

# Configure Environment to Prevent Agent Desktop Logout

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## Introduction

This document describes how to configure the browser, computer, and application to prevent agents from unexpected logout.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center portal - <https://admin.webex.com/>
- Webex Contact Center Agent Desktop - [Contact Center Desktop \(cisco.com\)](#)
- 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.

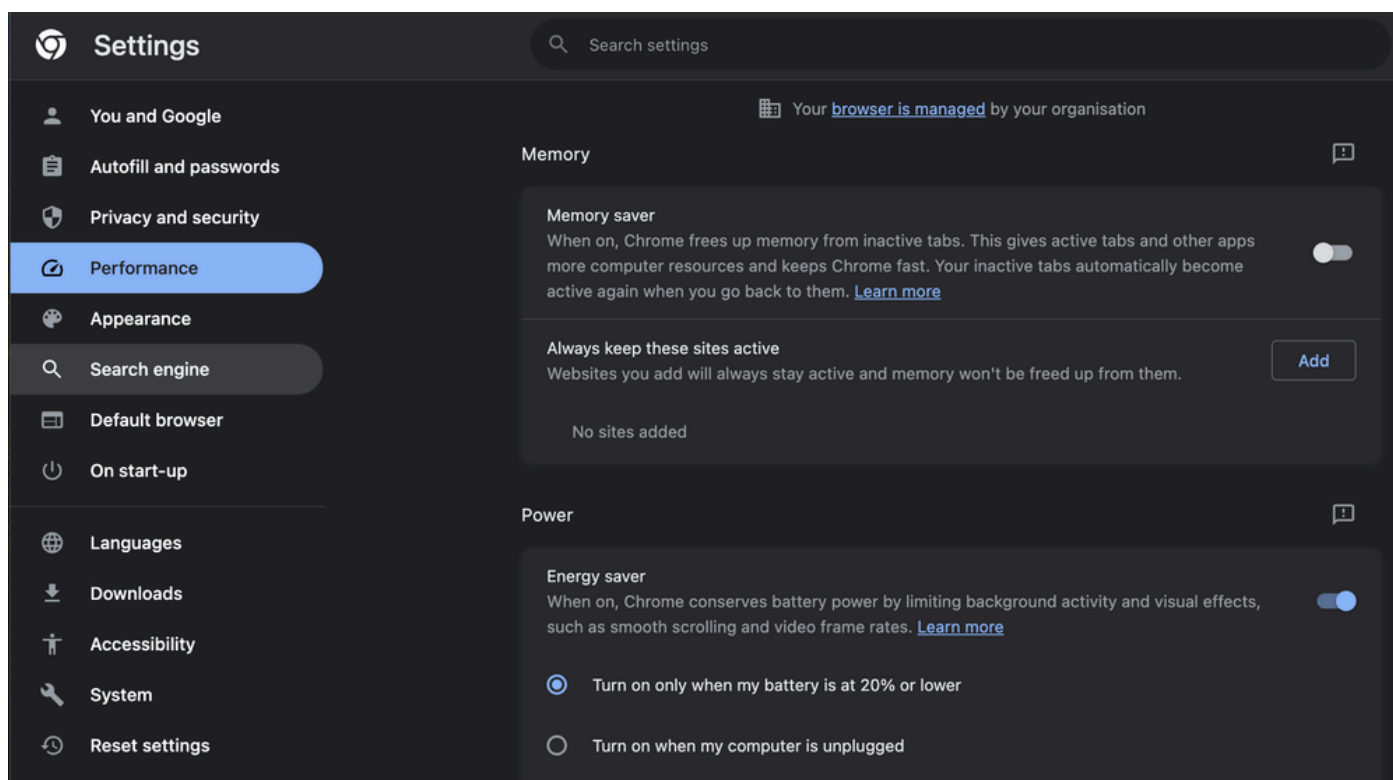
## Configure

### 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 that tabs will not occupy system resources or memory unnecessarily. However, the Agent Desktop application could lose connection if the browser tab goes to sleep mode. Cisco recommends disabling the sleeping tab configuration on the browsers that agents use for Webex Contact Center Agent Desktop.

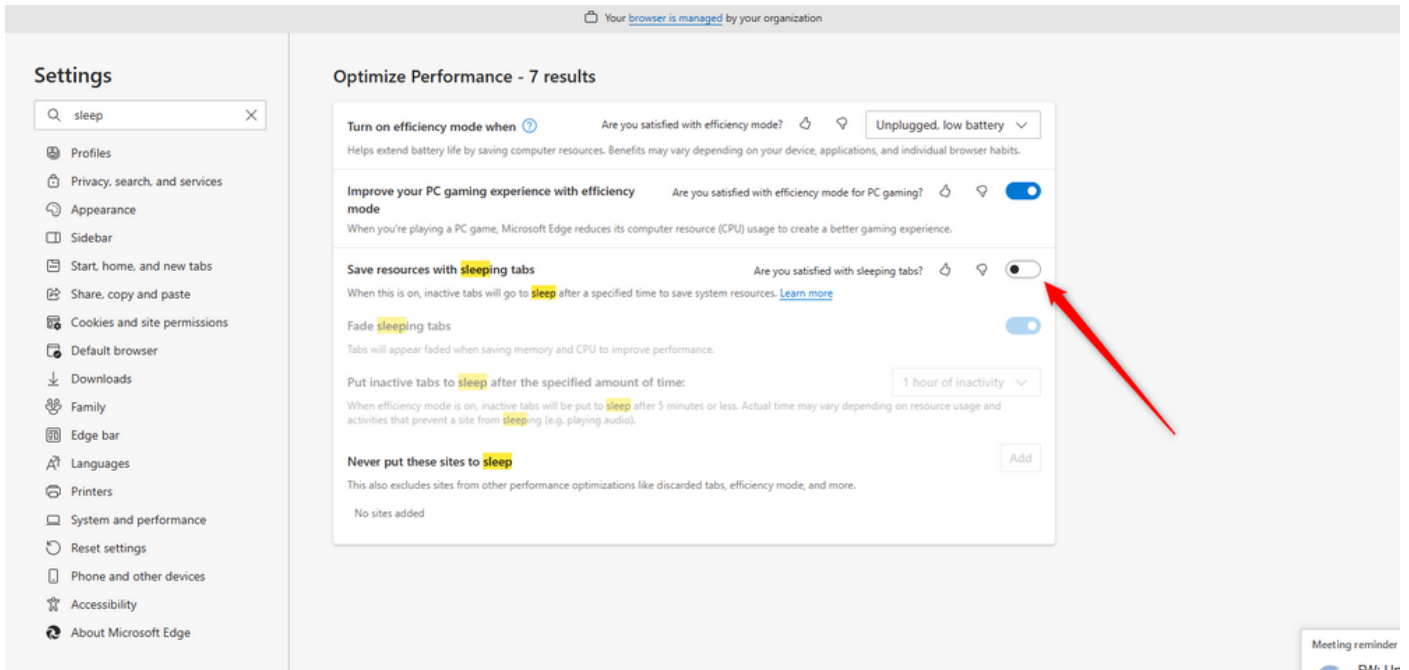
#### Google Chrome

In the Google Chrome browser, go to **Settings > Performance** and disable the **Memory saver** under the **Memory** heading.



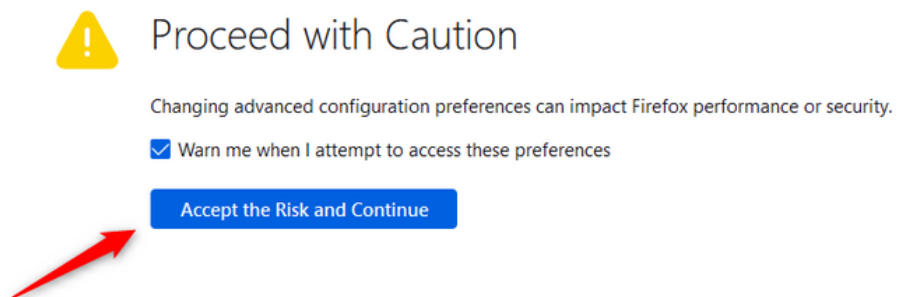
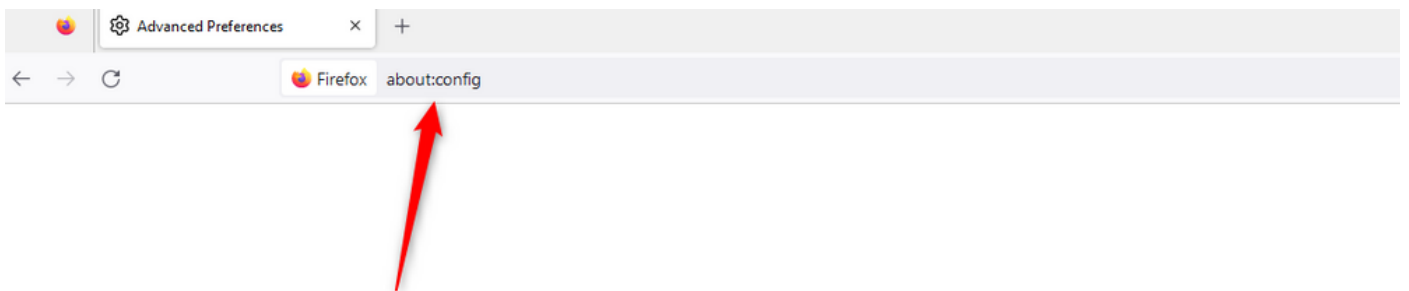
#### Microsoft Edge Browser

In Microsoft Edge Browser, open up **Settings** and search for **Save resources with the sleeping tabs** configuration. Once you find the configuration, disable It.

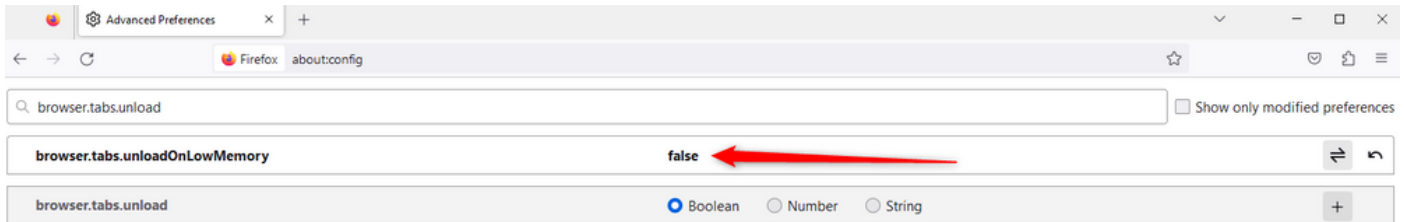


## Firefox

In the Firefox browser address field type **about:config** and click on **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 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 PC find the **Power & sleep settings**.

All

Work

Apps

Documents

Web

More

Best match



Power & sleep settings

System settings

### Settings



Change when the PC sleeps



Change when the PC sleeps when plugged in



Night light



Remote Desktop sleep settings



Change when the PC sleeps on battery power



### Search work and web



Sleep - See work and web results



sleep number



overwrite the Tenant timeout configurations. For example, if the Tenant timeout is configured with 30 minutes but **Desktop Profile** has Desktop Timeout configured with 20 minutes, the inactive agent logs out after 20 minutes in this case.

The screenshot shows the 'Desktop Profile' configuration page in a web interface. At the top, there are tabs for 'Webex CC With WxC as PBX', 'Dashboard', and 'Desktop Profiles'. Below the tabs, the page title is 'Desktop Profile'. A yellow banner message states: 'Tenant, user management and desktop experience settings are now available directly in [Control Hub](#). Users will be redirected to Control Hub after these settings have been removed from this portal.' Below the banner, there are navigation tabs: 'General Information', 'Auxiliary Codes', 'Collaboration', 'Dial Plan', 'Voice Channel options', 'Agent Statistics', and 'Desktop Timeout'. The 'Desktop Timeout' tab is selected. Under this tab, there is a section titled 'Desktop Timeout'. It contains two radio buttons: 'Desktop Inactivity Timeout' (selected), 'Default Value' (with a help icon), and 'Custom Value' (with a help icon). The 'Custom Value' is currently set to '20' minutes. At the bottom of the form, there are two buttons: 'Save' and 'Cancel'.

## Configure network with domain access required for Agent Desktop

To ensure that the Desktop responds as expected on your network, add the domains to the Firewall/VPN (Virtual Private Network) allowed list.

`https://*.broadcloudpbx.net:443`

`https://cdn.jsdelivr.net`

`https://cdnjs.cloudflare.com`

`https://*.cisco.com:443`

`https://*.ciscoccservice.com:443`

`https://*.ciscopark.com:443`

`https://*.cloudcherry.com:443`

`https://*.imiengage.io:443`

`https://*.jquery.com:443`

`https://*.mixpanel.com:443`

`https://*.pendo.io:443`

`https://*.split.io:443`

`https://*.wbx2.com:443`

`https://*.webex.com:443`

`https://ciscoccservice.com:443`

<https://cloudcherry.com:443>

<https://imiengage.io:443>

<https://jquery.com:443>

<https://mixpanel.com:443>

<https://unpkg.com:443>

## **Troubleshoot**

If agents still experience logout issues after the suggested configuration above, 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](#)