

Dépannage de l'analyse du flux d'appels CVP avec le serveur VVB

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Introduction

Ce document décrit l'analyse de suivi du portail vocal client Cisco (CVP) avec le navigateur vocal virtuel Cisco (VVB) comme navigateur VXML.

Conditions préalables

Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- CVP avec Cisco Unified Contact Center Enterprise (UCCE)
- Cisco VVB intégré avec CVP
- Flux d'appels complet CVP

Components Used

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- CVP 11,5
- UCCE 11,5
- VVB 11,5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Informations générales

Avec l'introduction de Cisco VVB en tant que navigateur VXML, voici un exemple d'analyse de suivi afin de suivre les signaux entre CVP, UCCE et VVB.

Dans cette analyse, l'appel est acheminé vers CVP et après le traitement de réponse vocale interactive (IVR), CVP achemine l'appel vers un agent disponible.

Les extraits de journaux CVP et VVB peuvent être identifiés par des mots clés MIVR et CVP dans les traces.

CVP avec analyse du suivi du flux d'appels VVB

Nouvelle branche de commutateur d'appels

```
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
```

Nombre de sessions actives

```
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
```

Nouvel appel sur SIP SS

```
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
rcday=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0
serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables=
ECC arrays= Peripheral Variables=
```

Nouvelle publication d'appels vers UCCE

```
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 rcday=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=
```

Traitement de connexion temporaire de UCCE

```
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, rcday=152070, DNIS=9876, ANI=12345
```

Connexion temporaire - Publication sur SIP SS

```
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 rcdays=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=
```

Correspondance de route pour l'étiquette VRU

```
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 88881111> 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
```

Inviter à la branche GW-VRU VXML

```
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]
```

Nouvel appel à la branche VRU VVB

```
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%3A6000
6099%40..
```

.

Invitation acceptée - Leg VRU

```
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
```

Réponse

```
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
```

Traitement des réponses depuis SIP SS

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

Réponse - publication à UCCE

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

Nouvel appel [IVR] - traitement depuis VXMLServer - Nouvel appel avec VRU + ID de corrélation

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=88881111112 uui= callId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 seqNo=1 invokationId=0 message=null ccbServletUrl= ccbServletReqTimeout=0

Nouvelle publication d'appels vers ICM_SS

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=88881111112 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=

Appel routé ID de corrélation

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]-traitement à partir de l'ID de boîte de dialogue de début IVR_SS-[NEW_call]-VRU

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=88881111112 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=

[Request_Instruction]-publication vers UCCE

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]-traitement à partir de UCCE

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] - Publication dans IVR_SS

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] traitement à partir d'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]- Publication sur le serveur 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

Document RACINE 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]

Chargement VVB Et Analyse

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

Demande de création de navigateur VB

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

Récupérer le document VXML VVB

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=true&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">
```

.....

VVB ENVOYER POST ()

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

Résultat du poste SOUMISSION

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

Manipuler l'élément

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

Crée une nouvelle requête

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>

Résultat de la publication (charge audio)

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]- traitement à partir de 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]-publication vers 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]-Traitement de IVR_SS- Résultat=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=0F46E580000100000000007A0851430A 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]-Publication vers UCCE

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=0F46E580000100000000007A0851430A 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=

L'agent devient disponible et ICM annule l'opération VXML

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=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE]sending ICMEvent, sessionId=0F46E580000100000000007A0851430A callId=null dialogId=47 sourceId=null systemType=ICM mediatype= dnis= ani= srcAddress= locationsiteid=sessionId=0F46E580000100000000007A0851430A callType=0 cacheCallContext=false postcallsurveycall=false icmMessage=DIALOGUE_FAILURE_CONF

[Dialog_fail_conf]-[IVR_VRU_LEG_DIALOG publication vers 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=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [DIALOGUE_FAILURE_CONF] DialogID=47 SendSeqNo=3 InvokeID=2 ErrorCode=E_OPERATION_CANCELLED

[ANNULER]-Traitement de UCCE

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=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [CANCEL] DialogID=47 SendSeqNo=3 InvokeID=3 ReqID=2

[Connect] traitement à partir de UCCE

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=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from UCCE - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070 rcdays=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce= callguid=0F46E580000100000000007A0851430A 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=

[Connect] publication sur SIP_SS-label 4001

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=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to SIP_SS - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070 rcdays=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=

Leg agent de correspondance de route

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

VRU LEG se déconnecte

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=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

[Déconnecter] publication [Déconnecter]

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 = 0F46E58000010000000007A0851430A, DLGID = 47 [IVR_VRU_LEG_DIALOGUE] -
Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR, LEGID =
0F46E58000010000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345

[Déconnecter] Publication vers 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=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Publishing to IVR_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

Déconnexion VVB

178207: May 02 16:07:56.190 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C000001000000000790851430A-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=43A31C000001000000000790851430A-149370359030630] traverseDialog: id=Disconnect

196326: May 10 11:21:40.066 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E58000010000000007A0851430A-149438037789633] SIP-ltp6-88881111*, State=CONNECTED: setDisconnected processTerminated, cause=NORMAL

Bouton arrière de la sonnerie

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

Inviter à 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=z9hG4bKkIR8MEBv53bzAj6MuGd1vw~~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=ds789cla64

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:donnielab;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

La sonnerie est établie avec l'appelant

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.

Invitation de noeud d'agent à CUCM

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]

Appel connecté

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.

Informations connexes

- [Support et documentation techniques - Cisco Systems](#)