

# 在「建立任務」節點上排除Webex連線聊天建立失敗錯誤故障

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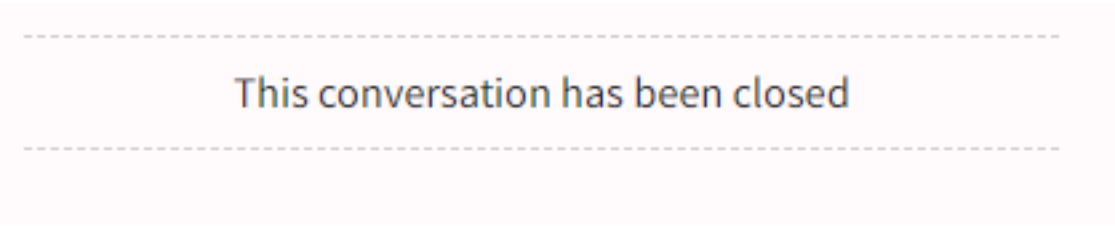
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## 簡介

本文說明初始聊天建立失敗於「建立任務」節點的一個可能原因。

出現錯誤：



This conversation has been closed

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## 必要條件

### 需求

思科建議您瞭解以下主題：

- Webex客服中心(WxCC)2.0
- 配置了電子郵件流的Webex連線門戶

### 採用元件

本檔案中的資訊是根據以下軟體版本：

- WxCC 2.0

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。

## 問題

當您開啟流並啟用解密調試日誌時，value is mandatory, name : origin 在 Create Task 節點：

NODE ID	NODE	OUTCOME	TIME TAKEN(mmm:ss.ms)	DETAILS
4474	Configure Conversation	onSuccess	00:00:00.000	
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 : a78abbc-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	onSuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

## 錯誤說明：

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

## 失敗的原因

問題出在Origin欄位中。按兩下 **Create Task** 並檢查以下3個欄位：

**CUSTOMER DETAILS**

**CUSTOMER ID** ⓘ

\$(n38.inappmessaging.formFields.Email)

**CUSTOMER NAME** ⓘ

\$(n38.inappmessaging.formFields.FirstName)

**LIVECHAT USER ID (ORIGIN)** ⓘ

\$(n38.inappmessaging.formFields.Email)

訪問在 **Create Task** 節點到 Input Variables > Receive 並檢查 Name 和 Email 欄位。此專案必須與MATCH之前的映像中的變數匹配。

## 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

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

這兩個欄位通過聊天模板設定，其中 Name 和 Email 欄位為必填欄位。

NAME

CHANNEL

Message Configuration

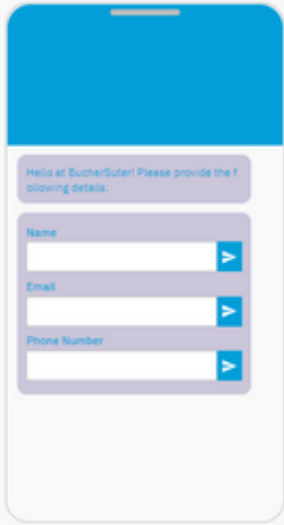
MESSAGE TYPE

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.  
[Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	<a href="#">/</a> <a href="#">🗑</a>
Email	Email	true	<a href="#">/</a> <a href="#">🗑</a>
Text	PhoneNumber	false	<a href="#">/</a> <a href="#">🗑</a>

Preview



# 解決方案

確保 Name 和 Email 引數的Name設定為 Name 和 Email:

The screenshot shows the configuration interface for a chat template. The 'NAME' field is set to 'IMChatTemplate' 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	✎ 🗑

如果您希望對Name欄位和Email欄位的命名不同，(Email引數的名稱為 eMail 而不是 Email)

The screenshot shows the configuration interface for a chat template. The 'NAME' field is set to 'IMChatTemplate' 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	✎ 🗑

請確保在「建立任務」節點上更新相同的欄位，或聊天的「建立任務」失敗。

## Create Task

Configuration

Transition Actions (Optional)

### METHOD NAME

Create Task

### NODE RUNTIME AUTHORIZATION

WebexCCTaskAuth

### TASK DETAILS

#### TASK ID ⓘ

\$(fId)

#### 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)