

Tracciamento degli eventi di routing delle attività in un ambiente CCE integrato con Webex Connect

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Introduzione

Questo documento descrive il flusso di messaggi per una nuova attività instradata a un agente in una soluzione Contact Center Enterprise integrata con Webex Connect.

Prerequisiti

Requisiti:

Cisco raccomanda la conoscenza dei seguenti argomenti:

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

Componente utilizzato:

Le informazioni fornite in questo documento si basano sulle seguenti versioni software e hardware:

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

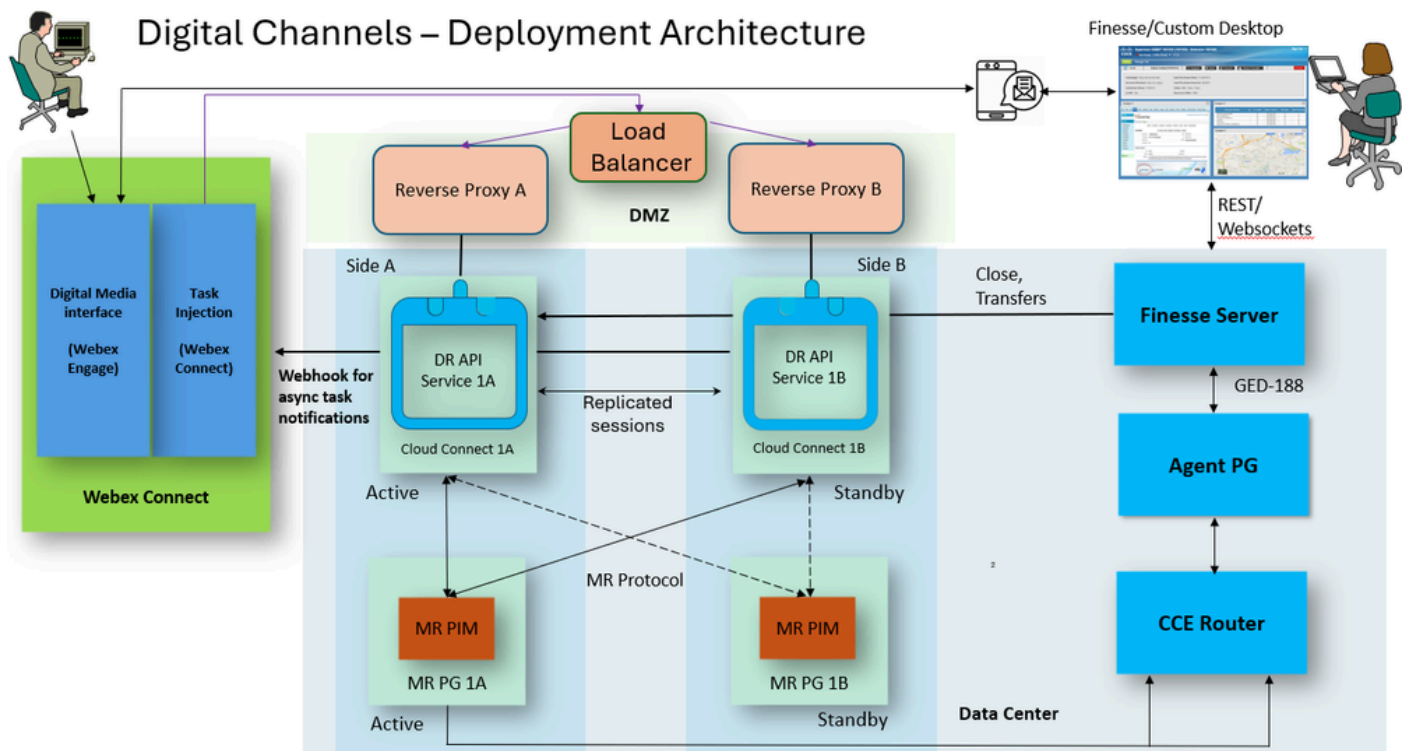
- Webex Control Hub
- Webex Connect Portal
- Webex Engage Portal

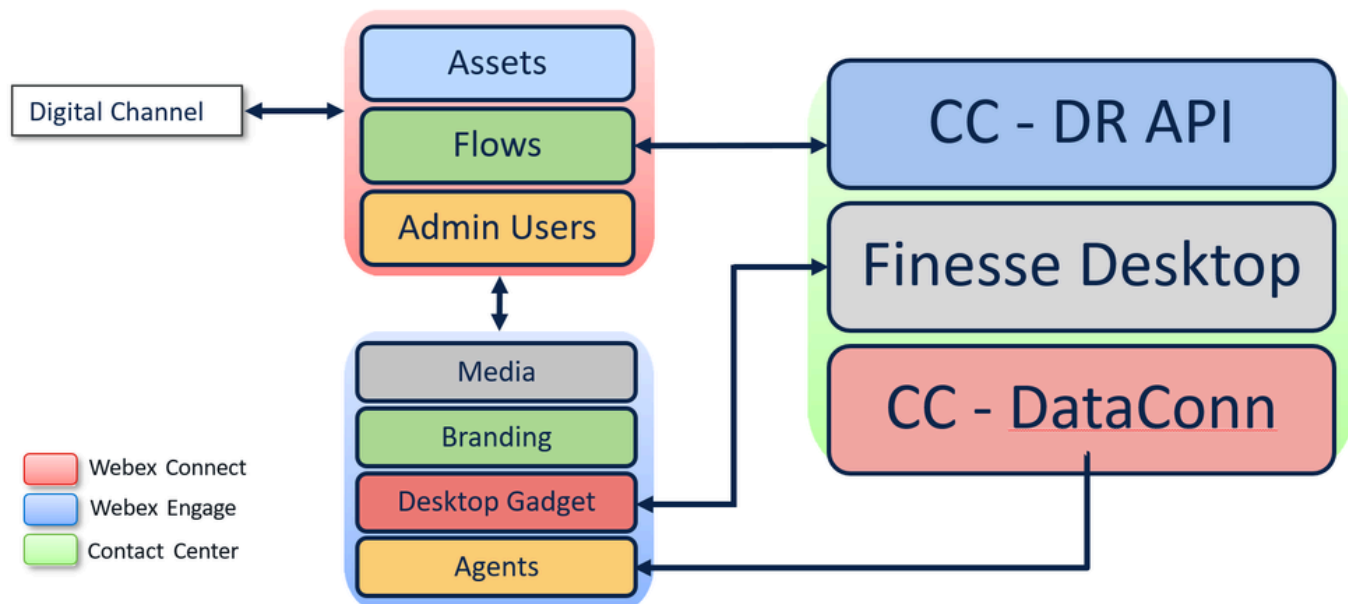
Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Introduzione

Webex Connect consente all'azienda di Contact Center e ai suoi clienti di interagire utilizzando canali digitali come e-mail, chat e SMS. La soluzione Contact Center Enterprise (CCE) si integra con Webex Connect per offrire ai clienti un'esperienza multicanale ottimale. Questa integrazione aiuta i clienti a interagire attraverso la voce e i canali digitali di comunicazione. Webex Connect offre una ricca integrazione self-service e bot per consentire ai clienti di ottenere risposte ad alcune domande comuni. Fornisce una soluzione unificata per il routing integrato, Agent Desktop e il servizio di reporting. Webex Connect fornisce una struttura semplificata che aiuta partner e clienti a interagire attraverso i canali digitali.

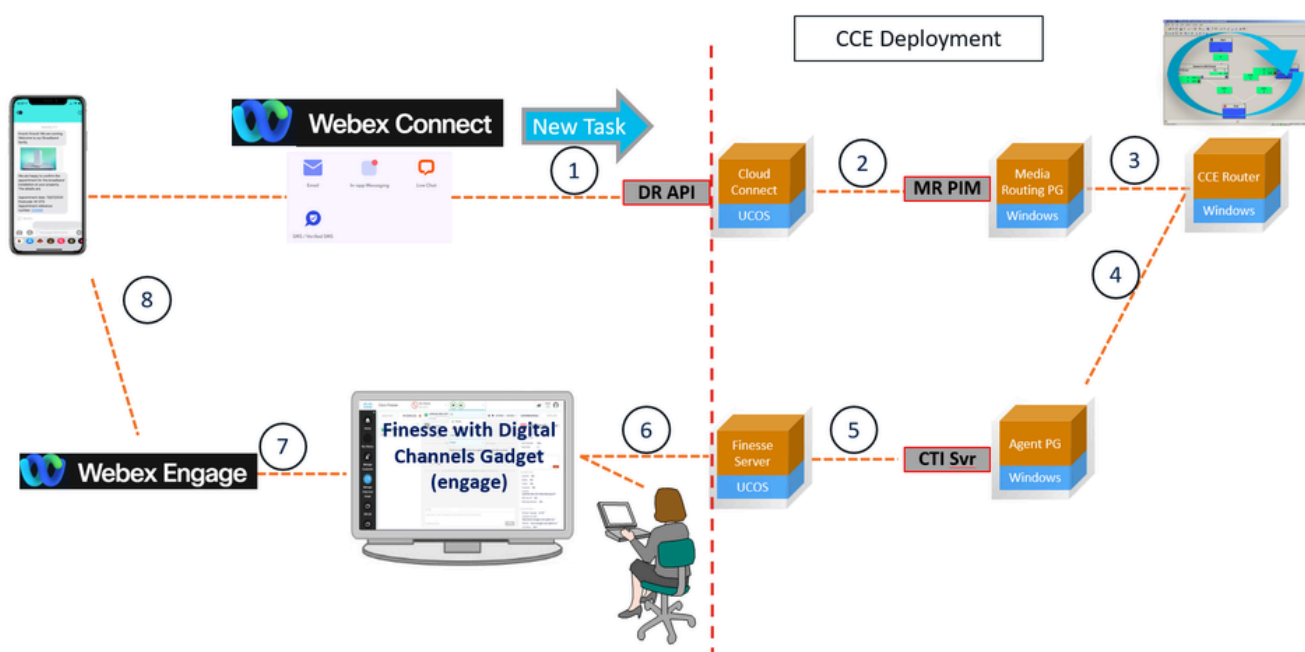
Architettura di distribuzione





Riepilogo componenti

Routing attività



Log

Webex Connect Portal

Nodo - Configura evento APP

- Questo nodo è il punto iniziale del flusso. I log per questo nodo mostrano dettagli come il punto di ingresso dell'app configurato sul portale Webex Connect, l'URL da cui è stato avviato il form chat e così via.

TRANSACTION LOGS 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393					Time Elapsed (HH:mm:ss.SSS) : 00:00:25.966	Invoked by: Rule 30408
Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393						
NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS		
2	Configure APP Event	onBegin	00:00:00.001	Node Trans ID : 6ad93c92-39de-4ea5-934b-e86b71657a55 Description : success App : AChatEntryPoint Channel : Mobile & Web App Event : MO Data : <pre>{ "inappmessaging.message.customTags": "", "inappmessaging.pciInfo.isPCICompliance": "true", "inappmessaging.pciInfo.nonPCIComplianceReason": "{ \"text\": \"\" }", "inappmessaging.extras": "", "inappmessaging.threadStatus": "", "inappmessaging.message.extras": "{ \"hasprechatform\": \"\", \"Webpage\": \"https://attachuk.imi.chat/widget/widgetloader.html?docwidth=1280&id=BE33E549-9326-4F60-9427-7A9FAA22EBD0&org=#\", \"initiatedon\": \"\", \"useragent\": \"Mozilla/5.0 (Windows NT 10.0; rv:109.0) Gecko/20100101 Firefox/118.0\", \"Website\": \"hungry-glittery-terrier.glitch.me\", \"browserfingerprint\": \"976b22d6-1e7b-4702-9a39-9de1d7024884\", \"customprofileparams\": \"xaJO5vPgYt83k/gWcBZBmj9Pg3dZ+f/UvLWE2SEVX+yK0k2Lagxbf6KK+gtHACFK\", \"web site_id\": \"809\", \"Initiated from URL\": \"https://hungry-glittery-terrier.glitch.me/\", \"proactive_id\": \"\", \"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			

Nodo - Modulo pre-chat

- I log per questo nodo mostrano le domande caricate dal modello di chat creato sul portale Webex Connect.

TRANSACTION LOGS 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393					Time Elapsed (HH:mm:ss.SSS) : 00:00:25.966	Invoked by: Rule 30408
Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393						
NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS		
2	Configure APP Event	onBegin	00:00:00.001	<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			

Nodo - Ricezione

- Nei log di questo nodo vengono visualizzate le risposte fornite alle domande caricate dal

modello di chat.

TRANSACTION LOGS22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393XHELP

Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966Invoked by : Rule 30408

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	<pre>"Channel": "APP", "appid": "AA02142539", "from": "976b22d6-1e7b-4702-9a39-9de1d7024884", - "events": [- { "Event": "OnFormResponse" }] }</pre>
9	Evaluate	success	00 : 00 : 00 . 001	
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053	
2252	Create Conversation	waiting	00 : 00 : 00 . 047	
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433	
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012	
38	Receive	app.onformresponse	00 : 00 : 24 . 229	
2256	Append Conversation	waiting	00 : 00 : 00 . 039	
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335	
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771	
2260	Update Conversation	Success	00 : 00 : 00 . 041	Wait start ti : 2024-07-11T18:05:20.755Zme timeoutValu : 300e (Sec) timeout : false message : Wait end tim : 2024-07-11T18:05:44.984Ze 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}]}
2393	End	Success	00 : 00 : 00 . 004	

Nodo - Attività creazione CCE

- Questo nodo chiama l'API Attività organizzazione Contact Center per creare una nuova attività. Durante la configurazione dei flussi in Webex Connect, questo nodo è necessario per la creazione dell'attività in Contact Center Enterprise.

TRANSACTION LOGS22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393XHELP

Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966Invoked 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 Description : edge: Successfully Created, integration :CCE Create Task, method : Create a New Task, warn : Transaction Details Resume key : - Request Tim : 2024-07-11T18:05:46.940Z estamp Request UR : POST https://rp.vpod458.dc-01.com:8445/dra/v1/tasks L Request Dat : a { - "headers": { "x-wx-gtrid": "e28ccc9b-25b7-a65b-59fa-8056d6ad0a36", "TrackingId": "WebexConnect_22be296b-bc6b-4a6f-af6d-a84c0fb67a01", "Content-Type": "application/json"

9	Evaluate	success	00 : 00 : 00 . 001	
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053	
2252	Create Conversation	waiting	00 : 00 : 00 . 047	
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433	
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012	
38	Receive	app.onformresponse	00 : 00 : 24 . 229	
2256	Append Conversation	waiting	00 : 00 : 00 . 039	
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335	
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771	
2260	Update Conversation	Success	00 : 00 : 00 . 041	
2393	End	Success	00 : 00 : 00 . 004	

Cloud Connect - Routing digitale

<#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=, 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
```

Agente 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
```

Console del browser

<#root>

Agent is RESERVED:

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

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

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

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

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

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

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

Agent ACCEPT's the chat:

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

Chat state is now ACCEPTED:

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

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

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



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

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

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

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

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

Chat activity is now in the WRAPPING_UP state:

```
14:07:32.924 2024-07-11T14:07:32.924 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.968 -0400
<data>
<dialog>
<taskId>
<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>
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<name>callVariable8</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>
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<queueName>WxConnectChat1</queueName>
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14:07:35.185 finesse.js:3766 2024-07-11T14:07:35.185 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 1

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Informazioni correlate

Guida alle funzionalità - Integrazione di canali digitali con 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
- 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

Guida per l'utente dei gadget per i canali digitali Cisco Contact Center Enterprise Manager:

- 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

Guida all'amministrazione e alla configurazione di Webex Engage con 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

- Integrazione di Cisco Contact Center Enterprise (CCE) con Webex Connect
https://help.imiconnect.io/docs/cce_overview

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