

# Home Office Agents: Agents do not hear the customers - Customers do not hear agents - Both sides do not hear each other

## Known symptoms:

Agent cannot hear the client.

Customer cannot hear the agent.

Both sides cannot hear each other.

## Notes on the subject:

Call quality problems (e.g. one-way connections) or dropped calls are usually issues that are based in the telephone system.

The jtel telephony server (8 server) passes on RTP voice packets 1:1 without affecting them.

## Verification of the problem on the customer side:

In a trace on the PBX side, it can be determined whether the outgoing RTP voice packets from the jtel telephony server as well as the incoming RTP voice packets to the Tel server from your PBX are passed through correctly and cleanly.

## Example cases for solutions to the problem on the customer side:

1. Direct call forwarding in innovaphone PBX which blocks the free channels
2. Change PBX setting "SRTP Key Exchange" to "SDS-DTLS" to enable encryption for WebRTC clients.

## Verification of the problem on jtel side:

A trace can also be performed on the jtel side (telephony server) to check whether the RTP voice packets are sent cleanly inbound and outbound.

Note on this: An analysis of this error pattern is usually subject to be charged, since a trace of the RTP stream incoming to the telephony server is not covered by the services defined in the maintenance contract. Due to the current situation (status 16.03.2020) we are happy to offer you a cost-neutral short-term test as a gesture of goodwill.

You are welcome to inquire and schedule this with jtel Service ([support@jtel.de](mailto:support@jtel.de)).

For this the service requires the following preparations on your side:

1. Scheduling in advance with the jtel service (Duration of the analysis if adjustable directly after start= 15-30 minutes)
2. Providing Service number and associated ACD group configured to contain only affected agents. (Background: Bad case should be reproduced during the test)
3. Providing Wireshark on all telephony servers, if not already installed. (Background: is required for the analysis of RTP packets)

