

# UCCX e SocialMiner: Analisi del log di valutazione di integrazione e post chat di Facebook Messenger

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## Introduzione

Questo documento descrive la funzione che mira a integrare Facebook Messenger come canale lato cliente con la funzione CCX Web Chat (tramite SocialMiner) come funzione out-of-box.

[Facebook Messenger](#) è un servizio e applicazione di messaggistica istantanea di Facebook. Con 1,2 miliardi di utenti, è indubbiamente la piattaforma di messaggistica più grande e più diffusa al mondo.

Basato sulla [piattaforma Facebook Messenger](#), questo servizio consente alle aziende di interagire con i clienti e di integrarsi con altri servizi.

## Premesse

- Consente agli utenti finali (che sono anche utenti di Facebook) di avviare una chat con specifiche pagine di Facebook (integrate con CCX utilizzando la piattaforma di messaggistica di Facebook) per raggiungere un agente finesse ed eseguire una chat in tempo reale bidirezionale.
- Si tratta di un'esperienza chat basata principalmente su testo. In altre parole, questi elementi supportati da FBM non sono supportati - immagini, allegati, condivisione della posizione, GIF, adesivi, mi piace, **reazioni**, **registrazioni vocali**.
- È supportata una sola pagina FB per ogni distribuzione CCX.
- Supporta la funzionalità di valutazione post-chat.
- Caricamento testato per 2400 FbM chat all'ora nei profili grandi CCX+SM. Il limite documentato è 2400 in tutte le chat Web (provenienti da diverse fonti).

## Che cos'è il gateway di chat di SM?

Il servizio gateway chat è un nuovo servizio basato su node.js introdotto in SocialMiner per l'integrazione di FB Messenger.

Questo servizio è progettato in modo generico per esporre **API webhook** a servizi di messaggistica esterni (come FB messenger) e gestire internamente sessioni di chat e richiamare API di chat SocialMiner.

In sostanza, questo è il servizio che organizza le sessioni di chat per FB messenger (e qualsiasi altro servizio di messaggistica in futuro).

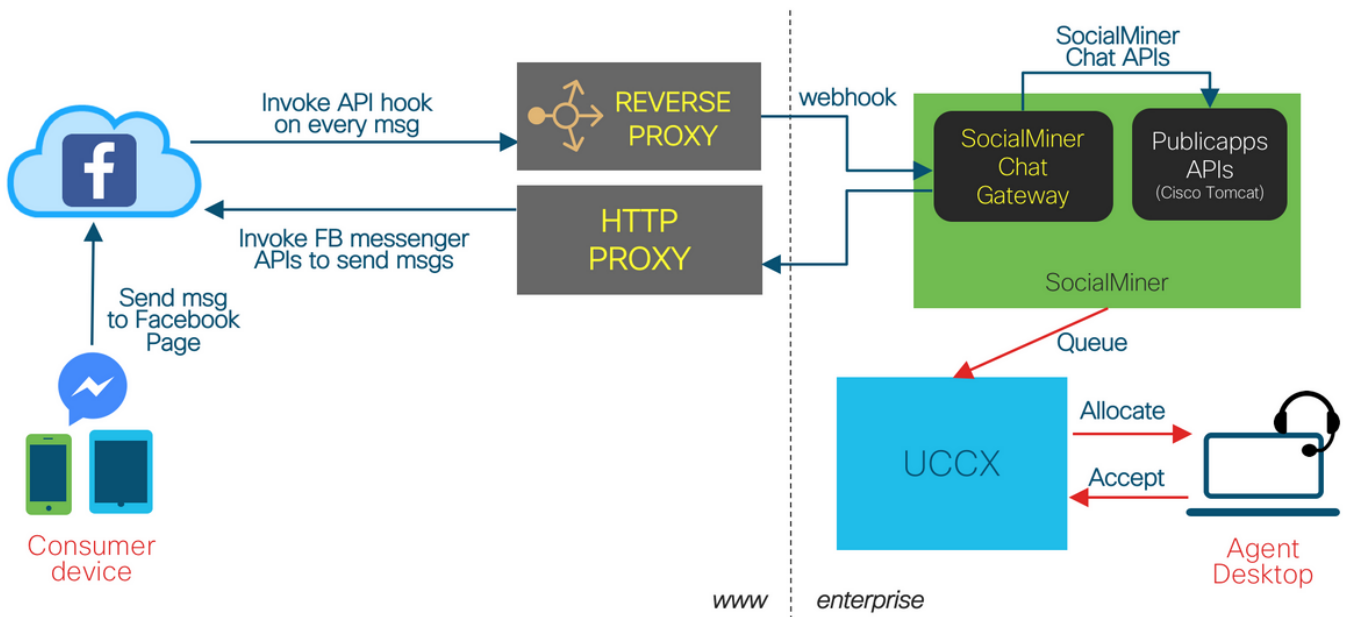
## Modelli di snapshot/installazione dell'architettura delle funzionalità

### Proxy inverso pubblico su Internet (SocialMiner nascosto)

- Un semplice proxy inverso (ad esempio usando Nginx, Apache, HAProxy ecc.) è esposto sul web con un nome host pubblico.
- Inoltra qualsiasi richiesta HTTP a una porta o URL specifico a SocialMiner che non utilizza Internet.
- Può essere utilizzato anche per la terminazione SSL (con certificato SSL firmato).
- Non spedito da Cisco. Documentato nelle guide alla progettazione, l'utente deve distribuire

questo elemento nella rete.

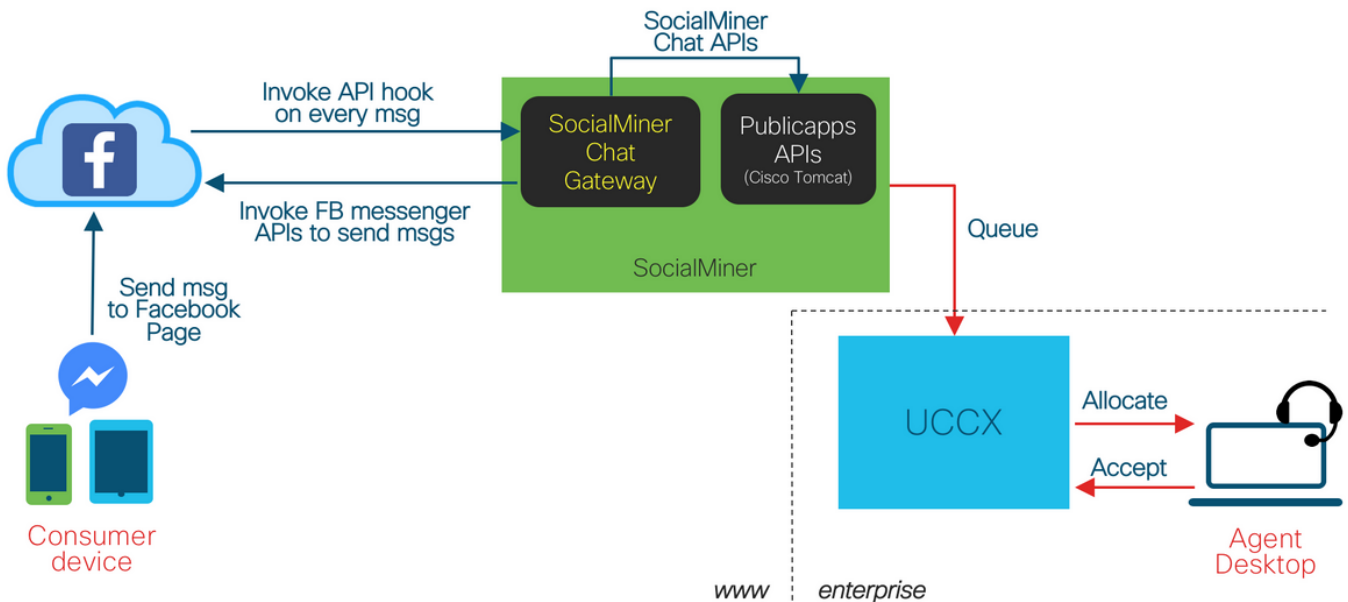
## Facebook Messenger Integration – Reverse Proxy on Internet



## SocialMiner su Internet

- SocialMiner ha un nome host pubblico sul web.
- Il percorso pubblico dal cloud FB a SocialMiner.

## Facebook Messenger Integration – SocialMiner on Internet



## Registri rilevanti

### UCCX

Registri da raccogliere:

**/opt/cisco/uccx/log/MADM/\*** - Tutti i log di CCX Administration - necessari per qualsiasi problema di configurazione.

Livelli registro:

- I livelli di log possono essere modificati in CCX Serviceability.
- Nome servizio : Cisco Unified CCX Administration.
- Il livello di log deve essere impostato almeno su DEBUGGING per le sottostrutture **ADM\_CFG** e **REST\_CLIENT**.

## Social Miner

Registri da raccogliere:

- **/opt/cisco/mca/logs/ccp-chat-gateway/\*** - Tutti i log da SocialMiner Chat Gateway (rotazione basata su SIZE)
- **/opt/cisco/mca/logs/ccp-chat-gateway/http/\*-access.log** - Tutti i log degli accessi HTTP dal server webhook in esecuzione all'interno del gateway di chat di SocialMiner (viene ruotato ogni giorno a mezzanotte)
- **/opt/cisco/mmca/logs/ccppublicapps/\*** - Tutti i log dalle API di chat pubblica SocialMiner (rotazione basata su SIZE) - necessari per qualsiasi problema di flusso di chat, valutazione post-chat
- **/opt/cisco/mmca/logs/runtime/\*** - Tutti i registri dal runtime di SocialMiner - necessari per l'inserimento, la gestione e i problemi relativi agli eventi dei contatti di chat

Tutti questi registri possono essere raccolti utilizzando:

- Raccolta registri RTMT (manuale e programmata)
- CLI applicazione (**file get activelog ...**)

Livelli registro:

Per i log del gateway di chat di SocialMiner, sono disponibili 3 livelli di log principali:

- **sciocco** - livello di registrazione più fine, scarica tutti i payload, i messaggi e così via nei log
- **debug** - livello di registrazione predefinito, livello di debug
- **info** - scarica i log di base

Questi livelli di log possono essere modificati modificando il **/opt/cisco/mmca/conf/ccp-chat-gateway/settings.json** e richiede il riavvio del servizio **Gateway di chat di SocialMiner** per avere effetto.

Non è disponibile alcun comando CLI per eseguire questa operazione. L'accesso a questo file richiede un account radice/remoto.

## Elenco di controllo per la risoluzione dei problemi

**Passaggio 1. Configurazione offline di un'app di Facebook con la piattaforma Messenger.**

Prima di configurare la funzionalità UCCX per FBM, verificare che il cliente abbia creato un'app Facebook con la piattaforma Facebook Messenger.

**Prima** di configurare questa funzione in CCX Administration è necessario eseguire una serie di operazioni specifiche.

### Crea una pagina Facebook

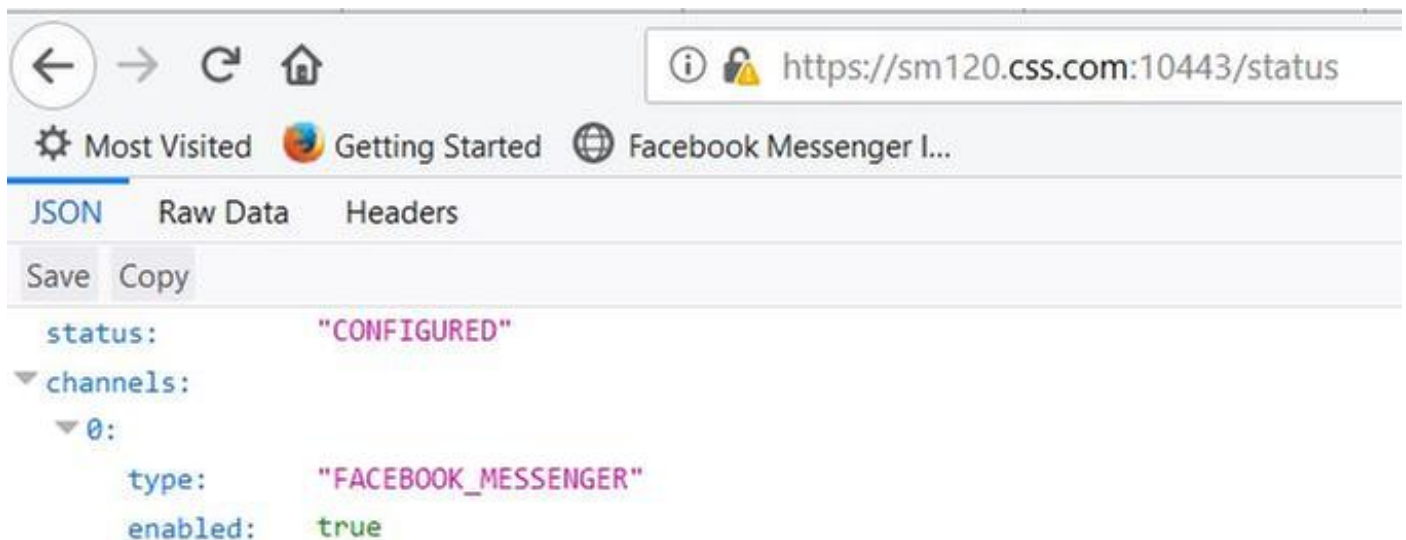
- L'utente deve possedere una pagina facebook pubblica per la propria azienda/organizzazione.
- Questo non funziona con i singoli account utente di Facebook.
- La pagina Facebook deve essere di proprietà dell'entità che sta tentando di creare l'app.
- Per ulteriori informazioni, visitare il sito [https://www.facebook.com/help/104002523024878?helpref=about\\_content](https://www.facebook.com/help/104002523024878?helpref=about_content).

### Passaggio 2. L'URL di richiamata deve essere accessibile.

L'URL di **callback** (aggiornato in facebook durante la creazione di webhook) deve essere l'URL accessibile pubblicamente dai server facebook.com. Se non è presente alcun proxy, URL Webhook è l'URL dell'SM sulla porta 10443. Ciò significa:

Passaggio 1. Se SocialMiner è direttamente su Internet pubblica, si tratta di un **URL** webhook **esposto dall'host SocialMiner** sulla porta 10443 (<https://<FQDN SM>:10443/fbm>)

Puoi controllare lo stato della configurazione di Facebook usando questo URL nel browser per assicurarti che funzioni correttamente dal punto di vista della configurazione. Esempio:



Passaggio 2. Se SocialMiner è nascosto dietro un proxy inverso, URL Webhook è l'URL del server proxy sulla porta 10443. Questo è l'URL del server proxy inverso (<https://proxy.company.com/fbm>).

Questo proxy inverso deve inoltrare ulteriormente la richiesta all'URL webhook esposto dall'host SocialMiner sulla porta 10443 (<https://<FQDN SM>:10443/fbm>)

Esempio:

```
status: "CONFIGURED"
channels:
  0:
    type: "FACEBOOK_MESSENGER"
    enabled: true
```

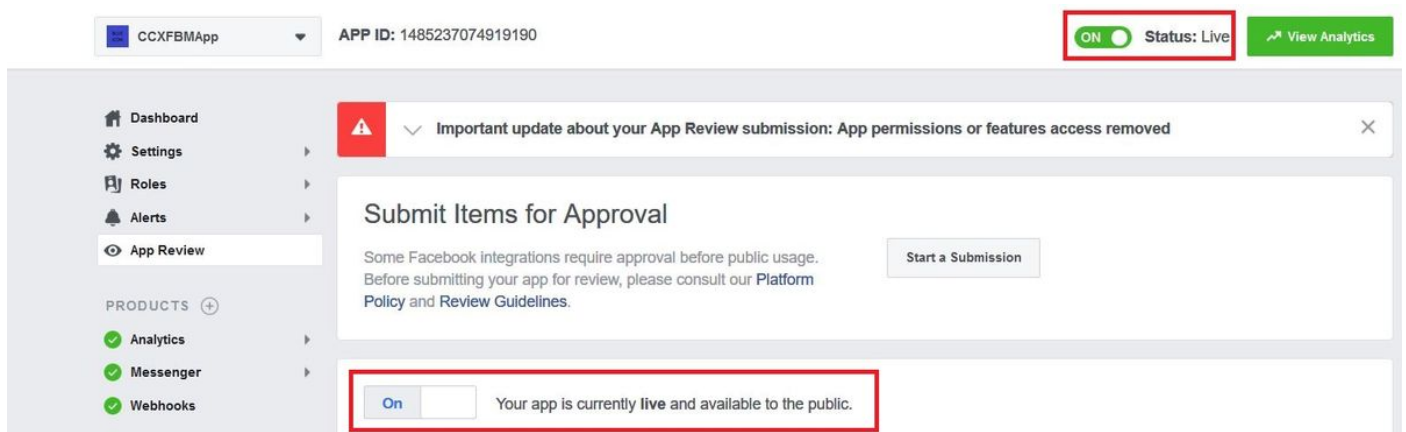
Passaggio 3. È obbligatorio che l'host che gestisce l'URL di callback in facebook.com gestisca le richieste tramite HTTP protetto (HTTPS) con un **certificato SSL valido firmato dalla CA**. Se si tratta del server SocialMiner, verificare che il certificato della piattaforma autofirmato sia sostituito da un certificato valido firmato dalla CA.

Passaggio 4. Verificare che i firewall non blocchino il traffico in entrata verso la porta **10443** sul server SocialMiner. Su questa porta è implementato un limitatore di velocità che protegge il server da un eccesso di traffico non garantito. A questa porta vengono inoltre applicate le regole per i limiti di connessione della piattaforma.

### Passaggio 3. APP di Facebook rivista e pronta per l'accesso da parte del pubblico

In <https://developers.facebook.com>, nella sezione **Revisione app** dell'app Facebook, verificare che lo switch sia impostato su **On** per rendere pubblica l'app.

Verificare inoltre che lo stato dell'app sia **Live**, come mostrato nell'immagine nell'angolo in alto a destra.



Passaggio 4. Facebook per raggiungere l'URL di callback per richiamare Webhook su SM.

## Approccio 1

In <https://developers.facebook.com>, sotto **Messenger > Impostazioni**, passare alla sezione **Webhook** e selezionare **Imposta Webhook**.

Quando si fa clic sul pulsante **Verify and Save**, viene inviata una richiesta reale da [facebook.com](https://facebook.com) all'URL di callback utilizzando il token Verify fornito.

Se la richiesta ha esito negativo, non sarà possibile salvare queste impostazioni a meno che il problema non venga risolto. Le questioni sono chiaramente evidenziate in linea e dovrebbero essere risolte.

The first screenshot shows a 'New Page Subscription' form with the Callback URL 'https://my-socialminer.com/fbm'. An error message states: 'The URL couldn't be validated. Callback verification failed with the following errors: curl\_errno = 56; curl\_error = Received HTTP code 502 from proxy after CONNECT; HTTP Status Code = 502; HTTP Message = Failed to resolve host'. The second screenshot shows the same form with the Callback URL 'https://c[redacted]ngrok.io/fbm'. An error message states: 'The URL couldn't be validated. Callback verification failed with the following errors: HTTP Status Code = 403; HTTP Message = Forbidden'.

## Approccio 2

Testare il webhook in qualsiasi momento successivo (dopo la configurazione) utilizzando la funzionalità di **test** fornita in <https://developers.facebook.com> (nella sezione **APP Facebook > Webhook**)

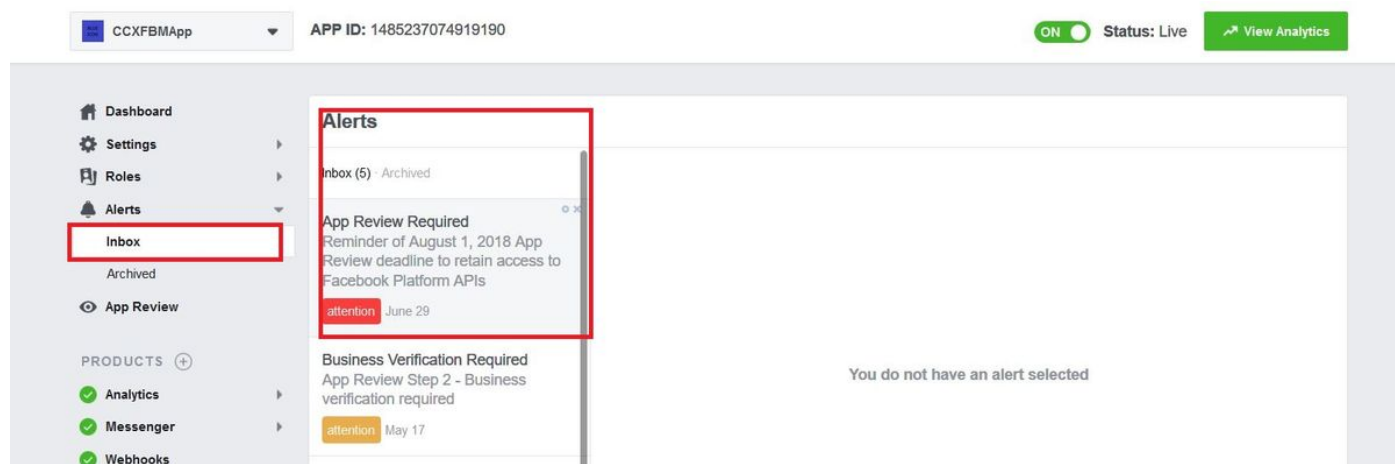
Fare clic su **Test > Send to My server (Prova > Invia a server personale)**. In caso di esito positivo, Facebook invia un messaggio all'SM "L'aggiornamento di esempio è stato inviato correttamente al server", come mostrato nell'immagine.

The screenshot shows the Facebook Developer console for the app 'CCXFBMApp' (APP ID: 1485237074919190). The 'Webhooks' section is highlighted with a red box. The table below shows the configuration for various endpoints, with the 'feed' endpoint also highlighted. The 'Test' button for the 'feed' endpoint is visible. A success message at the bottom reads: 'The sample update was successfully sent to your server.'

Endpoint	Version	Test	Subscribe
company_overview	v2.12	Test	Subscribe
conversations	v2.12	Test	Subscribe
culinary_team	v2.12	Test	Subscribe
current_location	v2.12	Test	Subscribe
description	v2.12	Test	Subscribe
email	v2.12	Test	Subscribe
feed	v2.12	Test	Subscribe

## Approccio 3

In <https://developers.facebook.com>, controllare la sezione **Avvisi>Posta in arrivo** per eventuali aggiornamenti/notifiche/notizie da Facebook che potrebbero influire sull'app e sulle relative funzionalità.



## Passaggio 5. La pagina Facebook Access Token Validation.

### Approccio 1

Utilizzare la funzionalità **Convalida token** fornita in CCX Administration (**Subsystems>Chat and Email>Chat - Facebook Messenger > Convalida**)

#### Facebook Messenger Integration

Save

Status

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

**Configure Token from Facebook**

Facebook Page Access Token\*

**HTTP Proxy**

Use HTTP Proxy  Enable

HTTP Proxy  :  (HostName : Port)

Token  Network

## Approccio 2

Utilizzare lo strumento [Access Token Debugger](#) fornito da Facebook.



facebook for developers Products Docs More ▾

We are making important changes to the App Review process. [Learn more.](#) ✕

Access Token Debugger API Version: [?] v3.1 ▾

Sharing Debugger Batch Invalidator **Access Token**

EAAVG0LRBZCxyBAHjinvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFitMsk78iXZAdZBBuXpxElu4hnQBgvXYzrCifol8vvjivY1aZBshfx8pLlJm42qbE0FgoEmpREw **Debug**

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

### Approccio 3

Effettuare una semplice richiesta **HTTP GET** a Facebook.

URL = [https://graph.facebook.com/me?access\\_token=<TOKEN\\_ACCESSE\\_PAGINA>](https://graph.facebook.com/me?access_token=<TOKEN_ACCESSE_PAGINA>)

Previsto

- **200 OK** se il token è valido.
- **400 BAD REQUEST** se il token non è valido.

https://graph.facebook.com/me?access\_token=EAAACZA90fe8UBAFOx2p0I4A0FHIDKAy9ZBC8n48ckAmHRRzkZC...

JSON Raw Data Headers

Save Copy

```
name: "SocialMiner FBM Integration"
id: "599868773733793"
```

### Passaggio 6. SM per raggiungere Facebook con o senza proxy.

Utilizzare la funzionalità **Convalida token** fornita in Amministrazione CCX (**Sottosistemi**>Chat ed Email>Chat - Facebook Messenger > Convalida)

## Facebook Messenger Integration

Save

Status

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

---

**Configure Token from Facebook**

Facebook Page Access Token\*

**HTTP Proxy**

Use HTTP Proxy  Enable

HTTP Proxy

Validate

Token Network

## Passaggio 7. Stato del servizio Gateway di chat.

È possibile controllare lo stato in CCX Administration (**Subsystems>Chat and Email>SocialMiner Configuration**)

### SocialMiner Configuration

Save Cancel

Status

Ready

---

<b>Configure SocialMiner</b>	<b>SocialMiner Status</b>	<b>Reinject Email contacts</b>
IP Address / Host Name*: <input type="text" value="sm120.css.com"/>	• Feeds:	<input type="button" value="Reinject"/>
User Name*: <input type="text" value="appuser"/>	• Campaigns:	
Password*: <input type="password" value="*****"/>	• Notifications:	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	• Email Cache:	
	• Email Server:	
	• SocialMiner Chat Gateway:	
	◦ Facebook Messenger Integration: Enabled	

\*- indicates required item

\*-HostName / IPAddress will be resolved to fully qualified domain name

- Indica che il gateway è IN ESECUZIONE ed è in stato CONFIGURATO e che un canale (FACEBOOK MESSENGER) è stato configurato.
- Indica che il gateway non è AFFATTO IN ESECUZIONE, NON È RAGGIUNGIBILE oppure si trova in uno stato di errore a causa di una configurazione errata.

Not Configured: indica che il gateway è in stato NOT\_CONFIGURED. Nessun canale configurato.

Non applicabile: indica che Finesse non è attivato o che la versione di SocialMiner non è configurata o compatibile.

## Integrazione con Facebook Messenger

Indica se il canale è ABILITATO o meno.

Indica anche l'ultimo errore registrato in questo canale. Utile per determinare gli errori intermittenti

e permanenti.

## Nota:

Queste configurazioni di canale non possono avere effetto in modo dinamico senza interrompere le chat in corso e richiedono quindi il riavvio del servizio **Gateway chat di SocialMiner**.

- Token di accesso alla pagina Facebook - pageAccessToken
- Token di verifica Facebook - verifyToken

Se il token di accesso alla pagina o il token di verifica vengono modificati, riavviare il servizio **Gateway di chat di SocialMiner** dalla CLI.

utilizza il servizio per riavviare il gateway di chat di SocialMiner

## Risoluzione dei problemi relativi ai flussi

### Flusso di amministrazione

Passaggio 1. L'amministratore carica la pagina di integrazione di Facebook Messenger da **Subsystems > Chat and Email > Chat-Facebook Messenger** (che ottiene la configurazione del gateway di chat da SocialMiner se configurato)

//UCCX Esecuzione della richiesta REST per ottenere la configurazione del gateway chat.

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

```
DBAccessor.get(query))
6567: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6568: Aug 27 12:21:23.962 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6569: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6570: Aug 27 12:21:23.963 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6571: Aug 27 12:21:23.966 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6572: Aug 27 12:21:23.968 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6573: Aug 27 12:21:23.968 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1
```

```
6574: Aug 27 12:21:24.246 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET reqest to - chatGatewayConfig/
6575: Aug 27 12:21:24.458 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.
```

**//In caso di esito positivo, gli SM restituiscono le configurazioni del gateway di chat, ad esempio il token di accesso alla pagina Facebook, le configurazioni del proxy, le istruzioni con i mapping delle code, i messaggi configurati, la configurazione della valutazione post-chat e il token di verifica Facebook.**

```
6576: Aug 27 12:21:24.583 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): returns -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@6c9ffc[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$HttpProxy@1d8aa3d[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@4f3dee[type=FACEBOOK_MESSENGER,au
th=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@6afc6c[pageAccessToken=EA AVG0LRBZ
CxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BuJfItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvj
jvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVYJOQEMhVNaDsdFGjD8X34mmja,verificationToken=yy7
2lu9wyzg7edllvgjism],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConf
ig$Channel$ProblemStatement@1e23156[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@115343a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@117fc9a[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6577: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getChannelConfig(FACEBOOK_MESSENGER) - Found:
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@4f3dee[type=FACEBOOK_MESSENGER,auth=com.c
isco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@6afc6c[pageAccessToken=EA AVG0LRBZCxYBAHjj
nvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BuJfItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBs
hfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVYJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy72lu9w
yzg7edllvgjism],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Ch
annel$ProblemStatement@1e23156[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@115343a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@117fc9a[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
```

RATING\_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?  
Select a rating., UNSUPPORTED\_MESSAGE=Sorry, we support only text messages and emojis.,  
PROBLEM\_STATEMENT\_CAPTION=How can we help you? Choose from one of the options.,  
CHAT\_ENDED\_UNKNOWN\_ERROR=Oops! An error occurred. Chat has ended. Try again later.,  
WAIT\_FOR\_AGENT=Just a moment...finding an expert to chat with you., AGENT\_JOIN\_TIMEOUT=We are  
busy at the moment. You can continue to wait or try again later., WELCOME\_MESSAGE=Hello! Welcome  
to ABCD Customer Care., CHAT\_ENDED\_INACTIVITY=Chat has ended due to inactivity. You can contact  
us again., RATING\_COMPLETE=Thank you for the feedback., CHAT\_ENDED\_AGENT\_UNAVAILABLE=Sorry, we  
could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]  
6578: Aug 27 12:21:24.585 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getGatewayHttpProxy  
6579: Aug 27 12:21:24.585 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getGatewayConfiguration  
6580: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:  
getAccessor(ConfigQuery):Try to get the default accessor  
6581: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:  
DBAccessor.get(query)  
6582: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema  
class = com.cisco.crs.chat.ChatSocialMinerConfig  
6583: Aug 27 12:21:24.585 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: SystemConfigDAO  
6584: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:  
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null  
6585: Aug 27 12:21:24.585 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6586: Aug 27 12:21:24.590 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6587: Aug 27 12:21:24.591 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:  
SystemConfigUtil.convertToCIR :: 1 entities  
6588: Aug 27 12:21:24.592 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found  
Configs1  
6589: Aug 27 12:21:24.592 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:  
SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET request to - chatGatewayConfig/  
6590: Aug 27 12:21:24.604 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:  
SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.  
6591: Aug 27 12:21:24.606 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:  
SmRestClient().SmRestClient: getChatGatewayConfig(): returns -  
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@dede9e[version=1.0,httpProxy=com.cisco.uccx.rest.  
sm.model.ChatGatewayConfig\$httpProxy@1e97c72[enabled=true,host=proxy.esl.cisco.com,port=8080],ch  
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@1e930bc[type=FACEBOOK\_MESSENGER,a  
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7e93ee[pageAccessToken=EA AVG0LRB  
ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujfItMsk78ixfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv  
jjvYIaZBshfx8plLjm42qbe0FgoEmpREw0YV71Sq4RzRZBPeFVYJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken  
=yy72lu9wyzg7edllvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway  
Config\$Channel\$ProblemStatement@21fcdcf[title=1162FBM1,queueId=4],  
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@160b24a[title=1162FBM2,q  
ueueId=5],  
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@1591f22[title=1162FBM3,q  
ueueId=6]],chatFeedId=100029,messages={CHAT\_ENDED=Your chat has ended. Thank you.,  
RATING\_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?  
Select a rating., UNSUPPORTED\_MESSAGE=Sorry, we support only text messages and emojis.,  
PROBLEM\_STATEMENT\_CAPTION=How can we help you? Choose from one of the options.,  
CHAT\_ENDED\_UNKNOWN\_ERROR=Oops! An error occurred. Chat has ended. Try again later.,  
WAIT\_FOR\_AGENT=Just a moment...finding an expert to chat with you., AGENT\_JOIN\_TIMEOUT=We are  
busy at the moment. You can continue to wait or try again later., WELCOME\_MESSAGE=Hello! Welcome  
to ABCD Customer Care., CHAT\_ENDED\_INACTIVITY=Chat has ended due to inactivity. You can contact  
us again., RATING\_COMPLETE=Thank you for the feedback., CHAT\_ENDED\_AGENT\_UNAVAILABLE=Sorry, we  
could not find an expert to chat with you at this moment. Try again  
later.},ratingEnabled=true]]]  
6592: Aug 27 12:21:24.606 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Facebook  
channel is configured  
6593: Aug 27 12:21:24.609 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(4)  
6594: Aug 27 12:21:24.609 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:

Returning DAO :: ContactServiceQueueDAO  
6595: Aug 27 12:21:24.616 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6596: Aug 27 12:21:24.626 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)  
6597: Aug 27 12:21:24.626 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(4)  
6598: Aug 27 12:21:24.626 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6599: Aug 27 12:21:24.626 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6600: Aug 27 12:21:24.630 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)  
6601: Aug 27 12:21:24.630 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(5)  
6602: Aug 27 12:21:24.630 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6603: Aug 27 12:21:24.630 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6604: Aug 27 12:21:24.632 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)  
6605: Aug 27 12:21:24.633 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(5)  
6606: Aug 27 12:21:24.633 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6607: Aug 27 12:21:24.633 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6608: Aug 27 12:21:24.636 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)  
6609: Aug 27 12:21:24.636 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(6)  
6610: Aug 27 12:21:24.636 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6611: Aug 27 12:21:24.636 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6612: Aug 27 12:21:24.638 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)  
6613: Aug 27 12:21:24.638 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(6)  
6614: Aug 27 12:21:24.638 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6615: Aug 27 12:21:24.639 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6616: Aug 27 12:21:24.641 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)  
6617: Aug 27 12:21:24.641 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Get all  
Chat Csq's  
6618: Aug 27 12:21:24.643 EDT %MADM-LIB\_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:  
ChatHome.getAllQueueTagMap()  
6619: Aug 27 12:21:24.651 EDT %MADM-LIB\_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:  
ChatHome.getAllQueueTagMapByQType( 2 )  
6620: Aug 27 12:21:24.651 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6621: Aug 27 12:21:24.651 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ChatTriggerPointDAO  
6622: Aug 27 12:21:24.669 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6623: Aug 27 12:21:24.685 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6624: Aug 27 12:21:24.687 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6625: Aug 27 12:21:24.689 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6626: Aug 27 12:21:24.691 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:

```
EntityDataSource.getPrimaryDataSourceType = LOCAL
6627: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMapByQType( 2 ) returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
6628: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap() returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
```

## Passaggio 2. L'amministratore tenta di aggiornare la configurazione.

```
6975: Aug 27 12:45:41.702 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Entering -
updateGatewayConfiguration
6976: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6977: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor:
DBAccessor.get(query))
6978: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Schema class
= com.cisco.crs.chat.ChatSocialMinerConfig
6979: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] DAOFactoryImpl: Returning
DAO :: SystemConfigDAO
6980: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6981: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6982: Aug 27 12:45:41.707 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6983: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6984: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Found
Configs1
6985: Aug 27 12:45:41.709 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().SmRestClient: updateChatGatewayConfig(): Sendig PUT request to -
chatGatewayConfig/
6986: Aug 27 12:45:41.710 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().callSmPutMethod(): Sending PUT request to - chatGatewayConfig/ with params -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$httpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EEAVG0LRB
ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujfItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8pLLjm42qbE0FgoEmpREw0YV7lSq4RzRZBPeFVvyJOQE5WDMhVNaDsdFGjD8X344mmja,verificationToken
=yy72lu9wyzg7edllvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6987: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().chatGatewayConfig PUT succeeded
6988: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().PUT succeeded. result = PUT https://sm-fqdn/ccp-webapp/ccp/chatGatewayConfig/
returned a response status of 200 OK
6989: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Updated
```

chat gateway configuration.

```
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRB
ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujfItMsk78iXfZAdZBBuXpxEiu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7ed1lvjgsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6990: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Exiting -
updateGatewayConfiguration
```

### Passaggio 3. L'amministratore tenta di convalidare la configurazione.

```
7328: Aug 27 13:02:49.777 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Entering
-
validateConfig(EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujfItMsk78iXfZAdZBBuX
pxEiu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X
34mmja, proxy.esl.cisco.com, 8080)
7329: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
7330: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor:
DBAccessor.get(query)
7331: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
7332: Aug 27 13:02:49.778 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
7333: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
7334: Aug 27 13:02:49.784 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
7335: Aug 27 13:02:49.789 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
7336: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
7337: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Found
Configs1
7338: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: validateConfig()
7339: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: path for FBM_CONFIG_TEST is chatGatewayConfig/test/facebook
7340: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: FBMConfig is com.cisco.uccx.rest.sm.model.FBMConfig@1c02765
7341: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: response for FBM_CONFIG_TEST is POST https://sm-fqdn/ccp-
webapp/ccp/chatGatewayConfig/test/facebook returned a response status of 200 OK
7342: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().validateConfig succeeded
7343: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
```



```
SmRestClient().SMRestClient validateConfig is
com.cisco.uccx.rest.sm.model.FBMConfigTestStatus@12cf7b6[status=PASSED,reason=]
7344: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig-status is PASSED
7345: Aug 27 13:02:50.373 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Exiting -
validateConfig()
```

## Flusso di chat

Passaggio 1. Nuovo cliente in arrivo - Viene visualizzato un elenco di affermazioni sui problemi.

Nel file `/opt/cisco/mmca/logs/ccp-chat-gateway/log.log`

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

Passaggio 2. La nuova richiesta di chat viene creata nell'SM e la notifica viene inviata a UCCX.

`//ccpapi`

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

ishedDate=Mon Aug 27 14:59:41 EDT  
2018, socialContactScriptSelector=, socialContactShortUrlIds=[], socialContactStatus=<null>, socialContactStatusDate=Mon Aug 27 14:59:41 EDT  
2018, socialContactStatusReason=, socialContactStatusUserId=, socialContactTags=[], sourceType=, hasMoreContacts=false, numContactsResend=0, numQueuedContact=0]]: A DSNotificationEvent received  
0000000346: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_START:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat]: Publishing contact  
0000000013: 10.86.64.220: Aug 27 2018 14:59:41.985 -0400: %CCBU\_\_\_\_\_MSGPROXY-6-  
MSG\_INCOMING\_FROM\_BUS: %[correlation\_id=null][mid=ID:sm120-51014-1535122975944-  
5:4:2:1:4][msg\_kind=ActiveMQMapMessage][msg\_type=NFY.NotificationEvent]: A message has been  
received by the message bus  
0000000347: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_END:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat][Payload=<SocialContact><author>Amar  
Kumar</author><chatIsInvited>false</chatIsInvited><extensionFields><extensionField><name>h\_chatRoom</name><value>socialminer\_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h\_chatOrigin</name><value>FACEBOOK\_MESSENGER</value></extensionField><extensionField><name>h\_Name</name><value>Amar  
Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat\_Csq4</value></extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396  
381792</publishedDate><refURL>http://sm-fqdn/ccp-  
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx\_chat\_req</tag></tags><title>Chat from  
Facebook Messenger</title></SocialContact>]: Published contact  
0000000348: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_START:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.campaign.updates.CCX\_Chat\_Campaign]:  
Publishing contact  
0000000349: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_END:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.campaign.updates.CCX\_Chat\_Campaign][Payload=  
=<SocialContact><campaignPublicId>CCX\_Chat\_Campaign</campaignPublicId><extensionFields><extensionField><name>h\_chatRoom</name><value>socialminer\_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h\_chatOrigin</name><value>FACEBOOK\_MESSENGER</value></extensionField><extensionField><name>h\_Name</name><value>Amar  
Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat\_Csq4</value></extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396  
381792</publishedDate><refURL>http://sm-fqdn/ccp-  
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx\_chat\_req</tag></tags></SocialContact>]:  
Published contact  
=====

**//runtime**

0000018498: 10.86.64.220: Aug 27 2018 14:59:41.779 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
MSG\_INCOMING\_FROM\_BUS: %[correlation\_id=0][mid=ID:sm120-37552-1535122799516-  
4:2:2:1:1][msg\_kind=ActiveMQMapMessage][msg\_type=PUSH.PushSocialContactRequest]: A message has  
been received by the message bus  
0000018499: 10.86.64.220: Aug 27 2018 14:59:41.785 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
CREATE\_SOCIAL\_CONTACT: Got Request to Create Social Contact with RequestId:jW2gF8  
0000018500: 10.86.64.220: Aug 27 2018 14:59:41.791 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
CONFIG\_OBJECT\_STORED\_IN\_CACHE: %[id=100029][type.id=FeedReader]: Stored config object in local  
cache.  
0000018501: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
CREATE\_SOCIAL\_CONTACT: Submitted Request to Create Social Contact to FeedReaderManager with  
RequestId:jW2gF8  
0000018502: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
SOCIAL\_CONTACT\_PROCESSOR: Got new SocialContactProcessingRequest with requestId:jW2gF8  
0000018503: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
SOCIAL\_CONTACT\_PROCESSOR: SocialContactProcessor processSocialContact Entry with

```

requestId:jw2gF8
0000018504: 10.86.64.220: Aug 27 2018 14:59:41.937 -0400: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_CREATED:
%[SOCIAL_CONTACT_ID=7CC1846210000165000000000A5640DC][SOCIAL_CONTACT_LINK=http://localhost/ccp/s
ocialcontact/7CC1846210000165000000000A5640DC]: A new social contact was created
0000000026: 10.86.64.220: Aug 27 2018 14:59:42.440 -0400: %CCBU___NOTIFICATION-6-
NOTIFICATION_SUCCEEDED:
%[Notification=com.cisco.ccbu.ccp.notification.Notification@6c657e[enqueueTime=1535396382131,rul
e=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@7dafaaf[httpUrl=https://uccx-fqdn/uccx-
webservices/contact,httpUsername=<null>,httpPassword=<null>,sslVerifyCertificates=false,campaign
Id=100030,tags=[ccx_chat_req],id=100031,name=CCX Chat Notification,description=Created by CCX
application as part of CCX chat
configuration.,changeStamp=5,lastUpdated=1533830025500,ouId=4],screenPopUrl=http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign,body=<?xml
version="1.0" encoding="UTF-8" standalone="yes"?>
<SocialContact>
  <author>Amar Kumar</author>
  <description></description>
  <extensionFields>
    <extensionField>
      <name>ccxqueuetag</name>
      <value>Chat_Csq4</value>
    </extensionField>
    <extensionField>
      <name>h_Name</name>
      <value>Amar Kumar</value>
    </extensionField>
    <extensionField>
      <name>h_chatOrigin</name>
      <value>FACEBOOK_MESSENGER</value>
    </extensionField>
    <extensionField>
      <name>h_chatRoom</name>
      <value>socialminer_chat.0@conference.127.0.0.1</value>
    </extensionField>
  </extensionFields>
  <id>7CC1846210000165000000000A5640DC</id>

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

```

Passaggio 3. UCCX riceve la notifica.

## //MADM

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

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

Passaggio 4. Il motore aggiunge la chat alla coda e trova un agente disponibile per la chat.

A questo punto, il CU riceve il messaggio "trovare un esperto per chattare con te".

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

```

status=unread, statusReason=unknown, publishedDate=1535396381792, title=Chat from Facebook
Messenger, campaignPublicId=null, statusTimestamp=1535396381798]]] on master node.
399907: Aug 27 14:59:42.446 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC1846210000165000000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC1846210000165000000000A5640DC, MediaType: CHAT
399909: Aug 27 14:59:42.457 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.manager.ChatContactManager : addContact()--Queue for tag is 4
399910: Aug 27 14:59:42.457 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : addContactToQueues() -
contactID:7CC1846210000165000000000A5640DC dispositionReason:UNKNOWNtimestamp:1535396381798
399911: Aug 27 14:59:42.458 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: In
persistCustomerData. Received contact
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN])
399912: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Contact with contactID:
7CC1846210000165000000000A5640DC created in memory.
399913: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Calling allocator
399914: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : Offer Contact:
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN]) To
Queue: 4
399916: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue.
AvailableAgent{230}
399917: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue Only one
agent is available in agent list. Return id [230] agentId [agent7901]
399918: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: Selected agent [
agent7901 ] for handling the contact. Reserving agent.

```

Passaggio 5. L'agente si è unito alla chat dopo che il CU ha selezionato l'istruzione di problema.

## //Registri gateway chat

```

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

```

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

## Passaggio 6. Eventi sottoposti a polling (ogni 5 secondi) da SocialMiner - Aggiunte agente, Buffer utente cancellato.

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

## Passaggio 7. Scambio di messaggi di chat tra l'agente e l'utente.

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

2018-08-27 15:00:32.004 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:00:32.005 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:00:37.008 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:00:37.008 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:00:38.067 - debug: Successfully sent typing action to facebook messenger.  
[ID=2242240722460512], [Status=paused]  
2018-08-27 15:00:42.011 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:00:42.011 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:00:47.014 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:00:47.014 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:00:52.020 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:00:52.020 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:00:52.460 - debug: Sent message [I need help with troubleshooting my problem] from  
session [ID=2242240722460512] to SocialMiner.  
2018-08-27 15:00:52.502 - debug: Sent message [I need help with troubleshooting my problem] from  
session [ID=2242240722460512] to SocialMiner.  
2018-08-27 15:00:57.023 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:00:57.023 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:01:02.026 - debug: Received chat events for [ID=2242240722460512]  
{ chatEvents: '' }  
2018-08-27 15:01:02.026 - debug: No events from SocialMiner for [ID=2242240722460512]  
2018-08-27 15:01:02.068 - debug: Sent message [Sure] from session [ID=2242240722460512] to  
SocialMiner.

## Passaggio 8. L'Agente Termina La Chat (Valutazione Post-Chat Abilitata).

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

```
2018-08-27 15:46:23.937 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:34.551 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Thank you for the feedback.]
```

## Passaggio 9. L'Agente Termina La Chat (Valutazione Post-Chat Non Abilitata).

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

## Flussi vari

### Passaggio 1. Avvio del servizio - "Gateway di chat di SocialMiner".

#### startup.log - Avvio del servizio, apertura delle porte.

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

### Passaggio 2. Caricamento delle configurazioni.

#### configurazione di avvio.log

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



2018-08-28 10:21:20.108 - info: Loaded service configuration:

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

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

### Passaggio 3. Attendere l'accensione del server webhook.

#### startup.log - In attesa dell'accensione del server webhook.

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

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

### Passaggio 4. Controllare e pulire le sessioni non aggiornate (una volta all'ora).

#### Sessioni non aggiornate trovate e pulite

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

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

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

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

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

#### Nessuna sessione non aggiornata trovata

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

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

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

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

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

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

## Informazioni su questa traduzione

Cisco ha tradotto questo documento utilizzando una combinazione di tecnologie automatiche e umane per offrire ai nostri utenti in tutto il mondo contenuti di supporto nella propria lingua. Si noti che anche la migliore traduzione automatica non sarà mai accurata come quella fornita da un traduttore professionista. Cisco Systems, Inc. non si assume alcuna responsabilità per l'accuratezza di queste traduzioni e consiglia di consultare sempre il documento originale in inglese (disponibile al link fornito).