

Fehlerbehebung: Protokollanalyse des Peripherie-Gateways für Enterprise Chat und E-Mail - Chat-Workflow

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Einführung

Dieses Dokument beschreibt die Fehlerbehebung für die Protokollanalyse des Peripheriegeräts-Gateways für den Chat- und E-Mail-Chat-Workflow in Unternehmen.

Voraussetzungen

ECE 11.6 (gilt auch für die Cloud-Bereitstellung)

UCCE 11,6

Anforderungen

Cisco empfiehlt, über Kenntnisse in folgenden Bereichen zu verfügen:

- ECE
- Unified Contact Center Enterprise (UCCE)

Verwendete Komponenten

Die Informationen in diesem Dokument basieren auf UCCE 11.6 und ECE 11.6.1 ES 6 ES6_1A.

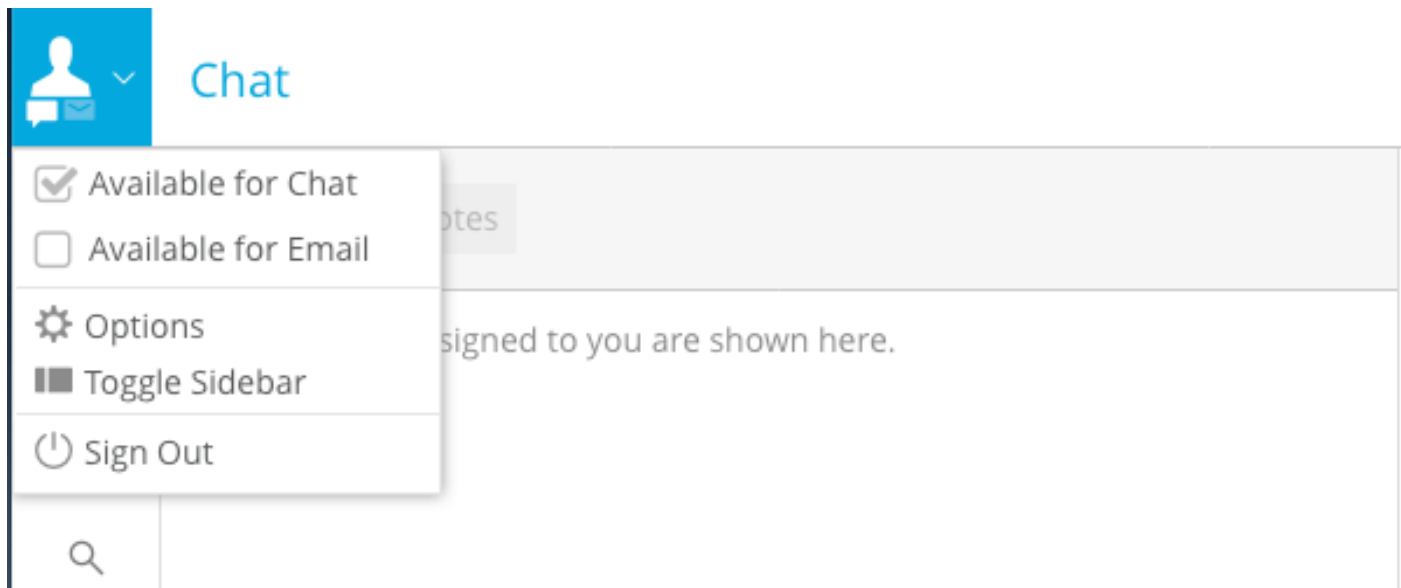
Die Informationen in diesem Dokument wurden von den Geräten in einer bestimmten Laborumgebung erstellt. Alle in diesem Dokument verwendeten Geräte haben mit einer leeren (Standard-)Konfiguration begonnen. Wenn Ihr Netzwerk in Betrieb ist, stellen Sie sicher, dass Sie die potenziellen Auswirkungen eines Befehls verstehen.

Fehlerbehebung

Fall 1. Händlermarken für den Chat verfügbar.

Protokolle zur Überprüfung: Listener von der ECE.

CTIServer- und Agent PG OPC-Protokolle von ICM.



Ausschnitt für ICM-CTIS-Serverprotokolle:

"MAKE_AGENT_ROUTABLE_IND", erhalten vom Listener-Prozess von der ECE

```
10:06:31:759 cglactisvr Session 1: MsgType:MAKE_AGENT_ROUTABLE_IND (InvokeID:0xa233 MRDID:5001
ICMAgentID:5001 MaxTasks:1 )
10:06:31:759 cglactisvr Trace: ProcessMakeAgentRoutableInd - sessionID 1
10:06:31:759 cglactisvr Trace: SendARMMsg -- InvokeID = 41523, MRDID = 5001, ICMAgentID = 5001,
MaxTasks = 1, SessionID = 1

10:06:31:759 cglactisvr Session 1: MsgType:MAKE_AGENT_READY_IND (InvokeID:0xa234 MRDID:5001
ICMAgentID:5001 MakeRoutable:True )
10:06:31:759 cglactisvr Trace: ProcessMakeAgentReadyInd - sessionID 1
10:06:31:759 cglactisvr Trace: SendARMMsg -- InvokeID = 41524, MRDID = 5001, ICMAgentID = 5001,
MakeRoutable = 1, SessionID = 1
```

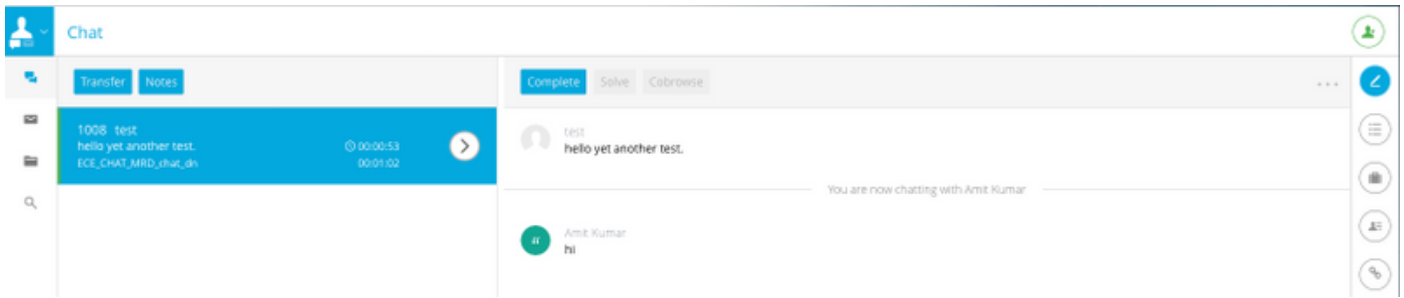
Agent markiert NOT_ACTIVE von NOT_READY.

```
10:06:31:774 cglactisvr Session 8: SkillGroupNumber:117497 SkillGroupID:5006
SkillGroupPriority:0 AgentState:NOT_ACTIVE
10:06:31:774 cglactisvr Session 8: EventReasonCode:0 MRDID:5001 NumTasks:0 AgentMode:1
MaxTaskLimit:1 ICMAgentID:5001

10:06:31:774 cglactisvr Session 5: SkillGroupNumber:2 SkillGroupID:5009
SkillGroupPriority:0 AgentState:NOT_ACTIVE
10:06:31:774 cglactisvr Session 5: EventReasonCode:0 MRDID:5001 NumTasks:0 AgentMode:1
MaxTaskLimit:1 ICMAgentID:5001
```

NOT_ACTIVE impliziert hier, dass der Support-Mitarbeiter bereit ist, den Chat zu akzeptieren. und funktioniert nicht "aktiv" vor jeder vorherigen Chat-Aktivität.

Fall 2. Wenn ECE eine neue Aktivität sendet, die an einen verfügbaren Agenten weitergeleitet werden soll.



PIM logs :

1. NEW_TASK is received from ECE EASS

```

Events from June 13, 2019:
13:52:51:838 pg3a-pim2 Trace: Application->PG:
Message = NEW_TASK; Length = 78 bytes
  DialogueID = (11) Hex 0000000b
  SendSeqNo = (1) Hex 00000001
  MRDomainID = (5001) Hex 00001389
  PreviousTask = -1:-1:-1
  PreferredAgent = Undefined
  Service = (0) Hex 00000000
  CiscoReserved = (0) Hex 00000000
  ScriptSelector: chat_dn
  ServiceRequested = (0) Hex 00000000
ECC Variable Name: user.ece.activity.id
Value: 1012

```

(Notice the values of ECC variable Name and ScriptSelector)

2. INRCMSGNewCall/ RUN_APPLICATION_SCRIPT_REQ sent to Router :

```

13:52:51:838 pg3a-pim2 Trace: Send INRCMSGNewCall to Router : :
NEW_CALL RCID=5005 PID=5001 DID=11 DIDRelSeq#=1 GrpDelKey=5004 CRS(RtrDate=-1,RtrCID=-1)
RCKSeq#=-1 NICCallID={N/A} PGCallID={N/A} OperationCode=CLASSIC OperationFlags=COOP_NONE
CalledParty#=chat_dn CallingParty#= CED= MsgOrigin=1 RouteDevType=6 Originator=ece
NICCalledParty#= NetDelay=0 Priority=0 OrigType=0 atVRU=T CLIDRestrict=F PrefAGSTID=-1
MRDomainID=5001 LegacyPreCallMsgEnabled=F CID=0, ServiceReq=0 PV1= PV2= PV3= PV4= PV5= PV6= PV7=
PV8= PV9= PV10=
Name Type Index Value
user.ece.activity.id Scalar 1012
13:52:51:838 pg3a-pim2 Trace: MR_Peripheral::On_Router_RunScript
RUN_SCRIPT RCID=5005 PID=5001 DID=11 DIDRelSeq#=0 InvokeID=14 CRS(RtrDate=152834,RtrCID=406)
RCKSeq#=0 CallTypeID=5003 NICCalledParty#=chat_dn ScriptID=NVRUM_Script ScriptConfig=
CallingParty#= CED= PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10= EstimatedWaitTime=0
Name Type Index Value
user.ece.activity.id Scalar 1012
13:52:51:838 pg3a-pim2 Trace: PG->Application:
Message = RUN_APPLICATION_SCRIPT_REQ; Length = 80 bytes
DialogueID = (11) Hex 0000000b
SendSeqNo = (1) Hex 00000001
InvokeID = (14) Hex 0000000e
ScriptID: NVRUM_Script
ScriptConfiguration:
EstimatedWaitTime = (0) Hex 00000000
Call Variable 1:
Call Variable 2:
Call Variable 3:
Call Variable 4:

```

Call Variable 5:
Call Variable 6:
Call Variable 7:
Call Variable 8:
Call Variable 9:
Call Variable 10:
ECC Variable Name: user.ece.activity.id
Value: 1012

3. RUN_APPLICATION_SCRIPT_RESULT is received:

13:52:51:838 pg3a-pim2 Trace: Application->PG:
Message = RUN_APPLICATION_SCRIPT_RESULT; Length = 16 bytes

4. DO_THIS_WITH_TASK received:

13:52:51:838 pg3a-pim2 Trace: PG->Application:
Message = DO_THIS_WITH_TASK; Length = 90 bytes
DialogueID = (11) Hex 0000000b
SendSeqNo = (2) Hex 00000002
IcmTaskID = 152834:406: 1
SkillGroup = (5009) Hex 00001391
Service = Undefined
Agent = (5001) Hex 00001389
AgentInfo: 1004
Label:
ApplicationString2:
Call Variable 1:
Call Variable 2:
Call Variable 3:
Call Variable 4:
Call Variable 5:
Call Variable 6:
Call Variable 7:
Call Variable 8:
Call Variable 9:
Call Variable 10:
ECC Variable Name: user.ece.activity.id
Value: 1012

RTR logs :

NewCall is received:

13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) NewCall: CID=(152834,406), DN=chat_dn, ANI=, CED=,
RCID=5005, MRDID=5001, CallAtVRU=1, OpCode=0
13:52:51:838 ra-rtr Trace: RCKSeqNum=-1, NIC_DN=

Route Complete is received:

13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) RouteComplete:
13:52:51:838 ra-rtr Trace: Route: DN=chat_dn, ANI=, CED=, Label=
13:52:51:838 ra-rtr Trace: Route: CID=(152834,406), Labels=1

DeviceTargetPreCall is generated:

13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) DeviceTargetPreCall_V12: CID=(**152834,406**), PerID=5000,

SGSTID=5009, AGSTID=5001 NetworkCallFlags=0, InvokeID=343, GREET=
 13:52:51:838 ra-rtr Trace: DN=chat_dn, ANI=, CED=, CustDBProvidedDigits=, RouteID=5002,
 NetworkTargetID=0
 13:52:51:838 ra-rtr Trace: RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
 13:52:51:838 ra-rtr Trace: CallGUID=, CustomerID=1
 13:52:51:838 ra-rtr Trace: LocationParamPKID=, LocationParamName=, SIPHeader=
 13:52:51:838 ra-rtr Trace: NIC_CalledPartyNumber=chat_dn
 13:52:51:838 ra-rtr Trace: PV1= PV2= PV3= PV4= PV5=
 13:52:51:838 ra-rtr Trace: PV6= PV7= PV8= PV9= PV10=
 13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) Connect: CID=(152834,406), EventSelect=0,
 ServiceType=0, RCID=5005, Label(s)=

From OPC logs:

NEW_CALL request

13:52:51:838 pg3a-opc Trace: SendINRCMessage: NEW_CALL RCID=5005 PID=5001 DID=11 DIDRelSeq#=1
 GrpDelKey=5004 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NICCallID={N/A} PGCallID={N/A}
 OperationCode=CLASSIC OperationFlags=COOP_NONE CalledParty#=chat_dn CallingParty#= CED=
 MsgOrigin=1 RouteDevType=6 Originator=ece NICCalledParty#= NetDelay=0 Priority=0 OrigType=0
 atVRU=T CLIDRestrict=F PrefAGSTID=-1 MRDomainID=5001 LegacyPreCallMsgEnabled=F CID=0,
 ServiceReq=0 PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10=

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

RUN_SCRIPT

13:52:51:838 pg3a-opc Trace: SendPIMINRCMessage: RUN_SCRIPT RCID=5005 PID=5001 DID=11
 DIDRelSeq#=0 InvokeID=14 CRS(RtrDate=152834,RtrCID=406) RCKSeq#=0 CallTypeID=5003
 NICCalledParty#=chat_dn ScriptID=NVRUM_Script ScriptConfig= CallingParty#= CED= PV1= PV2= PV3=
 PV4= PV5= PV6= PV7= PV8= PV9= PV10= EstimatedWaitTime=0

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

SCRIPT_RESP

13:52:51:838 pg3a-opc Trace: SendINRCMessage: SCRIPT_RESP RCID=5005 PID=5001 DID=11
 DIDRelSeq#=2 InvokeID=14 ResultCode=0 CED= PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10=

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

CONNECT is generated

13:52:51:838 pg3a-opc Trace: SendPIMINRCMessage: CONNECT RCID=5005 PID=5001 DID=11 DIDRelSeq#=1
 CRS(RtrDate=152834,RtrCID=406) RCKSeq#=0 ErrorCode=0 TRTargetID=-1 CorrID= EventSel=0 SvcType=0
 NICCallID={N/A} PGCallID={N/A}
 OperationCode=CLASSIC OperationFlags=COOP_NONE NetworkTransferEnabled=F **NICCalledParty#=chat_dn**
SGSTID=5009 SvcSTID=-1 AGSTID=5001 **AGInfo=1004, MRDID=5001** Interruptible=0 PV1= PV2= PV3= PV4=
 PV5= PV6= PV7= PV8= PV9= PV10=

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

Fall 3. Wenn ein Agent Chat-Arbeit empfängt und anfängt zu reagieren; AgentState wechselt zu ACTIVE. In diesem Szenario meldet CTIServer die unten stehenden Informationen in den Protokollen.

CTIServer logs :

10:26:41:486 cglactisvr Session 5: MsgType:AGENT_STATE_EVENT (MonitorID:0 PeripheralID:5000 SessionID:0x0
10:26:41:486 cglactisvr Session 5: PeripheralType:EnterpriseAgent SkillGroupState:ACTIVE StateDuration:0 SkillGroupNumber:2
10:26:41:486 cglactisvr Session 5: SkillGroupID:5009 SkillGroupPriority:0 AgentState:ACTIVE EventReasonCode:0 MRDID:5001

OPC logs:

10:26:41:486 pglapoc Trace: RemoveFromSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2 State=AS_RESERVED AgentObj=0x4640040
10:26:41:486 pglapoc Trace: AddToSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2 State=AS_ACTIVE AgentObj=0x4640040
10:26:41:486 pglapoc Trace: SetAgentState: ASTID=5001 Periph#=1011 MRDomainID=5001 SGSTID=5009 SG#=2(0x2) OldState=AS_RESERVED NewState=AS_ACTIVE Duration=0 CurLine=-1 ReasonCode=0 AgentObj=0x4640040