

如何从登录名更改CVP代理程序问候名字到人Id

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Introduction

本文描述如何从登录名更改Cisco用户语音门户(CVP)代理程序问候(AG)名字到人id。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- CVP配置
- CVP代理程序问候预付款功能
- Cisco Unified Contact Center Enterprise (UCCE)

Components Used

本文档中的信息基于以下软件版本：

- CVP 11.5(1)
- UCCE 11.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. 如果您的网络实际，请保证您了解所有命令的潜在影响。

背景信息

CVP 11.5(1)版本包括在代理程序问候文件名上的一个变化。问候文件当前命名与惯例 PersonID_AgentGreetingType (而不是LoginName_AgentGreetingType)。因此请更改，当前代理程序问候文件不使用，直到他们再录音或改名。

代理程序Greeting音频问题

代理程序问候文件不使用，直到他们再录音或改名。

解决方案

在CVP版本上的变化要求重命名代理程序在media服务器的问候文件。有与.csv文件一起使用包括PersonID和LoginName，并且重命名与LoginName产生关联的文件和PersonID的脚本。问候文件的格式包含作为给改名一部分，需要保留的后缀。

查询在UCCE需要被执行为了获得CSV文件。CSV文件在脚本运行的目录需要准备和放置(C:\inetpub\wwwroot\en -我们\ app)。

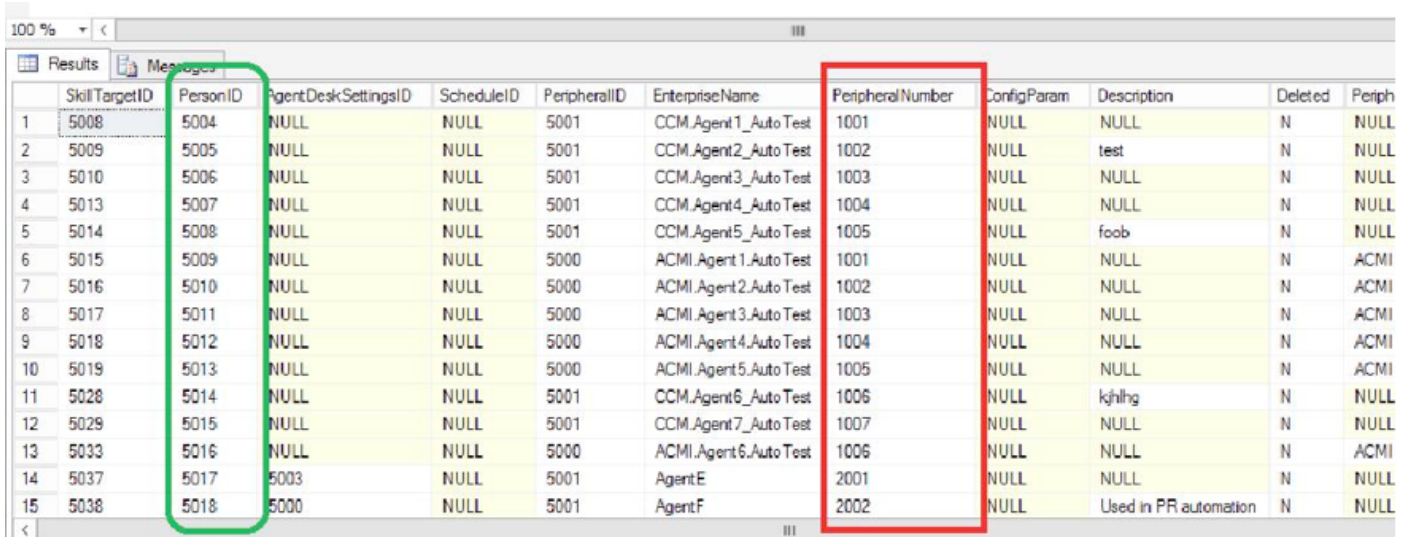
步骤1.从UCCE Admin服务器导出数据。查询代理表，选择PersonID，PeripheralNumber从代理程序;并且请准备一个csv文件。CSV文件必须有问候文件列表以格式PersonID，LoginName。

Step 2.保证更改代理程序文件名的Perl文件跟随新的惯例。

步骤3.备份原始音象文件。

第4.步。移植的目录是C:\inetpub\wwwroot\en -我们\ app，取决于他们的EN我们或所有现场、app或者sys等的配置。

在代理表里，您能根据新的文件名惯例找到必须被PersonID替换的PeripheralNumber。如镜像所显示。



SkilTargetID	PersonID	AgentDeskSettingsID	ScheduleID	PeripheralID	EnterpriseName	PeripheralNumber	ConfigParam	Description	Deleted	Periph
1	5008	5004	NULL	5001	CCM.Agent1_AutoTest	1001	NULL	NULL	N	NULL
2	5009	5005	NULL	5001	CCM.Agent2_AutoTest	1002	NULL	test	N	NULL
3	5010	5006	NULL	5001	CCM.Agent3_AutoTest	1003	NULL	NULL	N	NULL
4	5013	5007	NULL	5001	CCM.Agent4_AutoTest	1004	NULL	NULL	N	NULL
5	5014	5008	NULL	5001	CCM.Agent5_AutoTest	1005	NULL	foob	N	NULL
6	5015	5009	NULL	5000	ACMI.Agent1_AutoTest	1001	NULL	NULL	N	ACMI
7	5016	5010	NULL	5000	ACMI.Agent2_AutoTest	1002	NULL	NULL	N	ACMI
8	5017	5011	NULL	5000	ACMI.Agent3_AutoTest	1003	NULL	NULL	N	ACMI
9	5018	5012	NULL	5000	ACMI.Agent4_AutoTest	1004	NULL	NULL	N	ACMI
10	5019	5013	NULL	5000	ACMI.Agent5_AutoTest	1005	NULL	NULL	N	ACMI
11	5028	5014	NULL	5001	CCM.Agent6_AutoTest	1006	NULL	kjhilg	N	NULL
12	5029	5015	NULL	5001	CCM.Agent7_AutoTest	1007	NULL	NULL	N	NULL
13	5033	5016	NULL	5000	ACMI.Agent6_AutoTest	1006	NULL	NULL	N	ACMI
14	5037	5017	5003	5001	AgentE	2001	NULL	NULL	N	NULL
15	5038	5018	5000	5001	AgentF	2002	NULL	Used in PR automation	N	NULL

步骤5.复制和插入此编码正文对记事本文件并且保存它作为migrate.pl。

```
#!c:\perl\bin\perl

# - DirectoryToMigrate is the directory which consist of all the agent greeting files,
# typically it would be C:\inetpub\wwwroot\en-us\app, customer may need to change the path

# depending on their configuration for en-us or any locale, app or sys etc.
# - The CSVFile should have the list of greeting files in following format "PersonID,LoginName".

use File::Basename qw( dirname );
use File::Copy qw( move );
```

```

if($#ARGV != 1) {
    print "Usage: perl migrate.pl \"<DirectoryToMigrate>\" \"<CSVFile>\" \"\n\";
    exit;
}
my ($dir,$csv) = @ARGV;
# Get the file listing from the directory.
opendir my $directory, $dir or die "Cannot open directory: $!";
my @files = readdir $directory;
closedir $directory;

# Load the CSV File
open(HANDLE, $csv);
my @csvcontent = <HANDLE>;
close(HANDLE);

# Iterate through the files
foreach my $file(@files) {
    if($file =~ /\.wav/) {
        my ($oldFileId, $suffix) = split("_", $file);
        # Check if we have replacement for this
        my @res= grep(/$oldFileId/,@csvcontent);
        if($#res+ 1 > 0) {
            ($personId,$oldId)= split(",", $res[0]);
            my $new_name = "$personId\_$_$suffix";
            move "$dir\"/$file", "$dir\"/$new_name";
            print "Renaming ",$file," to ",$new_name, "\n";
        } else {
            print "Can't find $file in $csv file,skipping...\n";
        }
    }
}

```

步骤6.安置migrate.pl文件在您放置了CSV文件的目录文件夹。

步骤7.运行命令：**Perl migrate.pl <directory>对migrate> <CSV file>。**

Thisis关于怎样的示例脚本需要运行转换文件

```
Administrator@WIN-E0465NTD4NM c:/inetpub/wwwroot/en-us/app/ag_gr3/test
```

```
$ ls -lrt
```

```
total 198
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:13 1000_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:13 1000_2.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:13 1001_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:14 1001_2.wav
```

```
rwxr-xr-x 1 Administrator None 32242 Oct  8 15:14 1002_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:14 1002_2.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:14 1003_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct  8 15:14 1003_2.wav
```

```
-rw-r--r-- 1 Administrator None 1388 Oct 8 15:17 migrate.pl
-rw-r--r-- 1 Administrator None 30 Oct 8 15:18 agent.csv
```

```
Administrator@WIN-E0465NTD4NM c:/inetpub/wwwroot/en-us/app/ag_gr3/test
```

```
$ cat agent.csv
```

```
5000,1000
```

```
5001,1001
```

```
5002,1002
```

```
5003,1003
```

```
Administrator@WIN-E0465NTD4NM c:/inetpub/wwwroot/en-us/app/ag_gr3/test
```

```
$ perl migrate.pl c:/inetpub/wwwroot/en-us/app/ag_gr3/test agent.csv
```

```
Renaming 1000_1.wav to 5000_1.wav
```

```
Renaming 1000_2.wav to 5000_2.wav
```

```
Renaming 1001_1.wav to 5001_1.wav
```

```
Renaming 1001_2.wav to 5001_2.wav
```

```
Renaming 1002_1.wav to 5002_1.wav
```

```
Renaming 1002_2.wav to 5002_2.wav
```

```
Administrator@WIN-E0465NTD4NM c:/inetpub/wwwroot/en-us/app/ag_gr3/test
```

```
$ ls -lrt
```

```
total 198
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct 8 15:13 5000_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct 8 15:13 5000_2.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct 8 15:13 5001_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct 8 15:14 5001_2.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct 8 15:14 5002_1.wav
```

```
-rwxr-xr-x 1 Administrator None 32242 Oct 8 15:14 5002_2.wav
```

```
-rw-r--r-- 1 Administrator None 1388 Oct 8 15:17 migrate.pl
```

```
-rw-r--r-- 1 Administrator None 40 Oct 8 15:24 agent.csv
```

```
.o
```