

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.