

企業聊天和電子郵件 — 聊天工作流程的外圍網關 日誌分析故障排除

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簡介

本文檔介紹企業聊天和電子郵件 — 聊天工作流程的外圍網關日誌分析的故障排除過程。

必要條件

ECE 11.6 (也適用於雲部署)

UCCE 11.6

需求

思科建議您瞭解以下主題：

- ECE
- 整合客服中心企業版(UCCE)

採用元件

本文檔中的資訊基於UCCE 11.6和ECE 11.6.1 ES 6 ES6_1A。

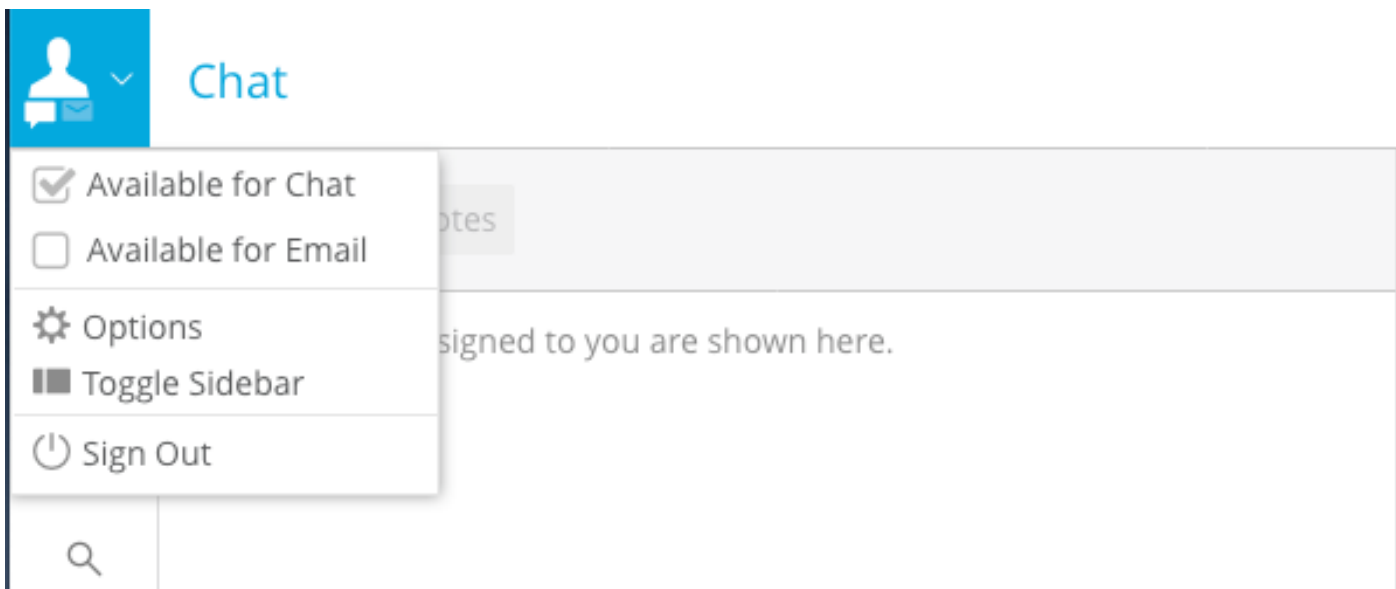
本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 (預設) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

疑難排解

案例1.可供聊天使用的座席標籤。

要稽核的日誌：來自ECE的監聽程式。

來自ICM的CTIServer和Agent PG OPC日誌。



ICM CTIServer日誌的片段：

從ECE的監聽程式進程接收的「MAKE_AGENT_ROUTABLE_IND」

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

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

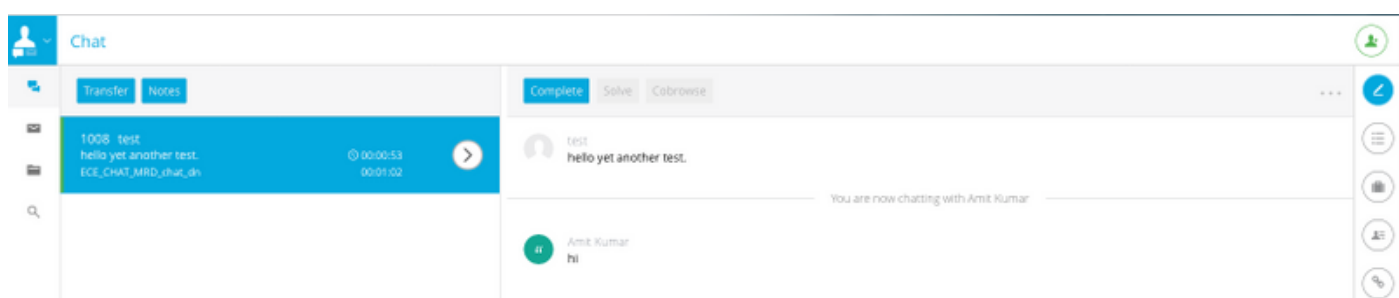
從NOT_READY標籤為NOT_ACTIVE的代理。

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

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

NOT_ACTIVE表示座席已準備好接受聊天；並且在之前的任何聊天活動之前沒有「主動」工作。

案例2. ECE傳送新活動以傳送給可用代理時。



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

案例3.當Agent收到聊天工作並開始響應；AgentState更改為ACTIVE。在此方案中，CTIServer在日誌中報告以下內容。

CTIServer logs :

10:26:41:486 cgl1-ctisvr Session 5: MsgType:AGENT_STATE_EVENT (MonitorID:0 PeripheralID:5000 SessionID:0x0
10:26:41:486 cgl1-ctisvr Session 5: PeripheralType:EnterpriseAgent SkillGroupState:ACTIVE StateDuration:0 SkillGroupNumber:2
10:26:41:486 cgl1-ctisvr Session 5: SkillGroupID:5009 SkillGroupPriority:0 AgentState:ACTIVE EventReasonCode:0 MRDID:5001

OPC logs:

10:26:41:486 pgl-a-opc Trace: RemoveFromSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2 State=AS_RESERVED AgentObj=0x4640040
10:26:41:486 pgl-a-opc Trace: AddToSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2 State=AS_ACTIVE AgentObj=0x4640040
10:26:41:486 pgl-a-opc 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