

Diagnosing Call Quality Issues with WebRTC Diagnostics

When using Contact via a browser calls are handled using WebRTC which is a technology that enables real-time communication between applications. To ensure your agents browser is ready to handle calls a WebRTC diagnostics tool is available in the portal.

The diagnostics tool is designed to help agents quickly identify and resolve common issues that may affect their ability to receive or make WebRTC calls. It checks their WebRTC authentication, browser performance, microphone access, and network connectivity to the Contact Centre's WebRTC servers.

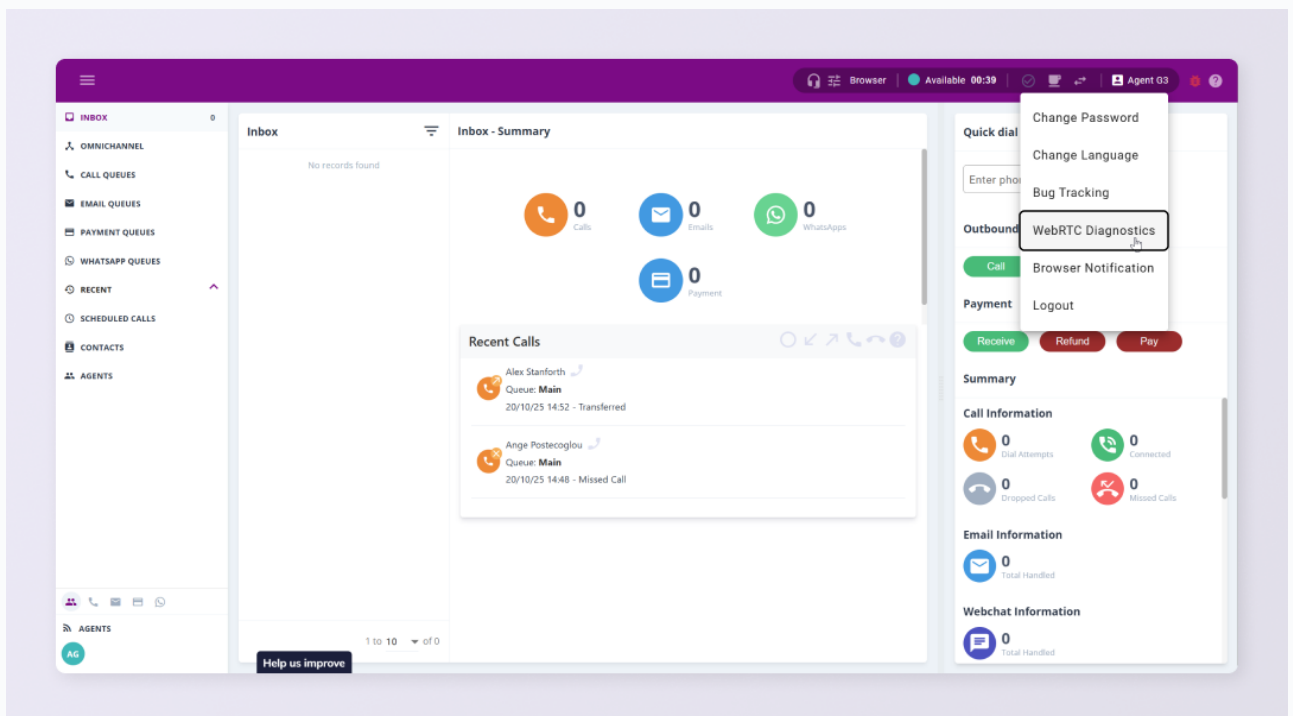
Run this test if:

- An agent is unable to receive or make WebRTC calls in their browser
- The call quality is poor, or calls fail to connect
- You suspect microphone or permission problems
- You been unable to resolve the issue after performing the [recommended troubleshooting](#)
- Support asks you to download and share diagnostic results

Run WebRTC Diagnostics

In order to use the diagnostics tool first make sure:

- The agent is logged in to Contact in the browser with the WebRTC softphone
- The browser has permission to access the microphone
- The agent is using one of these browsers: Chrome, Edge, or Firefox (latest versions)



- 1. In the status bar click the username and select WebRTC Diagnostics

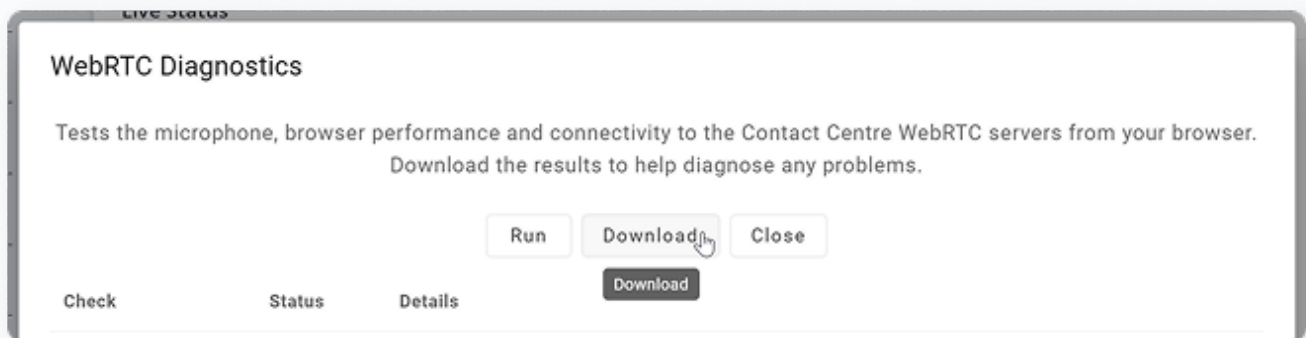
1. Log in to Contact using a browser
2. In the portal, click **the username** in the status bar
3. In the dropdown, select **WebRTC Diagnostics**
4. Click **Run**
 - If prompted, **Allow microphone access**

5. **Speak normally** during the microphone test

The test will run in about 8-10 seconds and the results will be shown in the dialogue.

Download and share diagnostics

Your support team may require you to share the diagnostics to help resolve issues. After running diagnostics:



1. Click **Download Results** in the dialog
2. **Share the file** with the support team

When sharing the information please include:

- Browser and OS versions
- Network type (home, office, VPN)

- Approximate time of test
- Screenshot of the WebRTC Diagnostics dialog (include your system clock)

Useful Resources

- [Understanding WebRTC diagnostic tests](#)