

# Risoluzione dei problemi relativi all'analisi del log del gateway di periferiche per Enterprise Chat and Email - flusso di lavoro della chat

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## Introduzione

In questo documento viene descritto il processo di risoluzione dei problemi di Peripheral Gateway Log Analysis For Enterprise Chat and Email - Chat work flow.

## Prerequisiti

ECE 11.6 (si applica anche all'installazione cloud)

UCCE 11.6

## Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- ECE
- Unified Contact Center Enterprise (UCCE)

## Componenti usati

Il riferimento delle informazioni contenute in questo documento è UCCE 11.6 e ECE 11.6.1 ES 6 ES6\_1A.

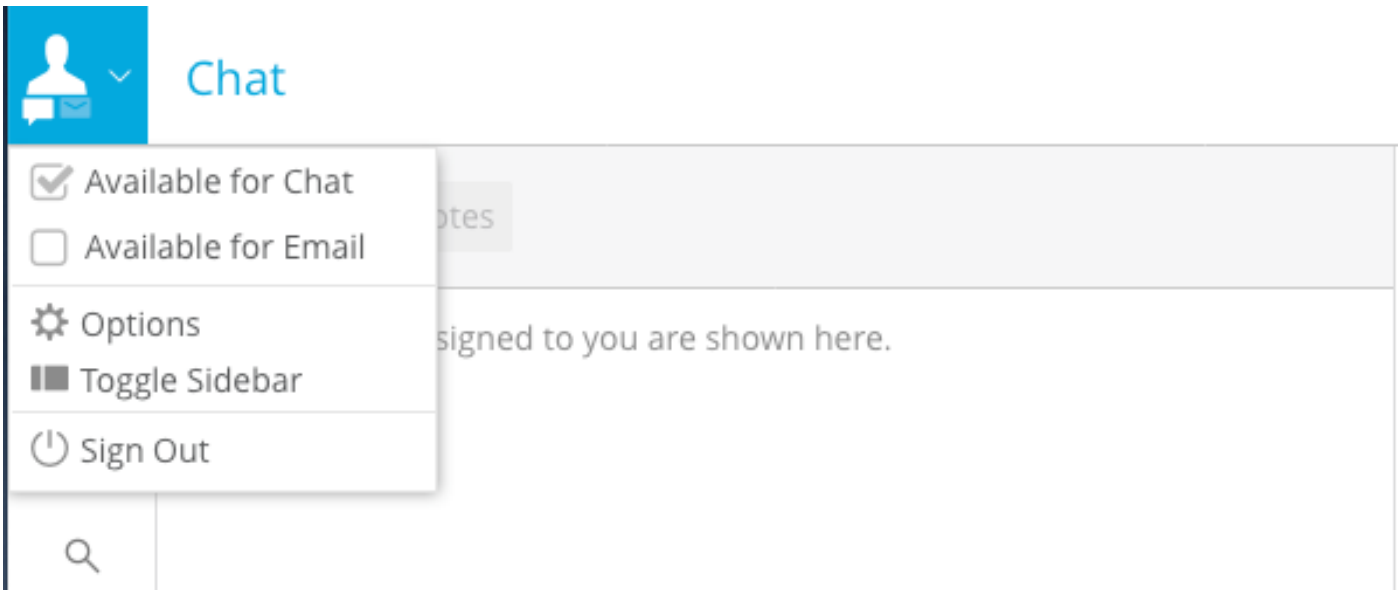
Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

## Risoluzione dei problemi

Caso 1. Marchi dell'agente disponibili per la chat.

Log da esaminare: Listener da ECE.

Registri OPC di CTIServer e Agent PG da ICM.



Frammento per registri ICM CTIServer:

"MAKE\_AGENT\_ROUTABLE\_IND" ricevuto dal processo listener da ECE

```
10:06:31:759 cgl1a-ctisvr Session 1: MsgType:MAKE_AGENT_ROUTABLE_IND (InvokeID:0xa233 MRDID:5001
ICMAgentID:5001 MaxTasks:1 )
10:06:31:759 cgl1a-ctisvr Trace: ProcessMakeAgentRoutableInd - sessionID 1
10:06:31:759 cgl1a-ctisvr Trace: SendARMMsg -- InvokeID = 41523, MRDID = 5001, ICMAgentID = 5001,
MaxTasks = 1, SessionID = 1

10:06:31:759 cgl1a-ctisvr Session 1: MsgType:MAKE_AGENT_READY_IND (InvokeID:0xa234 MRDID:5001
ICMAgentID:5001 MakeRoutable:True )
10:06:31:759 cgl1a-ctisvr Trace: ProcessMakeAgentReadyInd - sessionID 1
10:06:31:759 cgl1a-ctisvr Trace: SendARMMsg -- InvokeID = 41524, MRDID = 5001, ICMAgentID = 5001,
MakeRoutable = 1, SessionID = 1
```

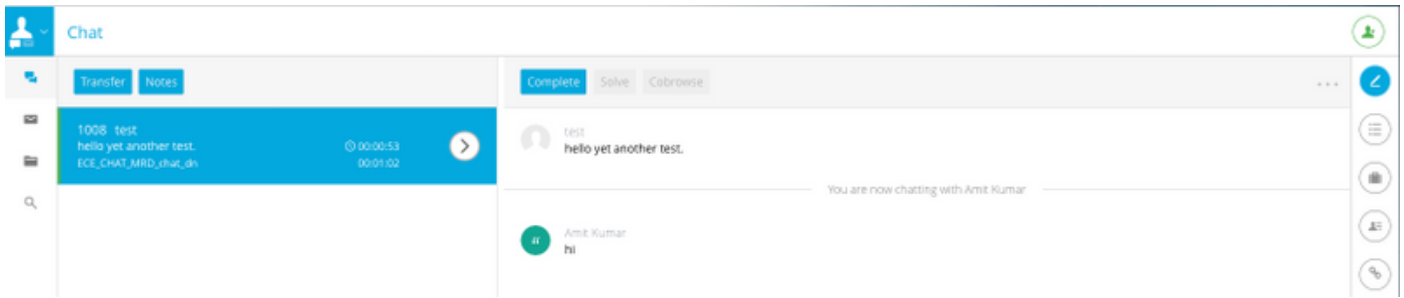
Agente contrassegnato come NOT\_ACTIVE da NOT\_READY.

```
10:06:31:774 cgl1a-ctisvr Session 8: SkillGroupNumber:117497 SkillGroupID:5006
SkillGroupPriority:0 AgentState:NOT_ACTIVE
10:06:31:774 cgl1a-ctisvr Session 8: EventReasonCode:0 MRDID:5001 NumTasks:0 AgentMode:1
MaxTaskLimit:1 ICMAgentID:5001

10:06:31:774 cgl1a-ctisvr Session 5: SkillGroupNumber:2 SkillGroupID:5009
SkillGroupPriority:0 AgentState:NOT_ACTIVE
10:06:31:774 cgl1a-ctisvr Session 5: EventReasonCode:0 MRDID:5001 NumTasks:0 AgentMode:1
MaxTaskLimit:1 ICMAgentID:5001
```

NOT\_ACTIVE indica che l'agente è pronto per accettare la chat; e non lavora "attivamente" prima di qualsiasi attività di chat precedente.

**Caso 2. Quando ECE invia una nuova attività da instradare a un agente disponibile.**



## 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

**Caso 3. Quando un agente riceve il lavoro di chat e inizia a rispondere; AgentState diventa ACTIVE. In questo scenario, il server CTIS riporta le informazioni seguenti nei log.**

**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