

Resolución de problemas de análisis de registro de gateway periférico para correo electrónico y chat empresarial: flujo de trabajo de chat

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Introducción

Este documento describe el proceso de resolución de problemas del flujo de trabajo de Análisis de registro de gateway periférico para chat empresarial y correo electrónico - chat.

Prerequisites

ECE 11.6 (también se aplica a la implementación en la nube)

UCCE 11.6

Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

- CEPE
- Unified Contact Center Enterprise (UCCE)

Componentes Utilizados

La información de este documento se basa en UCCE 11.6 y ECE 11.6.1 ES 6 ES6_1A.

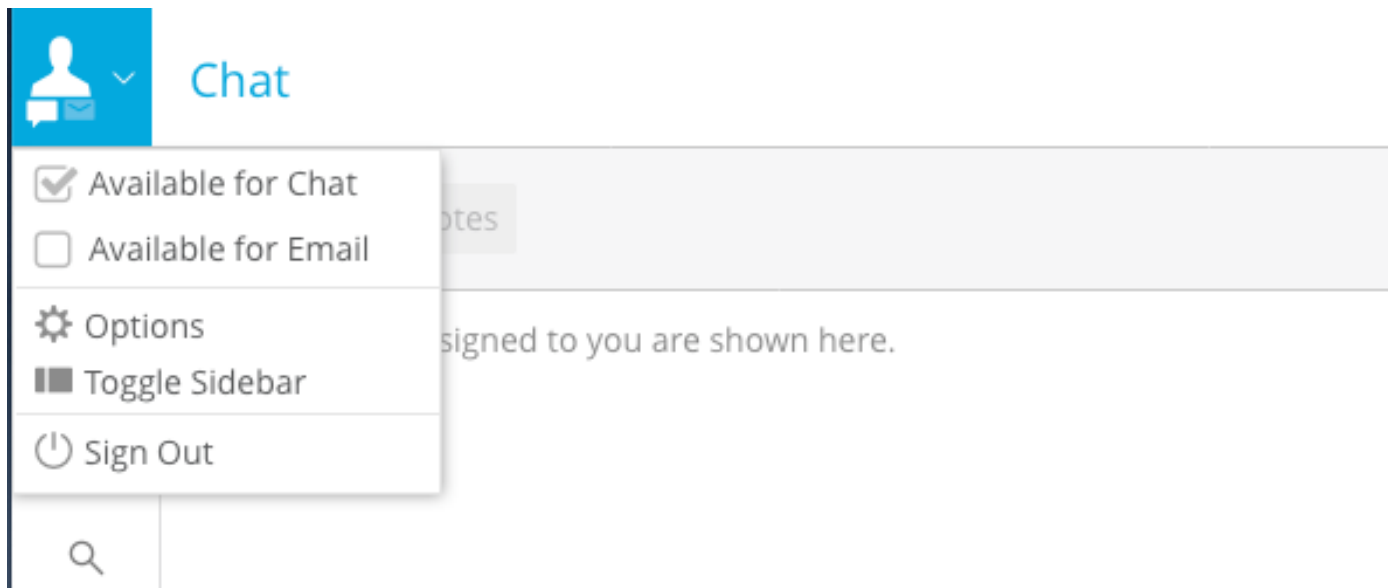
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

Troubleshoot

Caso 1. Marcas de agente disponibles para el chat.

Registros para revisar: Receptor de ECE.

Registros OPC de CTIServer y Agent PG de ICM.



Fragmento de código para los registros de ICM CTIServer:

"MAKE_AGENT_ROUTABLE_IND" recibido del proceso Listener de la CEPE

```
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
```

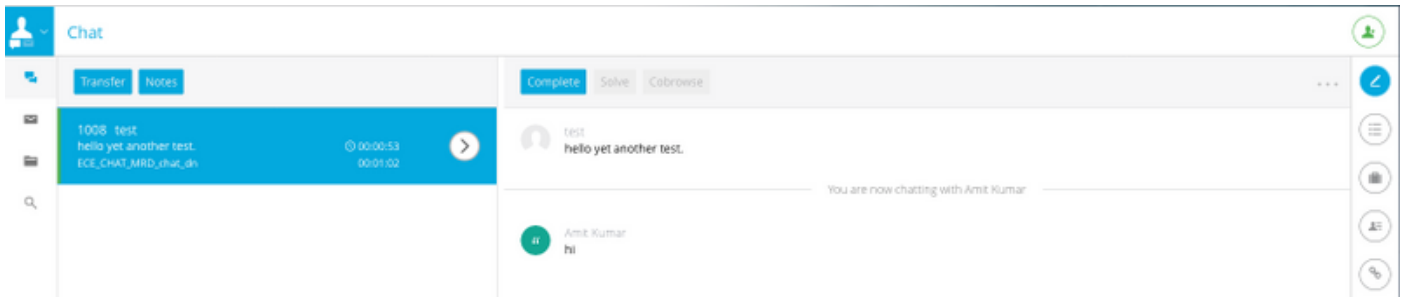
El agente marcado como NOT_ACTIVE de NOT_READY.

```
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 aquí implica que el agente está listo para aceptar el chat; y no funciona "activamente" antes de cualquier actividad de chat anterior.

Caso 2. Cuando la CEPE envía una nueva actividad para enrutarla a un agente disponible.



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

Caso 3. Cuando un agente recibe el trabajo de conversación y comienza a responder; AgentState cambia a ACTIVE. En este escenario, CTIServer informa lo siguiente en los registros.

CTIServer logs :

10:26:41:486 cgl-a-ctisvr Session 5: MsgType:AGENT_STATE_EVENT (MonitorID:0 PeripheralID:5000
SessionID:0x0
10:26:41:486 cgl-a-ctisvr Session 5: PeripheralType:EnterpriseAgent SkillGroupState:ACTIVE
StateDuration:0 SkillGroupNumber:2
10:26:41:486 cgl-a-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