

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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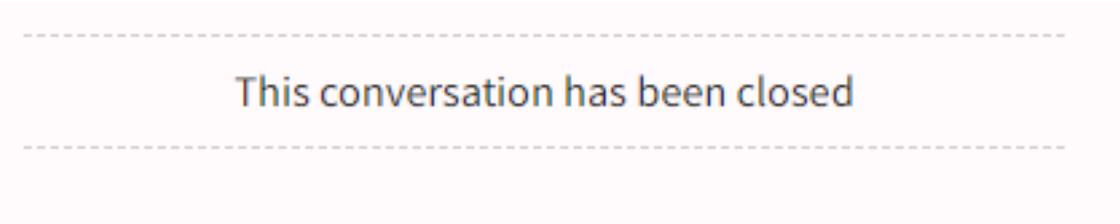
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簡介

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

作者：Bhushan Suresh - Cisco TAC工程師

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(in:mm: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.

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

[Add Field](#)

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 '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 '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)