

UCCX和SocialMiner:气泡聊天和帖子聊天评分日志分析

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简介

本文档介绍气泡聊天流程以及工作气泡聊天的端到端日志分析，可作为解决这些问题的工作参考。

发布了UCCX和SocialMiner(SM)11.6(2)的Unified Contact Center Express(UCCX)解决方案添加了新气泡聊天功能。

气泡聊天（或聊天气泡）功能允许您使用干扰最小、浮动的聊天网络表单与业务联系，该聊天网络表单可随网页移动（滚动），完全可自定义，还可以即时更新任何自定义设置，而无需在网站上重新部署网络表单。

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需要日志

为了跟踪整个流程，日志会将聊天发起人（客户）记录到UCCX。

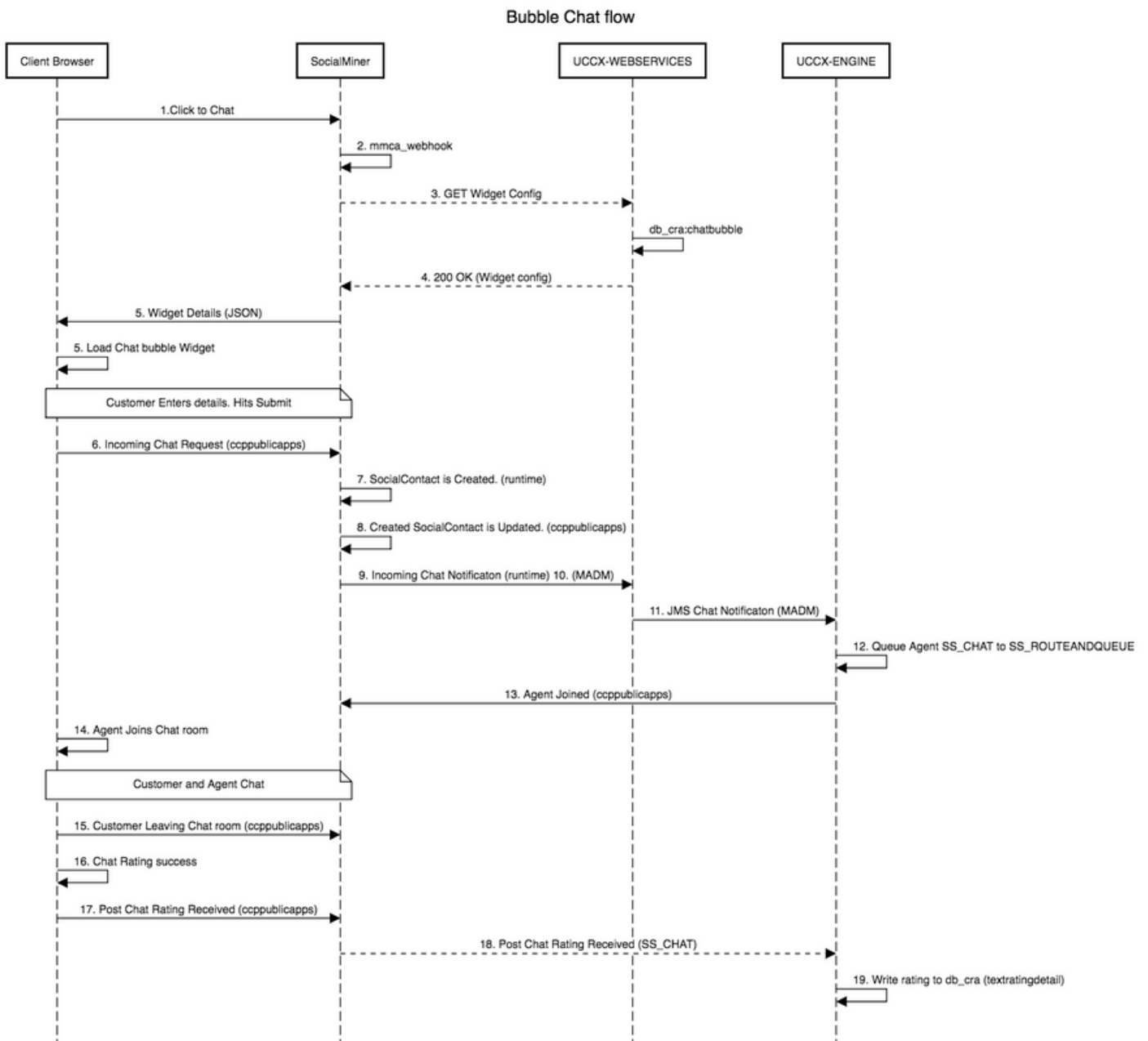
- 客户端控制台日志：以下是最终用户发起聊天时使用的浏览器控制台日志。
- SM日志：ccppublicapps日志、运行时日志、tomcat日志。
- UCCX日志：MIVR日志(带SS_CHAT和SS_ROUTEANDQUEUE调试的引擎日志)、MADM日志(带UCCX_WEBSERVICES的CCX管理日志)。

分析的其他部分（加入聊天室后）与传统聊天流（即Finesse上的SocialMiner Agent小工具与通过XMPP隧道连接的最终客户之间的简单XMPP事件）相同

气泡聊天流

可通过此图中所示的19个步骤来总结流量。

日志中概述了每个步骤。



日志分析

当客户点击Click to chat按钮时，系统会使用聊天构件中的JavaScript代码显示Bubble聊天表单。

气泡聊天表单执行服务器端呈现 — 它获取聊天配置以加载UI，以便最终用户开始聊天。

如果打开聊天构件，您将看到以下格式配置的URL:

```
https://<SOCIALMINER>/ccp/ui/BubbleChat.html?host=<SOCIALMINER>&wid=<WIDGET_ID>&secure=true  
<SOCIALMINER>和<WIDGET_ID>分别是SocialMiner FQDN和小部件ID。
```

此处收到的配置为JSON形式。

步骤1.客户端控制台日志：单击开始聊天。

1. 最终客户在网页上按Click to chat后，会通过这三个URL访问SM。
2. 请注意，构件ID将在第三个请求中发送。
3. 所有这些OK都应该成功返回，以便加载气泡聊天窗口。

```
1) GET https://sm-fqdn/ccp/ui/BubbleChat.html?host=sm-fqdn&wid=1&secure=true  
[HTTP/1.1 200 OK 0ms]
```

```
2) GET https://sm-fqdn/ccp/ui/js/ccp/bubblechat/ccp-chat-components.js  
[HTTP/1.1 200 OK 0ms]
```

```
3) GET https://sm-fqdn/ccp/bubblechat?wid=1  
[HTTP/1.1 200 OK 289ms]
```

步骤2. SM ccppublicapps:DB dip to mmca_webhook

1. SM对SM Informix数据库上的mmca_webhook表执行db dip，并在构件ID的帮助下获取此传入聊天请求的Webhook URL。在本例中，它是widegetid=1。
2. 然后，SM使用此webhook URL从UCCX获取构件配置。

```
0000000323: 10.78.91.166: Aug 06 2018 09:24:09.538 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:  
Fetching bubble chat config from hook url:  
https://uccx-fqdn/uccx-webservices/chat/config/1
```

```
0000000324: 10.78.91.166: Aug 06 2018 09:24:09.538 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:  
Fetching bubble chat config from hook url:  
https://uccx-fqdn/uccx-webservices/chat/config/1
```

步骤3. UCCX MADM:接收构件配置请求。

1. 作为MADM一部分的UCCX Web服务收到此请求以获取构件配置。
2. 构件配置包含字体、颜色、聊天构件的样式、表单信息等。

3. 然后，UCCX执行数据库读取并从UCCX Informix(db_cra)上的chatbubble表获取构件配置。

4. 此配置通过ccppublicapps API作为JSON响应返回给用户的浏览器。

```
7199526: Aug 06 09:31:21.235 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-14]
ServiceLogger:
Request Url: https://uccx-fqdn/uccx-webservices/chat/config/1
7199527: Aug 06 09:31:21.235 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-14]
ServiceLogger:
Match Found for https://uccx-fqdn/uccx-webservices/chat/config/1
7199528: Aug 06 09:31:21.235 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-14]
ServiceLogger:
ChatResource: Received a chat config GET request for chat widget id : 1
```

第4步：SM Publicapps:200 OK on the Widget Config.

SM收到200 OK，用于其发送至CCX以获取聊天构件配置的GET请求。

```
10.78.91.166: Aug 06 2018 09:31:21.297 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
Received success response within 100 milliseconds
```

```
10.78.91.166: Aug 06 2018 09:32:38.684 +0530: %CCBU__CCPPUBLICAPPS-6-PUBLICAPPS_SESSION_CREATED:
%[session.id=3F8B8C08D7E8144C7B1AD7AF144A4C1E][session.timeout=300]: ccppublicapps: new
publicapps
session
```

步骤5.客户端控制台日志：对客户端浏览器的响应，以JSON显示详细信息。

1. 以下是上述所有操作中客户端收到的JSON响应示例。

2. 此JSON用于在收到时通过配置的字体、问题陈述、颜色等加载气泡聊天窗口。

注意：完成上述所有操作是为了加载气泡聊天窗口，以便客户现在能够填写其详细信息以开始与联系中心聊天。客户提交聊天详细信息后，进一步的流程与传统/传统聊天流程中的流程相同。

```
GET https://sm-fqdn/ccp/bubblechat?wid=1[HTTP/1.1 200 OK 289ms]
Response:
{"feedId":"100000","postChatRatingEnabled":true,"messages":{"agentJoinTimeoutMsg":"All our
customer care representatives are busy. You may wait or try again
later."},"transcriptPopupPositiveMsg":"Yes","transcriptPopupMsg":"Chat has ended. Do you want to
download the chat transcript?","transcriptPopupNegativeMsg":"No","connectivityErrorMsg":"Chat
disconnected due to inactivity timeout or connection failure."},"agentLeftMsg":" ${agent_alias}
has left the chat","ratingButtonText":"Submit","offHourMessage":"Sorry, we are not available at
the moment."},"textForTypingMsg":"Type your message and press Enter","agentJoinedMsg":"
${agent_alias} has joined","closeChatPopupMsg":"Do you want to close the
chat?","closeChatPopupNegativeMsg":"No","ratingLabel":"Rate your chat
experience","chatErrorMsg":"Chat service is currently unavailable. Try
later."},"closeChatPopupPositiveMsg":"Yes","welcomeMessage":"Thank you for contacting us. A
customer care representative would assist you
soon."},"contextServiceFieldSets":"","chatForm":{"bubbleStyle":{"titleText":"CCBU Care
Startup","titleTextColor":"#0AB7D7","buttonText":"Start
Chat","buttonTextColor":"#FFFFFF","buttonBackgroundColor":"#0AB7D7","problemStmntCaption":"Choose
a problem statement"},"afterResumeNewChatMsg":"New
Message","agentMessageTextColor":"#FFFFFF","agentMessageBackgroundColor":"#0AC391","fontFace":"H
elvetica"},"formFields":["Title","Name","Details","Email","PhoneNumber","AddressLine1","AddressL
```

```
ine2", "Anything important to note", "Teléfono", "Cédula"], "problemStatements": {"caption": "Choose a problem statement", "statements": [{"statement": "Insuarance", "csqTag": "Chat_Csq1"}, {"statement": "Debit", "csqTag": "Chat_Csq1"}, {"statement": "Credit", "csqTag": "Chat_Csq1"}, {"statement": "Account", "csqTag": "Chat_Csq1"}]}, "proactiveChat": false, "name": "Bubble1162", "id": 1}
```

步骤6. SM公共应用：传入聊天请求。

SM收到传入的聊天请求并创建社交联系人：

```
0000001136: 10.78.91.166: Aug 06 2018 09:32:38.692 +0530: %CCBU__CCPPUBLICAPPS-6-CHAT_ROOM_DETAILS: %[Nickname=Jayant Suneja][RoomJid=socialminer_chat.16@conference.127.0.0.1][RoomSubject=Chat with Jayant Suneja][social_contact_id=null]: Create chat room with the following details
```

步骤7. SM运行时：已创建社交联系人。

社交联系人由SocialMiner引擎（运行时服务）创建。

```
0000399687: 10.78.91.166: Aug 06 2018 09:32:38.764 +0530: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED: %[SOCIAL_CONTACT_ID=0D66B2241000016500235A740A4E5BA6][SOCIAL_CONTACT_LINK=https://sm-fqdn/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6]: A new social contact was created
```

步骤8. SM Publicapps:将创建的SocialContact更新到公共API。

已创建社交联系人的更新可在ccppublicapps日志中看到。

```
0000000337: 10.78.91.166: Aug 06 2018 09:32:38.767 +0530: %CCBU_____CCPAPI-6-CREATE_SOCIAL_CONTACT: SocialContact successfully created with requestId: y3xQxE  
0000001142: 10.78.91.166: Aug 06 2018 09:32:38.768 +0530: %CCBU__CCPPUBLICAPPS-6-CHAT_CREATED: %[Contact=https://sm-fqdn/ccp-webapp/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6][Room=socialminer_chat.16@conference.127.0.0.1][Session=3F8B8C08D7E8144C7B1AD7AF144A4C1E][social_contact_id=null]: Chat created
```

步骤9. SM运行时：将通知发送到MADM上的CCX Webservice API。

从SM向CCX Web服务发送通知，通知CCX有新的传入聊天。

```
0008541000: 10.78.91.166: Aug 06 2018 09:32:38.940 +0530: %CCBU__NOTIFICATION-6-NOTIFICATION_SUCCEEDED: %[Notification=com.cisco.ccbu.ccp.notification.Notification@1beea47[enqueueTime=1533528158834,rule=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@15a2eb1[httpUrl=https://uccx-fqdn/uccx-webservices/contact,httpUsername=Chat Notification for HA - Backup,description=Created by CCX application as part of CCX chat configuration.,changeStamp=1,lastUpdated=1527579740301,ouId=4],screenPopUrl=http://sm-fqdn/results.jsp?scID=0D66B2241000016500235A740A4E5BA6&campaignID=CCX\_Chat\_Campaign,body=version="1.0" encoding="UTF-8" standalone="yes"?>]  
<SocialContact>  
<author>Jayant Suneja</author>  
<description></description>  
<extensionFields>  
<extensionField>
```

```
<name>AddressLine1</name>
<value>1900</value>
</extensionField>
<extensionField>
<name>AddressLine2</name>
<value>9th street</value>
```

步骤10. UCCX MADM:Web服务显示传入的聊天请求。

传入聊天联系人由CCX在MADM上接收，并启用了UCCX_WEBSERVICES进行调试。

```
7199571: Aug 06 09:32:39.079 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-7]
ServiceLogger: New incoming contact : <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<contactXML>
<author>Jayant Suneja</author>
<id>0D66B2241000016500235A740A4E5BA6</id>
<integrationAuthTokenGUID>d64fe6ac-9687-4ecd-9f00-0e6ec02c6945</integrationAuthTokenGUID>
<notificationTag>ccx_chat_req</notificationTag>
<publishedDate>1533528158684</publishedDate>
<refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6
<replyTemplateURL>http://sm-fqdn/multisession/ui/templates/reply/cisco\_agent\_ms\_chat.jsp
<sourceType>chat</sourceType>
<status>unread</status>
<statusReason>unknown</statusReason>
<statusTimestamp>1533528158756</statusTimestamp>
<tags>
```

步骤11. UCCX MADM:将JMS消息发送到CCX引擎。

引擎现在通过JMS消息总线通知新联系人，即UCCX MADM(Administration Webservice API)通知MIVR (引擎) 对此联系人进行排队。

```
7199573: Aug 06 09:32:39.080 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-7]
ServiceLogger: Sending JMS message to Contact Topic: ContactEvent [operation=ADD,
contactXML=ContactXML [author=Jayant Suneja, id=0D66B2241000016500235A740A4E5BA6,
replyType=chat, notificationTag=ccx_chat_req, refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6, replyTemplateURL=http://sm-fqdn/multisession/ui/templates/reply/cisco\_agent\_ms\_chat.jsp, integrationAuthTokenGUID=d64fe6ac-9687-4ecd-9f00-0e6ec02c6945, userExtensionFields=[UserExtensionField [name=AddressLine1, value=1900], UserExtensionField [name=AddressLine2, value=9th street], UserExtensionField [name=Anything important to note, value=Bill Issue], UserExtensionField [name=Cédula, value=Bill Issue], UserExtensionField [name=Details, value=Test Bubble Chat], UserExtensionField [name=Email, value=xxxx@gmail.com], UserExtensionField [name=Name, value=Jayant Suneja], UserExtensionField [name=PhoneNumber, value=97xxxxxxx], UserExtensionField [name=Teléfono, value=Bill Issue], UserExtensionField [name=Title, value=Mr.], UserExtensionField [name=ccxqueuetag, value=Chat_Csq1], UserExtensionField [name=h_chatOrigin, value=CISCO_BUBBLE], UserExtensionField [name=h_chatRoom, value=socialminer_chat.16@conference.127.0.0.1], UserExtensionField [name=h_widgetName, value=Bubble1162]], tags=[ccx_chat_req], sourceType=chat, status=unread, statusReason=unknown, publishedDate=1533528158684, title=CCX_Chat, campaignPublicId=null, statusTimestamp=1533528158756]]
```

步骤12. UCCX MIVR:

聊天子系统(SS_CHAT)对聊天联系人进行排队，路由和队列子系统(SS_ROUTEANDQUEUE)将聊

天分配给座席。这在UCCX引擎日志(MIVR)中看到，启用了SS_CHAT和SS_ROUTEANDQUEUE进行调试。

```
3722751: Aug 06 09:32:39.144 IST %MIVR-SS_CHAT-7-UNK:[pool-8-thread-15] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.observer.ContactNotificationObserver : Contact Notification
received - ContactNotification [requestId=, contactId=0D66B2241000016500235A740A4E5BA6,
contactState=QUEUED, handlerQueue=-1, startTime=1533528159105, endTime=-1, queueWaitDuration=0,
handlingDuration=-1,
terminalStateContact=ChatContact(Contact[id=0D66B2241000016500235A740A4E5BA6,state=QUEUED,dispReason=UNKNOWN]), dispositionReason=UNKNOWN, mediaType=CHAT, sequenceNumber=0,
statusTimeStamp=1533528158756]. Notification Type UPDATE
```

```
3722752: Aug 06 09:32:39.144 IST %MIVR-SS_ROUTEANDQUEUE-7-UNK:[pool-8-thread-15]
RouteAndQueueSubsystemLogger: ALLOCATED Contact [0D66B2241000016500235A740A4E5BA6] to Agent
[Jabber@ge.nt1]
```

向座席发送接受聊天的通知，并在用户和座席之间创建房间。
所有这一切的流程与旧聊天相同，因此不会从此流程的日志中覆盖太多内容。

步骤13. SM Publicapps:座席加入和聊天会话已启动。

创建XMPP隧道后，已建立聊天会话。用户的聊天构件和SocialMiner聊天小工具（在Finesse上托管）现在通过XMPP连接，您可以看到正在发送和接收的在线状态事件。

```
0000001149: 10.78.91.166: Aug 06 2018 09:32:46.842 +0530: %CCBU__CCPPUBLICAPPS-6-
PRESENCE_EVENT_RECEIVED: %[CustomerNickname=Jayant
Suneja][Nickname=Jabber@ge.nt1][SocialContactID=0D66B2241000016500235A740A4E5BA6][Status=joined]
[Username=socialminer_chat.16@conference.127.0.0.1/Jabber@ge.nt1]: Received presence event
0000001152: 10.78.91.166: Aug 06 2018 09:32:51.168 +0530: %CCBU__CCPPUBLICAPPS-6-
TYPING_STATUS_RECEIVED:
%[From=socialminer_chat.16@conference.127.0.0.1/Jabber@ge.nt1][Nickname=Jabber@ge.nt1][SocialContactID=0D66B2241000016500235A740A4E5BA6][Text=composing]: Typing Status received
```

步骤14.客户端控制台日志：座席加入聊天室。

客户端日志显示代理加入聊天室。聊天构件中也会显示相同的内容。

```
Mon Aug 06 2018 09:32:48 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Received chat room
status event of type chatroom_agent_joined
```

注意：客户现在可以结束聊天了。与旧式聊天相比，此处的流量略有不同，因为新增了气泡聊天功能的聊天后评分功能。

步骤15. SM Publicapps：用户离开聊天室。

用户离开聊天室，现在座席独自进入聊天室。这也会显示用户离开房间。

```
0000001185: 10.78.91.166: Aug 06 2018 09:33:26.738 +0530: %CCBU__CCPPUBLICAPPS-6-
LEAVE_CHAT_ROOM:
%[ChatRoomName=socialminer_chat.16@conference.127.0.0.1][Nickname=Jayant Suneja]
[User=ccp_chatclient][social_contact_id=0D66B2241000016500235A740A4E5BA6]: Leave chat room
```

注意：如果启用帖子聊天评级，则用户提交帖子聊天评级后，SM会收到此聊天评级。

步骤16. 客户端控制台日志：用户浏览器显示聊天评级成功。

使用用户浏览器上收到的200 OK成功提交聊天评级。

```
Mon Aug 06 2018 09:33:34 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Feedback submitted successfully. Response code: 200
Mon Aug 06 2018 09:33:34 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Successfully ended the chat session. Response code: 200 ccp-chat-components.js:1:14634
Mon Aug 06 2018 09:33:34 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Successfully cleaned up
```

步骤17. SM Publicapps:ccppublicapps从浏览器获得“聊天后”评级。

对SM收到的反馈进行评分。

```
10.78.91.166: Aug 06 2018 09:33:34.277 +0530: %CCBU__CCPPUBLICAPPS-6-CHAT_FEEDBACK_RECEIVED :
%[ChatFeedback=com.cisco.ccbu.ccp.publicapps.api.chat.ChatFeedback@d82623[rating=4]][Session=
3F8B8C08D7E8144C7B1AD7AF144A4C1E][social_contact_id=0D66B2241000016500235A740A4E5BA6]:
Received chat feedback
```

注意：当SM收到包含评分信息的聊天反馈时，该信息首先保存在SM数据存储上的社交联系人中，然后通知CCX。如果SM datastore发生故障，提交聊天评级会失败，并显示“CCPPUBLICAPPS-3-UPDATE_CHAT_SOCIALCONTACT_EXTENSION_FIELD_FAILED”片段

步骤18. UCCX MIVR:从SM接收的XMPP更新。

SM向CCX发送XMPP更新，通知它从最终用户收到的评级。

```
3723269: Aug 06 09:33:34.290 IST %MIVR-SS_CHAT-7-UNK:[Smack Packet Reader (1)]
ChatSubsystemLogger: createXMPPSession:
PacketExtensionProvider.parseExtension:<SocialContact><campaignPublicId>CCX_Chat_Campaign</campaignPublicId><extensionFields><extensionField><name>h_chatRoom</name><value>socialminer_chat.16@conference.127.0.0.1</value></extensionField><extensionField><name>h_chatOrigin</name><value>CISCO_BUBBLE</value></extensionField><extensionField><name>C&#233;dula</name><value>Bill Issue</value></extensionField><extensionField><name>Details</name><value>Test Bubble Chat</value></extensionField><extensionField><name>PhoneNumber</name><value>97xxxxxxxx</value></extensionField><extensionField><name>h_agentName</name><value>Jabber@ge.nt1</value></extensionField><extensionField><name>h_rating</name><value>4</value>
```

步骤19. UCCX MIVR:将聊天评分写入数据库。

提交的聊天评分会写入CCX数据库并保存在textratingdetail表中，此表是UCCX 11.6(2)上新添加的表。

此表的主要用途是存储聊天评级以供报告。

3723276: Aug 06 09:33:34.299 IST %MIVR-SS_ROUTEANDQUEUE-7-UNK:[Smack Listener Processor (1)]
RouteAndQueueSubsystemLogger: com.cisco.wf.subsystems.routeandqueue.aggregator.historical.
HistoricalManager : **Writing Historical Record: TRDR:** ContactID=0D66B2241000016500235A740A4E5BA6,
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ZONE_OFFSET=0,DST_OFFSET=0]

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