

# Verfolgen von Routingereignissen in einer CCE-Umgebung, die in WebEx Connect integriert ist

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## Einleitung

In diesem Dokument wird der Meldungsfluss für eine neue Aufgabe beschrieben, die an einen Mitarbeiter in einer mit WebEx Connect integrierten Contact Center Enterprise-Lösung weitergeleitet wird.

## Voraussetzungen

Anforderungen:

Cisco empfiehlt, dass Sie über Kenntnisse in folgenden Bereichen verfügen:

- Cisco Packaged Contact Center Enterprise (PCCE)
- Cisco Unified Contact Center Enterprise (UCCE)
- WebEx Connect

Verwendete Komponente:

Die Informationen in diesem Dokument basierend auf folgenden Software- und Hardware-Versionen:

- ICM-Version: 12.6(2)
- Finesse-Version: 12.6(2)
- WebEx Control Hub

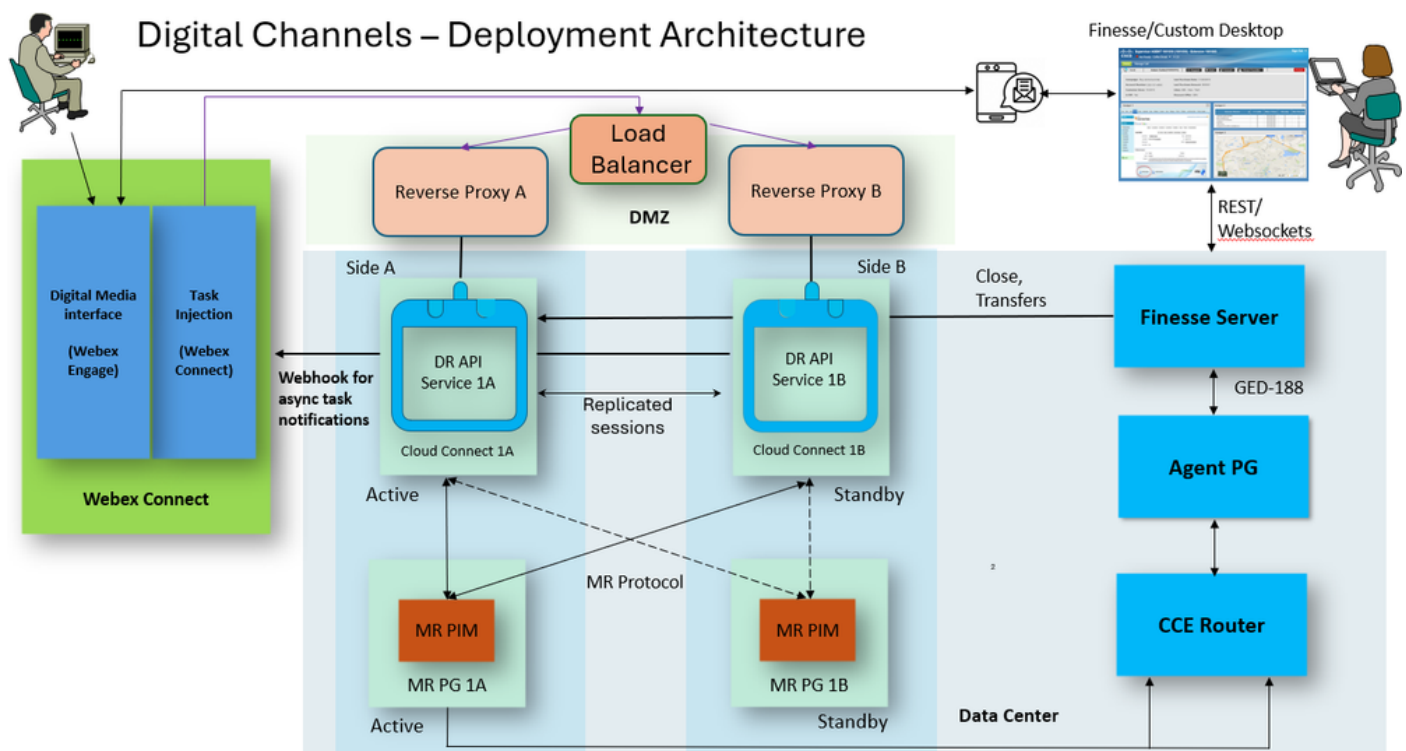
- WebEx Connect-Portal
- WebEx Engage-Portal

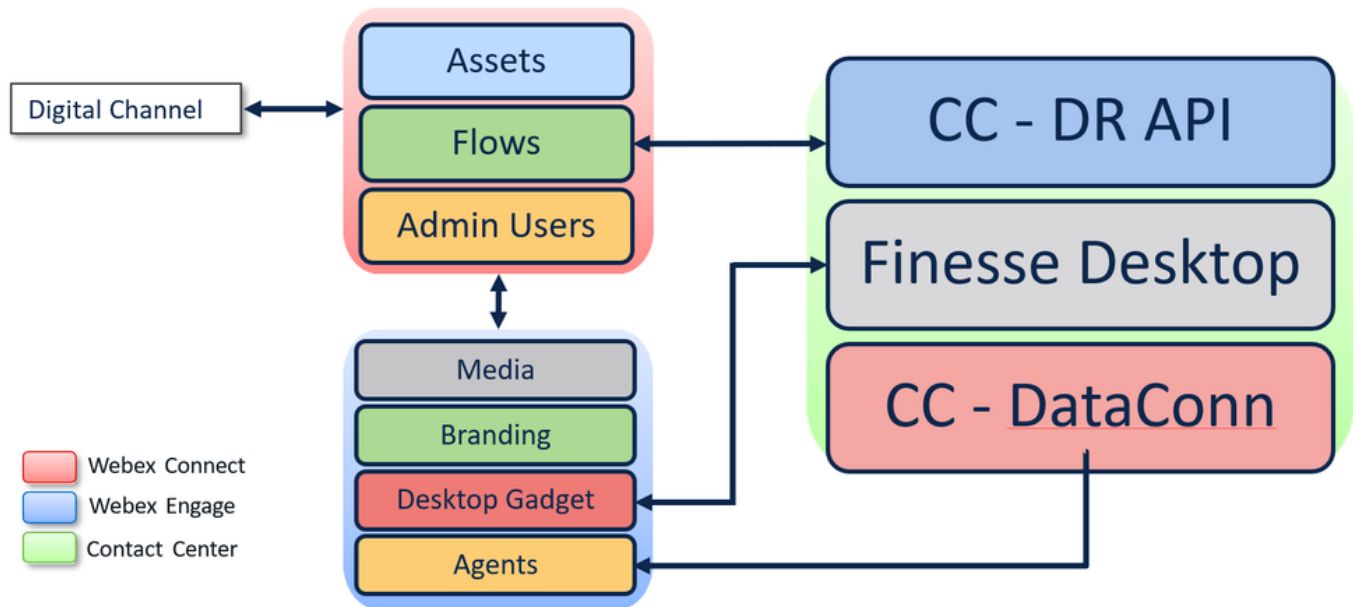
Die Informationen in diesem Dokument beziehen sich auf Geräte in einer speziell eingerichteten Testumgebung. Alle Geräte, die in diesem Dokument benutzt wurden, begannen mit einer gelöschten (Nichterfüllungs) Konfiguration. Wenn Ihr Netzwerk in Betrieb ist, stellen Sie sicher, dass Sie die möglichen Auswirkungen aller Befehle kennen.

## Hintergrund

WebEx Connect ermöglicht es der Contact Center-Branche und ihren Kunden, über digitale Kanäle wie E-Mail, Chat und SMS zu interagieren. Die Contact Center Enterprise (CCE)-Lösung lässt sich mit WebEx Connect integrieren und schafft so eine nahtlose Omni-Channel-Umgebung für Kunden. Diese Integration ermöglicht die Interaktion über Sprach- und digitale Kommunikationskanäle. WebEx Connect bietet eine umfassende Self-Service- und Bot-Integration, mit der Kunden Antworten auf häufig gestellte Fragen erhalten können. Sie bietet eine einheitliche Lösung für integriertes Routing, Agent Desktop und Reporting-Services. WebEx Connect bietet ein vereinfachtes Framework, das Partner und Kunden bei der Interaktion über digitale Kanäle unterstützt.

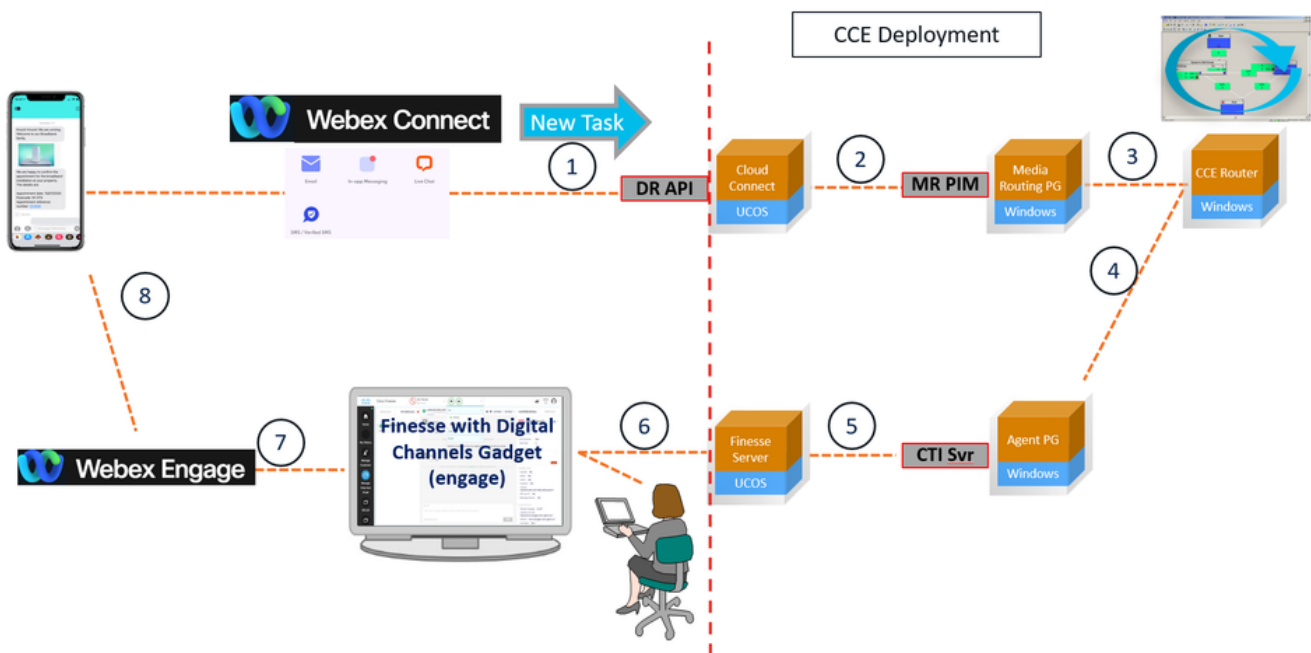
## Bereitstellungsarchitektur





Komponentenübersicht

## Aktivitäts-Routing



## Protokolle

### WebEx Connect-Portal

#### Knoten - APP-Ereignis konfigurieren

- Dieser Knoten ist der Startpunkt im Fluss. Die Protokolle für diesen Knoten zeigen Details wie den im WebEx Connect-Portal konfigurierten App Entry Point, die URL, von der aus das Chat-Formular initiiert wurde usw.

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       | Node Trans ID : 6ad93c92-39de-4ea5-934b-e86b71657a55<br>Description : success<br>App : AChatEntryPoint<br>Channel : Mobile & Web App<br>Event : MO<br>Data :<br><pre>{   "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&amp;id=BE33E549-9326-4F60-9427-7A9FAA22EBD0&amp;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\": \"\" }", }</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       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Knoten - Pre-Chat-Formular

- Die Protokolle für diesen Knoten zeigen die Fragen an, die aus der im WebEx Connect-Portal erstellten Chat-Vorlage geladen wurden.

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       |                                                                                                                                                                                                                                                                                                                                                                                                                             |

## Knoten - Empfangen

- Die Protokolle für diesen Knoten zeigen die Antworten auf die Fragen an, die aus der Chat-

Vorlage geladen wurden.

| 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       | <pre>Wait start ti me : 2024-07-11T18:05:20.755Z timeoutValu e (Sec) : 300 timeout : false message : Wait end tim e : 2024-07-11T18:05:44.984Z 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> |                                                   |   |                         |
| 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       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                   |   |                         |

## Knoten - CCE-Aufgabe erstellen

- Dieser Knoten ruft die Contact Center Enterprise Task-API auf, um eine neue Aufgabe zu erstellen. Bei der Konfiguration von Flows in WebEx Connect ist dieser Knoten zum Erstellen der Aufgabe in Contact Center Enterprise erforderlich.

| 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 ID : a7b93115-196a-4620-9cb5-5f8801166d7c                                                       |                                                   |  |   |  |                         |  |   |  |
| 9                                                            | Evaluate            | success                | 00 : 00 : 00 . 001       | Description : edge: Successfully Created, integration :CCE Create Task, method : Create a New Task, warn : |                                                   |  |   |  |                         |  |   |  |
| 2245                                                         | Search Conversation | noConversationFound    | 00 : 00 : 00 . 053       | Transaction Details                                                                                        |                                                   |  |   |  |                         |  |   |  |
| 2252                                                         | Create Conversation | waiting                | 00 : 00 : 00 . 047       | Resume key : -                                                                                             |                                                   |  |   |  |                         |  |   |  |
| 2252                                                         | Create Conversation | onConversationCreated  | 00 : 00 : 00 . 433       | Request Timestamp : 2024-07-11T18:05:46.940Z                                                               |                                                   |  |   |  |                         |  |   |  |
| 1333                                                         | Pre-chat form       | onSuccess              | 00 : 00 : 00 . 012       | Request URL : POST https://rp.vpod458.dc-01.com:8445/dra/v1/tasks                                          |                                                   |  |   |  |                         |  |   |  |
| 38                                                           | Receive             | app.onformresponse     | 00 : 00 : 24 . 229       | Request Data :                                                                                             |                                                   |  |   |  |                         |  |   |  |
| 2256                                                         | Append Conversation | waiting                | 00 : 00 : 00 . 039       | a {                                                                                                        |                                                   |  |   |  |                         |  |   |  |
| 2256                                                         | Append Conversation | onAppendMessageSuccess | 00 : 00 : 00 . 335       | - "headers": {                                                                                             |                                                   |  |   |  |                         |  |   |  |
| 2374                                                         | CCE Create Task     | Successfully Created   | 00 : 00 : 00 . 771       | "x-wx-gtrid": "e28ccc9b-25b7-a65b-59fa-8056d6ad0a36",                                                      |                                                   |  |   |  |                         |  |   |  |
| 2260                                                         | Update Conversation | Success                | 00 : 00 : 00 . 041       | "TrackingId": "WebexConnect_22be296b-bc6b-4a6f-af6d-a84c0fb67a01",                                         |                                                   |  |   |  |                         |  |   |  |
| 2393                                                         | End                 | Success                | 00 : 00 : 00 . 004       | "Content-Type": "application/json"                                                                         |                                                   |  |   |  |                         |  |   |  |

## Cloud Connect - Digitales Routing

<#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
```

## Router

<#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=, RCID=0, D
14:05:46:019 ra-rtr Trace: 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.
```

Flüssiggas

MR-PG PIM

<#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

MR-PG OPC

<#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

Agent 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
```

## Browser-Konsole

<#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>
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<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>
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<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>
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<name>callVariable4</name>
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<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>
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</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
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<name>callVariable8</name>
<value></value>
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<name>callVariable9</name>
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</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>
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<name>callVariable5</name>
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<name>callVariable6</name>
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<name>callVariable7</name>
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<name>callVariable8</name>
<value></value>
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<name>callVariable9</name>
<value></value>
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<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: {}]
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": true}
```

**## 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>
<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>
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<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>PAUSE</action>
<action>UPDATE_CALL_DATA</action>
<action>TRANSFER</action>
<action>CLOSE</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:46.096Z</startTime>
```

```
<state>WRAPPING_UP</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:07:32.895Z</stateChangeTime>
</Participant>
</participants>
<state>WRAPPING_UP</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</dialog>
</data>
<event>PUT</event>
<requestId></requestId>
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</Update>
14:07:32.926 2024-07-11T14:07:32.926 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.970 -0400
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<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialledNumber>WxConnectChat1</dialledNumber>
<callvariables>
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<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>
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<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
```

```
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
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<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>
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</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>PAUSE</action>
<action>UPDATE_CALL_DATA</action>
<action>TRANSFER</action>
<action>CLOSE</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:46.096Z</startTime>
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<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:07:32.895Z</stateChangeTime>
</Participant>
</participants>
<state>WRAPPING_UP</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>
```

**## Chat session is now CLOSED:**

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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<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
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<callvariables>
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</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
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<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>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:46.096Z</startTime>
<state>CLOSED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:07:35.124Z</stateChangeTime>
</Participant>
</participants>
<dispositionCode>CD_NORMAL_END_TASK</dispositionCode>
<state>CLOSED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</Dialog>
</dialogs>
</data>
<event>DELETE</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016/Dialogs</source>
</Update>
14:07:35.188 finesse.js:3766 2024-07-11T14:07:35.188 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 1
<data>
<dialogs>
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<routerCallKeyCallId>2448</routerCallKeyCallId>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<wrapUpReason></wrapUpReason>
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<callvariables>
<CallVariable>
```

```
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</CallVariable>
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<name>callVariable2</name>
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<name>callVariable4</name>
<value></value>
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<name>callVariable6</name>
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<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>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:46.096Z</startTime>
<state>CLOSED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:07:35.124Z</stateChangeTime>
</Participant>
</participants>
<dispositionCode>CD_NORMAL_END_TASK</dispositionCode>
<state>CLOSED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</Dialog>
</dialogs>
</data>
<event>DELETE</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016/Dialogs</source>
</Update>

```

```

14:07:35.188 2024-07-11T14:07:35.188 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:35.232 -0400
14:07:35.189 2024-07-11T14:07:35.189 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:35.233 -0400
14:07:35.189 2024-07-11T14:07:35.189 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:35.233 -0400

```

## Zugehörige Informationen

Funktionsleitfaden - Integration digitaler Kanäle mit WebEx Connect:

- 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](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](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)

Benutzerhandbuch zur Cisco Contact Center Enterprise Manage Digital Channels Gadget:

- [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](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)

Administrations- und Einrichtungsleitfaden für WebEx Engage mit Cisco Contact Center Enterprise:

- [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](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)

- Integration von Cisco Contact Center Enterprise (CCE) mit WebEx Connect  
[https://help.imiconnect.io/docs/cce\\_overview](https://help.imiconnect.io/docs/cce_overview)

### Informationen zu dieser Übersetzung

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