OUTSELL PLAYBOOK

OUTSELL JOURNAL - DECISION WORKSHEET

Voice agents and SIP failures: build a retry, escalation and evidence map

QUESTION

How should customer-experience teams distinguish final configuration failures from temporary voice-agent failures so retries do not amplify outages or hide broken setup?

GUIDE TAKEAWAY

Classify failures by whether the same request can succeed, attach the evidence needed for diagnosis, and give every retry, failover, human escalation and stop condition an accountable owner.

START HERE

Classify final, temporary and unknown failure families.

YOUR SITUATION

Account or cohort

Decision to make

Starting state and exclusions

Evidence sources, dates, and limitations

Unknowns to validate

WORK THROUGH THE GUIDE

1. Classify final, temporary and unknown failure families

Evidence or input

Output or decision

Owner and review point

2. Set retry budgets, backoff, failover and circuit breakers

Evidence or input

Output or decision

Owner and review point

3. Preserve minimal diagnostic evidence and access controls

Evidence or input

Output or decision

Owner and review point

4. Rehearse caller messaging and human escalation

Evidence or input

Output or decision

Owner and review point

5. Review recovery, unknown codes and buyer claims

Evidence or input

Output or decision

Owner and review point

COMPARE THE OPTIONS

Immediate retry

Useful when: Transient failure is likely

Limitation: Can amplify rate limits or duplicates

Suggested action: Cap attempts and add jitter

Why this fits our situation

Evidence needed before acting

Retry after correction

Useful when: Request or configuration can be fixed

Limitation: Requires an owner and verified change

Suggested action: Stop the identical request first

Why this fits our situation

Evidence needed before acting

Alternate route or failover

Useful when: Independent route can preserve service

Limitation: May repeat the same configuration failure

Suggested action: Qualify eligible response classes

Why this fits our situation

Evidence needed before acting

Human escalation

Useful when: Consequence or uncertainty is high

Limitation: Capacity and context transfer matter

Suggested action: Set a time and evidence threshold

Why this fits our situation

Evidence needed before acting

COMMIT TO A BOUNDED NEXT STEP

Chosen action

Responsible owner

Required approval

Success measure and definition

Review date

Continue, revise, or stop criteria

Guide: https://outselll.com/blogs/voice-agent-sip-failure-evidence-map/

Publisher and evidence policy: https://outselll.com/editorial-policy/