

# 精良与使用的座席登录跟踪日志

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## Introduction

本文描述在座席登录涉及的进程通过精良系统与日志文件。了解区别精良组件、计算机电话集成(CTI)服务器和客户端桌面之间的消息流是重要的，以便您能顺利地排除问题故障。

## Prerequisites

### Requirements

Cisco建议您有Cisco精良和语音操作系统的(VOS) CLI命令提示知识。

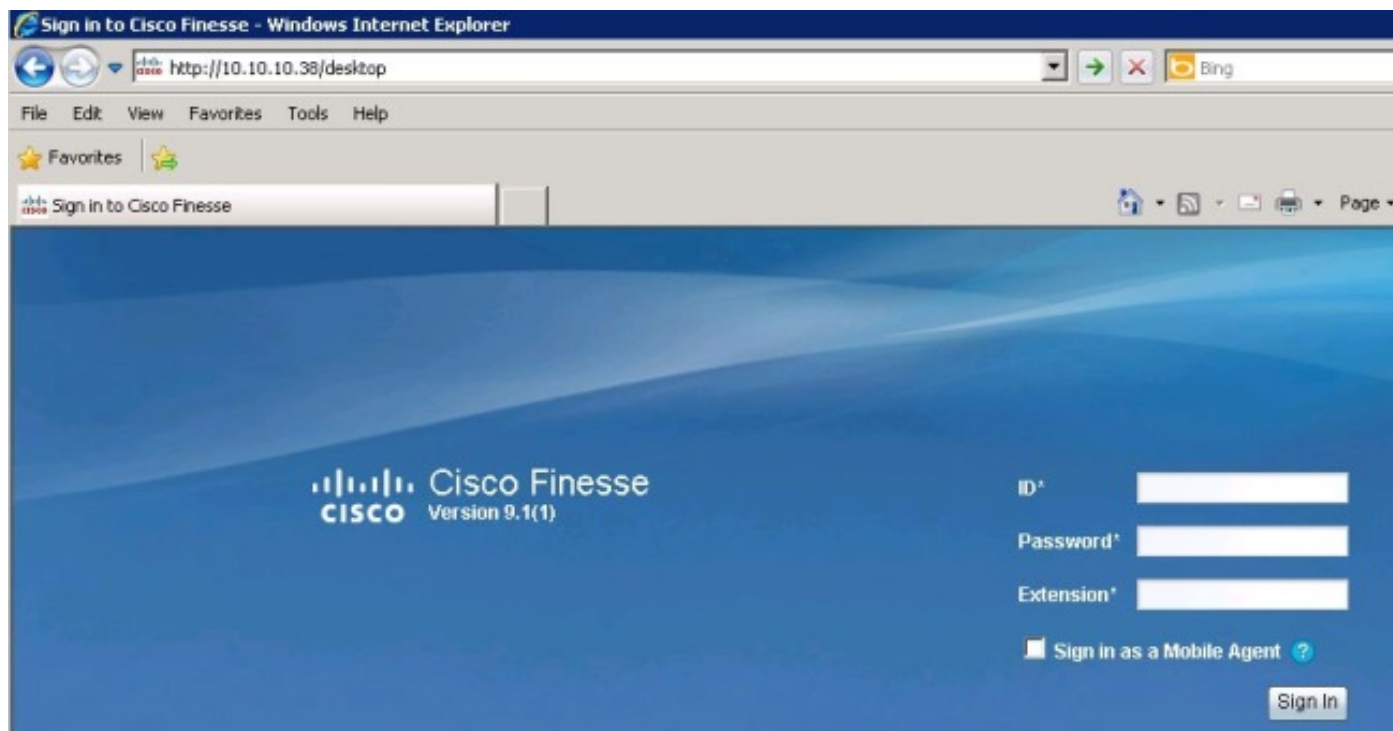
### Components Used

本文的信息根据Cisco精良版本9.1(1)。

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.

## 启动代理桌面

为了启动代理桌面，请复制此URL到Web浏览器：[http:// <your精良server>/desktop](http://<your精良server>/desktop)。在精良版本9.1，支持HTTP或HTTPS。



精良使用Tomcat作为Web服务器。当您启动您的Web浏览器时，请求被做对精良提交代理桌面对您。Cisco Tomcat `localhose_access_log`命令显示请求装载代理桌面。

```
10.10.10.211 10.10.10.211 - - 80 GET / HTTP/1.1 302 - 141
10.10.10.211 10.10.10.211 - - 80 GET /desktop/container/ HTTP/1.1 200 4541 185
10.10.10.211 10.10.10.211 - - 80 GET /desktop/theme/finesse/css/base.css
HTTP/1.1 200 3093 7
10.10.10.211 10.10.10.211 - - 80 GET /desktop/theme/finesse/css/login.css
HTTP/1.1 200 2185 0
10.10.10.211 10.10.10.211 - - 80 GET /desktop/js/Logon.js HTTP/1.1 200 1745 1
10.10.10.211 10.10.10.211 - - 80 GET /desktop/js/utilities/Cookies.js HTTP/1.1
200 2390 0
10.10.10.211 10.10.10.211 - - 80 GET /desktop/thirdparty/jquery/js/jquery.tools.
min.js HTTP/1.1 200 15699 1
10.10.10.211 10.10.10.211 - - 80 GET /desktop/thirdparty/jquery/js/jquery-1.5.
min.js HTTP/1.1 200 84523 7
10.10.10.211 10.10.10.211 - - 80 GET /desktop/theme/finesse/images/sprite_
buttons.png HTTP/1.1 200 3297 0
10.10.10.211 10.10.10.211 - - 80 GET /desktop/theme/finesse/images/help.png
HTTP/1.1 200 830 0
10.10.10.211 10.10.10.211 - - 80 GET /desktop/theme/finesse/images/cisco_logo.
png HTTP/1.1 200 760 0 200 2205 1
10.10.10.211 10.10.10.211 - - 80 GET /desktop/theme/finesse/images/bg.jpg
HTTP/ 1.1 200 32222 4
```

## 座席登录证件

既然提交了代理桌面，您输入您的登录证件。在精良能发送登录请求到CTI服务器前，客户端需要设立在同步HTTP (炉腹)连接的双向流。为了首先建立炉腹连接，从精良服务器的客户端请求系统信息。

# SystemInfo

客户端的桌面做一个代表状态调用(其余) Application Programming Interface (API)请求到此URL : /finesse/api/SystemInfo。注意到nocache=。此唯一的ID用于为了通过系统跟踪此请求。返回与status=200表明请求成功接受。

```
Container : [ClientServices] SystemInfo: requestId='undefined', Making REST
request: method=GET, url='/finesse/api/SystemInfo?nocache=1366756802163'18:40:03:
Container : [ClientServices] SystemInfo: requestId='undefined', Returned
with status=200
```

如果没有clientlogs，但是需要跟踪请求，您能搜索Tomcat localhost\_access\_log为了确定，当其余API请求被做了和找出唯一标识符。

```
127.0.0.1 127.0.0.1 - - 80 GET /finesse/api/SystemInfo ?nocache=1366756802163
HTTP/1.1 200 336 120 10.10.10.211 10.10.10.211 2001 - 80 GET /gadgets/makeRequest
?refresh=3600&url=http%3A%2F%2Flocalhost%2Ffinesse%2Fapi%2FSystemInfo%3Fnocache%
3D1366756802163&httpMethod=GET&headers=Authorization%3DBasic%2520MjAwMToyMDAx%
26locale%3Den_US&postData=&authz=&st=&contentType=TEXT&numEntries=3&getSummaries
=false&signOwner=true&signViewer=true&gadget=undefined&container=default&
bypassSpecCache=&getFullHeaders=false HTTP/1.1 200 659 596
```

## API\_REQUEST

Tomcat发送此API请求到精良其余API Web应用程序贮藏库(战争)。为了查找精良其余API日志，请搜索精良webservices由时间戳或nocache ID记录为了找出API\_REQUEST。此日志显示REQUEST\_START，REQUEST\_URL，REQUEST\_END，并且系统采取完成请求的elapsed\_time。

```
%CCBU_http-8080-7-6-REQUEST_START: %[method_name=GET][parameter_name=
{ nocache=[1366756802163], }][resource_name=/SystemInfo][usr=]: Request start
%CCBU_http-8080-7-6-API_REQUEST: %[REQUEST_URL=SystemInfo][agent_id=][request_
identifier=][request_method=systemInfo.GET][request_parameters=]: Request from
client to webservice api
%CCBU_http-8080-7-6-REGISTER_API_STATS_OBJECT: %[resource_name=com.cisco.ccbu:
category=WebAppStats,component0=SystemInfo-GET]: Registered new api stats object
for new request type. %CCBU_http-8080-7-6-REQUEST_END: %[elapsed_time=98]: Request complete
内容返回到客户端由其余API请求检索系统信息显示得这里。此信息查找客户端(代理程序)日志。
```

```
%CCBU_http-8080-7-6-REQUEST_START: %[method_name=GET][parameter_name=
{ nocache=[1366756802163], }][resource_name=/SystemInfo][usr=]: Request start
%CCBU_http-8080-7-6-API_REQUEST: %[REQUEST_URL=SystemInfo][agent_id=][request_
identifier=][request_method=systemInfo.GET][request_parameters=]: Request from
client to webservice api
%CCBU_http-8080-7-6-REGISTER_API_STATS_OBJECT: %[resource_name=com.cisco.ccbu:
category=WebAppStats,component0=SystemInfo-GET]: Registered new api stats object
for new request type. %CCBU_http-8080-7-6-REQUEST_END: %[elapsed_time=98]: Request complete
```

## 建立炉腹连接

SystemInfo显示主要的和附属精良服务器、精良的状况作为IN\_SERVICE，xmppDomain和xmppPubSubDomain。客户端当前有足够的信息为了建立炉腹连接。

```
18:40:03: Container : PageServices.init().onLoad: System info status: IN_SERVICE
18:40:03: Container : PageServices.init(): Establishing BOSH connection...
18:40:03: Container : PageServices.init(): Starting timeout and poller...
18:40:04: Container : [ClientServices] MasterPublisher._connInfoHandler()
- Connection status: connecting
18:40:04: Container : [ClientServices] MasterPublisher._connInfoHandler()
- Connection status: disconnected
18:40:04: Container : PageServices._onDisconnect(): retryCount=0, retrying...
18:40:04: Container : [ClientServices] MasterPublisher._connInfoHandler()
- Connection status: connecting
18:40:05: Container : [ClientServices] MasterPublisher._connInfoHandler()
- Connection status: connected
18:40:05: Container : PageServices.onLoad(): BOSH established!
```

客户端顺利地预订精良对象(节点) `/finesse/api/User/2001`，一旦炉腹连接被建立。

当客户端的炉腹连接被建立时，webservices日志从客户端收到一个 **PRESENCE\_NOTIFICATION**消息。此**PRESENCE\_TYPE**在统一的联系中心企业(UCCE)中只表明客户端是可用接收XMPP事件并且与座席可用性无关。切记代理程序没有签到。

**Note:**您只看到**PRESENCE\_TYPE**消息，当客户端建立炉腹连接时或，当客户端的炉腹连接是断开的时。当客户端的炉腹连接是断开的时，**PRESENCE\_TYPE**显示如未提供。

这是在websservices日志的通知事件：

```
%CCBU_Smack Listener Processor (1)-6-PRESENCE_NOTIFICATION_RECIEVED:
%[FROM JID=2001@uccefinesse138.vmload.cvp/desktop]
[PRESENCE_TYPE=available]: Finesse received a presence notification
```

## 代理程序签到

既然客户端建立了炉腹连接，签到进程开始。客户端做另一个其余API请求为了得到当前用户信息。为了做此请求，请连接对此URL：`/finesse/api/User/2001`和输入method=GET。

由于这是一个不同的API请求，**nocache ID**是不同的。因此，为了跟踪此请求，您需要使用此新的ID。

```
Container : PageServices.onLoad(): BOSH established! Commencing sign-in process
Container : [ClientServices] User: requestId='undefined', Making REST request:
method=GET, url='/finesse/api/User/2001?nocache=1366756805180
'18:40:05: Container : [ClientServices] User: requestId='undefined',
Returned with status=200,
```

若需要您能找到在Tomcat `localhost_access_log`的此请求。这是您如何在webservices日志查找它：

```
%CCBU_http-8080-7-6-REQUEST_START: %[method_name=GET][parameter_name={ nocache=
[1366756805180], }][resource_name=/User/2001][usr=2001]: Request start
%CCBU_http-8080-7-6-API_REQUEST: %[REQUEST_URL=User/2001][agent_id=2001]
[request_identifer=null][request_method=user.GET][request_parameters=2001]:
Request from client to webservice api
```

这是在通知服务日志的请求。注意到HTTP/1.1 200 ok。

**Note:** Cisco通知日志只是作为提供情报的目的。如果enable (event) Cisco精良通知记录，它影响性能。

```
>> "GET /finesse/api/User/2001 HTTP/1.1[\r][\n]"
Adding Host request header
>>"Authorization: Basic MjAwMToyMDAx[\r][\n]"
>>"User-Agent: Jakarta Commons-HttpClient/3.1[\r][\n]"
>>"Host: localhost:8080[\r][\n]"
>>"[\r][\n]"
<<"HTTP/1.1 200 OK[\r][\n]"
<<"HTTP/1.1 200 OK[\r][\n]"
<<"Pragma: No-cache[\r][\n]"
<<"Cache-Control: no-cache[\r][\n]"
```

既然通知服务有请求，张贴此用户信息。这是从去客户端的通知服务日志的POST：

```
>> "GET /finesse/api/User/2001 HTTP/1.1[\r][\n]"
Adding Host request header
>>"Authorization: Basic MjAwMToyMDAx[\r][\n]"
>>"User-Agent: Jakarta Commons-HttpClient/3.1[\r][\n]"
>>"Host: localhost:8080[\r][\n]"
>>"[\r][\n]"
<<"HTTP/1.1 200 OK[\r][\n]"
<<"HTTP/1.1 200 OK[\r][\n]"
<<"Pragma: No-cache[\r][\n]"
<<"Cache-Control: no-cache[\r][\n]"
```

此XMPP事件，是在本例中的代理程序2001年，被发送到所有订阅客户端。在客户端的Javascript接收XMPP事件，并且事件被发送到在客户端内的小配件。这是显示回应的内容的clientlogs：

```
Commencing sign-in process18:40:05: Container : [ClientServices] User: requestId=
'undefined', Maulr='/finesse/api/User/2001?nocache=1366756805180'18:40:05:
Container : [ClientServices] User: requestId='undefined', Returned with status=200,
content='<User> king REST request: method=GET,
<dialogs>/finesse/api/User/2001/Dialogs</dialogs>
<extension></extension>
<firstName>Mickey</firstName>
<lastName>Mouse</lastName>
<loginId>2001</loginId>
<loginName>mmouse</loginName>
<roles>
<role>Agent</role>
</roles>
<state>LOGOUT</state>
<stateChangeTime></stateChangeTime>
<teamId>5000</teamId>
<teamName>Minnies_Team</teamName>
<uri>/finesse/api/User/2001</uri>
</User>
```

## 执行洛金

现在客户端准备执行登录。注意RequestID。RequestID在请求的正文被发送。您使用此RequestID为了跟随登录请求到其余API > CTI > 其余API > 通知Service > 回应回到客户端。此请求是PUT，因此意味着客户端要求一次更新或更改对其当前状态。

```
Container : SignIn.handleUserLoad(): Performing login: extn=2003 18:40:05:
Container : [ClientServices] User: requestId='6e210ca9-5786-43bc-babf-64a397a6057f',
</data>
<event>PUT</event>
<requestId>6e210ca9-5786-43bc-babf-64a397a6057f</requestId>
<source>/finesse/api/User/2001</source>
</Update>
```

精良其余API从客户端收到此请求。然后，API发送SetAgentStateReq到CTI服务器。

```
%CCBU_http-8080-7-6-API_REQUEST: %[REQUEST_URL=User/2001][agent_id=2001]
[request_identifer=6e210ca9-5786-43bc-babf-64a397a6057f][request_method=
user.PUT][request_parameters= extension:2003 state:LOGIN]: Request from
client to webservice api
%CCBU_http-8080-7-6-REGISTER_API_STATS_OBJECT: %[resource_name=com.cisco.ccbu:
category=WebAppStats,component0=User-[id]-PUT]: Registered new api stats object
for new request type.
%CCBU_http-8080-7-6-REQUEST_END: %[elapsed_time=8]: Request complete
%CCBU_pool-5-thread-4-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :20 ,
agentstate : 0, workmode : 0, reason code: -15532, forceflag :1, agentcapacity:
0, agentext: 2003, agentid: 2001][cti_message_name=SetAgentStateReq]:
Message going to the backend cti server
```

CTI服务器收到请求。

```
Trace: AGENT_EVENT: ID=2001 Periph=5001 Ext=2003 Inst=2003 Sig=
Trace: SkgState=LOGIN SkgDuration=0 OverallState=NOT_READY OverallDuration=0
Reason=0
Trace: MRDID=1 NumTasks=0 MaxTaskLimit=1 AgtMode=1 AGTAvailabilityStatus=0
ICMAgtID=5001
Trace: SkTgtID=5001 SkGrpNo=0x0 SkGrpID=5006 NumLines=0 CurLine=0 ClientStatus=
0x0 Direction=0
```

一旦代理程序登陆以NOT\_READY的状态，CTI服务器发送AGENT\_STATE-EVENT到精良。

```
MsgType:AGENT_STATE_EVENT (MonitorID:0 PeripheralID:5001 SessionID:0x0
PeripheralType:EnterpriseAgent SkillGroupState:LOGIN StateDuration:0
SkillGroupNumber:85881 SkillGroupID:5000 SkillGroupPriority:0 AgentState:
NOT_READY EventReasonCode:0 MRDID:1 NumTasks:0 AgentMode:1 MaxTaskLimit:1
ICMAgentID:5001 AgentAvailabilityStatus:0 NumFltSkillGroups:0 Direction:0
ClientSignature:"AgentID:"2001" AgentExtension:"2003" AgentInstrument:"2003"
RemaskNumMasks:1 RemaskInstrument:"2003" RemaskExtension:"2003" RemaskCallId:
0xffffffff RemaskFunctionFlag:<0x38> <LogoutCodeReq,NotRdyCodeReq,WrapDataReq>
RemaskCallMask:<0x21000000> <MC,Emerg> RemaskAgentMask:<0x0a000000> <
Logout,Avail> )Trace: AGENT_EVENT: ID=2001 Periph=5001 Ext=2003 Inst=2003 Sig=
Trace: SkgState=LOGIN SkgDuration=0 OverallState=NOT_READY OverallDuration=0
Reason=0 Trace: MRDID=1 NumTasks=0 MaxTaskLimit=1 AgtMode=1
AGTAvailabilityStatus=0 ICMAgtID=5001
```

这是从CTI服务器接收事件的webservices日志。切记您首先看到从CTI服务器的原始的消息，您然后请参阅解码的消息。

```
%CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message
=CTIAgentStateEvent [skillGroupState=0 (LOGIN), stateDuration=0, skillGroupNumber
=85881, skillGroupPriority=0, agentState=2 (NOT_READY), eventReasonCode=0,
numFltSkillGroups=0,CTIClientSignature=, agentID=2001, agentExtension=2003,
agentInstrument=2003, agentID_Long=null, duration=null, nextAgentState=null,
fltSkillGroupNumberList=[], fltSkill GroupIDList=[], fltSkillGroupPriorityList=[],
fltSkillGroupStateList=[]]CTIMessageBean [invokeID=null, msgID=30, timeTracker=
{"id":"AgentStateEvent","CTI_MSG_RECEIVED":1366756808374,
```

```
"CTI_MSG_DISPATCH":1366756808375}, msgName=AgentStateEvent, deploymentType=CCE]]
[cti_response_time=1]: Decoded Message to Finesse from backend cti server
```

既然精良从CTI服务器接受了AgentStateEvent，事件需要发布到通知服务，以便客户端接收更新。代理程序的唯一方法能知道状态更改了是通过接收此XMPP事件。精良转换AgentStateEvent成XMPP并且发送XMPP到通知服务。注意事件是PUT和RequestID在有效载荷。

```
%CCBU_pool-5-thread-5-6-XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/
2001][Payload=<Update><data><user><dialogs>/finesse/api/User/2001/Dialogs
</dialogs><extension>2003</extension><firstName>Mickey</firstName><lastName>
Mouse</lastName><loginId>2001</loginId><loginName>mmouse</loginName>
<reasonCodeId>-1</reasonCodeId><roles><role>Agent</role></roles><state>NOT_READY
</state><stateChangeTime>2013-04-23T22:40:08Z</stateChangeTime><teamId>5000
</teamId><teamName>Minnies_Team</teamName><uri>/finesse/api/User/2001
</uri></user></data><event>PUT</event><requestId>6e210ca9-5786-43bc-babf-
64a397a6057f </requestId><source>/finesse/api/User/2001</source></Update>]:
Publishing XMPP Message Asynchronously
```

这里，通知服务接收更新。即使消息说失败路由信息包到JID，信息事件发布了传送到用户。

```
RoutingTableImpl: Failed to route packet to JID: 2001@uccefinesse138.vmload.cvp/
User packet: <message from="pubsub.uccefinesse138.vmload.cvp" to=
"2001@uccefinesse138.vmload.cvp/ User" id="/finesse/api/User/
2001__2001@uccefinesse138.vmload.cvp__VI1B2"><event xmlns=
"http://jabber.org/protocol/pubsub#event"><items node="/finesse/api/User/2001">
<item id="1su0Keff8M2irdS"><notification xmlns="http://jabber.org/protocol/pubsub">
<Update>
```

这是消息的正文：

```
<data>
<user>
<dialogs>/finesse/api/User/2001/Dialogs</dialogs>
<extension>2003</extension>
<firstName>Mickey</firstName>
<lastName>Mouse</lastName>
<loginId>2001</loginId>
<loginName>mmouse</loginName>
<reasonCodeId>-1</reasonCodeId>
<roles>
<role>Agent</role>
</roles>
<state>NOT_READY</state>
<stateChangeTime>2013-04-23T22:40:08Z</stateChangeTime>
<teamId>5000</teamId>
<teamName>Minnies_Team</teamName>
<uri>/finesse/api/User/2001</uri>
</user>
</data>
<event>PUT</event>
<requestId>6e210ca9-5786-43bc-babf-64a397a6057f</requestId>
<source>/finesse/api/User/2001</source>
</Update></notification></item></items></event></message>
```

和前面，XMPP消息由客户端收到并且被提供到客户端的小配件。注意客户端接收与原始RequestID的事件在消息。

```
Returned with status=202, content='18:40:05: Container : [ClientServices]
MasterPublisher._eventHandler() - Received event on node '/finesse/api/User/
2001': <Update>
```

```
<data>
<user>
<dialogs>/finesse/api/User/2001/Dialogs</dialogs>
<extension>2003</extension>
<firstName>Mickey</firstName>
<lastName>Mouse</lastName>
<loginId>2001</loginId>
<loginName>mmouse</loginName>
<reasonCodeId>-1</reasonCodeId>
<roles>
<role>Agent</role>
</roles>
<state>NOT_READY</state>
<stateChangeTime>2013-04-23T22:40:08Z</stateChangeTime>
<teamId>5000</teamId>
<teamName>Minnies_Team</teamName>
<uri>/finesse/api/User/2001</uri>
</user>
</data>
<event>PUT</event>
<requestId>6e210ca9-5786-43bc-babf-64a397a6057f</requestId>
<source>/finesse/api/User/2001</source>
</Update>
```

现在客户端顺利地登陆。

```
Container : SignIn._triggerLoggedIn(): Successfully logged in!18:40:05
```

## 退出代码，原因代码，电话簿

现在客户端需要检索代理程序特定数据，例如退出代码、原因代码和电话簿。这是要求该信息做对客户端。

```
Container : SignIn._triggerLoggedIn(): Successfully logged in!18:40:05
```

同样逻辑适用于这些请求。记住精良原因代码和电话簿在精良数据库存储，不在UCCE。