Troubleshoot Extended WrapUp Timer on Agent Desktop in WxCC

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Introduction

This document describes the affects on Wrap-Up timer when there is a time drift between the client system machine and the network time, and steps to troubleshoot and mitigate the issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0

Components Used

The information in this document is based on these software versions:

- WxCC 2.0

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.

Problem

Agents have been assigned with a **Agent Profile** with **Auto Wrap Up With Timeout** value set to a certain value. As an example, value of 45 seconds has been set
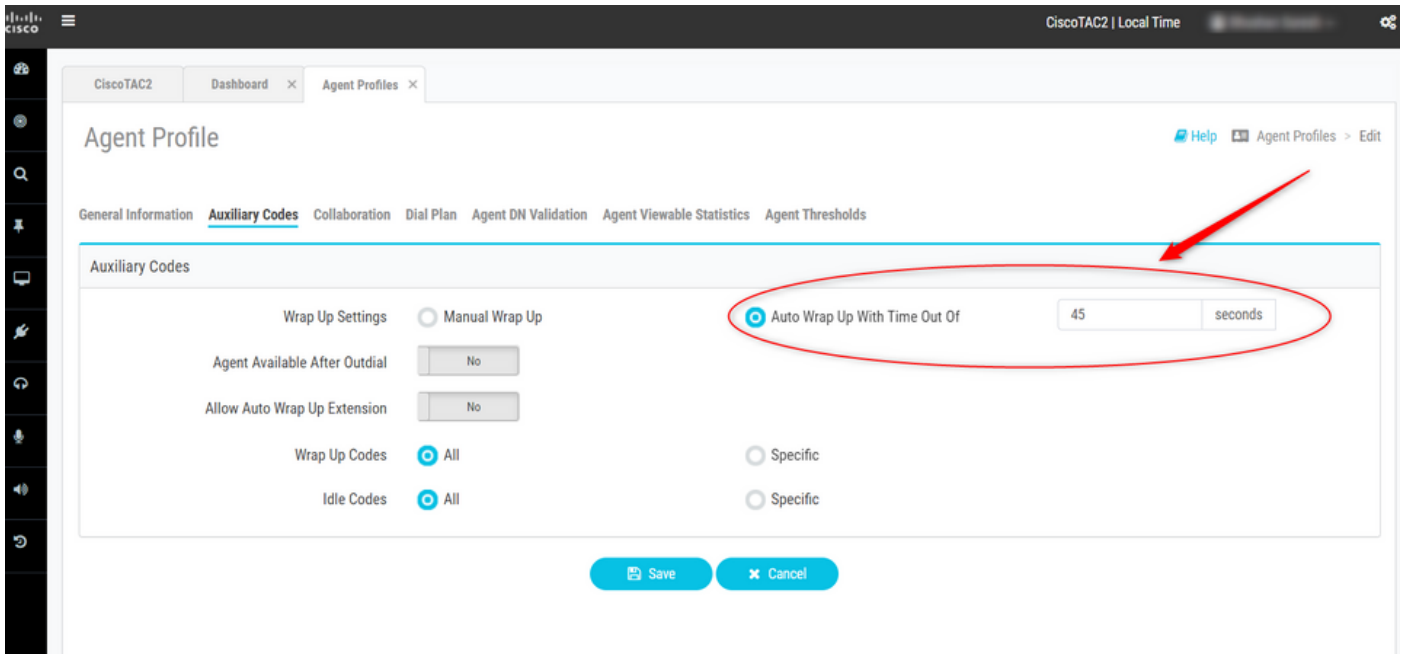
But when the agents end an interaction, the Wrapup timer shows a higher value than the value set on the **Agent Profile**
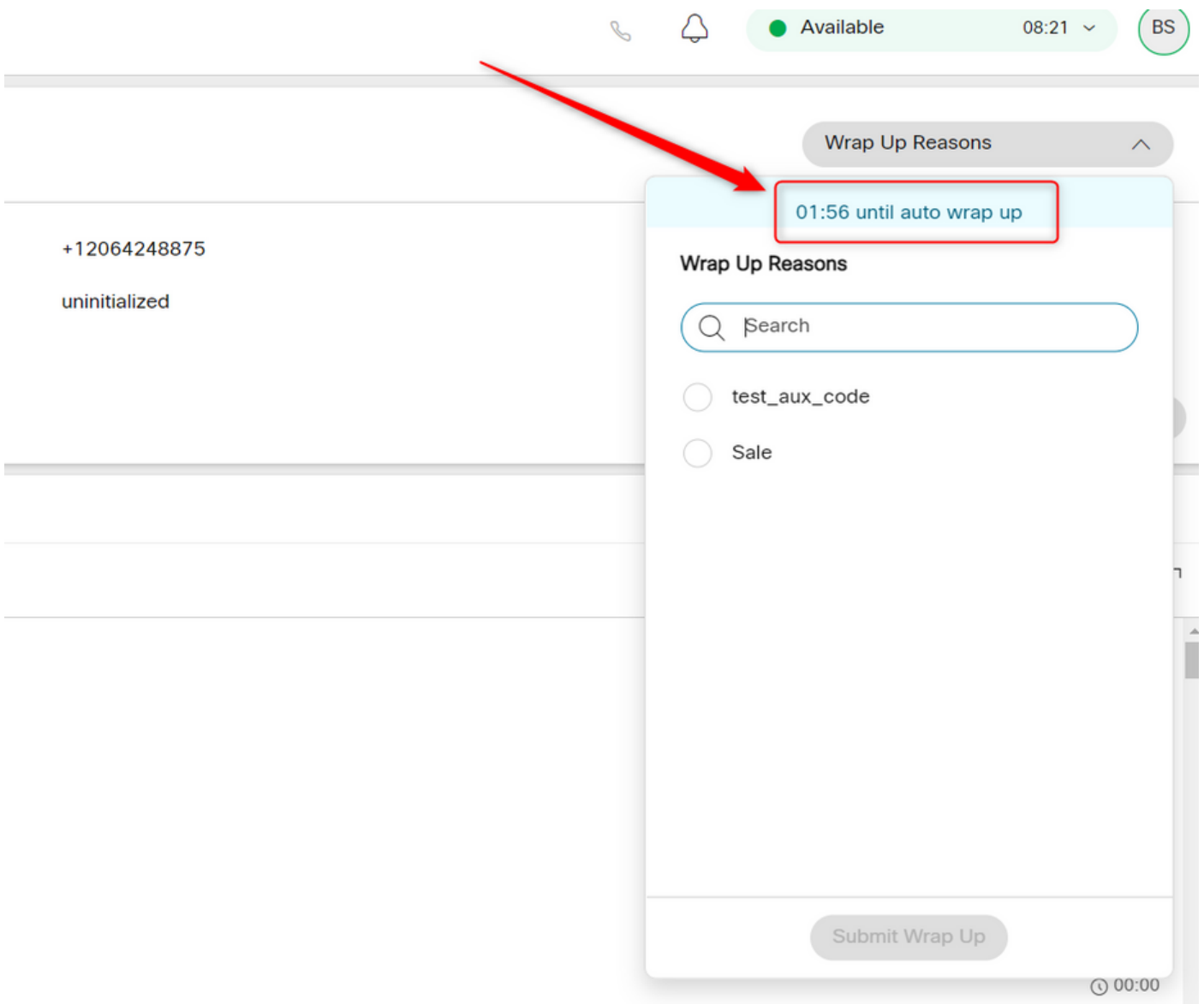
From Analyzer reports [Histroical and Realtime] the Activity Duration of the agent in Wrapup state reflects the same.

Value of Activity State	Value of Agent Name	Value of Activity Duration
wrapup		01:56

Solution

- Verify the time drift between the client system machine and the network time with the URL**https://time.is/**

- Notice that there is a time drift of 1 minute and 10 seconds. In such a case the wrapup time would be 1 minute and 56 seconds (**Timer Drift + AutoWrap Timer**) seconds instead of 45 seconds that is configured on the **Agent Profile**.

- We need to ensure that the client system machine is synced with the network time. This has been documented HERE