

Solucionar problemas de erro de falha de criação de bate-papo do Webex Connect em Criar nó de tarefa

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Componentes Utilizados](#)

[Problema](#)


[Motivo da falha](#)

[Solução](#)

Introduction

Este documento descreve um possível motivo pelo qual a criação inicial do bate-papo falha no nó Criar tarefa.

Erro visto:



This conversation has been closed

Contribuição de Bhushan Suresh - Engenheiro do TAC da Cisco

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Webex Contact Center (WxCC) 2.0
- Webex connectportal com fluxos de e-mail configurados

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

- WxCC 2.0

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. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Problema

Quando você abre o fluxo e ativa logs de depuração decodificados, o erro `value is mandatory , name : origin` é visto no `Create Task` nó:

NODE ID	NODE	OUTCOME	TIME TAKEN (in millis.ms)	DETAILS
1333	Pre-chat form	onSuccess	00:00:00.021	
98	Receive	app-onformresponse	00:00:11.499	
2256	Append Conversation	waiting	00:00:00.047	
2256	Append Conversation	onAppendMessageSuccess	00:00:00.311	
2258	Create Task	onError	00:00:00.027	Node Trans ID : a7f6abbc-6e65-4a02-b6d2-a9981de264e5 Description : status : 4002 , desc : value is mandatory , name : origin [id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]
2242	Close Conversation	waiting	00:00:00.026	
2242	Close Conversation	onConversationClosed	00:00:00.295	
2227	Error Notify	onsuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

Descrição do erro:

`status : 4002 , desc : value is mandatory , name : origin [id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]`

Motivo da falha

A ocorrência reside no campo **Origem**. Clique duas vezes no ícone `Create Task` e verifique estes 3 campos:

CUSTOMER DETAILS

CUSTOMER ID ⓘ

`$(n38.inappmessaging.formFields.Email)`

CUSTOMER NAME ⓘ

`$(n38.inappmessaging.formFields.FirstName)`

LIVECHAT USER ID (ORIGIN) ⓘ

`$(n38.inappmessaging.formFields.Email)`

Acesse as variáveis transmitidas no Create Task nó através de Input Variables > Receive e verifique a Name e Email campos. Isso deve **CORRESPONDER** às variáveis na imagem anterior.

The screenshot displays the 'Create Task' configuration interface. On the left, the 'TASK DETAILS' section includes fields for 'TASK ID' (containing '\$(tid)'), 'CONVERSATION ID' (containing '\$(conversationId)'), and 'DESTINATION' (containing '\$(appId)'). Below this, 'MEDIA TYPE' is set to 'Chat' and 'MEDIA CHANNEL' is set to 'Livechat'. The 'CUSTOMER DETAILS' section includes 'CUSTOMER ID' (containing '\$(n38.inappmessaging.formFields.Email)'), 'CUSTOMER NAME' (containing '\$(n38.inappmessaging.formFields.Name)'), and 'LIVECHAT USER ID (ORIGIN)' (containing '\$(n38.inappmessaging.formFields.Email)').

On the right, the 'Input Variables' panel shows a list of variables available for this node. The 'Receive' node is expanded, showing a list of variables. A red arrow points from the 'Receive' node to the 'InApp - Form Response' variable. Below it, another red arrow points to the 'inappmessaging.formFields.Name' and 'inappmessaging.formFields.Email' variables, which are highlighted with red boxes.

Esses dois campos são definidos por meio do modelo Bate-papo, em que Name e o Email são obrigatórios.

NAME
IMiChatTemplate

CHANNEL
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE @
Form

TITLE @
Configure your own form title here. This will be shown to user before displaying the form fields.
Hello at BucherSuter! Please provide the following details:
Characters: 59/300

Form Fields
Qualify your contact's query by capturing details and use these attributes to route.
+ Add Field

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✎ 🗑
Email	Email	true	✎ 🗑
Text	PhoneNumber	false	✎ 🗑

Preview

Solução

Assegure a **Name** e **Email** parâmetros têm o Nome definido como **Name** e **Email**:

NAME
IMiChatTemplate

CHANNEL
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE @
Form

TITLE @
Configure your own form title here. This will be shown to user before displaying the form fields.
Hello at BucherSuter! Please provide the following details:
Characters: 59/300

Form Fields
Qualify your contact's query by capturing details and use these attributes to route.
+ Add Field

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✎ 🗑
Email	Email	true	✎ 🗑
Text	PhoneNumber	false	✎ 🗑

Preview

Se quiser que os campos Nome e E-mail sejam nomeados de forma diferente, (O parâmetro E-mail é nomeado como eMail e não Email)

NAME
IMiChatTemplate

CHANNEL
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE @
Form

TITLE @
Configure your own form title here. This will be shown to user before displaying the form fields.
Hello at BucherSuter! Please provide the following details:

Characters: 59/300

Form Fields
Qualify your contact's query by capturing details and use these attributes to route. [+ Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	/ 🗑
Email	eMail	true	/ 🗑
Text	PhoneNumber	false	/ 🗑

Preview

Certifique-se de que os campos sejam atualizados da mesma forma no nó Criar tarefa ou que a opção Criar tarefa para o bate-papo falhe.

Create Task

Configuration [Transition Actions \(Optional\)](#)

METHOD NAME
Create Task

NODE RUNTIME AUTHORIZATION
WebexCCTaskAuth

TASK DETAILS

TASK ID @

CONVERSATION ID @

DESTINATION @

MEDIA TYPE @

MEDIA CHANNEL @

CUSTOMER DETAILS

CUSTOMER ID @

CUSTOMER NAME @

LIVECHAT USER ID (ORIGIN) @