

# 遅れる Finesse エージェントの状態の変更を解決して下さい

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troubleshoot Finesse Agent Desktop

Rohit Cisco TAC

- Cisco Unified Contact Center Enterprise UCCE
- Cisco Finesse

- Finesse 11.5
- UCCE 11.5

/ --> -->

Finesse :

- Finesse WebServices
- Finesse

Finesse

CTI :

0051203603: 10.106.81.82: Apr 14 2017 14:01:17.196 -0700: %CCBU\_CTIMessageEventExecutor-0-6-DECODED\_MESSAGE\_FROM\_CTI\_SERVER: %[cti\_message=CTIAgentStateEvent [skillGroupState=7 (BUSY\_OTHER), stateDuration=0, skillGroupNumber=29808, skillGroupPriority=0, agentState=8 (RESERVED), eventReasonCode=0, numFitSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234, agentID\_Long=null, duration=null, nextAgentState=null, fitSkillGroupNumberList=[], fitSkillGroupIDList=[], fitSkillGroupPriorityList=[], fitSkillGroupStateList=[], MRDId=1, agentMode=1]CTIMessageBean [invokeID=null, cti\_sequence\_id=865941, msgID=30, timeTracker={"id":"AgentStateEvent","CTI\_MSG\_RECEIVED":1492203677196,"CTI\_MSG\_DISPATCH":1492203677196}, msgName=AgentStateEvent, deploymentType=CCE]][cti\_response\_time=0][dispatch\_phase=DnD-CHECKPOINT-3B]: Decoded Message to Finesse from backend cti server

14 Finesse :

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU\_CoreImpl-worker187-6-  
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&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;  
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&lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

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&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously

14 READY 1 Finesse

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU\_CoreImpl-worker187-6-  
XMPP\_PUBLISH\_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;  
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&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

&lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

&lt;teamId&gt;5056&lt;/teamId&gt;

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<uri>/finesse/api/User/1234</uri>

</user>

</data>

<event>PUT</event>

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>

<source>/finesse/api/User/1234</source>

</Update>]: Publishing XMPP Message Asynchronously
```

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU\_CoreImpl-worker187-6-  
XMPP\_PUBLISH\_ASYNC: %["NodId=/finesse/api/User/1234"][Payload=<Update> <data> <user>  
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<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>  
<roles> <role>Agent</role> </roles> <settings>  
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>

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<teamName>Test</teamName>
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<uri>/finesse/api/User/1234</uri>
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<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>
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```
</Update>]: Publishing XMPP Message Asynchronously
```

## WebServices :

### Finesse

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU\_CoreImpl-worker187-6-  
XMPP\_PUBLISH\_ASYNC: %["NodId=/finesse/api/User/1234"][Payload=<Update> <data> <user>  
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<firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId>  
<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>  
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<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>

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<teamName>Test</teamName>
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</data>

<event>PUT</event>

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>

<source>/finesse/api/User/1234</source>
```

</Update>]: Publishing XMPP Message Asynchronously

2:

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNC: [%[NodeId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
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<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
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<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>
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<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>
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<teamName>Test</teamName>
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<uri>/finesse/api/User/1234</uri>
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</user>
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</data>
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<event>PUT</event>
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<source>/finesse/api/User/1234</source>
```

</Update>]: Publishing XMPP Message Asynchronously

1 2 Finesse :

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNC: [%[NodeId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
<firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId>
<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
<roles> <role>Agent</role> <roles> <settings>
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>
```

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<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>
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<teamName>Test</teamName>
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</user>
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</data>
<event>PUT</event>
<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>
<source>/finesse/api/User/1234</source>
```

</Update>]: Publishing XMPP Message Asynchronously

WebServices systemEventId=10 SYS\_INSTRUMENT\_OUT\_OF\_SERVICE - SystemEventArgs PeripheralID SystemEventText AgentInstrument

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
<firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId>
<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
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</data>
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<source>/finesse/api/User/1234</source>
```

</Update>]: Publishing XMPP Message Asynchronously

## Finesse

Finesse 1 CLEAR\_CONNECTION CF\_REQUEST\_TIMEOUT\_REJECTION Finesse SystemEvent

1 Finesse :

## Web ICM CTI

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
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<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
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<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>
```

```
<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>
```

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<teamId>5056</teamId>
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```
<teamName>Test</teamName>
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```
<uri>/finesse/api/User/1234</uri>

</user>

</data>

<event>PUT</event>

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>

<source>/finesse/api/User/1234</source>

</Update>]: Publishing XMPP Message Asynchronously
```

## PG CTI

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNC: [%NodId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
<firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId>
<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
<roles> <role>Agent</role> </roles> <settings>
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<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>

<teamId>5056</teamId>

<teamName>Test</teamName>

<uri>/finesse/api/User/1234</uri>

</user>

</data>

<event>PUT</event>

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>

<source>/finesse/api/User/1234</source>
```

```
</Update>]: Publishing XMPP Message Asynchronously
```

## JTAPI

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNC: [%NodId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
<firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId>
<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
<roles> <role>Agent</role> </roles> <settings>
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>

<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>

<teamId>5056</teamId>

<teamName>Test</teamName>

<uri>/finesse/api/User/1234</uri>
```

```
</user>;

</data>;

<event>PUT</event>;

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>;

<source>/finesse/api/User/1234</source>;

</Update>]: Publishing XMPP Message Asynchronously
ICM

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNC: %["NodeId=/finesse/api/User/1234"][Payload=<Update> <data> <user>
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<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
<roles> <role>Agent</role> </roles> <settings>
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>

    <stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>;

    <teamId>5056</teamId>;

    <teamName>Test</teamName>;

    <uri>/finesse/api/User/1234</uri>;

</user>;

</data>;

<event>PUT</event>;

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>;

<source>/finesse/api/User/1234</source>;

</Update>]: Publishing XMPP Message Asynchronously
```

Finesse CTI ClearConnectionReq CTI PG Peripheral Interface Manager PIM/PG JTapi  
Gateway JGW CUCM Periheral PG Open Peripheral Controller OPC CTI CUCMFinesse  
SystemEvents

Finesse 11.5(1) ES4

ICM pg.cucm [CSCve12017](#)

Finesse [CSCve11977](#)