

在“创建任务”节点排除Webex Connect聊天创建故障错误

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简介

本文描述初始聊天创建失败到“创建任务”节点的一个可能原因。

发现错误：



This conversation has been closed

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先决条件

要求

Cisco 建议您了解以下主题：

- Webex联系中心(WxCC)2.0
- 配置了电子邮件流的Webex连接门户

使用的组件

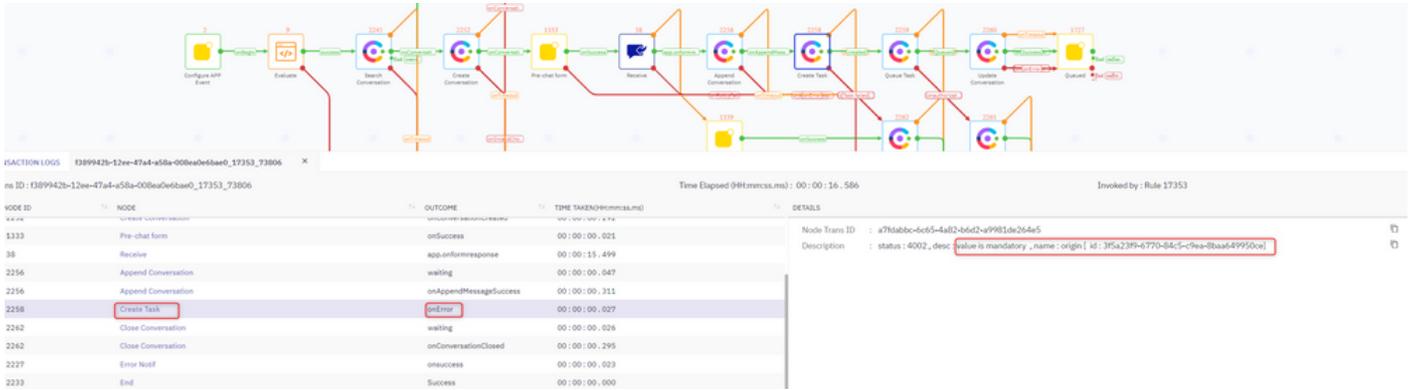
本文档中的信息基于以下软件版本：

- WxCC 2.0

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

问题

当您打开流并启用已解密调试日志时，value is mandatory, name : origin 在 Create Task 节点：



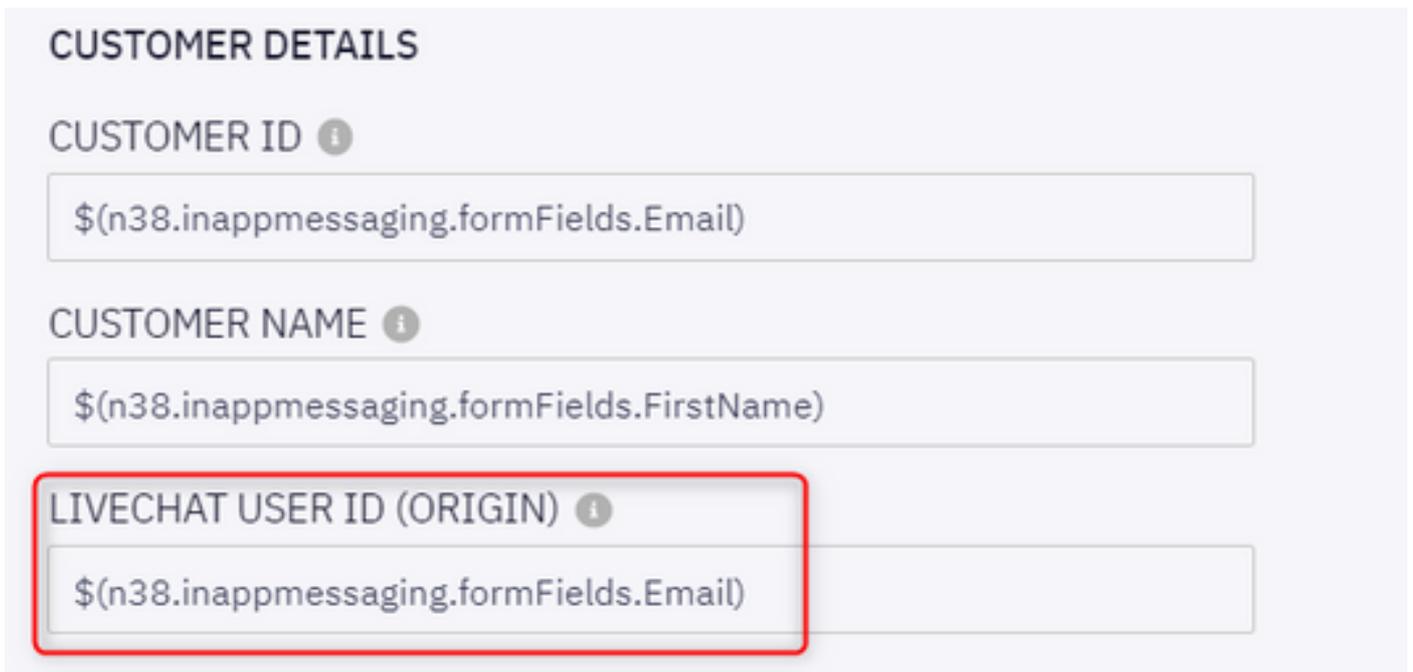
NODE ID	NODE	OUTCOME	TIME TAKEN (in:mm:ss.ms)	DETAILS
1333	Pre-chat form	onSuccess	00:00:00.021	
38	Receive	app.onformresponse	00:00:15.499	
2256	Append Conversation	waiting	00:00:00.047	
2256	Append Conversation	onAppendMessageSuccess	00:00:00.311	
2258	Create Task	onError	00:00:00.027	Node Trans ID : a78tabbc-6c65-4a82-b6d2-a9981de264a5 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 Node#1	onSuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

错误说明:

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

失败的原因

问题出在Origin字段中。双击 **Create Task** 并选中以下3个字段：



CUSTOMER DETAILS

CUSTOMER ID ⓘ

\$(n38.inappmessaging.formFields.Email)

CUSTOMER NAME ⓘ

\$(n38.inappmessaging.formFields.FirstName)

LIVECHAT USER ID (ORIGIN) ⓘ

\$(n38.inappmessaging.formFields.Email)

访问在 **Create Task** 节点到 **Input Variables > Receive** 并查看 **Name** 和 **Email** 字段。这必须与**MATCH**之前的映像中的变量匹配。

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**
 Chat Livechat

CUSTOMER DETAILS

CUSTOMER ID

CUSTOMER NAME

LIVECHAT USER ID (ORIGIN)

Input Variables
List of variables available as input for this node

Search

- Custom variables [F16384]
- Start Node ID: 2
- Evaluate Node ID: 9
- Receive Node ID: 38**
 - receive.message
 - receive.channel
 - receive.payload
 - receive.attachment
 - InApp - Form Response**
 - inappmessaging.timestamp
 - inappmessaging.userId
 - inappmessaging.threadId
 - inappmessaging.completedOn
 - inappmessaging.threadTitle
 - inappmessaging.threadStatus
 - inappmessaging.message
 - inappmessaging.attachment
 - inappmessaging.version
 - inappmessaging.deviceId
 - inappmessaging.origin
 - inappmessaging.appId
 - inappmessaging.transId
 - inappmessaging.formResponse
 - inappmessaging.customTags
 - inappmessaging.extras
 - inappmessaging.formFields.Name**
 - inappmessaging.formFields.Email**
 - inappmessaging.formFields.PhoneNu
 - inappmessaging.pciInfo.isPCIComplia
 - inappmessaging.pciInfo.isPCIValidati

这两个字段通过聊天模板设置，其中 Name 和 Email 字段为必填字段。

NAME

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.

 Characters: 59/300

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

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

[Add Field](#)

Preview

解决方案

确保 Name 和 Email 参数的Name设置为 Name 和 Email:

The screenshot shows the configuration interface for a chat template. The 'NAME' field is set to 'IMiChatTemplate' and the 'CHANNEL' is 'Live Chat / In-App Messaging'. Under 'Message Configuration', the 'MESSAGE TYPE' is 'Form' and the 'TITLE' is 'Hello at BucherSuter! Please provide the following details:'. The 'Form Fields' table is as follows:

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

如果要以不同方式命名字段Name和Email字段，(Email参数命名为 eMail 而不是 Email)

The screenshot shows the configuration interface for a chat template. The 'NAME' field is set to 'IMiChatTemplate' and the 'CHANNEL' is 'Live Chat / In-App Messaging'. Under 'Message Configuration', the 'MESSAGE TYPE' is 'Form' and the 'TITLE' is 'Hello at BucherSuter! Please provide the following details:'. The 'Form Fields' table is as follows:

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

请确保在Create Task节点上更新相同的字段，否则Create Task for the chat失败。

Create Task

Configuration

Transition Actions (Optional)

METHOD NAME

Create Task

NODE RUNTIME AUTHORIZATION

WebexCCTaskAuth

TASK DETAILS

TASK ID ⓘ

\$(flid)

CONVERSATION ID ⓘ

\$(conversationId)

DESTINATION ⓘ

\$(appId)

MEDIA TYPE ⓘ

Chat

MEDIA CHANNEL ⓘ

Livechat

CUSTOMER DETAILS

CUSTOMER ID ⓘ

\$(n38.inappmessaging.formFields.eMail)

CUSTOMER NAME ⓘ

\$(n38.inappmessaging.formFields.Name)

LIVECHAT USER ID (ORIGIN) ⓘ

\$(n38.inappmessaging.formFields.eMail)