

Risoluzione dei problemi di analisi del flusso di chiamate CVP con il server VB

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Introduzione

In questo documento viene descritta l'analisi della traccia di Cisco Customer Voice Portal (CVP) con Cisco Virtual Voice Browser (VB) come browser VXML.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- CVP con Cisco Unified Contact Center Enterprise (UCCE)
- Cisco VB integrato con CVP
- Flusso di chiamate completo CVP

Componenti usati

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

- CVP 11.5
- UCCE 11.5
- VB 11.5

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.

Premesse

Con l'introduzione di Cisco VB come browser VXML, ecco un'analisi di traccia di esempio per

tracciare i segnali tra CVP, UCCE e VVB.

In questa analisi, la chiamata viene indirizzata al CVP e, dopo il trattamento IVR (Interactive Voice Response), il CVP instrada la chiamata a un agente disponibile.

I frammenti di registro CVP e VB possono essere identificati dalle parole chiave MIVR e CVP nelle tracce.

CVP con analisi traccia flusso di chiamata VB

Nuova coda di commutazione di chiamata

```
1937: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DATAI.1} NEW CALL
with guid=0F46E580000100000000007A0851430A legid=56A1AA52-345511E7-ABF1C227-5C85A942 dn=9876
ani=12345 uui=null calldate=Wed May 10 11:39:37 EST 2017 video=false cachecallcontext = false
is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
```

Numero di sessioni attive

```
44241: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Core-router-
group-0} --NEW SESSION CREATED--CALLGUID=0F46E580000100000000007A0851430A NUMBER OF ACTIVE
SESSIONS= 1
```

Nuova chiamata su SIP SS

```
4281: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from SIP_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=9876 ANI=12345 CED= rckey=0
rcday=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0
serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables=
ECC arrays= Peripheral Variables=
```

Nuova chiamata - pubblicazione su UCCE

```
4282: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Publishing to UCCE - [NEW_CALL] DialogID=46 SendSeqNo=1 DNIS=9876 ANI=12345 CED= rckey=0 rcday=0
rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=100 trunkNumber=0
serviceId=1 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC
variables=user.media.id: 0F46E580000100000000007A0851430A, ECC arrays= Peripheral Variables=
```

Connessione temporanea - elaborazione da UCCE

```
4283: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from UCCE - ,, [ICM_TEMPORARY_CONNECT], rckey=201, rcday=152070, DNIS=9876, ANI=12345
```

Connessione temporanea - pubblicazione su SSP SIP

```
4284: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Publishing to SIP_SS - [CONNECT] DialogID=46 SendSeqNo=0 Label=8888111111 TxrHint=false
rckey=152070 rcdays=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=null
callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id:
0F46E580000100000000007A0851430A,user.microapp.app_media_lib: ..,user.microapp.media_server:
http://192.0.2.11:7000/CVP,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

Corrispondenza route per etichetta VRU

```
1941: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-
SIP-19461} Static route matched 88881111112 to StaticRoute: patterns like 888811111> will route
to 192.0.2.12
1942: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-
SIP-19461} Using Local Static Route for sip:88881111112@192.0.2.12
```

Invito al segmento VXML GW-VRU

```
1947: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-
SIP-19461} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-
149438037789633 - [OUTBOUND]: INVITE TO <sip:88881111112@192.0.2.12;transport=tcp> FROM "PSTN
PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]
```

Nuova chiamata al segmento VVB VRU

```
195208: May 10 11:21:27.305 AEST %MIVR-JASMIN-7-UNK: [CALLID=0F46E580000100000000007A0851430A-
149438037789633] NEW_CALL, GUCID=0F46E580000100000000007A0851430A; GUID=0256304512-0000065536-
0000000122-0139543306; CallId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11;
URI=sip:88881111112@192.0.2.12;transport=tcp
```

CALL_NEW () from VVB to VXML server

```
189323: May 02 16:10:49.778 AEST %MIVR-SS_VB-7-UNK: [CALLID=43A31C0000010000000000790851430A-
149370661959432] Browser.makeRequest(): got encoded
uri=http://192.0.2.11:7000/CVP/Server?MSG_TYPE=CALL_NEW&CALL_DNIS=8888111111&CALL_ANI=sip*3A6000
6099%40..
```

Invito accettato - Parte VRU

```
1951: 192.0.2.11: May 10 2017 11:39:38.067 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DIALOG_CALLBACK.5}
CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-
149438037789633 - [OUTBOUND]: Invitation accepted - ack'ing
```

Risposta

```
1958: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-121-
SIP-19462} Sending BUS MSG for Event Reportnew CSS:[EVENT_REPORT] DialogID=0 SendSeqNo=0
EventID=ANSWER CauseCode=CAUSE_NONE
```

Elaborazione delle risposte da SIP SS

4285: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from SIP_SS - [EVENT_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER CauseCode=CAUSE_NONE

Answer -pubblicazione in UCCE

4286: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to UCCE - [EVENT_REPORT] DialogID=46 SendSeqNo=2 EventID=ANSWER CauseCode=NONE

Nuova chiamata [IVR] - elaborazione da VXMLServer - Nuova chiamata con VRU + ID correlazione

44242: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A [IVR] - processing from VXMLServer - [NEW_CALL]
ClientNewCallEvent,sessionId=0F46E580000100000000007A0851430A ani=sip:12345@192.0.2.11:5060 dnis=888811111112 uui= callId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 seqNo=1 invokationId=0 message=null ccbServletUrl= ccbServletReqTimeout=0

Nuova chiamata di pubblicazione su ICM_SS

44243: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=888811111112 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

ID correlazione chiamata indirizzata

4287: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID = 0F46E580000100000000007A0851430A - Correlation ID routed call [IVR-VRU_LEG_DIALOG]-elaborazione da IVR_SS-[NEW_call]-VRU Leg Dialog ID

4288: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from IVR_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=888811111112 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

[Request_Instruction]-pubblicazione in UCCE

4289: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [REQUEST_INSTRUCTION] DialogID=47 SendSeqNo=1 ANI=12345 DNIS=888811111112 correlationId=12 trunkGroupId=200 trunkNumber=0 serviceId=2 uui= calledNumber= location= locationpkid= pstntrunkgroupid= pstntrunkgroupchannelnum=0 sipheader=
[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOG]-elaborazione da UCCE

4294: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOG] - Pubblicazione in IVR_SS

4295: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to IVR_SS - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[RUN_SCRIPT_REQ]-[IVR] elaborazione da ICM_SS

44250: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [processing from ICM_SS] [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[RUN_SCRIPT_REQ]-[IVR]- Pubblicazione sul server VXML

44251: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] - Publishing to VXMLServer - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id:

0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib:
..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input:
complete,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=

VB_AUDIUM_Root(AUDIUM_VXML)

178107: May 02 16:07:47.410 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] application (Root document):
/CVP/Server?audium_root=true&calling_into=HelloWorld

Documento radice VB

178424: May 02 16:07:56.480 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] VoiceBrowser.invokeRootDocument:
[URI=http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld fragment=null]

LoadbAndParse VB

178430: May 02 16:07:56.481 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] VXMLDocumnet.loadbAndParse(): fetching
(http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld) timeout attribute=0

Richiesta di creazione browser VB

178435: May 02 16:07:56.481 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] Browser.makeRequest(): got encoded
uri=http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld

VB: recupero documento VXML

178444: May 02 16:07:56.489 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt:
com.cisco.wf.cache.http.CachedURLConnection:http://192.0.2.11:7000/CVP/Server?audium_root=tr
ue&calling_into=HelloWorld, cachable: true, isFromCache: false, lastModified: 0)

###VVB successfully fetched

178445: May 02 16:07:56.489 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] Successfully fetched bytes: 0, duration(s): 0.008, URI:
http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld

VXML Content

Content of VXML Document

<?xml version="1.0" encoding="UTF-8"?>

<vxml version="2.0">

.....

POST DI INVIO VB ()

178480: May 02 16:07:56.494 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server
178481: May 02 16:07:56.494 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] GotoRequest.handleSubmitElement(): req's method=post

Risultato del post SUBMIT

```
178506: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Fetch: HTTP 200 OK
178507: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt: com.cisco.net.www.protocol.http.HttpURLConnection:http://192.0.2.11:7000/CVP/Server, cachable: false, isFromCache: false, lastModified: 0)
178508: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Successfully fetched bytes: 0, duration(s): 0.004, URI: http://192.0.2.11:7000/CVP/Server
```

Elemento Handle

```
178603: May 02 16:07:56.509 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server
178604: May 02 16:07:56.509 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): req's method=post
```

Crea una nuova query

```
178510: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Content of POST query:
audium_vxmlLog=
178511: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:Content of VXML Document:
<?xml version="1.0" encoding="UTF-8"?>
<vxml version="2.0" application="/CVP/Server?audium_root=true&calling_into=HelloWorld">
<form id="audium_start_form">
<block>
```

Risultato del post (caricamento audio)

```
178579: May 02 16:07:56.503 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] <audio> src:/CVP/audio/helloworld_audio.wav expr:
178580: May 02 16:07:56.503 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] checkWriteOnDiskForVVB: Setting Disk write to true for VVB
```

[RUN_SCRIPT_RESULT][IVR]- elaborazione da VXMLServer

```
44257: 192.0.2.11: May 10 2017 11:39:50.927 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-149438037789633@192.0.2.11 [IVR] - processing from VXMLServer - [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=0 Result=1 CED= newTransaction=0 ECC variables= ECC arrays= Peripheral Variables=
```

[RUN_SCRIPT_RESULT][IVR]-pubblicazione in ICM_SS

```
44248: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata: N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral Variables=
```

[RUN_SCRIPT_RESULT][IVR_VRU_LEG_DIALOG]-Elaborazione da IVR_SS- Risultato=1

4292: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from IVR_SS - [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata: N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral Variables=

[RUN_SCRIPT_RESULT][IVR_VRU_LEG_DIALOG]-Pubblicazione in UCCE

4293: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [RUN_SCRIPT_RESULT] DialogID=47 SendSeqNo=2 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata: N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral Variables=

L'agente diventa disponibile e ICM annulla l'operazione VXML

4296: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} 47CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE]sending ICMEvent, sessionId=0F46E580000100000000007A0851430A callId=null dialogId=47 sourceId=null systemType=ICM mediatype= dnis= ani= srcAddress= locationsiteid=sessionId=0F46E580000100000000007A0851430A callType=0 cacheCallContext=false postcallsurveycall=false icmMessage=DIALOGUE_FAILURE_CONF

[Dialog_failure_conf]-[IVR_VRU_LEG_DIALOG pubblicazione in UCCE]

4297: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [DIALOGUE_FAILURE_CONF] DialogID=47 SendSeqNo=3 InvokeId=2 ErrorCode=E_OPERATION_CANCELLED

[CANCEL]-Elaborazione da UCCE

4298: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [CANCEL] DialogID=47 SendSeqNo=3 InvokeID=3 ReqID=2

Elaborazione [Connect] da UCCE

4300: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from UCCE - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070 rcdays=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce= callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[Connect] - pubblicazione su etichetta SIP_SS 4001

4301: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to SIP_SS - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070 rcdays=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce= callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

Gamba agente di corrispondenza route

1968: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Static route matched 4001 to StaticRoute: patterns like 400> will route to 10.66.75.51
1969: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Using Local Static Route for sip:4001@10.66.75.51

Disconnessioni VRU LEG

4302: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

[Disconnect] pubblicazione [disconnect]

4303: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID = 0F46E580000100000000007A0851430A, DLGID = 47 [IVR_VRU_LEG_DIALOGUE] - Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR, LEGID = 0F46E580000100000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345

[Disconnetti] pubblicazione in IVR_SS

4304: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to IVR_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

Disconnessione VB

178207: May 02 16:07:56.190 AEST %MIVR-SS_VB-7-UNK: [CALLID=43A31C0000010000000000790851430A-149370359030630] Content of POST query:

audium_vxmlLog=

178208: May 02 16:07:56.191 AEST %MIVR-SS_VB-7-UNK: Content of VXML Document:

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<vxml version="2.0">
```

```
<catch event="vxml.session.error">
```

```
<return event="vxml.session.error" />
```

```
</catch>
```

```
<catch event="telephone.disconnect.hangup">
```

188680: May 02 16:10:49.431 AEST %MIVR-SS_VB-7-UNK: [CALLID=43A31C0000010000000000790851430A-149370359030630] traverseDialog: id=Disconnect

196326: May 10 11:21:40.066 AEST %MIVR-JASMIN-7-UNK: [CALLID=0F46E580000100000000007A0851430A-149438037789633] SIP-ltp6-88881111*, State=CONNECTED: setDisconnected processTerminated,

cause=NORMAL

Gamba posteriore

1972: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Static route matched 91919191 to StaticRoute: patterns like 91919191> will route to 192.0.2.12

1973: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Using Local Static Route for sip:91919191@192.0.2.12

Invita a VXML GW

1978: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [OUTBOUND]: INVITE TO <sip:91919191@192.0.2.12;transport=tcp> FROM "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[10] 100REL[Unsupported]

Sending Message (NB): INVITE sip:91919191@192.0.2.12;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 192.0.2.11:5060;branch=z9hG4bKKIR8MEBv53bzAj6MuGd1vw~132
Max-Forwards: 67
To: <sip:91919191@192.0.2.12;transport=tcp>
From: "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060>;tag=ds789c1a64
Call-ID: 0F46E580000100000000007A0851430A-149438039066134@192.0.2.11
CSeq: 1 INVITE
Content-Length: 0
Contact: <sip:12345@192.0.2.11:5060;transport=tcp>
Expires: 10
User-Agent: CVP 11.5 (1) ES-1 Build-344
Call-Info: <sip:10.66.74.114:5060>;purpose=x-cisco-origIP
Remote-Party-ID: "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.14>;party=calling;screen=yes;privacy=off
Date: Wed, 10 May 2017 01:17:58 GMT
Min-SE: 1800
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
Allow-Events: telephone-event
X-Cisco-CCBProbe: id:192.0.2.14;loc:donnielab;trunks:10
Session-Expires: 1800
Cisco-Gucid: 0F46E580000100000000007A0851430A
Supported: timer
Supported: resource-priority
Supported: replaces
Supported: sdp-anat
App-Info: <192.0.2.11:7000:7443>;ringtone=ringback.wav

Suoneria stabilita con il chiamante

2007: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-128-SIP-19468} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [RING-OUT]: Notifying that ringtone is established 200 OK with caller.

Invito di coda agente a CUCM

2013: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039077135 - [OUTBOUND]: INVITE TO <sip:4001@10.66.75.51;transport=tcp> FROM "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]

Chiamata connessa

2049: 192.0.2.11: May 10 2017 11:39:58.817 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-130-SIP-19471} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039077135 - [OUTBOUND]: Acked the invite.

Informazioni correlate

- [Documentazione e supporto tecnico – Cisco Systems](#)