

# لېلحت لوح اهال صا و CVP ءاطخأ فاشكتسأ VVB مداخ مادختساب تاملكملا قفدت

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## قمدقمل

ضرتسملا عم Cisco Customer Voice Portal (CVP) ل عبتتل لېلحت دنتسملا اذه فصي  
VXML ضرتسمك Cisco نم (VVB) يرهاظلا يتوصللا

## قيساسألابلطتملا

### تابلطتملا

قيلاتل عيضاوملاب قفرعم كيدل نوكت ناب Cisco ي صوت:

- CVP عم Cisco Unified Contact Center Enterprise (UCCE)
- Cisco VVB عم جمدم CVP
- CVP لماشلا تاملكملا قفدت

### قمدختسملا تانوكملا

قيلاتل قيداملا تانوكملا وجماربل تارادصا ل دنتسملا اذه يف قراولا تامولعملا دنتست:

- CVP 11.5
- UCCE 11.5
- VVB 11.5

قصاخ قيلم عم قئيب يف قدوجوملا قزهجال نم دنتسملا اذه يف قراولا تامولعملا عاشنإ مت  
ت ناك اذا. (يضارتفا) حوسمم نيوكتب دنتسملا اذه يف قمدختسملا قزهجال عيمج تادب  
رمايال لمحتحمل ريثاتلل كمهف نم دكأتف، ليعشتلا دي قكتكبش

## قيساسأ تامولعم

نيب تاراشال عبتتل عبتتل لېلحت جذومن انه، VXML ح فرصتمك Cisco VVB ميقت عم  
VVB و UCCE و CVP.

يتوصل ال درلا "ةجال عم دعب و CVP لوكوتورب لى ل تاملكملا هيجوت متي ،ةالجال هذه في رفوتم ليكو لى لةملاكملا هيجوتب CVP موقوي ،" (IVR) لى لةعافتلا

عبتتلا في CVP و MIVR ةيساسأ تاملك ةطساوب VVB و CVP لچس ءازجأ ديحت نكمي

## CVP تاملكملا قفدت عبتت لى لحت عم

ةديج لاصتا لوحم قاس

```
1937: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DATAI.1} NEW CALL with guid=0F46E580000100000000007A0851430A legid=56A1AA52-345511E7-ABF1C227-5C85A942 dn=9876 ani=12345 uui=null calldate=Wed May 10 11:39:37 EST 2017 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
```

ةطشنلا تاسلجال ددع

```
44241: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Core-router-group-0} --NEW SESSION CREATED--CALLGUID=0F46E580000100000000007A0851430A NUMBER OF ACTIVE SESSIONS= 1
```

SIP SS لى لةديج ةملاكم

```
4281: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from SIP_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=9876 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=
```

UCCE لى لرشنلل ديچ ءاعدتسلا

```
4282: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to UCCE - [NEW_CALL] DialogID=46 SendSeqNo=1 DNIS=9876 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=100 trunkNumber=0 serviceId=1 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables=user.media.id: 0F46E580000100000000007A0851430A, ECC arrays= Peripheral Variables=
```

UCCE نم ةجال عملا - تقؤملا لاصتالا

```
4283: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from UCCE - , , [ICM_TEMPORARY_CONNECT], rckey=201, rcdays=152070, DNIS=9876, ANI=12345
```

SIP SS لى لرشنلا- تقؤملا لاصتالا

4284: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] - Publishing to SIP\_SS - [CONNECT] DialogID=46 SendSeqNo=0 Label=8888111111 TxrHint=false rckey=152070 rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=null callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

## VRU ميساتل راسملا قو باطام

1941: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-120-SIP-19461} Static route matched 88881111112 to StaticRoute: patterns like 8888111111> will route to 192.0.2.12

1942: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-120-SIP-19461} Using Local Static Route for sip:88881111112@192.0.2.12

## VRU LEG GW-VXML لى ةوعد

1947: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-120-SIP-19461} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438037789633 - [OUTBOUND]: INVITE TO <sip:88881111112@192.0.2.12;transport=tcp> FROM "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]

## VRU LEG VVB لى ةديج ةملا كم

195208: May 10 11:21:27.305 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E580000100000000007A0851430A-149438037789633] NEW\_CALL, GUCID=0F46E580000100000000007A0851430A; GUID=0256304512-0000065536-0000000122-0139543306; CallId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11; URI=sip:88881111112@192.0.2.12;transport=tcp

### CALL\_NEW () from VVB to VXML server

189323: May 02 16:10:49.778 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370661959432] Browser.makeRequest(): got encoded uri=http://192.0.2.11:7000/CVP/Server?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=8888111111&CALL\_ANI=sip%3A60006099%40..

## VRU LEG

1951: 192.0.2.11: May 10 2017 11:39:38.067 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.5} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438037789633 - [OUTBOUND]: Invitation accepted - ack'ing

## قبا ج

1958: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-121-SIP-19462} Sending BUS MSG for Event Reportnew CSS:[EVENT\_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER CauseCode=CAUSE\_NONE

## SIP SS نم ةجال اعمل - درلا

4285: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] - Processing from SIP\_SS - [EVENT\_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER CauseCode=CAUSE\_NONE

## UCCE إلى رشنل - ةبإإل

4286: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] - Publishing to UCCE - [EVENT\_REPORT] DialogID=46 SendSeqNo=2 EventID=ANSWER CauseCode=NONE

## طابترال فرعم + VRU مادختساب ةديج ةملاكم - VXMLServer نم ةجلعام - [IVR] ةديج ةملاكم

44242: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP\_11\_5\_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A [IVR] - processing from VXMLServer - [NEW\_CALL]  
ClientNewCallEvent,sessionId=0F46E580000100000000007A0851430A ani=sip:12345@192.0.2.11:5060 dnis=888811111112 uui= callId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 seqNo=1 invokationId=0 message=null ccbServletUrl= ccbServletReqTimeout=0

## ICM\_SS ل ديجل رشنل اعادتسإ

44243: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP\_11\_5\_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM\_SS] [NEW\_CALL] DialogID=0 SendSeqNo=0 DNIS=888811111112 ANI=12345 CED= rckey=0 rcday=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

## طابترال فرعمل هجومل لاصتال

4287: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID = 0F46E580000100000000007A0851430A - Correlation ID routed call  
[IVR-VRU\_LEG\_DIALOG]- نم ةجلعام - IVR\_SS-[NEW\_CALL]-VRU LEG DIALOG ID

4288: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Processing from IVR\_SS - [NEW\_CALL] DialogID=0 SendSeqNo=0 DNIS=888811111112 ANI=12345 CED= rckey=0 rcday=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

## UCCE إلى رشنل - [request\_instruction]

4289: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Publishing to UCCE - [REQUEST\_INSTRUCTION] DialogID=47 SendSeqNo=1 ANI=12345 DNIS=888811111112 correlationId=12 trunkGroupId=200 trunkNumber=0 serviceId=2 uui= calledNumber= location=

locationpkid= pstntrunkgroupid= pstntrunkgroupchannelnum=0 sipheader=

## [RUN\_SCRIPT\_REQ]-[IVR\_VRU\_LEG\_DIALOG] - UCCE نم ةجلا عم

4294: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Processing from UCCE - [RUN\_SCRIPT\_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= \_featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

## [RUN\_SCRIPT\_REQ]-[IVR\_VRU\_LEG\_DIALOG] - IVR\_SS لى ل رشن ل

4295: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Publishing to IVR\_SS - [RUN\_SCRIPT\_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= \_featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

## [RUN\_SCRIPT\_REQ]-[IVR] م مت ةجلا عم ICM\_SS

44250: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP\_11\_5\_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [processing from ICM\_SS] [RUN\_SCRIPT\_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= \_featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

## [RUN\_SCRIPT\_REQ]-[IVR]- م داخ لى ل رشن ل VXML

44251: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP\_11\_5\_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] - Publishing to VXMLServer - [RUN\_SCRIPT\_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= \_featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

## VVB Audium\_Root(Audium\_VXML)

```
178107: May 02 16:07:47.410 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] application (Root document):  
/CVP/Server?audium_root=true&calling_into=HelloWorld
```

## رذج دن تسم VVB

```
178424: May 02 16:07:56.480 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] VoiceBrowser.invokeRootDocument:  
[URI=http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld fragment=null]
```

## VVB LoadbAndParse

```
178430: May 02 16:07:56.481 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] VXMLDocumnet.loadbAndParse(): fetching  
(http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld) timeout attribute=0
```

## ض رع تسم بلط VVB

```
178435: May 02 16:07:56.481 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.makeRequest(): got encoded  
uri=http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld
```

## VVB دن تسم راضح! VXML

```
178444: May 02 16:07:56.489 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt:  
com.cisco.wf.cache.http.CachedURLConnection:http://192.0.2.11:7000/CVP/Server?audium_root=tr  
ue&calling_into=HelloWorld, cachable: true, isFromCache: false, lastModified: 0)
```

###VVB successfully fetched

```
178445: May 02 16:07:56.489 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Successfully fetched bytes: 0, duration(s): 0.008, URI:  
http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld
```

### VXML Content

Content of VXML Document

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<vxml version="2.0">
```

.....

## لاس را روشنم VVB ()

```
178480: May 02 16:07:56.494 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server
```

```
178481: May 02 16:07:56.494 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): req's method=post
```

## لاس را روشنم ةجيتن

```
178506: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
```

149370359030630] Fetch: HTTP 200 OK  
178507: May 02 16:07:56.500 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt: com.cisco.net.www.protocol.http.HttpURLConnection:http://192.0.2.11:7000/CVP/Server, cachable: false, isFromCache: false, lastModified: 0)  
178508: May 02 16:07:56.500 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Successfully fetched bytes: 0, duration(s): 0.004, URI: http://192.0.2.11:7000/CVP/Server

## رشد وصال رصنع

178603: May 02 16:07:56.509 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server  
178604: May 02 16:07:56.509 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): req's method=post

## ديج مال عتسا عاشن

178510: May 02 16:07:56.500 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Content of POST query:  
audium\_vxmlLog=  
178511: May 02 16:07:56.500 AEST %MIVR-SS\_VB-7-UNK:Content of VXML Document:  
<?xml version="1.0" encoding="UTF-8"?>  
<vxml version="2.0" application="/CVP/Server?audium\_root=true&calling\_into=HelloWorld">  
<form id="audium\_start\_form">  
<block>

## (توصلال لمح) رشنال اءام ءجيتن

178579: May 02 16:07:56.503 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] <audio> src:/CVP/audio/helloworld\_audio.wav expr:  
178580: May 02 16:07:56.503 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] checkWriteOnDiskForVVB: Setting Disk write to true for VVB

## [RUN\_SCRIPT\_RESULT][IVR]- نم ءجال عام VXMLServer

44257: 192.0.2.11: May 10 2017 11:39:50.927 +1000: %CVP\_11\_5\_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] - processing from VXMLServer - [RUN\_SCRIPT\_RESULT] DialogID=0 SendSeqNo=0 InvokeID=0 Result=1 CED= newTransaction=0 ECC variables= ECC arrays= Peripheral Variables=

## [RUN\_SCRIPT\_RESULT] [IVR] - رشنال اى ICM\_SS

44248: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP\_11\_5\_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM\_SS] [RUN\_SCRIPT\_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC variables=user.microapp.error\_code: 0,user.microapp.metadata: N|000|01|00|00|009141|GS,Server,V,user.microapp.caller\_input: complete, ECC arrays= Peripheral Variables=

## [RUN\_SCRIPT\_RESULT] [IVR\_VRU\_LEG\_DIALOG] - ءجيتن ال اى IVR\_SS- نم ءجال عام ال =1

4292: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-

group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] -  
Processing from IVR\_SS - [RUN\_SCRIPT\_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1  
CED=complete newTransaction=0 ECC variables=user.microapp.error\_code: 0,user.microapp.metadata:  
N|000|01|00|00|009141|GS,Server,V,user.microapp.caller\_input: complete, ECC arrays= Peripheral  
Variables=

## [RUN\_SCRIPT\_RESULT] [IVR\_VRU\_LEG\_DIALOG] - UCCE إلی رشنال

4293: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-  
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] -  
Publishing to UCCE - [RUN\_SCRIPT\_RESULT] DialogID=47 SendSeqNo=2 InvokeID=1 Result=1  
CED=complete newTransaction=0 ECC variables=user.microapp.error\_code: 0,user.microapp.metadata:  
N|000|01|00|00|009141|GS,Server,V,user.microapp.caller\_input: complete, ECC arrays= Peripheral  
Variables=

## VXML ICM یغلی وارفوتم لیكول ا حبصی

4296: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-  
group-0} 47CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE]sending  
ICMEvent, sessionId=0F46E58000010000000007A0851430A callId=null dialogId=47 sourceId=null  
systemType=ICM mediatype= dnis= ani= srcAddress=  
locationsiteid=sessionId=0F46E58000010000000007A0851430A callType=0 cacheCallContext=false  
postcallsurveycall=false icmMessage=DIALOGUE\_FAILURE\_CONF

## [dialog\_failure\_conf]-[IVR\_VRU\_LEG\_DIALOG] یذلا م تي رشن UCCE

4297: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-  
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] -  
Publishing to UCCE - [DIALOGUE\_FAILURE\_CONF] DialogID=47 SendSeqNo=3 InvokeId=2  
ErrorCode=E\_OPERATION\_CANCELLED

## UCCE نم ةجال عمال - [ءاغل]

4298: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-  
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] -  
Processing from UCCE - [CANCEL] DialogID=47 SendSeqNo=3 InvokeID=3 ReqID=2

## UCCE نم ةجال عمال [Connect]

4300: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-  
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] -  
Processing from UCCE - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070  
rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=  
callguid=0F46E58000010000000007A0851430A ECC variables=user.media.id:  
0F46E58000010000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib:  
..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input:  
complete,user.microapp.UseVXMLParams: N, ECC  
arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E58000010000000007A085143,  
Peripheral Variables=

## SIP\_SS-Label 4001 إلی رشنال [Connect]

4301: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-  
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] -  
Publishing to SIP\_SS - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070  
rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=  
callguid=0F46E58000010000000007A0851430A ECC variables=user.media.id:  
0F46E58000010000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib:



```
..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input:
complete,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

## راسم لة قبا طم ل لة كولا قاس

```
1968: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-
SIP-19464} Static route matched 4001 to StaticRoute: patterns like 400> will route to
10.66.75.51
1969: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-
SIP-19464} Using Local Static Route for sip:4001@10.66.75.51
```

## عطق VRU LEG

```
4302: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR
```

## [لاصت الة عطق] رشن [لاصت الة عطق]

```
4303: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID = 0F46E580000100000000007A0851430A, DLGID = 47 [IVR_VRU_LEG_DIALOGUE] -
Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR, LEGID =
0F46E580000100000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345
```

## [لاصت الة عطق] رشن لة IVR\_SS

```
4304: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Publishing to IVR_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR
```

## لاصت الة عطق VVB

```
178207: May 02 16:07:56.190 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] Content of POST query:
```

```
audium_vxmlLog=
```

```
178208: May 02 16:07:56.191 AEST %MIVR-SS_VB-7-UNK:Content of VXML Document:
```

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<vxml version="2.0">
```

```
<catch event="vxml.session.error">
```

```
<return event="vxml.session.error" />
```

```
</catch>
```

```
<catch event="telephone.disconnect.hangup">
```

```
188680: May 02 16:10:49.431 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] traverseDialog: id=Disconnect
```

```
196326: May 10 11:21:40.066 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E580000100000000007A0851430A-
149438037789633] SIP-ltp6-88881111*, State=CONNECTED: setDisconnected processTerminated,
cause=NORMAL
```

## ة قلا لة قلا قاس

1972: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Static route matched 91919191 to StaticRoute: patterns like 91919191> will route to 192.0.2.12

1973: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Using Local Static Route for sip:91919191@192.0.2.12

## وصول إلى VXML GW

1978: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [OUTBOUND]: INVITE TO <sip:91919191@192.0.2.12;transport=tcp> FROM "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060> EXPIRES[10] 100REL[Unsupported]

Sending Message (NB): INVITE sip:91919191@192.0.2.12;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 192.0.2.11:5060;branch=z9hG4bKKIR8MEBv53bzAj6MuGdlvw~132

Max-Forwards: 67

To: <sip:91919191@192.0.2.12;transport=tcp>

From: "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060>;tag=ds789c1a64

Call-ID: 0F46E580000100000000007A0851430A-149438039066134@192.0.2.11

CSeq: 1 INVITE

Content-Length: 0

Contact: <sip:12345@192.0.2.11:5060;transport=tcp>

Expires: 10

User-Agent: CVP 11.5 (1) ES-1 Build-344

Call-Info: <sip:10.66.74.114:5060>;purpose=x-cisco-origIP

Remote-Party-ID: "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344"

<sip:12345@192.0.2.11>;party=calling;screen=yes;privacy=off

Date: Wed, 10 May 2017 01:17:58 GMT

Min-SE: 1800

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: telephone-event

X-Cisco-CCBProbe: id:192.0.2.14;loc:donnaielab;trunks:10

Session-Expires: 1800

Cisco-Gucid: 0F46E580000100000000007A0851430A

Supported: timer

Supported: resource-priority

Supported: replaces

Supported: sdp-anat

App-Info: <192.0.2.11:7000:7443>;ringtone=ringback.wav

## لصت الم عم في فلخ نينر عم غن عاشن امت

2007: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-128-SIP-19468} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [RING-OUT]: Notifying that ringtone is established 200 OK with caller.

## وصول إلى ليكولا لجر عمود

2013: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039077135 - [OUTBOUND]: INVITE TO <sip:4001@10.66.75.51;transport=tcp> FROM "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]

## لصت الم لاصت ال

2049: 192.0.2.11: May 10 2017 11:39:58.817 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-130-SIP-19471} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-

149438039077135 - [OUTBOUND]: Acked the invite.

## ةلص تاذا تامولعم

- [تادنتس مل او ینقتلا معدلا - Cisco Systems](#)

ةمچرتل هذه ل و ح

ةلأل تاي نقتل ن م ة و مچ م ادخت ساب دن تسمل اذ ه Cisco ت مچرت  
ملاعلاء ن أ عي مچ ي ف ن ي م دخت سمل ل م عد ي و تح م مي دقت ل ة ي رش ب ل و  
امك ة ق ي قد ن و ك ت ن ل ة ي ل أ ة مچرت ل ض ف أ ن أ ة ظ حال م ي ج ر ي . ة ص ا خ ل م ه ت غ ل ب  
Cisco ي ل خ ت . ف ر ت ح م مچرت م ا ه م د ق ي ي ت ل ا ة ي ف ا ر ت ح ا ل ا ة مچرت ل ا ع م ل ا ح ل ا و ه  
ي ل ا م ا د ع و ج ر ل ا ب ي ص و ت و ت ا مچرت ل ا ه ذ ه ة ق د ن ع ا ه ت ي ل و ئ س م Cisco  
Systems (رف و ت م ط بار ل ا) ي ل ص أ ل ا ي ز ي ل ج ن ا ل ا دن تسمل ا