

代理程序在思科语音门户(CVP)和Cisco Unified CallManager (CUCM)日志跟踪的问候语呼叫

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简介

本文描述路由到代理程序呼入呼叫的流对CVP，当代理程序问候语功能启用时。呼叫消息在CVP，CUCM ccm和CUCM cti日志被跟踪。

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先决条件

要求

Cisco 建议您了解以下主题：

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

使用的组件

本文档中的信息没有根据任何软件或硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

呼叫流

步骤1. CVP接收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/2.0Via: SIP/2.0/UDP
10.48.79.33:5060;branch=z9hG4bK151275Max-Forwards: 70To: <sip:8020@10.48.54.196>From:
<sip:6611112@10.48.79.33>;tag=A1DC398-177DCall-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=, rcdays=, 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
```

第三步：ICM脚本配置与对VRU节点的一发送并且返回ICM_TEMPORARY_CONNECT消息对CVP。这通知CVP建立与启动脚本的连接在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, rcdays=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发送邀请到VXML网关并且连接对启动脚本。一旦这完成CVP传送ICM_REQUEST_INSTRUCTION信息对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
```

第五步：在本例中脚本是配置的播放每媒体文件。RUN_SCRIPT_REQ信息传送对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, rcdays=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信息对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
```

步骤 7. 在示例脚本的下一步是发送呼叫对代理程序。当有时可用座席ICM提示CVP断开连接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
```

步骤 8 此消息指示CVP连接进入的呼叫段用代理程序：

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

```
01027218.005 |09:52:57.254 |AppInfo |SIPTcp - wait_SdlReadRsp: Incoming SIP TCP message from 10.48.54.196 on port 25138 index 11 with 1182 bytes:[23126,NET]INVITE sip:1108@10.48.36.203;transport=tcp SIP/2.0Via: SIP/2.0/TCP 10.48.54.196:5060;branch=z9hG4bKipFCSahbAXU9YZu9ysNQOQ~~240Max-Forwards: 69To: <sip:1108@10.48.36.203;transport=tcp>From: 6611112 <sip:6611112@10.48.54.196:5060>;tag=ds9afb32e2Call-ID: D4E4BF741DDB11E3800300260BB8A318-137931797603137@10.48.54.196
```

步骤10. CUCM路由呼叫到代理程序。代理程序答案使用Agent Desktop。

```
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.梅迪亚当前设立在入口网关和座席电话之间(在CVP回铃段被断开)。CTI Manager通知呼叫连接的应用程序外围网关(PG)。

```
00292308.002 |09:53:05.268 |AppInfo |[CTI-APP] [CTIHandler::OutputCtiMessage ] CTI CallStateChangedEvent_V2 ( LH=1|58 CH=1|29412912 State=8 reason=1 RIU=0 Security=1 ConsultRoll=0 HLClear=0)
```

步骤 12其次分配构建在网桥(围嘴)在电话和提供编号的应用请求CUCM拨号，这是有相关性识别的(ID)启动标签被添加到它。

```
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 timeout =4
```

步骤 13 当接收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= delayAPTTimer=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: 10
```

步骤 14分配构建在网桥。

```
01027494.001 |09:53:05.433 |AppInfo |BuiltInBridgeControl(0000007)AllocateBibResourceReq
```

refCI=29412912, (junk)CI=29412913

步骤 15 在成功AgentGreeting进程建立一新的呼叫。

```
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=81111111136pi=0si1 cdpnVM= cgpn=ti=1nd=1108pi=0si1 untransformedCgpn=pi=0si1
preTransformCallingPartyNo= pi=0si1 fullyQualifiedCallingPartyDN= pi=0si1 cgpnVoiceMailBox=
callingDisplayName=locale: 1 Name: UnicodeName: pi: 0 newCallReqAuthReqd=1 featCallType=0
muteEnabled=0 associatedCallCI=0 featurePriority=1 nonTargetPolicy=0 IgnoreIntercept=0
hasIMERoute=F FDataTypes=0opId=0ssType=0 SsKey=0invokeId=0resultExp=Fbpda=F geolocInfo=null
portToPort.loc=0
```

步骤 16 CUCM必须有匹配此的路由模式(包括相关性id) , 因此SIP Invite可以发送到CVP。

```
13415: 10.48.54.196: Sep 16 2013 09:53:04.221 +0200: %_TransactionManagement-7-
com.dynamicsoft.DsLibs.DsUAlibs.DsSipLlApi.TransactionManagement: processMessage(): -----
BEGINING PROCESSING NEW MESSAGE -----INVITE sip:81111111136@10.48.54.196:5060 SIP/2.0Via:
SIP/2.0/TCP 10.48.36.203:5060;branch=z9hG4bK1a455b6089Max-Forwards: 70To:
<sip:81111111136@10.48.54.196>From: "Call Manager" <sip:1108@10.48.36.203>;tag=7714~dc7d8f9a-
bd28-4191-9fff-ef1124436658-29412915Call-ID: 3918c00-2361b8e1-a-cb24300a@10.48.36.203
```

步骤 17CVP知道这是相关性ID路由的呼叫并且请求说明。

```
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 = 81111111136, ANI = 1108
```

步骤18。ICM返回临时连接 , 询问连接启动脚本。

```
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=811111111,
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 =
81111111136, 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
```

步骤19。这连接构建在网桥(围嘴)有从ICM的VXML网关一次连接的CVP请求说明的。

```
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 = 81111111137, ANI =
sip:1108@10.48.54.196:5060
```

步骤20。ICM响应与说明播放已录制代理程序问候语。

```
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 = 81111111137, ANI =
sip:1108@10.48.54.196:5060

步骤21。 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 = 81111111137, ANI = sip:1108@10.48.54.196:5060

步骤22。 在哪个ICM提示断开连接此呼叫。

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 = 81111111137, ANI = sip:1108@10.48.54.196:5060

步骤23。 CVP对CUCM的发送BYE。

13781: 10.48.54.196: Sep 16 2013 09:53:06.733 +0200: %_Connection-7-com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): BYE
sip:1108@10.48.36.203:5060;transport=tcp SIP/2.0Via: SIP/2.0/TCP
10.48.54.196:5060;branch=z9hG4bKipFCSahbAXU9YZu9ysNQOQ~250Max-Forwards: 70To:
<sip:1108@10.48.36.203>;tag=7714~dc7d8f9a-bd28-4191-9fff-ef1124436658-29412915From:
<sip:81111111136@10.48.54.196>;tag=ds645a5300Call-ID: 3918c00-2361b8e1-a-cb24300a@10.48.36.203

步骤24。 CUCM取消配额围嘴，并且AgentGreeting进程被终止：

```
01027812.001 |09:53:07.952 |AppInfo |BuiltInBridgeControl(0000007)sendPolicyAndCACUnregisterReq
Party CI=2941291601027824.006 |09:53:07.953 |Stopping |
|AgentGreeting(1,100,236,2) |AgentGreeting(1,100,236,2) |
|NumOfCurrentInstances: 1
```