

Troubleshoot Silent Call Due to Absent Audio File

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Introduction

This document describes how to troubleshoot inbound calls that are silent during the Interactive Voice Response (IVR) stage of the call.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Webex Contact Center (WxCC) 2.0

Components Used

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

- WxCC 2.0

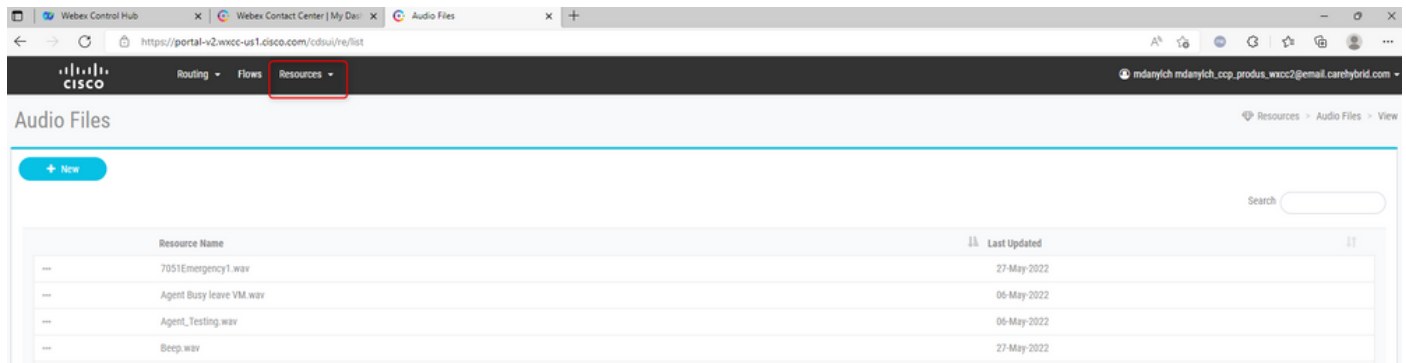
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

There is no audio playback from IVR. The silence occurs at the beginning of the call or during any stage of the Flow.

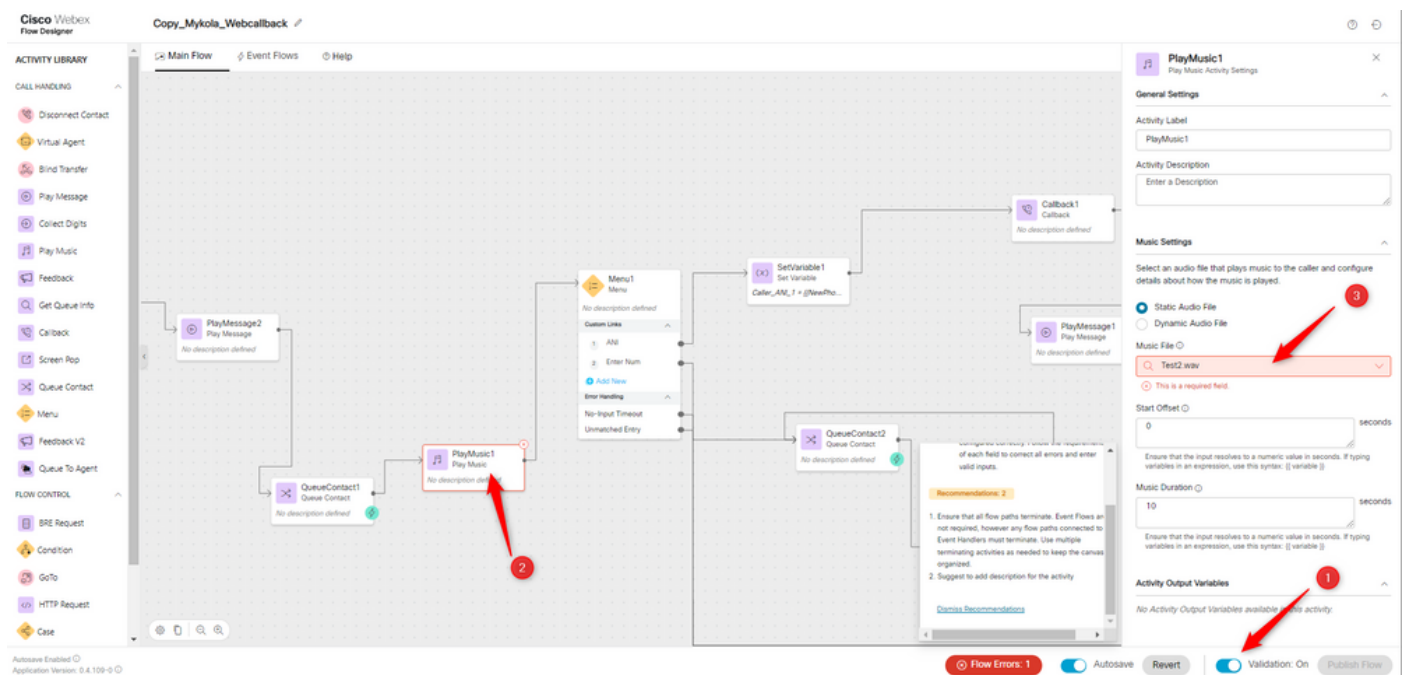
Solution

The reason for the silence is that the audio file has been removed in the Flow. This scenario can happen if an administrator deletes the file from the Resources section in the WxCC portal.



• Check the Flow

In order to troubleshoot the issue check if the audio file is configured in the Flow. Open the Flow and try to validate it. If the validation is not successful, check the Flow Error notes in order to navigate to the block which has the problem. Select the problematic block and check if the audio file is presented in the block properly.



• Check Audit Trail

From the Audit Trail User Interface, you can see who deleted the audio file.

The screenshot shows the 'Audit Trail' page in the Webex console. The 'Entity' dropdown is set to 'Media File'. A record is highlighted with a red box, showing the action 'Deleted' at 15:11:59:00. The record details include a JSON object with the following fields:

```

{
  "id": "8ee9633b-df4b-4053-8eec-18fe2af77096",
  "type": "media-file",
  "attributes": {
    "organizationId": "168ef165-5cea-43b2-bf3e-c26bfc63be9c",
    "tid": "792",
    "sid": "8ee9633b-df4b-4053-8eec-18fe2af77096",
    "productVersion": 2,
    "contentType_s": "audio/wav",
    "operationType": "DELETE",
    "updateBy": "mdanylch_ccp_produ_sxcc2@email.carehybrid.com",
    "_type_s": "media-file",
    "csts": 1660762475000,
    "lmts": 1660763519000,
    "name_s": "Test2.wav"
  }
}

```

You can also see this information when you download the PDF or Excel file with the Audit Logs.

The screenshot shows the 'Audit Trail' page with a red arrow pointing to the download icon (PDF and Excel) in the top right corner.

Provisioned Items - Audit Report
Company - Webex Cc With Wxc As Pbx
User - Mdanylch Mdanylch_ccp_produ_sxcc2@email.carehybrid.com

Timestamp	Action Taken	Modified By	Affected Data
Wed Aug 17 2022 15:11:59:000	Updated	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"8ee9633b-df4b-4053-8eec-18fe2af77096","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"8ee9633b-df4b-4053-8eec-18fe2af77096","productVersion":2,"contentType_s":"audio/wav","operationType":"UPDATE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762475000,"lmts_f":1660763519000,"name_s":"Test2.wav"}]
Wed Aug 17 2022 15:11:59:000	Deleted	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"8ee9633b-df4b-4053-8eec-18fe2af77096","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"8ee9633b-df4b-4053-8eec-18fe2af77096","productVersion":2,"contentType_s":"audio/wav","operationType":"DELETE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762475000,"lmts_f":1660763519000,"name_s":"Test2.wav"}]
Wed Aug 17 2022 14:54:35:000	Created	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"8ee9633b-df4b-4053-8eec-18fe2af77096","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"8ee9633b-df4b-4053-8eec-18fe2af77096","productVersion":2,"contentType_s":"audio/wav","operationType":"CREATE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762475000,"lmts_f":1660762475000,"name_s":"Test2.wav"}]
Wed Aug 17 2022 14:54:35:000	Updated	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"8ee9633b-df4b-4053-8eec-18fe2af77096","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"8ee9633b-df4b-4053-8eec-18fe2af77096","productVersion":2,"contentType_s":"audio/wav","operationType":"UPDATE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762475000,"lmts_f":1660762475000,"name_s":"Test2.wav","blobId_s":"media-file_7042423-210c-4516-90d3-5c485729a1d7"}]
Wed Aug 17 2022 14:49:02:000	Updated	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"80a87d1f-33cc-433e-a7aa-373449430e63","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"80a87d1f-33cc-433e-a7aa-373449430e63","productVersion":2,"contentType_s":"audio/wav","operationType":"UPDATE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762116000,"lmts_f":1660762142000,"name_s":"Test1.wav"}]
Wed Aug 17 2022 14:49:02:000	Deleted	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"80a87d1f-33cc-433e-a7aa-373449430e63","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"80a87d1f-33cc-433e-a7aa-373449430e63","productVersion":2,"contentType_s":"audio/wav","operationType":"DELETE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762116000,"lmts_f":1660762142000,"name_s":"Test1.wav"}]
Wed Aug 17 2022 14:48:36:000	Created	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"80a87d1f-33cc-433e-a7aa-373449430e63","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"80a87d1f-33cc-433e-a7aa-373449430e63","productVersion":2,"contentType_s":"audio/wav","operationType":"CREATE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762116000,"lmts_f":1660762116000,"name_s":"Test1.wav"}]
Wed Aug 17 2022 14:48:36:000	Updated	mdanylch_ccp_produ_sxcc2@email.carehybrid.com	["id":"80a87d1f-33cc-433e-a7aa-373449430e63","type":"media-file","attributes":{"organizationId":"168ef165-5cea-43b2-bf3e-c26bfc63be9c","tid":"792","sid":"80a87d1f-33cc-433e-a7aa-373449430e63","productVersion":2,"contentType_s":"audio/wav","operationType":"UPDATE","updateBy":"mdanylch_ccp_produ_sxcc2@email.carehybrid.com","_type_s":"media-file","csts":1660762116000,"lmts_f":1660762116000,"name_s":"Test1.wav","blobId_s":"media-file_2144940-01fe-4a43-a450-0a880770a1c7"}]

In order to resolve the issue please update the Flow with the new uploaded or available in the Resources audio file.