# **Find Contact Session ID for Calls in Webex Contact Center**

### Contents

Introduction Prerequisites Requirements How to find the Contact Session ID for Calls in WxCC? Solution Related Information

## Introduction

This document describes how to find the contact session ID in WxCC. The session ID in turn be used to troubleshoot other issues later.

Contributed by Abhishek Shukla, Cisco TAC Engineer.

### Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) solution
- WxCC Agent Desktop

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.

### How to find the Contact Session ID for Calls in WxCC?

You can recreate the scenario with these steps

- Initiate a test Inbound call
- Allow the call to be answered by an available agent or to fail
- If the call connects, record the dialed number and the calling party number. This information is be used to export the contact session ID via the historical report



### Solution

Step 1. Retrieve the Contact Session ID via Real-Time Report.

- Navigate to the WxCC admin page
- Select Contact Center Overview and then Real-Time on the Dashboard

| Iontact Centre Overview - Realtim         | e *                              |                |                          |          |                  |                 |                       |                          |
|---|----------------------------------|----------------|--------------------------|----------|------------------|-----------------|-----------------------|--------------------------|
| Contact Centre Overvie                    | w – Real-Time                    |                |                          |          | Team Name<br>All | ✓ All           | ✓ Channel Type<br>▲II | •                        |
|   |                                  |                |                          |          |                  |                 |                       |                          |
|   |                                  |                |                          |          |                  |                 |                       |                          |
|   |                                  |                |                          |          |                  |                 |                       |                          |
|   |                                  |                |                          |          |                  |                 |                       |                          |
|   |                                  |                |                          |          |                  |                 |                       |                          |
| Summary                                   |                                  | 2              | 0                        | 00:00:05 |                  | ٥               | Su                    | mmary                    |
| Summary<br>Contact Details Cur            | rrently in Queue ©               | 2              |                          | 00.00.05 | 0                | 0               | Su                    | mmary –                  |
| Summary Contact Details Curr Channel Type | rrently in Queue O<br>Queue Name | 2<br># Contact | 0<br>Is Walting in Queue | 00.00.05 | Channel Type     | 0<br>Queue Name | Su                    | errmary<br># Contacts Wi |

- Select the channel type Telephony under Contact Details Currently in Queue
- This opens a drill-down screen where you can note the contact session ID

| Contact Centre Overvi   | iew – Real-Time  |   |                           |   | Team Name Qa<br>All - Al                                       | tue Name           | Channel Type<br>All |
|---|--|---|---------------------------|---|--|--------------------|---------------------|
| Summary<br>Contact Details (<br>Channel Type<br>telephory (1) | Drill Down          Pields         Abandoned Type         Abandonent Reason         Agent Endpoint (DN)         Agent Endpoint (DN)         Agent Log Blob ID         Agent Log Blob ID         Agent Name         Agent Session ID         Agent D         Agent System ID         ANI         Auto CSAT         Barged In Flag | 1 | Channel Type<br>telephony | Final Queue Name<br>Abhishek, Sales_Queue | Q Search<br>Contact Session ID<br>44dcfb1b.db08.479a.b3f5-bbc. | Queue Dura<br>0 ms | 2 ×<br>tion         |

Step 2. Retrieve the Contact Session ID via Historical Report.

- On WxCC admin page, navigate to Reporting and Analytics
- Select Visualization
- Run the CSR Report (stock report), which opens in a new tab
- Set the appropriate date and time range
- Apply filters based on the ANI or DNIS corresponding to the previously recorded calling and called party numbers

| -lindo: Analyzer = 🗈 Settings 2 Export - Yesterday 🕄 Time Zone (RTC-6406) Eastern Banglight Time (Art |   |                      |        |             |            |                       |  |               | -04.00) Eastern Daylight Time (America/New, York) |
|---|---|----------------------|--------|-------------|------------|-----------------------|--|---------------|---|
|   |   |                      |        |             |            |                       | Contact Skill Requirem Matched Skill All All | 15 Minutes    | Today -   |
| ANI   | 7                                       | Queue                | Site   | Team        | Agent      | Matched Skill Profile | Contact Skill Requirement                    | Matched Skill | Call Start Time                                   |
| +14085264000  |   | Abhishek_Sales_Queue | Site-1 | Abhishek,,T | Abhishek S | N/A                   | N/A  | N/A           | 10/22/24 4:03:05                                  |
|   | Bearch Select All Select All Select All |                      |        |             |            |                       |  |               |   |

| Cisco Analyzer | ≡ •≈         | ettings £Export • 0              | CSR Report – Y | esterday   |            |                       |  | i Time Zone : (UTC | -04.00) Eastern Daylight Time (America/New_York) |
|----------------|--------------|----------------------------------|----------------|------------|------------|-----------------------|--|--------------------|--|
|                |              |                                  |                |            |            |                       | Contact Skill Requirem Matched Skill All | 15 Minutes         | • Today •  |
| ANI            | DNIS         | ~                                | Site           | Team       | Agent      | Matched Skill Profile | Contact Skill Requirement                | Matched Skill      | Call Start Time                                  |
| +14085264000   | +15165309086 |                                  | Site-1         | Abhishek_T | Abhishek S | N/A                   | N/A                                      | N/A                | 10/22/24 4:03:05                                 |
|                |              | Search  Select All  +15165309086 | •              |            |            |                       |  |                    |  |

• Scroll to the right side of the report to locate the contact session ID for the call

| -vinde Analyzer = Ostetrog Leport - Yesterday () Time Zive: (JTC-64409 Sealers Dayled |                   |                     |                 |             |                       |                  |                         |         |                  |
|---|-------------------|---------------------|-----------------|-------------|-----------------------|------------------|-------------------------|---------|------------------|
|   |                   |                     |                 |             | Contact Skill Require | vm Matched Skill | Interval     15 Minutes | ♥ Tod   | ion<br>ay 👻      |
| Conference Count  | CTQ Request Count | Number of Transfers | Transfer Errors | Handle Type | Call Direction        | Termination Type | Record Flag             | Wrap Up | Session ID       |
|   | 0                 | 0                   | 0               | normal      | inbound               | normal           | 1                       | Sale    | 44dcfb1b-db08-47 |
|   |                   |                     |                 |             |                       |                  |                         |         |                  |

Step 3. Retrieve the Contact Session ID from Agent Desktop.

While the agent is on a call, note the Agent Desktop URL. The Contact Session ID can be extracted from the URL, as shown in this example



Step 4. Retrieve the Contact Session ID via Agent Problem Report.

In the Agent Desktop Problem Report, search for the keyword "Interaction ID:" and match it with the timestamp of the call to locate the contact session ID for the specific call

2024-11-25 11:33:29:226 agentx-mfe-react-based Trace ["[InteractionPopoverManager]", "AgentContactReserv

# **Related Information**

**Technical Support & Documentation - Cisco Systems**