

UCS en SocialMiner: Facebook Messenger Integratie en post chat rating log analyse

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Inleiding

In dit document wordt de functie beschreven die Facebook Messenger als een klantkanaal met CCX Web Chat (via SocialMiner) als een out-of-box-functie wil integreren.

[Facebook Messenger](#) is een instant messaging service en applicatie van Facebook. Met 1,2 miljard gebruikers is het ongetwijfeld het grootste en meest populaire berichtenplatform ter wereld. Aangedreven door het [Facebook Messenger Platform](#), stelt deze service bedrijven in staat om te communiceren met hun klanten en integraties met andere diensten.

Achtergrondinformatie

- Stelt eindgebruikers (die ook Facebook-gebruikers zijn) in staat om een chat te starten met specifieke Facebook-pagina's (die zijn geïntegreerd met CCX met behulp van het Facebook messenger platform) om een finesse agent te bereiken en een 2-voudige real-time chat uit te voeren.
- Dit is voornamelijk een op tekst gebaseerde chat ervaring. Dat wil zeggen, deze dingen die worden ondersteund door FBM worden niet ondersteund - afbeeldingen, bijlagen, locatie delen, GIF's, stickers, likes, **reacties**, **stemopnames**.
- Slechts één FB-pagina ondersteund per CCX-implementatie.
- Ondersteunt de functie voor beoordeling na chat.
- Testen getest voor 2400 FbM chats per uur in de CCX+SM grote profielen. De gedocumenteerde limiet is 2400 voor alle webchats (afkomstig uit verschillende bronnen).

Wat is SM Chat Gateway?

De chat gateway service is een nieuwe op node.js gebaseerde service die in SocialMiner is geïntroduceerd voor integratie in FB Messenger.

Deze service is op een algemene manier ontworpen om **webhook API's** bloot te stellen aan externe berichtendiensten (zoals FB messenger) en intern chatsessies te beheren en SocialMiner chat API's aan te roepen.

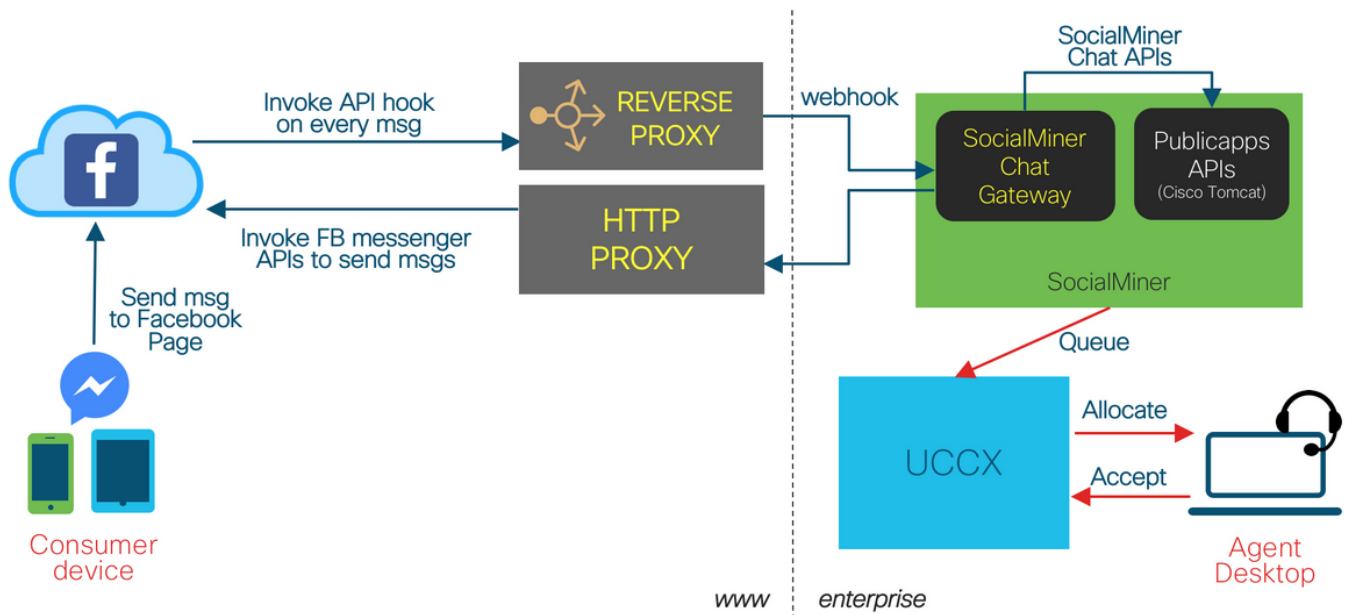
In principe is dit de service die chat sessies orkestreert voor FB messenger (en elke andere berichtenservice in de toekomst).

Snapshot-/implementatiemodellen voor functiearchitectuur

Openbare omgekeerde proxy op het internet (SocialMiner Verborgen)

- Een eenvoudige omgekeerde proxy (bijv. met behulp van Nginx, Apache, HAProxy etc.) wordt op het web weergegeven met een openbare hostnaam.
- Verstuurt elk HTTP-verzoek naar een specifieke poort of URL naar SocialMiner die niet op internet staat.
- Kan ook worden gebruikt voor SSL-beëindiging (met ondertekende SSL cert).
- Niet verzonden door Cisco. Gedocumenteerd in ontwerphandleidingen, moet de gebruiker dit in zijn netwerk implementeren.

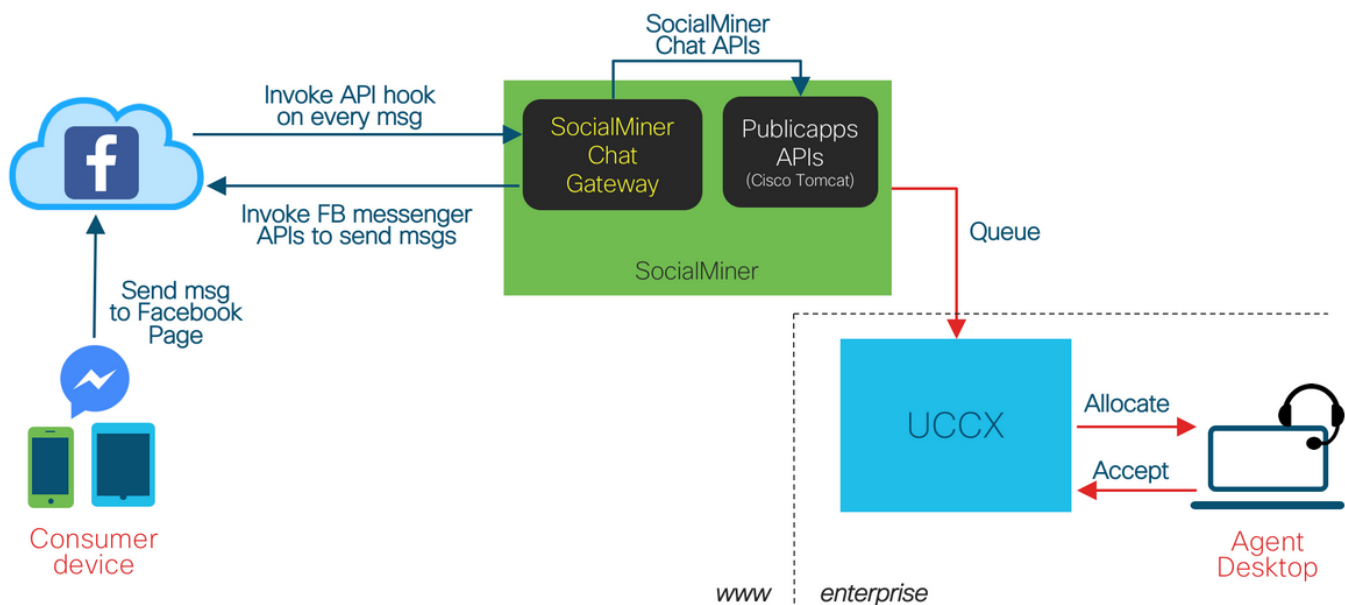
Facebook Messenger Integration – Reverse Proxy on Internet



SocialMiner op het internet

- SocialMiner heeft een openbare hostnaam op het web.
- De publieke route van FB cloud naar SocialMiner.

Facebook Messenger Integration – SocialMiner on Internet



Relevante logbestanden

UCCX

Te verzamelen stammen:

/opt/cisco/uccx/log/MADM/* - Alle logs van CCX-beheer - vereist voor eventuele configuratieproblemen.

Logniveaus:

- Logniveaus kunnen worden gewijzigd in CCX-servicability.
- Servicenaam: Cisco Unified CCX-beheer.
- Het logniveau moet worden ingesteld op DEBUGGING (ten minste) voor subfaciliteiten **ADM_CFG** en **REST_CLIENT**.

maatschappelijk werker

Te verzamelen stammen:

- **/opt/cisco/mmca/logs/ccp-chat-gateway/*** - Alle logs van SocialMiner Chat Gateway (op SIZE gebaseerde rotatie)
- **/opt/cisco/mmca/logs/ccp-chat-gateway/http/*-access.log** - Alle HTTP-toegangslogs van de webhaakserver die binnen de SocialMiner Chat Gateway loopt (roteert om middernacht elke dag)
- **/opt/cisco/mmca/logs/ccppublicapps/*** - Alle logs van SocialMiner openbare chat API's (op SIZE gebaseerde rotatie) - vereist voor alle chat flow problemen, post-chat rating
- **/opt/cisco/mmca/logs/runtime/*** - Alle logs van SocialMiner Runtime - vereist voor elke chat contact injectie, behandeling en evenement problemen

Al deze logbestanden kunnen worden verzameld met behulp van:

- Logboekverzameling RTMT (handmatig en gepland)
- Toepassing CLI (**bestand activvelog ...**)

Logniveaus:

Voor SocialMiner Chat Gateway-logbestanden zijn er 3 belangrijke logniveaus:

- **dwaas** - fijnste registratieniveau, dumpst alle payloads, berichten etc. in logs
- **debug** - standaard registratieniveau, debug niveau
- **info** - dumps basislogboeken

Deze logniveaus kunnen worden gewijzigd door het bewerken van de **/opt/cisco/mmca/conf/ccp-chat-gateway/settings.json** en vereist de herstart van de **SocialMiner Chat Gateway** service. Er is geen CLI-opdracht om dit te doen. Toegang tot dit bestand vereist root / remote account.

Checklist voor probleemoplossing

Stap 1. Offline Setup van een Facebook-app met Messenger Platform.

Zorg ervoor dat de klant een Facebook-app met Facebook Messenger-platform heeft gemaakt voordat u UCCX voor FBM-functie configureert.

Een specifieke reeks dingen moet worden gedaan **alvorens** deze eigenschap in beheer te

configureren CCX.

Een Facebook-pagina maken en bezitten

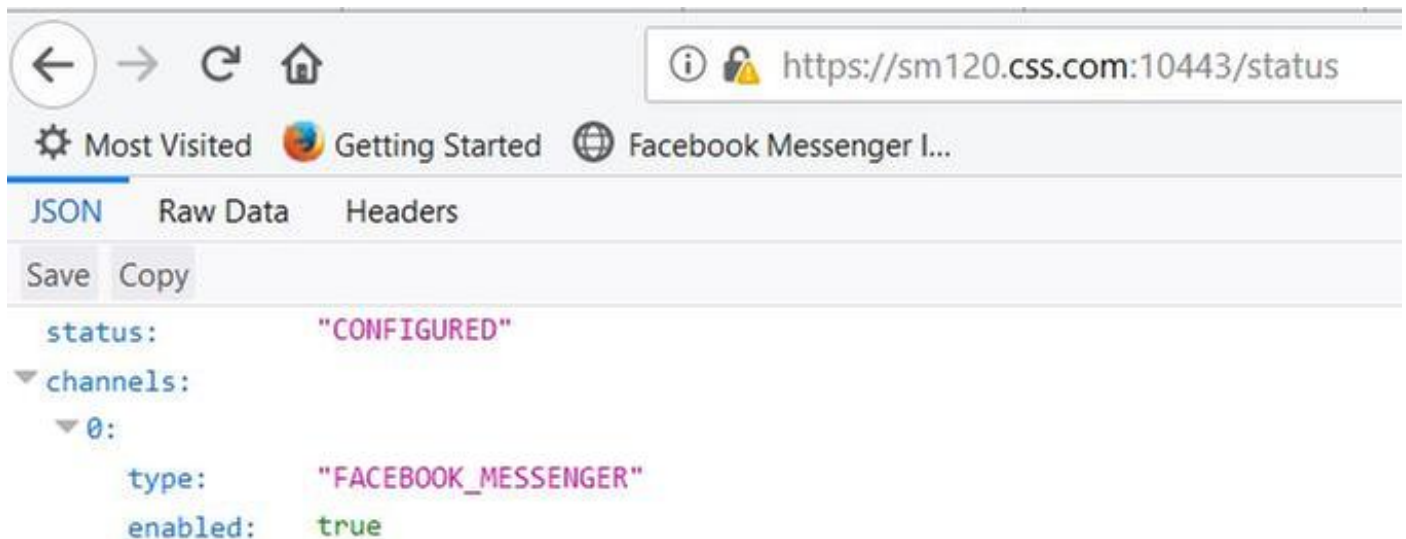
- De gebruiker moet een openbare facebook pagina voor hun bedrijf/organisatie bezitten.
- Dit kan niet werken met individuele facebook gebruikersaccounts.
- De facebook-pagina moet eigendom zijn van de entiteit die de facebook-app probeert te maken.
- Surf naar https://www.facebook.com/help/104002523024878?helpref=about_content voor meer informatie.

Stap 2. De callback URL moet toegankelijk zijn.

De **Callback URL** (bijgewerkt in facebook terwijl het creëren van webhooks) moet de URL zijn die openbaar toegankelijk is van facebook.com servers. Als er geen proxy is dan is Webhook URL de URL van de SM op 10443. Dit betekent:

Stap 1. Als SocialMiner direct op het openbare internet is, is dit een webhook-URL die door **SocialMiner-host** op poort 10443 wordt getoond (<https://<SM FQDN>:10443/fbm>)

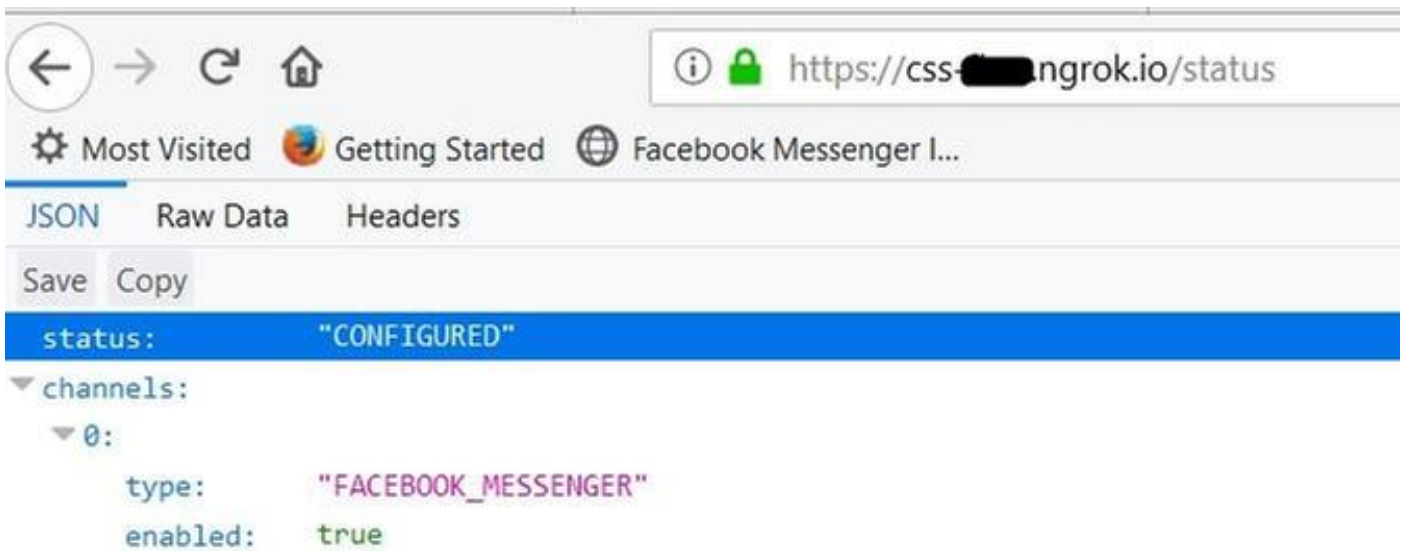
Je kunt de status van de Facebook configuratie controleren door deze URL in de browser te gebruiken om er zeker van te zijn dat alles goed werkt vanuit het configuratieperspectief.
Voorbeeld:



Stap 2. Als SocialMiner verborgen is achter een omgekeerde proxy dan, is Webhook URL de URL van de proxyserver op poort 10443. Dit is de URL van de omgekeerde proxyserver (<https://proxy.company.com/fbm>).

Deze omgekeerde proxy wordt verwacht om het verzoek verder door te sturen naar de webhook URL die wordt weergegeven door SocialMiner host op poort 10443 (<https://<SM FQDN>:10443/fbm>)

Voorbeeld:



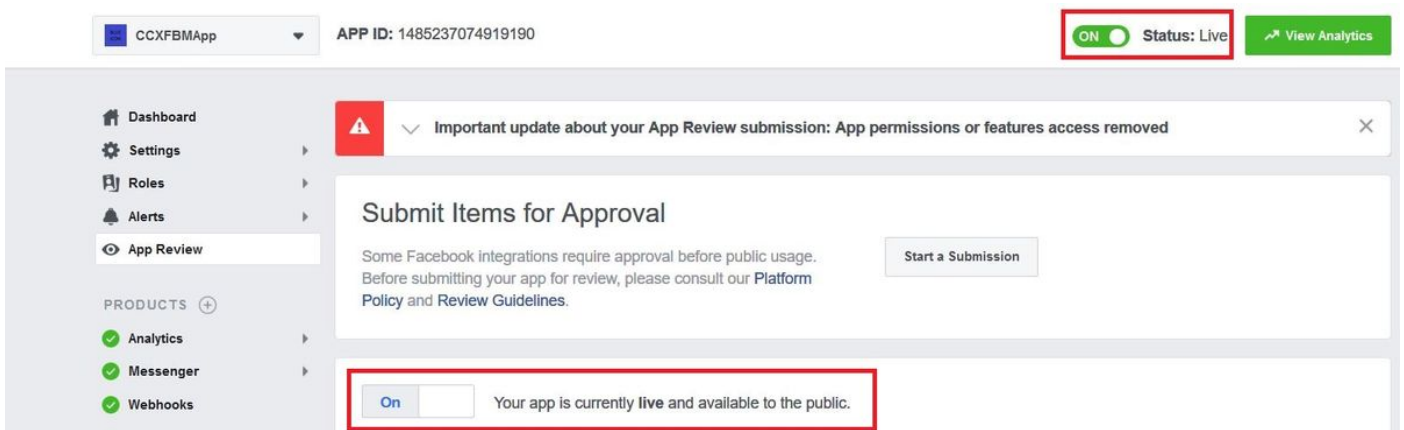
Stap 3. Het is verplicht dat de host die de **callback URL** naar facebook.com bedient verzoeken via beveiligde HTTP (HTTPS) dient met een **geldig, CA-ondertekend SSL-certificaat**. Als dit de SocialMiner-server is, zorg er dan voor dat het zelfondertekende platformcertificaat wordt vervangen door een geldig, CA-ondertekend certificaat.

Stap 4. Zorg ervoor dat firewalls geen inkomend verkeer naar poort **10443** op SocialMiner server blokkeren. Er is een snelheidsbegrenzer geïmplementeerd op deze poort die de server beschermt tegen overmatig onnodig verkeer. Ook worden er op deze haven regels voor de limieten voor de platformverbinding toegepast.

Stap 3. Facebook-app gereviewd en gereed voor toegang door het publiek

In <https://developers.facebook.com>, onder de **App Review**-sectie van de Facebook-app, zorg ervoor dat de switch is ingesteld op **Aan** om uw app openbaar te maken.

Zorg er ook voor dat de status van de app **Live** zegt, zoals in de afbeelding rechtsboven.



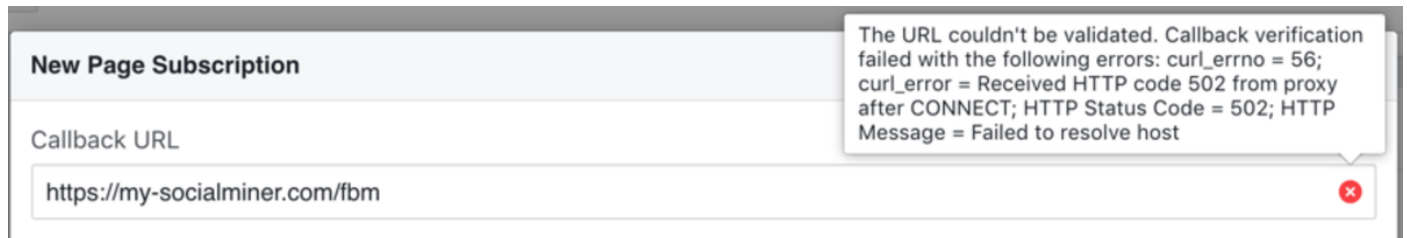
Stap 4. Facebook om de **Callback URL** te bereiken om Webhook op SM aan te halen.

Benadering 1

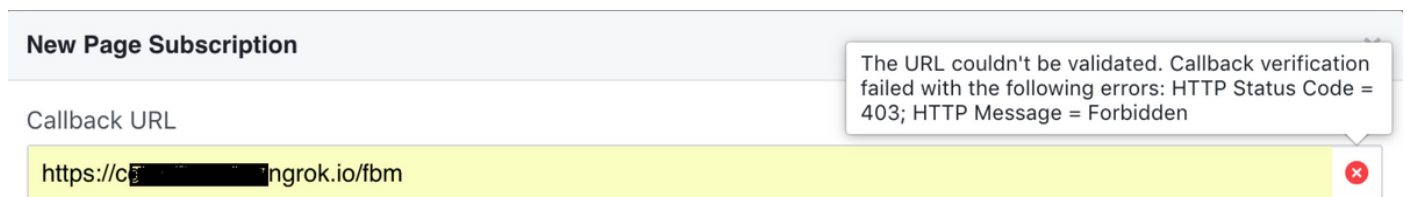
In <https://developers.facebook.com>, onder de **Messenger > Settings**, navigeer naar de **Webhooks** sectie en selecteer **Setup Webhooks**.

Wanneer op de knop **Verifiëren en opslaan** wordt gedrukt, wordt er een echte aanvraag verzonden van [facebook.com](https://developers.facebook.com) naar de callback URL met de meegeleverde verify-token.

Als dat verzoek mislukt, kunt u deze instellingen niet opslaan tenzij u het probleem oplost. De kwesties zijn duidelijk inline belicht en moeten worden opgelost.



The screenshot shows the 'New Page Subscription' form with the 'Callback URL' field containing 'https://my-socialminer.com/fbm'. A red error message box is displayed, stating: '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'.

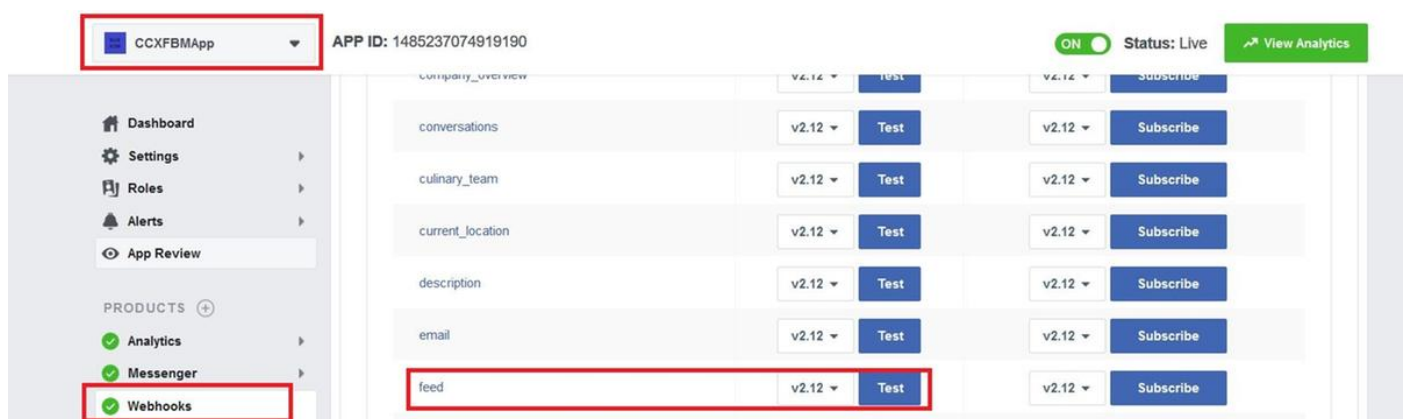


The screenshot shows the 'New Page Subscription' form with the 'Callback URL' field containing 'https://c[REDACTED]ngrok.io/fbm'. A red error message box is displayed, stating: 'The URL couldn't be validated. Callback verification failed with the following errors: HTTP Status Code = 403; HTTP Message = Forbidden'.

Benadering 2

Test de webhook later (na het configureren) met behulp van de **testfunctionaliteit** voorzien in <https://developers.facebook.com> (onder **Facebook APP > Webhooks** sectie)

Klik op **Test > Verzenden naar mijn server**. Op Success, stuurt de Facebook een bericht naar de SM "De voorbeeldupdate is met succes verzonden naar uw server.", zoals getoond in de afbeelding.



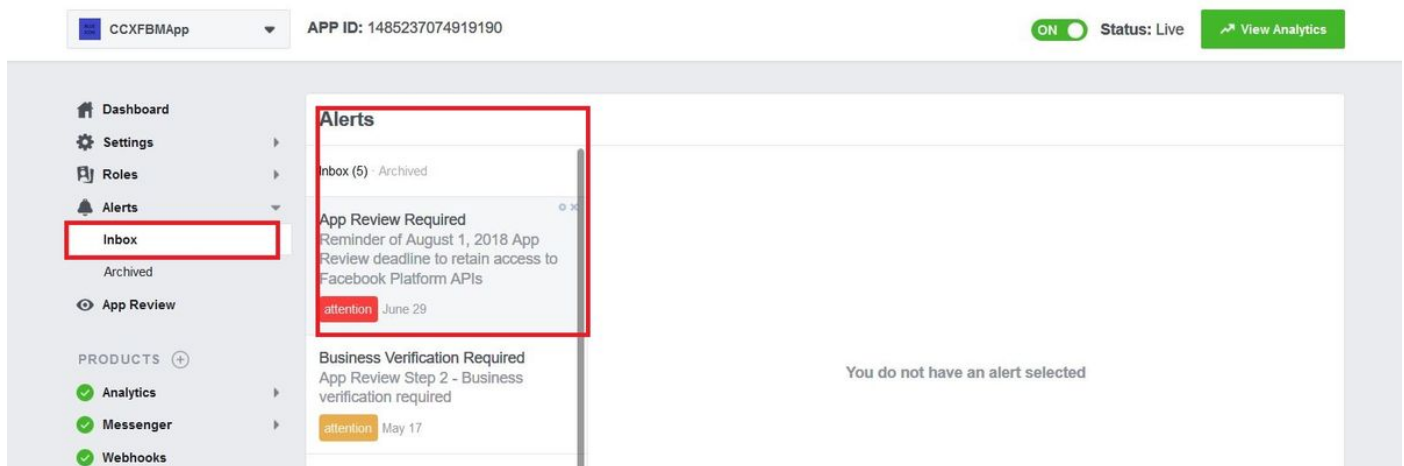
The screenshot shows the Facebook Developer console for the 'CCXFBApp' (APP ID: 1485237074919190). The 'Webhooks' section is highlighted in the left sidebar. The main area displays a table of webhooks with columns for 'Webhook', 'Version', and 'Test'. The 'feed' webhook is highlighted with a red box, and its 'Test' button is also highlighted. The 'Status' is 'Live' and 'View Analytics' is available.



Benadering 3

In <https://developers.facebook.com> raadpleegt u het gedeelte **Waarschuwingen>Postvak in** voor updates/meldingen/nieuws van Facebook die van invloed kunnen zijn op de app en de

functionaliteit ervan.



Stap 5. De Facebook-pagina Access Token Validation.

Benadering 1

Gebruik de functionaliteit **Validate Token** die wordt geboden in CCX Administration (Subsystems>Chat en e-mail>Chat - Facebook Messenger > **Validate**)

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 ☒

Benadering 2

Gebruik de [Access Token Debugger](#)-tool van Facebook.

facebook for developers Products Docs More ▾

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 ▾

EAAG0LRBZCxBBAHjinvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFitMsk78iXfZAdZBBuXpxElu4hnQBgvXYzrCfoL8vYjvYlaZBshfx8pLJm42qbE0FgoEmpREw **Debug**

Access Token Info	
App ID	1485237074919190 : CCXFBMAApp
Type	Page
Page ID	599868773733793 : SocialMiner FBM Integration
App-Scoped User ID Learn More	1897421540318446 : Amar Kumar 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

Benadering 3

Maak een eenvoudige HTTP GET aanvraag naar facebook.

URL = https://graph.facebook.com/me?access_token=<PAGE_ACCESS_TOKEN>

verwachten

- 200 OK als de token geldig is.
- 400 SLECHT VERZOEK als het token ongeldig is.

Browser view of the response:

```

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

Stap 6. SM om Facebook met of zonder Proxy te bereiken.

Gebruik de functionaliteit **Validate Token** die wordt geboden in CCX Administration (Subsystems>Chat en e-mail>Chat - Facebook Messenger > Validate)

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 

Stap 7. Status van de Chat Gateway-service.

U kunt de status controleren in CCX Administration (**Subsystems>Chatten en e-mail>SocialMiner Configuration**)

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

Reinject

 *- indicates required item

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

- Geeft aan dat de gateway actief is en in geconfigureerde staat is en dat een kanaal (Facebook MESSENGER) is geconfigureerd.
- Duidt erop dat de gateway helemaal niet ACTIEF is, ONBEREIKBAAR is of in een VERKEERDE staat verkeert vanwege een slechte configuratie.

Niet geconfigureerd - geeft aan dat de gateway in de STATUS NOT_CONFIGURED is. Er zijn geen kanalen geconfigureerd.

Niet van toepassing - Geeft aan dat Finesse niet is geactiveerd of SocialMiner-versie niet is geconfigureerd of compatibel is.

Integratie van Facebook Messenger

Geeft aan of dit kanaal is ingeschakeld of niet.

Geeft ook de laatste fout aan die in dit kanaal is opgenomen. Handig om intermitterende en permanente fouten te bepalen.

Opmerking:

Deze kanaalconfiguraties kunnen niet dynamisch van kracht worden zonder doorlopende chats af te breken en vereisen daarom een herstart van de **SocialMiner Chat Gateway** service.

- Facebook-pagina Access Token - paginaAccessToken
- Facebook Verification Token - verificatieToken

Als het toegangsteken van de pagina of het verificatietoken verandert, start dan de **SocialMiner Chat Gateway** service vanuit de CLI opnieuw.

Utils service herstart SocialMiner Chat Gateway

Stromen voor probleemoplossing

Beheerstroom

Stap 1. Admin laadt de Facebook Messenger Integration-pagina van **Subsystems > Chat en Email > Chat-Facebook Messenger** (die indien geconfigureerd de chat gateway van SocialMiner krijgt)

//UCCX RUST verzoek om chat gateway configuratie.

```
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.

//On Success SM retourneert de chat gateway configuraties zoals Facebook Pagina Access Token, proxy configuraties, probleemverklaringen met wachtrij toewijzingen, berichten geconfigureerd, post chat rating configuratie en Facebook verificatie token.

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=EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFitMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifol8vvjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJ0QEMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7ed1lvjgsm],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=EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFitMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifol8vvjvYIaZBs hfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJ0QEMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7ed1lvjgsm],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=EA AVG0LRB
 ZCXYBAHjjnvqBb4MvGHLnlo4c0Xw8qgm7BmZCabg44cM7JEzq7BujFItMsk78ixfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
 jjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
 =yy721u9wyzg7ed1lvjgsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
 Config\$Channel\$ProblemStatement@21fcdcf[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}

Stap 2. Admin probeert de configuratie bij te werken.

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],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=EAAG0LRBZCxYBAHjjnvqBb4MvGHLnlo4c0Xw8qgm7BmZCabg44cm7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7ed1lvqjsm],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]]]

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$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRB
ZCXYBAHjjnvqBb4MvGHLnlo4c0Xw8qgm7BmZCabg44cM7JEzq7BujFiTmsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJ0QE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7ed1lvjgsm],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]]]
6990: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Exiting -
updateGatewayConfiguration
```

Step 3. Admin probeert de configuratie te valideren.

```
7328: Aug 27 13:02:49.777 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Entering
-
validateConfig(EAAVG0LRBZCXYBAHjjnvqBb4MvGHLnlo4c0Xw8qgm7BmZCabg44cM7JEzq7BujFiTmsk78iXfZAdZBBuX
pxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJ0QE5WDMhVNaDsdFGjD8X
34mmja, 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()
```

Chat Flow

Stap 1. Nieuwe inkomende klant - zegt "Hallo" en krijgt een lijst met Probleemverklaringen aangeboden.

In /opt/cisco/mmca/logs/ccp-chat-gateway/log.log-bestand

```
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 ...
```

Stap 2. In de SCM wordt een nieuw chatverzoek aangemaakt en het bericht wordt naar UCCX verzonden.

```
//ccpapi
00000000342: 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
00000000343: 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=Amar Kumar},socialContactId=7CC18462100001650000000000A5640DC,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
00000000344: 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
00000000345: 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=7CC18462100001650000000000A5640DC,socialContactExtensionFields={},socialContactId=7CC18462100001650000000000A5640DC,socialContactChatIsInvited=false,socialContactChatInvite
```

Status=, socialContactIntegrationAuthTokenGuid=, socialContactIsSoftLocked=false, socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018, socialContactScriptSelector=, socialContactShortUrlIds=[], socialContactStatus=<null>, socialContactStatusDate=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=7CC18462100001650000000000A5640DC][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=7CC18462100001650000000000A5640DC][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>7CC18462100001650000000000A5640DC</id><publishedDate>1535396381792</publishedDate><refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC18462100001650000000000A5640DC</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=7CC18462100001650000000000A5640DC][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=7CC18462100001650000000000A5640DC][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>7CC18462100001650000000000A5640DC</id><publishedDate>1535396381792</publishedDate><refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC18462100001650000000000A5640DC</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=7CC18462100001650000000000A5640DC][SOCIAL_CONTACT_LINK=http://localhost/ccp/s
ocialcontact/7CC18462100001650000000000A5640DC]: 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@7dafaa[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=7CC18462100001650000000000A5640DC&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>7CC18462100001650000000000A5640DC</id>

 <integrationAuthTokenExpirationTimestamp>1535417981795</integrationAuthTokenExpirationTimestamp>
 <integrationAuthTokenGUID>XXXXXXXXXX</integrationAuthTokenGUID>
 <link>http://localhost/ccp/socialcontact/7CC18462100001650000000000A5640DC</link>
 <notificationTag>ccx_chat_req</notificationTag>
 <publishedDate>1535396381792</publishedDate>
 <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC18462100001650000000000A5640DC</refURL>
 <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
 <screenPopUrl>http://sm-
fqdn/results.jsp?scID=7CC18462100001650000000000A5640DC&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

Stap 3. UCCX ontvangt het bericht.

//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>7CC18462100001650000000000A5640DC</id>
  <integrationAuthTokenGUID>d73e07bd-ee99-47a8-b623-e582260722f5</integrationAuthTokenGUID>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>
  <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC18462100001650000000000A5640DC</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

Stap 4. Engine voegt de chat toe aan de wachtrij en zoekt een beschikbare agent voor de chat.

Op dit moment wordt de CU gepresenteerd met de boodschap "een expert vinden om met u te chatten".

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=7CC18462100001650000000000A5640DC, replyType=chat, notificationTag=ccx_chat_req,
refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC18462100001650000000000A5640DC,
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--
7CC18462100001650000000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC18462100001650000000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC18462100001650000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC18462100001650000000000A5640DC, MediaType: CHAT
399909: Aug 27 14:59:42.457 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC18462100001650000000000A5640DC 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--
7CC18462100001650000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : addContactToQueues() -
contactID:7CC18462100001650000000000A5640DC dispositionReason:UNKNOWNtimestamp:1535396381798
399911: Aug 27 14:59:42.458 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC18462100001650000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: In
persistCustomerData. Received contact
ChatContact(Contact[id=7CC18462100001650000000000A5640DC, state=UNKNOWN, dispReason=UNKNOWN])
399912: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC18462100001650000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Contact with contactID:
7CC18462100001650000000000A5640DC created in memory.
399913: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC18462100001650000000000A5640DC 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--
7CC18462100001650000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : Offer Contact:
ChatContact(Contact[id=7CC18462100001650000000000A5640DC, state=UNKNOWN, dispReason=UNKNOWN]) To
Queue: 4
399916: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC18462100001650000000000A5640DC 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--
7CC18462100001650000000000A5640DC 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--
7CC18462100001650000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: Selected agent [
agent7901 ] for handling the contact. Reserving agent.

```

Stap 5. De agent is lid geworden van de chat na de geselecteerde probleemverklaring van de CSU.

//Chat gatewaylogs

```

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/7CC18462100001650000000000A5640DC]
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: Handing 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.]

```

Stap 6. Gebeurtenissen (elke 5 seconden) van SocialMiner - Agent Joins, Gebruiker Buffer Gekozen.

```

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]

```

Stap 7. Chatberichten uitwisselen tussen agent en gebruiker.

```

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.

Stap 8. Agent stopt met chatten (Post-Chat beoordeling ingeschakeld).

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.]
```

Stap 9. Agent stopt met chatten (beoordeling na chatten niet ingeschakeld).

```
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!]
```

Diverse stromen

Stap 1. Service Startup - "SocialMiner Chat Gateway".

startup.log - Start de service, openingspoorten.

```
[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 ...
```

Stap 2. Configuraties laden.

configuraties bij opstarten.log-laden

```
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
```

Stap 3. Wacht tot de webhaakserver op komt.

startup.log - Wachten op de webhook server.

```
[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
```

Stap 4. Controleer en reinig oude sessies (eenmaal per uur).

Verouderde sessies gevonden en opgeruimd

```
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
```

Geen verouderde sessies gevonden

```
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
```

Over deze vertaling

Cisco heeft dit document vertaald via een combinatie van machine- en menselijke technologie om onze gebruikers wereldwijd ondersteuningscontent te bieden in hun eigen taal. Houd er rekening mee dat zelfs de beste machinevertaling niet net zo nauwkeurig is als die van een professionele vertaler. Cisco Systems, Inc. is niet aansprakelijk voor de nauwkeurigheid van deze vertalingen en raadt aan altijd het oorspronkelijke Engelstalige document (link) te raadplegen.