

Disconnect Interactions

Navigation: Admin → Routing → Disconnect Interactions **Context:** Operational troubleshooting tool — used to manually terminate stuck or ghost interactions

What Is the Disconnect Interactions Tool?

The Disconnect Interactions tool allows administrators to **manually terminate an interaction that is stuck in the system** — one that remains active in queues, real-time views, or reports even though the customer and agent have both disconnected.

This is a break-glass operational tool, not a routine configuration item.

When to Use It

Symptom	Likely Cause
Interaction shows active in real-time dashboard after agent ended the call	System failed to clear interaction state
Queue statistics show an interaction that cannot be answered	Interaction stuck in queue with no active parties
Agent stuck in ACW or handling state for a call that ended	WebRTC session or signaling not closed cleanly
Ghost interaction visible in Performance Views	Platform sync delay or session persistence issue

Common root causes: persistent WebRTC sessions, SIP signaling not terminating cleanly, interactions left on hold with no parties, platform synchronization issues.

“ **⚠ Risk:** If an interaction is still genuinely active (customer still on hold, agent still connected), using this tool will immediately drop the call. Always verify the interaction is truly stuck before disconnecting.

How to Use It

1. Admin → Routing → **Disconnect Interactions**
 2. Locate the **Interaction ID** of the problematic interaction
 3. Enter the Interaction ID in the input field
 4. Click **Disconnect Interaction**
 5. Verify the interaction no longer appears in real-time views or queue statistics
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Finding the Interaction ID

The Interaction ID is a UUID-format string. Find it from:

Source	How
Real-time Performance Views	Click the stuck interaction → copy the Interaction ID from the details panel
Interaction Details report	Search by agent, queue, or time range → find the interaction
Analytics API	Query for active interactions if the UI doesn't surface it easily

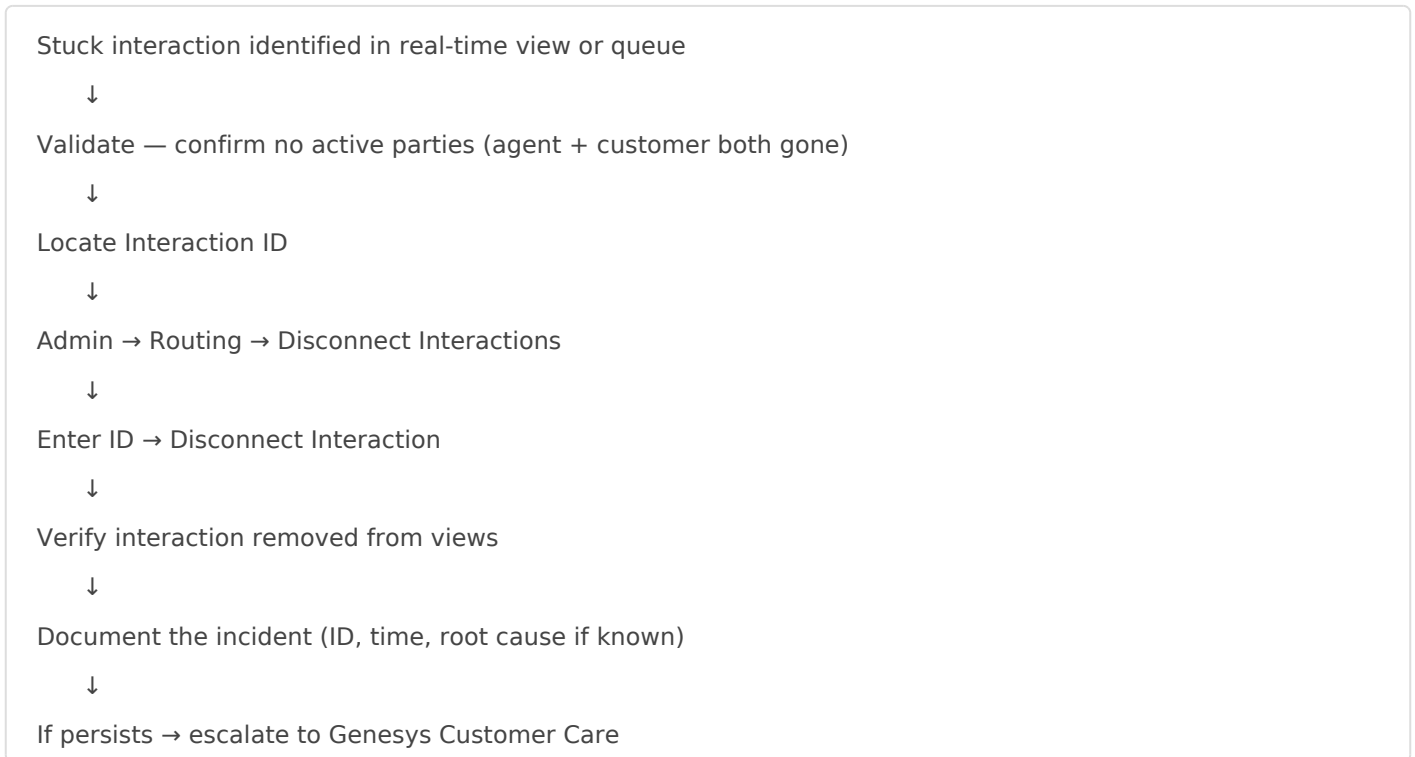
What Happens When You Disconnect

- The interaction is **immediately terminated**
 - It is removed from queue statistics and real-time views
 - The system logs the disconnection
 - If the interaction was genuinely still active, the call is dropped — no warning is given to the customer or agent
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Limitations

Limitation	Detail
Some interactions cannot be disconnected	System-level lock or platform state prevents it
Dashboard may not update instantly	Real-time views have a refresh delay — wait a moment before concluding it didn't work
Root cause is not resolved	The tool terminates the stuck interaction but does not fix the underlying cause (WebRTC issue, network problem, etc.)
Requires escalation	If the tool fails, contact Genesys Cloud Customer Care with the Interaction ID

Operational Workflow



Troubleshooting

Issue	Cause	Fix
Interaction cannot be disconnected	Platform-level state lock	Escalate to Genesys Customer Care with Interaction ID
Interaction still visible after disconnect	Dashboard refresh delay	Wait 30-60 seconds and refresh the view

Issue	Cause	Fix
Interaction ID not found	Wrong ID copied	Re-verify the ID from interaction details or analytics
Multiple stuck interactions simultaneously	Systemic WebRTC or network issue	Investigate root cause; check Edge health and network connectivity

Troubleshooting Checklist

Check	✓
Confirmed interaction is actually stuck (not active)	<input type="checkbox"/>
Interaction ID captured from performance view or reports	<input type="checkbox"/>
Disconnect tool accessed at Admin → Routing	<input type="checkbox"/>
Interaction ID entered and disconnect executed	<input type="checkbox"/>
Verified interaction no longer in queue or real-time view	<input type="checkbox"/>
Incident documented	<input type="checkbox"/>
Escalated to Genesys Care if tool failed	<input type="checkbox"/>

Key Facts for Exam / Interview

Question	Answer
Where is the Disconnect Interactions tool?	Admin → Routing → Disconnect Interactions
What is required to use it?	The Interaction ID of the stuck interaction
What happens immediately when you disconnect?	The interaction is terminated and removed from active sessions
What if the tool doesn't work?	Escalate to Genesys Cloud Customer Care
What is the risk of using this tool carelessly?	Disconnecting a genuinely active call drops the customer without warning

See Also

- **Platform Usage & Monitoring** — real-time views where stuck interactions are typically spotted
 - **Queue & Routing Management** — queue statistics affected by stuck interactions
 - **Architect Overview** — WebRTC and SIP session handling context
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