

代理程序在Cisco语音门户(CVP)和Cisco Unified呼叫管理器(CUCM)日志跟踪的问候呼叫

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Introduction

本文描述路由到代理程序一次呼入的呼叫的流对CVP，当代理程序问候功能是启用的时。呼叫消息在CVP，CUCM ccm和CUCM cti日志被跟踪。

贡献用Kristof范Coillie，Cisco TAC工程师。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- CVP
- 代理程序问候
- 语音扩展标记语言(VXML)
- CUCM
- 会话互联网协议(SIP)

Components Used

本文的信息没有根据任何软件或硬件版本。

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. If your network is live, make sure that you understand the potential impact of any command.

呼叫流

步骤1. CVP接受流入从入口网关邀请。

```
12809: 10.48.54.196: Sep 16 2013 09:52:54.643 +0200: %_TransactionManagement-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.TransactionManagement: processMessage(): -----
BEGINING PROCESSING NEW MESSAGE -----
INVITE sip:8020@10.48.54.196:5060 SIP/2.0
Via: SIP/2.0/UDP 10.48.79.33:5060;branch=z9hg4bK151275
Max-Forwards: 70
To: <sip:8020@10.48.54.196>
From: <sip:6611112@10.48.79.33>;tag=A1DC398-177D
Call-ID: D4E9A14D-1DDB11E3-AE3982FB-D3927D92@10.48.79.33
```

步骤2. CVP通知关于新的呼叫的智能联络管理(ICM)。

```
1102: 10.48.54.196: Sep 16 2013 09:52:54.659 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
83-ICM-242} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 45 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=45, sendSeqNo=1, trunkGroupId=100, trunkNumber=0,
serviceId=1, dialedNumber=8020, uui=, callguid=D4E4BF741DDB11E3800300260BB8A318, rckey=,
rcday=, rcseq=, location=Gent, locationpkid=ee7c4e42-e08e-c3bf-17da-176ddb5bcf7,
pstntrunkgroupid=10.48.79.33, pstntrunkgroupchannelnum=2147483647, sipheader=,
CallContext:, user.media.id: D4E4BF741DDB11E3800300260BB8A318, user.cvp_server_info:
10.48.54.196,, LEGID = D4E9A14D-1DDB11E3-AE3982FB-D3927D92, DNIS = 8020, ANI = 6611112
```

第3步。ICM脚本配置有一发送到VRU节点并且返回ICM_TEMPORARY_CONNECT消息到CVP。这通知CVP建立与引导脚本的连接在VXML网关。

```
1103: 10.48.54.196: Sep 16 2013 09:52:54.659 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
86-ICM-243} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 45 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=45, sendSeqNo=1, label=8111111111, correlationId=35,
callguid=D4E4BF741DDB11E3800300260BB8A318, rckey=416, rcday=150738, rcseq=0,
location=Gent, locationpkid=ee7c4e42-e08e-c3bf-17da-176ddb5bcf7, CallContext:,
user.microapp.input_type: D, user.microapp.locale: en-us, user.cvp_server_info:
10.48.54.196, user.microapp.sys_media_lib: /sys, user.microapp.media_server:
10.48.54.196, user.media.id: D4E4BF741DDB11E3800300260BB8A318,, LEGID = D4E9A14D-1DDB11E3-
AE3982FB-D3927D92, DNIS = 8020, ANI = 6611112
```

步骤4. CVP发送一邀请到VXML网关并且连接到引导脚本。一旦这完成CVP传送ICM_REQUEST_INSTRUCTION信息到ICM。

```
1111: 10.48.54.196: Sep 16 2013 09:52:55.220 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
94-ICM-245} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 46 [IVR_LEG] - Publishing ,,
[ICM_REQUEST_INSTRUCTION], dialogueId=46, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=35, location=Gent, locationpkid=ee7c4e42-e08e-c3bf-
17da-176ddb5bcf7, pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 811111111100135, ANI = sip:6611112@10.48.54.196:5060
```

第5步。在本例中配置脚本播放媒体文件。RUN_SCRIPT_REQ信息传送到CVP由ICM。

```
1113: 10.48.54.196: Sep 16 2013 09:52:55.220 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
95-ICM-246} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 46 [IVR_LEG] - Publishing ,,
[MsgBus:RUN_SCRIPT_REQ], ssId=SYS_IVR1, requestId=1, scriptId=PM,Friday,S,
scriptConfig=Y, ced=, rckey=416, rcday=150738, rcseq=1, switch_leg_ani=6611112,
switch_leg_dnis=8020, CallContext:, user.microapp.input_type: D, user.microapp.locale:
en-us, user.cvp_server_info: 10.48.54.196, user.microapp.sys_media_lib: /sys,
user.microapp.media_server: 10.48.54.196, user.media.id: D4E4BF741DDB11E3800300260BB8A318,,
```

LEGID = , DNIS = 811111111100135, ANI = sip:6611112@10.48.54.196:5060

步骤6. CVP传送SCRIPT_RESULT信息到ICM报告RUN_SCRIPT_REQ消息的结果。在本例中脚本结果是成功的。

```
1114: 10.48.54.196: Sep 16 2013 09:52:55.922 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-97-ICM-247} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 46 [IVR_LEG] - Processing ,, [MsgBus:SCRIPT_RESULT], ssId=SYS_IVR1, requestId=1, resultCode=true, ced=, CallContext:, user.microapp.error_code: 0,, LEGID = , DNIS = 811111111100135, ANI = sip:6611112@10.48.54.196:5060
```

第7步。在示例脚本的下一步是发送呼叫到代理程序。当有时可用座席ICM指示CVP断开IVR_LEG用VXML网关。

```
1116: 10.48.54.196: Sep 16 2013 09:52:55.922 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-99-ICM-248} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 46 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=46, sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 811111111100135, ANI = sip:6611112@10.48.54.196:5060
```

第8步。此消息指示CVP用代理程序连接流入呼叫段：

```
1118: 10.48.54.196: Sep 16 2013 09:52:55.922 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-100-ICM-249} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 45 [SIP_LEG] - Processing ,, [ICM_CONNECT], dialogueId=45, sendSeqNo=2, labelType=NORMAL, label=1108, transferHint=0, CallContext:, user.microapp.input_type: D, user.microapp.error_code: 0, user.microapp.locale: en-us, user.cvp_server_info: 10.48.54.196, user.microapp.sys_media_lib: /sys, user.microapp.media_server: 10.48.54.196, user.media.id: D4E4BF741DDB11E3800300260BB8A318,, LEGID = D4E9A14D-1DDB11E3-AE3982FB-D3927D92, DNIS = 8020, ANI = 6611112
```

第9步。这跟正常呼叫流没有不同，CVP建立与回铃脚本的连接(提供回铃给呼叫人)并且发送SIP邀请到与在CUCM ccm日志显示的代理程序标签的CUCM。

```
1118: 10.48.54.196: Sep 16 2013 09:52:55.922 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-100-ICM-249} CALLGUID = D4E4BF741DDB11E3800300260BB8A318, DLGID = 45 [SIP_LEG] - Processing ,, [ICM_CONNECT], dialogueId=45, sendSeqNo=2, labelType=NORMAL, label=1108, transferHint=0, CallContext:, user.microapp.input_type: D, user.microapp.error_code: 0, user.microapp.locale: en-us, user.cvp_server_info: 10.48.54.196, user.microapp.sys_media_lib: /sys, user.microapp.media_server: 10.48.54.196, user.media.id: D4E4BF741DDB11E3800300260BB8A318,, LEGID = D4E9A14D-1DDB11E3-AE3982FB-D3927D92, DNIS = 8020, ANI = 6611112
```

步骤10. CUCM路由呼叫到代理程序。代理程序答案使用代理桌面。

```
01027329.000 |09:53:05.263 |SdlSig-I |CtiLineCallAnswerReq |restart0  
|StationD(1,100,58,32) |CTIDeviceLineMgr(1,200,25,1)  
|1,200,13,10.11302^10.48.54.193^SEPE80462EBDD98 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0]  
mAsyncResponse=352 CH=1|29412912 LH=1|59 MediaDeviceName = MediaDevicePid = (0,0,0,0) resource  
ID=0
```

步骤11.媒体当前设立在入口网关和座席电话之间(在CVP回铃段是断开的)。CTI Manager通知呼叫被连接的应用程序外围网关(PG)。

```
01027329.000 |09:53:05.263 |SdlSig-I |CtiLineCallAnswerReq |restart0
|StationD(1,100,58,32) |CTIDeviceLineMgr(1,200,25,1)
|1,200,13,10.11302^10.48.54.193^SEPE80462EBDD98 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0]
mAsyncResponse=352 CH=1|29412912 LH=1|59 MediaDeviceName = MediaDevicePid = (0,0,0,0) resource
ID=0
```

步骤12。其次分配修造在网桥(围嘴)在电话和提供编号的应用请求CUCM拨号，这是与相关性证明(ID)的引导标签被添加到它。

```
00292311.001 |09:53:05.430 |AppInfo |[CTI-APP] [CTIHandler::processIncomingMessage]
```

```
00292312.000 |09:53:05.430 |SdlSig |CtiCallStartSendMediaToBIBReq |ready
|CTIHandler(1,200,22,3) |CTIHandler(1,200,22,3)
|1,200,13,10.11303^10.48.54.193^* |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=113
CH=1|29412912 cgpnToIVR =1108 ivrDN =811111111136 tinmeout =4
```

第13步。当接受此后呼叫控制进程负责为此呼叫(Cdcc)指示AgentGreetingManager开始此呼叫的一个AgentGreeting进程。

```
01027473.000 |09:53:05.431 |SdlSig |SsDataInd |wait
|AgentGreetingManager(1,100,235,1) |Cdcc(1,100,212,9)
|1,200,13,10.11303^10.48.54.193^SEPE80462EBDD98 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] SsType=16777250
SsKey=0 SsNode=1 SsParty=29412912 DevId=(0,0,0) BCC=9 OtherParty=29412911 NodeOtherParty=1
clearType = 0 CSS= CNumInfo = 0 CNameInfo = 0 ssDevType=4 ssOtherDevType=8 FDataType=8192opId=-
2147483635ssType=0 SsKey=0invokeId=0resultExp=Fbpda=F ssCause = 0 ssUserState = 2
ssOtherUserState = 2 PL=5 PLDmn=0 networkDomain= delayAPTimer=F geolocInfo={geolocPkid=,
filterPkid=, geolocVal=, devType=4} cfwdTimerAction=0 matchInterceptPartition=
matchInterceptPattern=
```

```
01027473.001 |09:53:05.431 |Created | |
|AgentGreeting(1,100,236,2) |AgentGreetingManager(1,100,235,1) |
|NumOfCurrentInstances: 1
0
```

步骤14。分配修造在网桥。

```
01027473.000 |09:53:05.431 |SdlSig |SsDataInd |wait
|AgentGreetingManager(1,100,235,1) |Cdcc(1,100,212,9)
|1,200,13,10.11303^10.48.54.193^SEPE80462EBDD98 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] SsType=16777250
SsKey=0 SsNode=1 SsParty=29412912 DevId=(0,0,0) BCC=9 OtherParty=29412911 NodeOtherParty=1
clearType = 0 CSS= CNumInfo = 0 CNameInfo = 0 ssDevType=4 ssOtherDevType=8 FDataType=8192opId=-
2147483635ssType=0 SsKey=0invokeId=0resultExp=Fbpda=F ssCause = 0 ssUserState = 2
ssOtherUserState = 2 PL=5 PLDmn=0 networkDomain= delayAPTimer=F geolocInfo={geolocPkid=,
filterPkid=, geolocVal=, devType=4} cfwdTimerAction=0 matchInterceptPartition=
matchInterceptPattern=
```

```
01027473.001 |09:53:05.431 |Created | |
|AgentGreeting(1,100,236,2) |AgentGreetingManager(1,100,235,1) |
|NumOfCurrentInstances: 1
0
```

第15步。在成功AgentGreeting进程建立一次新的呼叫。

```
01027502.000 |09:53:05.433 |SdlSig |SsNewCallReq |wait
|Cc(1,100,213,1) |AgentGreeting(1,100,236,2)
|1,200,13,10.11303^10.48.54.193^SEPE80462EBDD98 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] Type=16777250
ssKey=2 NodeId=1 CallType=0 PSS= cdpn=ti=1nd=811111111136pi=0sil cdpnVM= cgpn=ti=1nd=1108pi=0sil
```

```
untransformedCgpn=pi=0sil preTransformCallingPartyNo= pi=0sil fullyQualifiedCallingPartyDN=
pi=0sil cgpnVoiceMailBox= callingDisplayName=locale: 1 Name: UnicodeName: pi: 0
newCallReqAuthReqd=1 featCallType=0 muteEnabled=0 associatedCallCI=0 featurePriority=1
nonTargetPolicy=0 IgnoreIntercept=0 hasIMERoute=F FDataType=0opId=0ssType=0
SsKey=0invokeId=0resultExp=Fbpda=F geolocInfo=null portToPort.loc=0
```

第16步。CUCM必须有匹配此的路由模式(包括相关性id)，因此SIP邀请可以被发送到CVP。

```
01027502.000 |09:53:05.433 |SdlSig |SsNewCallReq |wait
|Cc(1,100,213,1) |AgentGreeting(1,100,236,2)
|1,200,13,10.11303^10.48.54.193^SEPE80462EBDD98 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] Type=16777250
ssKey=2 NodeId=1 CallType=0 PSS= cdpn=ti=1nd=811111111136pi=0sil cdpnVM= cgpn=ti=1nd=1108pi=0sil
untransformedCgpn=pi=0sil preTransformCallingPartyNo= pi=0sil fullyQualifiedCallingPartyDN=
pi=0sil cgpnVoiceMailBox= callingDisplayName=locale: 1 Name: UnicodeName: pi: 0
newCallReqAuthReqd=1 featCallType=0 muteEnabled=0 associatedCallCI=0 featurePriority=1
nonTargetPolicy=0 IgnoreIntercept=0 hasIMERoute=F FDataType=0opId=0ssType=0
SsKey=0invokeId=0resultExp=Fbpda=F geolocInfo=null portToPort.loc=0
```

第17步。CVP认识这是相关性ID路由的呼叫并且请求指令。

```
1126: 10.48.54.196: Sep 16 2013 09:53:04.221 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
117-ICM-252} CALLGUID = 03918C000001000000000003CB24300A - Correlation ID routed call
```

```
1127: 10.48.54.196: Sep 16 2013 09:53:04.221 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
117-ICM-252} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 47 [SIP_LEG_PRERTE_CORRID] -
Publishing ,, [ICM_REQUEST_INSTRUCTION], dialogueId=47, sendSeqNo=1, trunkGroupId=200,
trunkNumber=0, serviceId=2, uui=, correlationId=36, location=, locationpkid=,
pstntrunkgroupid=10.48.36.203 , pstntrunkgroupchannelnum=2147483647, sipheader=,, LEGID =
3918c00-2361b8e1-a-cb24300a, DNIS = 811111111136, ANI = 1108
```

第18步。ICM返回临时连接，要求连接引导脚本。

```
1128: 10.48.54.196: Sep 16 2013 09:53:04.221 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
118-ICM-253} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 47 [SIP_LEG_PRERTE_CORRID] -
Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=47, sendSeqNo=1, label=8111111111,
correlationId=37, callguid=03918C000001000000000003CB24300A, rckey=416, rcdays=150738,
rcseq=3, agentGreetingHint=true, CallContext:, user.microapp.input_type: D,
user.microapp.error_code: 0, user.microapp.locale: en-us, user.cvp_server_info:
10.48.54.196, user.microapp.app_media_lib: app/ag_gr, user.microapp.sys_media_lib: /sys,
user.microapp.media_server: 10.48.54.196, user.media.id: D4E4BF741DDB11E3800300260BB8A318,,
LEGID = 3918c00-2361b8e1-a-cb24300a, DNIS = 811111111136, ANI = 1108
```

```
1518: 10.48.54.196: Sep 16 2013 09:53:04.237 +0200: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-
121-SIP-84857} 03918C000001000000000003CB24300A is associated with other guid:
D4E4BF741DDB11E3800300260BB8A318
```

第19步。这用从ICM的VXML网关一次被连接的CVP请求指令连接修造在网桥(围嘴)。

```
1134: 10.48.54.196: Sep 16 2013 09:53:04.986 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-
130-ICM-255} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 48 [IVR_LEG] - Publishing ,,
[ICM_REQUEST_INSTRUCTION], dialogueId=48, sendSeqNo=1, trunkGroupId=200, trunkNumber=1,
serviceId=2, uui=, correlationId=37, location=, locationpkid=, pstntrunkgroupid=,
pstntrunkgroupchannelnum=2147483647, sipheader=,, LEGID = , DNIS = 811111111137, ANI =
sip:1108@10.48.54.196:5060
```

第20步。ICM回应指令播放记录的代理程序问候。

```
1135: 10.48.54.196: Sep 16 2013 09:53:04.986 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-131-ICM-256} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 48 [IVR_LEG] - Processing ,, [ICM_RUN_SCRIPT_REQ], dialogueId=48, sendSeqNo=1, invokedId=1, scriptId=PM,-a, scriptConfiguration=N, ced=, callguid=03918C000001000000000003CB24300A, rckey=416, rcdays=150738, rcseq=5, featureType=1, featureParam1=kvancoil1, featureParam2=1, CallContext:, user.microapp.input_type: D, user.microapp.error_code: 0, user.microapp.locale: en-us, user.cvp_server_info: 10.48.54.196, user.microapp.app_media_lib: app/ag_gr, user.microapp.sys_media_lib: /sys, user.microapp.media_server: 10.48.54.196, user.media.id: D4E4BF741DDB11E3800300260BB8A318,, LEGID = , DNIS = 811111111137, ANI = sip:1108@10.48.54.196:5060
```

第21步。结果提供回到ICM：

```
1139: 10.48.54.196: Sep 16 2013 09:53:06.717 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-134-ICM-257} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 48 [IVR_LEG] - Publishing ,, [ICM_RUN_SCRIPT_RESULT], dialogueId=48, sendSeqNo=2, invokedId=1, resultCode=true, ced=, newTransaction=false, CallContext:, user.microapp.error_code: 0,, LEGID = , DNIS = 811111111137, ANI = sip:1108@10.48.54.196:5060
```

第22步。在哪个ICM提示断开此呼叫。

```
1140: 10.48.54.196: Sep 16 2013 09:53:06.717 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-136-ICM-258} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 48 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=48, sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 811111111137, ANI = sip:1108@10.48.54.196:5060
```

第23步。CVP发送BYE到CUCM。

```
1140: 10.48.54.196: Sep 16 2013 09:53:06.717 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-136-ICM-258} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 48 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=48, sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 811111111137, ANI = sip:1108@10.48.54.196:5060
```

第24步。CUCM取消配额围嘴，并且AgentGreeting进程被终止：

```
1140: 10.48.54.196: Sep 16 2013 09:53:06.717 +0200: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-136-ICM-258} CALLGUID = 03918C000001000000000003CB24300A, DLGID = 48 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=48, sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 811111111137, ANI = sip:1108@10.48.54.196:5060
```