

排除故障延迟的精良代理程序状态更改

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troubleshootAgent Desktop

Rohit Cisco TAC

Cisco

- Cisco Unified Contact Center Enterprise (UCCE)

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- 11.5

- UCCE 11.5

(/)-->-->

- WebServices
-

CTI

0051203603: 10.106.81.82: Apr 14 2017 14:01:17.196 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=7 (BUSY_OTHER), stateDuration=0, skillGroupNumber=29808, skillGroupPriority=0, agentState=8 (RESERVED), eventReasonCode=0, numFitSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234, agentID_Long=null, duration=null, nextAgentState=null, fitSkillGroupNumberList=[], fitSkillGroupIDList=[], fitSkillGroupPriorityList=[], fitSkillGroupStateList=[], MRDId=1, agentMode=1]CTIMessageBean [invokeID=null, cti_sequence_id=865941, msgID=30, timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1492203677196,"CTI_MSG_DISPATCH":1492203677196}, msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3B]: Decoded Message to Finesse from backend cti server

14

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</Update>]: Publishing XMPP Message Asynchronously

114

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</Update>]: Publishing XMPP Message Asynchronously

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</Update>]: Publishing XMPP Message Asynchronously

WebServices

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</Update>]: Publishing XMPP Message Asynchronously

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PeripheralIDSystemEventText)AgentInstrument

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&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
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CLEAR_CONNECTION(CF_REQUEST_TIMEOUT_REJECTION)SystemEvent

ICM CTI

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001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
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</Update>]: Publishing XMPP Message Asynchronously

PG CTI

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JTAPI

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ICM

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11.5(1) ES4

ICM(pg.cucm) [CSCve12017](#)

[CSCve11977](#)