

對ECE中預設異常隊列中的電子郵件進行故障排除

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簡介

本文檔介紹如何隔離和解決與路由到思科企業聊天和電子郵件(ECE)中的預設異常隊列中的電子郵件相關的問題。

必要條件

需求

思科建議您瞭解以下主題：

- 思科整合客服中心企業版(UCCE)版本12.6.X
- 思科套裝客服中心企業版(PCCE)版本12.6.X
- 企業版聊天與電子郵件(ECE)版本12.6.X

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- UCCE版本12.6.2
- 企業版聊天與電子郵件(ECE) 12.6.1

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

背景資訊

隊列包含等待分配給座席的傳入客戶服務活動，如電子郵件和聊天會話。

ECE配備了預設例外隊列。可以透過導入MRD將更多隊列增加到應用程式。這將建立Unified CCE型別的隊列，並且從此隊列中路由活動由Unified CCE完成。

例外佇列預設會在每個部門中建立例外佇列。在下列情況下，活動會路由至例外佇列：

- 部門中沒有活動的入站工作流。
- 工作流在處理活動時遇到錯誤。
- 工作流程中使用的佇列會變成非作用中。所有進入非活動佇列的活動都會路由至例外佇列。
- 電子郵件被退回。
- Unified CCE會返回new_task_failure消息，一旦EAAS收到New_Task_Failure響應3次post first failure response（即第一次失敗響應+ 3次重試嘗試），EAAS就會將此類活動路由到Exception隊列。
- 如果與Cisco路由系統的連線丟失；例如，如果MR PIM電腦臨時關閉或重新啟動。

程式

本文檔顯示了對路由到預設異常隊列的入站電子郵件問題進行故障排除和隔離時所需的步驟。它是幫助工程師快速隔離或解決相關問題的過程清單。

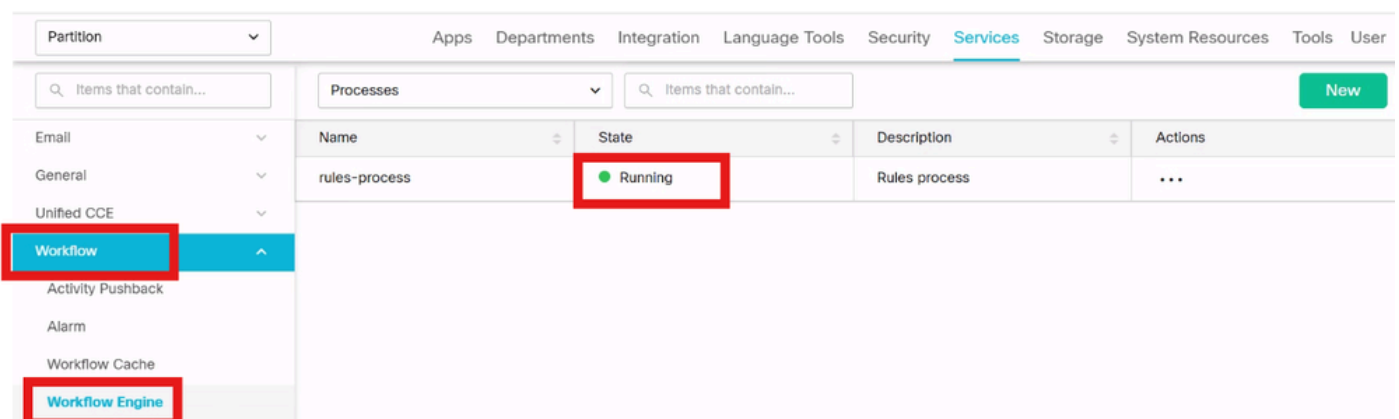
為有效排除ECE故障，您需要將流量分為三段。這類似於您處理語音呼叫流的方式。這三個步驟如下：

1. 入口端-從客戶到ECE。
2. 治療腿-從ECE到UCCE。
3. Agent Leg -將客戶與座席連線起來。

驗證

本檔案主要透過驗證以下幾點來闡述治療腿：

工作流程引擎：核對處理與執行環境狀態



The screenshot displays a web-based interface for managing services. At the top, there are navigation tabs for 'Apps', 'Departments', 'Integration', 'Language Tools', 'Security', 'Services' (which is highlighted), 'Storage', 'System Resources', 'Tools', and 'User'. Below the navigation, there is a search bar and a 'Processes' dropdown menu. A table lists the processes, with the following data:

Name	State	Description	Actions
rules-process	Running	Rules process	...

Red boxes highlight the 'Workflow' menu item in the left sidebar and the 'Running' state in the table. A 'New' button is visible in the top right corner of the interface.

Partition		Apps Departments Integration Language Tools Security Services Storage System I					
Q Items that contain...		Instances		Q Items that contain...			
Email	General	Unified CCE	Workflow	Activity Pushback	Alarm	Workflow Cache	Workflow Engine
Name	State	Description	Actions				
workflow-instance	Running	Workflow engine instance	...				

 注意：驗證EAAS和EAMS流程（如果它們處於活動狀態，並且必須處於活動狀態）。

驗證電子郵件通道代理程式可用性

驗證代理是否登入有許多方法，但您可以使用rttest。

```
<#root>
```

```
## The agent does not log in.
```

```
rttest: agent_status /agent 5001
```

```
domain: Email_MRD (5001),
```

```
state = [off],
```

```
239 secs
```

```
C off Inbound_SG (5011, periph# 3)
```

```
off agent_peripheral.Email_MRD.14828 (5008, periph# 58660)
```

```
domain: OutboundEmail_MRD (5002), state = [off], 239 secs
```

```
C off Outbound_SG (5012, periph# 4)
```

```
off agent_peripheral.OutboundE.30541 (5009, periph# 74372)
```

```
## The agent does log in to ECE but the agent is not marked as available for email channel.
```

```
domain: Email_MRD (5001),
```

```
state = [nr-0:1[0],R]
```

```
, 9 secs
```

```
CL nr Inbound_SG (5011, periph# 3)
```

```
L nr agent_peripheral.Email_MRD.14828 (5008, periph# 58660)
```

```
domain: OutboundEmail_MRD (5002), state = [nr-0:1[0],R], 9 secs
```

```
CL nr Outbound_SG (5012, periph# 4)
```

```
L nr agent_peripheral.OutboundE.30541 (5009, periph# 74372)
```

```
## The agent does log in to ECE as well as the agent is marked as available for email channel.
```

```
domain: Email_MRD (5001),
```

```
state = [na-0:1[0],RA],
```

```
4 secs
CL na Inbound_SG (5011, periph# 3)
L na agent_peripheral.Email_MRD.14828 (5008, periph# 58660)
domain: OutboundEmail_MRD (5002), state = [na-0:1[0],RA], 4 secs
CL na Outbound_SG (5012, periph# 4)
L na agent_peripheral.OutboundE.30541 (5009, periph# 74372)
```

Here you can find more explanation for rttest output regarding agent's availability.

off

- NotLoggedIn

nr

- NotReady

na

- NotActive

0:1

- AciteTasks

(0)

:ConcurentTaskLimit

(1)

RA

- R is routable (if set),

A

indicated the router considers the agent available for new work in this domain.

驗證工作流程狀態

您必須在活動的稽核頁面中看到工作流程名稱，就像在影像中看到的一樣。

The screenshot shows the 'Activity Details' section with a red box around the header. Below it is a 'Notes' section with 'No notes' and a 'Delete' button. The 'Audit' section is also highlighted with a red box and contains a table of system events. The event at 02:02:32 AM is highlighted with a red box.

Timestamp	System Services	Description
07/21/2024 02:01:59 AM	System Services	New incoming mail
07/21/2024 02:02:32 AM	System Services	New case created By Start Workflow - Standard Workflow
07/21/2024 02:02:32 AM	System Services	Activity assigned to new case 6073 By Start Workflow - Standard Workflow
07/21/2024 02:02:32 AM	System Services	Assigned to queue TAC Queue By Inbound WF Workflow
07/21/2024 02:02:36 AM	System Services	Sent to Unified CCE for routing
07/21/2024 02:02:38 AM	System Services	Unified CCE identified agent1 for assignment

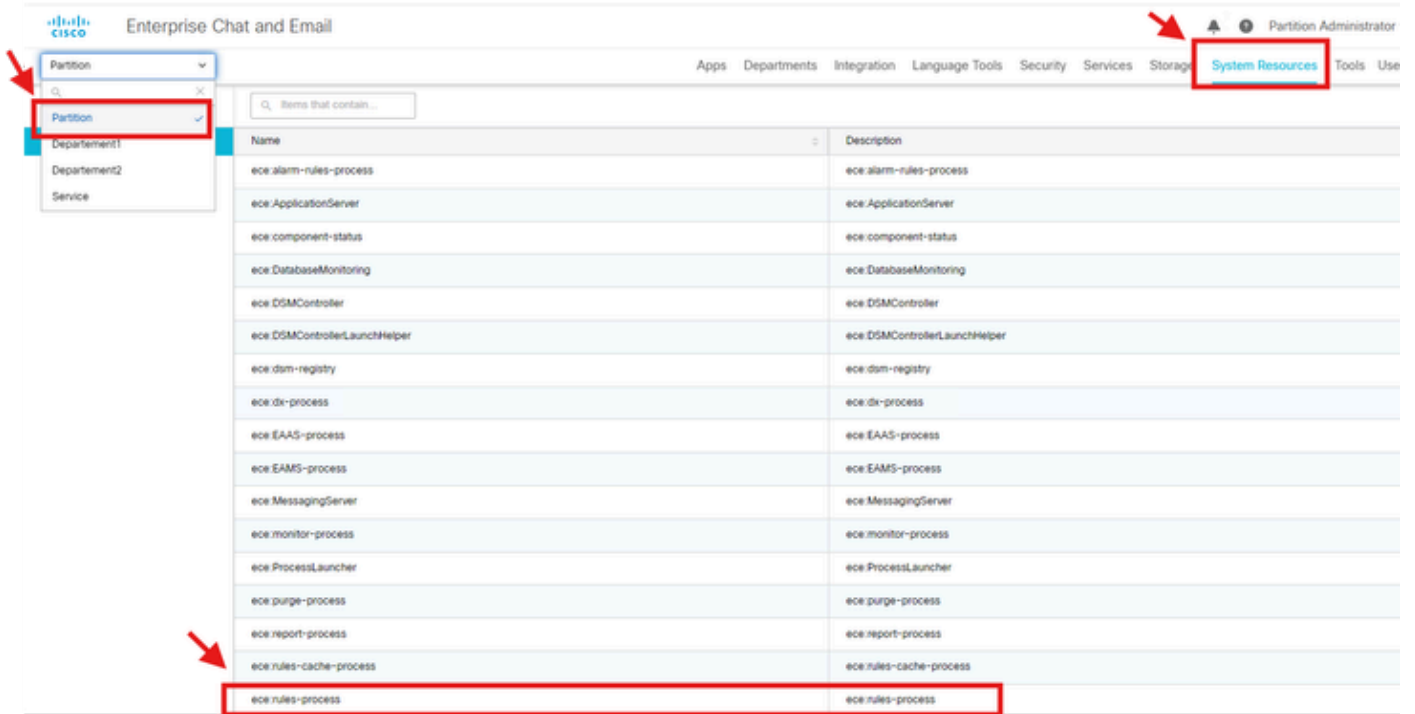
然後，您可以驗證工作流程是否處於活動狀態。導航到服務>工作流。

The screenshot shows the 'Workflow' configuration page. The 'Inbound WF' workflow is highlighted with a red box. The table below lists the workflows.

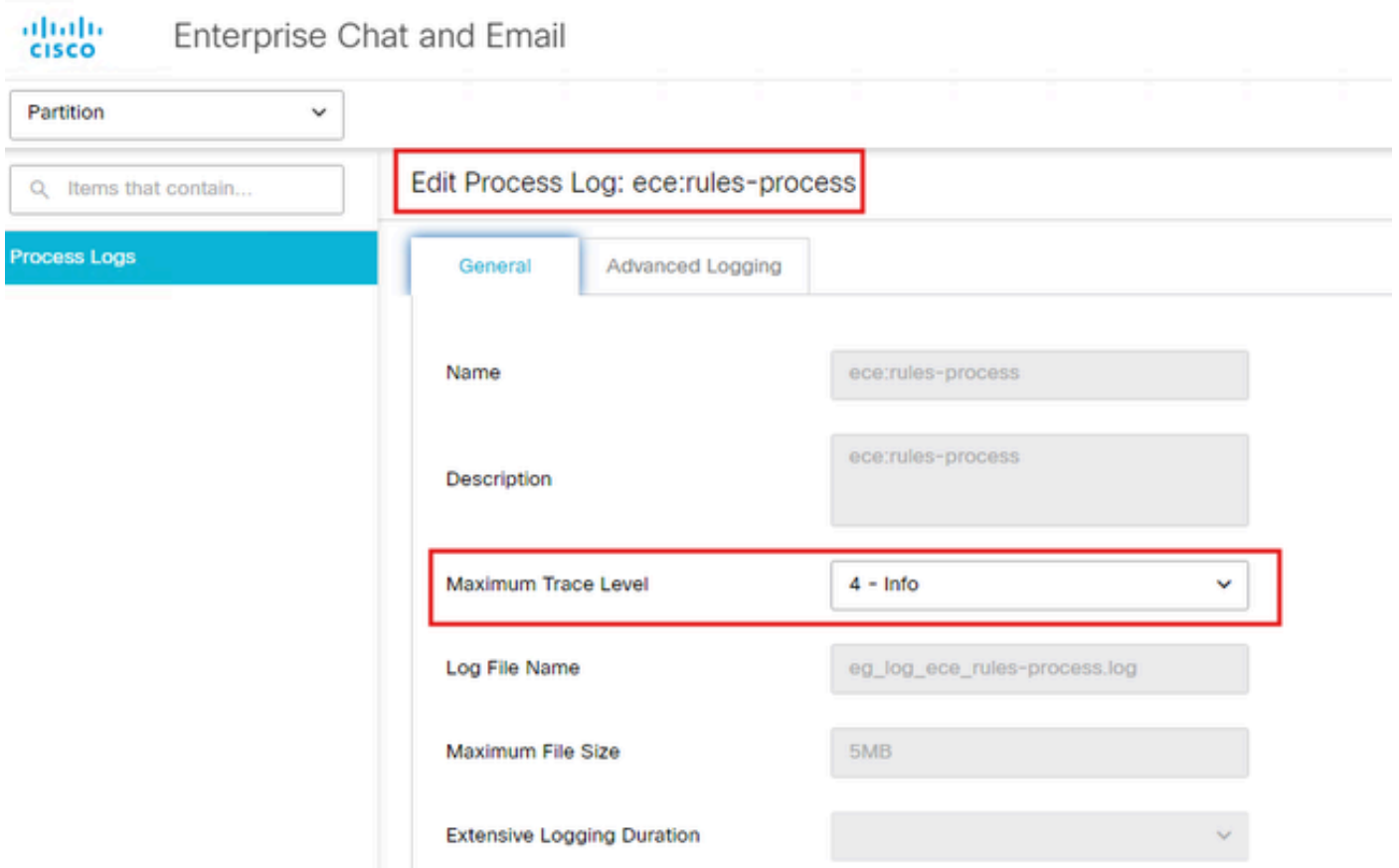
Name	Description	Active	Type	Actions
Finish Workflow	This workflow will execute if no defined inbound email wo...	Yes	Email	...
Inbound WF		Yes	Email	...
Start Workflow - Standard	This workflow will execute before the defined inbound wo...	Yes	Email	...
Start Workflow - Transfer	This workflow will execute on email, task activities transfe...	No	Email	...

工作流程作業處理驗證

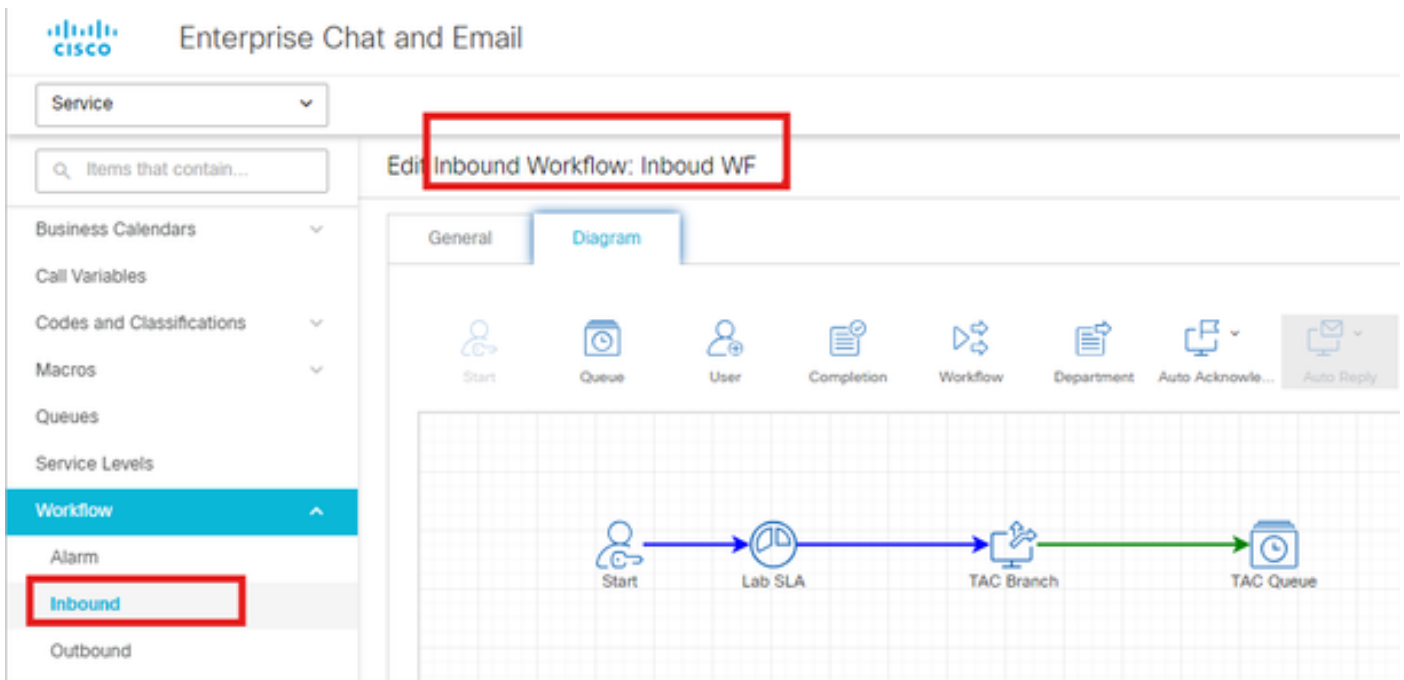
INFO層級的規則處理日誌可提供有用的資訊，以便隔離相關問題並進行疑難排解。為確保適當的追蹤層級，請導覽至分割>系統資源>規則處理。



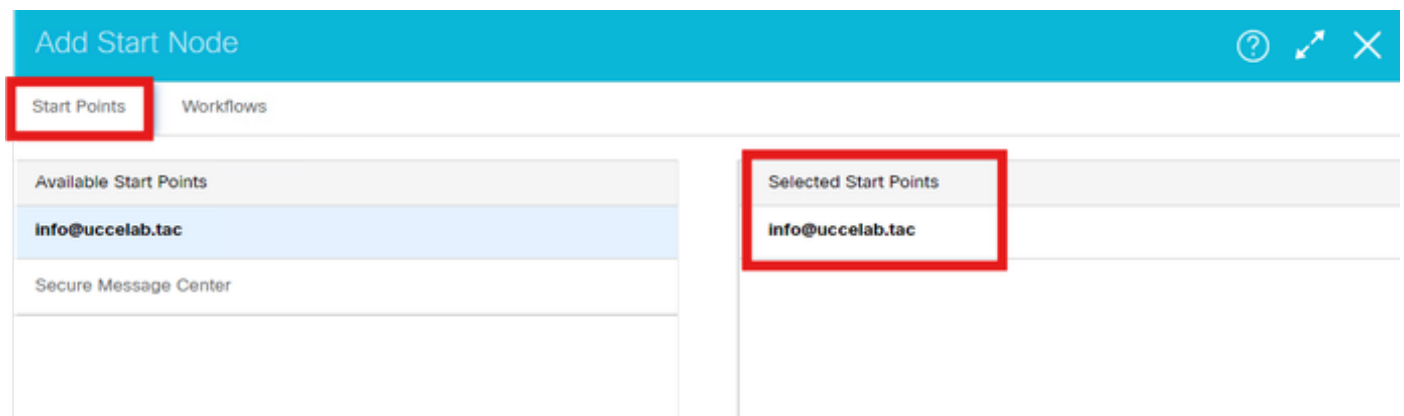
確保最大跟蹤級別設定為4-Info。



此工作流程示範如何管理傳入公司的電子郵件。首先，為電子郵件設定服務等級。然後，根據分支條件，將活動路由到相應的隊列。



在開始節點時，您可以將別名對映至內送工作流程。在本示例中，它是info@uccelab.tac。



服務級別允許您為傳入的客戶服務互動設定響應時間預期。可以為案例和聊天活動以外的所有活動定義服務級別。定義後，它們會用於工作流程中，以影響活動路由。本示例說明與指定傳送到info@uccelab.tac的所有傳入電子郵件的ruleLab SLA規則(具體來說，該規則自傳入電子郵件傳送至info@uccelab.tac以來經過評估和執行的真正操作)相關聯的SLA節點實驗室SLA。

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
workflow item: 1032 -
```

```
Activity Id: 6081 <@>
```

```
2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
Executing Workflow item: Lab SLA
```

```
- Activity Id: 6081 <@>
```

```
2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

Rule Evaluated: Lab SLA Rule -

Activity Id: 6081 <@>

2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

egml_email.to_or_cc_email_address -

Comparing: [Ljava.lang.String;@6a6230a5 == info@ucclab.ta

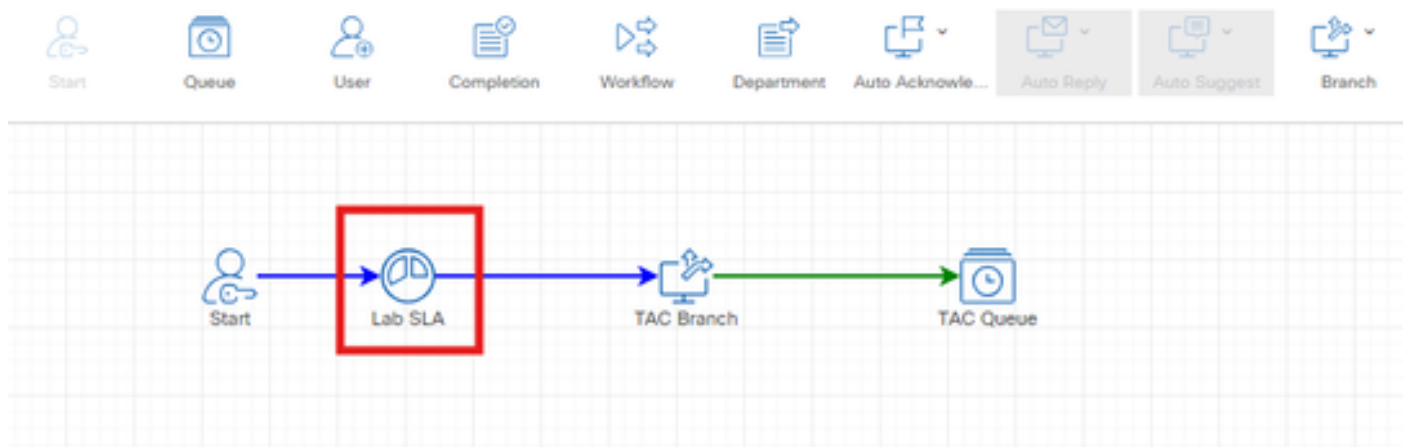
c

- Activity Id: 6081 <@>

2024-06-06 15:50:49.202 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

True action executed for the Rule: Lab SLA Rule

- Activity Id: 6081 <@>



Service Level Rule Configuration

Name of the New Node *:

Create new rules below; processing ends when a TRUE rule is found.

This rule is always true.
 This rule is TRUE under the following conditions:

Specify the condition for the rule.

Object	Attribute	Operator	Value	Boolean
<input type="text" value="Lab SLA Rule"/>	Email	To or cc e_...	==	info@ucce... AND

If the rule is TRUE, then set activity service level:

If the rule is TRUE, then set case service level:

If no TRUE rule is found, then set activity service level:

If no TRUE rule is found, then set case service level:

分支節點是一個決策點，您可以在此決定要將哪種工作路由到哪個資源。使用規則，您可以自動將工作路由至能夠處理它的資源。可將活動路由至使用者、佇列、部門或其他工作流程。

123456789本示例解釋與規則TAC規則相關聯的分支節點TAC分支，該規則指定所有包含標題包含SR#的傳入電子郵件，特別是自包含標題為SR#的傳入電子郵件以來經過評估和執行的真實操作。

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

internal workflow item: 1033

- Activity Id: 6081 <@>
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

Executing Workflow item: TAC Branch

- Activity Id: 6081 <@>
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

Rule Evaluated: TAC Rule

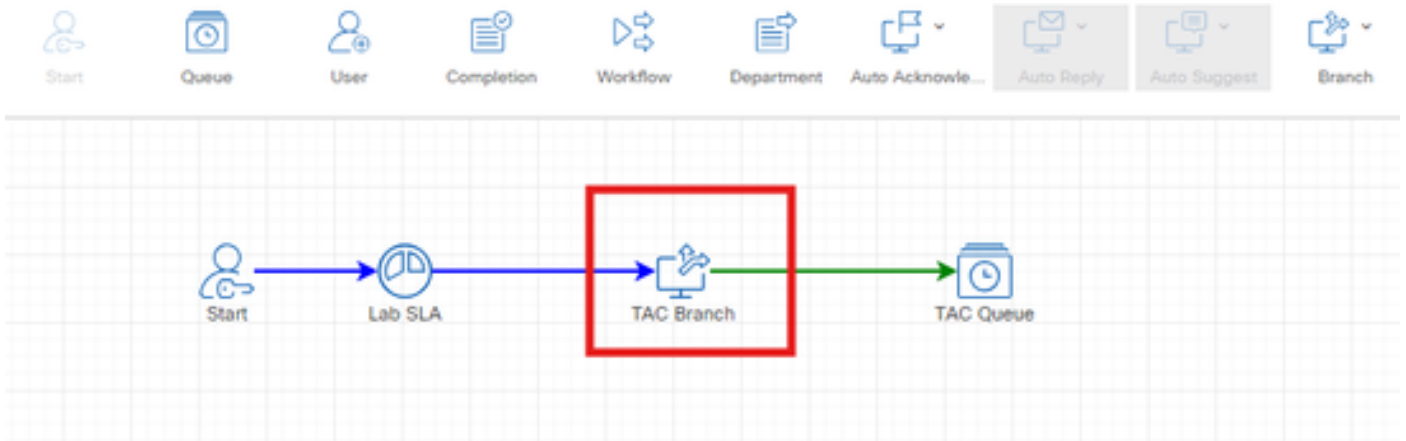
- Activity Id: 6081 <@>
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

egml_email.subject - Comparing: SR#123456789 contains SR#

- Activity Id: 6081 <@>
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

True action executed for the Rule:

TAC Rule - Activity Id: 6081 <@>



Branch Rule Configuration



Name of the New Node *:

TAC Branch

Create new rules below; processing ends when a TRUE rule is found.

Enter New Rule

Move Up

Move Down

This rule is always true.

This rule is TRUE under the following conditions:

Specify the condition for the rule.

Object	Attribute	Operator	Value	Boolean	
TAC Rule	Email	Subject	Contains	SR#	AND

If the rule is TRUE, route to this target: Email_MRD_email

If no TRUE rule is found, route to this target:

Cancel

Done

此日誌行說明根據工作流程設計將活動移至佇列。

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
Activity moved to Queue Id:
```

```
1008 - Activity Id: 6081 - approval_type configured for the queue: <@>
```

同一示例解釋與TAC規則相關聯的分支節點TAC分支，該規則指定所有傳入電子郵件，其標題包含專門用於評估的SR#，並且由於傳入電子郵件的標題包含case#123456789，且標題中不包含任何SR#，因此對規則執行的False操作。基於此，未處理活動並將其移至預設異常隊列。

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

Executing Workflow item: TAC Branch

```
- Activity Id: 6086 <@>
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

Rule Evaluated: TAC Rule

```
- Activity Id: 6086 <@>
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
evaluate() <@> Condition Attribute is : egml_email.subject - Comparing: case#123456789 contains SR#
```


```
- Activity Id: 6086 <@>
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

False action executed for the Rule: TAC Rule

```
- Activity Id: 6086 <@>
2024-06-06 16:14:20.535 GMT+0000 <@> ERROR <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

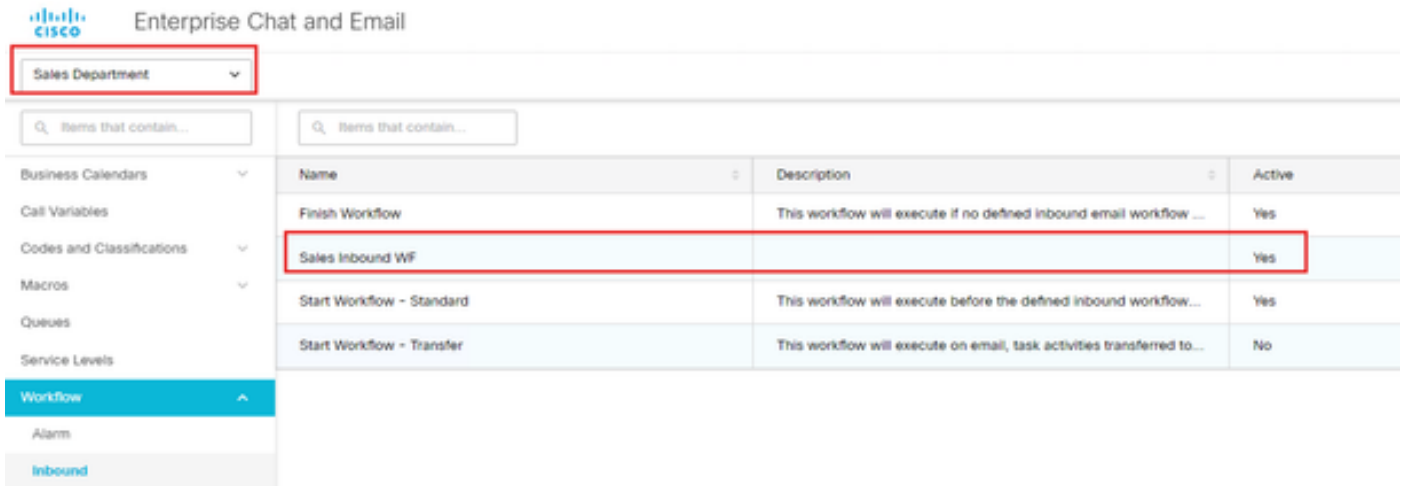
```
checkAndMoveStuckActivitiesToException() <@> Activity is not processed, moving to exception queue
```

```
: Property = ActivityId & value = 6086
Property = CaseId & value = 6052
Property = DepartmentId & value = 999
Property = ActivityType & value = 1
Property = ActivityMode & value = 100
Property = ActivitySubType & value = 1
Property = ActivityStatus & value = 4000
Property = ActivitySubStatus & value = 4100
Property = ActivityPriority & value = 0
Property = DateCreated & value = 2024-06-06 16:14:09
Property = CreatedBy & value = 12
Property = DateModified & value = 2024-06-06 16:14:20
Property = DueDate & value = 06/06/2024 16:24:09
```

 **提示：**如果在傳送New_task之前將活動路由到異常狀況隊列，則需要將重點放在 workflow 配置和 workflow 規則上；如果在傳送New_task之後將活動路由到異常狀況隊列，則需要在EAAS進程中集中處理。

部門驗證中沒有活動的入站 workflow

在此範例中，它顯示了有內送使用中工作流程時與沒有使用中工作流程時的日誌檢視差異。



「銷售部門」已設定有效的「銷售入埠WF」工作流程，如您所見，在入埠工作流程觸發後，作業會正常地路由至佇列。

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-08-08 18:02:05.323 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

Executing Workflow: Sales Inbound WF

- Activity Id: 6139 <@>

```
2024-08-08 18:02:05.323 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

Executing Workflow item: Sales Queue

- Activity Id: 6139 <@>

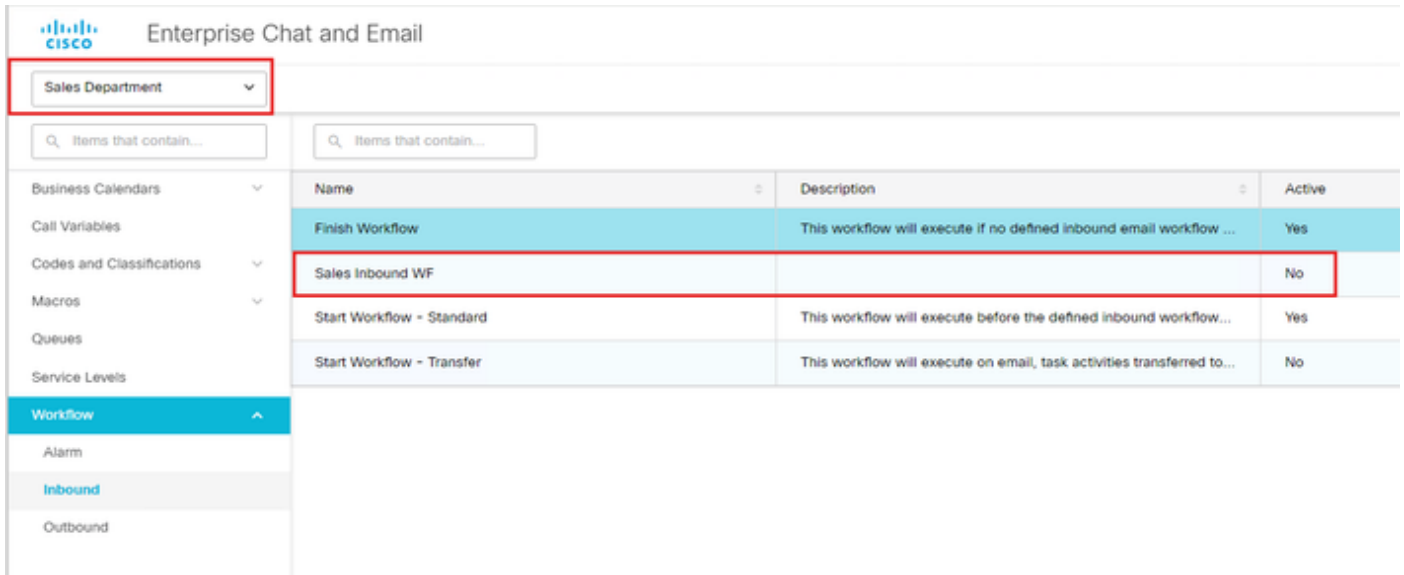
```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

Routing to external queue

: 1023 - Activity Id: 6139 <@>

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

另一方面，如果沒有任何有效的入埠工作流程，ECE會觸發「完成工作流程」。如果部門沒有已定義的傳入電子郵件工作流程，則會執行此工作流程。



<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
Executing Workflow: Finish Workflow
```

```
- Activity Id: 6140 <@>
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
Finished execution of Workflow: Finish Workflow
```

```
- Activity Id: 6140. Time taken = 0 seconds. <@>
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
2024-08-08 18:14:35.858 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
2024-08-08 18:14:35.867 GMT+0000 <@> ERROR <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
checkAndMoveStuckActivitiesToException() <@> Activity is not processed, moving to exception queue
```

```
: Property = ActivityId & value = 6140
```

```
Property = CaseId & value = 6086
```

```
Property = DepartmentId & value = 1002
```

配置警報工作流程並對其進行故障排除

當預設例外佇列中有大量電子郵件時，警報工作流程會更實用。警示工作流程設定為在處理活動時因發生工作流程錯誤而將活動路由至例外佇列時傳送通知。

您可以在警報工作流程中的預設異常佇列中完成電子郵件活動，如本示例所示。此工作流檢查預設異常佇列中將於30分鐘內到期的電子郵件活動，以將其路由回TAC佇列。您必須避免將所有活動路由回TAC佇列。配置此流：Start > Alarm > TAC Queue。



Service ▾

Items that contain...

Edit Alarm Workflow: Alarm WF

Business Calendars ▾

Call Variables

Codes and Classifications ▾

Macros ▾

Queues

Service Levels

Workflow ▾

Alarm

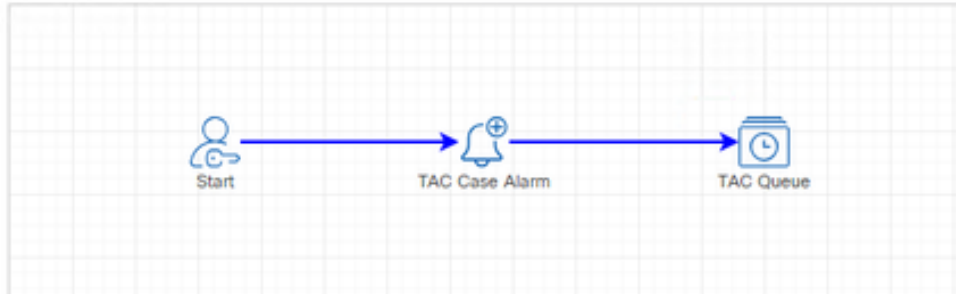
Inbound

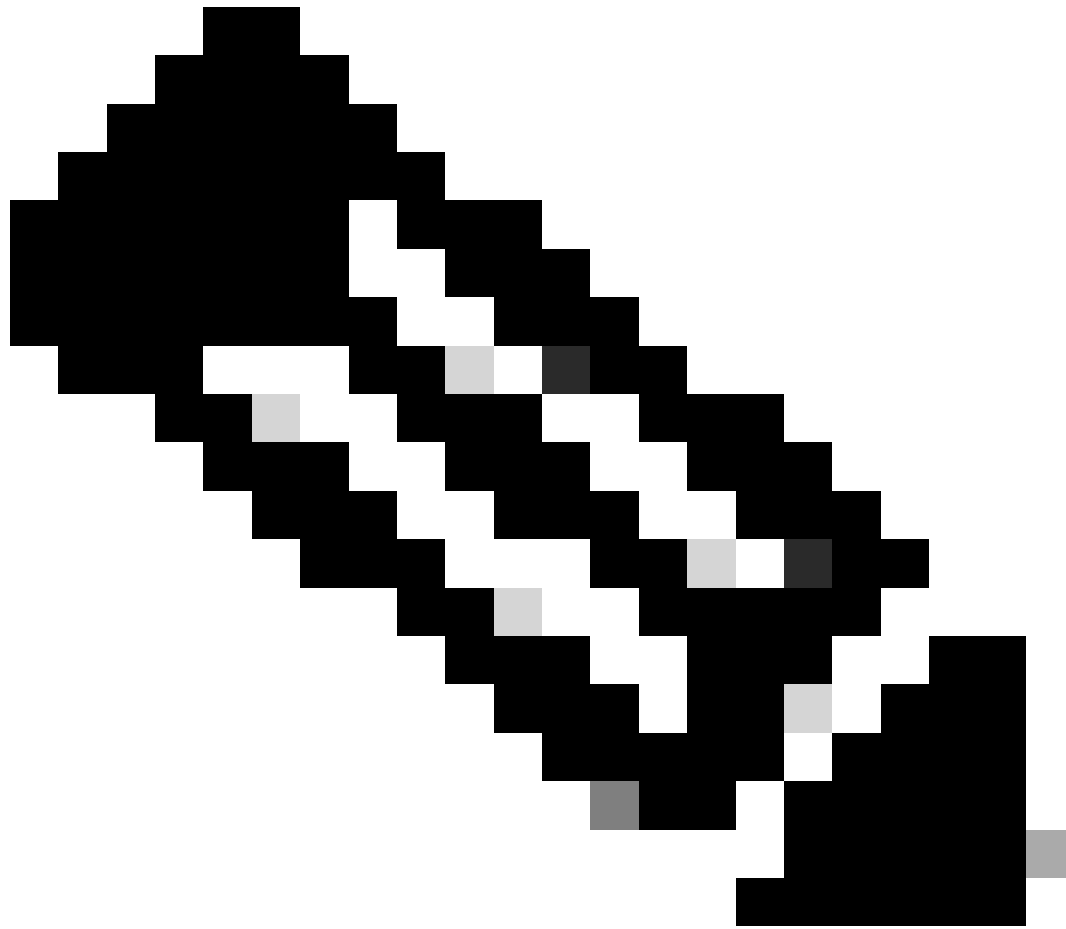
Outbound

General Diagram



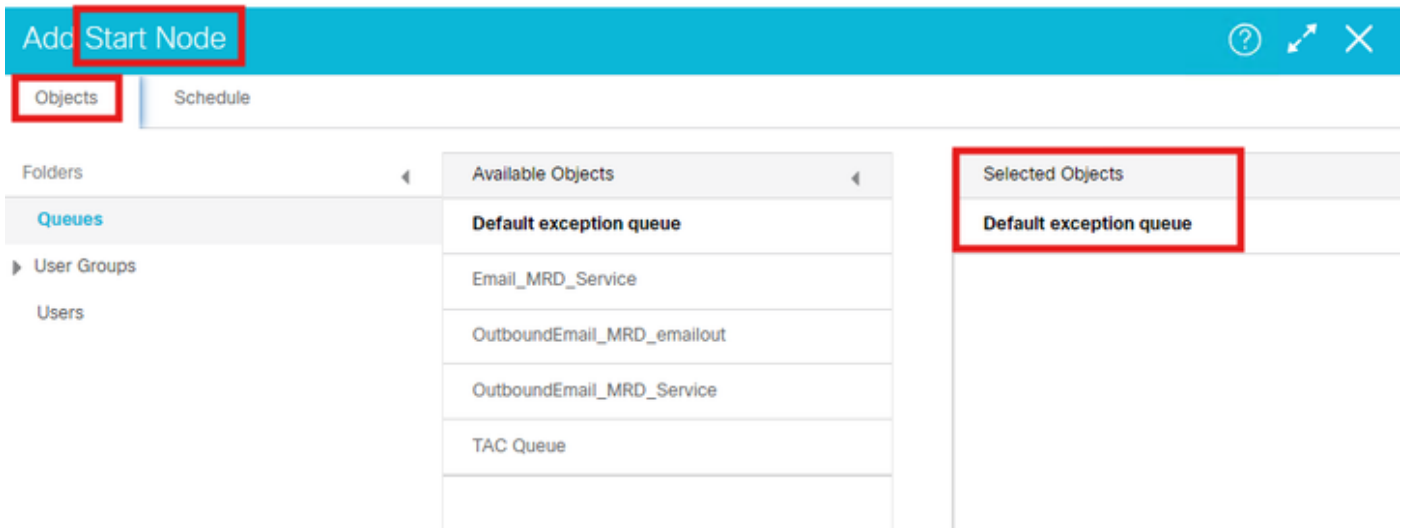
Au



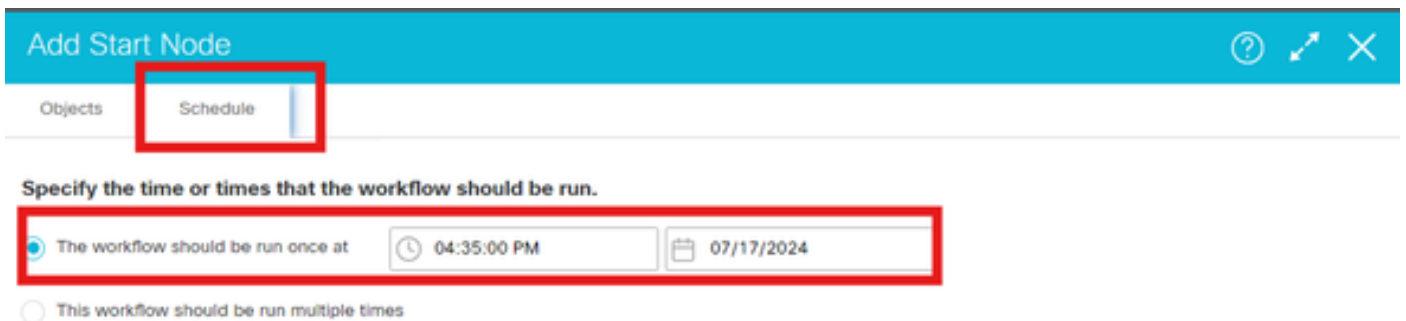


注意：INFO級別的警報規則日誌提供了有用的資訊，可以對相關問題進行隔離和故障排除。為確保適當的跟蹤級別，請導航到Partition > System Resources > alarm-rules process。

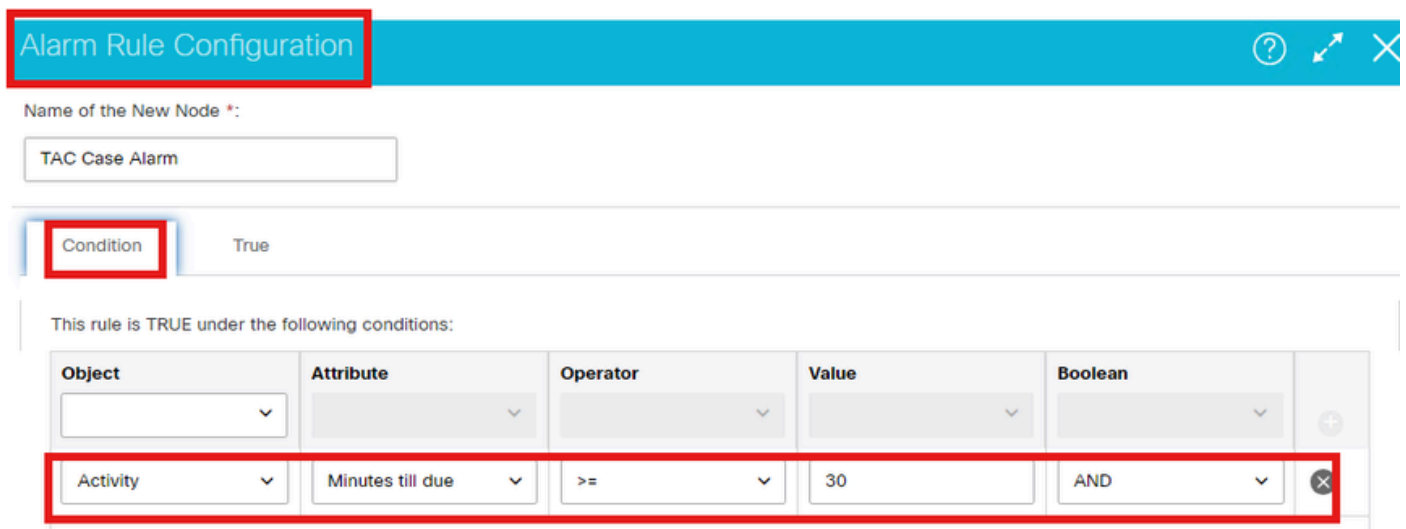
您必須從起始節點選取預設的例外狀況佇列。



有一個計畫頁籤，您可以在其中配置該警報工作流。在此範例中，它已在特定時間觸發一次。



在警報規則配置條件中，必須配置符合特定業務需求的條件。在本例中，它被配置為預設異常隊列中的電子郵件活動，其SLA仍保持未丟失30分鐘以上。



<#root>

```
## log_path -> C:\ECE\eService_RT\logs\eg_log_ece_alarm-rules-process
```

```
2024-07-17 16:37:23.303 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
Executing Workflow item: TAC Case Alarm
<@>
2024-07-17 16:37:23.303 GMT+0000 <@> INFO <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
....
2024-07-17 16:37:23.307 GMT+0000 <@> PERF <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
2024-07-17 16:37:23.307 GMT+0000 <@> INFO <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
Condition String : mins_tilldue >= 30
<@>
2024-07-17 16:37:23.307 GMT+0000 <@> INFO <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
2024-07-17 16:37:23.308 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
    workflow_id = 1029 : Type = java.lang.Long
```

此外，在警報配置為true的情況下，您必須更詳細地處理已從預設異常隊列路由到TAC隊列的電子郵件，以避免將不必要的電子郵件路由到代理程式，然後浪費他們的時間。在本示例中，如果主題條件包含案例而不是入站工作流程中指定的SR，則會指定主題條件，因此電子郵件將再次路由到TAC隊列。

Alarm Rule Configuration



Name of the New Node *:

TAC Case Alarm

Condition **True**

Specify the objects to create or modify when this rule is TRUE.

Action	Object
<input type="text"/>	<input type="text"/>
Filter	Activity

Specify the criteria of the activities to be further processed by this workflow.

Basic Advanced Relationships

Type	Attribute	Operator	Value	Boolean
activities	Department name	=	Service	AND
activities	Activity ID	=		AND
activities	Case ID	=		AND
activities	Subject	Contains	case	AND
activities	Assigned to (username)	Contains		AND
activities	Created on	=	Choose a date	AND
activities	Activity priority	=		AND
activities	Queue name	Contains		AND

Cancel Done

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_alarm-rules-process
```

```
2024-07-17 16:37:23.366 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
classwhereclause = null
deptwhereclause = ( egpl_department.department_name = N'Service' ) : Type = java.lang.String
caseownerwhereclause = null
contactpointemailwhereclause = null
emailattachmentdatawhereclause = null
userwhereclause = null
```

```
emaildatawhereclause = null
toemailaddresswhereclause = null
custdeptwhereclause = null
ccemailaddresswhereclause = null
contactpointwhereclause = null
customerattributeswhereclause = null
```

```
whereclause =
```

```
(
```

```
egpl_casemgmt_activity.subject like N'%case%'
```

```
ESCAPE '\\' ) : Type = java.lang.String
```

```
contactpointsocialwhereclause = null
```

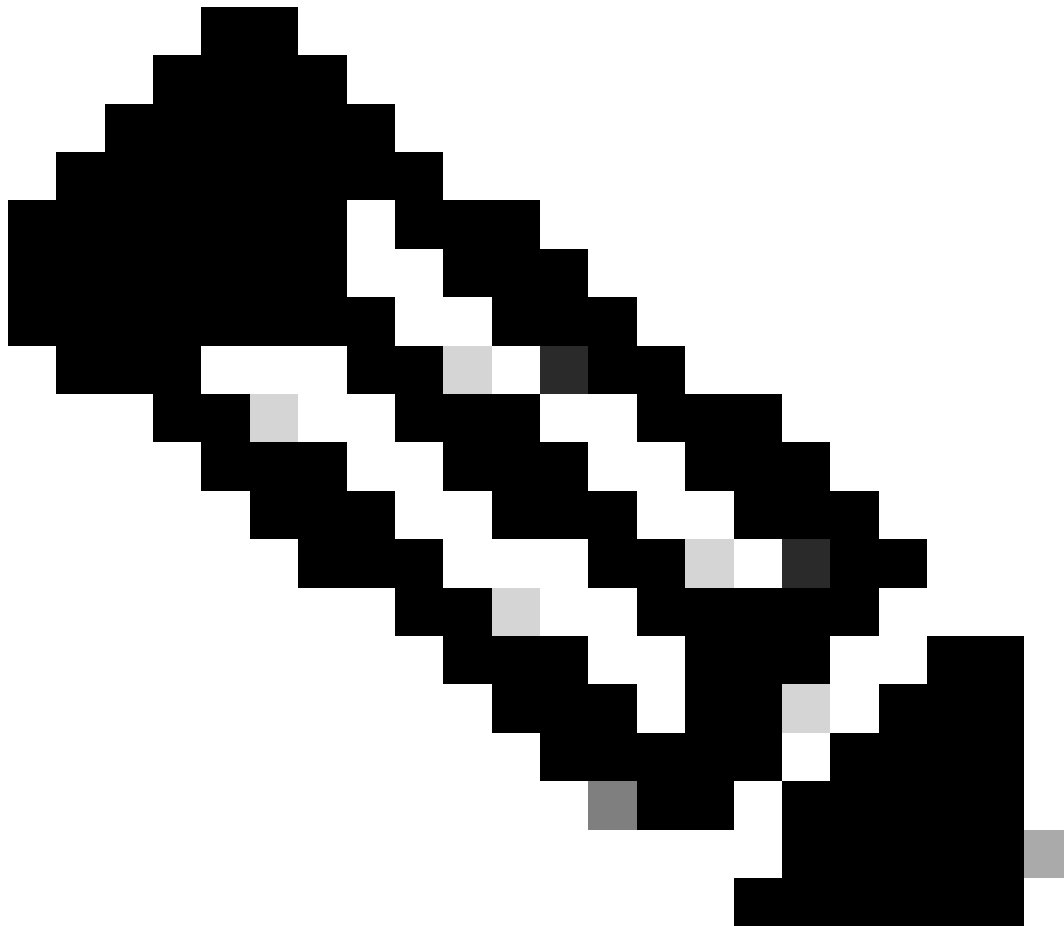
```
routingnodewhereclause = null
```

```
contactpersonwhereclause = null
```

```
emailwhereclause = null
```

```
customerwhereclause = null
```

```
contactpointpostalwhereclause = null
```



註：在ECE上重新啟動思科服務通常不需要配置警報。但是，在某些情況下，如果您遇到

與該警報工作流程相關的問題，則不會觸發該警報工作流程，然後在ECE上重新啟動思科服務。有時這能觸發它。

最後，您將在這些圖片中看到，在觸發配置的工作流後，活動如何從預設異常隊列路由到TAC隊列中的可用座席。

Pick Activities

First select a queue or user. Then select the activities to pull into your inbox.

Pick from: Queue User Default exception queue

Filter By Subject: case#

Activity ID	Case ID	Contact point	Subject	Created on	Due on	Queue name
6119	6072	customer1@uccelab.tac	case#123456789	07/17/2024 06:35 PM	07/17/2024 07:10 PM	Default exception queue

現在，座席能夠看到主旨包含case#而非SR#的活動。

Email

New Transfer Activity ID ↑ ... <

case#123456789

TAC Queue
Case 6072 | Activity 6119
Due Soon: Today 07:10 PM

To: customer1@uccelab.tac

Subject: Re: case#123456789 [#6072]

Activity Details Activity Body

Activity Details

Activity ID 6119

Priority

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。