

# Suivi des événements de routage des tâches dans un environnement CCE intégré à Webex Connect

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## Introduction

Ce document décrit le flux de messages d'une nouvelle tâche acheminée vers un agent dans une solution Contact Center Enterprise intégrée à Webex Connect.

## Conditions préalables

Exigences:

Cisco vous recommande de prendre connaissance des rubriques suivantes :

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

Composant utilisé :

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- Version ICM : 12.6(2)
- Version Finesse : 12.6(2)

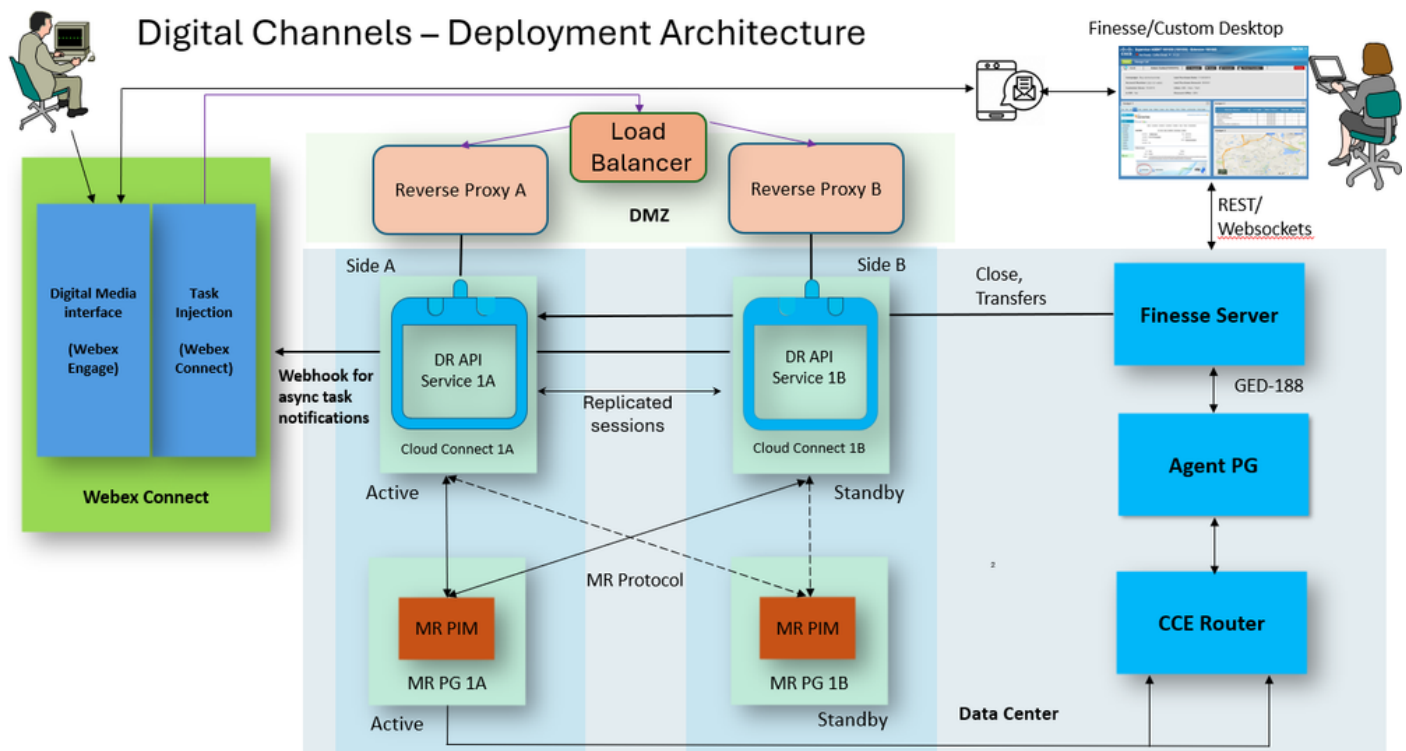
- Concentrateur de contrôle Webex
- Portail Webex Connect
- Portail Webex Engage

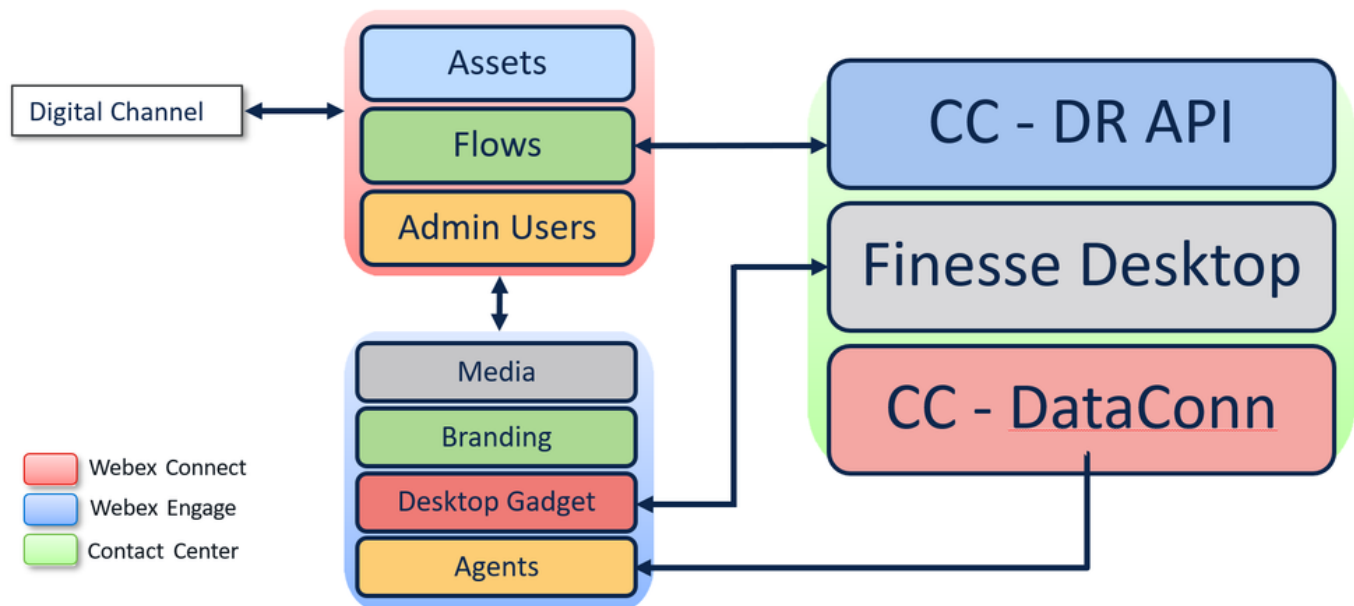
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

## Fond

Webex Connect permet à l'entreprise Contact Center et à ses clients d'interagir via des canaux numériques tels que les e-mails, les discussions en ligne et les SMS. La solution Contact Center Enterprise (CCE) s'intègre à Webex Connect pour créer une expérience omnicanale transparente pour les clients. Cette intégration aide les clients à interagir sur les canaux de communication vocaux et numériques. Webex Connect offre un libre-service riche et une intégration des deux composants pour permettre aux clients d'obtenir des réponses à certaines questions courantes. Il fournit une solution unifiée pour le routage intégré, Agent Desktop et le service de création de rapports. Webex Connect fournit une structure simplifiée qui aide les partenaires et les clients à interagir via des canaux numériques.

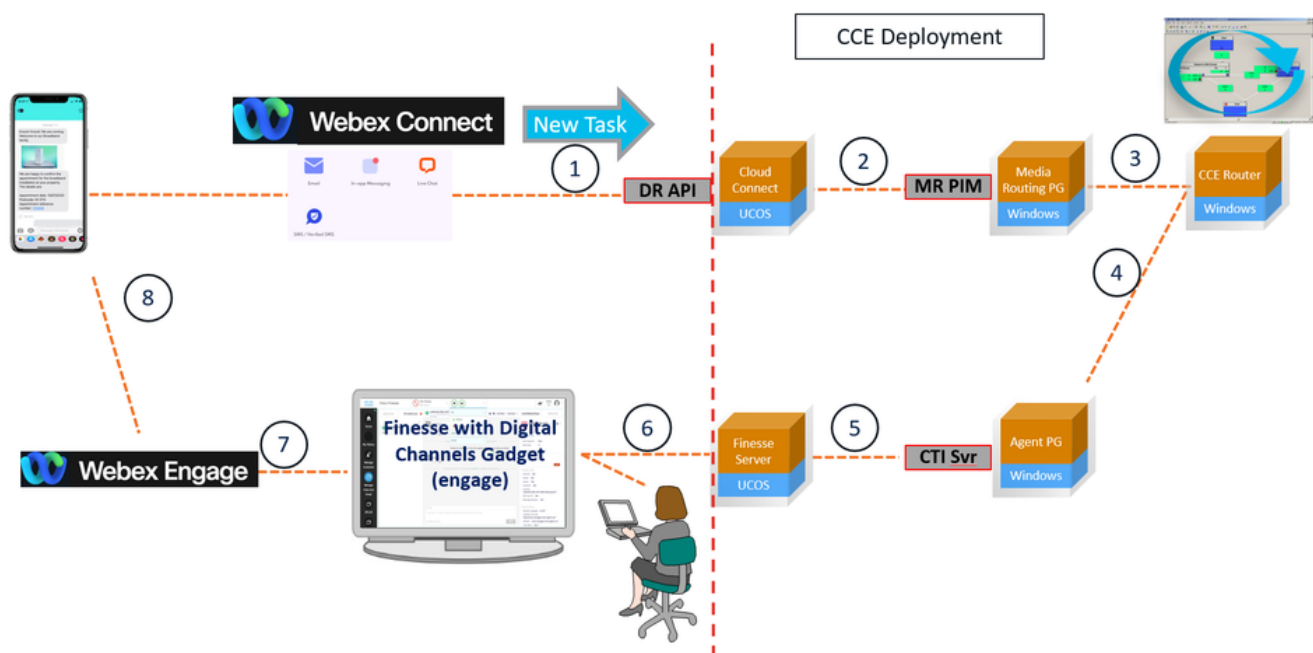
## Architecture de déploiement





Récapitulatif des composants

## Routage des activités



## Journaux

### Portail Webex Connect

#### Noeud - Configuration de l'événement APP

- Ce noeud est le point de départ du flux. Les journaux de ce noeud affichent des détails tels que le point d'entrée d'application configuré sur le portail Webex Connect, l'URL d'où le formulaire de discussion a été lancé, etc.

TRANSACTION LOGS22be296b-bc6b-4a6f-af6d-a84c0fb67a01\_30408\_158393X

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       | <div>Node Trans : 6ad93c92-39de-4ea5-934b-e86b71657a55</div> <div>ID</div> <div>Description : success</div> <div>App : AChatEntryPoint</div> <div>Channel : Mobile &amp; Web App</div> <div>Event : MO</div> <div>Data :<div>{<br/><br/>"inappmessaging.message.customTags": "",<br/><br/>"inappmessaging.pciInfo.isPCICompliance": "true",<br/><br/>"inappmessaging.pciInfo.nonPCIComplianceReason": "{ \"text\": \"\" }",<br/><br/>"inappmessaging.extras": "",<br/><br/>"inappmessaging.threadStatus": "",<br/><br/>"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\" }",<br/><br/>"inappmessaging.securityscaninfo.securityFailedReason": "{ \"text\": \"\" }",<br/><br/>}</div></div> |
| 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       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Noeud - Formulaire de pré-discussion

- Les journaux de ce noeud affichent les questions chargées à partir du modèle de discussion créé sur le portail Webex Connect.

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       | - "fields": {                     |
| 9       | Evaluate            | success                | 00 : 00 : 00 . 001       | - {                               |
| 2245    | Search Conversation | noConversationFound    | 00 : 00 : 00 . 053       | "type": "name",                   |
| 2252    | Create Conversation | waiting                | 00 : 00 : 00 . 047       | "name": "Name",                   |
| 2252    | Create Conversation | onConversationCreated  | 00 : 00 : 00 . 433       | "label": "Name",                  |
| 1333    | Pre-chat form       | onSuccess              | 00 : 00 : 00 . 012       | "description": "",                |
| 38      | Receive             | app.onformresponse     | 00 : 00 : 24 . 229       | "mandatory": true                 |
| 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       | "type": "email",                  |
| 2260    | Update Conversation | Success                | 00 : 00 : 00 . 041       | "name": "Email",                  |
| 2393    | End                 | Success                | 00 : 00 : 00 . 004       | "label": "Email",                 |
|         |                     |                        |                          | "description": "",                |
|         |                     |                        |                          | "mandatory": false                |
|         |                     |                        |                          | },                                |
|         |                     |                        |                          | - {                               |
|         |                     |                        |                          | "type": "text",                   |
|         |                     |                        |                          | "name": "Question",               |
|         |                     |                        |                          | "label": "How can we help",       |
|         |                     |                        |                          | "description": "How can we help", |
|         |                     |                        |                          | "mandatory": false                |
|         |                     |                        |                          | }                                 |
|         |                     |                        |                          | }                                 |

## Noeud - Réception

- Les journaux de ce noeud affichent les réponses fournies aux questions chargées à partir du

## modèle de discussion.

| 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 : 2024-07-11T18:05:20.755Z me timeoutValu : 300 e (Sec) timeout : false message : Wait end tim : 2024-07-11T18:05:44.984Z e Custom logs : 1003 → {"title":"Welcome","fields":[{"name":"Name","description":"","label":"Name","type":"name","value":"Customer","mandatory":true},{name":"Email","description":"","label":"Email","type":"email","value":"customer@company.com","mandatory":false},{name":"Question","description":"How can we help","label":"How can we help","type":"text","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                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                   |   |      |

## Noeud - Créer une tâche CCE

- Ce noeud appelle l'API des tâches du centre de contacts de l'entreprise pour créer une nouvelle tâche. Lors de la configuration des flux dans Webex Connect, ce noeud est nécessaire pour créer la tâche sur Contact Center Enterprise.

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

## Cloud Connect - Routage numérique

<#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
```

Routeur

<#root>

**## NewCall request received from MR PG:**

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) NewCall: CID=(154689,2448), DN=WxConnectChat1, ANI=, CED=, RCKSeqNum=-1, NIC\_DN= ServiceRequested=0 OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0  
14:05:46:019 ra-rtr Trace: RCKSeqNum=-1, NIC\_DN= ServiceRequested=0 OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0  
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, SGSTID=0, DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkType=0, RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0  
14:05:46:019 ra-rtr Trace: DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkType=0, RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0  
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, RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0  
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.

PG

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='(null)'
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
```

## Console du navigateur

<#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>
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<name>callVariable4</name>
<value></value>
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<name>callVariable5</name>
<value></value>
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</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>
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<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
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</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
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<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>
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<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</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>
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</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>
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</CallVariable>
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
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<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>
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</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>
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<name>callVariable2</name>
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<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>
<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": {}}
```

**## 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>
<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>
```

```
<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>
<source>/finesse/api/Dialog/154689_2448_1</source>
</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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<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialledNumber>WxConnectChat1</dialledNumber>
<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>
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<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
```

```
<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>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>
<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

```
<data>
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<Dialog>
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<routerCallKeyCallID>2448</routerCallKeyCallID>
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</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<wrapUpReason></wrapUpReason>
<dialledNumber>WxConnectChat1</dialledNumber>
<callvariables>
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</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
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<value></value>
</CallVariable>
<CallVariable>
<name>callVariable5</name>
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</CallVariable>
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<name>callVariable7</name>
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</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>
<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>
<Dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<wrapUpReason></wrapUpReason>
<dialledNumber>WxConnectChat1</dialledNumber>
<callvariables>
<CallVariable>
```

```
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<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
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<value></value>
</CallVariable>
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<name>callVariable5</name>
<value></value>
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<CallVariable>
<name>callVariable6</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable7</name>
<value></value>
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<name>callVariable8</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>
</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

```

## Informations connexes

Guide des fonctionnalités - Intégration des canaux numériques à l'aide de Webex Connect :

- UCCE :  
[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/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/icm_enterprise/12_6/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)

Guide de l'utilisateur du gadget Cisco Contact Center Enterprise Manage Digital Channels :

- [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)

Guide d'administration et de configuration de Webex Engage avec Cisco Contact Center Enterprise :

- [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/12\\_6/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/12_6/guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html)

- Intégration de Cisco Contact Center Enterprise (CCE) à Webex Connect  
[https://help.imiconnect.io/docs/cce\\_overview](https://help.imiconnect.io/docs/cce_overview)

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