

# UCCX 및 SocialMiner: Facebook Messenger 통합 및 채팅 후 평가 로그 분석

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## 소개

이 문서에서는 Facebook Messenger를 고객 측 채널로 통합하고 CCX 웹 채팅 기능(SocialMiner를 통해)을 즉시 사용 가능한 기능으로 통합하는 기능을 설명합니다.

[Facebook Messenger](#)는 Facebook의 인스턴트 메시징 서비스 및 애플리케이션입니다. 12억 명의 사용자를 보유한 이 플랫폼은 세계에서 가장 크고 가장 인기 있는 메시징 플랫폼입니다. [Facebook Messenger 플랫폼을 기반으로 하는](#) 이 서비스는 기업에서 소비자와 상호 작용하고 다른 서비스와 통합할 수 있도록 지원합니다.

## 배경 정보

- 최종 사용자(Facebook 사용자인기도 함)가 특정 Facebook 페이지(Facebook 메신저 플랫폼을 사용하여 CCX와 통합)와 채팅을 시작하여 Finesse 상담원에게 연결하고 양방향 실시간 채팅을 수행할 수 있도록 합니다.
- 이는 주로 텍스트 기반 채팅 환경입니다. 즉, FBM이 지원하는 이미지, 첨부 파일, 위치 공유, GIF, 스티커, 좋아요, **리액션**, 음성 녹음 등은 지원되지 않습니다.
- CCX 구축당 하나의 FB 페이지만 지원됩니다.
- 채팅 후 평가 기능을 지원합니다.
- CCX+SM 대용량 프로파일에서 시간당 2,400개의 FbM 채팅에 대해 부하 테스트를 실시했습니다. 문서화된 제한은 (다른 소스에서 시작되는) 모든 웹 채팅에서 2400입니다.

## SM Chat Gateway란?

채팅 게이트웨이 서비스는 FB Messenger 통합을 위해 SocialMiner에 도입된 새로운 node.js 기반 서비스입니다.

이 서비스는 **웹 후크 API**를 외부 메시징 서비스(예: FB 메신저)에 공개하고 채팅 세션을 내부적으로 관리하고 SocialMiner 채팅 API를 호출하는 일반적인 방식으로 설계되었습니다.

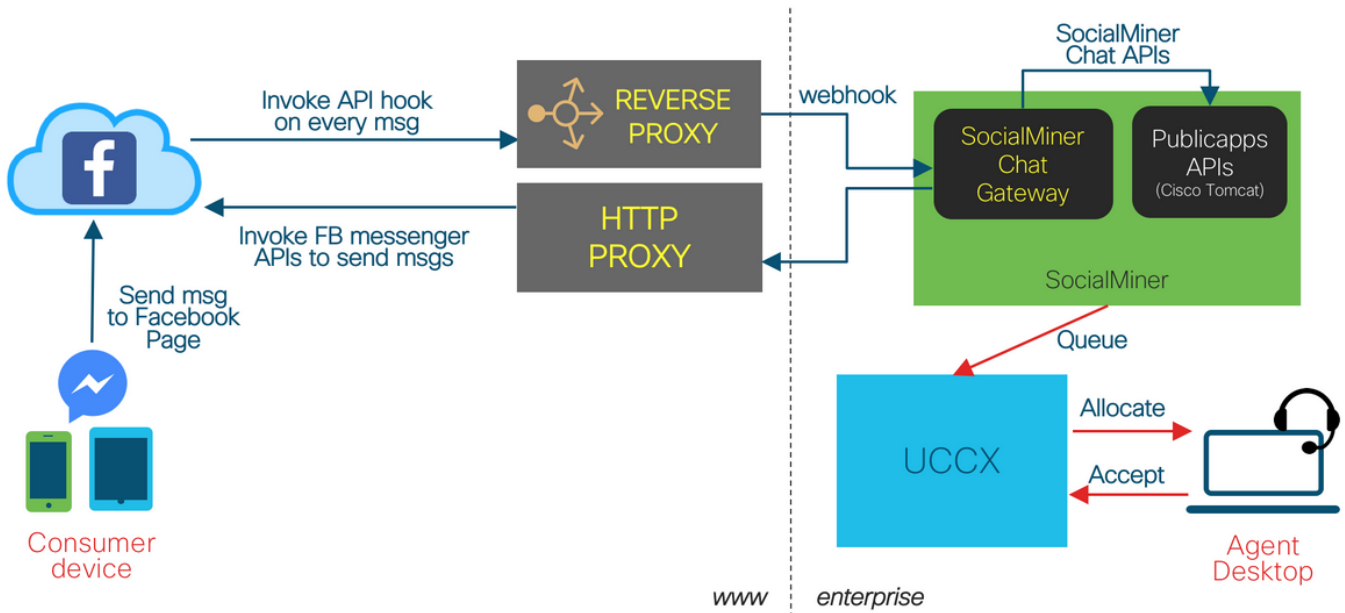
기본적으로, 이것은 FB 메신저에 대한 채팅 세션을 오케스트레이션하는 서비스입니다 (그리고 미래의 다른 메시징 서비스).

## 기능 아키텍처 스냅샷/구축 모델

### 인터넷의 공용 역방향 프록시(SocialMiner 숨김)

- 간단한 역방향 프록시(예: Nginx, Apache, HAProxy 등 사용)가 공용 호스트 이름으로 웹에 표시됩니다.
- HTTP 요청을 특정 포트에 전달하거나 인터넷에서 떨어진 SocialMiner에 URL을 전달합니다.
- SSL 종료(서명된 SSL 인증서 포함)에도 사용할 수 있습니다.
- Cisco에서 배송하지 않습니다. 설계 가이드에 문서화되어 있으므로 사용자는 이를 네트워크에 구축해야 합니다.

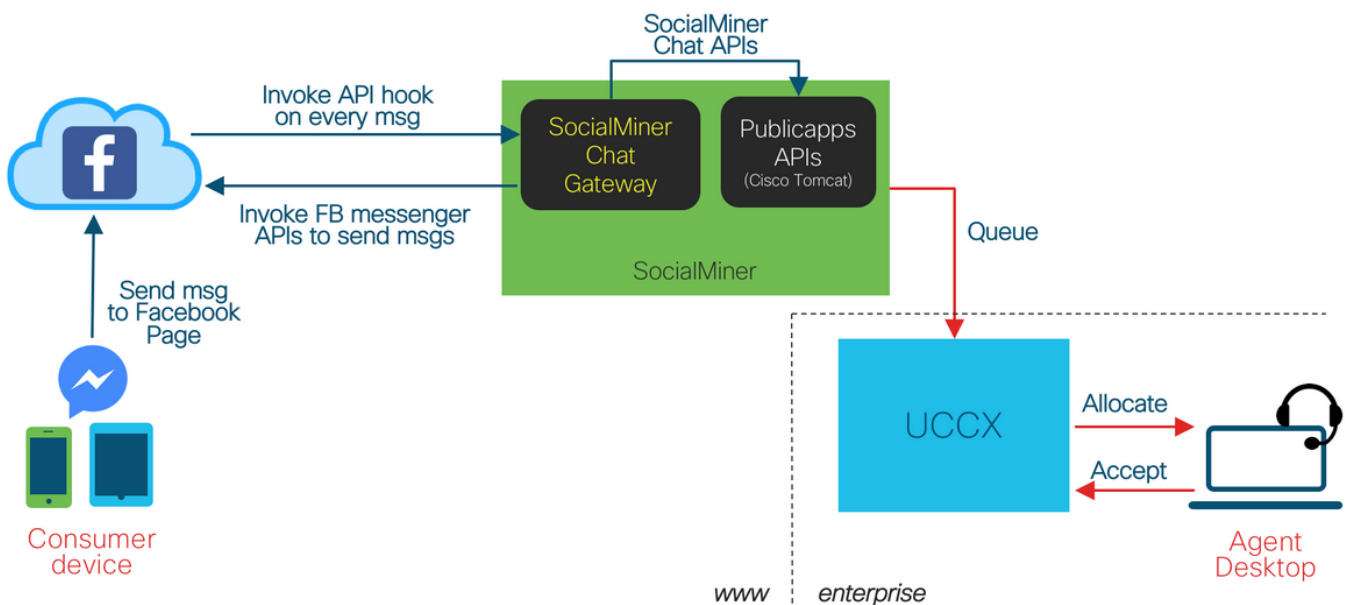
## Facebook Messenger Integration – Reverse Proxy on Internet



## 인터넷에서 SocialMiner

- SocialMiner는 웹에 공용 호스트 이름이 있습니다.
- FB 클라우드에서 SocialMiner로의 공용 경로.

## Facebook Messenger Integration – SocialMiner on Internet



## 관련 로그

### UCCX

수집할 로그:

/opt/cisco/uccx/log/MADM/\* - CCX 관리의 모든 로그 - 컨피그레이션의 모든 문제에 필요합니다.

로그 레벨:

- 로그 레벨은 CCX Serviceability에서 변경할 수 있습니다.
- 서비스 이름: Cisco Unified CCX Administration.
- **ADM\_CFG** 및 **REST\_CLIENT** 하위 기능에 대해 로그 레벨을 **DEBUGGING(최소)**으로 설정해야 합니다.

## 사회 광부

수집할 로그:

- /opt/cisco/mmca/logs/ccp-chat-gateway/\* - SocialMiner 채팅 게이트웨이의 모든 로그(크기 기준 회전)
- /opt/cisco/mmca/logs/ccp-chat-gateway/http/\*-access.log - SocialMiner 채팅 게이트웨이 내에서 실행 중인 웹훅 서버의 모든 HTTP 액세스 로그(매일 자정에 회전)
- /opt/cisco/mmca/logs/ccpublicapps/\* - SocialMiner 공용 채팅 API의 모든 로그(크기 기반 순환)  
- 모든 채팅 흐름 문제, 채팅 후 평가에 필요
- /opt/cisco/mmca/logs/runtime/\* - 모든 채팅 연락처 삽입, 처리 및 이벤트 문제에 필요한 SocialMiner Runtime의 모든 로그

이 모든 로그는 다음을 사용하여 수집할 수 있습니다.

- RTMT 로그 수집(수동 및 예약)
- 애플리케이션 CLI(**파일 get activelog ...**)

로그 레벨:

SocialMiner 채팅 게이트웨이 로그의 경우 3가지 기본 로그 레벨이 있습니다.

- **바보** - 최고의 로깅 레벨, 모든 페이로드, 메시지 등을 로그에 덤프합니다.
- **debug** - 기본 로깅 레벨, 디버그 레벨
- **info** - 기본 로그 덤프

이러한 로그 레벨은 /opt/cisco/mmca/conf/ccp-chat-gateway/settings.json을 편집하여 변경할 수 있으며, **SocialMiner Chat Gateway** 서비스를 다시 시작해야 적용됩니다.

이를 위한 CLI 명령이 없습니다. 이 파일에 액세스하려면 루트/원격 계정이 필요합니다.

## 문제 해결 체크리스트

**1단계. Messenger 플랫폼으로 Facebook 앱을 오프라인으로 설정합니다.**

FBM용 UCCX 기능을 구성하기 전에 고객이 Facebook Messenger 플랫폼으로 Facebook 앱을 만들었는지 확인합니다.

CCX 관리에서 이 기능을 구성하기 전에 특정 작업을 수행해야 합니다.

Facebook 페이지 만들기 및 소유

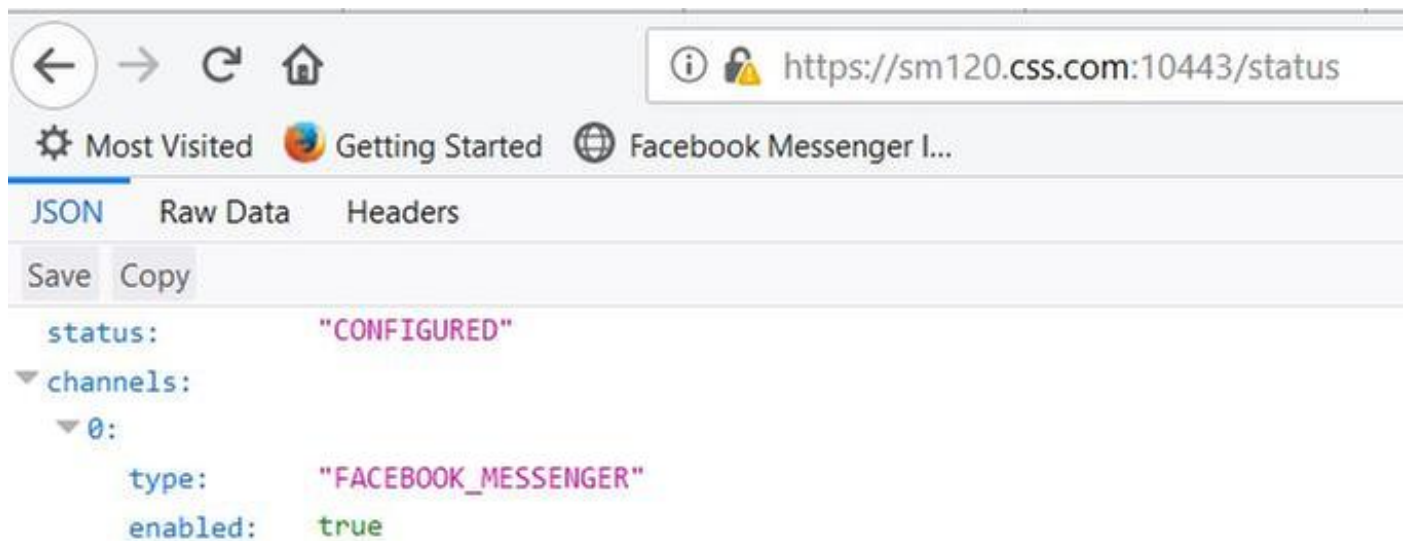
- 사용자는 자신의 사업/조직에 대한 공개 Facebook 페이지를 소유해야 합니다.
- 이는 개별 facebook 사용자 계정에서는 작동하지 않습니다.
- Facebook 페이지는 Facebook 앱을 만들려는 엔터티가 소유하고 있어야 합니다.
- 자세한 [내용](https://www.facebook.com/help/104002523024878?helpref=about_content)은 [https://www.facebook.com/help/104002523024878?helpref=about\\_content](https://www.facebook.com/help/104002523024878?helpref=about_content)을 참조하십시오.

## 2단계. 콜백 URL에 액세스할 수 있어야 합니다.

Callback URL(Webhooks를 만드는 동안 Facebook에서 업데이트됨)은 facebook.com 서버에서 공개적으로 액세스할 수 있는 URL이어야 합니다. 프록시가 없는 경우 Webhook URL은 포트 10443에 있는 SM의 URL입니다. 이는 다음을 의미합니다.

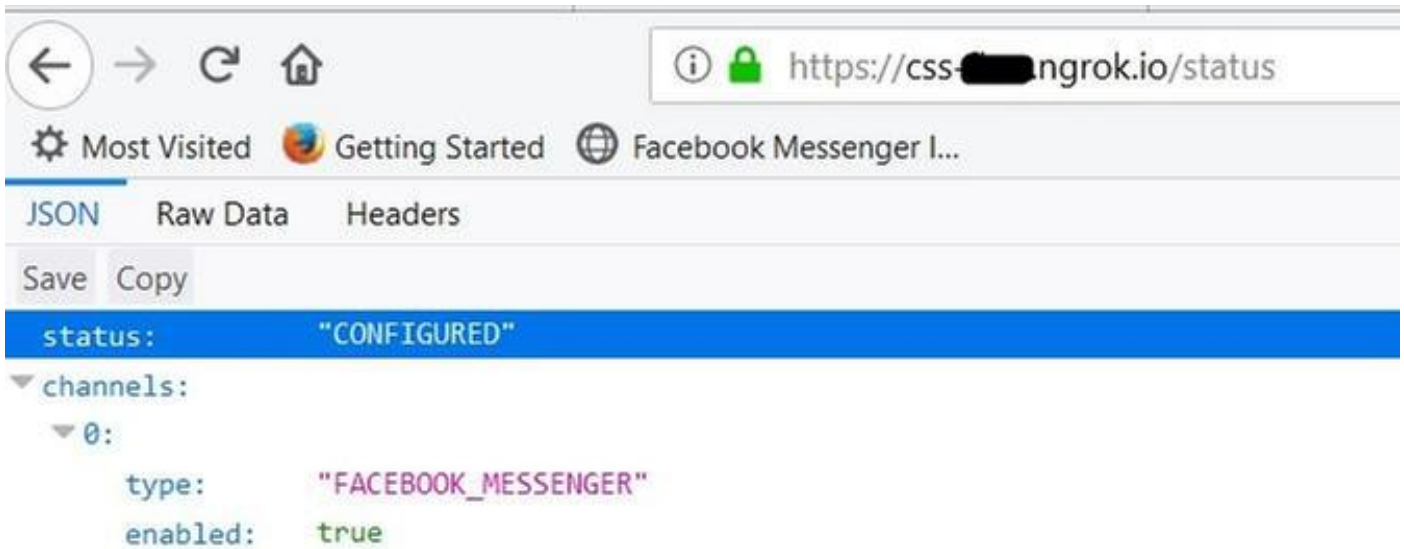
1단계. SocialMiner가 공용 인터넷에 직접 있는 경우 포트 10443(<https://<SM FQDN>:10443/fbm>)에서 SocialMiner 호스트에 의해 노출된 웹 후크 URL

브라우저에서 이 URL을 사용하여 Facebook 구성의 상태를 확인하여 모든 것이 정상적으로 작동하는지 확인할 수 있습니다. 예:



2단계. SocialMiner가 리버스 프록시 뒤에 숨겨진 경우 Webhook URL은 포트 10443에 있는 프록시 서버의 URL입니다. 리버스 프록시 서버의 URL입니다 (<https://proxy.company.com/fbm>). 이 리버스 프록시는 포트 10443(<https://<SM FQDN>:10443/fbm>)에서 SocialMiner 호스트가 노출하는 웹후크 URL에 요청을 더 전달해야 합니다.

예:



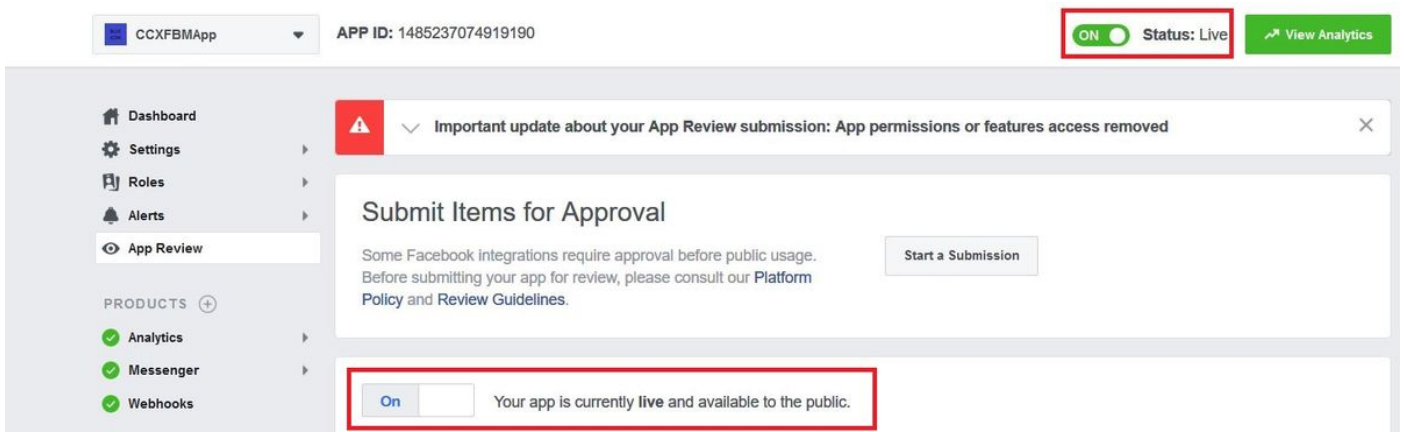
3단계. facebook.com에 콜백 URL을 제공하는 호스트가 유효한 CA 서명 SSL 인증서로 보안 HTTP(HTTPS)를 통해 요청을 제공하도록 해야 합니다. SocialMiner 서버인 경우 자체 서명 플랫폼 인증서가 유효한 CA 서명 인증서로 교체되어야 합니다.

4단계. 방화벽이 SocialMiner 서버의 포트 10443으로 들어오는 트래픽을 차단하지 않는지 확인합니다. 이 포트에는 과도한 무단 트래픽으로부터 서버를 보호하는 속도 제한기가 구현되어 있습니다. 또한 플랫폼 연결 제한 규칙도 이 포트에 적용됩니다.

### 3단계. Facebook 앱 검토 및 공개 액세스 준비

<https://developers.facebook.com>에서 Facebook 앱의 App Review 섹션에서 스위치가 On으로 설정되어 앱을 공개하도록 합니다.

또한 오른쪽 상단 구석에 있는 이미지에 표시된 것처럼 앱의 상태가 Live로 표시되는지 확인합니다.



4단계. Facebook에서 SM의 Webhook을 호출하기 위한 콜백 URL에 연결합니다.

#### 접근 방식 1

<https://developers.facebook.com>의 Messenger > Settings에서 Webhooks 섹션으로 이동하여 Setup Webhooks를 선택합니다.

확인 및 저장 버튼을 클릭하면 facebook.com에서 제공된 확인 토큰을 사용하여 콜백 URL로 실제 요청이 전송됩니다.  
해당 요청이 실패할 경우 문제를 해결하지 않으면 이러한 설정을 저장할 수 없습니다. 이 문제는 인라인 형태로 명확하게 강조 표시되어 있으며 수정되어야 합니다.

### New Page Subscription

Callback URL

The URL couldn't be validated. Callback verification failed with the following errors: curl\_errno = 56; curl\_error = Received HTTP code 502 from proxy after CONNECT; HTTP Status Code = 502; HTTP Message = Failed to resolve host

### New Page Subscription

Callback URL

The URL couldn't be validated. Callback verification failed with the following errors: HTTP Status Code = 403; HTTP Message = Forbidden

## 접근 방식 2

웹 후크를 구성한 후 <https://developers.facebook.com>에 제공된 테스트 기능(Facebook APP > Webhooks 섹션 아래)을 사용하여 언제든지 테스트

Test > Send to My server를 클릭합니다. 성공 시 Facebook은 그림과 같이 SM에 "샘플 업데이트가 서버에 성공적으로 전송되었습니다."라는 메시지를 보냅니다.

CCXFBMApp

APP ID: 1485237074919190

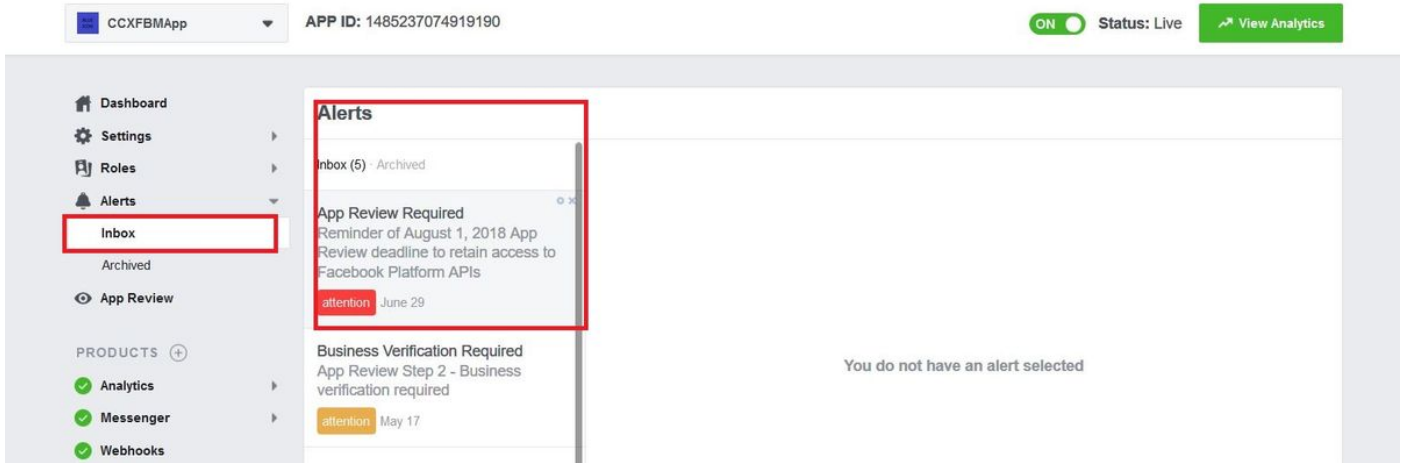
ON Status: Live View Analytics

Dashboard
Settings
Roles
Alerts
App Review
PRODUCTS
Analytics
Messenger
Webhooks

| Category Overview | v2.12 | Test | v2.12 | Subscribe |
|-------------------|-------|------|-------|-----------|
| conversations     | v2.12 | Test | v2.12 | Subscribe |
| culinary_team     | v2.12 | Test | v2.12 | Subscribe |
| current_location  | v2.12 | Test | v2.12 | Subscribe |
| description       | v2.12 | Test | v2.12 | Subscribe |
| email             | v2.12 | Test | v2.12 | Subscribe |
| feed              | v2.12 | Test | v2.12 | Subscribe |

## 접근 방식 3

<https://developers.facebook.com>에서 앱과 기능에 영향을 미칠 수 있는 Facebook의 업데이트/알림 /뉴스에 대한 Alerts>Inbox 섹션을 확인합니다.



5단계. Facebook 페이지에서 토큰 유효성 검사에 액세스합니다.

### 접근 방식 1

CCX Administration(CCX 관리)에서 제공하는 Validate Token(토큰 유효성 검사) 기능을 사용합니다(Subsystems(하위 시스템)>Chat and Email(채팅 및 이메일)>Chat(채팅 - Facebook Messenger) > Validate(유효성 검사)를 클릭합니다.

#### Facebook Messenger Integration

Save

Status

Configured and enabled. Check status [here](#)

Configure Token from Facebook

Facebook Page Access Token\*

HTTP Proxy

Use HTTP Proxy ☒ Enable

HTTP Proxy  :  (HostName : Port)

**Validate**

Token ☒ Network ☒

### 접근 방식 2

Facebook에서 [제공하는 Access Token](#) Debugger 도구를 사용합니다.



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We are making important changes to the App Review process. [Learn more.](#) ✕

Access Token Debugger

Sharing Debugger Batch Invalidator **Access Token** API Version: [?] v3.1 ▾

EAAG0LRBZCxCYBAHjnvqBb4MvGHLnlo4cOXw8qgm7BmZCagb44cM7JEzq7BujFtMsk78IXfAdZBBuXpxElu4hnQBgvXYzrCfoL8vYjvYlaZBshfx8pLJm42qbE0FgoEmpREw **Debug**

| Access Token Info                                |                                                                                                                             |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| App ID                                           | 1485237074919190 : CCXFBMAApp                                                                                               |
| Type                                             | Page                                                                                                                        |
| Page ID                                          | 599868773733793 : SocialMiner FBM Integration                                                                               |
| App-Scoped User ID<br><a href="#">Learn More</a> | 1897421540318446 : Amar Kumar<br>User last installed this app via API N/A                                                   |
| Issued                                           | 1524161461 (about 4 months ago)                                                                                             |
| Expires                                          | Never                                                                                                                       |
| Valid                                            | True                                                                                                                        |
| Origin                                           | Web                                                                                                                         |
| Scopes                                           | manage_pages, pages_show_list, pages_messaging, pages_messaging_phone_number, pages_messaging_subscriptions, public_profile |

### 접근 방식 3

Facebook에 간단한 HTTP GET 요청을 합니다.

URL = [https://graph.facebook.com/me?access\\_token=<PAGE\\_ACCESS\\_TOKEN>](https://graph.facebook.com/me?access_token=<PAGE_ACCESS_TOKEN>)

기대

- 200 토큰이 유효하면 확인합니다.
- 400 토큰이 유효하지 않은 경우 잘못된 요청.

https://graph.facebook.com/me?access\_token=EAACZA90fe8UBAFOx2p0I4A0FHIDKAy9ZBC8n48ckAmHRRzkZC...

JSON Raw Data Headers

Save Copy

```

name: "SocialMiner FBM Integration"
id: "599868773733793"
  
```

6단계. SM이 프록시를 사용하거나 사용하지 않고 Facebook에 연결합니다.

CCX Administration(CCX 관리)에서 제공하는 Validate Token(토큰 유효성 검사) 기능을 사용합니다(Subsystems(하위 시스템)>Chat and Email(채팅 및 이메일)>Chat - Facebook Messenger(채팅 - Facebook Messenger) > Validate(유효성 검사).

## Facebook Messenger Integration

Save

Status

Configured and enabled. Check status [here](#)

**Configure Token from Facebook**

Facebook Page Access Token\*

**HTTP Proxy**

Use HTTP Proxy ☒ Enable

HTTP Proxy

**Validate**

Token

Network

## 7단계. Chat Gateway 서비스의 상태입니다.

CCX Administration(CCX 관리)에서 상태를 확인할 수 있습니다(Subsystems(하위 시스템)>Chat and Email(채팅 및 이메일)>SocialMiner Configuration(SocialMiner 컨피그레이션)).

### SocialMiner Configuration

Save Cancel

Status

Ready

**Configure SocialMiner**

IP Address / Host Name \*:

User Name\*:

Password\*:

Save Cancel

**SocialMiner Status**

- Feeds:
- Campaigns:
- Notifications:
- Email Cache:
- Email Server:
- SocialMiner Chat Gateway:
  - Facebook Messenger Integration: Enabled

**Reinject Email contacts**

\*- indicates required item

\*-HostName / IPAddress will be resolved to fully qualified domain name

- 게이트웨이가 실행 중이고 구성된 상태이며 일부 채널(FACEBOOK MESSENGER)이 구성되었음을 나타냅니다.
- 게이트웨이가 전혀 실행 중이 아니거나, 도달 불가 상태이거나, 일부 잘못된 컨피그레이션으로 인해 오류 상태임을 나타냅니다.

Not Configured - 게이트웨이가 NOT\_CONFIGURED 상태임을 나타냅니다. 구성된 채널이 없습니다.

Not Applicable(해당 없음) - Finesse가 활성화되지 않았거나 SocialMiner 버전이 구성 또는 호환되지 않음을 나타냅니다.

## Facebook 메신저 통합

이 채널이 활성화되었는지 여부를 나타냅니다.

또한 이 채널에 기록된 마지막 실패를 나타냅니다. 간헐적 및 영구적 오류를 확인하는 데 유용합니다.

## 참고:

이러한 채널 설정은 진행 중인 채팅을 해제하지 않으면 동적으로 적용될 수 없으므로 SocialMiner Chat Gateway 서비스를 다시 시작해야 합니다.

- Facebook 페이지 액세스 토큰 - pageAccessToken
- Facebook 확인 토큰 - verificationToken

페이지 액세스 토큰 또는 확인 토큰이 변경되면 CLI에서 **SocialMiner 채팅 게이트웨이** 서비스를 재시작합니다.

## 유틸리티 서비스 다시 시작 SocialMiner 채팅 게이트웨이

# 플로우 문제 해결

## 관리 흐름

1단계. 관리자가 Subsystems(하위 시스템) > Chat and Email(채팅 및 이메일) > Chat-Facebook Messenger(구성된 경우 SocialMiner로부터 채팅 게이트웨이 컨피그레이션을 가져오는 Facebook Messenger 통합 페이지를 로드합니다.

//UCCX에서 채팅 게이트웨이 컨피그레이션을 가져오기 위해 REST를 요청합니다.

```
6551: Aug 27 12:21:23.943 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Getting gateway config
6552: Aug 27 12:21:23.950 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: ChatWidgetUtil.getChatFeedURL()
6553: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor
6554: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: DBAccessor.get(query))
6555: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema class = com.cisco.crs.chat.ChatSocialMinerConfig
6556: Aug 27 12:21:23.950 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl: Returning DAO :: SystemConfigDAO
6557: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6558: Aug 27 12:21:23.951 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
6559: Aug 27 12:21:23.958 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
6560: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.convertToCIR :: 1 entities
6561: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found Configs1
6562: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Socialminer is configured
6563: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering - getChannelConfig(FACEBOOK_MESSENGER)
6564: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering - getGatewayConfiguration
6565: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor
```

6566: Aug 27 12:21:23.962 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: DBAccessor.get(query))  
6567: Aug 27 12:21:23.962 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema class = com.cisco.crs.chat.ChatSocialMinerConfig  
6568: Aug 27 12:21:23.962 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl: Returning DAO :: SystemConfigDAO  
6569: Aug 27 12:21:23.962 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null  
6570: Aug 27 12:21:23.963 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL  
6571: Aug 27 12:21:23.966 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL  
6572: Aug 27 12:21:23.968 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.convertToCIR :: 1 entities  
6573: Aug 27 12:21:23.968 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found Configs1

6574: Aug 27 12:21:24.246 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient: SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET request to - chatGatewayConfig/  
6575: Aug 27 12:21:24.458 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient: SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.

//성공 시 SM은 Facebook Page Access Token, 프록시 구성, 큐 매핑이 포함된 문제 설명, 구성된 메시지, 채팅 후 등급 구성 및 Facebook 확인 토큰과 같은 채팅 게이트웨이 구성을 반환합니다.

6576: Aug 27 12:21:24.583 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient: SmRestClient().SmRestClient: getChatGatewayConfig(): returns -  
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@6c9ffc[version=1.0,httpProxy=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$HttpProxy@1d8aa3d[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@4f3dee[type=FACEBOOK\_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@6afc6c[pageAccessToken=EA AVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQEMhVNaDsdFGjD8X34mmja,verificationToken=yy72lu9wyzg7edllvgjjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@1e23156[title=1162FBM1,queueId=4],com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@115343a[title=1162FBM2,queueId=5],com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@117fc9a[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT\_ENDED=Your chat has ended. Thank you.,RATING\_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED\_MESSAGE=Sorry, we support only text messages and emojis., PROBLEM\_STATEMENT\_CAPTION=How can we help you? Choose from one of the options., CHAT\_ENDED\_UNKNOWN\_ERROR=Oops! An error occurred. Chat has ended. Try again later., WAIT\_FOR\_AGENT=Just a moment...finding an expert to chat with you., AGENT\_JOIN\_TIMEOUT=We are busy at the moment. You can continue to wait or try again later., WELCOME\_MESSAGE=Hello! Welcome to ABCD Customer Care., CHAT\_ENDED\_INACTIVITY=Chat has ended due to inactivity. You can contact us again., RATING\_COMPLETE=Thank you for the feedback., CHAT\_ENDED\_AGENT\_UNAVAILABLE=Sorry, we could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]]]  
6577: Aug 27 12:21:24.585 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting - getChannelConfig(FACEBOOK\_MESSENGER) - Found:  
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@4f3dee[type=FACEBOOK\_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@6afc6c[pageAccessToken=EA AVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy72lu9wyzg7edllvgjjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@1e23156[title=1162FBM1,queueId=4],com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@115343a[title=1162FBM2,queueId=5],com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@117fc9a[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT\_ENDED=Your chat has ended. Thank you.,RATING\_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED\_MESSAGE=Sorry, we support only text messages and emojis.,

PROBLEM\_STATEMENT\_CAPTION=How can we help you? Choose from one of the options.,  
 CHAT\_ENDED\_UNKNOWN\_ERROR=Oops! An error occurred. Chat has ended. Try again later.,  
 WAIT\_FOR\_AGENT=Just a moment...finding an expert to chat with you., AGENT\_JOIN\_TIMEOUT=We are  
 busy at the moment. You can continue to wait or try again later., WELCOME\_MESSAGE=Hello! Welcome  
 to ABCD Customer Care., CHAT\_ENDED\_INACTIVITY=Chat has ended due to inactivity. You can contact  
 us again., RATING\_COMPLETE=Thank you for the feedback., CHAT\_ENDED\_AGENT\_UNAVAILABLE=Sorry, we  
 could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]

6578: Aug 27 12:21:24.585 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
 - getGatewayHttpProxy

6579: Aug 27 12:21:24.585 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
 - getGatewayConfiguration

6580: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:  
 getAccessor(ConfigQuery):Try to get the default accessor

6581: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:  
 DBAccessor.get(query)

6582: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema  
 class = com.cisco.crs.chat.ChatSocialMinerConfig

6583: Aug 27 12:21:24.585 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
 Returning DAO :: SystemConfigDAO

6584: Aug 27 12:21:24.585 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:  
 SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null

6585: Aug 27 12:21:24.585 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
 EntityDataSource.getPrimaryDataSourceType = LOCAL

6586: Aug 27 12:21:24.590 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
 EntityDataSource.getPrimaryDataSourceType = LOCAL

6587: Aug 27 12:21:24.591 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:  
 SystemConfigUtil.convertToCIR :: 1 entities

6588: Aug 27 12:21:24.592 EDT %MADM-CFG\_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found  
 Configs1

6589: Aug 27 12:21:24.592 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:  
 SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET request to - chatGatewayConfig/

6590: Aug 27 12:21:24.604 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:  
 SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.

6591: Aug 27 12:21:24.606 EDT %MADM-REST\_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:  
 SmRestClient().SmRestClient: getChatGatewayConfig(): returns -  
 com.cisco.uccx.rest.sm.model.ChatGatewayConfig@dede9e[version=1.0,httpProxy=com.cisco.uccx.rest.  
 sm.model.ChatGatewayConfig\$HttpProxy@1e97c72[enabled=true,host=proxy.esl.cisco.com,port=8080],ch  
 annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@1e930bc[type=FACEBOOK\_MESSENGER,a  
 uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7e93ee[pageAccessToken=EAAVG0LRB  
 ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujFiTmsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv  
 jjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken  
 =yy721u9wyzg7edllvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway  
 Config\$Channel\$ProblemStatement@21fcdf[title=1162FBM1,queueId=4],  
 com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@160b24a[title=1162FBM2,q  
 ueueId=5],  
 com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@1591f22[title=1162FBM3,q  
 ueueId=6]],chatFeedId=100029,messages={CHAT\_ENDED=Your chat has ended. Thank you.,  
 RATING\_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?  
 Select a rating., UNSUPPORTED\_MESSAGE=Sorry, we support only text messages and emojis.,  
 PROBLEM\_STATEMENT\_CAPTION=How can we help you? Choose from one of the options.,  
 CHAT\_ENDED\_UNKNOWN\_ERROR=Oops! An error occurred. Chat has ended. Try again later.,  
 WAIT\_FOR\_AGENT=Just a moment...finding an expert to chat with you., AGENT\_JOIN\_TIMEOUT=We are  
 busy at the moment. You can continue to wait or try again later., WELCOME\_MESSAGE=Hello! Welcome  
 to ABCD Customer Care., CHAT\_ENDED\_INACTIVITY=Chat has ended due to inactivity. You can contact  
 us again., RATING\_COMPLETE=Thank you for the feedback., CHAT\_ENDED\_AGENT\_UNAVAILABLE=Sorry, we  
 could not find an expert to chat with you at this moment. Try again  
 later.},ratingEnabled=true]]

6592: Aug 27 12:21:24.606 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Facebook  
 channel is configured

6593: Aug 27 12:21:24.609 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
 - getCsqName(4)

6594: Aug 27 12:21:24.609 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
 Returning DAO :: ContactServiceQueueDAO

6595: Aug 27 12:21:24.616 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:

EntityDataSource.getPrimaryDataSourceType = LOCAL  
6596: Aug 27 12:21:24.626 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)  
6597: Aug 27 12:21:24.626 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(4)  
6598: Aug 27 12:21:24.626 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6599: Aug 27 12:21:24.626 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6600: Aug 27 12:21:24.630 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)  
6601: Aug 27 12:21:24.630 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(5)  
6602: Aug 27 12:21:24.630 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6603: Aug 27 12:21:24.630 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6604: Aug 27 12:21:24.632 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)  
6605: Aug 27 12:21:24.633 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(5)  
6606: Aug 27 12:21:24.633 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6607: Aug 27 12:21:24.633 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6608: Aug 27 12:21:24.636 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)  
6609: Aug 27 12:21:24.636 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(6)  
6610: Aug 27 12:21:24.636 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6611: Aug 27 12:21:24.636 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6612: Aug 27 12:21:24.638 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)  
6613: Aug 27 12:21:24.638 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering  
- getCsqName(6)  
6614: Aug 27 12:21:24.638 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6615: Aug 27 12:21:24.639 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6616: Aug 27 12:21:24.641 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -  
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)  
6617: Aug 27 12:21:24.641 EDT %MADM-ADM\_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Get all  
Chat Csq's  
6618: Aug 27 12:21:24.643 EDT %MADM-LIB\_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:  
ChatHome.getAllQueueTagMap()  
6619: Aug 27 12:21:24.651 EDT %MADM-LIB\_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:  
ChatHome.getAllQueueTagMapByQType( 2 )  
6620: Aug 27 12:21:24.651 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ContactServiceQueueDAO  
6621: Aug 27 12:21:24.651 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:  
Returning DAO :: ChatTriggerPointDAO  
6622: Aug 27 12:21:24.669 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6623: Aug 27 12:21:24.685 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6624: Aug 27 12:21:24.687 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6625: Aug 27 12:21:24.689 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6626: Aug 27 12:21:24.691 EDT %MADM-DB\_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:  
EntityDataSource.getPrimaryDataSourceType = LOCAL  
6627: Aug 27 12:21:24.692 EDT %MADM-LIB\_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:

```
ChatHome.getAllQueueTagMapByQType( 2 ) returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
6628: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap() returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
```

2단계. 관리자가 컨피그레이션 업데이트를 시도합니다.

```
6975: Aug 27 12:45:41.702 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Entering -
updateGatewayConfiguration
6976: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6977: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor:
DBAccessor.get(query))
6978: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Schema class
= com.cisco.crs.chat.ChatSocialMinerConfig
6979: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] DAOFactoryImpl: Returning
DAO :: SystemConfigDAO
6980: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6981: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6982: Aug 27 12:45:41.707 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6983: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6984: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Found
Configs1
6985: Aug 27 12:45:41.709 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().SmRestClient: updateChatGatewayConfig(): Sendig PUT request to -
chatGatewayConfig/
6986: Aug 27 12:45:41.710 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().callSmPutMethod(): Sending PUT request to - chatGatewayConfig/ with params -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$httpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRB
ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8pLlJm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy72lu9wyzg7edllvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6987: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().chatGatewayConfig PUT succeeded
6988: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().PUT succeeded. result = PUT https://sm-fqdn/ccp-webapp/ccp/chatGatewayConfig/
returned a response status of 200 OK
6989: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Updated
chat gateway configuration.
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
```

```
sm.model.ChatGatewayConfig$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRBZCxyBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFitMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7ed1lvgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,queueId=5],com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis., PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]]
6990: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Exiting - updateGatewayConfiguration
```

3단계. 관리자가 구성의 유효성을 검사하려고 시도합니다.

```
7328: Aug 27 13:02:49.777 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Entering -
validateConfig(EAAVG0LRBZCxyBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFitMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQE5WDMhVNaDsdFGjD8X34mmja, proxy.esl.cisco.com, 8080)
7329: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
7330: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor:
DBAccessor.get(query))
7331: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
7332: Aug 27 13:02:49.778 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
7333: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
7334: Aug 27 13:02:49.784 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
7335: Aug 27 13:02:49.789 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
7336: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
7337: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Found
Configs1
7338: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: validateConfig()
7339: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: path for FBM_CONFIG_TEST is chatGatewayConfig/test/facebook
7340: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: FBMConfig is com.cisco.uccx.rest.sm.model.FBMConfig@1c02765
7341: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: response for FBM_CONFIG_TEST is POST https://sm-fqdn/ccp-
webapp/ccp/chatGatewayConfig/test/facebook returned a response status of 200 OK
7342: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().validateConfig succeeded
7343: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig is
com.cisco.uccx.rest.sm.model.FBMConfigTestStatus@12cf7b6[status=PASSED,reason=]
```



```
7344: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig-status is PASSED
7345: Aug 27 13:02:50.373 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Exiting -
validateConfig()
```

## 채팅 흐름

1단계. 신규 수신 고객 - "안녕하세요"라고 말하며 문제 명세서 목록을 제공합니다.

/opt/cisco/mmca/logs/ccp-chat-gateway/log.log 파일에서

```
2018-08-27 14:59:01.781 - info: Creating new session. [Type=FACEBOOK_MESSENGER],
[ID=2242240722460512] ...
2018-08-27 14:59:01.782 - debug: Created session for user [ID=2242240722460512]. Session count =
1
2018-08-27 14:59:01.782 - info: Scheduling an interval to check and clean stale sessions ...
2018-08-27 14:59:01.803 - warn: Received message [Hi] in session [ID=2242240722460512] in
[CREATED] state. Ignoring.
2018-08-27 14:59:10.758 - debug: setUsername: Setting user name of session [ID=2242240722460512]
to Amar Kumar ...
2018-08-27 14:59:21.501 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_WAIT ...
```

2단계. SM에서 새 채팅 요청이 생성되고 알림이 UCCX로 전송됩니다.

//ccpapi

```
0000000342: 10.86.64.220: Aug 27 2018 14:59:41.977 -0400: %CCBU_____EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:3][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000343: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@22d8c8[author=Amar
Kumar,title=Chat from Facebook
Messenger,campaignIds=[100030],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleName=,mediaRoutingDomainId=0,newTags=[ccx_chat_req],oldTags=[ccx_chat_req],screenPopUrl=,socialContactExtensionFields={h_chatRoom=socialminer_chat.0@conference.127.0.0.1,ccxqueuetag=Chat_Csq4,h_chatOrigin=FACEBOOK_MESSENGER,h_Name=AmarKumar},socialContactId=7CC1846210000165000000000A5640DC,socialContactChatIsInvited=false,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=unread,socialContactStatusDate=Mon Aug 27 14:59:41 EDT
2018,socialContactStatusReason=unknown,socialContactStatusUserId=,socialContactTags=[],sourceType=chat,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]: A DSNotificationEvent
received
0000000344: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_____EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000345: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1c39520[author=,title=,campaignIds=[100030],eventType=SC_TAGGING,notificationRuleId=0,notificationRuleName=,mediaRoutingDomainId=0,newTags=[ccx_chat_req],oldTags=[],screenPopUrl=http://sm-fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC,socialContactExtensionFields={},socialContactId=7CC1846210000165000000000A5640DC,socialContactChatIsInvited=false,socialContactChatInviteStatus=,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=<null>,socialC
```

ontactStatusDate=Mon Aug 27 14:59:41 EDT  
2018, socialContactStatusReason=, socialContactStatusUserId=, socialContactTags=[], sourceType=, hasMoreContacts=false, numContactsResend=0, numQueuedContact=0]]: A DSNotificationEvent received  
0000000346: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_START:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat]: Publishing contact  
0000000013: 10.86.64.220: Aug 27 2018 14:59:41.985 -0400: %CCBU\_\_\_\_\_MSGPROXY-6-  
MSG\_INCOMING\_FROM\_BUS: %[correlation\_id=null][mid=ID:sm120-51014-1535122975944-  
5:4:2:1:4][msg\_kind=ActiveMQMapMessage][msg\_type=NFY.NotificationEvent]: A message has been  
received by the message bus  
0000000347: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_END:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat][Payload=<SocialContact><author>Amar  
Kumar</author><chatIsInvited>false</chatIsInvited><extensionFields><extensionField><name>h\_chatRoom</name><value>socialminer\_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h\_chatOrigin</name><value>FACEBOOK\_MESSENGER</value></extensionField><extensionField><name>h\_Name</name><value>Amar  
Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat\_Csq4</value></extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396  
381792</publishedDate><refURL>http://sm-fqdn/ccp-  
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx\_chat\_req</tag></tags><title>Chat from  
Facebook Messenger</title></SocialContact>]: Published contact  
0000000348: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_START:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.campaign.updates.CCX\_Chat\_Campaign]:  
Publishing contact  
0000000349: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU\_\_\_\_\_EVENTING-6-  
SOCIAL\_CONTACT\_PUBLISH\_END:  
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.campaign.updates.CCX\_Chat\_Campaign][Payload=  
=<SocialContact><campaignPublicId>CCX\_Chat\_Campaign</campaignPublicId><extensionFields><extensionField><name>h\_chatRoom</name><value>socialminer\_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h\_chatOrigin</name><value>FACEBOOK\_MESSENGER</value></extensionField><extensionField><name>h\_Name</name><value>Amar  
Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat\_Csq4</value></extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396  
381792</publishedDate><refURL>http://sm-fqdn/ccp-  
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx\_chat\_req</tag></tags></SocialContact>]:  
Published contact  
=====

#### //runtime

0000018498: 10.86.64.220: Aug 27 2018 14:59:41.779 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
MSG\_INCOMING\_FROM\_BUS: %[correlation\_id=0][mid=ID:sm120-37552-1535122799516-  
4:2:2:1:1][msg\_kind=ActiveMQMapMessage][msg\_type=PUSH.PushSocialContactRequest]: A message has  
been received by the message bus  
0000018499: 10.86.64.220: Aug 27 2018 14:59:41.785 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
CREATE\_SOCIAL\_CONTACT: Got Request to Create Social Contact with RequestId:jW2gF8  
0000018500: 10.86.64.220: Aug 27 2018 14:59:41.791 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
CONFIG\_OBJECT\_STORED\_IN\_CACHE: %[id=100029][type.id=FeedReader]: Stored config object in local  
cache.  
0000018501: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
CREATE\_SOCIAL\_CONTACT: Submitted Request to Create Social Contact to FeedReaderManager with  
RequestId:jW2gF8  
0000018502: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
SOCIAL\_CONTACT\_PROCESSOR: Got new SocialContactProcessingRequest with requestId:jW2gF8  
0000018503: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU\_\_\_\_\_FEEDS-6-  
SOCIAL\_CONTACT\_PROCESSOR: SocialContactProcessor processSocialContact Entry with  
requestId:jW2gF8  
0000018504: 10.86.64.220: Aug 27 2018 14:59:41.937 -0400: %CCBU\_\_\_\_\_FEEDS-6-

```

SOCIAL_CONTACT_CREATED:
%[SOCIAL_CONTACT_ID=7CC1846210000165000000000A5640DC][SOCIAL_CONTACT_LINK=http://localhost/ccp/s
ocialcontact/7CC1846210000165000000000A5640DC]: A new social contact was created
0000000026: 10.86.64.220: Aug 27 2018 14:59:42.440 -0400: %CCBU___NOTIFICATION-6-
NOTIFICATION_SUCCEEDED:
%[Notification=com.cisco.ccbu.ccp.notification.Notification@6c657e[enqueueTime=1535396382131,rul
e=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@7dafa[httpUrl=https://uccx-fqdn/uccx-
webservices/contact,httpUsername=<null>,httpPassword=<null>,sslVerifyCertificates=false,campaign
Id=100030,tags=[ccx_chat_req],id=100031,name=CCX Chat Notification,description=Created by CCX
application as part of CCX chat
configuration.,changeStamp=5,lastUpdated=1533830025500,ouId=4],screenPopUrl=http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign,body=<?xml
version="1.0" encoding="UTF-8" standalone="yes"?>
<SocialContact>
  <author>Amar Kumar</author>
  <description></description>
  <extensionFields>
    <extensionField>
      <name>ccxqueueetag</name>
      <value>Chat_Csq4</value>
    </extensionField>
    <extensionField>
      <name>h_Name</name>
      <value>Amar Kumar</value>
    </extensionField>
    <extensionField>
      <name>h_chatOrigin</name>
      <value>FACEBOOK_MESSENGER</value>
    </extensionField>
    <extensionField>
      <name>h_chatRoom</name>
      <value>socialminer_chat.0@conference.127.0.0.1</value>
    </extensionField>
  </extensionFields>
  <id>7CC1846210000165000000000A5640DC</id>

  <integrationAuthTokenExpirationTimestamp>1535417981795</integrationAuthTokenExpirationTimestamp>
  <integrationAuthTokenGUID>XXXXXXXXXX</integrationAuthTokenGUID>
  <link>http://localhost/ccp/socialcontact/7CC1846210000165000000000A5640DC</link>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>
  <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL>
  <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
  <screenPopUrl>http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign</screenP
opUrl>
  <sourceType>chat</sourceType>
  <status>unread</status>
  <statusReason>unknown</statusReason>
  <statusTimestamp>1535396381798</statusTimestamp>
  <statusUserId></statusUserId>
  <tags>
    <tag>ccx_chat_req</tag>
  </tags>
  <title>Chat from Facebook Messenger</title>
</SocialContact>
,socialContact=<null>]]: A notification was sent out successfully

```

3단계. UCCX에서 알림을 수신합니다.

//MADM

```
8973: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
New incoming contact : <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<contactXML>
  <author>Amar Kumar</author>
  <id>7CC1846210000165000000000A5640DC</id>
  <integrationAuthTokenGUID>d73e07bd-ee99-47a8-b623-e582260722f5</integrationAuthTokenGUID>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>
  <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL>
  <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
  <sourceType>chat</sourceType>
  <status>unread</status>
  <statusReason>unknown</statusReason>
  <statusTimestamp>1535396381798</statusTimestamp>
  <tags>
    <tag>ccx_chat_req</tag>
  </tags>
  <title>Chat from Facebook Messenger</title>
  <extensionFields>
    <extensionField>
      <name>ccxqueueetag</name>
      <value>Chat_Csq4</value>
    </extensionField>
    <extensionField>
      <name>h_Name</name>
      <value>Amar Kumar</value>
    </extensionField>
    <extensionField>
      <name>h_chatOrigin</name>
      <value>FACEBOOK_MESSENGER</value>
    </extensionField>
    <extensionField>
      <name>h_chatRoom</name>
      <value>socialminer_chat.0@conference.127.0.0.1</value>
    </extensionField>
  </extensionFields>
</contactXML>
```

```
8974: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
Notify for new contact
```

4단계. 엔진이 채팅을 큐에 추가하고 채팅을 위해 사용 가능한 에이전트를 찾습니다.

이때 CU에 '대화할 전문가를 찾는다'는 메시지가 제시된다.

```
399906: Aug 27 14:59:42.439 EDT %MIVR-SS_CHAT-7-UNK:[chatEventConsumer-1] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmseven.ChatContactListener : Received Event
[ContactEvent [operation=ADD, contactXML=ContactXML [author=Amar Kumar,
id=7CC1846210000165000000000A5640DC, replyType=chat, notificationTag=ccx_chat_req,
refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC,
replyTemplateURL=http://sm-fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp,
integrationAuthTokenGUID=d73e07bd-ee99-47a8-b623-e582260722f5,
userExtensionFields=[UserExtensionField [name=ccxqueueetag, value=Chat_Csq4], UserExtensionField
[name=h_Name, value=Amar Kumar], UserExtensionField [name=h_chatOrigin,
value=FACEBOOK_MESSENGER], UserExtensionField [name=h_chatRoom,
value=socialminer_chat.0@conference.127.0.0.1]], tags=[ccx_chat_req], sourceType=chat,
status=unread, statusReason=unknown, publishedDate=1535396381792, title=Chat from Facebook
Messenger, campaignPublicId=null, statusTimestamp=1535396381798]]] on master node.
```

```
399907: Aug 27 14:59:42.446 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC1846210000165000000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmseven.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC1846210000165000000000A5640DC, MediaType: CHAT
399909: Aug 27 14:59:42.457 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.manager.ChatContactManager : addContact()--Queue for tag is 4
399910: Aug 27 14:59:42.457 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : addContactToQueues() -
contactID:7CC1846210000165000000000A5640DC dispositionReason:UNKNOWNtimestamp:1535396381798
399911: Aug 27 14:59:42.458 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: In
persistCustomerData. Received contact
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN])
399912: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Contact with contactID:
7CC1846210000165000000000A5640DC created in memory.
399913: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Calling allocator
399914: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : Offer Contact:
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN]) To
Queue: 4
399916: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue.
AvailableAgent{230}
399917: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue Only one
agent is available in agent list. Return id [230] agentId [agent7901]
399918: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: Selected agent [
agent7901 ] for handling the contact. Reserving agent.
```

5단계. CU가 Problem Statement(문제 설명)를 선택한 후 상담원이 채팅에 참가했습니다.

## //채팅 게이트웨이 로그

```
2018-08-27 14:59:39.172 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_CLOSED ...
2018-08-27 14:59:39.172 - info: Posting a chat request to SocialMiner [ID=2242240722460512],
[HOST=localhost], [FEEDID=100029], [QUEUEID=4]
2018-08-27 14:59:41.966 - info: Chat created successfully. [ID=2242240722460512], [SC
RefURL=http://localhost/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC]
2018-08-27 14:59:41.966 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to AGENT_WAIT ...
2018-08-27 14:59:41.967 - debug: setEventPoller: Setting event poller in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.010 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: { StatusEvent: { id: '1', status: 'chat_ok' } } }
2018-08-27 14:59:47.011 - debug: setLatestEventID: Setting latest event ID [1] in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.012 - warn: Unknown status event [chat_ok] received. Ignoring.
```

```
[ID=2242240722460512]
{ type: 'StatusEvent', id: '1', status: 'chat_ok' }
2018-08-27 14:59:51.982 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '2', from: 'agent7901', status: 'joined' } } }
2018-08-27 14:59:51.989 - debug: setLatestEventID: Setting latest event ID [2] in session
[ID=2242240722460512] ...
2018-08-27 14:59:51.989 - info: Handling agent JOIN event. [ID=2242240722460512]
2018-08-27 14:59:51.990 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to TALKING ...
2018-08-27 14:59:51.990 - debug: clearUserMessagesBuffer: Clearing buffer (contains 0 messages)
[ID=2242240722460512] ...
2018-08-27 14:59:52.588 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Just a moment...finding an expert to chat with you.]
```

## 6단계. SocialMiner에서 폴링된 이벤트(5초마다) - 에이전트 조인, 사용자 버퍼 지우기

```
2018-08-27 15:01:07.028 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:12.031 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:12.031 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:27.037 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:27.037 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:32.036 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:32.036 - debug: No events from SocialMiner for [ID=2242240722460512]
```

## 7단계. 상담원과 사용자 간에 채팅 메시지를 교환합니다.

```
2018-08-27 15:00:12.487 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=composing]
2018-08-27 15:00:16.998 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { MessageEvent: { id: '4', body: 'Hi+How+can+I+help+you%3F', from: 'agent7901' },
    TypingEvent: { id: '5', from: 'agent7901', status: 'paused' } } }
2018-08-27 15:00:16.999 - debug: setLatestEventID: Setting latest event ID [5] in session
[ID=2242240722460512] ...
2018-08-27 15:00:22.002 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:22.002 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.001 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:27.001 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.601 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Hi How can I help you?]
2018-08-27 15:00:32.004 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:32.005 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:37.008 - debug: Received chat events for [ID=2242240722460512]
```

```
{ chatEvents: '' }
2018-08-27 15:00:37.008 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:38.067 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=paused]
2018-08-27 15:00:42.011 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:42.011 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:47.014 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:47.014 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.020 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:52.020 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.460 - debug: Sent message [I need help with troubleshooting my problem] from
session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:52.502 - debug: Sent message [I need help with troubleshooting my problem] from
session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:57.023 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:57.023 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.026 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:02.026 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.068 - debug: Sent message [Sure] from session [ID=2242240722460512] to
SocialMiner.
```

## 8단계. 상담원이 채팅을 종료합니다(채팅 후 등급 사용).

```
2018-08-27 15:46:06.928 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '11', from: 'agent7901', status: 'left' } } }
2018-08-27 15:46:06.929 - debug: setLatestEventID: Setting latest event ID [11] in session
[ID=2242240722460512] ...
2018-08-27 15:46:06.929 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:46:06.930 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to RATING_WAIT ...
2018-08-27 15:46:11.929 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:11.929 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:15.940 - debug: Successfully sent rating choices to facebook messenger.
[ID=2242240722460512]
2018-08-27 15:46:16.931 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:16.931 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:21.934 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:21.934 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:23.887 - debug: Received feedback rating [5] from [ID=2242240722460512].
Submitting to SocialMiner ...
2018-08-27 15:46:23.892 - debug: Received feedback rating [5] from [ID=2242240722460512].
Submitting to SocialMiner ...
2018-08-27 15:46:23.929 - debug: Successfully submitted feedback rating to SocialMiner.
[ID=2242240722460512]
2018-08-27 15:46:23.929 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.930 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:23.936 - debug: Successfully submitted feedback rating to SocialMiner.
[ID=2242240722460512]
2018-08-27 15:46:23.936 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.937 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:34.551 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Thank you for the feedback.]
```

## 9단계. 상담원이 채팅을 종료합니다(채팅 후 등급 사용 안 함).

```
2018-08-27 15:52:43.736 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '8', from: 'agent7901', status: 'left' } } }
2018-08-27 15:52:43.736 - debug: setLatestEventID: Setting latest event ID [8] in session
[ID=2242240722460512] ...
2018-08-27 15:52:43.736 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:52:43.737 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:52:43.739 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:52:54.351 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Your chat has ended. Thank you!]
```

## 기타 플로우

### 1단계. 서비스 시작 - "SocialMiner Chat Gateway".

#### startup.log - 서비스를 시작하고 포트를 엽니다.

```
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Starting SocialMiner Chat Gateway
...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : npm missing in PATH. Adding ...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Enabling port 10443 on system
firewall ...
IP preferences file updated successfully.
iptables has been updated with new rules.
ip6tables has been updated with new rules.
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Successfully enabled port 10443 on
system firewall
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Service started. PID = 169781
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Try #1 - Sleeping for 5 seconds ...
```

### 2단계. 구성 로드

#### startup.log 로딩 컨피그레이션

```
2018-08-28 10:21:20.100 - info: **** STARTUP ****
2018-08-28 10:21:20.104 - info: Clearing existing configuration from memory ...
2018-08-28 10:21:20.104 - info: Initializing config_manager, loading config from filesystem ...
2018-08-28 10:21:20.104 - info: Loaded service configuration:
{ server:
  { port: 10443,
    sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
    sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
    maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.106 - info: Loaded configurations for 1 channels.
2018-08-28 10:21:20.107 - info: Setting HTTP proxy [proxy.esl.cisco.com:8080] into process.env
...
2018-08-28 10:21:20.107 - info: Setting current config state to CONFIGURED
2018-08-28 10:21:20.108 - info: Loaded service configuration:
{ server:
  { port: 10443,
    sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
```



```
    sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
    maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.110 - info: Silencing logs on console. Refer log files for further logs
```

3단계. Webhook 서버가 가동될 때까지 기다립니다.

**startup.log** - webhook 서버가 가동될 때까지 기다리는 중입니다.

```
[Tue Aug 28 10:21:24 EDT 2018] : chat_gateway_launcher.sh : Checking if service is running on
port 10443 ...
[Tue Aug 28 10:21:25 EDT 2018] : chat_gateway_launcher.sh : Service UP and RUNNING on port 10443
```

4단계. 오래된 세션을 확인하고 정리합니다(1시간에 한 번).

오래된 세션이 발견되어 정리되었습니다.

```
2018-08-27 15:49:44.030 - info: Checking stale sessions ...
2018-08-27 15:49:44.031 - info: Found 1 stale sessions
2018-08-27 15:49:44.031 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:49:44.031 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:49:44.031 - info: Cleaned up 1 stale sessions
```

오래된 세션이 없습니다.

```
2018-08-27 18:59:01.789 - info: Checking stale sessions ...
2018-08-27 18:59:01.789 - info: Found 0 stale sessions
2018-08-27 18:59:01.789 - info: Cleaned up 0 stale sessions
2018-08-27 19:59:01.789 - info: Checking stale sessions ...
2018-08-27 19:59:01.789 - info: Found 0 stale sessions
2018-08-27 19:59:01.789 - info: Cleaned up 0 stale sessions
```

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