

Genesys Troubleshooting Guide

This document serves as a reference tool for troubleshooting problems with Genesys. It will be updated as new issues are reported.

If you run into an issue

1. Make sure you've completed all trainings.
 - a. IM worker trainings are on the [Learning Center](#)
 - i. Genesys Automated Telephonic Signature
 - ii. Genesys for Administrators Training
 - iii. Genesys for Agents Training
 - iv. Genesys for Supervisors and Administrators training
 - v. Genesys for Supervisors Training
 - b. All others should use the links on the [CWW gateway page](#).
2. Check if the issue and resolution is provided in this document.
3. If the issue is not in this document, reach out to support and describe the issue with as much detail as possible. Please include:
 - a. Name
 - b. Name of the place the agent is using
 - c. Detailed description of the issue
 - i. Include the name of the application you are trying to use
 - ii. Include any error messages you are receiving
 - d. Screenshots
 - e. Conn ID for calls that have trouble

Troubleshooting Categories

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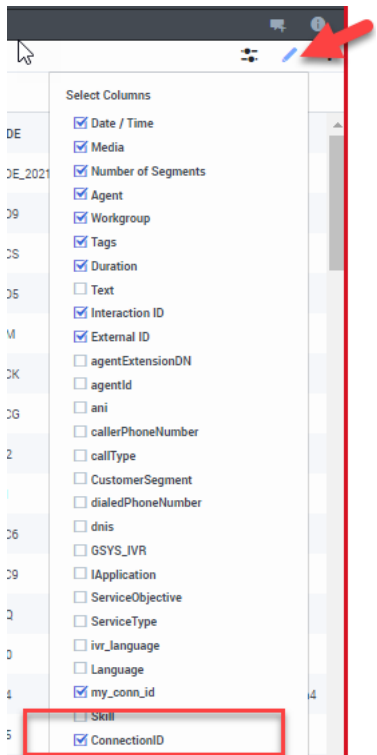
Accessing Genesys

Issue	Description	Resolution
Portal won't load	Genesys portal is not opening through the link on the gateway page:	<ul style="list-style-type: none"> • Refresh the Genesys portal page after it fails to open. • Clear browser history. • Click on this link to go directly to the Genesys Portal Page. • Try opening the Genesys Portal Page in a different browser (Chrome, Firefox or Edge). • Save the portal as a favorite on your browser.
White Label Error	White Label Error displaying when attempting to access the agent page:	<ul style="list-style-type: none"> • Clear browser history. • Click on this link to go directly to the Genesys Portal page. • Open the Genesys Portal Page in a different browser (Chrome, Firefox or Edge). • Save the portal as a favorite on your browser.
Can't log in, invalid credentials	Agent Desktop log-in:	<ul style="list-style-type: none"> • All Genesys user IDs are case sensitive. Please ensure you are using the correct case. • Be sure to use the correct Tenant: sowi.mgep.info
	Platform Administration:	<ul style="list-style-type: none"> • All Genesys user IDs are case sensitive. Please ensure you are using the correct case. • You should have been given a temporary password when your account was created. If you do not know what this temporary password is, contact dhsgenesyscloudproject@dhs.wisconsin.gov
	Designer log-in:	<ul style="list-style-type: none"> • All Genesys user IDs are case sensitive. Please ensure you are using the correct case. • Be sure to use the correct Tenant: sowi.mgep.info

Making and Receiving Calls

Issue	Description	Resolution
Telephonic Signature/Automated Telephonic Signature (ATS)	Entering the prompt ID and other commands in ATS. System may respond with "Invalid Entry."	<ul style="list-style-type: none"> Generally, using your phone to enter these commands is recommended. However, you can try to use the keypad provided with the Genesys Agent Desktop application. If commands are not working from any phone, conference "ATS Other" and read the information to the customer. Reminder: Agents must use one of the ATS conferences for the telephonic recording to be saved and sent to ECF.
	Where is the record button?	<ul style="list-style-type: none"> 100% of Genesys calls are recorded. Therefore, no record button is necessary. Agents must use one of the ATS conferences for the telephonic recording to be saved and sent to ECF.
	How do I complete a telephonic signature?	<ul style="list-style-type: none"> A new process for telephonic signature is in place. Training for IM workers to complete a telephonic signature is available via the learning center. If you do not have access to the learning center, you can view the training via YouTube.
Problems with outbound calling	Making a call to an external phone number	<ul style="list-style-type: none"> When placing an outbound call, only enter the 10-digit number. Entering a "1" before the dialed phone number will not complete the call.
Stuck in "Busy" status	Stuck in "Busy" status and not able to change to "Ready"	<ul style="list-style-type: none"> Contact dhsgenesyscloudproject@dhs.wisconsin.gov for assistance and clearly state you are stuck in a busy status.
Not receiving calls in "Ready" status	Not receiving calls while in "Ready" state	<ul style="list-style-type: none"> Contact your supervisor to ensure you are assigned an appropriate skill Contact dhsgenesyscloudproject@dhs.wisconsin.gov for assistance and clearly state you aren't receiving calls in a "Ready" status.

Searching in “Interaction Recording”

Issue	Description	Resolution
No Connection ID in search results	Connection ID column doesn't appear.	<ul style="list-style-type: none"> Add the Connection ID by clicking “Select Columns” icon 
Unknown Connection ID	Don't have Connection ID to search	<ul style="list-style-type: none"> Search by Agent and date.
Missing Recording	Can't find recording in “Interaction Recording” search	<ul style="list-style-type: none"> There is a delay while recordings are indexed of approximately 15 to 20 minutes.

Admin and Supervisor Tasks

Issue	Description	Resolution
Monitor tab in Agent Desktop	Monitor tab is not visible	<ul style="list-style-type: none">• Contact dhsgenesyscloudproject@dhs.wisconsin.gov
	Queues and/or staff not displaying under monitor tab	<ul style="list-style-type: none">• Contact dhsgenesyscloudproject@dhs.wisconsin.gov
Accessing Historical Reporting, Realtime Reporting, or platform administration or Designer	Unable to access these application	<ul style="list-style-type: none">• Contact dhsgenesyscloudproject@dhs.wisconsin.gov
Accessing Interaction Recording	Unable to access Interaction Recording	<ul style="list-style-type: none">• Before accessing Interaction Recording you must reset your password in Platform Administration.• Contact dhsgenesyscloudproject@dhs.wisconsin.gov