

Wrap Up code not reflecting during call completion on Agent Desktop

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Introduction

This document describes how to troubleshoot the wrap-up code issue where the drop-down during agent completion is blank

Prerequisites

Requirements

Cisco recommends that you have knowledge of the following topics:

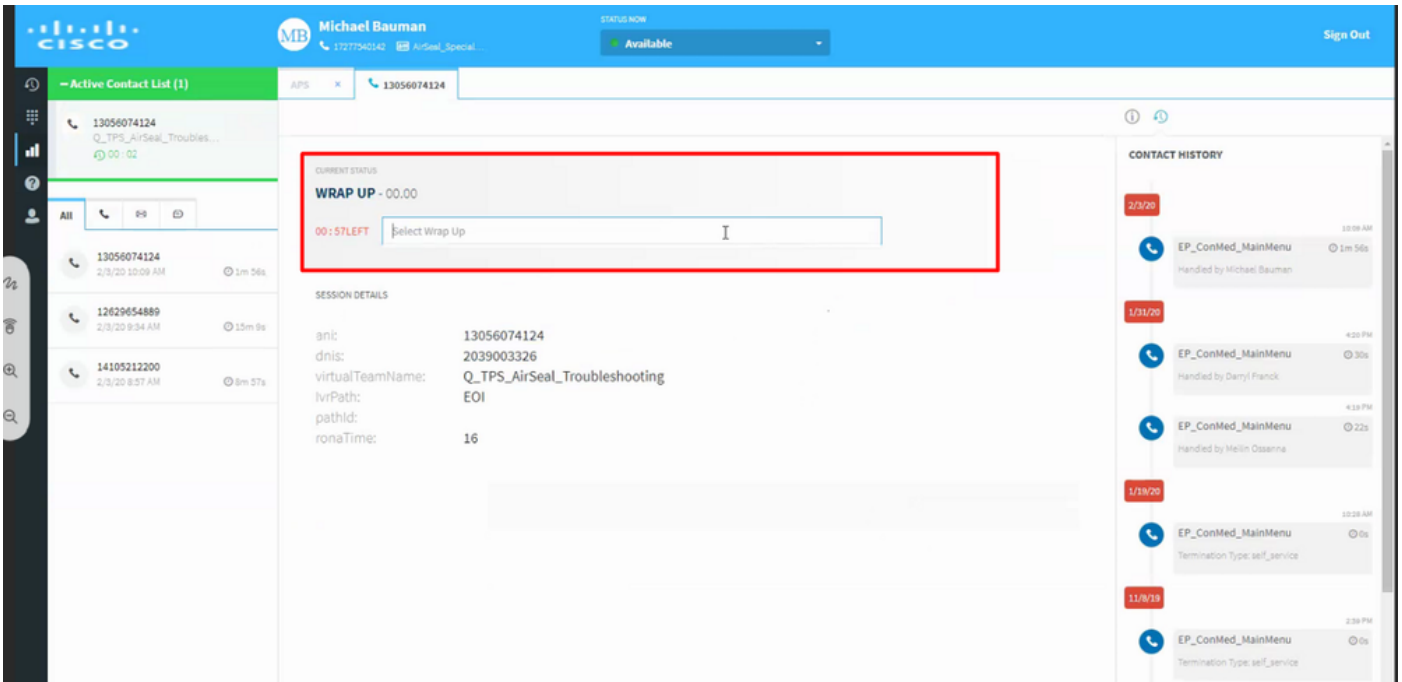
- Cisco Webex Contact Center
- Cisco Agent Desktop

Problem

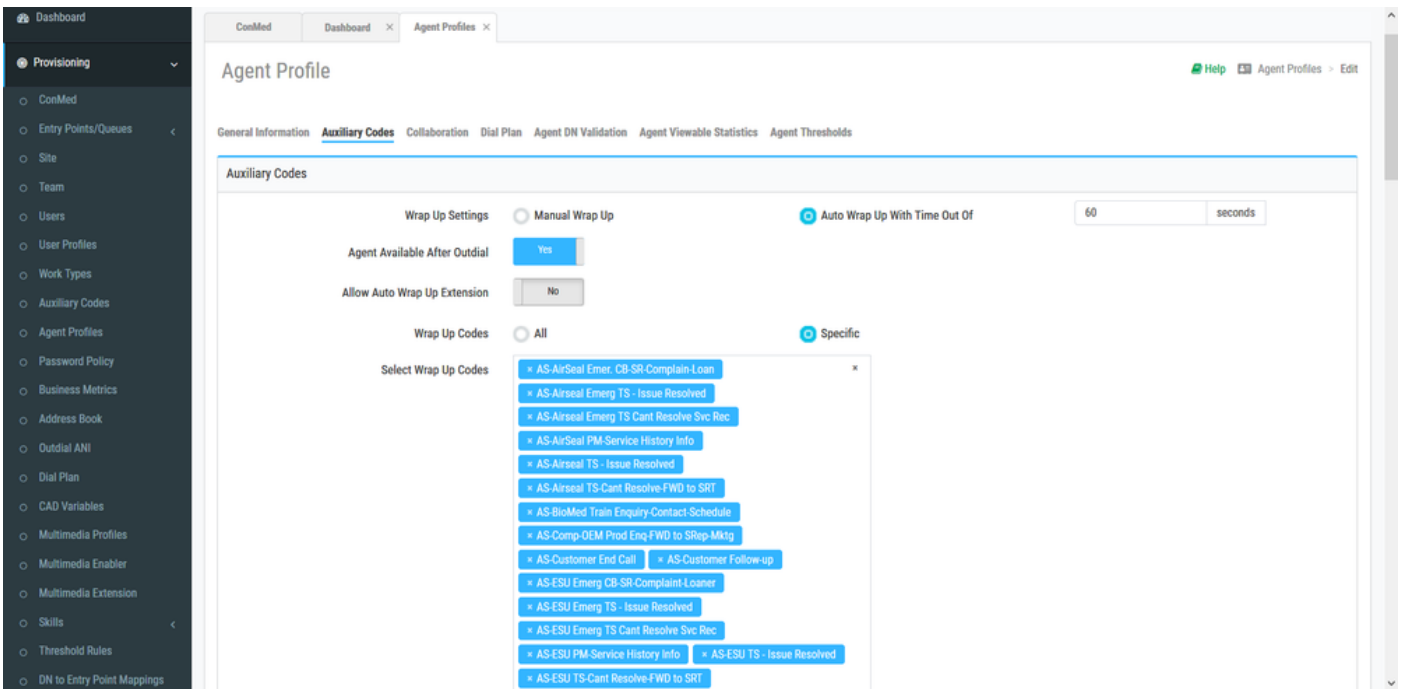
When Wrap-Up codes are created during an Incident or Maintenance, there is a highly likely chance for the Wrap-up codes not saved to the Database correct and Agents will end up with no Wrap-Up codes after the call even though Dashboard shows Auxiliary Codes.

Steps to identify the issue

Step 1 : Login to Portal >> Click on Agent Desktop >> Make a test call and disconnect the call for "wrap-up" code window to appear on the screen

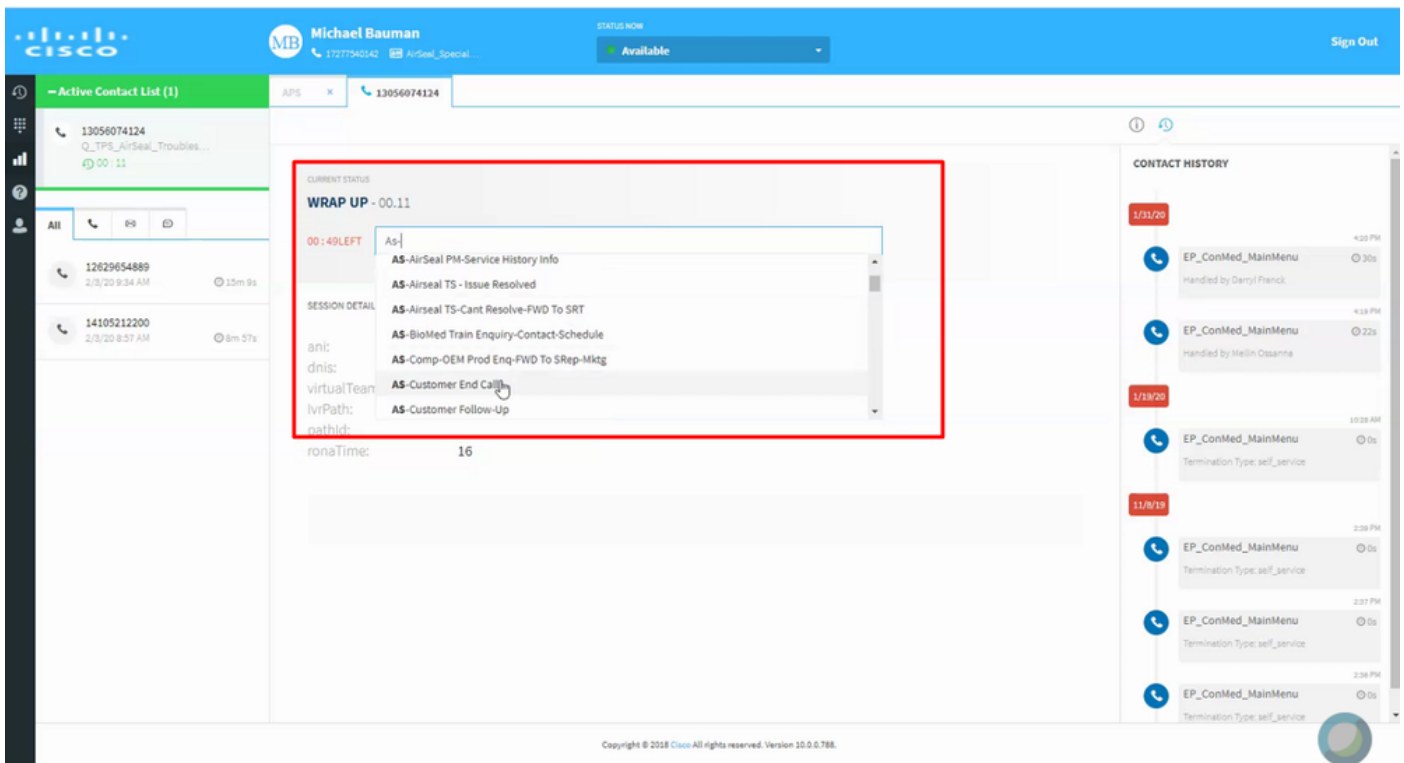


Step 2 : Checked the Agent Profile and found around 80 odd wrap-up codes , but none of them were reflecting in the list upon wrapping up the call



Workaround

Type the wrap-up code manually , select the concerned wrap-up code and close the call



How to fix the issue permanently ?

Step 1 : Collect the browser console logs (Reason: While loading Agent Desktop, Browser console logs will collect all the related details like Idle codes, Wrap-Up codes etc.)

Step 2 : Upon analyzing the Wrap-Up code list in Agent Desktop Browser logs, the dBDID was found missing for one of the wrap-up codes

<<<MESSAGE

destination:/update/config/33f231e1-d89d-4af2-9365-aa90d490ae2e

content-type:application/json;charset=UTF-8

subscription:sub-0

message-id:5dyn45ei-12450338

content-length:15603

```
{
  "data": {
    "agent-profile": {
      "xmlns": "http://agent.transerainc.com/profile",
      "entityList": {
        "type": "wrapupCode",
        "entity": {
          "isSystem": false,

```

```
"omniChannelAuxId": "",
      "name": "Wrap-Up_Auto",
      "id": "1004221",
      "isSystem": false,

```

```
"omniChannelAuxId": "",
      "name": "WCAN-AS-ESU TS-Cant Resolve-FWD to SRT",
      "id": "1006713",
      "isSystem": false,

```

```
"omniChannelAuxId": "",
      "name": "WCAN-AS-Comp-OEMProdEnq-FWD to SRep-Mktg",
      "id": "1006703",
      "isSystem": false,

```

```
"omniChannelAuxId": "",
      "name": "WCAN-AS - FWD to CE-Quote-Price-Track",
      "id": "",
      "isSystem": false,

```

```
"omniChannelAuxId": "",
      "name": "WCAN-AS-Leg-Access-CrossRef- FWD to

```

SRep\", \"id\":1006719}, {\"isSystem\":false,

\"omniChannelAuxId\": \"\", \"name\": \"AS-ESU TS-PM-Calib Help Hyf-BiCapIII-KLS\", \"id\":1004919}, {\"isSystem\":false,

****Snippet from POSTMAN confirming missing dBID****

DB id missing

```
{  
  "id" : "AW4kBal9nHp82ddFyQAD",  
  "auxiliaryDataType" : "RESOURCES",  
  "type" : "aux-code",  
  "attributes" : {  
    "isSystemCode__i" : 0,  
    "_lmts__l" : 1572562381181,  
    "name__s" : "WCAN-AS - FWD to CE-Quote-Price-Track",  
    "cstts" : 1572562381181,  
    "description__s" : "TPS Canada - AS - FWD to Customer Experience - Quote/Price/Track",  
    "isDefault__i" : 0,  
    "status__i" : 1,  
    "_type__s" : "aux-code",  
    "tid" : "1000198",  
    "type__s" : "wrapUp",  
    "workTypeid__s" : "AWeelORh_1uTFjV89CBG"  
  }  
}
```

Against wrap-up code " **WCAN-AS - FWD to CE-Quote-Price-Track** ", "id" is **missing** (check other wrap-up codes with updated id)

Since the dbid was missing, the list never got auto-populated with the wrap-up codes as the processing was hindered

Resolution :

Edit the wrap-up code and save it again (Why ? This will push the configuration again to the

database, create a dPID to resolve the issue)

****Browser logs post updation of dPID****

<<<MESSAGE

destination:/update/config/2722145e-12da-4b15-89c7-f1e2e9579987

content-type:application/json;charset=UTF-8

subscription:sub-0

message-id:a4gxqn55-12473394

content-length:15606

{"data":{"agent-

profile":{"xmlns":"<http://agent.transerainc.com/profile>","entityList":[{"type":"wrapupCode","entity":{"isSystem":false,

"omniChannelAuxId":"","name":"Wrap-Up_Auto","id":1004221},"isSystem":false,

"omniChannelAuxId":"","name":"WCAN-AS-ESU TS-Cant Resolve-FWD to SRT","id":1006713},"isSystem":false,

"omniChannelAuxId":"","name":"WCAN-AS-Comp-OEMProdEnq-FWD to SRep-Mktg","id":1006703},"isSystem":false,

"omniChannelAuxId":"","name":"**WCAN-AS - FWD to CE-Quote-Price-Track**","id":1006714},"isSystem":false,

"omniChannelAuxId":"","name":"WCAN-AS-Leg-Access-CrossRef- FWD to SRep","id":1006719},"isSystem":false,

"omniChannelAuxId":"","name":"AS-ESU TS-PM-Calib Help Hyf-BiCapIII-KLS","id":1004919},"isSystem":false,