

使用UCCE對SocialMiner代理請求 (回叫) 功能進行故障排除

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簡介

本文檔介紹故障排除步驟，以確定在使用Unified Contact Center Enterprise(UCCE)進行跟蹤配置時，Social Miner如何接收、轉發和處理代理請求 (回撥)。

必要條件

- Cisco SocialMiner
- UCCE

需求

思科建議您瞭解以下主題：

- Cisco UCCE 11.6(1)
- Cisco SocialMiner 11.6.2

採用元件

本檔案中的資訊是根據Cisco UCCE 11.6(1)和SocialMiner 11.6.2

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 (預設) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

背景資訊

本檔案分為兩節。 第一部分顯示了需要的跟蹤以及如何從SocialMiner收集此資訊。其次重點介紹如何通過SocialMiner和UCCE處理來自應用程式的回叫請求。

問題1

與UCCE整合時，要收集哪些跟蹤來確定代理請求（回撥）的接收、轉發和處理方式。

解決方案1

- SocialMiner日誌

需要ccpapi和運行時日誌才能檢視呼叫事件。這些日誌可以通過

1.在SSH CLI上：

檔案get activelog mca/logs/ccpapi/*重複壓縮

檔案get activelog mca/logs/runtime/*重複壓縮

2.使用Cisco Real Time Monitoring Tool(RTMT)下載SocialMiner日誌：

- SocialMiner REST API
- SocialMiner運行時服務
- 從UCCE使用Diagnose portico為收集日誌：MR PG PIM流程MR PG OPC流程路由器(rtr)進程代理PG JGW流程代理程式PG PIM流程

問題2

收集到的日誌檔案中哪些重要事件有助於確定SocialMiner與UCCE整合時如何接收、轉發和處理代理請求（回叫）。

解決方案2

代理請求（回撥）跟蹤分析

在下面的呼叫示例中，分機2000的客戶請求通過Web應用程式進行回叫。

當應用程式向SocialMiner提交回叫請求時 — ccpapi日誌顯示回叫請求隨唯一的socialContactId號碼一起進入，socialminer將回叫請求與此聯絡人關聯。

```
0000000590: y.y.y.y Apr 12 2020 02:16:53.471 -0500: %CCBU_____EVENTING-6-  
DS_NOTIFICATION_EVENT:  
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1d912a5[author=Binu,ti  
tle=Help,campaignIds=[100001],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleNa  
me=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[contactcenter,  
tag1, tag2, tag3],screenPopUrl=,socialContactExtensionFields={mediaAddress=2000,  
location=Boston},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=fal  
se,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoft  
Locked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT  
2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=unread,socialC  
ontactStatusDate=Sun Apr 12 02:16:53 CDT  
2020,socialContactStatusReason=unknown,socialContactStatusUserId=,socialContactTags=[],sourceTyp  
e=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A DSNotificationEvent  
received
```

社會聯絡人對映到源配置中的標籤contactcenter。

```
0000000592: y.y.y.y : Apr 12 2020 02:16:53.481 -0500: %CCBU_____EVENTING-6-
```

DS_NOTIFICATION_EVENT:

```
%(DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@16e0cc2[author=,title=,campaignIds=[100001],eventType=SC_TAGGING,notificationRuleId=0,notificationRuleName=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[],screenPopUrl=http://socialminer.com/results.jsp?scID=6D3F8C3510000171000001380AC9E39B,socialContactExtensionFields={},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=false,socialContactChatInviteStatus=,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT 2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=socialContactStatusDate=Sun Apr 12 02:16:53 CDT 2020,socialContactStatusReason=,socialContactStatusUserId=,socialContactTags=[],sourceType=,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]): A DSNotificationEvent received
```

SocialMiner中饋送配置的螢幕快照。

The screenshot shows a configuration form for a callback. The fields are as follows:

- * Type: Callback (dropdown menu)
- * Name: SocialMinerCallback (text input)
- Description: Social Miner Callback (text input)
- Reply template: No reply template (dropdown menu)
- Automatic Tags: Incoming Social Contacts on this feed will be saved with these tags. Below this is a text input field containing "contactcenter" and an "Add" button.

• 在SocialMiner Runtime日誌中：

當接收回叫請求時，會建立新的社交聯絡人。

```
0000001125: y.y.y.y: Apr 12 2020 02:16:53.440 -0500: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED:
%[SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_LINK=https://y.y.y.y/ccp/socialcontact/6D3F8C3510000171000001380AC9E39B]: A new social contact was created
```

社會聯絡已新增到活動SocialMinerCbCampaign，並更新狀態

```
0000000099:y.y.y.y:2020年4月12日02:16:53.442 -0500:%CCBU_____CAMPAIGN-6-NO_FILTERS_CONFIGURED:%[CAMPAIGN_ID=100001][SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B]:沒有為市場活動配置篩選器。 社交聯絡人將新增到市場活動
```

```
0000000100: a.a.a.a: Apr 12 2020 02:16:53.445 -0500: %CCBU_____CAMPAIGN-6-UPDATING_SOCIAL_CONTACT_CAMPAIGN_STATUS:
%[CAMPAIGN_ID=100001][CAMPAIGN_NAME=SocialMinerCbCampaign][CAMPAIGN_STATUS=IN][SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_LINK=https://y.y.y.y/ccp/socialcontact/6D3F8C3510000171000001380AC9E39B]: Updating the social contact's status in the campaign
```

活動已對映到通知SocialMinerCBNotization。根據通知配置，已為代理預留指令碼提取了UCCE撥打號碼666

```
0000000129: y.y.y.y: Apr 12 2020 02:16:53.481 -0500: %CCBU___NOTIFICATION-6-NOTIFICATION_SUCCEEDED:
%[Notification=com.cisco.ccbu.ccp.notification.Notification@e93256[enqueueTime=1586675813479,rul
```

e=com.cisco.ccbu.oamp.omgr.transfer.CCENotificationRule@4e1006[**scriptSelector=6666**,mediaRoutingDomains=[com.cisco.ccbu.oamp.omgr.transfer.MediaRoutingDomain@ca5fa8],campaignId=100001,tags=[contactcenter],id=100002,name=**SocialMinerCBNotification**,description=<http://socialminer.com/results.jsp?scID=6D3F8C3510000171000001380AC9E39B>**campaignID=SocialMinerCb**<https://y.y.y.y/ccp/socialcontact/6D3F8C3510000171000001380AC9E39B>**feedId:100000**]

此源ID(**feedId:10000**)用於市場活動，可通過URL進行驗證：<https://<socialminer-ip>/ccp-webapp/ccp/feed>

新任務請求通過MR PG傳送到UCCE

```
0000385624: y.y.y.y: Apr 12 2020 02:16:53.482 -0500: %CCBU_____MRSS-6-  
MR_CONNECTION_MSG_JMS_NOTIFICATION_PROCESSOR: Submitted NewTask Request for SC  
: 6D3F8C3510000171000001380AC9E39B
```

傳送NEW_TASK請求後，社交聯絡狀態更改為**queued**。

```
0000385625: y.y.y.y: Apr 12 2020 02:16:53.484 -0500: %CCBU_____MRSS-6-  
MR_DATASTORE_SERVICE:  
%[SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_STATUS=queued][SOCIAL_CONTACT_STATUS_REASON=EXTERNALLY_HANDLED]: Updating Social Contact state
```

SocialMiner CCPAPI日誌顯示隊列中的聯絡人狀態

```
0000000594: y.y.y.y: Apr 12 2020 02:16:53.497 -0500: %CCBU_____EVENTING-6-  
DS_NOTIFICATION_EVENT:  
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@128143d[author=Binu,title=Help,campaignIds=[100001],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleName=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[contactcenter, tag1, tag2, tag3],screenPopUrl=,socialContactExtensionFields={mediaAddress=2000,location=Boston},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=false,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT  
2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=queued,socialContactStatusDate=Sun Apr 12 02:16:53 CDT  
2020,socialContactStatusReason=externally_handled,socialContactStatusUserId=system,socialContactTags=[],sourceType=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A  
DSNotificationEvent received
```

- 從UCCE MR PIM日誌

應用程式通過MR PG向路由器傳送「NEW_TASK」請求

02:16:37:130 PG3A-pim3跟蹤：Application->PG:

消息= **NEW_TASK**;長度= 89位元組

DialogueID =(12)十六進位制0000000c

SendSeqNo =(1)十六進位制00000001

MRDomainID =(1)十六進位制00000001

上一個任務= -1:-1:-1

PreferredAgent =未定義

服務=(0)十六進位制00000000

思科保留=(0)十六進位制00000000

指令碼選擇器：**6666** ← 代理保留指令碼DN

ApplicationString1:**2000** ← 客戶回撥號碼

ApplicationString2:**6D3F8C3510000171000001380AC9E39B**

ServiceRequested =(1)十六進位制00000001

```
02:16:37:130 PG3A-pim3 Trace: Send INRCMSGNewCall to Router : NEW_CALL RCID=5005 PID=5002 DID=12
DIDRelSeq#=1 GrpDelKey=5006 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NICCallID={N/A} PGCAllID={N/A}
OperationCode=CLASSIC OperationFlags=COOP_NONE CalledParty#=6666 CallingParty#=2000
CED=6D3F8C3510000171000001380AC9E39B MsgOrigin=1 RoutedDevType=6 Originator=10.2.2.1
NICCalledParty#= NetDelay=0 Priority=0 OrigType=0 atVRU=T CLIDRestrict=F PrefAGSTID=-1
MRDomainID=1 LegacyPreCallMsgEnabled=F CID=0, ServiceReq=1 PV1= PV2= PV3= PV4= PV5= PV6= PV7=
PV8= PV9= PV10=
```

• 路由器日誌

路由器選擇代理標籤**2002**，並將資訊轉發到CUCM PG，並通知MR PG已選擇。

```
02:16:37:144 rb-rtr Trace: (12 x 0 : 0 0) NewCall: CID=(153138,304), DN=6666, ANI=2000,
CED=6D3F8C3510000171000001380AC9E39B, RCID=5005, MRDID=1, CallAtVRU=1, OpCode=0 02:16:37:144 rb-
rtr Trace: (12 x 0 : 0 0) DeviceTargetPreCall_V12: CID=(153138,304), PerID=5000, SGSTID=5013,
AGSTID=5001 NetworkCallFlags=0, InvokeID=629, GREET= 02:16:37:144 rb-rtr Trace: (12 x 0 : 0 0)
Connect: CID=(153138,304), EventSelect=0, ServiceType=0, RCID=5005, Label(s)=2002
```

MR PIM將「**DO_THIS_WITH_TASK**」消息轉發到應用程式。

```
02:16:37:146 PG3A-pim3 Trace: MR_Peripheral::On_PendingConnect: CONNECT RCID=5005 PID=5002
DID=12 DIDRelSeq#=0 CRS(RtrDate=153138,RtrCID=304) RCKSeq#=0 ErrorCode=0 TRTargetID=-1 CorrID=
EventSel=0 SvcType=0 NICCallID={N/A} PGCAllID={N/A} OperationCode=CLASSIC
OperationFlags=COOP_NONE NetworkTransferEnabled=F Label(Type=0)=2002 NICCalledParty#=6666
SGSTID=5013 SvcSTID=-1 AGSTID=5001 AGInfo=, MRDID=1 Interruptible=0 PV1= PV2= PV3= PV4= PV5=
PV6= PV7= PV8= PV9= PV10= 02:16:37:146 PG3A-pim3 Trace: PG->Application:
```

消息= **DO_THIS_WITH_TASK**;長度= 70位元組

DialogueID =(12)十六進位制0000000c

SendSeqNo =(1)十六進位制00000001

lcmTaskID = 153138:304:1

技能組=(5013)十六進位制00001395

服務=未定義

代理=(5001)十六進位制00001389

代理資訊：

標籤：**2002** ← 代理擴展

ApplicationString2:

MRDID =(1)十六進位制00000001

可中斷=(0)十六進位制00000000

呼叫變數1:

呼叫變數2:

呼叫變數3:

呼叫變數4:

呼叫變數5:

呼叫變數6:

呼叫變數7:

呼叫變數8:

呼叫變數9:

呼叫變數10:

• SocialMiner運行時日志

通過MR PIM從UCCE收到「DO_THIS_WITH_TASK」響應

```
0000385626: y.y.y.y: Apr 12 2020 02:16:53.491 -0500: %CCBU_____MRSS-6-MR_CONNECTION_LIB-  
MRConn_1585918215591: Received message with message Id: 1101, name: DO_THIS_WITH_TASK, length:  
70
```

路由器傳送代理擴展2002

```
0000385627: y.y.y.y: Apr 12 2020 02:16:53.496 -0500: %CCBU_____MRSS-6-  
MR_CONNECTION_MSGPROCESSOR: Got DoThisWithTask message : {Service=-1, SendSeqNo=1,  
TaskGroupLowNumber=304, TaskGroupHighNumber=153138, TaskSeqNo=1, LABEL=2002, DialogId=12,  
MRDId=1, AgentId=5001, MRDIsInterruptible=false, SkillGroupId=5013}
```

收到「DO_THIS_WITH_TASK」訊息後，佇列狀態會移至handled

```
0000385632: y.y.y.y: Apr 12 2020 02:16:53.508 -0500: %CCBU_____MRSS-6-  
MR_DATASTORE_SERVICE:  
%[SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_STATUS=handled][SOCIAL_CONT  
ACT_STATUS_REASON=EXTERNALLY_HANDLED]: Updating Social Contact state 0000002442: 10.201.227.155:  
Apr 12 2020 02:16:53.511 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Set  
SocialContactStatus called with: socialContactId=6D3F8C3510000171000001380AC9E39B ;status=  
handled ; sessionUserId=5001
```

• SocialMiner CCPAPI日志

```
0000000598: y.y.y.y: Apr 12 2020 02:16:53.527 -0500: %CCBU_____EVENTING-6-  
DS_NOTIFICATION_EVENT:  
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1531966[author=Binu,ti  
tle=Help,campaignIds=[100001],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleNa  
me=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[contactcenter,  
tag1, tag2, tag3],screenPopUrl=,socialContactExtensionFields={mediaAddress=2000, mrdID=1,  
mrdIsInterruptible=false, location=Boston,
```

taskID=153138_304_1},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=false,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT 2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=handled,socialContactStatusDate=Sun Apr 12 02:16:53 CDT 2020,socialContactStatusReason=externally_handled,socialContactStatusUserId=5001,socialContactTags=[],sourceType=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A DSNotificationEvent received