

# 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-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&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;
```

```
&lt;teamName&gt;Test&lt;/teamName&gt;
```

```
&lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;
```

```
&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;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&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;
```

```
<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
```

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU\_CoreImpl-worker187-6-  
XMPP\_PUBLISH\_ASYNCRONOUS: %[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>

```
<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
```

## WebServices :

### Finesse

001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU\_CoreImpl-worker187-6-  
XMPP\_PUBLISH\_ASYNCRONOUS: %[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>

```
<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

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>
<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

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>
```

```
<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  
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_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

## 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_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
```

## 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>
<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
```

## 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: %["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
```

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](#)