

## Logs\_to\_be\_enabled\_for\_IVR\_issues

Enable the following logs levels in UCCX Engine for IVR/ICM issues :

- LIB\_ICM debug and xdebug 3
- SS\_ICM debug and xdebug 3
- SS\_TEL xdebug 3
- APP\_MGR debug, xdebug 3
- ENG, SCRIPT\_MGR - debug, xdebug 3

Also, get the the call IDs and the exact scenario for the above logs.