

UCCE: Troubleshoot ICM Agent Chat Issue

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Introduction

Cisco Intelligent Contact Management (ICM) software transforms a conventional call center enterprise into a multimedia contact center. Designed to expand the options for customer interaction, the Cisco system enables a company to consolidate its web, e-mail, and telephony channels into an integrated customer-contact environment.

This document describes how to troubleshoot ICM agent chat issues.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified ICM Enterprise Edition
- Cisco Collaboration Server

Components Used

The information in this document is based on the Cisco Unified ICM Enterprise Edition version 5.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

In Cisco Unified Web and E-Mail Interaction Manager (EIM/WIM) 4.3(1), e-mail and chat routing requests to ICM halt abruptly, and no tasks are submitted by EIM/WIM to ICM.. This issue can occur when a custom rule creates an activity subtype that the EIM/WIM is unable to handle.

This issue is documented by Cisco Bug ID CSCtc79135 (registered customers only) .

Solution

As a workaround, the problematic e-mail should be moved to the exception queue and then the External Agent Assignment Service (EAAS) should be restarted.

Problem

With Cisco Collaboration Server (CCS) integrated with ICM, the ICM chat requests get stuck in the ICM queue.

This issue is documented by Cisco Bug ID CSCsh12194 (registered customers only) .

Solution

In order to resolve this issue, make sure the chat request submits all the required inputs to the CCS as mentioned in the Cisco Collaboration Server 5.0: Administration Guide.

Known Issues

- CSCtj18283 (registered customers only) *Agent status shows as Unknown in Chat window for mobile agents*
- CSCtk47955 (registered customers only) *Voice call is routed to a chat Agent when he is in chat activity*

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Technical Support & Documentation – Cisco Systems**

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