

CCE ةئيب يف ماهملا هيچوت شادحاً بقعت WebEx لاصتا عم ةجدم

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ةمدقملا

Contact لح يف ليكوىل ةهجوملا ةديدلجلا ماهملا يدحال لئاسرلا قفدت دنتسملا اذه فصى
WebEx Connect عم جمدمل Center Enterprise.

ةيساسال تابلطتملا

تابلطتملا:

ةيلاتلا عيضاوملاب ةفرعم لكيدل نوكت ناب Cisco يصوص:

- Cisco نم (PCCE) ةعمجمل لاصتالا زكارم تاسسؤم لولح
- Cisco (UCCE) نم ةدحومل لاصتالا زكارم تاسسؤم لولح
- Webex لاصتا

مدختسملا نوكملا:

ةيلاتلا ةيدامل تانوكمل اوچماربل تارادصل ىل دنتسملا اذه يف ةدراول تامولعمل دنتست

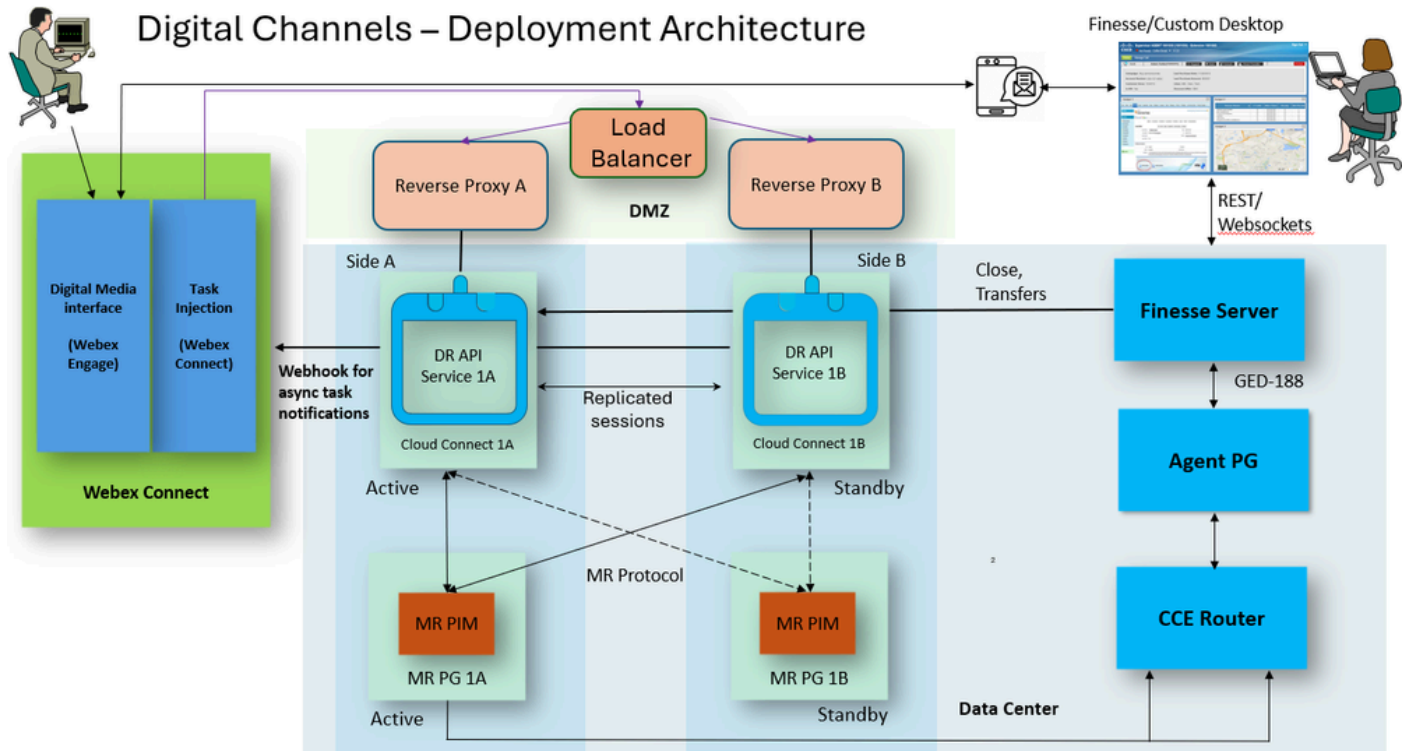
- ICM: 12.6(2) رادصل
- Finesse: 12.6(2) رادصل
- Webex Control Hub
- Webex لاصتا ةباوب
- Webex Engagement ةباوب

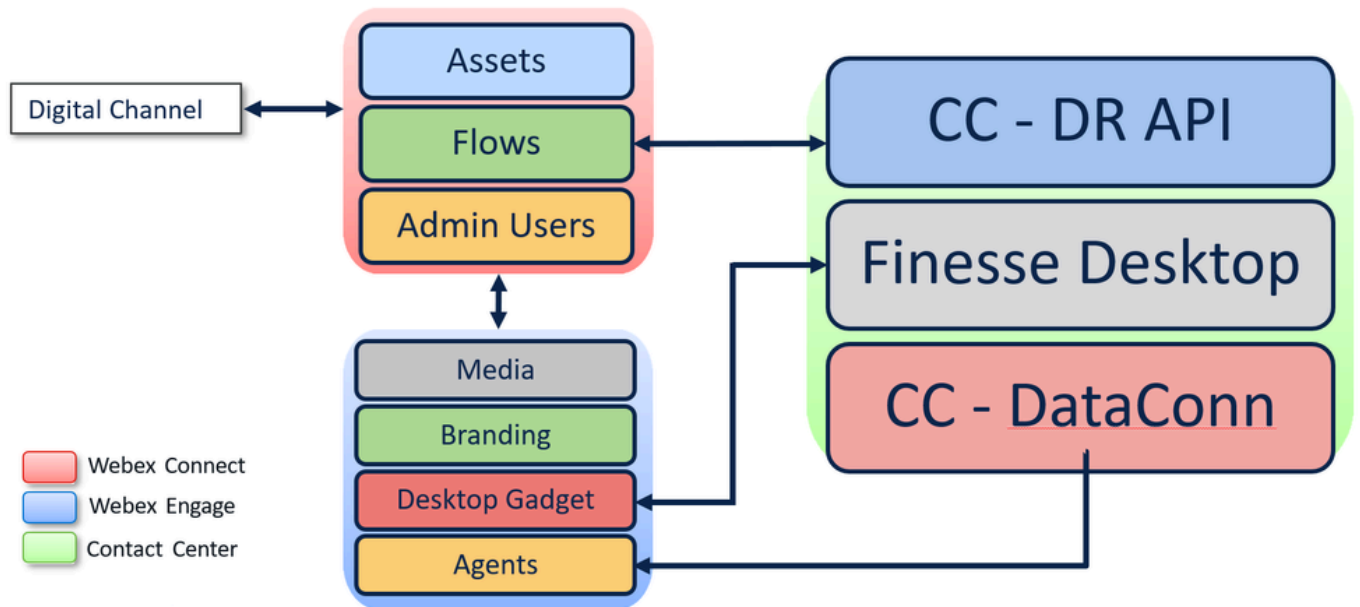
ةصاخ ةي لمعم ةئي ب ي ف ةدوچوملا ةزهجال نم دنتسملا اذه ي ف ةدراول تامولعمل عاشنإ م تناك اذا .(يضا رتفا) حوسمم نيوكتب دنتسملا اذه ي ف ةمدختسملا ةزهجال ايمج تادب رما يال لمحتحمل ريثاتلل كمهف نم دكأتف ،ليغشتلا ديقت كتكبش

ةيفلخلا

مادختساب لعافتلاب هئالمعو لاصتالا زكرم ي ف تاكرشلل Webex Connect لاصتا حمسي Contact Center Enterprise (CCE) لح جمدي SMS لئاسرو ةثداحملاو ينورتكلال ديربلا لثم ةيمقرلا تاونقلا دعاسي . تاكرشلا ي ف المعملل ةسلس ةبرجت ريفوتل Webex Connect عم Enterprise (CCE) Webex رفو يو . ةيمقرلاو ةيتوصلال لاصتالا تاونق ربع لعافتلا يلع المعملل جمدا اذه ضعب يلع تاباجا يلع لوصحل نم المعمل نيكم تل اي عرف اجمدو ةيرث ةيتاذ ةمدخ Connect دادعا ةمدخو ليكولا بتكملا حطسو لمكتملا هيچوتلل ادحوم الح رفو يو وه . ةعئاشلا ةلئسالا لالخ نم لعافتلا يلع المعمل او تاكرشلل دعاسي اطسبم اراطا Webex لاصتا رفو يو . ريراقتلا ةيمقرلا تاونقلا

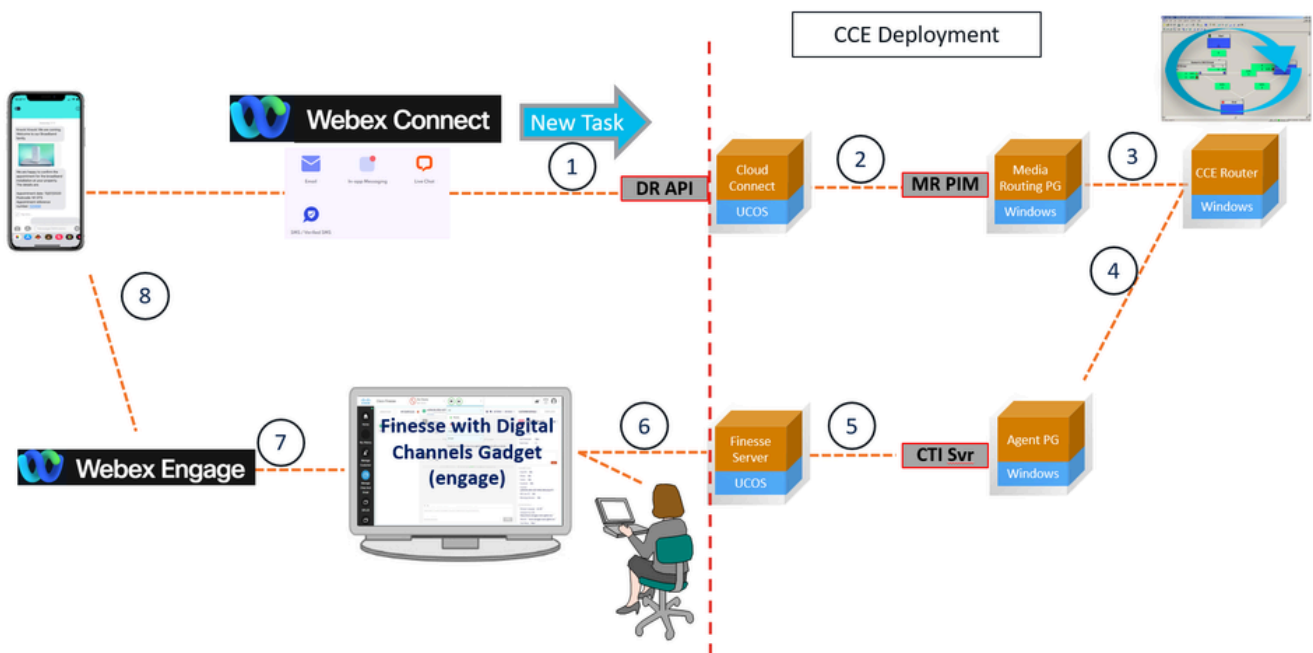
رشنللا ةينب





نوكم ال صخلم

طاشننل هيچوت



تالچسلا

Webex لاصتا ةباوب

قيبطتال شح نيوكت - ةدقعل

- لثم ليصافات ةدقعل هذه تالچس رهظت. قفدتال يف ةيادبل ةطقن يه ةدقعل هذه م يذال URL ناووعو، WebEx لاصتا لخدم يلع اهنيوكت مت يتال قيبطتال لادخا ةطقن كلذ الى امو، هنم ةشدردل جذومن ادب.

TRANSACTION LOGS

22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966

Invoked by : Rule 30408

Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	Node Trans : 6ad93c92-39de-4ea5-934b-e86b71657a55 ID Description : success App : AChatEntryPoint Channel : Mobile & Web App Event : MO Data : { "inappmessaging.message.customTags": "", "inappmessaging.pciInfo.isPCICompliance": "true", "inappmessaging.pciInfo.nonPCIComplianceReason": "{ \"text\": \"\" }", "inappmessaging.extras": "", "inappmessaging.threadStatus": "", "inappmessaging.message.extras": "{ \"hasprechatform\": \"0\", \"Webpage\": \"https://attachuk.imi.chat/widget/widgetloader.html?docwidth=1280&id=BE33E549-9326-4F60-9427-7A9FAA22EBD0&org=#\", \"initiatedon\": \"\", \"useragent\": \"Mozilla/5.0 (Windows NT 10.0; rv:109.0) Gecko/20100101 Firefox/118.0\", \"Website\": \"hungry-glittery-terrier.glitch.me\", \"browserfingerprint\": \"976b22d6-1e7b-4702-9a39-9de1d7024884\", \"customprofileparams\": \"xaJO5vPgYt83k/gWcBZBmj9Pg3dZ+f/UvLWE2SEVX+yK0k2Lagxbf6KK+gtHACFK\", \"website_id\": \"809\", \"Initiated from URL\": \"https://hungry-glittery-terrier.glitch.me/\", \"proactive_id\": \"0\", \"Browser language\": \"en-US\" }", "inappmessaging.securityscaninfo.securityFailedReason": "{ \"text\": \"\" }", </

ةثدا حالم لب ق ام ج دومن - ةدق عالا

- لخدم ىلع هؤاشنإ مت يذلا ةش دردلإ بل اق نم ةلم حالم ةلئسألا ةدق عالا هذه تال ج س رهظت •
WebEx لاصتا

TRANSACTION LOGS

22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

X

Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966

Invoked by : Rule 30408

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	<pre>- "fields": [- { "type": "name", "name": "Name", "label": "Name", "description": "", "mandatory": true }, - { "type": "email", "name": "Email", "label": "Email", "description": "", "mandatory": false }, - { "type": "text", "name": "Question", "label": "How can we help", "description": "How can we help", "mandatory": false }],</pre>
9	Evaluate	success	00 : 00 : 00 . 001	
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053	
2252	Create Conversation	waiting	00 : 00 : 00 . 047	
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433	
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012	
38	Receive	app.onformresponse	00 : 00 : 24 . 229	
2256	Append Conversation	waiting	00 : 00 : 00 . 039	
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335	
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771	
2260	Update Conversation	Success	00 : 00 : 00 . 041	
2393	End	Success	00 : 00 : 00 . 004	

مالتسالا - ةدق عالا

- نم ةلم حالم ةلئسألا ةرفوتم الم تابا جتسالا ةدق عالا هذبه ةصاخلا تال ج س رهظت •

ةشدردل بلق

TRANSACTION LOGS					22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393	X	HELP
Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393					Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966		Invoked by : Rule 30408
NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS			
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	<pre>"Channel": "APP", "appid": "AA02142539", "from": "976b22d6-1e7b-4702-9a39-9de1d7024884", - "events": [- { - "Event": "OnFormResponse" } }]</pre>			
9	Evaluate	success	00 : 00 : 00 . 001				
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053				
2252	Create Conversation	waiting	00 : 00 : 00 . 047				
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433				
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012				
38	Receive	app.onformresponse	00 : 00 : 24 . 229				
2256	Append Conversation	waiting	00 : 00 : 00 . 039				
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335				
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771				
2260	Update Conversation	Success	00 : 00 : 00 . 041	<pre>Wait start ti : 2024-07-11T18:05:20.755Z me timeoutValu : 300 e (Sec) timeout : false message : Wait end tim : 2024-07-11T18:05:44.984Z e Custom logs : 1003 → {"title":"Welcome","fields":[{"name":"Name","descriptio n":"","label":"Name","type":"name","value":"Customer","mandatory":"tr ue},{name":"Email","description":"","label":"Email","type":"email","val ue":"customer@company.com","mandatory":false},{name":"Questio n","description":"How can we help","label":"How can we help","type":"t ext","value":"Cisco TAC","mandatory":false}]}</pre>			
2393	End	Success	00 : 00 : 00 . 004				

CCE مهم عاشن - ةدقعل

- Contact Center Enterprise ماهم تاقىبطت ةجمررب ةهجاو اعادت ساب ةدقعل هذه موقت ةدقعل هذه نوكت، WebEx لاصتا يف تاقفدتل نيوكت اناثا. ةديج مهم عاشن ل لاصتال زكرم ةسسؤم لىل مهمال عاشن ل ةبولطم.

TRANSACTION LOGS					22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393		X		HELP		C
Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393					Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966				Invoked by : Rule 30408		
NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS							
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	Node Trans : a7b93115-196a-4620-9cb5-5f8801166d7c ID Description : edge: Successfully Created, integration :CCE Create Task, method : Create a New Task, warn : Transaction Details Resume key : - Request Tim : 2024-07-11T18:05:46.940Z estamp Request UR : POST https://rp.vpod458.dc-01.com:8445/dra/v1/tasks L Request Dat : a { - "headers": { "x-wx-gtrid": "e28ccc9b-25b7-a65b-59fa-8056d6ad0a36", "TrackingId": "WebexConnect_22be296b-bc6b-4a6f-af6d-a84c0fb67a01", 1", "Content-Type": "application/json"							
9	Evaluate	success	00 : 00 : 00 . 001								
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053								
2252	Create Conversation	waiting	00 : 00 : 00 . 047								
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433								
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012								
38	Receive	app.onformresponse	00 : 00 : 24 . 229								
2256	Append Conversation	waiting	00 : 00 : 00 . 039								
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335								
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771								
2260	Update Conversation	Success	00 : 00 : 00 . 041								
2393	End	Success	00 : 00 : 00 . 004								

يمقرل هيجوتل - يباحتل لاصتال

<#root>

Incoming NEW_TASK request coming in from the 'CCE Create Task' node Webex Connect Flow:

```
[INFO ] 2024-07-11 14:05:45.989 [http-nio-127.0.0.1-8091-exec-9:60] [WebexConnect_22be296b-bc6b-4a6f-af-]
[DEBUG] 2024-07-11 14:05:46.024 [TaskNotificationProcessor-3:153] [] TaskNotificationProcessor - Notifi
[DEBUG] 2024-07-11 14:05:46.025 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.025 [TaskNotificationProcessor-3:153] [] NotificationRestClient - increment
[INFO ] 2024-07-11 14:05:46.025 [http-nio-127.0.0.1-8091-exec-9:60] [WebexConnect_22be296b-bc6b-4a6f-af-]
[INFO ] 2024-07-11 14:05:46.031 [http-nio-127.0.0.1-8091-exec-9:60] [WebexConnect_22be296b-bc6b-4a6f-af-]
```

This NEW_TASK request is then sent to the MR-PIM:

```
[INFO ] 2024-07-11 14:05:46.038 [ApiRequestsProcessorThread:211] [] MrRequestProcessor - NEW_TASK Reque
[INFO ] 2024-07-11 14:05:46.038 [ApiRequestsProcessorThread:211] [] MrRequestProcessor - Sent RequestMe
[DEBUG] 2024-07-11 14:05:46.038 [ApiRequestsProcessorThread:211] [] MrRequestProcessor - Sent NewTaskV5
```

Task state is queued and then routed:

```
[INFO ] 2024-07-11 14:05:46.044 [ApiRequestsProcessorThread:211] [] RedissonQueues - Enqueued Notificat
[INFO ] 2024-07-11 14:05:46.052 [MRProcessorThread:136] [] RedissonQueues - Enqueued Notification on qu
[DEBUG] 2024-07-11 14:05:46.055 [MRProcessorThread:136] [] ServiceCounterTrace - DrapiCountersCurrentIn
[INFO ] 2024-07-11 14:05:46.540 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.542 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
[DEBUG] 2024-07-11 14:05:46.543 [TaskNotificationProcessor-3:153] [] TaskNotificationProcessor - Notifi
[DEBUG] 2024-07-11 14:05:46.543 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[INFO ] 2024-07-11 14:05:46.656 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.658 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
[DEBUG] 2024-07-11 14:05:46.659 [TaskNotificationProcessor-3:153] [] TaskNotificationProcessor - Notifi
[DEBUG] 2024-07-11 14:05:46.659 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.659 [TaskNotificationProcessor-3:153] [] NotificationRestClient - increment
[INFO ] 2024-07-11 14:05:46.764 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.765 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
.
.
.
.
```

TASK is now ended successfully:

```
[DEBUG] 2024-07-11 14:07:37.615 [http-nio-127.0.0.1-8091-exec-7:58] [] FilterChainProxy - Securing POST
[DEBUG] 2024-07-11 14:07:37.615 [http-nio-127.0.0.1-8091-exec-7:58] [] FilterChainProxy - Securing POST
[DEBUG] 2024-07-11 14:07:37.679 [http-nio-127.0.0.1-8091-exec-7:58] [FINESSE_b8526c49-5dfc-43b4-ba55-1a
[INFO ] 2024-07-11 14:07:37.679 [http-nio-127.0.0.1-8091-exec-7:58] [FINESSE_b8526c49-5dfc-43b4-ba55-1a
[INFO ] 2024-07-11 14:07:37.701 [http-nio-127.0.0.1-8091-exec-7:58] [FINESSE_b8526c49-5dfc-43b4-ba55-1a
[DEBUG] 2024-07-11 14:07:37.703 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:07:37.703 [TaskNotificationProcessor-3:153] [] NotificationRestClient - increment
[INFO ] 2024-07-11 14:07:38.171 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:07:38.173 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
```

هجوم

<#root>

NewCall request received from MR PG:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) NewCall: CID=(154689,2448), DN=WxConnectChat1, ANI=, CED=, RCKSeqNum=-1, NIC_DN= ServiceRequested=0 OrigRCCallID{PhyCtrlID=0, RCID=0, D
14:05:46:019 ra-rtr Trace: ID Name Type Index Value
14:05:46:019 ra-rtr Trace: 5041 user_DR_CustomerName Scalar Customer
14:05:46:019 ra-rtr Trace: 5040 user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:05:46:019 ra-rtr Trace: 5038 user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:05:46:019 ra-rtr Trace: 5039 user_DR_Backup Scalar 0
14:05:46:019 ra-rtr Trace: 5042 user_DR_MediaChannelName Scalar chat

RouteComplete:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) RouteComplete:
14:05:46:019 ra-rtr Trace: Route: DN=WxConnectChat1, ANI=, CED=, Label=
14:05:46:019 ra-rtr Trace: Route: CID=(154689,2448), Labels=1

DeviceTargetPreCall message sent to the Agent PG with the ECC variables:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) DeviceTargetPreCall_V15: CID=(154689,2448), PerID=5000, SGSTI
14:05:46:019 ra-rtr Trace: DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkT
14:05:46:019 ra-rtr Trace: RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
14:05:46:019 ra-rtr Trace: CallGUID=, CustomerID=1 ServiceRequested=0
14:05:46:019 ra-rtr Trace: LocationParamPKID=, LocationParamName=, SIPHeader=
14:05:46:019 ra-rtr Trace: NIC_CalledPartyNumber=WxConnectChat1 ECCPayloadID=1
14:05:46:019 ra-rtr Trace: OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0
14:05:46:019 ra-rtr Trace: PV1= PV2= PV3= PV4= PV5=
14:05:46:019 ra-rtr Trace: PV6= PV7= PV8= PV9= PV10=
14:05:46:019 ra-rtr Trace: ID Name Type Index Value
14:05:46:019 ra-rtr Trace: 5038 user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:05:46:019 ra-rtr Trace: 5039 user_DR_Backup Scalar 0
14:05:46:019 ra-rtr Trace: 5040 user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:05:46:019 ra-rtr Trace: 5041 user_DR_CustomerName Scalar Customer
14:05:46:019 ra-rtr Trace: 5042 user_DR_MediaChannelName Scalar chat

Connect Label sent to MR PG with the ECC variables:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) Connect: CID=(154689,2448), EventSelect=0x0, ServiceType=0, R
14:05:46:019 ra-rtr Trace: ID Name Type Index Value
14:05:46:019 ra-rtr Trace: 5038 user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:05:46:019 ra-rtr Trace: 5039 user_DR_Backup Scalar 0
14:05:46:019 ra-rtr Trace: 5040 user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:05:46:019 ra-rtr Trace: 5041 user_DR_CustomerName Scalar Customer
14:05:46:019 ra-rtr Trace: 5042 user_DR_MediaChannelName Scalar chat
14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) Deleting Dialog.

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<#root>

NEW_TASK request on mr pim:

14:05:46:132 PG2A-pim5 Trace: Application->PG:
Message = NEW_TASK; Length = 280 bytes
DialogueID = (14) Hex 0000000e
SendSeqNo = (1) Hex 00000001
MRDomainID = (5016) Hex 00001398
PreviousTask = -1:-1:-1
PreferredAgent = Undefined
Service = Undefined
CiscoReserved = (0) Hex 00000000
ScriptSelector: WxConnectChat1
ApplicationString2: 22be296b-bc6b-4a6f-af6d-a84c0fb67a01
ServiceRequested = (0) Hex 00000000
QueueType = (0) Hex 00000000
QueueID = Undefined

NewCall request is now sent to the Router:

14:05:46:132 PG2A-pim5 Trace: Send INRCMSGNewCall to Router : :
NEW_CALL RCID=5007 PID=5001 DID=14 DIDRelSeq#=1 GrpDelKey=5007 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NIC

Router responds back with the Connect label:

14:05:46:132 PG2A-pim5 Trace: MR_Peripheral::On_Router_Connect:
CONNECT RCID=5007 PID=5001 DID=14 DIDRelSeq#=0 CRS(RtrDate=154689,RtrCID=2448) RCKSeq#=0 ErrorCode=0 TR

DO_THIS_WITH_TASK message sent over to WxConnect:

14:05:46:132 PG2A-pim5 Trace: PG->Application:
Message = DO_THIS_WITH_TASK; Length = 250 bytes
DialogueID = (14) Hex 0000000e
SendSeqNo = (1) Hex 00000001
IcmTaskID = 154689:2448: 1
SkillGroup = (5239) Hex 00001477
Service = Undefined
Agent = (5172) Hex 00001434
AgentInfo: 5172
Label:
ApplicationString2:
MRDID = (5016) Hex 00001398
Interruptible = (0) Hex 00000000
PrecisionQueueID = (0) Hex 00000000

ماعلا يعدملا بتكم

<#root>

NEW_CALL request received from the digital routing service on the Cloud Connect server, with the ECC

14:05:46:132 PG2A-opc Trace: SendINRCMessage: NEW_CALL RCID=5007 PID=5001 DID=14 DIDRelSeq#=1 GrpDelKey:
Name Type Index Value
user_DR_CustomerName Scalar Customer
user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com


```
user_DR_Backup          Scalar  0
user_DR_MediaChannelName Scalar  chat
14:05:46:132 PG2A-opc Trace: ProcessINRCMsgs - BEGIN Msg=8 src=48 dest=1 flag=2 size=444
```

CONNECT label received from router with the ECC variables:

```
14:05:46:132 PG2A-opc Trace: SendPIMINRCMessage: CONNECT RCID=5007 PID=5001 DID=14 DIDRelSeq#=0 CRS(Rtr
Name Type Index Value
user_DR_Primary          Scalar  0cloudconnect1.dcloud.cisco.com
user_DR_Backup           Scalar  0
user_DR_MediaResourceID   Scalar  CSR4PMKEIFWI7EMX
user_DR_CustomerName      Scalar  Customer
user_DR_MediaChannelName  Scalar  chat
```

BuildClosedCallRecord after chat ends:

```
14:05:46:132 PG2A-opc Trace: BuildClosedCallRecord: CallObj=0x4473dc8 DateTime=07/11 18:05:45 IntervalD
14:05:46:132 PG2A-opc Trace: PV1=(null) PV2=(null) PV3=(null) PV4=(null) PV5=(null) PV6=(null) PV7=(null)
14:05:46:132 PG2A-opc Trace: BuildClosedCallRecord:
Name Type Index Value
user_DR_Primary          Scalar  0cloudconnect1.dcloud.cisco.com
user_DR_Backup           Scalar  0
user_DR_MediaResourceID   Scalar  CSR4PMKEIFWI7EMX
user_DR_CustomerName      Scalar  Customer
user_DR_MediaChannelName  Scalar  chat
```

PG - OPC

<#root>

Agent PG receives the Device Precall Indicator message along with the ECC variables as agent '5172' i

```
14:05:46:132 PG3A-opc Trace: ProcessARMPreCallMsg - Precall received for Agent '5172' MRDomainID '5016'
14:05:46:132 PG3A-opc Trace: callVar1 '' callVar2 '' callVar3 '' callVar4 ''
callVar5 '' callVar6 '' callVar7 '' callVar8 ''
callVar9 '' callVar10 ''
ECCDataSize '85'
14:05:46:132 PG3A-opc Trace: Name Type Index Value
14:05:46:132 PG3A-opc Trace: user_DR_Primary          Scalar  0cloudconnect1.dcloud.cisco.com
14:05:46:132 PG3A-opc Trace: user_DR_Backup           Scalar  0
14:05:46:132 PG3A-opc Trace: user_DR_MediaResourceID   Scalar  CSR4PMKEIFWI7EMX
14:05:46:132 PG3A-opc Trace: user_DR_CustomerName      Scalar  Customer
14:05:46:132 PG3A-opc Trace: user_DR_MediaChannelName  Scalar  chat
14:05:46:132 PG3A-opc Trace: MergeECCData Task ID 154689:2448:1, Payload ID 0, New Payload 1
```

OfferTaskInd >> StartTaskInd >> EndTaskInd:

```
14:05:51:321 PG3A-opc Trace: OfferTaskInd - InvokeID = 2375719, ClientInvokeID = 2375719, MRDID = 5016,
SkillGroupID = 5239, ServiceID = -1, SessionID = 2
14:05:52:133 PG3A-opc Trace: StartTaskInd - InvokeID = 2375721, ClientInvokeID = 2375721, MRDID = 5016,
SkillGroupID = 5239, ServiceID = -1, SessionID = 2
14:07:35:168 PG3A-opc Trace: EndTaskInd - InvokeID = 2376024, ClientInvokeID = 2376024, TaskID = 154689,
WrapupData = , ApplicationData =
```

BuildTerminationRecordMsg:

```
14:07:35:168 PG3A-opc Trace: TaskObj::BuildTerminationRecordMsg - DateTime='07/11 18:07:34' Periph=5000
14:07:35:168 PG3A-opc Trace: Var1='(null)' Var2='(null)' Var3='(null)' Var4='(null)' Var5='(null)' Var6
14:07:35:168 PG3A-opc Trace: AgentSessionID=5172-133650295444320000 NetworkTargetID=-1 TrunkGroupID=-1
14:07:35:168 PG3A-opc Trace: Name Type Index Value
14:07:35:168 PG3A-opc Trace: user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:07:35:168 PG3A-opc Trace: user_DR_Backup Scalar 0
14:07:35:168 PG3A-opc Trace: user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:07:35:168 PG3A-opc Trace: user_DR_CustomerName Scalar Customer
14:07:35:168 PG3A-opc Trace: user_DR_MediaChannelName Scalar chat
```

ضربت سماء مكة حوت دحو

<#root>

Agent is RESERVED:

```
14:05:57.964 2024-07-11T14:05:57.964 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.963 -0400
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>RESERVED</state>
<stateChangeTime>2024-07-11T18:05:57.952Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:05:57.966 2024-07-11T14:05:57.966 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.965 -0400
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>RESERVED</state>
<stateChangeTime>2024-07-11T18:05:57.952Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
```

```
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:05:57.968 2024-07-11T14:05:57.968 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.967 -0400
14:05:57.972 :: Media change a{_super: undefined, _id: '5016', _restObj: a, autoSubscribe: true, context: {}
14:05:57.972 Finesse-IMI Gadget : [useDigitalChannel Hook] [handleMediaChange] : media change event received
```

Agent is OFFERED the chat with the ACCEPT action available to the agent:

```
14:05:57.975 Finesse-IMI Gadget : [useDigitalChannel Hook] [cacheMediaStates] : final cached item : {"5016": {
14:05:57.975 2024-07-11T14:05:57.975 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.974 -0400
<data>
<dialogs>
<Dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callVariables>
<CallVariable>
<name>callVariable1</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable4</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable5</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable6</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable7</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
```

```
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>ACCEPT</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>OFFERED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:05:57.955Z</stateChangeTime>
</Participant>
</participants>
<state>OFFERED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</Dialog>
</dialogs>
</data>
<event>POST</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016/Dialogs</source>
</Update>
14:05:57.978 2024-07-11T14:05:57.978 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.977 -0400
<data>
<dialogs>
<Dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
```

```
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callVariables>
<CallVariable>
<name>callVariable1</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable4</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable5</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable6</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable7</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
```

```
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>ACCEPT</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>OFFERED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:05:57.955Z</stateChangeTime>
</Participant>
</participants>
<state>OFFERED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</Dialog>
</dialogs>
</data>
<event>POST</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016/Dialogs</source>
</Update>
14:05:57.979 2024-07-11T14:05:57.979 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.978 -0400
14:05:57.979 2024-07-11T14:05:57.979 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.978 -0400
14:05:57.980 2024-07-11T14:05:57.980 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.979 -0400
14:05:57.981 2024-07-11T14:05:57.981 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.980 -0400
14:05:57.988 :: usemediasetup processTask- a{_id: '154689_2448_1', _restObj: undefined, autoSubscribe:
14:05:57.989 ::- MediaPopover _showPopOver before popover {taskId: {...}, id: '154689_2448_1', mediaPrope
```

Agent ACCEPT's the chat:

```
14:06:00.353 2024-07-11T14:06:00.353 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.352 -0400
14:06:00.354 2024-07-11T14:06:00.354 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.353 -0400
14:06:00.355 ::- MediaPopover popOverCallBack:Received popover callback with response {popoverId: '940a
14:06:00.356 ::- MediaPopover _handleMedia {popoverId: '940a0c56-c305-456f-90a6-9aaf8871fcee', source:
14:06:00.358 2024-07-11T14:06:00.357 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.356 -0400
14:06:00.364 ::- MediaPopover dismissPopOver before dismiss a{_super: undefined, _id: '154689_2448_1',
14:06:00.365 2024-07-11T14:06:00.365 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.364 -0400
14:06:00.367 ::- MediaPopover dismissPopOver after dismiss {} {} {}
14:06:00.371 2024-07-11T14:06:00.371 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.370 -0400
14:06:00.427 2024-07-11T14:06:00.427 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.426 -0400
14:06:00.428 success: Could move the task to ACCEPT state {status: 202, content: null, isUnsent: false,
```

Chat state is now ACCEPTED:

14:06:00.543 2024-07-11T14:06:00.543 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.542 -0400

```
<data>
<dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callVariables>
<CallVariable>
<name>callVariable1</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable4</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable5</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable6</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable7</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
```

```
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>UPDATE_CALL_DATA</action>
<action>TRANSFER</action>
<action>START</action>
<action>CLOSE</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>ACCEPTED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:06:00.421Z</stateChangeTime>
</Participant>
</participants>
<state>ACCEPTED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</dialog>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/Dialog/154689_2448_1</source>
</Update>
14:06:00.546 2024-07-11T14:06:00.546 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.545 -0400
<data>
<dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callvariables>
<CallVariable>
<name>callVariable1</name>
```



```
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable4</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable5</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable6</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable7</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
```

```
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>UPDATE_CALL_DATA</action>
<action>TRANSFER</action>
<action>START</action>
<action>CLOSE</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>ACCEPTED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:06:00.421Z</stateChangeTime>
</Participant>
</participants>
<state>ACCEPTED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</dialog>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/Dialog/154689_2448_1</source>
</Update>
14:06:00.548 2024-07-11T14:06:00.548 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.547 -0400
14:06:00.548 2024-07-11T14:06:00.548 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.547 -0400
14:06:00.549 2024-07-11T14:06:00.549 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.548 -0400
14:06:00.549 2024-07-11T14:06:00.549 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.548 -0400
14:06:00.552 :: usemediasetup processTask- a{super: undefined, _id: '154689_2448_1', _restObj: undefin
```

Chat session ended and agent is moved to the WORK_READY state:

```
14:07:32.910 moved to wrap-up state successfully
14:07:32.911 2024-07-11T14:07:32.911 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.955 -0400
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>WORK_READY</state>
<stateChangeTime>2024-07-11T18:07:32.895Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:07:32.914 2024-07-11T14:07:32.914 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.958 -0400
```

```
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>WORK_READY</state>
<stateChangeTime>2024-07-11T18:07:32.895Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:07:32.915 2024-07-11T14:07:32.915 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.959 -0400
14:07:32.920 :: Media change a[_super: undefined, _id: '5016', _restObj: a, autoSubscribe: true, context: a]
14:07:32.920 Finesse-IMI Gadget : [useDigitalChannel Hook] [handleMediaChange] : media change event received
14:07:32.921 Finesse-IMI Gadget : [useDigitalChannel Hook] [handleMediaChange] : caching all mrd's
14:07:32.921 Finesse-IMI Gadget : [useDigitalChannel Hook] [cacheMediaStates] : mediaListToBeCached : undefined
14:07:32.922 Finesse-IMI Gadget : [useDigitalChannel Hook] [cacheMediaStates] : final cached item : {"5016": {}}
```

Chat activity is now in the WRAPPING_UP state:

```
14:07:32.924 2024-07-11T14:07:32.924 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.968 -0400
<data>
<dialog>
<taskId>
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<routerCallKeyCallID>2448</routerCallKeyCallID>
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14:07:35.185 finesse.js:3766 2024-07-11T14:07:35.185 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 1

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ةلص تاذ تامول عم

WebEx Connect: مادختساب ةيمقرلا تاونقلا جمد - تازيمل ليلد

- UCCE:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html
- PCCE:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_6_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html

Cisco Contact Center Enterprise Manage Digital Channels: ةيكدلا ةادال مدختسم ليلد

- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_digital-channels/rcct_m_1262_manage-digital-channels.html

Webex Engagement عم Cisco Contact Center Enterprise: دادعلا ةرادال ليلد

- https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html

- WebEx لاصتا عم Cisco Contact Center Enterprise (CCE) ل م ا ك ت
https://help.imiconnect.io/docs/cce_overview

ةمچرتل هذه ل و ح

ةيلآل ا تاي ن ق ت ل ا ن م ة و م ج م ا د خ ت س ا ب د ن ت س م ل ا ا ذ ه Cisco ت م چ ر ت م ل ا ع ل ا ا ح ن ا ع م ج ي ف ن ي م د خ ت س م ل ل م ع د ي و ت ح م م ي د ق ت ل ة ي ر ش ب ل و ا م ك ة ق ي ق د ن و ك ت ن ل ة ي ل آ ة م چ ر ت ل ض ف ا ن ا ة ط ح ا ل م ي ج ر ي . ة ص ا خ ل ا م ه ت غ ل ب Cisco ي ل خ ت . ف ر ت ح م م چ ر ت م ا ه م د ق ي ي ت ل ا ة ي ف ا ر ت ح ا ل ا ة م چ ر ت ل ا ع م ل ا ح ل ا و ه ي ل ا ا م ا د ع و ج ر ل ا ب ي ص و ت و ت ا م چ ر ت ل ا ه ذ ه ة ق د ن ع ا ه ت ي ل و ئ س م Systems (ر ف و ت م ط ب ا ر ل ا) ي ل ص ا ل ا ي ز ي ل ج ن ا ل ا د ن ت س م ل ا