

# 配置並排除CVP網路傳輸故障

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## 簡介

本檔案介紹如何設定客戶語音入口網站(CVP)網路傳輸並疑難排解。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- Cisco Unified Contact Center Enterprise(UCCE)
- Cisco Package Contact Center Enterprise(PCCE)
- CVP
- 思科整合通訊管理員(CUCM)

### 採用元件

本檔案中的資訊是根據以下軟體版本：

- PCCE版本12.6
- UCCE版本12.0

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

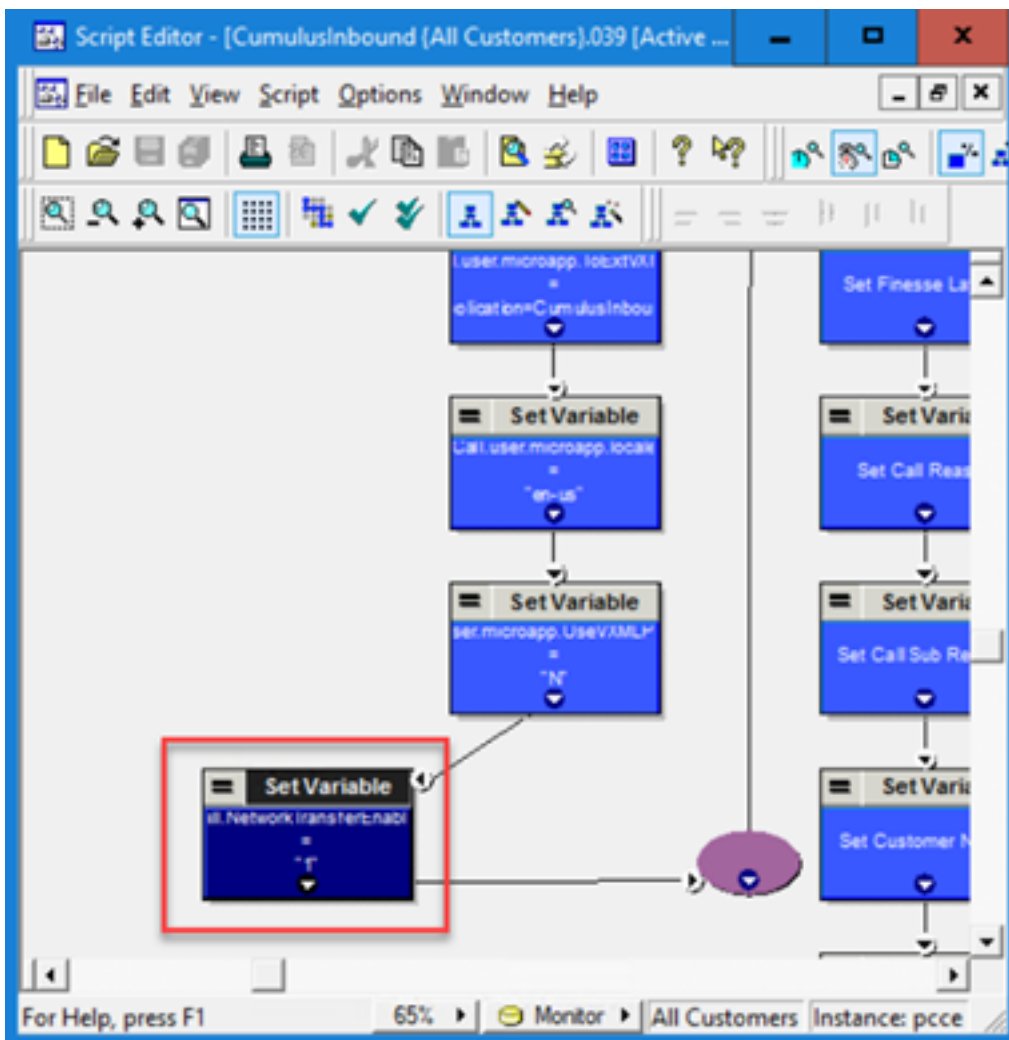
CCE中的網路轉接是指當座席在CVP綜合呼叫流程中收到呼叫，然後將此呼叫轉接到另一個座席或另一個端點時，智慧聯絡管理(ICM)會將標籤返回至關聯的語音響應單元(VRU)路由客戶端，而不是原始轉接路由客戶端。這裡的原始傳輸路由客戶端指的是CUCM，因為傳輸源自CUCM。如果呼叫轉接來自CUCM到ICM，則CUCM是原始轉接路由客戶端，並且標籤必須返回到CUCM。但是，如果已配置網路傳輸，則標籤會返回到初始路由客戶端(在此場景中為CVP)。

## 設定

### PCCE和UCCE

已啟用網路傳輸：這是Unified ICME指令碼中的一個標誌，如果啟用，會指示ICM儲存有關初始路由客戶端(傳送NewCall路由請求的路由客戶端，例如CVP)的資訊。

在PCCE中，您只需在**Set Variable**節點的主指令碼中將此標誌設定為1，在呼叫排隊之前和**Send to VRU**節點之前。



### UCCE

NetworkTransferPreferred:在CUCM PG配置中檢查此標誌。如果選中，則來自此路由客戶端(其中Unified ICM知道初始路由客戶端)的任何路由請求都將路由響應傳送到初始路由客戶端，而不是傳送路由請求的路由客戶端。

The screenshot displays the Unified ICM configuration interface. On the left, the 'Select filter data' section includes an 'Optional Filter' dropdown set to 'None', a 'Condition' dropdown, and a 'Value (Case Sensitive)' dropdown. Below this are 'Save', 'Retrieve', and 'Cancel filter changes' buttons. A tree view shows '(1) PG' containing '(2) Peripheral'. A legend below the tree lists 'CUCMPG', 'CUCMPG\_1', 'MRPG', and 'VRUPG'. At the bottom left, there are 'Add Peripheral', 'Delete', and 'Multiple...' buttons, along with 'Save', 'Close', and 'Help' buttons. The status bar at the bottom left reads 'ICM Instance: v12'.

The right side of the interface shows the 'Logical Controller' configuration for Logical controller ID: \* 5001 and Physical controller ID: \* 5001. The 'Name' is 'CUCMPG' and 'Client type' is 'CUCM'. The 'Description' is 'cucom'. The 'Primary CTI address' is '10.201.225.6' and the 'Secondary CTI address' is '10.201.225.13'. The 'Reporting Interval' is '30 Minute'. The 'Time Source' is set to 'Use Central Controller Time (Recommended)'. Below this, a table shows the configuration for 'Peripheral' (Skill Group Mask), 'Advanced' (Routing client), and 'Agent Distribution' (Default route, Peripheral Monitor). The 'Name' is 'CUCMPG\_1' and 'ID' is '\* 5001'. The 'Routing Type' is 'NONE'. The 'Network transfer preferred' checkbox is checked and highlighted with a red box.

## 注意事項

- 網路傳輸只能通過CVP執行從agent1到agent2的盲傳輸。在這種情況下，CVP從Unified ICM獲取指令，將來自agent1的呼叫拉回並將其路由到VXML GW（用於IVR處理）或另一個目標（例如，路由到agent2）。
- 網路傳輸不能用於與CVP執行熱傳輸或會議。原因在於agent1執行諮詢/會議時，agent1的呼叫支路需要處於活動狀態。在熱轉接和/或會議期間，CVP無法從agent1回撥呼叫。
- 請勿在Unified ICM指令碼中啟用NetworkTransferEnable標誌。如果呼叫者想要撥打相同的號碼，無論採用盲轉接還是熱轉接/會議。

## 驗證

目前沒有適用於此組態的驗證程序。

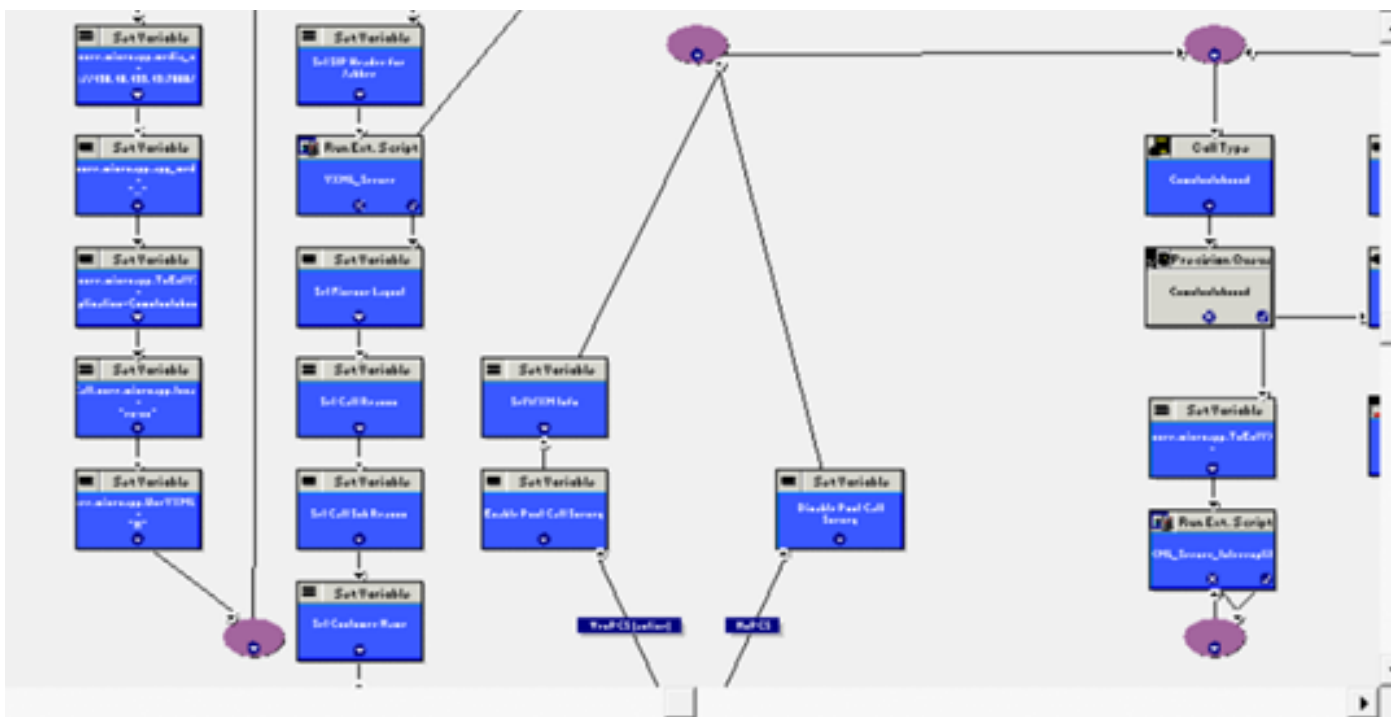
## 疑難排解

大多數與網路傳輸相關的問題都可以通過CCE路由器日誌進行分析。以下是路由器登入綜合呼叫流

常規轉接和綜合呼叫流網路轉接的示例。

## 常規傳輸

此圖顯示了未啟用網路傳輸功能的常規指令碼。



以下是rtr日誌：

RCID 5001是CVP

RCID 5000是CUCM

如圖所示，傳送標籤888...被傳送到RCID=5000，即CUCM。

```
Test1: -----Regular Transfer call to Agent-----
12:56:47:987 ra-rtr Trace: (518 x 0 : 0 0) NewCall: CID=(153664,52231725), DN=6016, ANI=5125650756, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0,
12:56:47:987 ra-rtr Trace: (518 x 1139 : 0 0) TransferToVRU_VRUConnect: Label=7771111000, CorID=1139, VRUID=5000, RCID=5001 ECCPayloadID=1 InvokeID=4
12:56:48:034 ra-rtr Trace: (518 519 1139 : 0 0) RequestInstr: CID=(153664,52231725), CallState=1

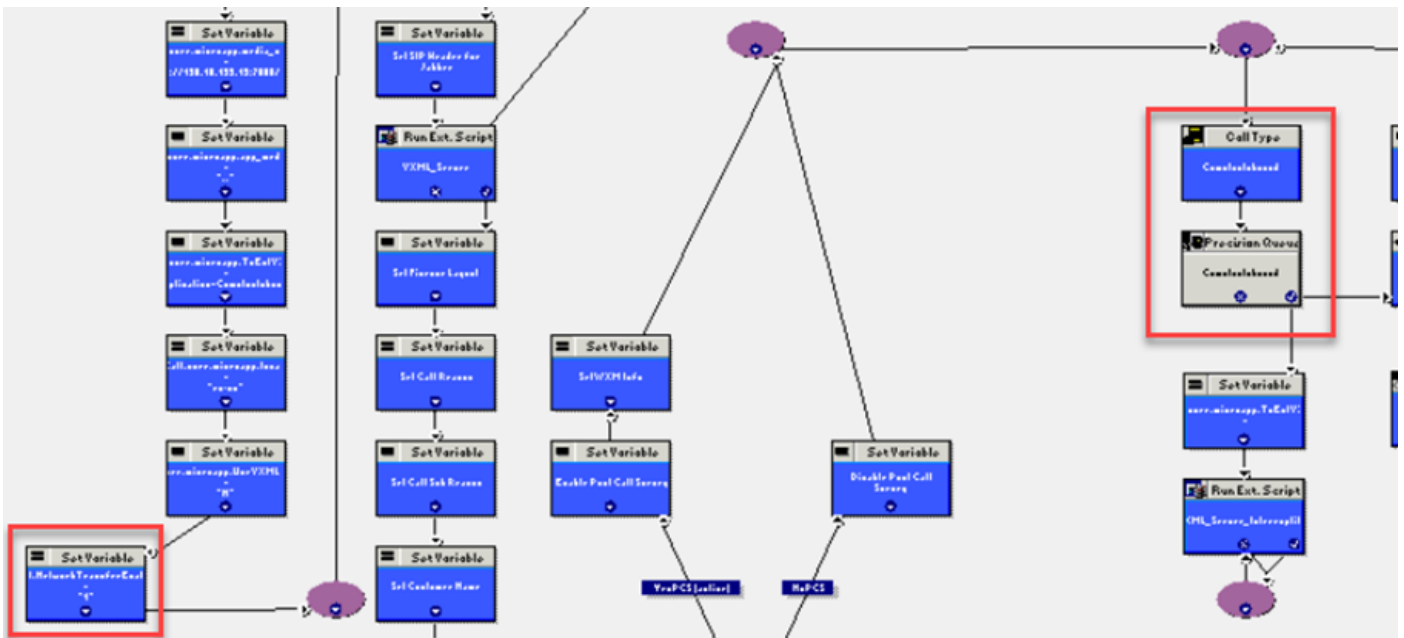
-----Agent1 Answers the call
12:57:07:943 ra-rtr Trace: (518 519 1139 : 0 0) DeviceTargetPreCall V14: CID=(153664,52231725), PerID=5000, PQID=5022, StepOrder=1, AGSTID=5174 Netwo
12:57:07:943 ra-rtr Trace: (518 519 1139 : 0 0) VRUConnect: CID=(153664,52231725), EventSelect=0x68, ServiceType=1, RCID=5001, ECCPayloadID=1 InvokeI
12:57:15:788 ra-rtr Trace: (518 519 1139 : 0 0) Deleting Dialog.

-----Transfer call to 6023 and agent 2 answered the call-----
12:58:24:172 ra-rtr Trace: (65537 x 0 : 0 0) NewCall: CID=(153664,52231725), DN=6023, ANI=5125650756, CED=6023, RCID=5000, MRDID=1, CallAtVRU=0, OpCo
12:58:24:172 ra-rtr Trace: (65537 x 1142 : 0 0) TransferToVRU_Connect: Label=8881111000, CorID=1142, VRUID=5000, RCID=5000 ECCPayloadID=1 invokeID=43
12:58:24:265 ra-rtr Trace: CallServiceInfoInd from peripheral ID 5000, InvokeID 438
12:58:24:281 ra-rtr Trace: (65537 527 1142 : 0 0) RequestInstr: CID=(153664,52231725), CallState=1

12:58:24:281 ra-rtr Trace: (527 527 1143 : 0 0) TransferToVRU_VRUConnect: Label=7771111000, CorID=1143, VRUID=5000, RCID=5001 ECCPayloadID=1 InvokeID
12:58:24:312 ra-rtr Trace: (527 528 1143 : 0 0) RequestInstr: CID=(153664,52231725), CallState=1
12:58:35:016 ra-rtr Trace: (527 528 1143 : 0 0) DeviceTargetPreCall V14: CID=(153664,52231725), PerID=5000, PQID=5022, StepOrder=1, AGSTID=5172 Netwo
12:58:35:016 ra-rtr Trace: (527 528 1143 : 0 0) VRUConnect: CID=(153664,52231725), EventSelect=0x68, ServiceType=1, RCID=5001, ECCPayloadID=1 InvokeI
12:58:37:439 ra-rtr Trace: (527 528 1143 : 0 0) Deleting Dialog.
```

## 網路傳輸

此圖顯示了啟用了網路傳輸的常規指令碼。



以下是rtr日誌：

RCID 5001是CVP

RCID 5000是CUCM

如圖所示，傳送標籤777..被傳送到RCID=5001，即CVP。CVP是最初的路由客戶端。

```

44 Test2: -----Network Transfer to Agent
45 Variable set only in main script
46
47 13:09:28:687 ra-rtr Trace: (574 x 0 : 0 0) NewCall: CID=(153664,52231769), DN=6016, ANI=5125650756, CED=, RCID=5001 MRDID=1, CallAtVRU=1, OpCode=0,
48 13:09:28:687 ra-rtr Trace: (574 x 0 : 0 0) Correlation id for dialog is (1150).
49 13:09:28:687 ra-rtr Trace: (574 x 1150 : 0 0) TransferToVRU_VRUConnect: Label=7771111000, CorID=1150, VRUID=5000, RCID=5001 ECCPayloadID=1 InvokeID=4
50 13:09:28:687 ra-rtr Trace: (574 x 1150 : 0 0) TransferConnect sent. Dialog pending.
51 13:09:28:734 ra-rtr Trace: (574 575 1150 : 0 0) Dialog sending VRUQueueService to VRU (serv=-1, rt=0)
52 13:09:28:734 ra-rtr Trace: (574 575 1150 : 0 0) RequestInstr: CID=(153664,52231769), CallState=1
53 13:09:28:734 ra-rtr Trace: (574 575 1150 : 0 0) Dialog resuming (Request Instruction received.) status (0)
54 13:09:28:734 ra-rtr Trace: (574 575 1150 : 0 0) Runscript sent. ECCPayloadID = 1 Dialog pending.
55 13:09:47:331 ra-rtr Trace: (574 575 1150 : 0 0) Dialog handling script resp
56 13:09:47:331 ra-rtr Trace: (574 575 1150 : 0 0) Dialog resuming (Script response received (success).) status (0)
57
58 -----Agent1 Answers the call
59
60
61 13:09:47:331 ra-rtr Trace: (574 575 1150 : 0 0) DeviceTargetPreCall_V14: CID=(153664,52231769), PerID=5000, PQID=5022, StepOrder=1, AGSTID=5174 Netwo
62 13:09:47:331 ra-rtr Trace: (574 575 1150 : 0 0) Dialog sending release call to VRU
63 13:09:47:331 ra-rtr Trace: (574 575 1150 : 0 0) VRUConnect: CID=(153664,52231769), EventSelect=0x68, ServiceType=1, RCID=5001, ECCPayloadID=1 InvokeI
64 13:09:47:347 ra-rtr Trace: For message (9) from routing client CVP_PG_1A (ID 5001) could not find dialog id (575).
65 13:09:49:597 ra-rtr Trace: (574 575 1150 : 0 0) Dialog got event report (4) for Requery labels (index= 0). requery_status 0
66 13:09:49:597 ra-rtr Trace: (574 575 1150 : 0 0) Dialog resuming (CALL_EVENT_REPORT.) status (0)
67 13:09:49:597 ra-rtr Trace: (574 575 1150 : 0 0) Deleting Dialog.
68 13:09:50:831 ra-rtr Trace: (569 570 1149 : 0 0) Dialog handling script resp
69 13:09:50:831 ra-rtr Trace: (569 570 1149 : 0 0) Dialog resuming (Script response received (success).) status (0)
70 13:09:50:831 ra-rtr Trace: (569 570 1149 : 0 0) Runscript sent. ECCPayloadID = 1 Dialog pending.
71
72 -----Transfer call to 6023 and agent 2 answered the call-----
73
74 13:10:36:588 ra-rtr Trace: (65538 x 0 : 0 0) NewCall: CID=(153664,52231769), DN=6023, ANI=5125650756, CED=6023, RCID=5000, MRDID=1, CallAtVRU=0, OpCo
75 13:10:36:588 ra-rtr Trace: (65538 x 0 : 0 0) Correlation id for dialog is (1151).
76 13:10:36:588 ra-rtr Trace: (65538 x 1151 : 0 0) TransferToVRU_VRUConnect: Label=7771111000, CorID=1151, VRUID=5000, RCID=5001 ECCPayloadID=1 InvokeID
77 13:10:36:588 ra-rtr Trace: (65538 x 1151 : 0 0) TransferConnect sent. Dialog pending.
78 13:10:36:682 ra-rtr Trace: (65538 578 1151 : 0 0) Dialog sending VRUQueueService to VRU (serv=-1, rt=0)
79 13:10:36:682 ra-rtr Trace: (65538 578 1151 : 0 0) RequestInstr: CID=(153664,52231769), CallState=1
80 13:10:36:682 ra-rtr Trace: (65538 578 1151 : 0 0) Dialog resuming (Request Instruction received.) status (0)
81 13:10:36:682 ra-rtr Trace: (65538 578 1151 : 0 0) Runscript sent. ECCPayloadID = 1 Dialog pending.
82

```

## 相關資訊

- [CVP](#)
- [- Cisco Systems](#)