

Taakrouteringsgebeurtenissen volgen in een CCE-omgeving geïntegreerd met Webex Connect

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Inleiding

Dit document beschrijft de berichtenstroom voor een nieuwe taak die wordt gerouteerd naar een agent in een Contact Center Enterprise-oplossing die is geïntegreerd met Webex Connect.

Voorwaarden

Vereisten:

Cisco raadt kennis van de volgende onderwerpen aan:

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

Gebruikte component:

De informatie in dit document is gebaseerd op de volgende software- en hardware-versies:

- ICM-versie: 12.6(2)
- Finesse versie: 12.6(2)
- Webex-besturingshub

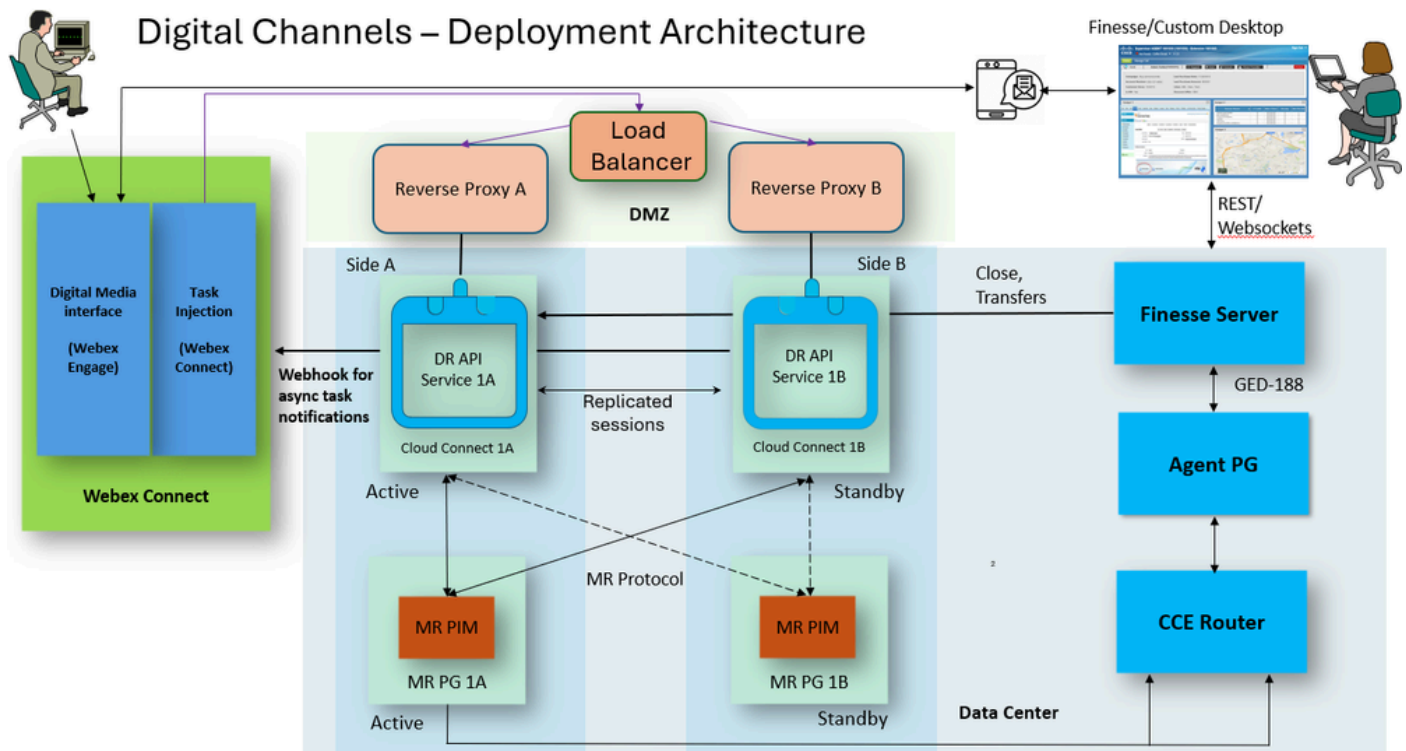
- Webex Connect-portal
- Webex Engage Portal

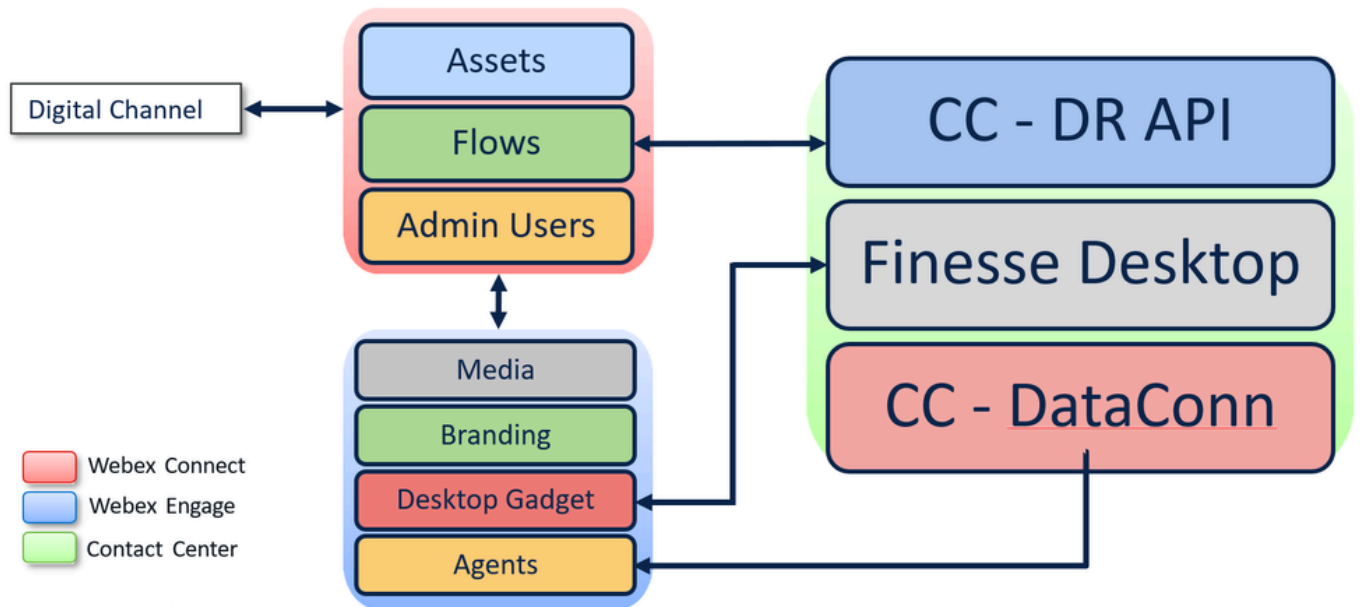
De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u zorgen dat u de potentiële impact van elke opdracht begrijpt.

Achtergrond

Met Webex Connect kunnen de contactcenterbedrijven en hun klanten communiceren via digitale kanalen zoals e-mail, chat en sms. De Contact Center Enterprise (CCE)-oplossing is geïntegreerd met Webex Connect om een naadloze omnichannel-ervaring voor klanten te creëren. Deze integratie helpt klanten om te communiceren via spraak- en digitale communicatiekanalen. Webex Connect biedt een rijke selfservice en bot-integratie om klanten in staat te stellen antwoorden te krijgen op een aantal veelgestelde vragen. Het biedt een uniforme oplossing voor geïntegreerde routing, Agent Desktop en rapportageservice. Webex Connect biedt een vereenvoudigd raamwerk dat partners en klanten helpt om via digitale kanalen te communiceren.

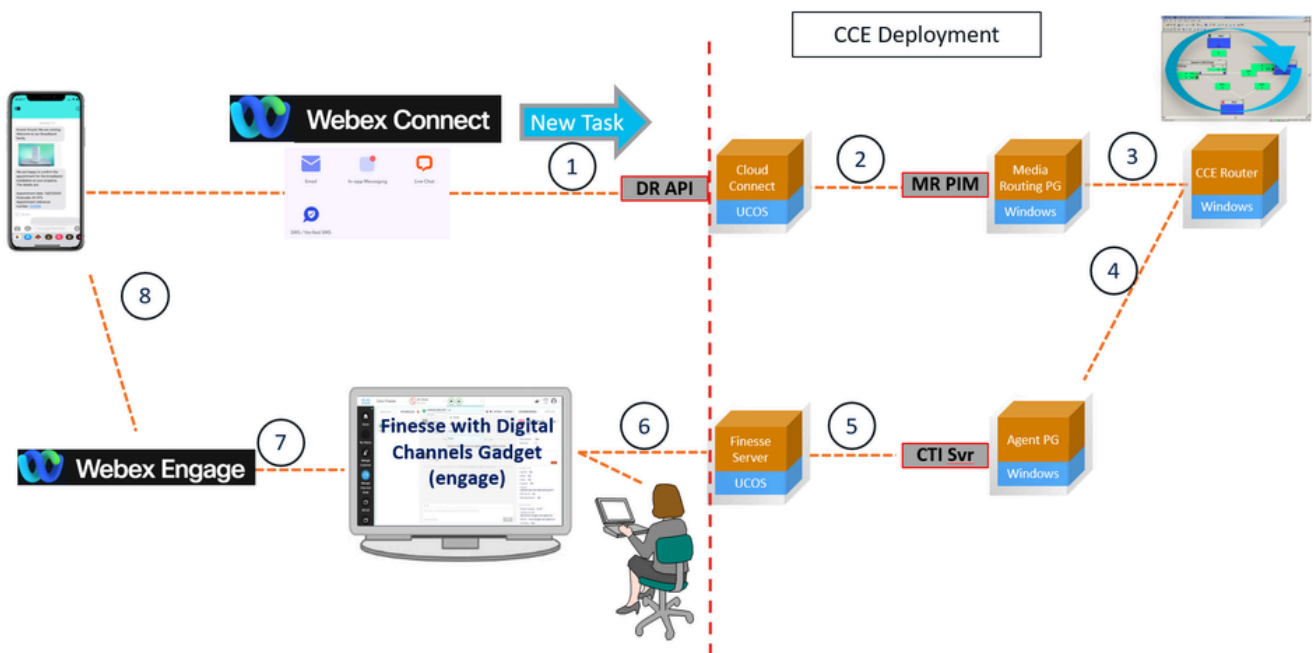
Implementatiearchitectuur





Samenvatting van componenten

routing van activiteiten



Logboeken

Webex Connect-portal

Node - APP-gebeurtenis configureren

- Dit knooppunt is het startpunt in de stroom. De logs voor dit knooppunt tonen details zoals het App Entry Point dat is geconfigureerd op het Webex Connect-portal, de URL waar het chatformulier is gestart, enzovoort.

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-e86b71657a55 ID Description : success App : AChatEntryPoint Channel : Mobile & Web App Event : MO Data : <pre>{ "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\": \"\" }", }</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			

Knooppunt - Pre-chatformulier

- De logs voor deze node tonen de vragen die zijn geladen vanuit de chatsjabloon die is gemaakt op de Webex Connect-portal.

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	<pre>{ "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 }] }</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			

Knooppunt - Ontvangen

- De logs voor dit knooppunt tonen de antwoorden op de vragen die zijn geladen vanuit de

chatsjabloon.

TRANSACTION LOGS22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393XHELP

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		

Node - CCE-taak maken

- Deze node roept Contact Center Enterprise Task API aan om een nieuwe taak te maken. Tijdens het configureren van stromen in Webex Connect is deze node nodig voor het maken van de taak in Contact Center Enterprise.

TRANSACTION LOGS22be296b-bc6b-4a6f-af6d-a84c0fb67a01_30408_158393XHELP

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/draapi/v1/tasks L Request Dat : a { - "headers": { "x-wx-gtrid": "e28ccc9b-25b7-a65b-59fa-8056d6ad0a36", "TrackingId": "WebexConnect_22be296b-bc6b-4a6f-af6d-a84c0fb67a01", 1", "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		

Cloud Connect - digitale routing

<#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-af
[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 - DrapiCountersCurrentIn
[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
```

Router

<#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=, RCKSeqNum=-1, NIC_DN= ServiceRequested=0 OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0
14:05:46:019 ra-rtr Trace: RCKSeqNum=-1, NIC_DN= ServiceRequested=0 OrigRCCallID{PhyCtrlID=0, RCID=0, DlgID=0x0} OrigOperationType=0
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, SGSTID=0, DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkType=0, RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
14:05:46:019 ra-rtr Trace: DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkType=0, RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
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, RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0
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.

PG

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
```

Agent 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
```

browserconsole

<#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>
<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>
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<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>
14:05:57.979 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>
<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>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>
<value></value>
</CallVariable>
<CallVariable>
<name>callVariable3</name>
<value></value>
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<name>callVariable7</name>
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<name>callVariable8</name>
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<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>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>
<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>
14:07:32.915 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>
<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>
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</CallVariable>
<CallVariable>
<name>callVariable2</name>
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<value></value>
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<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>
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<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>
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Chat session is now CLOSED:

14:07:35.185 finesse.js:3766 2024-07-11T14:07:35.185 -04:00: : finesse1.dcloud.cisco.com: Jul 11 2024 1

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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

```

Gerelateerde informatie

Functiehandleiding - Integratie van digitale kanalen met behulp van WebEx Connect:

- UCCE:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_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_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html

Cisco Contact Center Enterprise Manage Digital Channels Gadget Gebruikershandleiding:

- 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

Beheer- en installatiehandleiding voor Webex Engage met Cisco Contact Center Enterprise:

- https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_guide-1262/rcct_m_digital-channels-integration-webexconnect_12-6-2.html

- Integratie van Cisco Contact Center Enterprise (CCE) met Webex Connect
https://help.imiconnect.io/docs/cce_overview

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