

Webex Connect와 통합된 CCE 환경에서 작업 라우팅 이벤트 추적

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소개

이 문서에서는 Webex Connect와 통합된 Contact Center Enterprise 솔루션의 상담원에게 라우팅된 새 작업의 메시지 흐름에 대해 설명합니다.

사전 요구 사항

요건:

다음 주제에 대한 지식을 보유하고 있으면 유용합니다.

- Cisco PCCE(Packaged Contact Center Enterprise)
- Cisco UCCE(Unified Contact Center Enterprise)
- Webex Connect

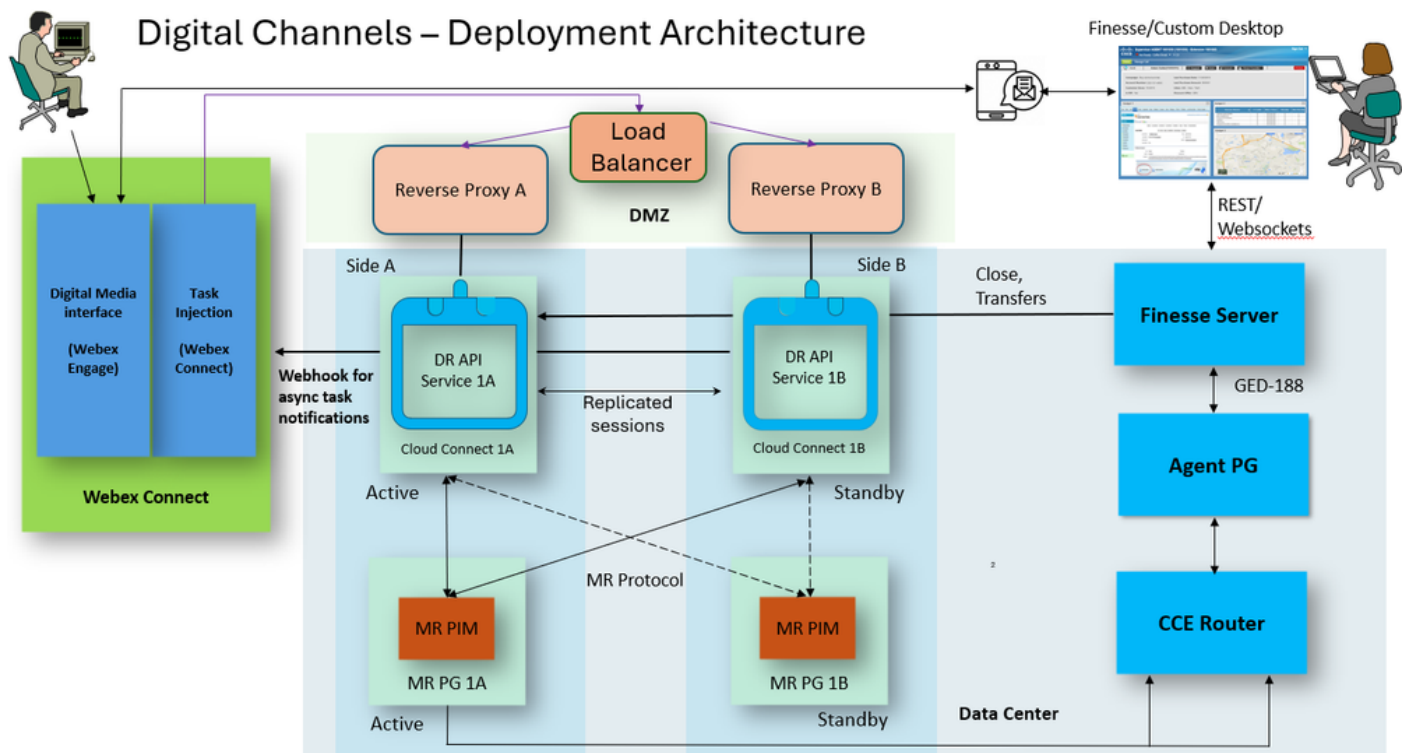
사용된 구성 요소:

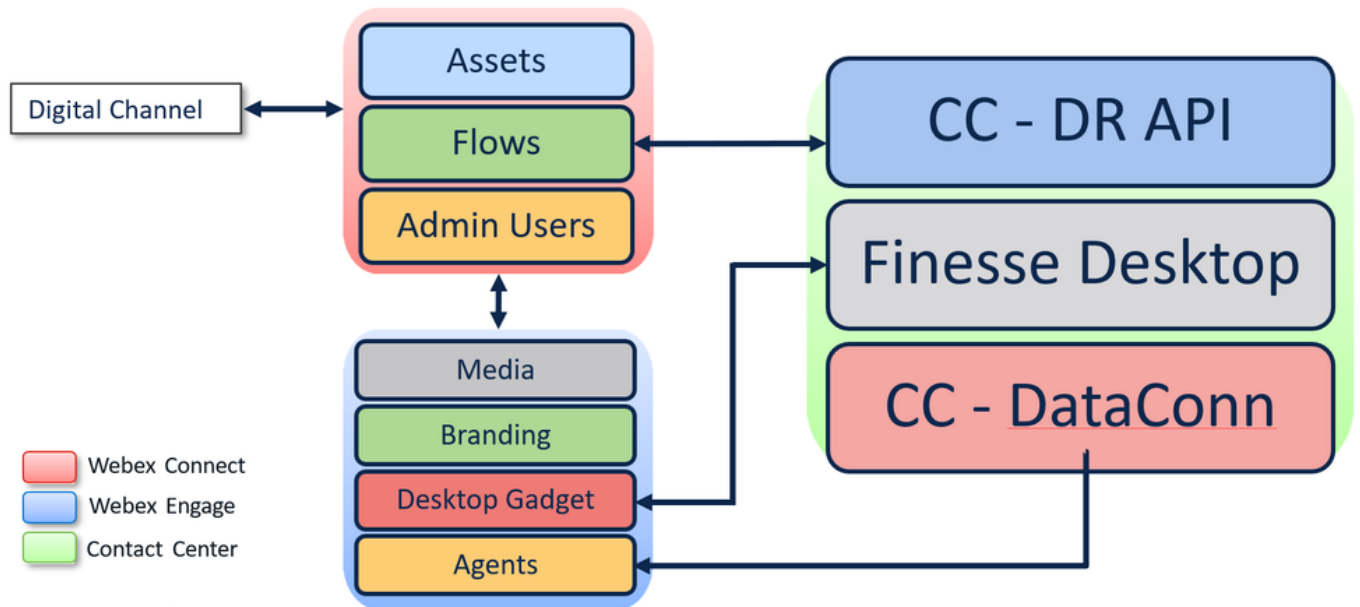
이 문서의 정보는 다음 소프트웨어 및 하드웨어 버전을 기반으로 합니다.

- ICM 버전: 12.6(2)
- Finesse 버전: 12.6(2)
- Webex Control Hub
- Webex Connect 포털
- Webex Engage 포털

배경

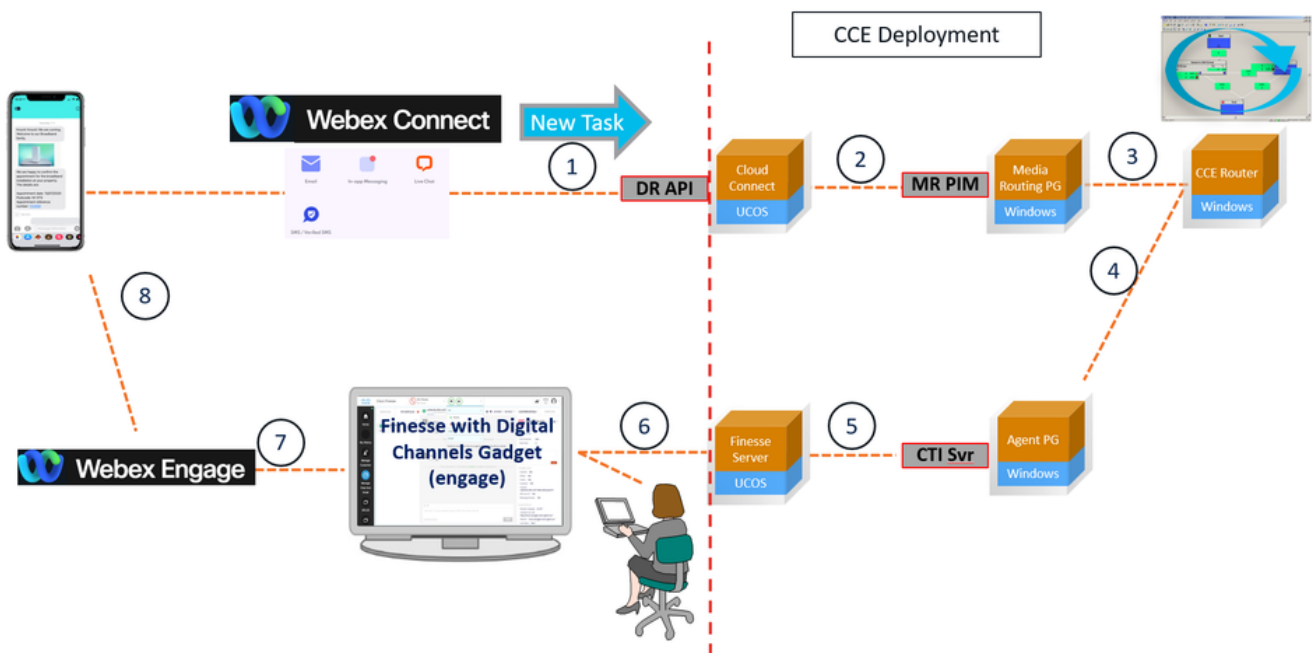
구축 아키텍처





구성 요소 요약

활동 라우팅



로그

Webex Connect 포털

노드 - APP 이벤트 구성

- 이 노드는 흐름의 시작점입니다. 이 노드의 로그에는 Webex Connect 포털에 구성된 앱 진입 점, 채팅 양식이 시작된 URL 등의 세부사항이 표시됩니다.

TRANSACTION LOGS

22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966

Invoked by : Rule 30408

Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	Node Trans : 6ad93c92-39de-4ea5-934b-a86b71657a55 ID Description : success App : AChatEntryPoint Channel : Mobile & Web App Event : MO Data : { "inappmessaging.message.customTags": "", "inappmessaging.pciInfo.isPCICompliance": "true", "inappmessaging.pciInfo.nonPCIComplianceReason": "{ \"text\": \"\" }", "inappmessaging.extras": "", "inappmessaging.threadStatus": "", "inappmessaging.message.extras": "{ \"hasprechatform\": \"0\", \"Webpage\": \"https://attachuk.imi.chat/widget/widgetloader.html?docwidth=1280&id=BE33E549-9326-4F60-9427-7A9FAA22EBD0&org=#\", \"initiatedon\": \"\", \"useragent\": \"Mozilla/5.0 (Windows NT 10.0; rv:109.0) Gecko/20100101 Firefox/118.0\", \"Website\": \"hungry-glittery-terrier.glitch.me\", \"browserfingerprint\": \"976b22d6-1e7b-4702-9a39-9de1d7024884\", \"customprofileparams\": \"xaJO5vPgYt83k/gWcBZBmj9Pg3dZ+f/UvLWE2SEVX+yK0k2Lagxbf6KK+gtHACFK\", \"website_id\": \"809\", \"Initiated from URL\": \"https://hungry-glittery-terrier.glitch.me/\", \"proactive_id\": \"0\", \"Browser language\": \"en-US\" }", "inappmessaging.securityscaninfo.securityFailedReason": "{ \"text\": \"\" }",
9	Evaluate	success	00 : 00 : 00 . 001	
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053	
2252	Create Conversation	waiting	00 : 00 : 00 . 047	
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433	
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012	
38	Receive	app.onformresponse	00 : 00 : 24 . 229	
2256	Append Conversation	waiting	00 : 00 : 00 . 039	
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335	
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771	
2260	Update Conversation	Success	00 : 00 : 00 . 041	
2393	End	Success	00 : 00 : 00 . 004	

노드 - 사전 채팅 양식

- 이 노드에 대한 로그에는 Webex Connect 포털에서 생성된 채팅 템플릿에서 로드된 질문이 표시됩니다.

TRANSACTION LOGS

22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

X

Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966

Invoked by : Rule 30408

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	- "fields": [- { "type": "name", "name": "Name", "label": "Name", "description": "", "mandatory": true }, - { "type": "email", "name": "Email", "label": "Email", "description": "", "mandatory": false }, - { "type": "text", "name": "Question", "label": "How can we help", "description": "How can we help", "mandatory": false }], }
9	Evaluate	success	00 : 00 : 00 . 001	
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053	
2252	Create Conversation	waiting	00 : 00 : 00 . 047	
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433	
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012	
38	Receive	app.onformresponse	00 : 00 : 24 . 229	
2256	Append Conversation	waiting	00 : 00 : 00 . 039	
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335	
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771	
2260	Update Conversation	Success	00 : 00 : 00 . 041	
2393	End	Success	00 : 00 : 00 . 004	

노드 - 수신

- 이 노드에 대한 로그에는 채팅 템플릿에서 로드된 질문에 제공된 응답이 표시됩니다.

TRANSACTION LOGS		22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393	X	HELP	
Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393		Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966		Invoked by : Rule 30408	
NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS	
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	<pre>"Channel": "APP", "appid": "AA02142539", "from": "976b22d6-1e7b-4702-9a39-9de1d7024884", - "events": [- { "Event": "OnFormResponse" }] }</pre>	
9	Evaluate	success	00 : 00 : 00 . 001		
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053		
2252	Create Conversation	waiting	00 : 00 : 00 . 047		
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433		
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012		
38	Receive	app.onformresponse	00 : 00 : 24 . 229		
2256	Append Conversation	waiting	00 : 00 : 00 . 039		
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335		
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771		
2260	Update Conversation	Success	00 : 00 : 00 . 041	<pre>Wait start ti : 2024-07-11T18:05:20.755Z me timeoutValu : 300 e (Sec) timeout : false message : Wait end tim : 2024-07-11T18:05:44.984Z e Custom logs : 1003 → {"title":"Welcome","fields":[{"name":"Name","descriptio n":"","label":"Name","type":"name","value":"Customer","mandatory":tr ue},{name":"Email","description":"","label":"Email","type":"email","val ue":"customer@company.com","mandatory":false},{name":"Questio n","description":"How can we help","label":"How can we help","type":"t ext","value":"Cisco TAC","mandatory":false}]}</pre>	
2393	End	Success	00 : 00 : 00 . 004		

노드 - CCE 생성 작업

- 이 노드는 Contact Center Enterprise 작업 API를 호출하여 새 작업을 생성합니다. Webex Connect에서 플로우를 구성하는 동안 이 노드는 Contact Center Enterprise에서 작업을 생성하는 데 필요합니다.

TRANSACTION LOGS		22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393	X	HELP	
Trans ID : 22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393		Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 25 . 966		Invoked by : Rule 30408	
NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS	
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	<pre>Node Trans : a7b93115-196a-4620-9cb5-5f8801166d7c ID Description : edge: Successfully Created, integration :CCE Create Task, method : Create a New Task, warn : Transaction Details Resume key : - Request Tim : 2024-07-11T18:05:46.940Z estamp Request UR : POST https://rp.vpod458.dc-01.com:8445/draipi/v1/tasks L Request Dat : a { - "headers": { "x-wx-gridid": "e28ccc9b-25b7-a65b-59fa-8056d6ad0a36", "TrackingId": "WebexConnect_22be296b-bc6b-4a6f-af6d-a84c0fb67a01", "Content-Type": "application/json"</pre>	
9	Evaluate	success	00 : 00 : 00 . 001		
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 053		
2252	Create Conversation	waiting	00 : 00 : 00 . 047		
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 433		
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 012		
38	Receive	app.onformresponse	00 : 00 : 24 . 229		
2256	Append Conversation	waiting	00 : 00 : 00 . 039		
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 335		
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 771		
2260	Update Conversation	Success	00 : 00 : 00 . 041		
2393	End	Success	00 : 00 : 00 . 004		

클라우드 연결 - 디지털 라우팅

<#root>

Incoming NEW_TASK request coming in from the 'CCE Create Task' node Webex Connect Flow:

[INFO] 2024-07-11 14:05:45.989 [http-nio-127.0.0.1-8091-exec-9:60] [WebexConnect_22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393]

```
[DEBUG] 2024-07-11 14:05:46.024 [TaskNotificationProcessor-3:153] [] TaskNotificationProcessor - Notifi
[DEBUG] 2024-07-11 14:05:46.025 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.025 [TaskNotificationProcessor-3:153] [] NotificationRestClient - increment
[INFO ] 2024-07-11 14:05:46.025 [http-nio-127.0.0.1-8091-exec-9:60] [WebexConnect_22be296b-bc6b-4a6f-af
[INFO ] 2024-07-11 14:05:46.031 [http-nio-127.0.0.1-8091-exec-9:60] [WebexConnect_22be296b-bc6b-4a6f-af
```

This NEW_TASK request is then sent to the MR-PIM:

```
[INFO ] 2024-07-11 14:05:46.038 [ApiRequestsProcessorThread:211] [] MrRequestProcessor - NEW_TASK Reque
[INFO ] 2024-07-11 14:05:46.038 [ApiRequestsProcessorThread:211] [] MrRequestProcessor - Sent RequestMe
[DEBUG] 2024-07-11 14:05:46.038 [ApiRequestsProcessorThread:211] [] MrRequestProcessor - Sent NewTaskV5
```

Task state is queued and then routed:

```
[INFO ] 2024-07-11 14:05:46.044 [ApiRequestsProcessorThread:211] [] RedissonQueues - Enqueued Notificat
[INFO ] 2024-07-11 14:05:46.052 [MRProcessorThread:136] [] RedissonQueues - Enqueued Notification on qu
[DEBUG] 2024-07-11 14:05:46.055 [MRProcessorThread:136] [] ServiceCounterTrace - DrapiCounterCurrentIn
[INFO ] 2024-07-11 14:05:46.540 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.542 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
[DEBUG] 2024-07-11 14:05:46.543 [TaskNotificationProcessor-3:153] [] TaskNotificationProcessor - Notifi
[DEBUG] 2024-07-11 14:05:46.543 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[INFO ] 2024-07-11 14:05:46.656 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.658 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
[DEBUG] 2024-07-11 14:05:46.659 [TaskNotificationProcessor-3:153] [] TaskNotificationProcessor - Notifi
[DEBUG] 2024-07-11 14:05:46.659 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.659 [TaskNotificationProcessor-3:153] [] NotificationRestClient - increment
[INFO ] 2024-07-11 14:05:46.764 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:05:46.765 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
.
.
.
.
```

TASK is now ended successfully:

```
[DEBUG] 2024-07-11 14:07:37.615 [http-nio-127.0.0.1-8091-exec-7:58] [] FilterChainProxy - Securing POST
[DEBUG] 2024-07-11 14:07:37.615 [http-nio-127.0.0.1-8091-exec-7:58] [] FilterChainProxy - Securing POST
[DEBUG] 2024-07-11 14:07:37.679 [http-nio-127.0.0.1-8091-exec-7:58] [FINESSE_b8526c49-5dfc-43b4-ba55-1a
[INFO ] 2024-07-11 14:07:37.679 [http-nio-127.0.0.1-8091-exec-7:58] [FINESSE_b8526c49-5dfc-43b4-ba55-1a
[INFO ] 2024-07-11 14:07:37.701 [http-nio-127.0.0.1-8091-exec-7:58] [FINESSE_b8526c49-5dfc-43b4-ba55-1a
[DEBUG] 2024-07-11 14:07:37.703 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:07:37.703 [TaskNotificationProcessor-3:153] [] NotificationRestClient - increment
[INFO ] 2024-07-11 14:07:38.171 [TaskNotificationProcessor-3:153] [] NotificationRestClient - Sending n
[DEBUG] 2024-07-11 14:07:38.173 [TaskNotificationProcessor-3:153] [] ServiceCounterTrace - DrapiCounter
```

라우터

<#root>

NewCall request received from MR PG:

```
14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) NewCall: CID=(154689,2448), DN=WxConnectChat1, ANI=, CED=, RC
14:05:46:019 ra-rtr Trace: RCKSeqNum=-1, NIC_DN= ServiceRequested=0 OrigRCCallID{PhyCtrlID=0, RCID=0, D
```

14:05:46:019 ra-rtr Trace: ID Name Type Index Value
14:05:46:019 ra-rtr Trace: 5041 user_DR_CustomerName Scalar Customer
14:05:46:019 ra-rtr Trace: 5040 user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:05:46:019 ra-rtr Trace: 5038 user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:05:46:019 ra-rtr Trace: 5039 user_DR_Backup Scalar 0
14:05:46:019 ra-rtr Trace: 5042 user_DR_MediaChannelName Scalar chat

RouteComplete:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) RouteComplete:
14:05:46:019 ra-rtr Trace: Route: DN=WxConnectChat1, ANI=, CED=, Label=
14:05:46:019 ra-rtr Trace: Route: CID=(154689,2448), Labels=1

DeviceTargetPreCall message sent to the Agent PG with the ECC variables:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) DeviceTargetPreCall_V15: CID=(154689,2448), PerID=5000, SGSTI
14:05:46:019 ra-rtr Trace: DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkT
14:05:46:019 ra-rtr Trace: RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
14:05:46:019 ra-rtr Trace: CallGUID=, CustomerID=1 ServiceRequested=0
14:05:46:019 ra-rtr Trace: LocationParamPKID=, LocationParamName=, SIPHeader=
14:05:46:019 ra-rtr Trace: NIC_CalledPartyNumber=WxConnectChat1 ECCPayloadID=1
14:05:46:019 ra-rtr Trace: OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0
14:05:46:019 ra-rtr Trace: PV1= PV2= PV3= PV4= PV5=
14:05:46:019 ra-rtr Trace: PV6= PV7= PV8= PV9= PV10=
14:05:46:019 ra-rtr Trace: ID Name Type Index Value
14:05:46:019 ra-rtr Trace: 5038 user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:05:46:019 ra-rtr Trace: 5039 user_DR_Backup Scalar 0
14:05:46:019 ra-rtr Trace: 5040 user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:05:46:019 ra-rtr Trace: 5041 user_DR_CustomerName Scalar Customer
14:05:46:019 ra-rtr Trace: 5042 user_DR_MediaChannelName Scalar chat

Connect Label sent to MR PG with the ECC variables:

14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) Connect: CID=(154689,2448), EventSelect=0x0, ServiceType=0, R
14:05:46:019 ra-rtr Trace: ID Name Type Index Value
14:05:46:019 ra-rtr Trace: 5038 user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:05:46:019 ra-rtr Trace: 5039 user_DR_Backup Scalar 0
14:05:46:019 ra-rtr Trace: 5040 user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:05:46:019 ra-rtr Trace: 5041 user_DR_CustomerName Scalar Customer
14:05:46:019 ra-rtr Trace: 5042 user_DR_MediaChannelName Scalar chat
14:05:46:019 ra-rtr Trace: (14 x 0 : 0 0) Deleting Dialog.

페이지

MR-PG PIM

<#root>

NEW_TASK request on mr pim:

14:05:46:132 PG2A-pim5 Trace: Application->PG:
Message = NEW_TASK; Length = 280 bytes

DialogueID = (14) Hex 0000000e
SendSeqNo = (1) Hex 00000001
MRDomainID = (5016) Hex 00001398
PreviousTask = -1:-1:-1
PreferredAgent = Undefined
Service = Undefined
CiscoReserved = (0) Hex 00000000
ScriptSelector: WxConnectChat1
ApplicationString2: 22be296b-bc6b-4a6f-af6d-a84c0fb67a01
ServiceRequested = (0) Hex 00000000
QueueType = (0) Hex 00000000
QueueID = Undefined

NewCall request is now sent to the Router:

14:05:46:132 PG2A-pim5 Trace: Send INRCMSGNewCall to Router : :
NEW_CALL RCID=5007 PID=5001 DID=14 DIDRelSeq#=1 GrpDelKey=5007 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NIC

Router responds back with the Connect label:

14:05:46:132 PG2A-pim5 Trace: MR_Peripheral::On_Router_Connect:
CONNECT RCID=5007 PID=5001 DID=14 DIDRelSeq#=0 CRS(RtrDate=154689,RtrCID=2448) RCKSeq#=0 ErrorCode=0 TR

DO_THIS_WITH_TASK message sent over to WxConnect:

14:05:46:132 PG2A-pim5 Trace: PG->Application:
Message = DO_THIS_WITH_TASK; Length = 250 bytes
DialogueID = (14) Hex 0000000e
SendSeqNo = (1) Hex 00000001
IcmTaskID = 154689:2448: 1
SkillGroup = (5239) Hex 00001477
Service = Undefined
Agent = (5172) Hex 00001434
AgentInfo: 5172
Label:
ApplicationString2:
MRDID = (5016) Hex 00001398
Interruptible = (0) Hex 00000000
PrecisionQueueID = (0) Hex 00000000

MR-PG OPC

<#root>

NEW_CALL request received from the digital routing service on the Cloud Connect server, with the ECC

14:05:46:132 PG2A-opc Trace: SendINRCMessage: NEW_CALL RCID=5007 PID=5001 DID=14 DIDRelSeq#=1 GrpDelKey:
Name Type Index Value
user_DR_CustomerName Scalar Customer
user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
user_DR_Backup Scalar 0
user_DR_MediaChannelName Scalar chat

14:05:46:132 PG2A-opc Trace: ProcessINRCMsgs - BEGIN Msg=8 src=48 dest=1 flag=2 size=444

CONNECT label received from router with the ECC variables:

14:05:46:132 PG2A-opc Trace: SendPIMINRCMessage: CONNECT RCID=5007 PID=5001 DID=14 DIDRelSeq#=0 CRS(Rtr

Name Type Index Value

user_DR_Primary	Scalar	0cloudconnect1.dcloud.cisco.com
user_DR_Backup	Scalar	0
user_DR_MediaResourceID	Scalar	CSR4PMKEIFWI7EMX
user_DR_CustomerName	Scalar	Customer
user_DR_MediaChannelName	Scalar	chat

BuildClosedCallRecord after chat ends:

14:05:46:132 PG2A-opc Trace: BuildClosedCallRecord: CallObj=0x4473dc8 DateTime=07/11 18:05:45 IntervalD

14:05:46:132 PG2A-opc Trace: PV1=(null) PV2=(null) PV3=(null) PV4=(null) PV5=(null) PV6=(null) PV7=(null)

14:05:46:132 PG2A-opc Trace: BuildClosedCallRecord:

Name Type Index Value

user_DR_Primary	Scalar	0cloudconnect1.dcloud.cisco.com
user_DR_Backup	Scalar	0
user_DR_MediaResourceID	Scalar	CSR4PMKEIFWI7EMX
user_DR_CustomerName	Scalar	Customer
user_DR_MediaChannelName	Scalar	chat

에이전트 PG - OPC

<#root>

Agent PG receives the Device Precall Indicator message along with the ECC variables as agent '5172' i

14:05:46:132 PG3A-opc Trace: ProcessARMPrecallMsg - Precall received for Agent '5172' MRDomainID '5016'

14:05:46:132 PG3A-opc Trace: callVar1 '' callVar2 '' callVar3 '' callVar4 ''

callVar5 '' callVar6 '' callVar7 '' callVar8 ''

callVar9 '' callVar10 ''

ECCDataSize '85'

14:05:46:132 PG3A-opc Trace: Name Type Index Value

14:05:46:132 PG3A-opc Trace: user_DR_Primary	Scalar	0cloudconnect1.dcloud.cisco.com
14:05:46:132 PG3A-opc Trace: user_DR_Backup	Scalar	0
14:05:46:132 PG3A-opc Trace: user_DR_MediaResourceID	Scalar	CSR4PMKEIFWI7EMX
14:05:46:132 PG3A-opc Trace: user_DR_CustomerName	Scalar	Customer
14:05:46:132 PG3A-opc Trace: user_DR_MediaChannelName	Scalar	chat
14:05:46:132 PG3A-opc Trace: MergeECCData Task ID 154689:2448:1, Payload ID 0, New Payload 1		

OfferTaskInd >> StartTaskInd >> EndTaskInd:

14:05:51:321 PG3A-opc Trace: OfferTaskInd - InvokeID = 2375719, ClientInvokeID = 2375719, MRDID = 5016, SkillGroupID = 5239, ServiceID = -1, SessionID = 2

14:05:52:133 PG3A-opc Trace: StartTaskInd - InvokeID = 2375721, ClientInvokeID = 2375721, MRDID = 5016, SkillGroupID = 5239, ServiceID = -1, SessionID = 2

14:07:35:168 PG3A-opc Trace: EndTaskInd - InvokeID = 2376024, ClientInvokeID = 2376024, TaskID = 154689, WrapupData = , ApplicationData =

BuildTerminationRecordMsg:

14:07:35:168 PG3A-opc Trace: TaskObj::BuildTerminationRecordMsg - DateTime='07/11 18:07:34' Periph=5000
14:07:35:168 PG3A-opc Trace: Var1='(null)' Var2='(null)' Var3='(null)' Var4='(null)' Var5='(null)' Var6='(null)'
14:07:35:168 PG3A-opc Trace: AgentSessionID=5172-133650295444320000 NetworkTargetID=-1 TrunkGroupID=-1
14:07:35:168 PG3A-opc Trace: Name Type Index Value
14:07:35:168 PG3A-opc Trace: user_DR_Primary Scalar 0cloudconnect1.dcloud.cisco.com
14:07:35:168 PG3A-opc Trace: user_DR_Backup Scalar 0
14:07:35:168 PG3A-opc Trace: user_DR_MediaResourceID Scalar CSR4PMKEIFWI7EMX
14:07:35:168 PG3A-opc Trace: user_DR_CustomerName Scalar Customer
14:07:35:168 PG3A-opc Trace: user_DR_MediaChannelName Scalar chat

브라우저 콘솔

<#root>

Agent is RESERVED:

14:05:57.964 2024-07-11T14:05:57.964 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.963 -0400
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>RESERVED</state>
<stateChangeTime>2024-07-11T18:05:57.952Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:05:57.966 2024-07-11T14:05:57.966 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.965 -0400
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>RESERVED</state>
<stateChangeTime>2024-07-11T18:05:57.952Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
<requestId></requestId>

```
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:05:57.968 2024-07-11T14:05:57.968 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.967 -0400
14:05:57.972 :: Media change a{_super: undefined, _id: '5016', _restObj: a, autoSubscribe: true, context: {}}
14:05:57.972 Finesse-IMI Gadget : [useDigitalChannel Hook] [handleMediaChange] : media change event received
```

Agent is OFFERED the chat with the ACCEPT action available to the agent:

```
14:05:57.975 Finesse-IMI Gadget : [useDigitalChannel Hook] [cacheMediaStates] : final cached item : {"5016": {}}
14:05:57.975 2024-07-11T14:05:57.975 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.974 -0400
<data>
<dialogs>
<Dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callVariables>
<CallVariable>
<name>callVariable1</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable4</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable5</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable6</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable7</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable8</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable9</name>
<value></value>
</CallVariable>
<CallVariable>
```

```
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>ACCEPT</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>OFFERED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:05:57.955Z</stateChangeTime>
</Participant>
</participants>
<state>OFFERED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</Dialog>
</dialogs>
</data>
<event>POST</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016/Dialogs</source>
</Update>
14:05:57.978 2024-07-11T14:05:57.978 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.977 -0400
<data>
<dialogs>
<Dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
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<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callVariables>
<CallVariable>
<name>callVariable1</name>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
<value></value>
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<name>callVariable3</name>
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<name>callVariable6</name>
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<name>callVariable9</name>
<value></value>
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<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
```

```
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>ACCEPT</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>OFFERED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:05:57.955Z</stateChangeTime>
</Participant>
</participants>
<state>OFFERED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</Dialog>
</dialogs>
</data>
<event>POST</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016/Dialogs</source>
</Update>
14:05:57.979 2024-07-11T14:05:57.979 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.978 -0400
14:05:57.979 2024-07-11T14:05:57.979 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.978 -0400
14:05:57.980 2024-07-11T14:05:57.980 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.979 -0400
14:05:57.981 2024-07-11T14:05:57.981 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:05:57.980 -0400
14:05:57.988 :: usemediasetup processTask- a{_id: '154689_2448_1', _restObj: undefined, autoSubscribe:
14:05:57.989 ::- MediaPopover _showPopOver before popover {taskId: {...}, id: '154689_2448_1', mediaPrope
```

Agent ACCEPT's the chat:

```
14:06:00.353 2024-07-11T14:06:00.353 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.352 -0400
14:06:00.354 2024-07-11T14:06:00.354 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.353 -0400
14:06:00.355 ::- MediaPopover popOverCallBack:Received popover callback with response {popoverId: '940a
14:06:00.356 ::- MediaPopover _handleMedia {popoverId: '940a0c56-c305-456f-90a6-9aaf8871fcee', source:
14:06:00.358 2024-07-11T14:06:00.357 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.356 -0400
14:06:00.364 ::- MediaPopover dismissPopOver before dismiss a{_super: undefined, _id: '154689_2448_1',
14:06:00.365 2024-07-11T14:06:00.365 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.364 -0400
14:06:00.367 ::- MediaPopover dismissPopOver after dismiss {} {} {}
14:06:00.371 2024-07-11T14:06:00.371 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.370 -0400
14:06:00.427 2024-07-11T14:06:00.427 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.426 -0400
14:06:00.428 success: Could move the task to ACCEPT state {status: 202, content: null, isUnsent: false,
```

Chat state is now ACCEPTED:

14:06:00.543 2024-07-11T14:06:00.543 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.542 -0400

```
<data>
<dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callVariables>
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<name>callVariable2</name>
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<name>callVariable4</name>
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<name>callVariable10</name>
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</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
```

```
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>UPDATE_CALL_DATA</action>
<action>TRANSFER</action>
<action>START</action>
<action>CLOSE</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>ACCEPTED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:06:00.421Z</stateChangeTime>
</Participant>
</participants>
<state>ACCEPTED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</dialog>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/Dialog/154689_2448_1</source>
</Update>
14:06:00.546 2024-07-11T14:06:00.546 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.545 -0400
<data>
<dialog>
<taskId>
<routerCallKeyDay>154689</routerCallKeyDay>
<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
<callvariables>
<CallVariable>
<name>callVariable1</name>
```

```
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable2</name>
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</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
</CallVariable>
<CallVariable>
<name>user_DR_CustomerName</name>
<value>Customer</value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaChannelName</name>
<value>chat</value>
</CallVariable>
</callvariables>
<queueNumber>11180119</queueNumber>
<queueName>WxConnectChat1</queueName>
<callKeyCallId>2448</callKeyCallId>
```

```
<callKeyPrefix>154689</callKeyPrefix>
<callKeySequenceNum>1</callKeySequenceNum>
</mediaProperties>
<mediaType>WxConnectChat</mediaType>
<mediaChannel>chat</mediaChannel>
<mediaClass>chat</mediaClass>
<participants>
<Participant>
<actions>
<action>UPDATE_CALL_DATA</action>
<action>TRANSFER</action>
<action>START</action>
<action>CLOSE</action>
</actions>
<mediaAddress>1080</mediaAddress>
<mediaAddressType></mediaAddressType>
<startTime>2024-07-11T18:05:57.955Z</startTime>
<state>ACCEPTED</state>
<stateCause></stateCause>
<stateChangeTime>2024-07-11T18:06:00.421Z</stateChangeTime>
</Participant>
</participants>
<state>ACCEPTED</state>
<uri>/finesse/api/Dialog/154689_2448_1</uri>
</dialog>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/Dialog/154689_2448_1</source>
</Update>
14:06:00.548 2024-07-11T14:06:00.548 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.547 -0400
14:06:00.548 2024-07-11T14:06:00.548 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.547 -0400
14:06:00.549 2024-07-11T14:06:00.549 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.548 -0400
14:06:00.549 2024-07-11T14:06:00.549 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:06:00.548 -0400
14:06:00.552 :: usemediasetup processTask- a{super: undefined, _id: '154689_2448_1', _restObj: undefin
```

Chat session ended and agent is moved to the WORK_READY state:

```
14:07:32.910 moved to wrap-up state successfully
14:07:32.911 2024-07-11T14:07:32.911 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.955 -0400
<data>
<media>
<description>WxConnect Chat</description>
<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
<interruptAction>IGNORE</interruptAction>
<interruptible>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>WORK_READY</state>
<stateChangeTime>2024-07-11T18:07:32.895Z</stateChangeTime>
<uri>/finesse/api/User/1080/Media/5016</uri>
</media>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:07:32.914 2024-07-11T14:07:32.914 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.958 -0400
```

```
<data>
<media>
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<dialogLogoutAction>CLOSE</dialogLogoutAction>
<id>5016</id>
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<interruptible>false</interruptible>
<maxDialogLimit>3</maxDialogLimit>
<name>WxConnectChat</name>
<routable>true</routable>
<state>WORK_READY</state>
<stateChangeTime>2024-07-11T18:07:32.895Z</stateChangeTime>
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</media>
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<requestId></requestId>
<source>/finesse/api/User/1080/Media/5016</source>
</Update>
14:07:32.915 2024-07-11T14:07:32.915 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.959 -0400
14:07:32.920 :: Media change a[_super: undefined, _id: '5016', _restObj: a, autoSubscribe: true, context: a]
14:07:32.920 Finesse-IMI Gadget : [useDigitalChannel Hook] [handleMediaChange] : media change event received
14:07:32.921 Finesse-IMI Gadget : [useDigitalChannel Hook] [handleMediaChange] : caching all mrd's
14:07:32.921 Finesse-IMI Gadget : [useDigitalChannel Hook] [cacheMediaStates] : mediaListToBeCached : undefined
14:07:32.922 Finesse-IMI Gadget : [useDigitalChannel Hook] [cacheMediaStates] : final cached item : {"5016": true}
```

Chat activity is now in the WRAPPING_UP state:

```
14:07:32.924 2024-07-11T14:07:32.924 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:32.968 -0400
<data>
<dialog>
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<routerCallKeyCallID>2448</routerCallKeyCallID>
<routerCallKeySequenceNum>1</routerCallKeySequenceNum>
</taskId>
<id>154689_2448_1</id>
<mediaProperties>
<mediaId>5016</mediaId>
<dialNumber>WxConnectChat1</dialNumber>
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<CallVariable>
<name>callVariable10</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_Primary</name>
<value>cloudconnect1.dcloud.cisco.com</value>
</CallVariable>
<CallVariable>
<name>user_DR_Backup</name>
<value></value>
</CallVariable>
<CallVariable>
<name>user_DR_MediaResourceID</name>
<value>CSR4PMKEIFWI7EMX</value>
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Chat session is now CLOSED:

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14:07:35.189 2024-07-11T14:07:35.189 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 14:07:35.233 -0400
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관련 정보

기능 가이드 - Webex Connect를 사용한 디지털 채널 통합:

- UCCE:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_12_6_2/guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html
- PCCE:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_6_2/guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html

Cisco Contact Center Enterprise Manage Digital Channels 가젯 사용 설명서:

- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_digital-channels/rcct_m_1262_manage-digital-channels.html

Cisco Contact Center Enterprise를 통한 Webex Engage 관리 및 설정 가이드:

- https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/12_6_2/guide-1262/rcct_m_digital-channels-integration-webexengage_12-6-2.html

- Cisco Contact Center Enterprise(CCE)와 Webex Connect의 통합
https://help.imiconnect.io/docs/cce_overview

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