Configure Environment to Prevent Agent Desktop Logout

Contents

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.
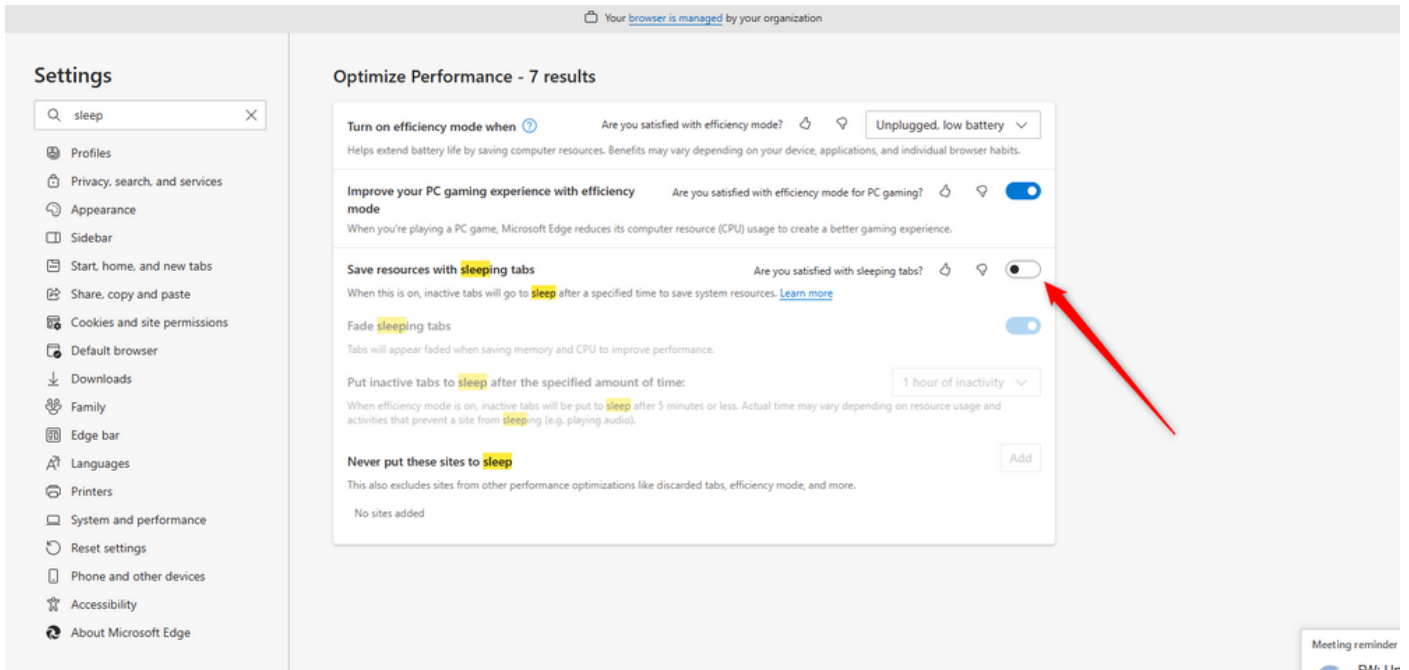
Google Chrome

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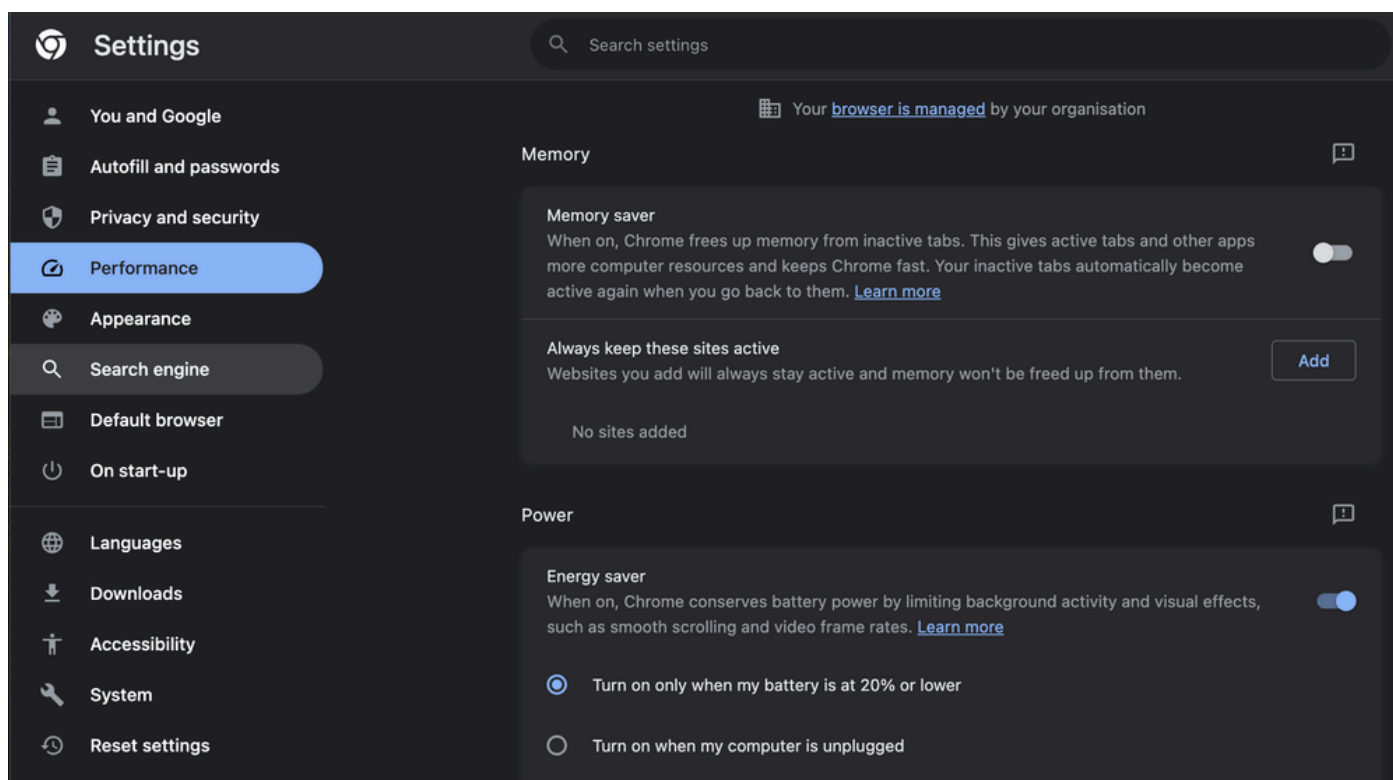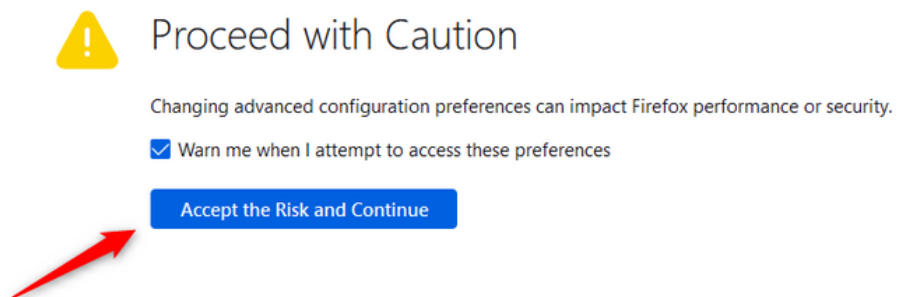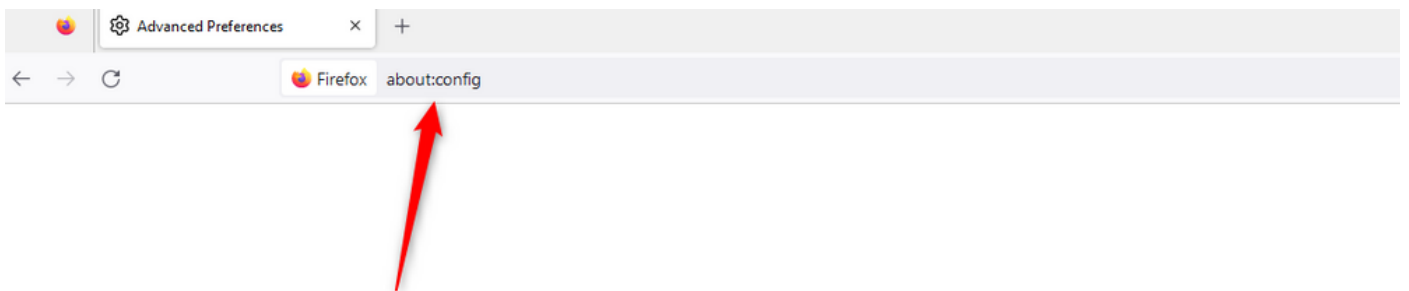

Microsoft Edge Browser

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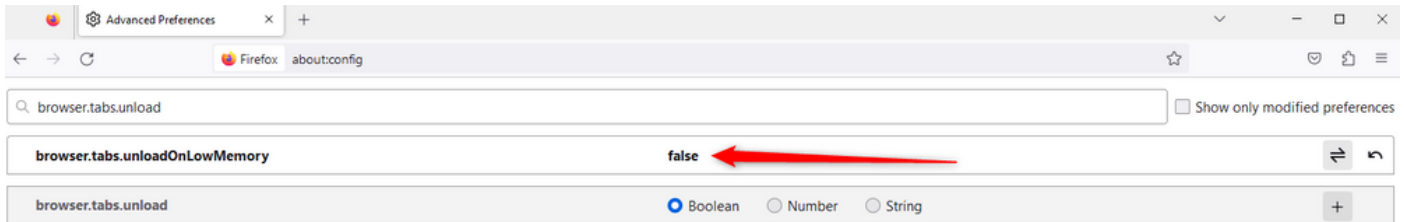
Firefox

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**.

CISCO

All | Work | Apps | Documents | Web | Mor

Best match

⏻ **Power & sleep settings**
System settings

Settings

⏻ Change when the PC **sleep**s   ›

⏻ Change when the PC **sleep**s when
plugged in   ›

🖥 Night light   ›

🛠 Remote Desktop **sleep** settings   ›

⏻ Change when the PC **sleep**s on
battery power   ›

Search work and web

🔍 **Sleep** - See work and web results   ›

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.

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://*.ciscospark.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**