

Troubleshoot Attendant Console Issues in Webex Calling

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Introduction

This document describes the most common issues faced with the Attendant Console tool in Webex Calling (WxC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub
- Receptionist Client

Components Used

This document is not restricted to specific hardware and software version. 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.

Background Information

The Attendant Console for Webex Calling is an application designed to help receptionists or operators manage incoming calls efficiently. This console provides a user-friendly interface that allows the attendant to handle multiple calls simultaneously, easily transfer calls to the appropriate party, monitor the status of

lines within the organization, and access directories for quick call routing.

Common Attendant Console Issues

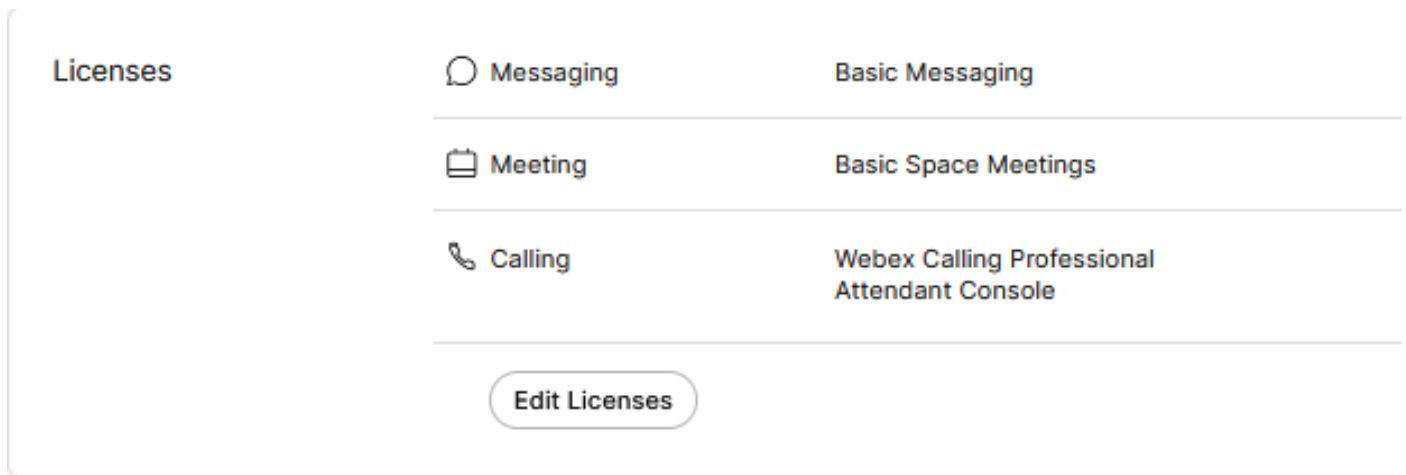
Ensure the Organization and the User have the Attendant Console Licenses

The user must have Webex Calling Professional license and Attendant Console license.

Step 1. Under **MANAGEMENT > Users** click the **User**.

Step 2. Scroll to **Summary > License**.

Step 3. Ensure that both Webex Calling Professional license and Attendant Console license are assigned.



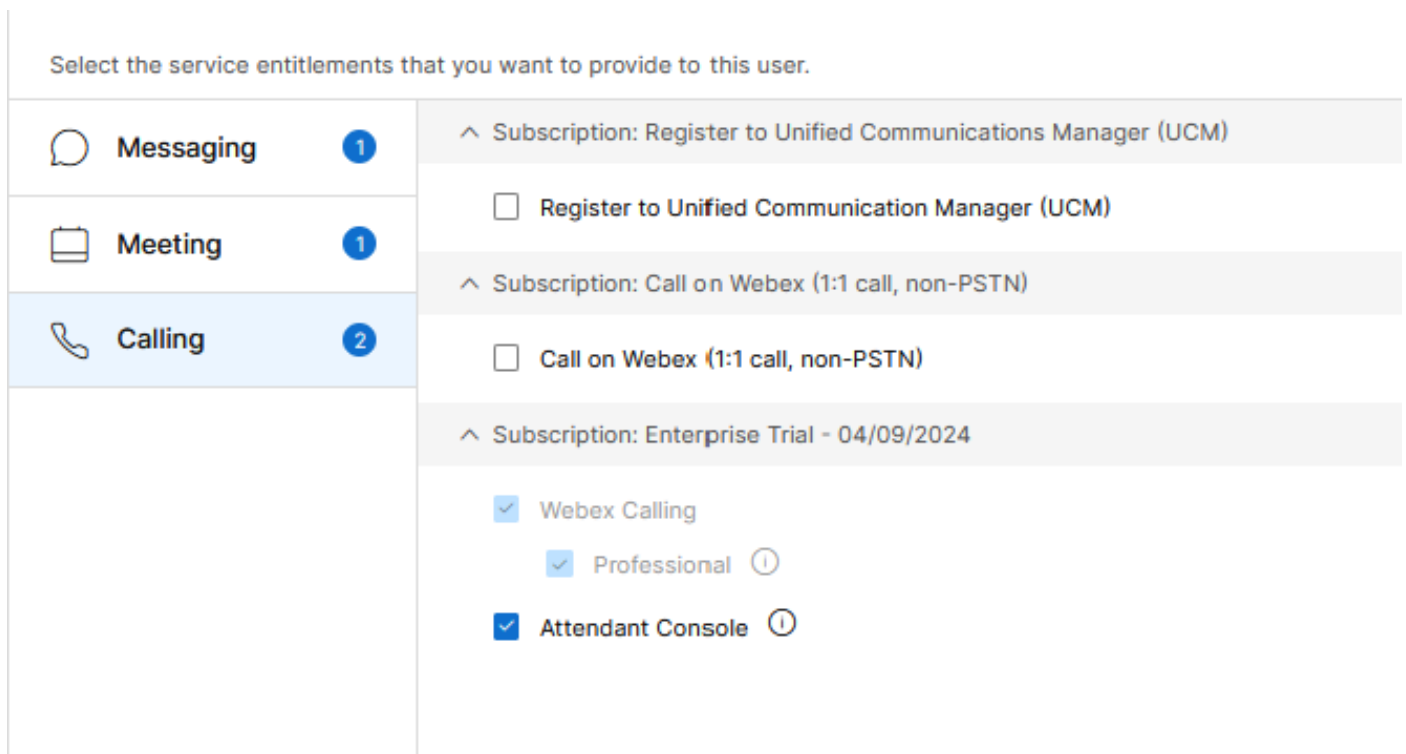
The screenshot shows a 'Licenses' section with a table of assigned licenses. The table has three rows: 'Messaging' with 'Basic Messaging', 'Meeting' with 'Basic Space Meetings', and 'Calling' with 'Webex Calling Professional' and 'Attendant Console'. Below the table is an 'Edit Licenses' button.

Licenses	Messaging	Basic Messaging
	Meeting	Basic Space Meetings
	Calling	Webex Calling Professional Attendant Console

[Edit Licenses](#)

Licenses Summary

Step 4. If the necessary Licenses are not added, click **Edit Licenses > Edit Licenses > Calling**.



The screenshot shows a dialog box titled 'Select the service entitlements that you want to provide to this user.' It has a left sidebar with 'Messaging' (1), 'Meeting' (1), and 'Calling' (2) options. The 'Calling' option is selected. The main area shows a list of entitlements under the 'Calling' subscription: 'Register to Unified Communication Manager (UCM)' (unchecked), 'Call on Webex (1:1 call, non-PSTN)' (unchecked), and 'Enterprise Trial - 04/09/2024' (checked). Under the 'Enterprise Trial' subscription, 'Webex Calling' is checked, with 'Professional' (checked) and 'Attendant Console' (checked) as sub-options.

Select the service entitlements that you want to provide to this user.

Service Entitlements	Selected
Subscription: Register to Unified Communications Manager (UCM)	<input type="checkbox"/>
Register to Unified Communication Manager (UCM)	<input type="checkbox"/>
Subscription: Call on Webex (1:1 call, non-PSTN)	<input type="checkbox"/>
Call on Webex (1:1 call, non-PSTN)	<input type="checkbox"/>
Subscription: Enterprise Trial - 04/09/2024	<input checked="" type="checkbox"/>
Webex Calling	<input checked="" type="checkbox"/>
Professional	<input checked="" type="checkbox"/>
Attendant Console	<input checked="" type="checkbox"/>

Edit User Calling Licenses

Step 5. Click the checkbox for the needed Licenses.

Step 6. Click **Save**.

Attendant Console License not Available for the User

If the Attendant Console is not available for the user, this could be because the organization does not have any Attendant Console Licenses available.

Step 1. Under **MANAGEMENT > Account > Subscriptions > License Summary > Calling**.

Calling

Webex Calling

Professional Assigned licenses 3/100

- User: 3
- Workspace: 0

Workspaces Assigned licenses 0/100

Cisco Calling Plan Assigned licenses 3/100

- Standard Telephone Number(s) Provisioned: 10

Webex Go Usage: 0/100

Webex Go Mobile Usage: 0/100

Attendant Console Assigned licenses 3/5

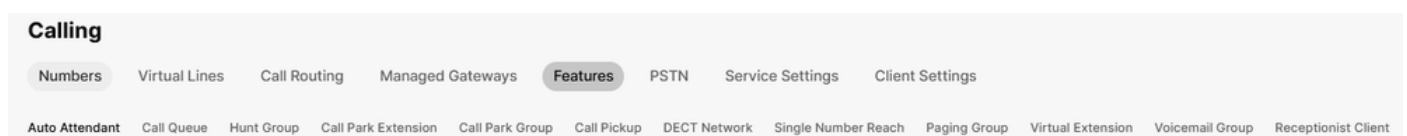
Account Calling License Summary

Step 2. Ensure Attendant Console Assigned licenses have not reached the Account's limit.

Step 3. If the Attendant Console Assigned licenses do not show in the Summary or more Licenses are needed, refer to [Provisioning the Attendant Console license](#).

After Provisioning with Attendant Console Licenses, Receptionist Still Appears in Control Hub

Trial organizations that were originally provisioned with Receptionist Client feature and provided with Attendant Console trial licenses afterwards, continue to see the Receptionist Client in **SERVICES > Calling > Features > Receptionist Client**.



Receptionist Client Feature

In the User level at **MANAGEMENT > Users > Calling > User call experience**, the Receptionist Client appears as well.

User call experience	In-call feature access	>
	Microsoft Teams integration	>
	Application line assignment	>
	Do Not Disturb	Disabled >
	Compression options	Normal compression >
	Call recording	Off >
Receptionist Client will no longer be available after July 8, 2024. Try Webex Attendant Console, our new and improved call handling tool. Learn more		
	Receptionist client	On >
	Single number reach (office anywhere)	Disabled >

User Receptionist Client

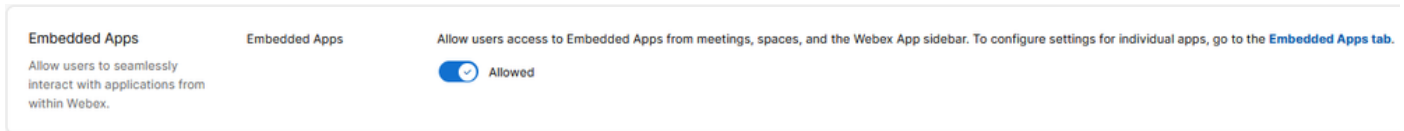
These organizations can use the Attendant Console client in the Webex App. Once the Attendant Console license has been purchased, the Receptionist Client and the user's calling setting under User call experience is expected to change to the Attendant Console option.

Attendant Console not Available in the Webex App

Embedded Apps are required for the Attendant Console to display in the Webex App to ensure that these are allowed in the organization:

Step 1. Go to **MANAGEMENT > General > Embedded Apps**.

Step 2. Ensure that **Allow users access to Embedded Apps from meetings, spaces, and the Webex App sidebar** toggle is **Allowed**.



Organization Embedded Apps

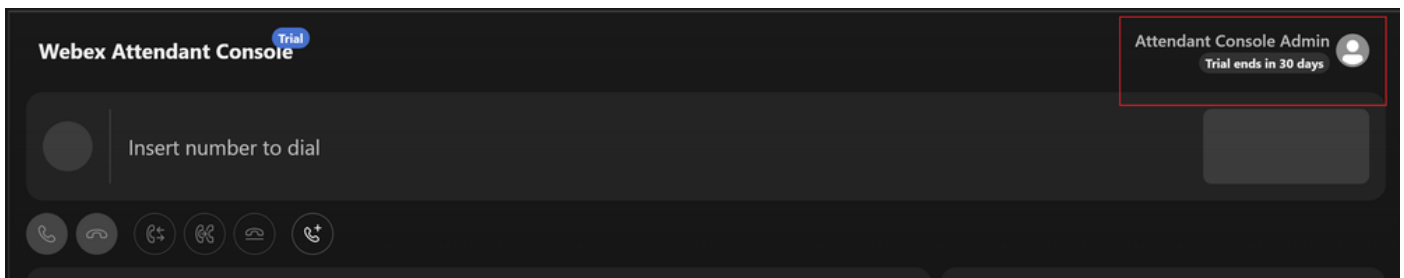
Step 3. Re-Sign In the Webex App.

Collect Logs from the Attendant Console Client

Collect logs to troubleshoot any issue not mentioned in this document:

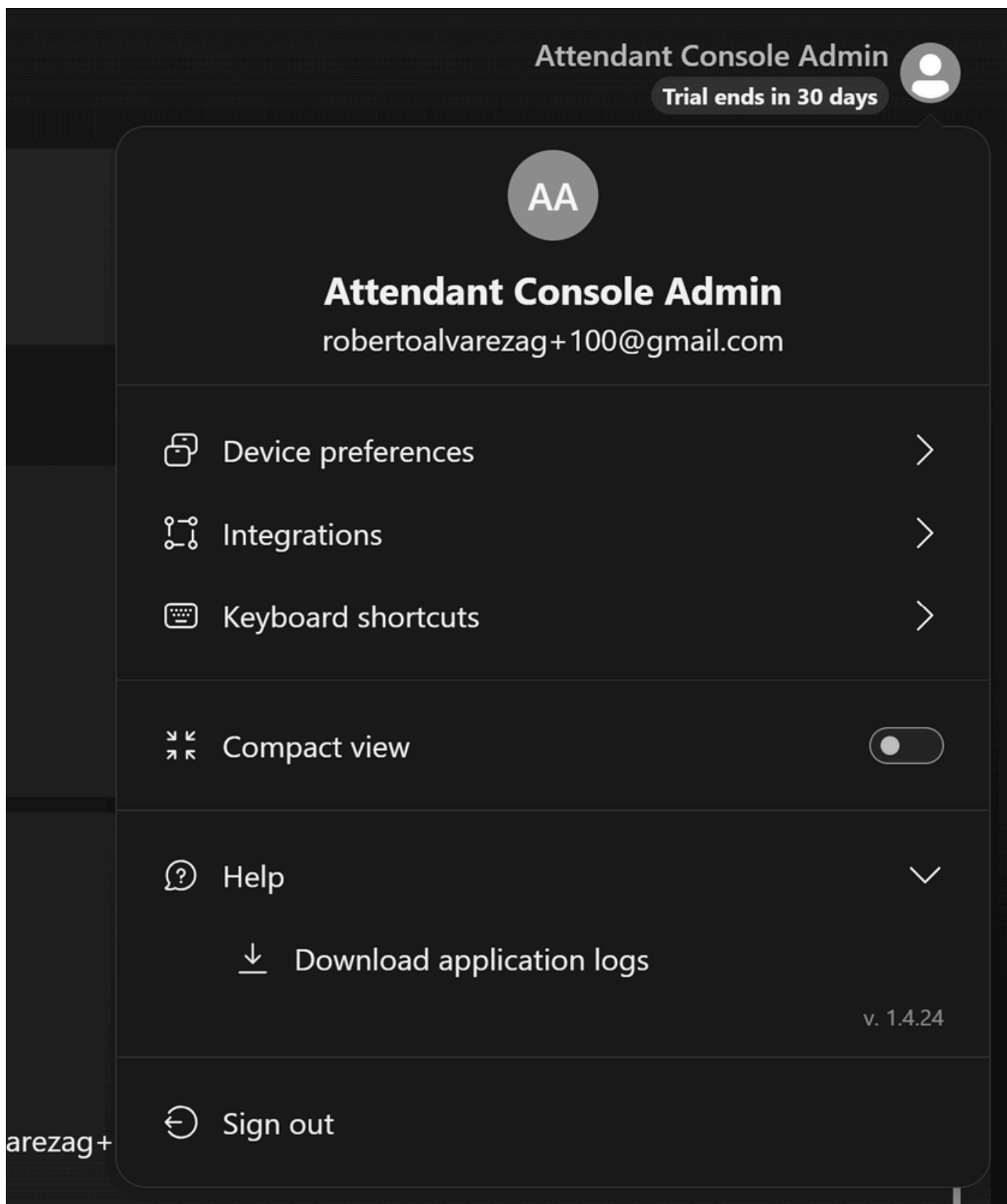
Step 1. Reproduce the issue in the Attendant Console Client.

Step 2. Click **Profile and Settings** on top right.



Profile and Settings

Step 3. Click **Help > Download application logs**.



Download Application Logs

Step 4. Logs can be found on your **Downloads** as a Zip file.

Recommended Information for a TAC Case

If an issue persists after the troubleshooting steps in this document have been performed and a TAC case is needed, Cisco recommends to include this information:

- Organization ID
- Location ID or Location Name
- Attendant Console User's Number, extension and mail
- A detailed description of the issue experienced.
- Time zone and Timestamp of the Issue experienced.
- Attach the **Attendant Console application logs** from the User.

Related Information

[Get Started with the Attendant Console](#)