

لماك ت لچس ليلحت : UCCX & SocialMiner ةش دردل ا بيترتو و Facebook Messenger

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ةمدقملا

لمعمل باناج نم ةانقك Facebook Messenger جمديل فدهت يتلا ةزيملا دنتمسما اذه فصبي
عبرملا جراخ ةزيمك (SocialMiner ربعم) CCX Web Chat ةزيم عم

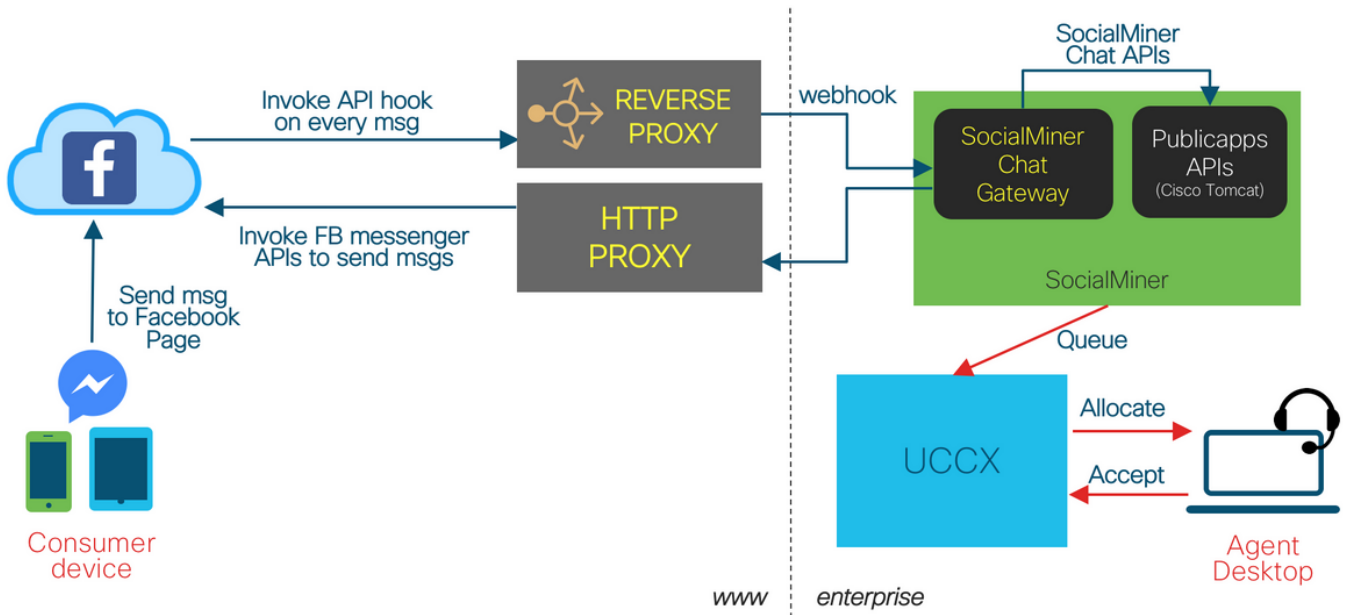
نوي لب 1.2 دوجو عم و Facebook لبق نم ةيروف ةلسارم ةمدخ وه [Facebook Messenger قي بطت](#)

ملاعلا يف ةيبعش اهرثك او لئاسرلا تاصنم ربك اهنأ يف لادجال ،مدختسم

نيكمت يلعم ةمدخال هذه لمعت ، [Facebook Messenger ةصنم](#) ةطساوب اهلبيغشت لصفبو

يرخال تامدخال عم لمالك تال تاي لمعو اهئالعم عم لعافتلا نم تاكشرلا

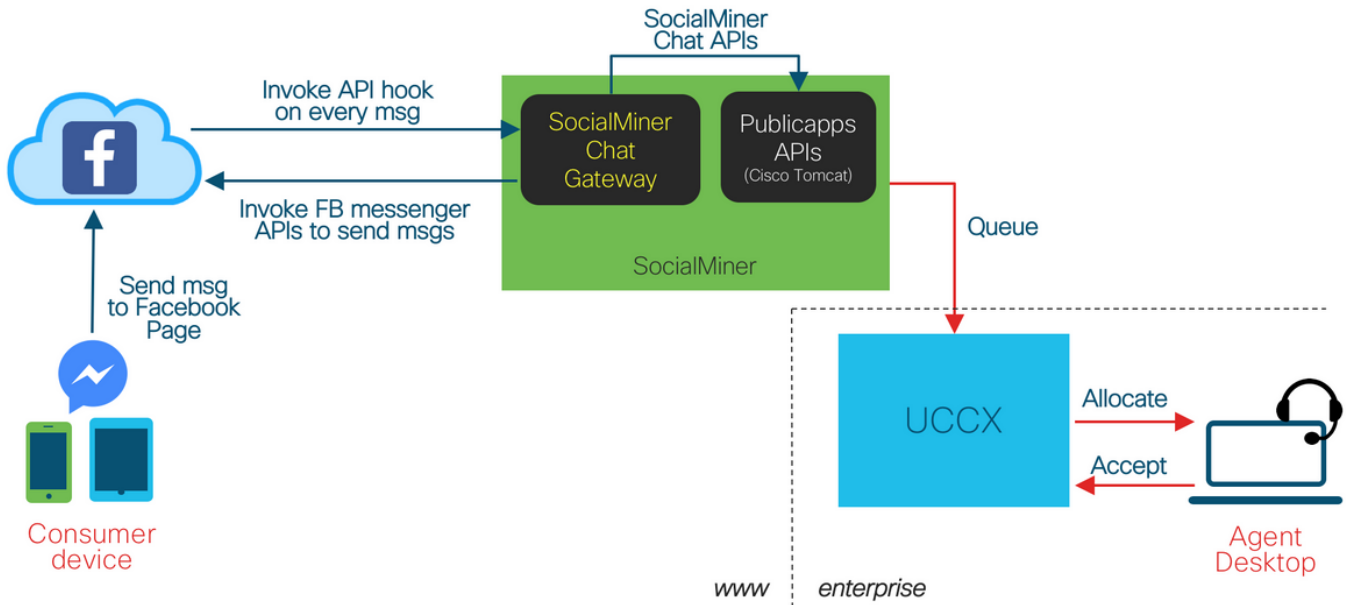
Facebook Messenger Integration – Reverse Proxy on Internet



تندرتهن إلی یل SocialMiner

- بېولا یل ع ماع فیض م س SocialMiner ی دل .
- SocialMiner یل ی ب ف ا ة باح س ن م ماع ل ا ق یرط ل ا .

Facebook Messenger Integration – SocialMiner on Internet



ةلصل ل ا ذ ت ال ج س ل ا

UCCX

اه ع یم ج ت ب ول ط م ل ا ت ال ج س ل ا

نېوكتال ي ف لكاشم يأل ةبولطم - CCX ةرادا نم تالجلسلا عي مج - `/opt/cisco/uccx/log/madm/*`

لجلسلا تايوتسم:

- CCX ةمدخ ي ف لجلسلا تايوتسم ريغيغت نكمي.
- Cisco نم ةدحومال CCX ةرادا: ةمدخال مسا
- `ADM_CFG` ل (لقأل يلع) ءاطخال حيحصت يلع لجلسلا يوتسم نيغيغت بجي و `REST_CLIENT Sub-Facilities`.

يعامتجا بقارم

اهعيجت بولطمال تالجلسلا:

- `/opt/cisco/mmca/log/ccp-chat-gateway/*` - SocialMiner ةشدردل ةرابع نم تالجلسلا عي مج - (مجال يلى دننسمال نارودل)
- `/opt/cisco/mmca/logs/ccp-chat-gateway/http/*-access.log` - نم HTTP لوصو تالجلس عي مج - SocialMiner ةشدردل ةبواب لخدالم يي ذل WebHook م داخ فصتنم ي ف اهريودت متي) (مجال يلى دننسمال نارودل) SocialMiner ل ةماعال ةشدردل (اي موي ليلى)
- `/opt/cisco/mca/logs/ccppublicapps/*` - (API) تاقيبطال ةجمرب تاهجاو نم تالجلسلا عي مج - SocialMiner ل ةماعال ةشدردل ي ف لكاشم يأل ةبولطم - (مجال يلى دننسمال نارودل) SocialMiner ل ةماعال ةشدردل ةثداحمال دع ب ام فينصت، ةشدردل قفدت
- `/opt/cisco/mca/log/runtime/*` - SocialMiner Runtime - نم تالجلسلا عي مج - ةي لمع يأل ةبولطم - ةشدردل لاصتا ةهجل نقح

مادختساب تالجلسلا هذه عي مج عي مجت نكمي:

- (ةلودجمو ةيودي) RTMT تالجلس ةعومجم
- (... طشن فلم يلع لوصحال) قي ببطلل (CLI) رم اوأل رطس ةهجاو

لجلسلا تايوتسم:

ةيسيئر لجلس تايوتسم 3 دجوي، SocialMiner ةشدردل ةرابع تالجلسل ةبس نلاب:

- ي ف لكذ يلى امو لئاسرلاو تالومجال عي مج نم صلختلا، ليچست يوتسم لصفأ - فيخس تالجلسلا
- ءاطخال حيحصت يوتسم، يضا رتفالال ليچستلا يوتسم - debug
- ةيساسال تالجلسلا غارف - تامولعم

ةيراس حبصتل SocialMiner ةشدردل ةرابع ةمدخ ليغشت ةداعا بلطتو `/opt/cisco/mmca/conf/ccp-chat-gateway/settings.json` ريرحت قي رطنع هذه لجلسلا تايوتسم ريغيغت نكمي لوعمال.

ديعبال / رذجال اباسح فلمال اذه يلى لوصولا بلطتي. كلذب ماي قلل CLI رمأ دجوي ال

اهحالصاو ءاطخال فاشكتسا راي تخا ةمئاق

يساسال Messenger ماظن عم لاصتا نود Facebook قي ببط دادعا. 1 ةوطخال

Facebook Messenger يساسال ماظنل مادختساب Facebook قي ببطت أشنأ لي مكال أن نم دكأت FBM ةزيمل UCCX نيوكت لبق

CCX. ةرادا ي ف ةزيملا هذه نيوكت لبق ءايشألا نم ةنيعم ةومجمب مايقلا بجي

اهكالتم او Facebook ةحفص ءاشن

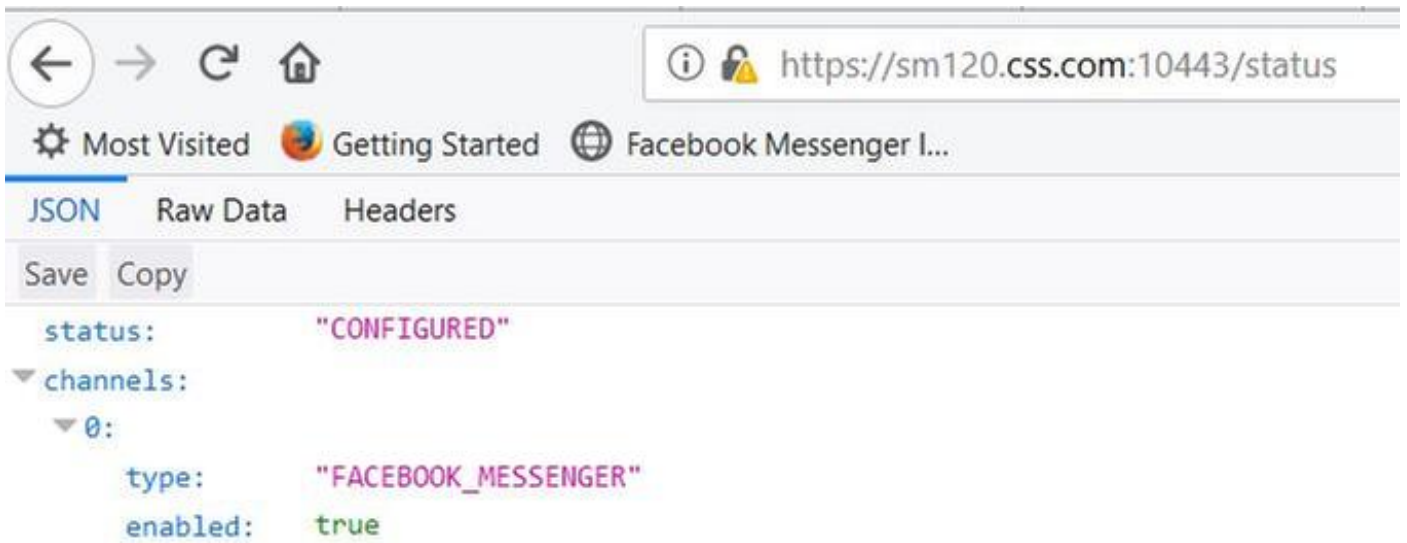
- هتسسؤم/هتكرشل Facebook عقوم يلع ةماع ةحفص مدختسملا كلتمي نأ بجي.
 - ةيدرفلا Facebook يمدختسم تاباسح عم كلذ لمعي نأ نكمي ال.
 - Facebook قيبطت ءاشن لواح يذلا نايل ل ةكولمم Facebook ةحفص نوكت نأ بجي.
 - لوصحلل https://www.facebook.com/help/104002523024878?helpref=about_content عجار.
- تامولعملال نم ديزم يلع

للاصتالا درب صاخلا URL ناووع يلا لوصولا بجي 2. ةوطخلا

وه (ببوتاطابترا ءاشن انثأ Facebook ي هثيدحت مت يذلا) للاصتالا در URL نوكتي نأ بجي، ليكو دوجو مدع ةلاح ي ف facebook.com مداوخ نم ماع لكشب هيلا لوصولا نكمي يذلا URL اذهو. 10443 ذفنملا يلع SM ب صاخلا URL ناووع وه WebHook ب صاخلا URL ناووع نوكتي ينع:

ببويلل URL ناووع اذهو، ةماعلا تنرتنالا يلع ةرشابم ادوجوم SocialMiner ناك اذا 1. ةوطخلا <https://<sm fqdn>:10443/fbm> ذفنملا يلع SocialMiner فيضم هرهشي

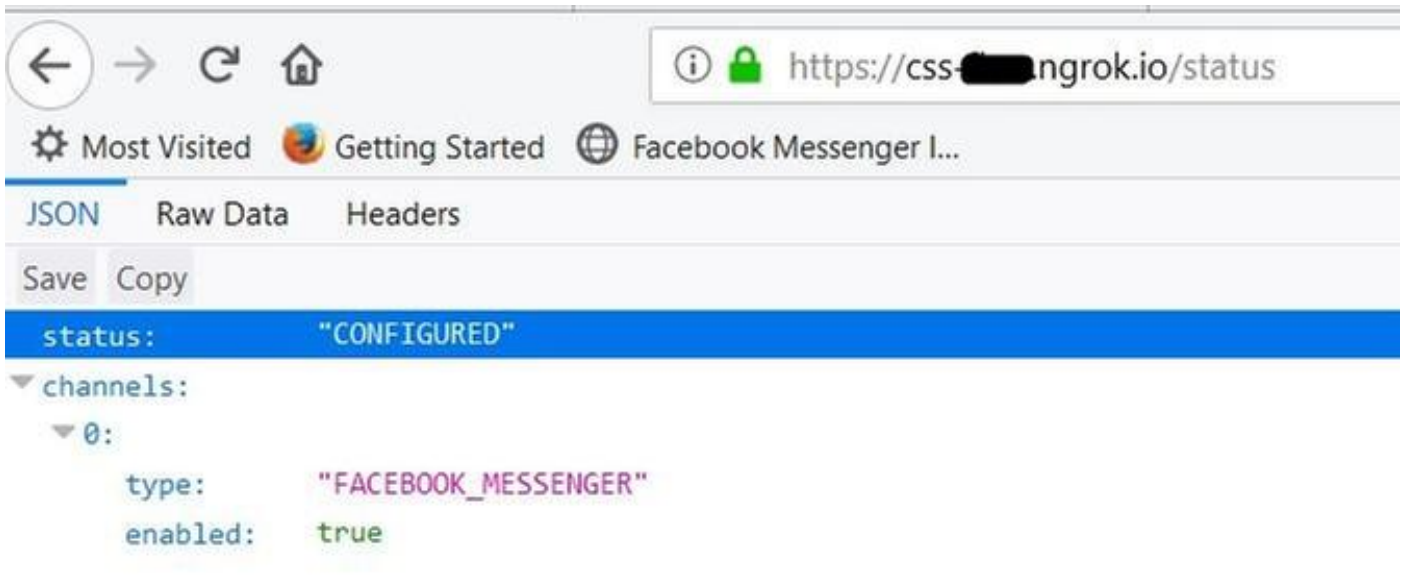
دكأتلل ضرعتسملا ي ف اذه URL ناووع مادختساب Facebook نيوكت ةلاح نم ققحتلالا نكمي لاثم. نيوكتالاروطنم نم ديچ لكشب لمعي ءيش لك نأ نم



ناووع وه WebHook ل URL ناووع نإف، يسكع ليكو فلخ اي فخم SocialMiner ناك اذا 2. ةوطخلا ليكولا مداخ ب صاخلا URL ناووع وه اذه. 10443 ذفنملا يلع ليكولا مداخلل URL يسيكعلا <https://proxy.company.com/fbm>.

فاطخ ب صاخلا URL ناووع يلا بلطال هيچوت ةداعإ يسيكعلا ليكولا اذه موق ي نأ عقوقتملا نم <https://<sm fqdn>:10443/fbm> ذفنملا يلع SocialMiner فيضم هفشكي يذلا ببويللا

لاثم:



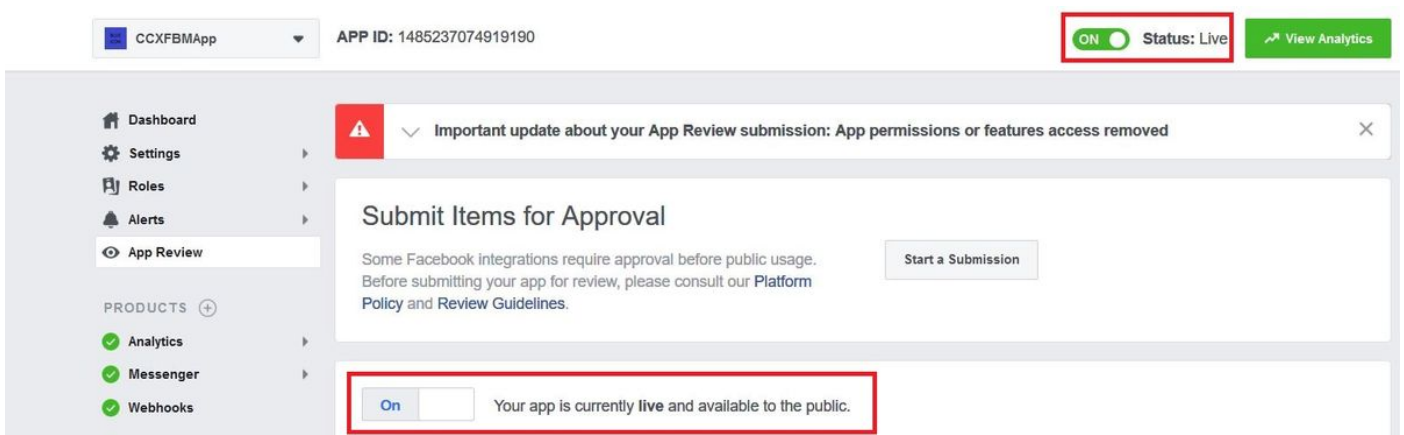
ىل لاصتال درب صاخال URL ناوع مدخي يذلا فيضم الموقى نأ يرورضال نم 3. ةوطخال ةعقوم ةحلص SSL ةداهش مادختساب (HTTPS) نم ال HTTP ربع تابلل ةمدخب facebook.com عقوم لاساسال ماظنل ةداهش لادبتسا نم دكأتف SocialMiner، مداخ وه اذه ناك اذ CA نم CA لبق نم ةعقوم ةحلص ةداهش ايتاذ

مداخ ىل 10443 ذفنملا وحن ةدراورورم ةكرح ياعنم ال ةيامحل نارجد نأ نم دكأت 4. ةوطخال رورملا ةكرح نم مداخال يمخي يذلا ذفنملا اذه ىل هذيفنت متي لدعم ددحم كانه SocialMiner. ذفنملا اذه ىل لاساسال ماظنل لاصتال دح دعاوق قيبطت متي امك. ةدئالزا ةرربملا ريغ

روهمحل لبق نم هي لوصولل ةداعتساو Facebook قيبطت ةعجارم 3. ةوطخال

Facebook قيبطت في تاقيبطتال ةعجارم مسق نمض <https://developers.facebook.com> في اماع كب صاخال قيبطتال لعج On ىل لوجمل نييعت نم دكأت

نكرلا في ةدوجومل ةروصلال في حضورم وه امك Live لوقت قيبطتال ةلاح نأ نم اضيأ دكأت نميال يولعل

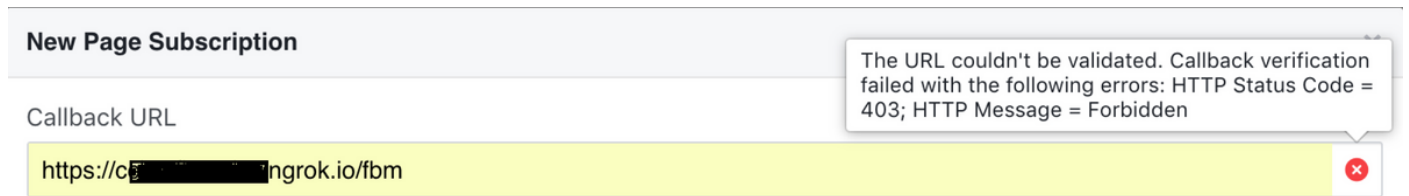
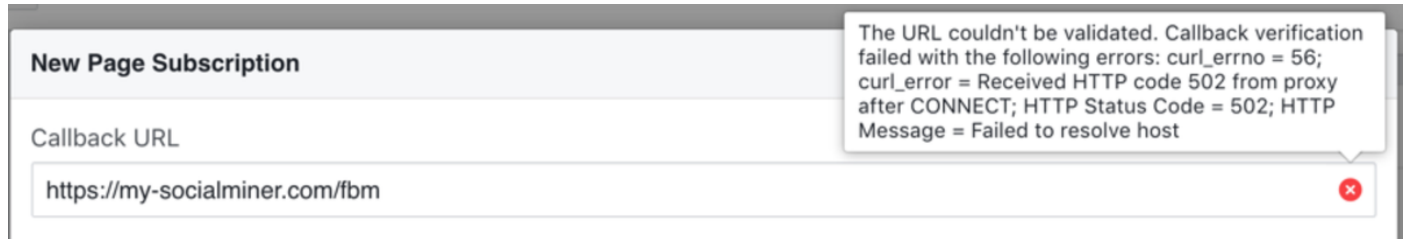


ىل لعج WebHook ةداعتساب صاخال URL ناوع ىل لوصولل Facebook 4. ةوطخال SM.

1 مقر بارتقالا

WebHoks مسق ىل لقتنا **Messenger > Settings** تحت <https://developers.facebook.com> في **Setup WebHoks** ددو

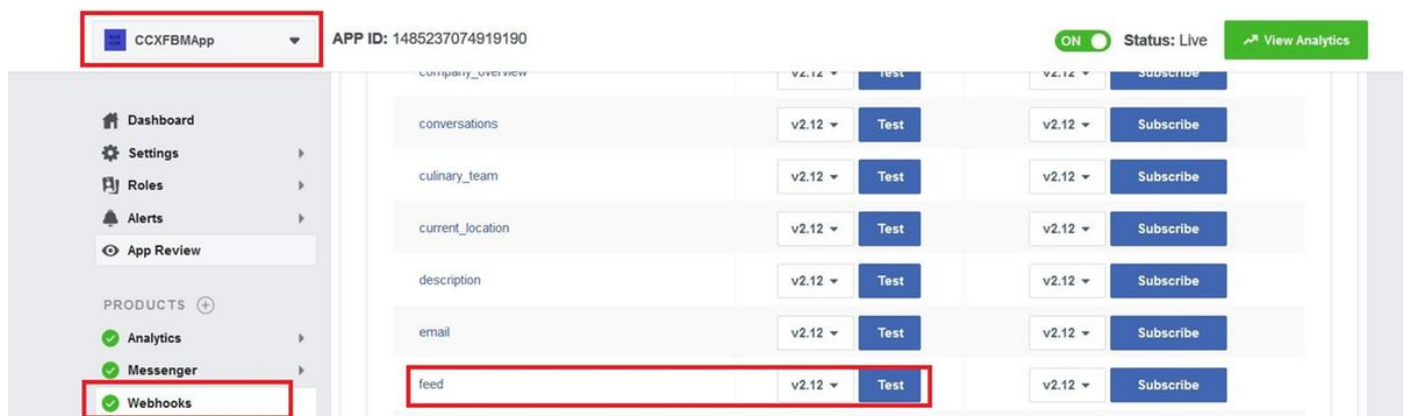
در URL لى [facebook.com](https://developers.facebook.com) نم يقوي قو بلط لاسرا متي ، **ظفحل او ققحتل** رزلا قوف رقنلا دنع رفوتملا ةحصلال نم ققحتلل زيمملا زمرلا مادختساب لاصتالا ةلكشملا حالصاب مقت مل ام تادادعلا هذه ظفح كىل رذعتي ، بلطلا اذله لشف ةلاح في اهالصال يغبننيو ، رطسال في حوضوب لئاسملا هذه زربتو



يناثللا بارتقالا

رابطخال ةفيظو مادختساب (هنويكت دعب) اقحال تقوي في بيولا فاطخ رابطخاب مق (مسق **WebHoks > Facebook** قيبطت نمض) <https://developers.facebook.com> في ةرفوتملا

Facebook لسري ، حاجنلا قيقحت دنع .مداخال لى (لاسرا) **Send** > **Test** (رابطخال) قوف رقنا في حوضوم وه امك ، "كب صاخلا مداخال لى حاجنب ثيدحتلا جذومن لاسرا مت" SM لى ةلاسرا ةروصللا



ثلاثلا بارتقالا

ةي لى لوصحلل دراوالا ةبلع > اهيهبنتلا مسق عجار <https://developers.facebook.com> في هةئاظوو قيبطتلا لى رثوت دق Facebook نم رابخا/اتامال/ع/اتثيدحت

CCXFBMApp APP ID: 1485237074919190 ON Status: Live View Analytics

Dashboard Settings Roles Alerts **Inbox** Archived App Review

PRODUCTS Analytics Messenger Webhooks

Alerts

Inbox (5) - Archived

App Review Required
Reminder of August 1, 2018 App Review deadline to retain access to Facebook Platform APIs
attention June 29

Business Verification Required
App Review Step 2 - Business verification required
attention May 17

You do not have an alert selected

Facebook عهفص ىلا لوصولل زيمملا زمرلا ءحص نم ققحتلا 5 ءوطخلال

1 مقرر بارتقالا

ءمظنالال CCX ءرادا يف ءرفوتملا زيمملا زمرلا نم ققحتلا ءفيظو مدختسا نم ققحتلا > Facebook Messenger - ءشدردل > نورتكلال ال ديربالو ءشدردل > ءي عرفلا (ءحصلا)

Facebook Messenger Integration

Save

Status

Configured and enabled. Check status [here](#)

Configure Token from Facebook

Facebook Page Access Token* EAAV/GOLRBZCxyBAHjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFlt

HTTP Proxy

Use HTTP Proxy Enable

HTTP Proxy proxy.esl.cisco.com :8080 (HostName : Port)

Validate

Token Network

ينائلال بارتقالا

Facebook اءرفوي يتلا [Access Token Debugger](#) ءادا مدختسا

Sharing Debugger Batch Invalidator **Access Token** API Version: [?] v3.1

EAAVG0LRBZCxyBAHjinvqBb4MvGHLnlo4cOXw8qgm7BmZCagb44cM7JEzq7BujFitMsk78ixfZAdZBBuXpxElu4hnQBgvXYzrCifol8vvjivYlaZBshfx8pLLjm42qbE0FgoEmpREw **Debug**

Access Token Info	
App ID	1485237074919190 : CCXFBMAApp
Type	Page
Page ID	599868773733793 : SocialMiner FBM Integration
App-Scoped User ID Learn More	1897421540318446 : Amar Kumar User last installed this app via API N/A
Issued	1524161461 (about 4 months ago)
Expires	Never
Valid	True
Origin	Web
Scopes	manage_pages, pages_show_list, pages_messaging, pages_messaging_phone_number, pages_messaging_subscriptions, public_profile

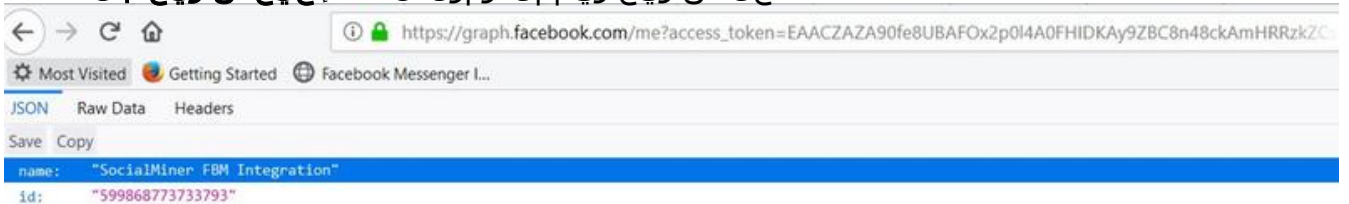
ثلاث الپارت قال

Facebook لى طي سب HTTP GET ب ل ط مي دقت

url = https://graph.facebook.com/me?access_token=<page_access_token>

ب ق ت ر ن

- ا ح ل ا ص ز ي م م ل ا ن ا ك ا ذ ا 200 OK
- ا ح ل ا ص ر ي غ ز ي م م ل ا ن ا ك ا ذ ا ح ي ح ص ر ي غ ب ل ط 400



ه ن و د ب و ا ل ي ك و ب ك و ب س ي ا ف ل ا ل ل ص ت ن ا sm 6 ة و ط خ ل ا

مظن ال (CCX) ة ر ا د ا ي ف ة ر ف و ت م ل ا ز ي م م ل ا ن م ق ق ح ت ل ا ة ف ي ط و م د خ ت س ا
Facebook Messenger > Validate - ة ش د ر د ل ا > ي ن و ر ت ك ل ل ا ل د ي ر ب ل ا و ة ش د ر د ل ا > ة ي ع ر ف ل ا

Facebook Messenger Integration

Save

Status

Configured and enabled. Check status [here](#)

Configure Token from Facebook

Facebook Page Access Token*

HTTP Proxy

Use HTTP Proxy Enable

HTTP Proxy

Validate

Token Network

ةش دردل ةرابع ةمدخ ةلا ح 7. ةوطخ لا

ديرب لا و ةش دردل ا ةي عرف لا ةمظن ال) CCX ةراد ا ي ةلا ح لا نم ققحت لا كنكم ي
(SocialMiner ني وكت > ني ورتك لا لا

SocialMiner Configuration

Save Cancel

Status

Ready

Configure SocialMiner

IP Address / Host Name*:

User Name*:

Password*:

Save Cancel

SocialMiner Status

- Feeds:
- Campaigns:
- Notifications:
- Email Cache:
- Email Server:
- SocialMiner Chat Gateway:
- Facebook Messenger Integration: Enabled

Reinject Email contacts
Reinject

*- indicates required item
 *-HostName / IPAddress will be resolved to fully qualified domain name

- تاونق لا ضعب ني وكت متو ني وكت ةلا ح بو لي غشت لا دي ق ةباوب لا نا اى لا ةراش لا (Facebook Messenger).
- ا، اهل لا لوصول رذعتي هنا و، ق الاط لا اى لى لي غشت لا دي ق تسي ل ةباوب لا نا اى لا ريشي .
ئيس ني وكت ببسب ا طخ ةلا ح ي ف انا

تاونق ةي ني وكت متي مل . NOT_CONFIGURE ةلا ح ي ف ةباوب لا نا اى لا ريشي - نوكم ريغ

ريغ SocialMiner رادصا نا و ا هطي شنت متي مل Finesse نا اى لا ريشي - قي ببطت لا لباق ريغ
قف اوتم و نوكم

Facebook Messenger لم اكت

ال ما ةنكمم ةانق لا هذه تناك اذا ام اى لا ةراش لا

ةعطقت مل اءاطخ لا دي دحتل دي فم . ةانق لا هذه ي ف هلي جست مت لشف رآ اى لا اضي ا ريشي

ةمءادلاو.

ةظءالم:

عطق نود يكيمانيء لكشب لوعفملا ءذفان هءة تاونقلا تانويوكء ءبصء نأ نكمي ال SocialMiner ل ءشءرءلا ءرابع ءمءء لءيءشء ءءاعل بلطءء ءلءالابو، ءءراءلا ءاءءءالملا

- ءءاء Facebook - PageAccessToken ءءفص ءل لوصولل ءيمملا ءمرلا
 - ءءءءلل ءيمملا ءمرلا ءل ءءصلا نم ءءءءلل ءيمملا ءمرلا
- ءءأف، ءءصلا نم ءءءءلل ءيمملا ءمرلا وأ ءءفصلا ءل لوصولل ءيمملا ءمرلا رءيءء اءءرم اءال رطس ءهءاو نم SocialMiner ل ءشءرءلا ءرابع ءمءء لءيءشء

SocialMiner ءشءرءلا ءبابل ءمءءل لءيءشء ءءاعل

اهءالصوا ءاقفءءلا ءاطءأ فاشءءسا

ءراءلا ءفءء

ءءءرفلا ءمظنألا نم Facebook Messenger لماءء ءءفص لءمءءب لوءسءملا موءي 1. ءوطلءا نيوكء ءل ءصءء ءءل (ءءال) Facebook Messenger-ءشءرءلا > ءنورءءلل ءل ءرءبلا ءشءرءلا > (اهنيوكء ءءال ءل SocialMiner نم ءشءرءلا ءرابع)

ءشءرءلا ءبابل نيوكء ءل ءل لوصولل REST بلط ءءاعل UCCX//

```
6551: Aug 27 12:21:23.943 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Getting gateway config
6552: Aug 27 12:21:23.950 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: ChatWidgetUtil.getChatFeedURL()
6553: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor
6554: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: DBAccessor.get(query)
6555: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema class = com.cisco.crs.chat.ChatSocialMinerConfig
6556: Aug 27 12:21:23.950 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl: Returning DAO :: SystemConfigDAO
6557: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6558: Aug 27 12:21:23.951 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
6559: Aug 27 12:21:23.958 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
6560: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.convertToCIR :: 1 entities
6561: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found Configs1
6562: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Socialminer is configured
6563: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering - getChannelConfig(FACEBOOK_MESSENGER)
6564: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering - getGatewayConfiguration
6565: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor
6566: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
```


PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]
6578: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getGatewayHttpProxy
6579: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getGatewayConfiguration
6580: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6581: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
DBAccessor.get(query)
6582: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6583: Aug 27 12:21:24.585 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6584: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6585: Aug 27 12:21:24.585 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6586: Aug 27 12:21:24.590 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6587: Aug 27 12:21:24.591 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6588: Aug 27 12:21:24.592 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1
6589: Aug 27 12:21:24.592 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET request to - chatGatewayConfig/
6590: Aug 27 12:21:24.604 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.
6591: Aug 27 12:21:24.606 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): returns -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@dede9e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig\$httpProxy@1e97c72[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@1e930bc[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7e93ee[pageAccessToken=EAAGV0LRB
ZCxYBAHjjvqBb4MvGHLnlo4cOXw8qgm7BmZCagb44cm7JEzq7BujfItMsk78ixfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy72lu9wyzg7edllvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config\$Channel\$ProblemStatement@21fcdcf[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@160b24a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@1591f22[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6592: Aug 27 12:21:24.606 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Facebook
channel is configured
6593: Aug 27 12:21:24.609 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(4)
6594: Aug 27 12:21:24.609 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6595: Aug 27 12:21:24.616 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:

EntityDataSource.getPrimaryDataSourceType = LOCAL
6596: Aug 27 12:21:24.626 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)
6597: Aug 27 12:21:24.626 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(4)
6598: Aug 27 12:21:24.626 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6599: Aug 27 12:21:24.626 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6600: Aug 27 12:21:24.630 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)
6601: Aug 27 12:21:24.630 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(5)
6602: Aug 27 12:21:24.630 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6603: Aug 27 12:21:24.630 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6604: Aug 27 12:21:24.632 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)
6605: Aug 27 12:21:24.633 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(5)
6606: Aug 27 12:21:24.633 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6607: Aug 27 12:21:24.633 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6608: Aug 27 12:21:24.636 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)
6609: Aug 27 12:21:24.636 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(6)
6610: Aug 27 12:21:24.636 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6611: Aug 27 12:21:24.636 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6612: Aug 27 12:21:24.638 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)
6613: Aug 27 12:21:24.638 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(6)
6614: Aug 27 12:21:24.638 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6615: Aug 27 12:21:24.639 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6616: Aug 27 12:21:24.641 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)
6617: Aug 27 12:21:24.641 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Get all
Chat Csq's
6618: Aug 27 12:21:24.643 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap()
6619: Aug 27 12:21:24.651 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMapByQType(2)
6620: Aug 27 12:21:24.651 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6621: Aug 27 12:21:24.651 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ChatTriggerPointDAO
6622: Aug 27 12:21:24.669 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6623: Aug 27 12:21:24.685 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6624: Aug 27 12:21:24.687 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6625: Aug 27 12:21:24.689 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6626: Aug 27 12:21:24.691 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6627: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:

ChatHome.getAllQueueTagMapByQType(2) returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6, 1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}

6628: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome: ChatHome.getAllQueueTagMap() returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6, 1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}

نويوكتال شي دحت لوؤس مالا لواحي 2. ةوطخلا

6975: Aug 27 12:45:41.702 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Entering - updateGatewayConfiguration

6976: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor

6977: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: DBAccessor.get(query))

6978: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Schema class = com.cisco.crs.chat.ChatSocialMinerConfig

6979: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] DAOFactoryImpl: Returning DAO :: SystemConfigDAO

6980: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil: SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null

6981: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL

6982: Aug 27 12:45:41.707 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL

6983: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil: SystemConfigUtil.convertToCIR :: 1 entities

6984: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Found Configs1

6985: Aug 27 12:45:41.709 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient: SmRestClient().SmRestClient: updateChatGatewayConfig(): Sendig PUT request to - chatGatewayConfig/

6986: Aug 27 12:45:41.710 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient: SmRestClient().callSmPutMethod(): Sending PUT request to - chatGatewayConfig/ with params - com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$httpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@13545e2[type=FACEBOOK_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7f0248[pageAccessToken=EEAVG0LRBZCxYBAHjnnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujfItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbe0FgoEmpREw0YV7lSq4RzRZBPeFVvJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy72lu9wyzg7edllvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@2d9915[title=1162FBM2,queueId=5],com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@19d5de6[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis., PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options., CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later., WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]]

6987: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient: SmRestClient().chatGatewayConfig PUT succeeded

6988: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient: SmRestClient().PUT succeeded. result = PUT https://sm-fqdn/ccp-webapp/ccp/chatGatewayConfig/ returned a response status of 200 OK

6989: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Updated chat gateway configuration. com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.

```
sm.model.ChatGatewayConfig$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRBZCXYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujfItMsk78iXfZAdZBBuXpxEiu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7ed1lvjgsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,queueId=5],com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis., PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options., CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later., WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]]]
6990: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Exiting - updateGatewayConfiguration
```

نيوكتال ةحص نم ققحتال لوؤس ملال لواحي 3 ةوطخال

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7328: Aug 27 13:02:49.777 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Entering -
validateConfig(EAAVG0LRBZCXYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujfItMsk78iXfZAdZBBuXpxEiu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja, proxy.esl.cisco.com, 8080)
7329: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor
7330: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: DBAccessor.get(query)
7331: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Schema class = com.cisco.crs.chat.ChatSocialMinerConfig
7332: Aug 27 13:02:49.778 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] DAOFactoryImpl: Returning DAO :: SystemConfigDAO
7333: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil: SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
7334: Aug 27 13:02:49.784 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
7335: Aug 27 13:02:49.789 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
7336: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil: SystemConfigUtil.convertToCIR :: 1 entities
7337: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Found Configs1
7338: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient: SmRestClient().SmRestClient: validateConfig()
7339: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient: SmRestClient().SmRestClient: path for FBM_CONFIG_TEST is chatGatewayConfig/test/facebook
7340: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient: SmRestClient().SmRestClient: FBMConfig is com.cisco.uccx.rest.sm.model.FBMConfig@1c02765
7341: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient: SmRestClient().SmRestClient: response for FBM_CONFIG_TEST is POST https://sm-fqdn/ccp-webapp/ccp/chatGatewayConfig/test/facebook returned a response status of 200 OK
7342: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient: SmRestClient().validateConfig succeeded
7343: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient: SmRestClient().SMRestClient validateConfig is
com.cisco.uccx.rest.sm.model.FBMConfigTestStatus@12cf7b6[status=PASSED,reason=]
```



```
7344: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig-status is PASSED
7345: Aug 27 13:02:50.373 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Exiting -
validateConfig()
```

ةثداحم لاقفدت

ةللكش م لانايب ةمئاق هيلع ضرعتو "ابحرم" لوقي - مداق ديدج لي مرم 1. ةوطخل

فلم لاقفدت /opt/cisco/mmca/logs/ccp-chat-gateway/log.log

```
2018-08-27 14:59:01.781 - info: Creating new session. [Type=FACEBOOK_MESSENGER],
[ID=2242240722460512] ...
2018-08-27 14:59:01.782 - debug: Created session for user [ID=2242240722460512]. Session count =
1
2018-08-27 14:59:01.782 - info: Scheduling an interval to check and clean stale sessions ...
2018-08-27 14:59:01.803 - warn: Received message [Hi] in session [ID=2242240722460512] in
[CREATED] state. Ignoring.
2018-08-27 14:59:10.758 - debug: setUserName: Setting user name of session [ID=2242240722460512]
to Amar Kumar ...
2018-08-27 14:59:21.501 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_WAIT ...
```

UCCX. لاقفدت لاسرا مرم و SM يف ديدج ةثداحم بلط ءاشن مرم 2. ةوطخل

//ccpapi

```
0000000342: 10.86.64.220: Aug 27 2018 14:59:41.977 -0400: %CCBU_____EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:3][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000343: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@22d8c8[author=Amar
Kumar,title=Chat from Facebook
Messenger,campaignIds=[100030],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleName=,
mediaRoutingDomainId=0,newTags=[ccx_chat_req],oldTags=[ccx_chat_req],screenPopUrl=,socialContactExtensionFields={h_chatRoom=socialminer_chat.0@conference.127.0.0.1, ccxqueuetag=Chat_Csq4,
h_chatOrigin=FACEBOOK_MESSENGER, h_Name=Amar
Kumar},socialContactId=7CC1846210000165000000000A5640DC,socialContactChatIsInvited=false,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,
socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=unread,socialContactStatusDate=Mon Aug 27 14:59:41 EDT
2018,socialContactStatusReason=unknown,socialContactStatusUserId=,socialContactTags=[],sourceType=chat,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]: A DSNotificationEvent
received
0000000344: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_____EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000345: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1c39520[author=,title=,
campaignIds=[100030],eventType=SC_TAGGING,notificationRuleId=0,notificationRuleName=,mediaRoutingDomainId=0,newTags=[ccx_chat_req],oldTags=[],screenPopUrl=http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC,socialContactExtensionFields={},socialContactId=7CC1846210000165000000000A5640DC,socialContactChatIsInvited=false,socialContactChatInviteStatus=,
socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=<null>,socialC
```

ontactStatusDate=Mon Aug 27 14:59:41 EDT
2018, socialContactStatusReason=, socialContactStatusUserId=, socialContactTags=[], sourceType=, hasMoreContacts=false, numContactsResend=0, numQueuedContact=0]]: A DSNotificationEvent received
0000000346: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_____EVENTING-6-
SOCIAL_CONTACT_PUBLISH_START:
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat]: Publishing contact
0000000013: 10.86.64.220: Aug 27 2018 14:59:41.985 -0400: %CCBU_____MSGPROXY-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000347: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-
SOCIAL_CONTACT_PUBLISH_END:
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat][Payload=<SocialContact><auth
or>Amar
Kumar</author><chatIsInvited>false</chatIsInvited><extensionFields><extensionField><name>h_chatR
oom</name><value>socialminer_chat.0@conference.127.0.0.1</value></extensionField><extensionField
><name>h_chatOrigin</name><value>FACEBOOK_MESSENGER</value></extensionField><extensionField><nam
e>h_Name</name><value>Amar
Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat_Csq4</value></
extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396
381792</publishedDate><refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><
status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</status
Timestamp><statusUserId></statusUserId><tags><tag>ccx_chat_req</tag></tags><title>Chat from
Facebook Messenger</title></SocialContact>]: Published contact
0000000348: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-
SOCIAL_CONTACT_PUBLISH_START:
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.campaign.updates.CCX_Chat_Campaign]:
Publishing contact
0000000349: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-
SOCIAL_CONTACT_PUBLISH_END:
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.campaign.updates.CCX_Chat_Campaign][Payload
=<SocialContact><campaignPublicId>CCX_Chat_Campaign</campaignPublicId><extensionFields><extensio
nField><name>h_chatRoom</name><value>socialminer_chat.0@conference.127.0.0.1</value></extensionF
ield><extensionField><name>h_chatOrigin</name><value>FACEBOOK_MESSENGER</value></extensionField>
<extensionField><name>h_Name</name><value>Amar
Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat_Csq4</value></
extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396
381792</publishedDate><refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><
status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</status
Timestamp><statusUserId></statusUserId><tags><tag>ccx_chat_req</tag></tags></SocialContact>]:
Published contact
=====

//runtime

0000018498: 10.86.64.220: Aug 27 2018 14:59:41.779 -0400: %CCBU_____FEEDS-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=0][mid=ID:sm120-37552-1535122799516-
4:2:2:1:1][msg_kind=ActiveMQMapMessage][msg_type=PUSH.PushSocialContactRequest]: A message has
been received by the message bus
0000018499: 10.86.64.220: Aug 27 2018 14:59:41.785 -0400: %CCBU_____FEEDS-6-
CREATE_SOCIAL_CONTACT: Got Request to Create Social Contact with RequestId:jW2gF8
0000018500: 10.86.64.220: Aug 27 2018 14:59:41.791 -0400: %CCBU_____FEEDS-6-
CONFIG_OBJECT_STORED_IN_CACHE: %[id=100029][type.id=FeedReader]: Stored config object in local
cache.
0000018501: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-
CREATE_SOCIAL_CONTACT: Submitted Request to Create Social Contact to FeedReaderManager with
RequestId:jW2gF8
0000018502: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_PROCESSOR: Got new SocialContactProcessingRequest with requestId:jW2gF8
0000018503: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_PROCESSOR: SocialContactProcessor processSocialContact Entry with
requestId:jW2gF8
0000018504: 10.86.64.220: Aug 27 2018 14:59:41.937 -0400: %CCBU_____FEEDS-6-

```

SOCIAL_CONTACT_CREATED:
%[SOCIAL_CONTACT_ID=7CC1846210000165000000000A5640DC][SOCIAL_CONTACT_LINK=http://localhost/ccp/socialcontact/7CC1846210000165000000000A5640DC]: A new social contact was created
0000000026: 10.86.64.220: Aug 27 2018 14:59:42.440 -0400: %CCBU__NOTIFICATION-6-
NOTIFICATION_SUCCEEDED:
%[Notification=com.cisco.ccbu.ccp.notification.Notification@6c657e[enqueueTime=1535396382131,rul
e=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@7dafaa[httpUrl=https://uccx-fqdn/uccx-
webservices/contact,httpUsername=<null>,httpPassword=<null>,sslVerifyCertificates=false,campaign
Id=100030,tags=[ccx_chat_req],id=100031,name=CCX Chat Notification,description=Created by CCX
application as part of CCX chat
configuration.,changeStamp=5,lastUpdated=1533830025500,ouId=4],screenPopUrl=http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign,body=<?xml
version="1.0" encoding="UTF-8" standalone="yes"?>
<SocialContact>
  <author>Amar Kumar</author>
  <description></description>
  <extensionFields>
    <extensionField>
      <name>ccxqueuetag</name>
      <value>Chat_Csq4</value>
    </extensionField>
    <extensionField>
      <name>h_Name</name>
      <value>Amar Kumar</value>
    </extensionField>
    <extensionField>
      <name>h_chatOrigin</name>
      <value>FACEBOOK_MESSENGER</value>
    </extensionField>
    <extensionField>
      <name>h_chatRoom</name>
      <value>socialminer_chat.0@conference.127.0.0.1</value>
    </extensionField>
  </extensionFields>
  <id>7CC1846210000165000000000A5640DC</id>

<integrationAuthTokenExpirationTimestamp>1535417981795</integrationAuthTokenExpirationTimestamp>
  <integrationAuthTokenGUID>XXXXXXXXXX</integrationAuthTokenGUID>
  <link>http://localhost/ccp/socialcontact/7CC1846210000165000000000A5640DC</link>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>
  <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL>
  <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
  <screenPopUrl>http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign</screenP
opUrl>
  <sourceType>chat</sourceType>
  <status>unread</status>
  <statusReason>unknown</statusReason>
  <statusTimestamp>1535396381798</statusTimestamp>
  <statusUserId></statusUserId>
  <tags>
    <tag>ccx_chat_req</tag>
  </tags>
  <title>Chat from Facebook Messenger</title>
</SocialContact>
,socialContact=<null>]]: A notification was sent out successfully

```

م.العال UCCX ى ق ل ت ت 3. ة و ط خ ل ا

//MADM

```
8973: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
New incoming contact : <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<contactXML>
  <author>Amar Kumar</author>
  <id>7CC1846210000165000000000A5640DC</id>
  <integrationAuthTokenGUID>d73e07bd-ee99-47a8-b623-e582260722f5</integrationAuthTokenGUID>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>
  <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL>
  <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
  <sourceType>chat</sourceType>
  <status>unread</status>
  <statusReason>unknown</statusReason>
  <statusTimestamp>1535396381798</statusTimestamp>
  <tags>
    <tag>ccx_chat_req</tag>
  </tags>
  <title>Chat from Facebook Messenger</title>
  <extensionFields>
    <extensionField>
      <name>ccxqueuetag</name>
      <value>Chat_Csq4</value>
    </extensionField>
    <extensionField>
      <name>h_Name</name>
      <value>Amar Kumar</value>
    </extensionField>
    <extensionField>
      <name>h_chatOrigin</name>
      <value>FACEBOOK_MESSENGER</value>
    </extensionField>
    <extensionField>
      <name>h_chatRoom</name>
      <value>socialminer_chat.0@conference.127.0.0.1</value>
    </extensionField>
  </extensionFields>
</contactXML>
```

```
8974: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
Notify for new contact
```

رفوتم لي مع نع شح بل او راطت نال ا عم ئاق يلى ة ش دردل ا ة اضا ب Engine موق ي 4. ة و طخل ا ة ش دردل ل

"ك عم ة ش دردل ل ري بخ دا جي" لوقت ة لاسر ة دحو ل ا مدقت ، ة ل حرمل ا هذ ه ي

```
399906: Aug 27 14:59:42.439 EDT %MIVR-SS_CHAT-7-UNK:[chatEventConsumer-1] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : Received Event
[ContactEvent [operation=ADD, contactXML=ContactXML [author=Amar Kumar,
id=7CC1846210000165000000000A5640DC, replyType=chat, notificationTag=ccx_chat_req,
refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC,
replyTemplateURL=http://sm-fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp,
integrationAuthTokenGUID=d73e07bd-ee99-47a8-b623-e582260722f5,
userExtensionFields=[UserExtensionField [name=ccxqueuetag, value=Chat_Csq4], UserExtensionField
[name=h_Name, value=Amar Kumar], UserExtensionField [name=h_chatOrigin,
value=FACEBOOK_MESSENGER], UserExtensionField [name=h_chatRoom,
value=socialminer_chat.0@conference.127.0.0.1]], tags=[ccx_chat_req], sourceType=chat,
status=unread, statusReason=unknown, publishedDate=1535396381792, title=Chat from Facebook
```

Messenger, campaignPublicId=null, statusTimestamp=1535396381798]]] on master node.
399907: Aug 27 14:59:42.446 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC1846210000165000000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC1846210000165000000000A5640DC, MediaType: CHAT
399909: Aug 27 14:59:42.457 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.manager.ChatContactManager : addContact()--Queue for tag is 4
399910: Aug 27 14:59:42.457 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : addContactToQueues() -
contactID:7CC1846210000165000000000A5640DC dispositionReason:UNKNOWNtimestamp:1535396381798
399911: Aug 27 14:59:42.458 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: In
persistCustomerData. Received contact
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN])
399912: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Contact with contactID:
7CC1846210000165000000000A5640DC created in memory.
399913: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Calling allocator
399914: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : Offer Contact:
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN]) To
Queue: 4
399916: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue.
AvailableAgent{230}
399917: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue Only one
agent is available in agent list. Return id [230] agentId [agent7901]
399918: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: Selected agent [
agent7901] for handling the contact. Reserving agent.

مكححتل ةدحول ددحمل ةلكشم ل نايب دعب ةثداحمل ال ل ل كولا م ضنا دقل 5 ةوطخل

//شدردل ةرابع تالجس

```
2018-08-27 14:59:39.172 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_CLOSED ...
2018-08-27 14:59:39.172 - info: Posting a chat request to SocialMiner [ID=2242240722460512],
[HOST=localhost], [FEEDID=100029], [QUEUEID=4]
2018-08-27 14:59:41.966 - info: Chat created successfully. [ID=2242240722460512], [SC
RefURL=http://localhost/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC]
2018-08-27 14:59:41.966 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to AGENT_WAIT ...
2018-08-27 14:59:41.967 - debug: setEventPoller: Setting event poller in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.010 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: { StatusEvent: { id: '1', status: 'chat_ok' } } }
2018-08-27 14:59:47.011 - debug: setLatestEventID: Setting latest event ID [1] in session
[ID=2242240722460512] ...
```

```
2018-08-27 14:59:47.012 - warn: Unknown status event [chat_ok] received. Ignoring.
[ID=2242240722460512]
{ type: 'StatusEvent', id: '1', status: 'chat_ok' }
2018-08-27 14:59:51.982 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '2', from: 'agent7901', status: 'joined' } } }
2018-08-27 14:59:51.989 - debug: setLatestEventID: Setting latest event ID [2] in session
[ID=2242240722460512] ...
2018-08-27 14:59:51.989 - info: Handing agent JOIN event. [ID=2242240722460512]
2018-08-27 14:59:51.990 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to TALKING ...
2018-08-27 14:59:51.990 - debug: clearUserMessagesBuffer: Clearing buffer (contains 0 messages)
[ID=2242240722460512] ...
2018-08-27 14:59:52.588 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Just a moment...finding an expert to chat with you.]
```

نختم جسم مت - ءال كولا ني ب تال صولا نم (ناو 5 لك) اهؤات فتسا مت يتال اذ األ 6 ة و طخل تقؤم ال مدختس م ال

```
2018-08-27 15:01:07.028 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:12.031 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:12.031 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:27.037 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:27.037 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:32.036 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:32.036 - debug: No events from SocialMiner for [ID=2242240722460512]
```

مدختس م ال او لي كولا ني ب ة ش در دل لئ اسر لد اب ت 7 ة و طخل

```
2018-08-27 15:00:12.487 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=composing]
2018-08-27 15:00:16.998 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { MessageEvent: { id: '4', body: 'Hi+How+can+I+help+you%3F', from: 'agent7901' },
    TypingEvent: { id: '5', from: 'agent7901', status: 'paused' } } }
2018-08-27 15:00:16.999 - debug: setLatestEventID: Setting latest event ID [5] in session
[ID=2242240722460512] ...
2018-08-27 15:00:22.002 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:22.002 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.001 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:27.001 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.601 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Hi How can I help you?]
2018-08-27 15:00:32.004 - debug: Received chat events for [ID=2242240722460512]
```

```
{ chatEvents: '' }
2018-08-27 15:00:32.005 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:37.008 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:37.008 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:38.067 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=paused]
2018-08-27 15:00:42.011 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:42.011 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:47.014 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:47.014 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.020 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:52.020 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.460 - debug: Sent message [I need help with troubleshooting my problem] from
session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:52.502 - debug: Sent message [I need help with troubleshooting my problem] from
session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:57.023 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:57.023 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.026 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:02.026 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.068 - debug: Sent message [Sure] from session [ID=2242240722460512] to
SocialMiner.
```

8. ةوطخل (ةثءاءمء ءعب ام مءءقء نءءكمء مء) ءءءاءمء نم لءءكولاء ءهء نء.

```
2018-08-27 15:46:06.928 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '11', from: 'agent7901', status: 'left' } } }
2018-08-27 15:46:06.929 - debug: setLatestEventID: Setting latest event ID [11] in session
[ID=2242240722460512] ...
2018-08-27 15:46:06.929 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:46:06.930 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to RATING_WAIT ...
2018-08-27 15:46:11.929 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:11.929 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:15.940 - debug: Successfully sent rating choices to facebook messenger.
[ID=2242240722460512]
2018-08-27 15:46:16.931 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:16.931 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:21.934 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:21.934 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:23.887 - debug: Received feedback rating [5] from [ID=2242240722460512].
Submitting to SocialMiner ...
2018-08-27 15:46:23.892 - debug: Received feedback rating [5] from [ID=2242240722460512].
Submitting to SocialMiner ...
2018-08-27 15:46:23.929 - debug: Successfully submitted feedback rating to SocialMiner.
[ID=2242240722460512]
2018-08-27 15:46:23.929 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.930 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:23.936 - debug: Successfully submitted feedback rating to SocialMiner.
[ID=2242240722460512]
2018-08-27 15:46:23.936 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.937 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
```

```
2018-08-27 15:46:34.551 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Thank you for the feedback.]
```

9. ةوطخل (ةشدردل دع ب ام فينصت ني كمت متي مل) ةشدردل نم لئكولا يهتني.

```
2018-08-27 15:52:43.736 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '8', from: 'agent7901', status: 'left' } } }
2018-08-27 15:52:43.736 - debug: setLatestEventID: Setting latest event ID [8] in session
[ID=2242240722460512] ...
2018-08-27 15:52:43.736 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:52:43.737 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:52:43.739 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:52:54.351 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Your chat has ended. Thank you!]
```

ةعونتم تاقفدت

1. ةوطخل "SocialMiner ةشدردل ةرابع" - ةمدخل لئغشت عدب.

ذفانمل حتف، ةمدخل لئغشت عدب - startup.log

```
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Starting SocialMiner Chat Gateway
...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : npm missing in PATH. Adding ...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Enabling port 10443 on system
firewall ...
IP preferences file updated successfully.
iptables has been updated with new rules.
ip6tables has been updated with new rules.
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Successfully enabled port 10443 on
system firewall
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Service started. PID = 169781
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Try #1 - Sleeping for 5 seconds ...
```

2. ةوطخل تانويكالت لئمحت.

لجسلا لئغشت تانويكالت لئمحت. لئغشت الت عدب

```
2018-08-28 10:21:20.100 - info: **** STARTUP ****
2018-08-28 10:21:20.104 - info: Clearing existing configuration from memory ...
2018-08-28 10:21:20.104 - info: Initializing config_manager, loading config from filesystem ...
2018-08-28 10:21:20.104 - info: Loaded service configuration:
{ server:
  { port: 10443,
    sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
    sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
    maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.106 - info: Loaded configurations for 1 channels.
2018-08-28 10:21:20.107 - info: Setting HTTP proxy [proxy.esl.cisco.com:8080] into process.env
...
2018-08-28 10:21:20.107 - info: Setting current config state to CONFIGURED
2018-08-28 10:21:20.108 - info: Loaded service configuration:
```



```
{ server:
  { port: 10443,
    sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
    sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
    maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
```

2018-08-28 10:21:20.110 - info: Silencing logs on console. Refer log files for further logs

كوه بېو مداخ روهظ رطانتا 3. ةوطخال

startUp.log - بېولا مداخ روهظ راطتانا ي ف.

```
[Tue Aug 28 10:21:24 EDT 2018] : chat_gateway_launcher.sh : Checking if service is running on
port 10443 ...
```

```
[Tue Aug 28 10:21:25 EDT 2018] : chat_gateway_launcher.sh : Service UP and RUNNING on port 10443
```

اه فيظنتو ةمي دق ل لمعال تاسلج صرحف 4. ةوطخال

اه فيظنتو ةمي دق لمع تاسلج ل ع روثةال م

```
2018-08-27 15:49:44.030 - info: Checking stale sessions ...
```

```
2018-08-27 15:49:44.031 - info: Found 1 stale sessions
```

```
2018-08-27 15:49:44.031 - info: Destroying session [ID=2242240722460512]
```

```
2018-08-27 15:49:44.031 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
```

```
2018-08-27 15:49:44.031 - info: Cleaned up 1 stale sessions
```

ةلطم لمع تاسلج ل ع روثةال م تي مل

```
2018-08-27 18:59:01.789 - info: Checking stale sessions ...
```

```
2018-08-27 18:59:01.789 - info: Found 0 stale sessions
```

```
2018-08-27 18:59:01.789 - info: Cleaned up 0 stale sessions
```

```
2018-08-27 19:59:01.789 - info: Checking stale sessions ...
```

```
2018-08-27 19:59:01.789 - info: Found 0 stale sessions
```

```
2018-08-27 19:59:01.789 - info: Cleaned up 0 stale sessions
```

ةمچرتل هذه لوج

ةللأل تاي نقتل نمة ومة م ادخت ساب دن تسمل اذة Cisco ت مچرت
ملاعلاء انء مچ م ن م دخت تسمل معد و ت م م دقت لة شرش بل او
امك ة قق د نوك ت نل ةللأل مچرت ل ضف أن ة ظحال م چرئ. ة صاأل م هت غل ب
Cisco ي لخت. فرت م مچرت م ا م دق ي ت ل ة فارت حال ة مچرت ل عم ل األ و ه
ل إأمئ اد عوچرل اب ي صؤت و ت ا مچرت ل هذه ة قق د ن ع اهت ي ل وئ س م
Systems (رفو تم طبارل) ي ل صأل ا ي زل ل چن إل ا دن تسمل ا