配置CCE Virtual Assistant语音并对其进行故障排除

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简介

本文档介绍如何配置与Google联系中心人工智能(CCAI)集成的联系中心企业版(CCE)虚拟助理语音 (VAV)。

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先决条件

要求

Cisco 建议您了解以下主题:

- •思科统一联系中心企业版(UCCE)版本12.6
- •思科包联系中心企业版(PCCE)版本12.6
- 客户语音门户(CVP)
- Google对话流

• 控制中心

使用的组件

本文档中的信息基于以下软件版本:

- UCCE版本12.6
- CVP 12.6 ES6
- Google对话流
- 控制中心

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

背景

虚拟助理语音(VAV)功能使IVR平台能够与基于云的语音服务集成。

此功能支持类似人的交互,使您能够在IVR中快速、更高效地解决问题。

在CCE 12.6. VAV中,为思科计费客户改进了VAV功能(原称为客户虚拟助理(CVA))。

注意:在此版本中, 仅支持Google自然语言处理(NLP)。

配置

对话流项目

需要创建Google Dialogflow代理,并在启动Agent Answers配置之前添加知识库。您需要Google服 务帐户、Google项目和Dialogflow虚拟代理。然后,您可以将知识库添加到Dialogflow虚拟代理。

什么是对话流?

Google Dialogflow是一种会话式用户体验(UX)平台,可为设备、应用和服务提供品牌独特的自然语 言交互。换句话说,Dialogflow是一个提供NLP/NLU(自然语言理解)服务的框架。思科与Google Dialogflow集成,用于思科虚拟代理和座席答案和记录。

这对你意味着什么?这意味着您基本上可以在Dialogflow上创建虚拟代理,然后将其与思科联系中 心企业集成。

如果您需要有关如何创建虚拟代理或对话流项目的信息,请访问:<mark>配置CVP CVA</mark>

按照以下步骤将知识库添加到虚拟助理语音(VAV)。

注意: VAV不需要使用知识库,但是,出于配置目的,需要创建需要配置知识库的代理配置 文件。

步骤1.登录到Dialoglfow控制台,选择代理并单击"知识:对话流控制台

Dialogflow US -	CREATE KNOWLEDGE BASE	Try it now
CVTAC-BU-Sample - 🔆 en (r) +	No knowledge base has been created yet. Create the first one.	O Please use test console above to try a sentence.
Entities +	Knowledge Connector provides your Dialogflow agent with the capacity to answer queries based on predetermined sources of knowledge such as websites, FAQs or knowledge base articles. Read more here.	
✓ Fulfillment◯ Integrations	ADJUST KNOWLEDGE RESULTS PREFERENCE When your query also matches an intent, specify how strongly you prefer knowledge results.	
Training	Weaker Stronger	

第二步: 在"知识库"(Knowledge Bases)页面上,单**击"创建知**识库"(CREATE KNOWLEDGE BASE),命名"知识库"(Knowledge base),然后单**击"保存"(Save**)。



第三步: 添加刚创建的文档或知识库链接。单击创建第一个。



步骤4.在"创建"页面上,键入文档名称,选择知识类型、Mime类型和数据源。

Document Name *
CVA Config doc 1
Knowledge Type *
FAQ
Mime Type *
text/html 🔹
DATA SOURCE
O File on Cloud Storage
gs://bucket-name/object-name
O URL
http://www.example.com/faq *
O Upload file from your computer
Enable Automatic Reload 🔞

步骤5.单击"创**建"**。

Know	/ledge Type *
FAQ	\mathbf{v}
Mime	e Type *
text	/html
DAT	A SOURCE
0	File on Cloud Storage
	gs://bucket-name/object-name
0	URL http://www.example.com/faq *
	https://www.cisco.com/c/en/us/support/docs/contact-center/unified-customer
0	Upload file from your computer
~	Enable Automatic Reload 🔞

步骤6.创建Google AI配置文件。

1.更新对话框代理的KB或FAQ后,登录<u>Google Agent Assist</u>并选择用于KB/FAQ的项目。

2.选择对话配置文件,然后点击创建新(如图所示)。

= 🧕 Agent Assist	ConferenceRoom-Reservation *	III 📵
 Conversation profiles □ Data □ Models 	Optimize agent efficiency Build conversation profiles that surface real- time, relevant information to agents while they talk to customers. Learn More	
	Conversation profiles + c	reate new

CREATE

3.在创建对话配置文件并单击"创建"按钮时更新这些详细信息。

- •显示名称 提供任何名称以标识配置文件。
- 建议类型 根据您在Dialogflow用户界面(DF UI)的"知识库(KB)"选项卡中选择的内容,单击该 选项。它必须是常见问题或文章。
- •执行此操作后,在DF UI页面中创建的所有KB将自动显示在此处。选择正确的。
- 更新了一些其他必填字段,如情绪分析或根据置信度阈值或最大建议等要求更新默认值。

= 😡 Agent Assist	ConferenceRoom-Reservation -				
20 Conversation profiles	New conversation profile				
I Data	Display name This will help you find this profile in the conversation profiles list				
E Models	TestConverstaionProfile				
	23/1024				
Suggestion types Select all of the kinds of assistance you would like this profile to surface to agents					
	Smart reply Surface pre-written responses				
	Articles Surface articles contextual to the conversation				
	Knowledge bases *				
	MytestKB ×				
	Confidence threshold *				
	0.01 It is recommended to set it to 0.01 initially, then increase it incrementally until you are satisfied with your suggestions				
	Maximum suggestions *				
<	3				

Retrieval method Select how suggestions should be surfaced			
 Inline suggestions (API response) 			
O Pub/Sub messages			
Sentiment analysis Inspect messages from the agent and end customer and identify the prevailing emotional opinion within the text			
Enable sentiment analysis			
Choose to use Dialogflow You can leverage models created in Agent Assist to create a Dialogflow virtual agent			
Enable virtual agent			
Create Cancel			

•现在,会话配置文件显示在"座席帮助"URL上。

• 复制集成ID。单击"复制到剪贴板"按钮。稍后在控制中心配置中使用。

= 🧊 Agent Assist	ConferenceRoom Reservation *				۲	8 🗆	= 0
20 Conversation profiles	Optimize agent efficiency Build conversation profiles that surface real-time, relevant information to agents white Learn More	they talk to customers.	•				
	Conversation profiles Q, Search profiles					+ 04	als new
	Name TestConversionProfile	Integration ID 20Magaphilo Xeloue V/O	1	Created on Just now	Last updated &		I

注意: 呼叫记录不需要对话流配置。

Webex控制中心配置

在Cisco Webex Control Hub at Control Hub中创建CCAI<u>配置</u>。CCAI配置利用CCAI连接器调用 CCAI服务。有关详细信息,请参*阅Webex帮助中*心的配<u>置联系中心AI文章</u>

步骤1.确保已安装Cloud Connect发布服务器和订用服务器。有关详细信息,请参*阅Cisco Unified Contact Center Enterprise*中的*安装云连接部分* 安装和升级指南。

步骤2.登录Webex Control Hub。导航至联系中心,然后单击云连接。

← → C a int-admin.webex.com/	wxcc/leatures	약 ☆ 🏚 🚺 Update 🚦
Cisco Webex Control Hub		4° © C 📀
○ Organisation Health	Contact Centre	Features Connectors Cloud Connect
MANAGEMENT	Q. All Contact Centre Al Config	New
Voess Workspaces Devices	COAIEFT,SA ×	,
E Devices E Apps	Contact Centre Al	
Organisation settings		
sennces		
% Calling		
Contact Centre Hybrid		
Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCALEFT		

步骤3.在"云连接"窗口中,输入主云连接的名称和完全限定域名(FQDN)。

Add Cloud Connect Cluster		
Display Name Display Name of the on-premises Cloud Connect cluster which is being Registered to the cloud	Enter Name	
FQDN Enter the FQDN of primary Cloud Connect node from the deployment being Registered	Fully Qualified Domain Name	
	Cancel	Register

步骤4.在"云连接"窗口中,输入主云连接的名称和FQDN,然后单击"**注册"**。

步骤5.添加连接器。在"联系中心"(Contact Center)窗口中,选择"连**接器"(**Connectors)选项卡。

Cisco Webex Control Hub		o o 🕫
Corganisation Health	Contact Centre	Features Connectors Cloud Connect
MANAGEMENT	Integrations	
A Users		
0 Workspaces	Google Contact Centre Al	
Devices	Active Connectors	
22 Apps	EFTCSS	
Account		
© Organisation settings		,
SERVICES		
O Messaging		
% Calling		
O Contact Centre	Had More	
○ Hybrid		
Adas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT		

步骤6.如果已添加连接器,并且您需要再添加一个连接器,请单击"添**加更多"**。使用Google登录并 按照说明操作。

Cisco Webex Control Hub	0 📀
New Google Contact Centre Al Connector	
To create a Google Contact Centre Al connector, you must authenticate with Google to access the Google Cloud Platform	
Sign In with Google Cancel	

步骤7.现在添加功能。在"联系中心"(Contact Center)页面上,单击"**功能"(**Features),然后单击"**新建 "。**

Cisco Webex Control Hub		4° c	» o 💿
♡ Organisation Health	Contact Centre	Features Connectors Cloud	Connect
MANAGEMENT	Q AI Contact Centre Al Config		New
A Users			_
© Workspaces	CCAIEFT_SA ×		
Devices	Contact Centre Al	,	
82 Apps			
C Account			
Organisation settings			
services			
Messaging			
% Calling			
O Contact Centre			
○ Hybrid			
Adas_Test_ordersimp_WxCC- Test-ordersimp-CCA/EFT			

步骤8.您现在处于"创建新联系中心功能"页。单击"联系中心AI配置"。



步骤9.提供功能信息,选择已添加的连接器并创建Google配置文件。

Cisco Webex Control Hub			4000
♡ Organisation Health	Features		
MANAGOMENT	New Contact Contro Al	Conta num	
음 Users	Config	Conng name	
Ø Workspaces	Comg		
Devices			
82 Apps		Description	
C Account			
Organisation settings			
services		Google Contact Centre Al Connectors	
O Messaging		Select a Connector V	
% Calling			
O Contact Centre		Google Conversation profile	
○ Hybrid			
Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT		A Profile is the Google configuration for the conversation. To find out more, visit here	

CCE配置

步骤1.在UCCE AW上,打开Cisco Web Administration工具并导航至Inventory。单击 New。

altala cisco	Unified Contact Center Enterprise Ma	nagement	🜔 Aleta	
	inventory			
n	Q,		· [New Delete
Overview			_	
	Host Name		Hostname/IP Address	Туре
	cloudconnect.cicm.com		10.64.82.183	Cloud Connect Publisher
Infrastructure	uccet251.cion.com		10.64.82.111	Unified CCE AW (Principal AW)
٩				
Organization				

步骤2.添加云连接并提供FQDN和凭证。

(←) → @ (🔓 💿 🔒 🗝 ht	tps://ucce1251. ciam.com	/cceadmin/#/	/systemDeploy: ••• 🛛 🏠 🔍 Search	1	∓⊯ © ⊈ ≞
O Most Visited	🕽 Getting Started 🕮 Cisco	Finesse				🛅 Other Bookmarks
dialo U	nified Contact Ce	enter Enterprise M	Managem	nent	A Nets	Administrator
	Inventory	Edit Cloud Conne	ect Publis	sher		×
()	Q.	General Al	erts			
Overview	Host Name	Hostname/IP Addr	eso*	cloudconnect.cicm.com		
	cloudenment.e	Address*		10.64.82.183		onnect Publisher
Infrastructure	uccet251.cicm	Cloud Connect Ad	Ininistration			DDE JAW (Pyincipal AW)
4		Usemarre*		Administrator		
Organization		Password*		*******		
				Launch Clace Webex Control Hub		
Users						
E					A still us to	
Capacity					Go to Setti	-wind CWS ngs to activate Windows
					Cancel 5	iave

注意:有关PCCE证书交换,请参阅以下文档:<u>PCCE解决方案中的自签名证书</u>和管<u>理</u> <u>PCCE组件证书</u>。对于UCCE,请参阅<u>在UCCE上交换的自签名证书</u>。

步骤3.在CVP操作控制台(OAMP)中配置云连接。 有关详细信息,请参*阅《Cisco Unified Customer Voice Portal管*理指*南》中的"为云连接配置CVP设备"部分。*

注意:这仅适用于UCCE。PCCE不需要此步骤。

O Most Visited	Getting Started			🛅 Other Bookmarks
dialia C	isco Unified Customer	Voice Portal		Administrator Administrator
	Cloud Connect			
Overview	Device CVP186	×		•
Ŧ	A Change in value requires	restart of Cisco CVP CaliServer service.		
CVA	Publisher IP Address /	10.64.82.183		
	Hostname			
	Subscriber IP Address	Subscriber IP Address / Hostname		
Integration	/ Hostname		*	
(?)	Username	Administrator		
License	Password	•••••		
Management			Activate	Windows
-0 -00-00			Go to Settin	igs to activate Windows

步骤4.将云连接证书导入CVP服务器。有关详细信息,请参阅*配置中的将云连接证书导入到统一 CVP*密钥库*部分 思科统一客户语音门户指南。*

步骤5. 在Unified CCE管理控制台中,执行此操作可将CCAI配置与所有呼叫类型相关联:

1. 在AW Web管理工具上,导航至Features(功能),然后选择Contact Center AI(联系中心



2.选择思科计费AI服务。

alialia cisco	Unified Contact Center Enterprise Management					
Overview	Overview					
Infrastructure						
Organization	Infrastructure Settings Inventory, Deployment Settings, License	Call Settings	User Setup	Organization Setu Teams, Skill Groups, Precision		
L Users		Contact Center Al	Al Services			
Desktop		Vendor-billed	Al Services • ×			
	Bulk Import	Desktop Settings				
Capacity						

3.在"联系中心AI"(Contact Center AI)页面上,选择之前在控制中心中配置的CCAI。

€ → ℃ 6		n.com/cceadmin/#/contact	Centerà 🚥 😡 🟠	Q, Search		∓ ⊪⁄ © ¢; =
Ø Most Visited	🕼 Getting Started 🛛 🎎 Cisco Finesse					🛅 Other Bookmarks
cisco U	hified Contact Center Enterpr	ise Management		Ļ	Alerta	
	Contact Center Al					
Overview	Global Configuration					0
	This page is used to apply a Contact Cer Contact Center Al Config depicts a set o	nter Al Config plobally to all C Eservices from an API provide	all Types ir. You can create or co	nfgure it in Cisco Webe	x Control H	kuð
Infrastructure	Contact Center Al Configuration	CCAEFT_SA	0 9			
Organization						
1						
Users						
E						
Capacity				A C	Activate V lo to Settin	Windows gs to activate Wordows Cancel Save

步骤6.要将CCAI配置仅应用于呼叫类型的子集或覆盖特定呼叫类型的全局配置,请执行以下操作:

1.在"Web管理"工具中,导航至"路由设置"并选择"呼叫类型"。

altalta cisco	Unified Contact C	Inified Contact Center Enterprise Management			
	Route Settin	ngs		Media R	outing Domain Call Type
Overview	Q,				0
Orenan	Narve	• ID	Description		
	Basic_CT_1251	5000			
Inference and	Basic_CT_1261	5001			
initiad octore	Builtin O	1	Cisco provided call type		
	CTI_RP_CT	5002			
Organization					
Capacity				Activate Go to Settin	Windows 195 to activate Windows.

2.单击"联**系中心AI"**,然后选择在"控制中心"上配置的"联系中心AI"。

altalta cisco	Unified Contact Center Enter	erprise Management	:	Alets			
	Route Settings	Route Settings			Media Routing Domain Call Type		
Overview	Edit Basic_CT_1261				0		
	General Contact Center A						
Infrastructure	This page is used to apply a Contact	Center Al Config to a specific C	all Type.				
	Contact Center Al Config depicts a se	t of services from an API provid	ier. You can create or configure it in	Cloce Webex Cantrol Hub.			
	Contact Center Al Configuration	CCAIEFT_SA	. 00,				
Organization							
(
Users							
E							
				Activate	Windows		
Capacity					gs to activate Windows Cancel Save		

CVP配置

步骤1.在CVP Call Studio上,打开call Studio应用程序。



步骤2.在Dialogflow元素上,确保服务帐户ID为空。

步骤3.如果要使用默认配置ID,请保留VoiceXML属性和值为NULL;或在VoiceXML属性上添加 CCAI.configId作为属性和在Control Hub中配置的配置ID的值。

VoiceXML Property	Value
CCAI.configld	AXgB4em4bwWpdn7vJcLC

验证

当前没有可用于此配置的验证过程。

故障排除

要收集的日志

- UCCE /PCCE:Tomcat日志
- 云连接:cloudconnecttmgmt(文件视图活动 hybrid/log/cloudconnectmgmt/cloudconnectmgmt.YYYY-MMM-DD.0.log)
- CVP:VXML服务器日志
- CVVB:SpeechServer(引擎日志)
- Call Studio应用
- Google对话流

场景

协调

- UCCE /PCCE:Tomcat日志
- 云连接:cloudconnecttmgmt(文件视图活动日志 hybrid/log/cloudconnectmgmt/cloudconnectmgmt.YYYY-MMM-DD.0.log)
- CVP:VXML服务器日志
- CVVB:语音服务器

在PCCE中添加VVB/云连接时,通过延迟同步进行扩展部署。因此,请等待10分钟,以了解详细信息,以便反映VVB。

在PCCE 2k部署中添加云连接时,可立即进行协调

要检查的日志文件 — \icm\tomcat\logs\CCBU*.log

00000077779: 10.10.10.22: Apr 27 2021 04:06:15.099 -0700: %CCBU pool-79-thread-1-6-REST API INFO:	WBProcessingWorker :: vvbWorkFlow Done For 10.10.10.61
0000077780: 10.10.10.22: Apr 27 2021 04:06:15.110 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	CloudConnectManager :: prepareDataForCloudConnectOrchestration() : Number of cloud
connect machines found : 2	
0000077781: 10.10.10.22: Apr 27 2021 04:06:15.111 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	CloudConnectManager :: prepareDataForCloudConnectOrchestration() : Setting publisher
details	
0000077782: 10.10.10.22: Apr 27 2021 04:06:15.113 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	CloudConnectManager :: prepareDataForCloudConnectOrchestration() : Setting subscriber
details	
0000077783: 10.10.10.22: Apr 27 2021 04:06:15.114 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	VVBMessageGenerator.buildRestRequestData(): RestRequest for PUT
0000077784: 10.10.10.22: Apr 27 2021 04:06:15.118 -0700: %CCBU_pool-79-thread-1-6-REST_API_INF0:	VVBProcessingWorker :: cloudConnectorDeviceInfoWorkflow sendRestRequest 10.10.10.61
0000077785: 10.10.10.22: Apr 27 2021 04:06:15.121 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	sendRestRequestToMachine :: counterRetryAttempt= 1
0000077786: 10.10.10.22: Apr 27 2021 04:06:15.121 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	Rest call: PUT <u>https://10.10.10.61:443/adminapi/cloudConnect</u> application/json
0000077787: 10.10.10.22: Apr 27 2021 04:06:15.208 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	Response Got Status is OK
0000077788: 10.10.10.22: Apr 27 2021 04:06:15.208 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	Response Got is PUT <u>https://10.10.61:443/adminapi/cloudConnect</u> returned a response
status of 200 OK	
0000077789: 10.10.10.22: Apr 27 2021 04:06:15.212 -0700: %CCBU_pool-79-thread-1-6-REST_API_INFO:	ProcessingWorker.processRestResponse() executionStatus for
10.10.10.61=>ExecutionStatus(status='SUCCESS', statusMessage='PUT <u>https://10.10.61:443/adminutestatus</u>)	api/cloudConnect returned a response status of 200 OK', targetMachine='10.10.10.61'}
0000077790: 10.10.10.22: Apr 27 2021 04:0615.212 -0700: %CCBU_pool-79-thread-1-6-REST API_INFO:	ProcessingWorker.processRestResponse() currentSyncStatus is FULL_SYNC_IN_PROGRESS

用于协调的VVB API为*https://<vvb-host>/adminapi/cloudConnect*。在tomcat日志文件中搜索此项以 检查VVB响应。

如果出现错误响应,请检查此API在直接在VVB上调用时是否工作

对于升级场景中的协调,可以在System_Attribute表中检查任务状态。

6	5386	MACHINE_SIP_5604	2021-02-26 03:37:50.0	2021-02-26 03:37:57.430	21
7	5389	VVBCloudConnectInfoSyncTask	SUCCESSFUL: v12.6.1.0.0.884	2021-04-16 00:58:21.937	25
8	5409	MACHINE_SIP_5611	2021-02-27 06:08:24.0	2021-02-27 06:08:28.970	4
Q	5/12	MACHINE SID 5618	2021-02-26 06-11-12 0	2021-02-26 06-44-44 933	1

同步失败— CCEadmin

UCCE /PCCE:Tomcat日志

云连接:cloudconnecttmgmt(文件视图活动 hybrid/log/cloudconnectmgmt/cloudconnectmgmt.YYYY-MMM-DD.0.log)

已成功检索云连接(即令牌、组织ID等)中的检查详细信息 — 调用 /unifiedconfig/config/contactcenteri/token

获取这些详细信息时出现的任何错误都表示云连接出现问题 — 服务关闭/凭证/未通过证书更改等,

0000641680: 10.10.10.21: Apr 26 2021 12:58:29.006 +0530: %CCBU_http-nio-127.0.0.1-8080-exec-2-6-REST_API_INFO: Response Got is GET https://10.64.82.114:8445/cloudconnectmomt/token?scopes=cip-ccai:read.Identity:SCIM.Identity:Organization.Identity:Config returned a response status of 502 Bad Gateway TrackingId=<5a42bcaf-92e5-4954-9b8c-d96f0c8482ab> 0000641681: 10.10.10.21: Apr 26 2021 12:58:29.007 +0530: %CCBU_http-nio-127.0.0.1-8080-exec-2-3-REST_API_EXCEPTION: %[exception=com.cisco.ccbu.api.jaxb.error.ApiException: <!-- custom Cisco error page -->

检查ControlHub API中是否存在用于获取默认配置的错误

: https://<service_base_url>/cms/api/auxiliary-data/resources/ccai-config/1534?orgId=<ord_id>

0003588324: 10.10.10.22: May 19 2021 00:08:40.774 -0700: 4CCBU_ajp-nio-127.0.0.1-8009-exec-35-6-REST_API_INFO: ContactCenterAIRequestManager:makeRequest Response Code: 503 0003588325: 10.10.10.22: May 19 2021 00:08:40.775 -0700: 4CCBU_ajp-nio-127.0.0.1-8009-exec-35-3-REST_API_ERROR: 4[error_string=Error while getting requested resource from Controlno healthy upstream][url=https://cms.devusl.ciscoccservice.com/cms/api/suxiliary-dats/resources/ccai-config?ordId=3ac0d875-6ad7-4531-8ba2-80389f7bc5311: The REST API has encountered an error upstream [url=https://cms.devus1.circoccervice.com/cms/Abi/AuxillarV=dsta/resources/ccal=config/ord/=3acdds75=sad7=4531=bbsZ=E0389f7bc5311; The REST AF1 has encountered an error 0005585326; 10.10.10.12.22; May 19 2021 00:06:40.775 -0700: 4CCBU_ajp=nio-127.0.0.1=8009=exec=35-3=REST_AFI_ERROR: %[error_string=Error occurred: Failed to retrieve Contact Center AI Configs from ControlHub][url=ContactCenterAIConfigSyncTask]: The REST AFI has encountered an error 0005585327: 10.10.10.22; May 19 2021 00:06:40.775 -0700: 4CCBU_ajp=nio-127.0.0.1=8009=exec=35-3=REST_AFI_EXCEPTION: %[exception=con.cisco.ccbu.api.jaxb.error.ApiException: Failed to retrieve Contact Center AI Configs from ControlHub][mssag=string=uncaught exception thrown by the api]: The REST AFI has caught an exception 0005585326: 10.10.10.22; May 19 2021 00:06:40.776 -0700: 4CCBU_ajp=nio-127.0.0.1=8009=exec=35-3=EXCEPTION_INFO: %[build_dte=Apr 15, 2021 8:55] bu035551: 10.10.12: may 19 201 00:05:0.7/9 -0005 %CLSU_3p=nio-127.00.1=009=exec-353-5-ACEFION_IND _INFO % [Duild_atemap: 15, 2021 05:55 AM]
[Duild_typerel][execption=con_isioo.cotu.sii.edvoorii.execute (AyncExecutor.java:228)
at com.cisco.cotu.coce.unifiedconfig.api.contactcenterai.globalconfig.GiobalConfigService.java:228]
at com.cisco.cotu.coce.unifiedconfig.api.contactcenterai.globalconfig.GiobalConfigService.performGlobalConfigSync(GlobalConfigService.java:102)
at com.cisco.cotu.coce.unifiedconfig.api.contactcenterai.globalconfigService.performGlobalConfigSync(GlobalConfigService.java:102)
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- at com.sun.jersey.spi.container.JavaMethodInvokerFactory\$1.invoke(JavaMethodInvokerFactory.java:60)
- at com.sun.jerzy.server.impl.model.method.dispatch.RhstractResourceMethodDispatchProvider\$ResponseOutInvoker__dispatch(AbstractResourceMethodDispatchProvider.java:205) at com.sun.jerzy.server.impl.model.method.dispatch.ResourceJavaMethodDispatcher.dispatch(ResourceJavaMethodDispatcher.java:75) at com.sun.jerzy.server.impl.uri.rules.RtghtHandPathRule.accept (RtghtHandPathRule.java:147)

- at com.sun.jersey.server.impl.uri.rules.ResourceClassRule.accept(ResourceClassRule.java:108)
- at com.sun.jersey.server.impl.uri.rules.RightHandPathRule.accept(RightHandPathRule.java:147)

同步失败 — CVVB

CVVB:speechconfig

云连接:cloudconnecttmgmt(文件视图活动 hybrid/log/cloudconnectmgmt/cloudconnectmgmt.YYYY-MMM-DD.0.log)

无法同步服务的配置<TTS/ASR/NLP>:服务器捕获到异常。 问题:

Speechserver日志:



语音服务器日志:

Speechserver/logs/SpeechServer

Speechserver/logs/Speechconfig

admin:file list activelog speechserver/	logs/SpeechConfig/*
speechconrig.2021-06-06.00.log.zip	Speechconrig.2021-06-10.00.log.zip
SpeechConfig.2021-06-21.00.log.zip	SpeechConfig.2021-06-23.00.log.zip
SpeechConfig.2021-06-24.00.log.zip	SpeechConfig.2021-06-29.00.log.zip
SpeechConfig.2021-07-05.00.log.zip	SpeechConfig.2021-07-08.00.log.zip
SpeechConfig.2021-07-12.00.log.zip	SpeechConfig.2021-07-15.00.log.zip
SpeechConfig.2021-07-19.00.log.zip	SpeechConfig.2021-07-22.00.log.zip
SpeechConfig.2021-09-10.00.log	
dir count = 0, file count = 13	
ordmin:	

此问题的原因是语音配置尚未正确部署。

解决方案:检查语音配置日志

%CCBU_-1_-1_SpeechConfig-6-CONFIG_API_INFO: Context is initialized.. %CCBU_-1_-1_SpeechConfig-6-CONFIG_API_INFO: populating cache %CCBU_-1_-1_SpeechConfig-6-CONFIG_API_INFO: populating cache for service TTS %CCBU_-1_-1_SpeechConfig-6-CONFIG_API_INFO: initializing version %CCBU_-1_-1_SpeechConfig-6-CONFIG_API_INFO: Done with initializing the cache

获取配置失败

云连接:cloudconnecttmgmt(文件视图活动 hybrid/log/cloudconnectmgmt/cloudconnectmgmt.YYYY-MMM-DD.0.log)

CVP:VXML服务器日志

CVVB:语音服务器

问题 1:

需要OAuth2访问令牌、登录Cookie或其他有效的身份验证凭据。

日志:

Speechserver/logs/SpeechServer

Exception in synthesizercom.google.api.gax.rpc.UnauthenticatedException: io.grpc.StatusRuntimeException: UNAUTHENTICATED: Request had invalid authentication credentials. Expected OAuth 2 access token, login cookie or other valid authentication credential. See https://developers.google.com/identity/sign-in/web/devconsole-project

理由:VVB语音服务器与Google之间不同步的时间

解决方案:配置正确的NTP服务器

问题 2:

云连接初始化时出错(isCloudConnectConfigured:错误)

Error while initializing token.. Check if valid Cloud Connect details are provider or Restart Speech Server: CloudConnectTokenProvider:: Invalid Cloud Connect Config: Auth token is empty

理由:

1.云连接配置可能错误

2.令牌发布服务器可能忙

解决方案:

1.检查配置

2.重新启动Spechserver

呼叫失败

- CVP:VXML服务器日志
- CVVB:语音服务器
- Call Studio应用日志
- Dialoflow stackdriver日志

相关信息

- <u>CCE</u>
- <u>CCE</u>
- <u>12.6</u>
- <u>12.6</u>
- - Cisco Systems