration, etc.)
- Has this specific scenario ever worked before? Yes / No ○   If yes: When did this issue start?
- Dialogue Studio: Yes / No ○   If yes: Name of the flow involved.

Incident Template

Use Above list and below table as template to facilitate information related to the incident reported. Also include any relevant error, warning, screenshots, etc.

The more relevant information you can provide, the better.

UCC Name	UCC Phone	Dialogue Direction (Inbound/Outbound)	Caller / Sender	Callee / Receiver	Date & Time UTC	Agent Sip	Agent Phone URI	Comments

Required extra information per Incident type

Extra Information for Incident Types 1 or 2

Check Presence changes of agent affected in WebAgent, Snapper, or Wallboard.

Are the presence changes of agents affected reflected in the Anywhere365 Applications? ○

No:

- ✦ Affecting ALL agents in the UCC?
    - Yes: Report incident as P1, include UCC names affected
    - No: Provide Sip of agent affected and UCC(s) they are part of
      *Important to know if the agent(s) affected is added to more than 1 UCC

    ○ Yes:

- ✦ Provide details of a call or dialogue example to analyze, using the above table.

Extra information for Incident Type 3 Call Quality / SBC Issues

We have split up the commonly logged issues into 5 subcategories. Use these guidelines as a template to report your incident in an efficient manner:

1. Describe the issue:

- Call Quality/SBC Incident type (select one):
    1. Call Drop
    2. Call Quality (packet loss, delay etc.)
    3. One-Way audio
    4. Call not connecting
    5. Call transfer

- How was the call initiated?
- Was the call forwarded or transferred, if yes, how was this done? Using Webagent or Teams? Was it a blind or consult transfer?
- Is it a persistent issue or intermittent?
- How many agents or groups of agents are affected?
- Is there any trend to this issue, does the issue appear every time after the exact same time interval?
- In the case of One-way Audio, who is not able to hear who?

UCC Name	UCC Phone	Dialogue Direction (Inbound/Outbound)	Caller / Sender	Callee / Receiver	Date & Time UTC	Agent Sip	Agent Phone URI	Comments

2. Provide an example

Use the following table to provide a call example to analyze

3. Provide details of investigation on customer side:

- Filtered syslog from customer SBC, including all call legs involved in the call E.g.: incoming leg, agent hunt, etc.
- Wireshark .pcap capture from customer SBC including RTP media packets. **Note: This is required to analyze call quality and one-way audio issues**

You can use the following tools on your side of the audio paths to collaborate with our findings:

- Teams Admin Centre usage and call analytics reports on the call(s) mentioned
https://learn.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/pstn-usage-report#direct-routing

- Sip Trunk call quality reports on the call(s) mentioned.
  https://learn.microsoft.com/en-us/microsoftteams/use-call-analytics-to-troubleshoot-poor-call-quality

Important considerations for SBC configuration on the customer side:

- Anywhere365 only supports A-law and U-law. All other codecs need to be actively removed from the allowed list.
- **Client Firewall shall be checked** for un-obstructed passage of audio. Ensure all Firewall rules have been configured as per Anywhere365 technical setup documentation for Dialogue cloud. Please also ensure that packet inspection has been disabled for all SIP traffic
- Check for SIP trunk issues

Required extra information per Anywhere365 Client Application

If the issues are manifested in a specific client application, additional information specific to that client application is **mandatory** for proper analysis. Please provide below details for each application affected.

WebAgent

Client-related information is mandatory when the incident is only happening in WebAgent.

- WebAgent plugin settings information: o   Has the configuration recently been changed? If yes, please revert the change.
  - o   Is ~~there~~ any other UCC working in this application? If yes, please compare the settings with other UCC working.
- Test using private browsing, does the issue persist? Yes / No.
- Start browser trace before logging in or replicating the issue and provide the HAR file.

Links for log locations and tips:
WebAgent - FAQ | Anywhere365
How to collect a network trace | Microsoft Learn

Snapper

Client-related information is mandatory when the incident is only happening in Snapper.

- Snapper settings information.
- Has the application recently been changed? If yes, please revert the change.
- Is it working for any other user? If yes, please compare settings with other users working.
- Copy of content %AppData%\Workstreampeople\Snapper.
- Snapper version.

Link for log locations and tips:
Inflight Snapper - FAQ | Anywhere365

Attendant Console for Dialogue Cloud

Client-related information is mandatory when the incident is only happening in Teams Attendant for Dialogue Cloud

- Plugin settings information: o   Has the configuration recently been changed? If yes, please revert the change.
  - o   Is there any other UCC working in this application? If yes, please compare settings with other UCC working.

- Has the same scenario been tested within WebAgent? If reproduceable, provide required extra information for Client Application:WebAgent
- If an application message or error is given, please collect the Application Messages in the Help tab.
- Copy the Support Information and provide this through a text file. o   This can be collected by following the below instructions:

  ✦ **Picture 1:** First click on the Menu (1) and proceed to go to Help (2).
  ✦ **Picture 2:** Hold the CTRL key while (left) clicking on the Help title (1).
    Then click on the Support Information tab (2) and copy that information.

Link for log locations and tips:
Attendant Console for Dialogue Cloud - Introduction | Anywhere365
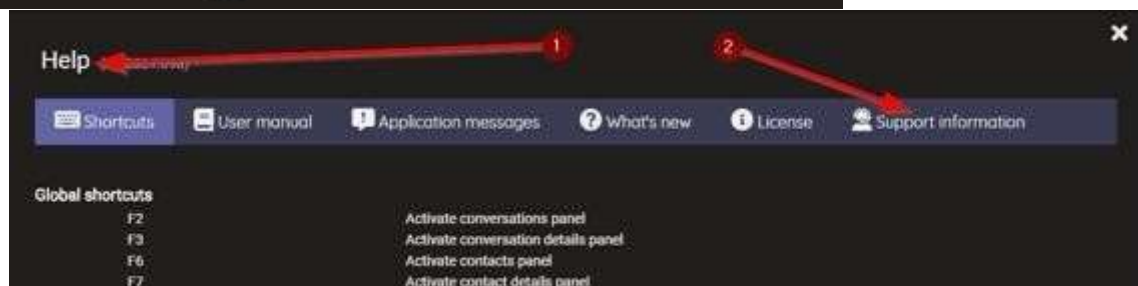
Inflight Wallboard

Client-related information is mandatory when the incident is only happening in Inflight Wallboard

- Logs from the local machine from an agent who is affected found at:
  %Appdata%\Workstreampeople\Wallboard
- Which view is being used and what is the issue with the view
- Which UCC(s) and service(s) are impacted by this
- Timestamp of when the issue occurred (Date and Time, specify timezone)

Links for log locations and tips:
Inflight Wallboard | Anywhere365

Power Bi Template

1. PowerBi Template version
2. Download PDF of the report affected

Links for log locations and tips:
Power BI Integration | Anywhere365
Document owner: Support