

# UCCX & SocialMiner: 气泡聊天和后聊评分日志分析

## 目录

[简介](#)

[所需日志](#)

[气泡聊天流](#)

[日志分析](#)

[步骤1. 客户端控制台日志：单击开始聊天。](#)

[步骤2. SM ccppublicapps:DB跳到mmca\\_webhook](#)

[步骤3. UCCX MADM:接收构件配置请求。](#)

[步骤4. SM Publicapps:200 OK on the Widget Config。](#)

[步骤5. 客户端控制台日志：对显示JSON中详细信息的客户端浏览器的响应。](#)

[步骤6. SM公共应用：传入聊天请求。](#)

[步骤7. SM运行时：已创建社交联系人。](#)

[步骤8. SM公共应用：将创建的SocialContact更新到公共API。](#)

[步骤9. SM运行时：在MADM上将通知发送到CCX Webservice API。](#)

[步骤10. UCCX MADM:WebServices显示传入聊天请求。](#)

[步骤11. UCCX MADM:将JMS消息发送到CCX引擎。](#)

[步骤12. UCCX MIVR:](#)

[步骤13. SM公共应用：座席加入和聊天会话已启动。](#)

[步骤14. 客户端控制台日志：座席加入聊天室。](#)

[步骤15. SM Publicapps：用户离开聊天室。](#)

[步骤16. 客户端控制台日志：用户浏览器显示聊天评分成功。](#)

[步骤17. SM公共应用：ccppublicapps从浏览器接收帖子聊天评分。](#)

[步骤18. UCCX MIVR:从SM接收的XMPP更新。](#)

[步骤19. UCCX MIVR:将聊天评分写入数据库。](#)

## 简介

本文档介绍气泡聊天流程以及工作气泡聊天的端到端日志分析，可用作排除问题的参考。

带有UCCX和SocialMiner(SM)11.6(2)版本的统一联系中心快捷版(UCCX)解决方案添加了新的气泡聊天功能。

气泡聊天（或聊天气泡）功能允许您使用干扰性最小的浮动聊天网格访问企业，该网格可随网页移动（滚动），完全可定制，而且可即时更新任何自定义，无需在网站上重新部署该网格。

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## 所需日志

为了跟踪整个流，日志将聊天启动器（客户）覆盖到UCCX。

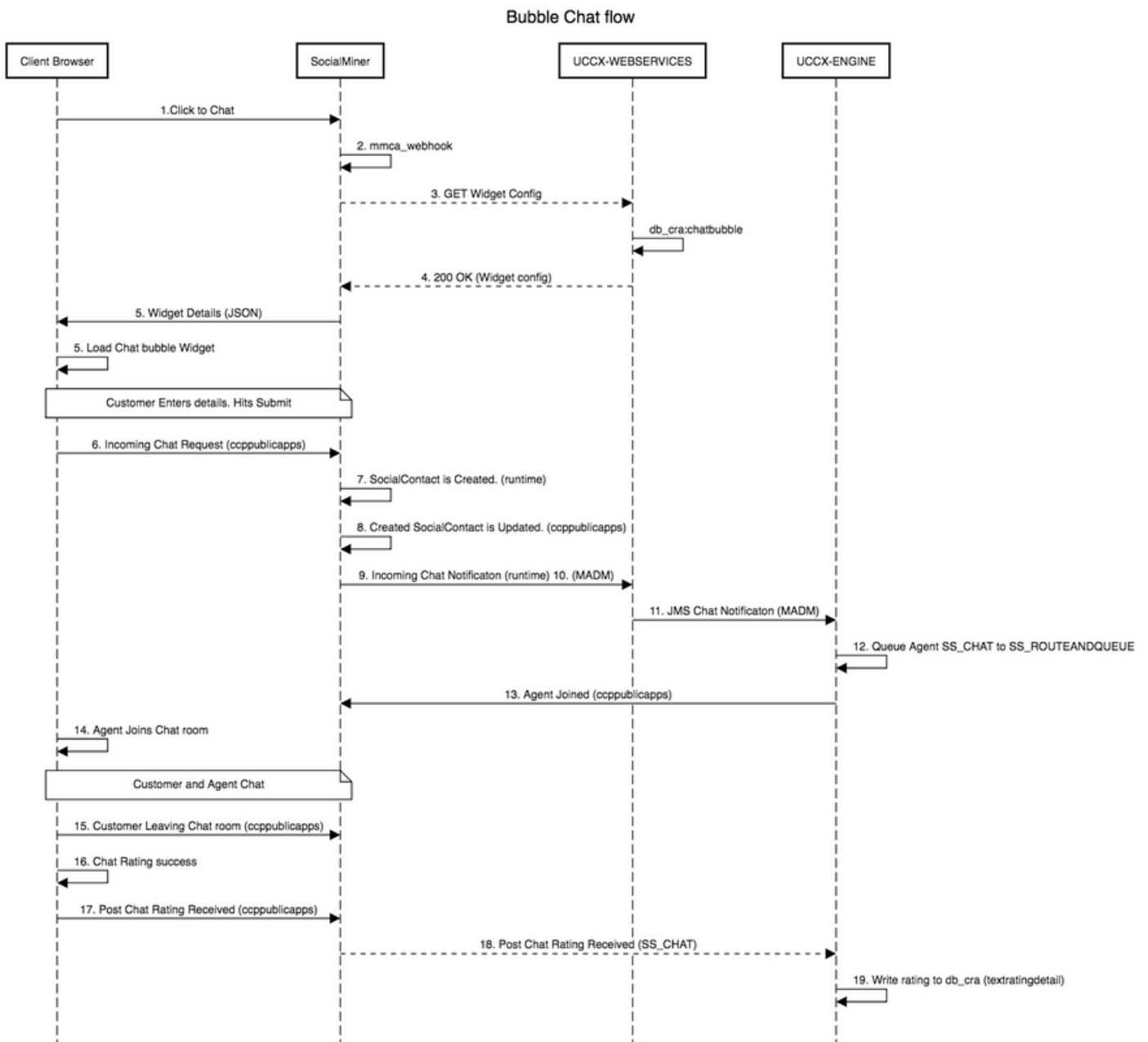
- 客户端控制台日志：这些是浏览器控制台日志，最终用户在其中发起聊天。
- SM日志：ccppublicapps日志、运行时日志、tomcat日志。
- UCCX日志：MIVR日志(引擎日志与SS\_CHAT和SS\_ROUTEANDQUEUE调试)、MADM日志 (CCX管理日志与UCCX\_WEBSERVICES)。

其余分析（加入聊天室后）与传统聊天流（即Finesse上的SocialMiner Agent小工具与通过XMPP隧道连接的最终客户之间的简单XMPP事件）相同

## 气泡聊天流

该流可通过本图所示的19个步骤进行总结。

日志中列出了每个步骤。



## 日志分析

当客户点击“单击聊天”按钮时，会使用聊天构件中的JavaScript代码显示“气泡聊天”表单。

气泡聊天表单执行服务器端呈现 — 在此处，它获取聊天配置以加载UI，以便最终用户启动聊天。

如果打开聊天构件，您将看到以下格式配置的URL:

`https://<SOCIALMINER>/ccp/ui/BubbleChat.html?host=<SOCIALMINER>&wid=<WIDGET_ID>&secure=true`  
<SOCIALMINER>和<WIDGET\_ID>分别是SocialMiner FQDN和构件ID。

此处收到的配置为JSON格式。

## 步骤1.客户端控制台日志：单击开始聊天。

1. 最终客户按下Click (单击) 在网页上聊天后，会通过这三个URL获取SM。
2. 请注意，构件ID在第三个请求中发送。
3. 所有这些应返回成功的200 OK，以便加载气泡聊天窗口。

1) GET https://sm-fqdn/ccp/ui/BubbleChat.html?host=sm-fqdn&wid=1&secure=true  
[HTTP/1.1 200 OK 0ms]

2) GET https://sm-fqdn/ccp/ui/js/ccp/bubblechat/ccp-chat-components.js  
[HTTP/1.1 200 OK 0ms]

3) GET https://sm-fqdn/ccp/bubblechat?wid=1  
[HTTP/1.1 200 OK 289ms]

## 步骤2. SM ccppublicapps:DB跳到mmca\_webhook

1. SM在SM Informix数据库上对mmca\_webhook表执行db访问，并借助Widget ID获取此传入聊天请求的Webhook URL。在本例中，它是widegetid=1。
2. 然后，SM使用此Webhook URL从UCCX获取构件配置。

```
0000000323: 10.78.91.166: Aug 06 2018 09:24:09.538 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:  
Fetching bubble chat config from hook url:  
https://uccx-fqdn/uccx-webservices/chat/config/1
```

```
0000000324: 10.78.91.166: Aug 06 2018 09:24:09.538 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:  
Fetching bubble chat config from hook url:  
https://uccx-fqdn/uccx-webservices/chat/config/1
```

## 步骤3. UCCX MADM:接收构件配置请求。

1. 作为MADM一部分的UCCX Web服务会收到此请求以获取构件配置。
2. 构件配置包含字体字体、颜色、聊天构件的样式、表单信息等。
3. 然后，UCCX执行DB下滑并从UCCX Informix(db\_cra)的查看气泡表中获取构件配置。

#### 4. 此配置通过JSON响应的ccppublicapps API返回到用户的浏览器。

```
7199526: Aug 06 09:31:21.235 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-14]
ServiceLogger:
Request Url: https://uccx-fqdn/uccx-webservices/chat/config/1
7199527: Aug 06 09:31:21.235 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-14]
ServiceLogger:
Match Found for https://uccx-fqdn/uccx-webservices/chat/config/1
7199528: Aug 06 09:31:21.235 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-14]
ServiceLogger:
ChatResource: Received a chat config GET request for chat widget id : 1
```

#### 步骤4. SM Publicapps:200 OK on the Widget Config.

SM收到GET请求的200 OK(200 OK) , 该请求被发送到CCX以获取聊天构件配置。

```
10.78.91.166: Aug 06 2018 09:31:21.297 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
Received success response within 100 milliseconds
```

```
10.78.91.166: Aug 06 2018 09:32:38.684 +0530: %CCBU__CCPPUBLICAPPS-6-PUBLICAPPS_SESSION_CREATED:
 %[session.id=3F8B8C08D7E8144C7B1AD7AF144A4C1E][session.timeout=300]: ccppublicapps: new
 publicapps
 session
```

#### 步骤5.客户端控制台日志：对显示JSON中详细信息的客户端浏览器的响应。

1. 以下是客户端上作为上述所有操作的一部分收到的JSON响应示例。
2. 此JSON用于通过收到的已配置字体、问题语句、颜色等加载气泡聊天窗口。

**注意：**上述所有操作都是为了加载气泡聊天窗口，以便客户现在可以填写其详细信息，开始与联系中心聊天。客户提交聊天详细信息后，后续流程与传统/传统聊天流程中的流程相同。

```
GET https://sm-fqdn/ccp/bubblechat?wid=1[HTTP/1.1 200 OK 289ms]
Response:
{"feedId":"100000","postChatRatingEnabled":true,"messages":{"agentJoinTimeoutMsg":"All our
customer care representatives are busy. You may wait or try again
later."},"transcriptPopupPositiveMsg":"Yes","transcriptPopupMsg":"Chat has ended. Do you want to
download the chat transcript?","transcriptPopupNegativeMsg":"No","connectivityErrorMsg":"Chat
disconnected due to inactivity timeout or connection failure."},"agentLeftMsg":" ${agent_alias}
has left the chat","ratingButtonText":"Submit","offHourMessage":"Sorry, we are not available at
the moment."},"textForTypingMsg":"Type your message and press Enter","agentJoinedMsg":"
${agent_alias} has joined","closeChatPopupMsg":"Do you want to close the
chat?","closeChatPopupNegativeMsg":"No","ratingLabel":"Rate your chat
experience","chatErrorMsg":"Chat service is currently unavailable. Try
later."},"closeChatPopupPositiveMsg":"Yes","welcomeMessage":"Thank you for contacting us. A
customer care representative would assist you
soon."},"contextServiceFieldSets":"","chatForm":{"bubbleStyle":{"titleText":"CCBU Care
Startup","titleTextColor":"#0AB7D7","buttonText":"Start
Chat","buttonTextColor":"#FFFFFF","buttonBackgroundColor":"#0AB7D7","problemStmntCaption":"Choose
a problem statement"},"afterResumeNewChatMsg":"New
Message","agentMessageTextColor":"#FFFFFF","agentMessageBackgroundColor":"#0AC391","fontFace":"H
elvetica"},"formFields":["Title","Name","Details","Email","PhoneNumber","AddressLine1","AddressL
ine2","Anything important to note","Teléfono","Cédula"],"problemStatements":{"caption":"Choose a
problem
statement"},"statements":[{"statement":"Insuarance","csqTag":"Chat_Csql"},{"statement":"Debit","c
sqTag":"Chat_Csql"},{"statement":"Credit","csqTag":"Chat_Csql"},{"statement":"Account","csqTag":
```

```
"Chat_Csql"}]]}}, "proactiveChat":false, "name":"Bubble1162", "id":1}
```

## 步骤6. SM公共应用：传入聊天请求。

SM接收传入的聊天请求，并创建社交联系人：

```
0000001136: 10.78.91.166: Aug 06 2018 09:32:38.692 +0530: %CCBU__CCPPUBLICAPPS-6-CHAT_ROOM_DETAILS: %[Nickname=Jayant Suneja][RoomJid=socialminer_chat.16@conference.127.0.0.1][RoomSubject=Chat with Jayant Suneja][social_contact_id=null]: Create chat room with the following details
```

## 步骤7. SM运行时：已创建社交联系人。

社交联系由SocialMiner引擎（运行时服务）创建。

```
0000399687: 10.78.91.166: Aug 06 2018 09:32:38.764 +0530: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED: %[SOCIAL_CONTACT_ID=0D66B2241000016500235A740A4E5BA6][SOCIAL_CONTACT_LINK=https://sm-fqdn/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6]: A new social contact was created
```

## 步骤8. SM公共应用:将创建的SocialContact更新到公共API。

在ccppublicapps日志中可以看到已创建社交联系人更新。

```
0000000337: 10.78.91.166: Aug 06 2018 09:32:38.767 +0530: %CCBU_____CCPAPI-6-CREATE_SOCIAL_CONTACT: SocialContact successfully created with requestId: y3xQxE  
0000001142: 10.78.91.166: Aug 06 2018 09:32:38.768 +0530: %CCBU__CCPPUBLICAPPS-6-CHAT_CREATED: %[Contact=https://sm-fqdn/ccp-webapp/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6][Room=socialminer_chat.16@conference.127.0.0.1][Session=3F8B8C08D7E8144C7B1AD7AF144A4C1E][social_contact_id=null]: Chat created
```

## 步骤9. SM运行时：在MADM上将通知发送到CCX Webservice API。

从SM向包含CCX的CCX Web服务发送通知，通知中会显示新的传入聊天。

```
0008541000: 10.78.91.166: Aug 06 2018 09:32:38.940 +0530: %CCBU__NOTIFICATION-6-NOTIFICATION_SUCCEEDED:  
%[Notification=com.cisco.ccbu.ccp.notification.Notification@1beea47[enqueueTime=1533528158834,rule=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@15a2eb1[httpUrl=https://uccx-fqdn/uccx-webservices/contact,httpUsername=Chat Notification for HA - Backup,description=Created by CCX application as part of CCX chat configuration.,changeStamp=1,lastUpdated=1527579740301,ouId=4],screenPopUrl=http://sm-fqdn/results.jsp?scID=0D66B2241000016500235A740A4E5BA6&campaignID=CCX\_Chat\_Campaign,body=version="1.0" encoding="UTF-8" standalone="yes"?>]  
<SocialContact>  
<author>Jayant Suneja</author>  
<description></description>  
<extensionFields>  
<extensionField>  
<name>AddressLine1</name>  
<value>1900</value>  
</extensionField>  
<extensionField>
```

```
<name>AddressLine2</name>
<value>9th street</value>
```

## 步骤10. UCCX MADM:WebServices显示传入聊天请求。

MADM上的CCX在启用UCCX\_WEBSERVICES进行调试后收到传入聊天联系人。

```
7199571: Aug 06 09:32:39.079 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-7]
ServiceLogger: New incoming contact : <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<contactXML>
<author>Jayant Suneja</author>
<id>0D66B2241000016500235A740A4E5BA6</id>
<integrationAuthTokenGUID>d64fe6ac-9687-4ecd-9f00-0e6ec02c6945</integrationAuthTokenGUID>
<notificationTag>ccx_chat_req</notificationTag>
<publishedDate>1533528158684</publishedDate>
<refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6
<replyTemplateURL>http://sm-fqdn/multisession/ui/templates/reply/cisco\_agent\_ms\_chat.jsp
<sourceType>chat</sourceType>
<status>unread</status>
<statusReason>unknown</statusReason>
<statusTimestamp>1533528158756</statusTimestamp>
<tags>
```

## 步骤11. UCCX MADM:将JMS消息发送到CCX引擎。

现在，引擎将通过JMS消息总线获知新联系人，即UCCX MADM（管理Web服务API）通知MIVR（引擎）将此联系人排入队列。

```
7199573: Aug 06 09:32:39.080 IST %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-7]
ServiceLogger: Sending JMS message to Contact Topic: ContactEvent [operation=ADD,
contactXML=ContactXML [author=Jayant Suneja, id=0D66B2241000016500235A740A4E5BA6,
replyType=chat, notificationTag=ccx_chat_req, refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/0D66B2241000016500235A740A4E5BA6, replyTemplateURL=http://sm-fqdn/multisession/ui/templates/reply/cisco\_agent\_ms\_chat.jsp, integrationAuthTokenGUID=d64fe6ac-9687-4ecd-9f00-0e6ec02c6945, userExtensionFields=[UserExtensionField [name=AddressLine1, value=1900], UserExtensionField [name=AddressLine2, value=9th street], UserExtensionField [name=Anything important to note, value=Bill Issue], UserExtensionField [name=Cédula, value=Bill Issue], UserExtensionField [name=Details, value=Test Bubble Chat], UserExtensionField [name=Email, value=xxxx@gmail.com], UserExtensionField [name=Name, value=Jayant Suneja], UserExtensionField [name=PhoneNumber, value=97xxxxxxx], UserExtensionField [name=Teléfono, value=Bill Issue], UserExtensionField [name=Title, value=Mr.], UserExtensionField [name=ccxqueuetag, value=Chat_Csq1], UserExtensionField [name=h_chatOrigin, value=CISCO_BUBBLE], UserExtensionField [name=h_chatRoom, value=socialminer_chat.16@conference.127.0.0.1], UserExtensionField [name=h_widgetName, value=Bubble1162]], tags=[ccx_chat_req], sourceType=chat, status=unread, statusReason=unknown, publishedDate=1533528158684, title=CCX_Chat, campaignPublicId=null, statusTimestamp=1533528158756]]
```

## 步骤12. UCCX MIVR:

聊天子系统(SS\_CHAT)将聊天联系人排入队列，路由和队列子系统(SS\_ROUTEANDQUEUE)将聊天分配给座席。在启用SS\_CHAT和SS\_ROUTEANDQUEUE进行调试的UCCX引擎日志(MIVR)中，可以看到这一点。

```
3722751: Aug 06 09:32:39.144 IST %MIVR-SS_CHAT-7-UNK:[pool-8-thread-15] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.observer.ContactNotificationObserver : Contact Notification
received - ContactNotification [requestId=, contactId=0D66B2241000016500235A740A4E5BA6,
contactState=QUEUED, handlerQueue=-1, startTime=1533528159105, endTime=-1, queueWaitDuration=0,
handlingDuration=-1,
terminalStateContact=ChatContact(Contact[id=0D66B2241000016500235A740A4E5BA6,state=QUEUED,dispre
ason=UNKNOWN]), dispositionReason=UNKNOWN, mediaType=CHAT, sequenceNumber=0,
statusTimeStamp=1533528158756]. Notification Type UPDATE
```

```
3722752: Aug 06 09:32:39.144 IST %MIVR-SS_ROUTEANDQUEUE-7-UNK:[pool-8-thread-15]
RouteAndQueueSubsystemLogger: ALLOCATED Contact [0D66B2241000016500235A740A4E5BA6] to Agent
[Jabber@ge.nt1]
```

系统会向座席发送通知以接受聊天，并在用户和座席之间创建会议室。  
所有这些流与传统聊天的流相同，因此不会覆盖此流的日志。

### 步骤13. SM公共应用：座席加入和聊天会话已启动。

创建XMPP隧道后，聊天会话已建立。用户的聊天构件和SocialMiner聊天小工具（托管于Finesse上）现在通过XMPP连接，您可以看到发送和接收的在线状态事件。

```
0000001149: 10.78.91.166: Aug 06 2018 09:32:46.842 +0530: %CCBU__CCPPUBLICAPPS-6-
PRESENCE_EVENT_RECEIVED: %[CustomerNickname=Jayant
Suneja][Nickname=Jabber@ge.nt1][SocialContactID=0D66B2241000016500235A740A4E5BA6][Status=joined]
[Username=socialminer_chat.16@conference.127.0.0.1/Jabber@ge.nt1]: Received presence event
0000001152: 10.78.91.166: Aug 06 2018 09:32:51.168 +0530: %CCBU__CCPPUBLICAPPS-6-
TYPING_STATUS_RECEIVED:
%[From=socialminer_chat.16@conference.127.0.0.1/Jabber@ge.nt1][Nickname=Jabber@ge.nt1][SocialCon
tactID=0D66B2241000016500235A740A4E5BA6][Text=composing]: Typing Status received
```

### 步骤14.客户端控制台日志：座席加入聊天室。

客户端日志显示座席加入聊天室。聊天构件中也显示同样的内容。

```
Mon Aug 06 2018 09:32:48 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Received chat room
status event of type chatroom_agent_joined
```

**注意：**客户现在结束聊天。这里的流程与传统聊天略有不同，因为在气泡聊天中添加了帖子聊天评分的新功能。

### 步骤15. SM Publicapps：用户离开聊天室。

用户离开聊天室，现在座席独自在聊天室。这还显示用户离开房间。

```
0000001185: 10.78.91.166: Aug 06 2018 09:33:26.738 +0530: %CCBU__CCPPUBLICAPPS-6-
LEAVE_CHAT_ROOM:
%[ChatRoomName=socialminer_chat.16@conference.127.0.0.1][Nickname=Jayant Suneja]
[User=ccp_chatclient][social_contact_id=0D66B2241000016500235A740A4E5BA6]: Leave chat room
```

**注意：**如果启用了帖子聊天评分，则用户提交帖子聊天评分后，SM会收到此聊天评分。

## 步骤16.客户端控制台日志：用户浏览器显示聊天评分成功。

使用用户浏览器上收到的200 OK成功提交聊天评分。

```
Mon Aug 06 2018 09:33:34 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Feedback submitted successfully. Response code: 200
Mon Aug 06 2018 09:33:34 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Successfully ended the chat session. Response code: 200 ccp-chat-components.js:1:14634
Mon Aug 06 2018 09:33:34 GMT+0530 (India Standard Time):CISCO_BUBBLE_CHAT:Successfully cleaned up
```

## 步骤17. SM公共应用：ccppublicapps从浏览器接收帖子聊天评分。

SM收到的评级反馈。

```
10.78.91.166: Aug 06 2018 09:33:34.277 +0530: %CCBU__CCPPUBLICAPPS-6-CHAT_FEEDBACK_RECEIVED :
%[ChatFeedback=com.cisco.ccbu.ccp.publicapps.api.chat.ChatFeedback@d82623[rating=4]][Session=3F8B8C08D7E8144C7B1AD7AF144A4C1E][social_contact_id=0D66B2241000016500235A740A4E5BA6]:
Received chat feedback
```

**注意：**当在SM收到聊天反馈时，系统会提供评分信息，该信息首先保存在SM Datastore上的SocialContact中，然后通知CCX。如果SM Datastore关闭，则提交聊天评分失败，代码段为“CCPPUBLICAPPS-3-UPDATE\_CHAT\_SOCIALCONTACT\_EXTENSION\_FIELD\_FAILED”

## 步骤18. UCCX MIVR:从SM接收的XMPP更新。

SM向CCX发送XMPP更新，包括从最终用户收到的分级。

```
3723269: Aug 06 09:33:34.290 IST %MIVR-SS_CHAT-7-UNK:[Smack Packet Reader (1)]
ChatSubsystemLogger: createXMPPSession:
PacketExtensionProvider.parseExtension:<SocialContact><campaignPublicId>CCX_Chat_Campaign</campaignPublicId><extensionFields><extensionField><name>h_chatRoom</name><value>socialminer_chat.16@conference.127.0.0.1</value></extensionField><extensionField><name>h_chatOrigin</name><value>CISCO_BUBBLE</value></extensionField><extensionField><name>C&#233;dula</name><value>Bill Issue</value></extensionField><extensionField><name>Details</name><value>Test Bubble Chat</value></extensionField><extensionField><name>PhoneNumber</name><value>97xxxxxxx</value></extensionField><extensionField><name>h_agentName</name><value>Jabber@ge.nt1</value></extensionField><extensionField><name>h_rating</name><value>4</value>
```

## 步骤19. UCCX MIVR:将聊天评分写入数据库。

提交的聊天评分将写入CCX数据库并保存在UCCX 11.6(2)上新添加的texttratingdetail表中。

此表的主要用途是存储聊天评分以用于报告目的。

```
3723276: Aug 06 09:33:34.299 IST %MIVR-SS_ROUTEANDQUEUE-7-UNK:[Smack Listener Processor (1)]
RouteAndQueueSubsystemLogger: com.cisco.wf.subsystems.routeandqueue.aggregator.historical.
HistoricalManager : Writing Historical Record: TRDR: ContactID=0D66B2241000016500235A740A4E5BA6,
rating=4, ratingTime=java.util.GregorianCalendar[time=1533528214299,areFieldsSet=true,
areAllFieldsSet=true, lenient=true, zone=sun.util.calendar.ZoneInfo[id="GMT",offset=0,dstSavings=0
```



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useDaylight=false,transitions=0,lastRule=null],firstDayOfWeek=1,minimalDaysInFirstWeek=1,ERA=1,  
YEAR=2018,MONTH=7,WEEK_OF_YEAR=32,WEEK_OF_MONTH=2,DAY_OF_MONTH=6,DAY_OF_YEAR=218,DAY_OF_WEEK=2,  
DAY_OF_WEEK_IN_MONTH=1,AM_PM=0,HOURL=4,HOURL_OF_DAY=4,MINUTE=3,SECOND=34,MILLISECOND=299,  
ZONE_OFFSET=0,DST_OFFSET=0]
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