

Talkdesk RCA: 09 July 2025

US Region Login Issues

What happened, and what was the impact?

On July 09th, 2025, between 21:45 UTC and 22:30 UTC an outage occurred on Talkdesk ID due to a configuration change intended for pre production but inadvertently pushed to production. The configuration redirected traffic to an unintended service, resulting in errors when attempting to obtain access tokens. Login, Workspace and Calls were impacted.

After the initial impact on the authentication layer was mitigated, between 22:30 and 00:00 on the 10th of July, a subset of clients experienced impact on call operations due to invalid access tokens that were kept in cache in a subset of applications.

Talkdesk standard change management policy does not allow production deployments/changes during regional core business hours. The change occurred inadvertently.

What was the sequence of events?

Time (UTC)	Description
21:45	Incident begins
21:51	Incident detected
22:20	Issue identified, start the rollback of the configuration change
22:30	Login and Workspace Impact mitigated
22:35	Additional alerts detecting impact on calls
23:50	Issue identified on a subset of applications that were caching invalid access tokens
23:55	Secondary incident resolved
00:00	Recovery observed
00:45	Incident Closed

What was the root cause?

Configuration change error that redirected traffic to an unintended service with an overlapping traffic route.

Secondary incident resulted from a bug in a subset of applications that cached invalid access tokens which affected call controls.

What will we do to prevent similar incidents?

Implement robust safeguards to prevent inadvertent configuration changes during regional core business hours; enforcement through additional peer reviews and software automations. ETA: July 2025 (Phase 1), ETA: August 2025 (Phase 2)

Automatically block service configuration changes with overlapping traffic routes. ETA: October 2025

Resolve the discovered bug in the subset of applications that cached invalid access tokens. ETA: July 2025

Note from Munil Shah, CTO

I recognize the significant disruption this incident caused to our customers, and I sincerely apologize for the impact. Ensuring reliability is a core responsibility we take seriously, and in response to recent incidents, I have prioritized a comprehensive set of resilience improvements. Our engineering teams are actively executing a high-priority plan focused on eliminating systemic risks, improving observability, and hardening our infrastructure. I am committed to earning back your trust through visible, sustained improvements.