

# 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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## 概要

troubleshoot Finesse

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, numFtSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234, agentID\_Long=null, duration=null, nextAgentState=null, ftSkillGroupNumberList=[], ftSkillGroupIDList=[], ftSkillGroupPriorityList=[], ftSkillGroupStateList=[], 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;

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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

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

## WebServices :

### Finesse

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001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
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</Update>]: Publishing XMPP Message Asynchronously

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

## PG CTI

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XMPP\_PUBLISH\_ASYNC: %["Nodel=/finesse/api/User/1234"][Payload=<Update> <data> <user>  
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</Update>]: Publishing XMPP Message Asynchronously

## JTAPI

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</Update>]: Publishing XMPP Message Asynchronously

## ICM

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