

Troubleshoot Extended WrapUp Timer on Agent Desktop in WxCC

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

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

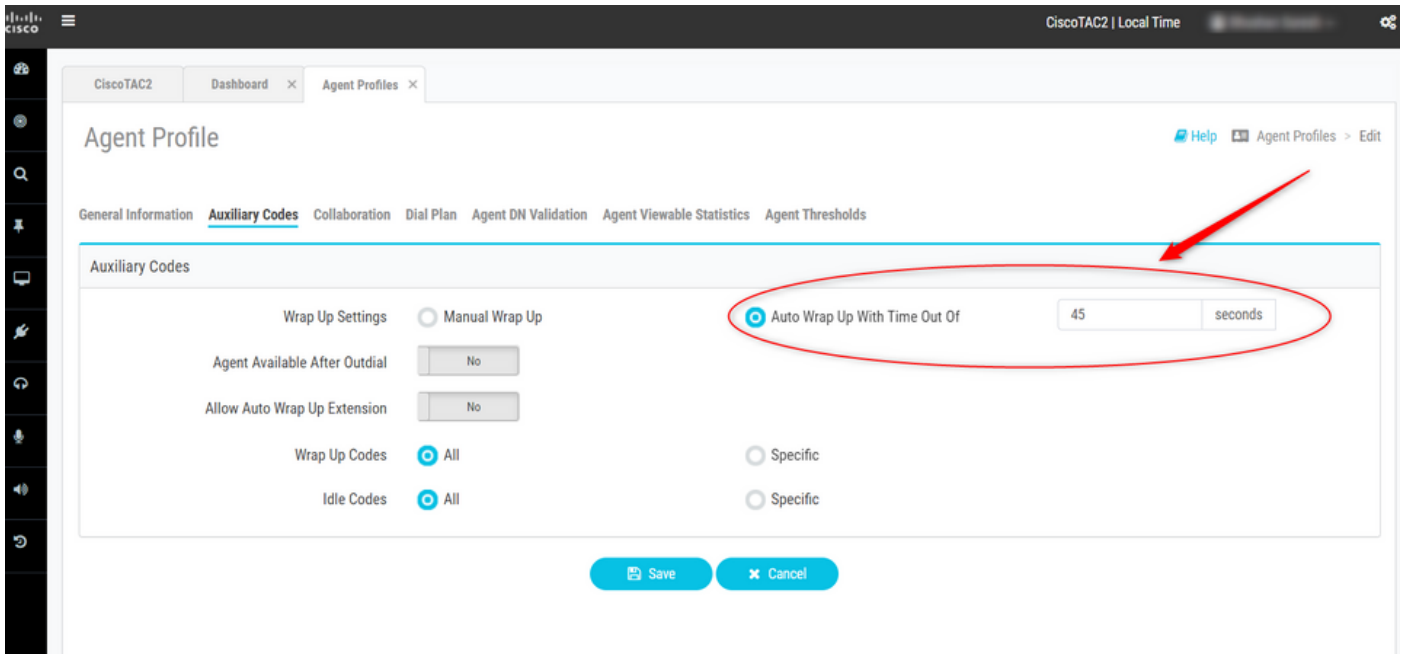
The information in this document is based on these software versions:

- WxCC 2.0

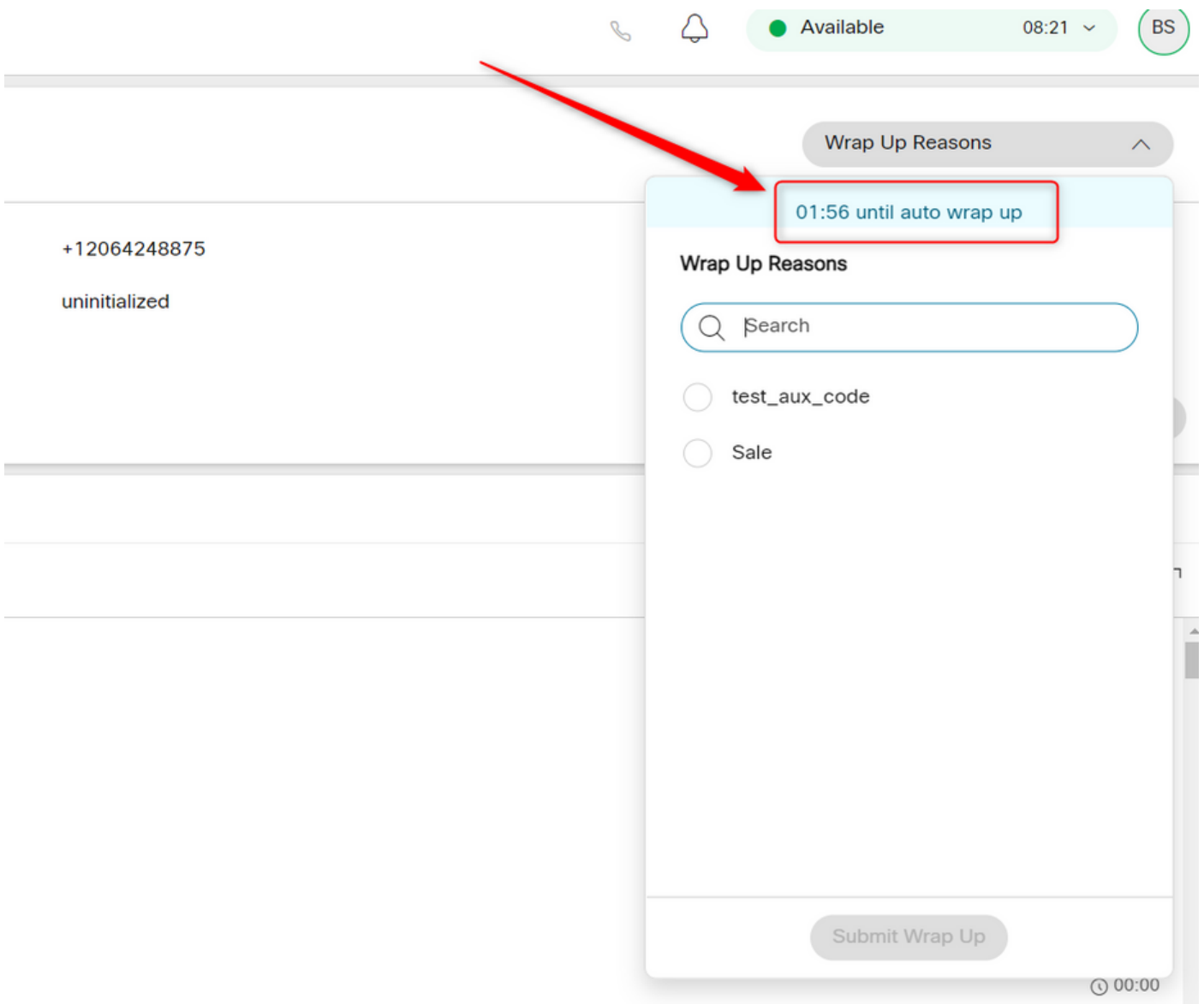
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

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 [Historical 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/>

The screenshot shows the website <https://time.is/>. A red box highlights the message: "Your clock is 1 minute and 10.9 seconds behind." Below this, the current time is displayed as "09:14:03 am". The date is "Saturday, October 9, 2021". At the bottom, there are time zones listed: Los Angeles (09:14am), New York (12:14pm), London (05:14pm), Paris (06:14pm), Moscow (07:14pm), Beijing (12:14am), and Tokyo (01:14am).

- 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**.



Available

08:21

BS

Wrap Up Reasons

01:56 until auto wrap up

+12064248875

uninitialized

Wrap Up Reasons

Search

test_aux_code

Sale

Submit Wrap Up

00:00

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