Configure Environment to Prevent Agent Desktop Logout

Contents

Introduction

Prerequisites

- Requirements
- Components Used

Configure

- Configure Browsers
  - Google Chrome (chrome://settings/performance)
  - Microsoft Edge Browser (edge://settings/system/managePerformance)
  - Firefox
- Configure the Sleep Setting on your Windows Personal Computer (PC) or MAC
  - Windows PC
  - MAC
- Configure Desktop Inactivity Timeout
- Configure Network with Domain Access Required for Agent Desktop

Troubleshoot

Related Information

Introduction

This document describes how to configure the browser, computer, and application settings to prevent agents from being logged out unexpectedly.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center Portal
- Webex Contact Center Agent Desktop (cisco.com)
- WxCC 2.0

Components Used

The information in this document is based on this software version: 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.

Configure

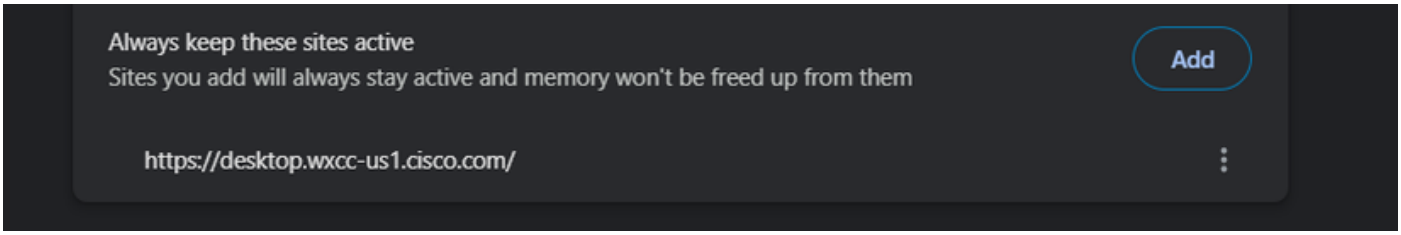
Configure Browsers

When a browser has an active setup for the sleeping tab feature, it puts inactive tabs (that you have not accessed for minutes/hours) to sleep mode or suspends those tabs. That is helpful so tabs cannot occupy system resources or memory unnecessarily. However, the Agent Desktop application could lose connection if the browser tab goes into sleep mode. Cisco recommends disabling the sleeping tab configuration on the browsers that agents use for the Webex Contact Center Agent Desktop.

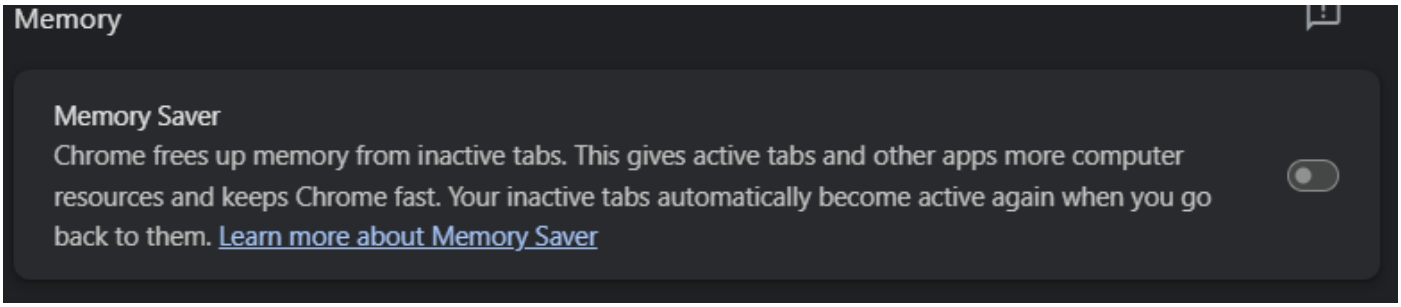
Google Chrome (chrome://settings/performance)

In your Google Chrome browser, navigate to **Settings** > **Performance**

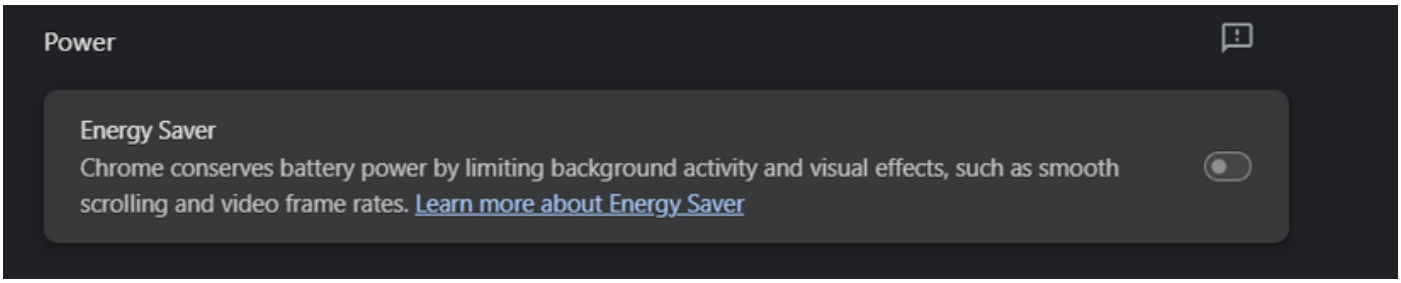
Add your WxCC dedicated location desktop URL: https://desktop.wxcc-(DC).cisco.com: (for example, https://desktop.wxcc-us1.cisco.com).



Disable Memory Saver mode



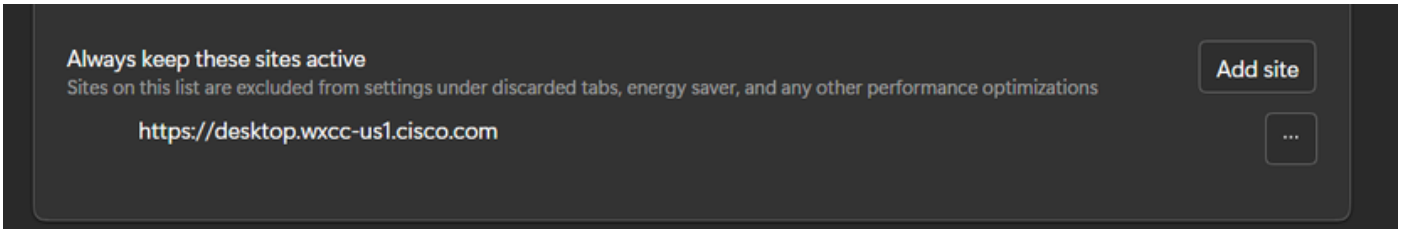
Disable Energy Saver mode



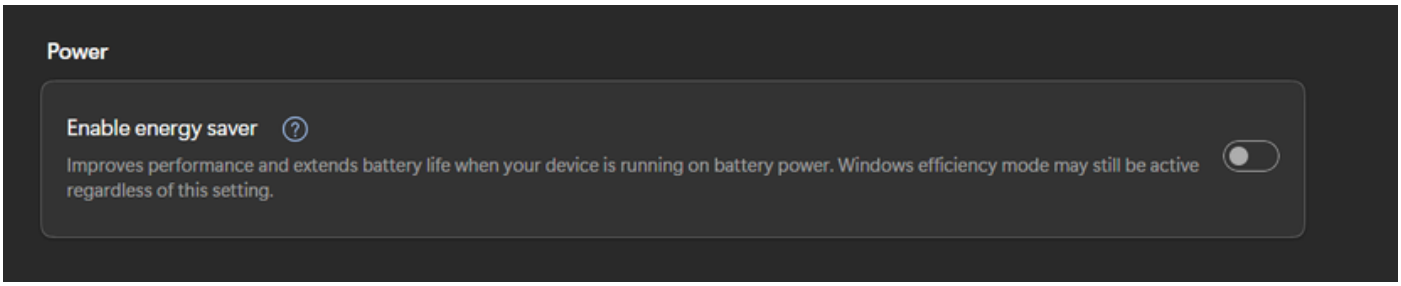
Microsoft Edge Browser (edge://settings/system/managePerformance)

In your Microsoft Edge Browser, select **Settings** > **System and Performance** > **Performance**.

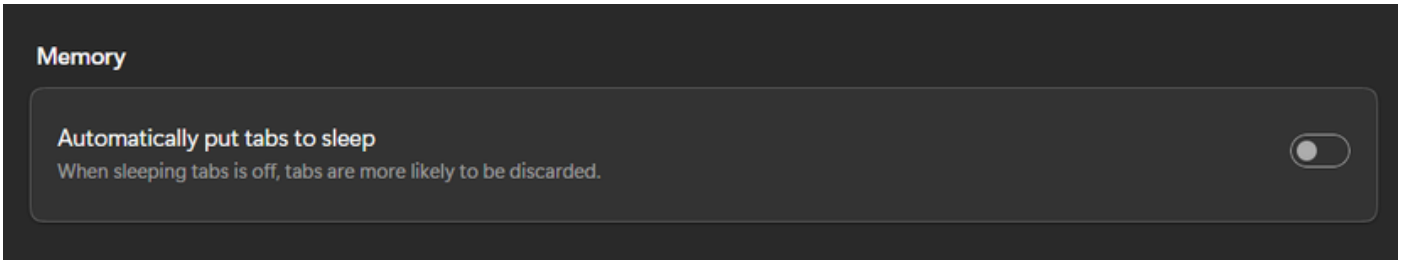
Add your WxCC dedicated location desktop URL: https://desktop.wxcc-(DC).cisco.com: (for example, https://desktop.wxcc-us1.cisco.com).



Disable Energy Saver mode

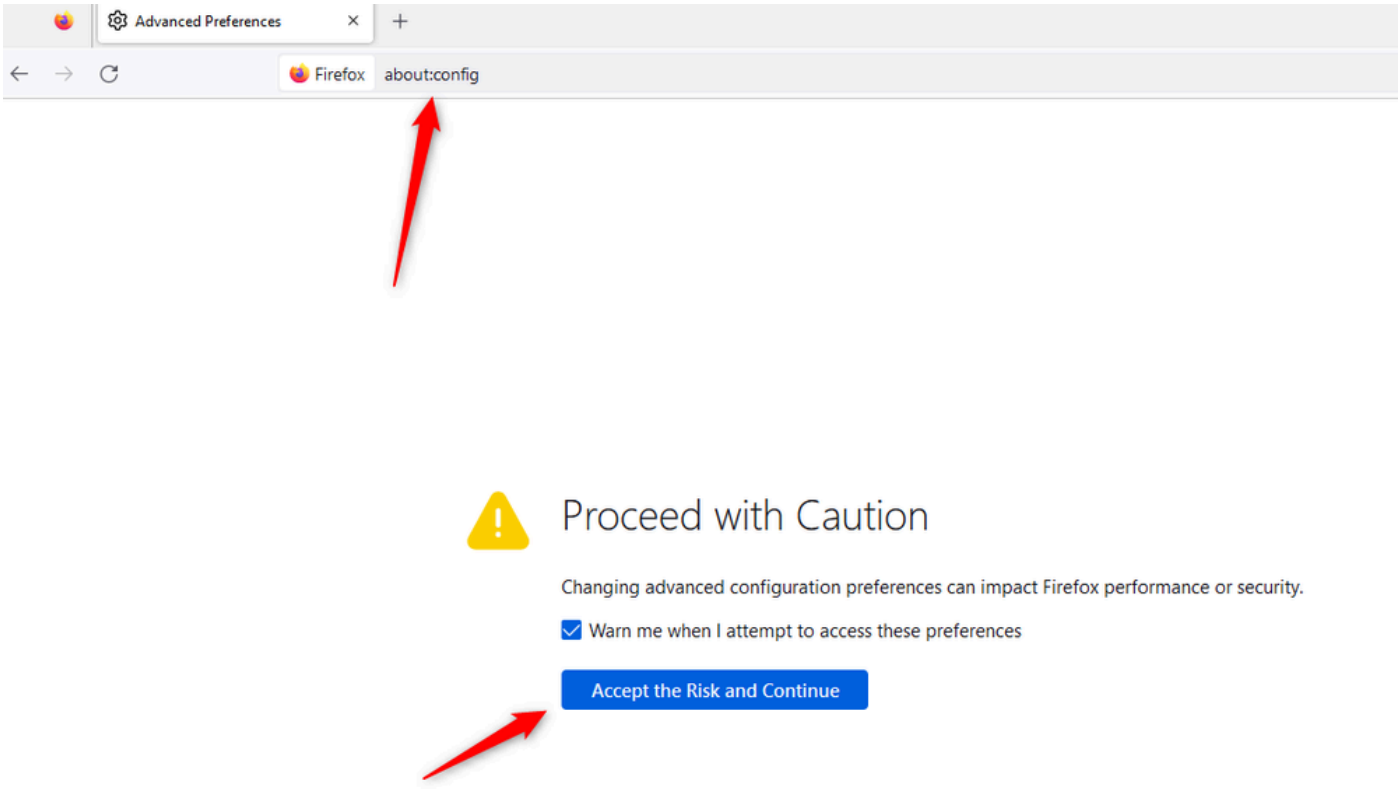


Disable Memory mode

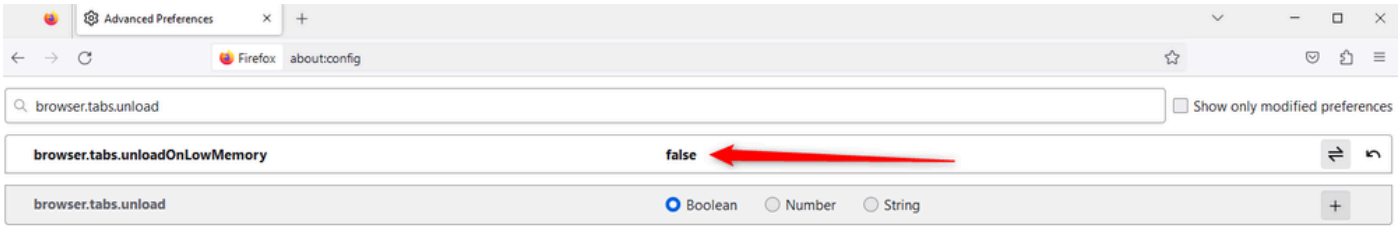


Firefox

In your Firefox browser address field, enter **about:config** and select **Accept Risk and Continue**.



Search for: **browser.tabs.unloadOnLowMemory** and change the configuration to **false**.

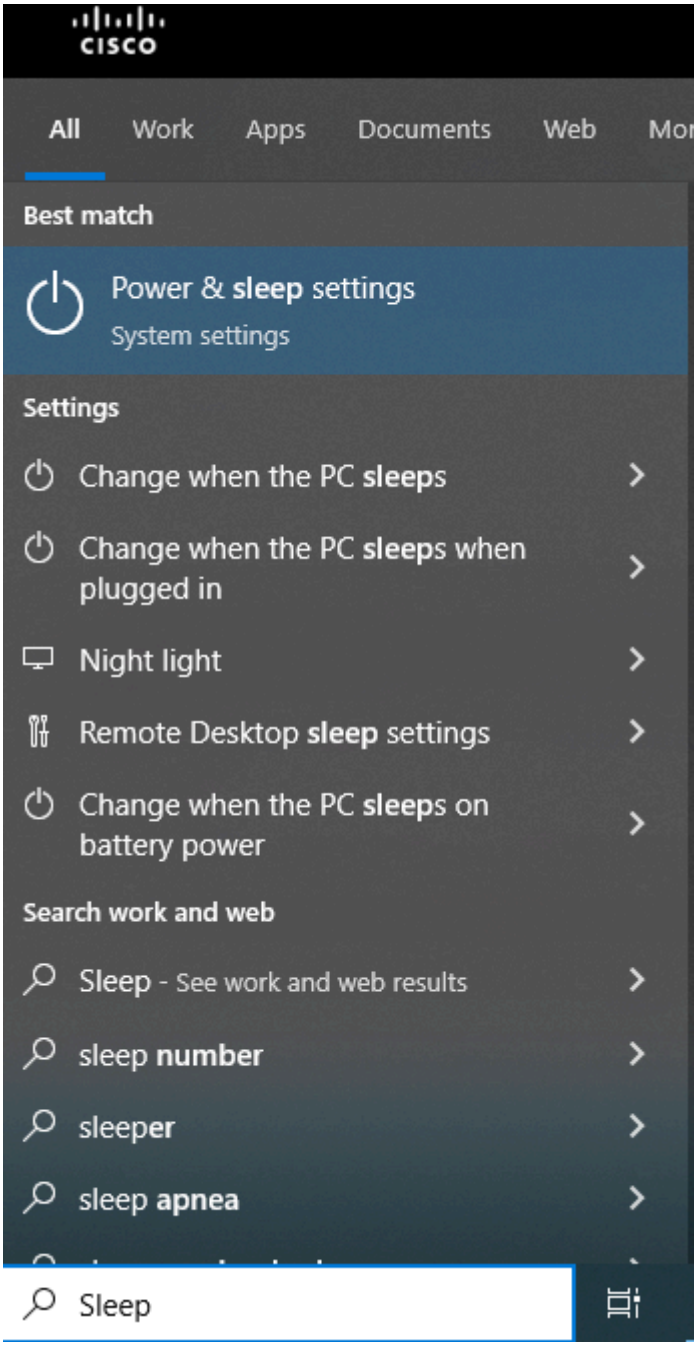


Configure the Sleep Setting on your Windows Personal Computer (PC) or MAC

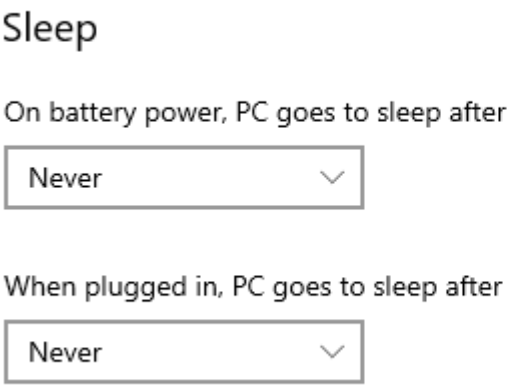
When your PC or MAC goes to sleep, it can cause the Agent Desktop application to lose connectivity with the Cloud and log out of the agent. Cisco recommends adjusting the sleep configuration to prevent the Agent Desktop application from logging out.

Windows PC

On your PC, open **Power & Sleep Settings**.

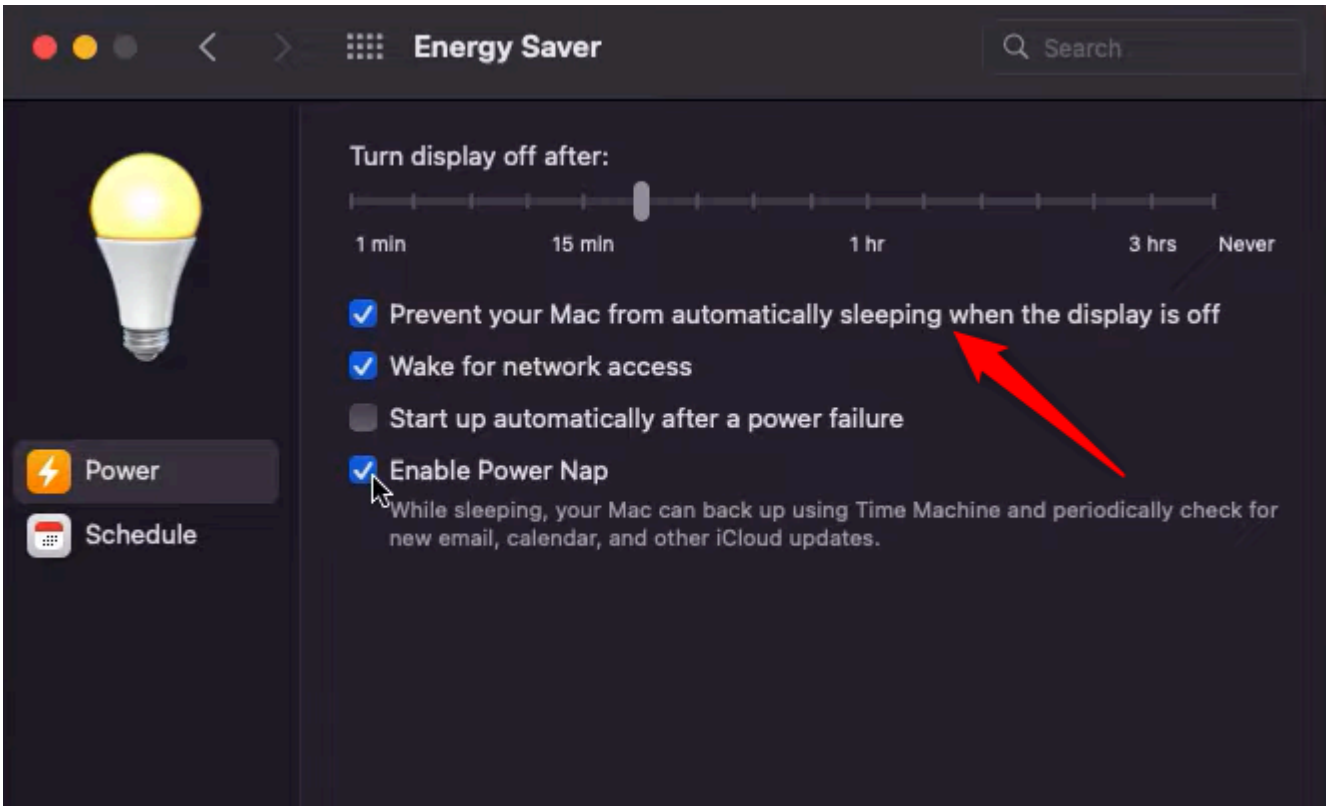


Adjust the sleep settings to the time you want the agent to be inactive and stay logged in.



MAC

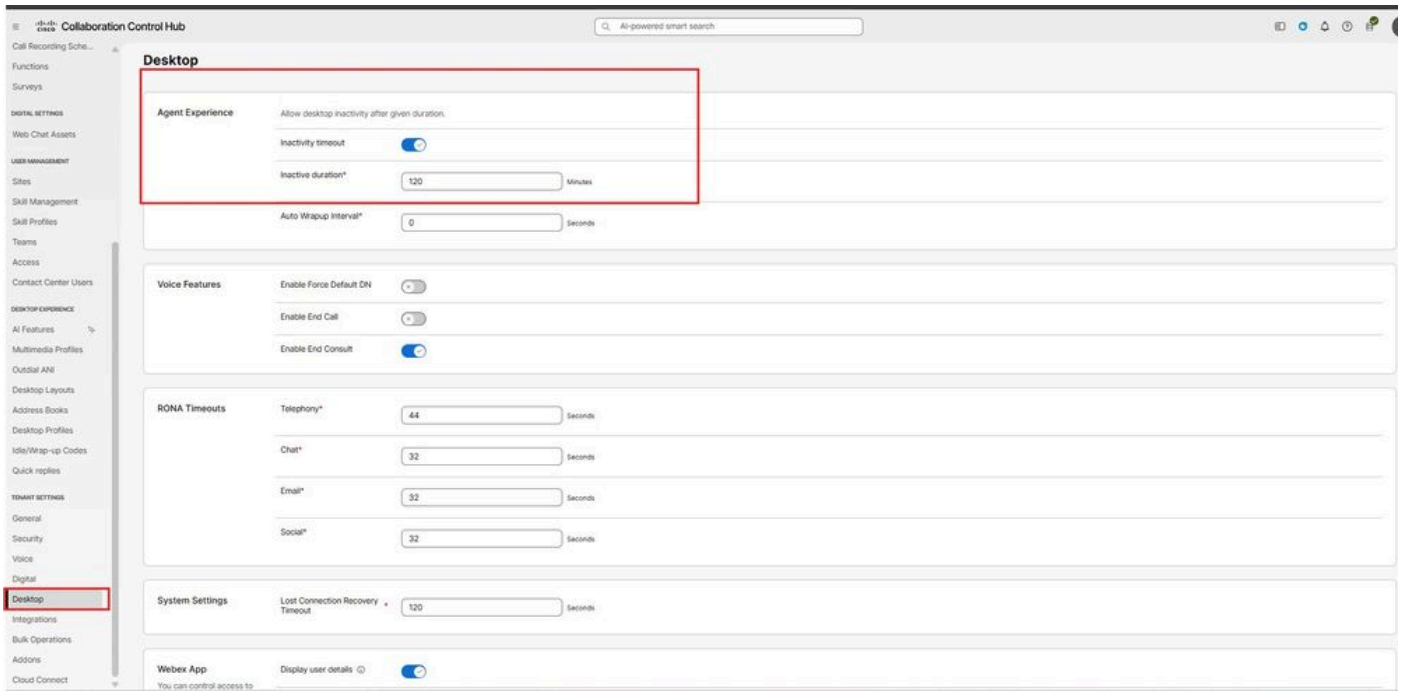
On your MAC, find the **Energy Saver** configurations and make sure you have a check for **Prevent your Mac from automatically sleeping when the display is off**.



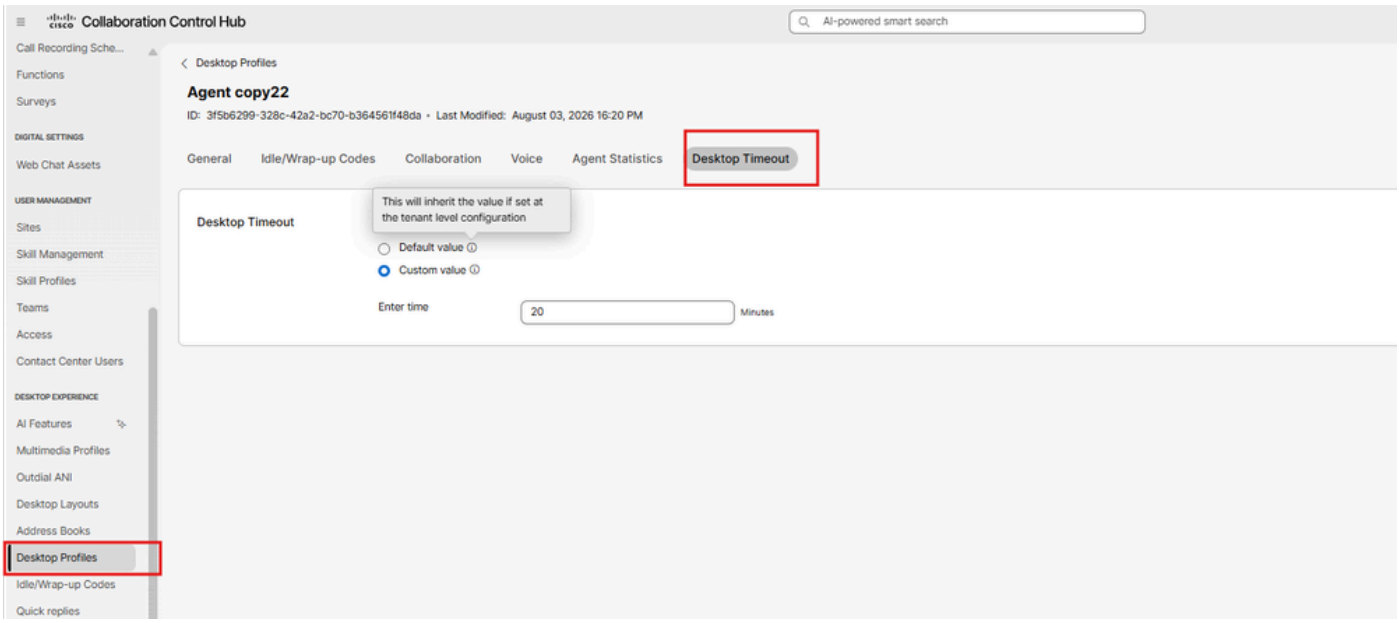
Configure Desktop Inactivity Timeout

If the tenant is configured with Desktop Inactivity Timeout, inactive agents are automatically logged out after the specified time in the configurations.

If the desktop-inactivity-timeout is on, you can enable or disable the Feature Flag in the Webex Contact Center Admin portal and adjust the time per your business requirements.



Be aware that the Agent Timeout configurations in the Desktop Profile overwrite the tenant timeout configurations. For example, if the tenant timeout is configured with 30 minutes but the Desktop Profile has the Desktop Timeout configured with 20 minutes, the inactive agent logs out after 20 minutes in this scenario.



Configure Network with Domain Access Required for Agent Desktop

To ensure that the Desktop responds as expected on your network, please add domains to the

Firewall/Virtual Private Network (VPN) allowed list from 'Domain access for desktop' part in the following article:

https://help.webex.com/en-us/article/p31548/Webex-Contact-Center-network-connectivity-requirements

Troubleshoot

If agents still experience log out issues after setting up the suggested configurations, please engage TAC with the Error Report and Browser networking (HAR) logs (steps to collect them are provided in the Capture Browser Logs section) to troubleshoot further.

Related Information

Cisco Technical Support & Downloads