



Altocloud Administrator's Guide

Troubleshoot webhooks

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Learn how to troubleshoot webhooks. Not what you need? See also the Go-live checklist.

Troubleshoot webhooks

Symptoms	Causes	Solutions
<ul style="list-style-type: none">• Messages do not get through to the remote system.• When you monitor the webhook in the Action Map Performance report, you see web action rejected events.	<ul style="list-style-type: none">• Possibly caused by a rate limitation.	<ul style="list-style-type: none">• Contact Genesys support.
<ul style="list-style-type: none">• Agents complain that Altocloud data is not appearing as expected in the third-party application.• Agents see rejected messages in the Journey gadget.• When you monitor the webhook in the Action Map Performance report, you see web action errored events.	<ul style="list-style-type: none">• This may occur if you make a bad request in the webhook, or if a Genesys Cloud admin accidentally deletes the Genesys Cloud integration you use.	<ul style="list-style-type: none">• Try creating a new, dedicated Genesys Cloud integration for your webhook.• Verify that Genesys Cloud is operational here: Genesys Cloud status.