

UCCX和SocialMiner:Facebook Messenger整合和帖子聊天評分日誌分析

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簡介

本文檔介紹旨在將Facebook Messenger作為客戶端管道與通過SocialMiner的CCX網路聊天功能整合為開箱即用功能的功能。

[Facebook Messenger](#)是Facebook提供的即時消息服務和應用程式。擁有12億使用者，毫無疑問是世界上最、最受歡迎的報文傳送平台。

此服務由[Facebook Messenger平台](#)支援，使企業能夠與其消費者進行互動，並與其他服務整合。

背景資訊

- 使終端使用者 (也是Facebook使用者) 能夠發起與特定facebook頁面 (使用facebook messenger平台與CCX整合) 的聊天，以聯絡finesse代理並執行雙向即時聊天。
- 這主要是基於文本的聊天體驗。也就是說，不支援FBM支援的這些內容 — 圖像、附件、位置共用、GIF、貼紙、贊、reactions、錄音。
- 每個CCX部署僅支援一個FB頁面。
- 支援聊天後評分功能。
- 在CCX+SM大型配置檔案中測試每小時2400 FbM聊天負載。記錄的所有網路聊天 (源自不同來源) 的限製為2400。

什麼是SM聊天網關？

聊天網關服務是在SocialMiner中引入的基於node.js的新服務，用於FB Messenger整合。

此服務採用通用方式設計，以向外部消息服務 (如FB信使) 公開webhook API，並在內部管理聊天會話並呼叫SocialMiner聊天API。

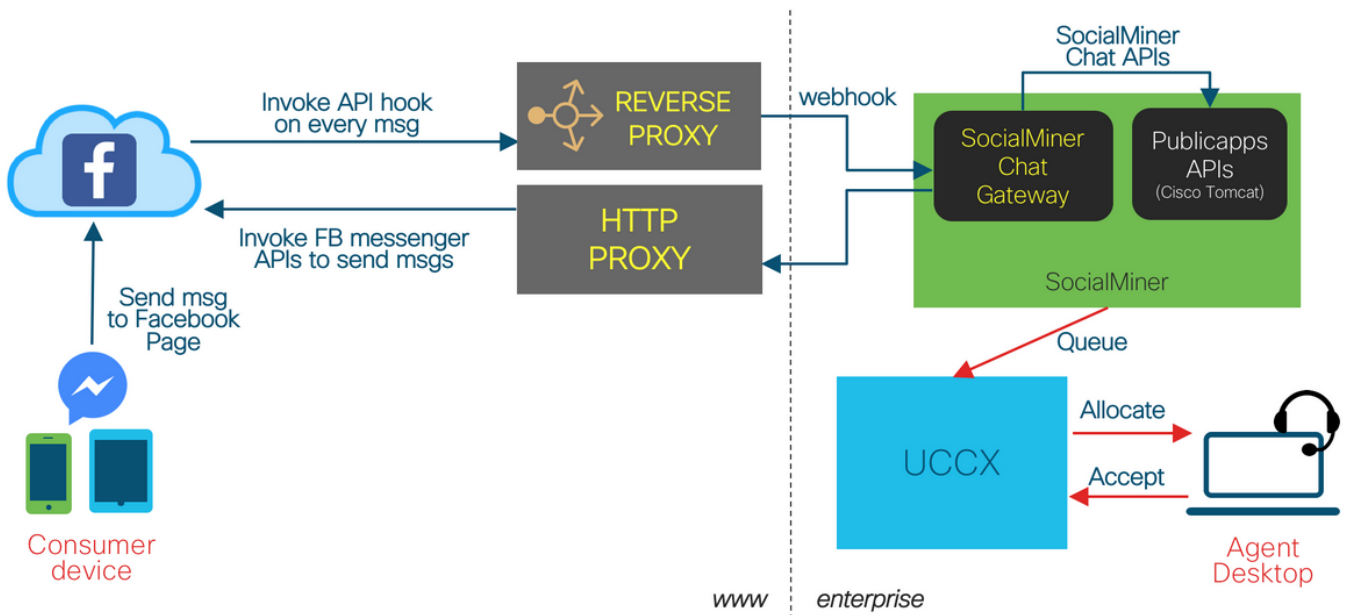
基本上，這是為FB messenger (以及未來任何其他消息服務) 協調聊天會話的服務。

功能架構快照/部署模式

Internet上的公共反向代理(SocialMiner Hidden)

- 簡單的反向代理 (例如使用Nginx、Apache、HAProxy等) 會以公共主機名在Web上公開。
- 將任何HTTP請求轉發到特定埠或URL到SocialMiner，後者將遠離網際網路。
- 也可用於SSL終止 (使用簽名的SSL證書) 。
- 不是思科提供的。根據設計手冊的記錄，使用者必須將其部署到自己的網路中。

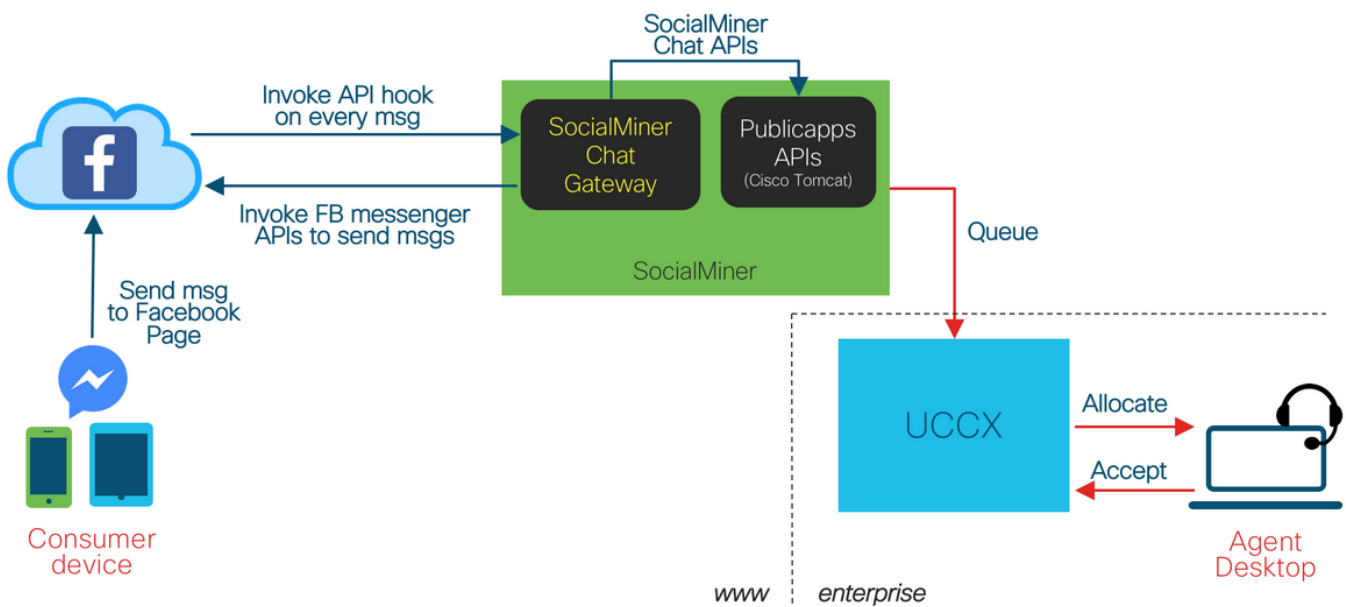
Facebook Messenger Integration – Reverse Proxy on Internet



Internet上的SocialMiner

- SocialMiner在Web上具有公共主機名。
- 從FB雲到SocialMiner的公共路由。

Facebook Messenger Integration – SocialMiner on Internet



相關日誌

UCCX

要收集的日誌：

`/opt/cisco/uccx/log/MADM/*` -來自CCX管理的所有日誌 — 對於配置中的任何問題都是必需的。

日誌級別：

- 可在CCX可維護性中更改日誌級別。
- 服務名稱：Cisco Unified CCX管理。
- 對於ADM_CFG和REST_CLIENT子工具，日誌級別必須設定為DEBUGGING（至少）。

Social Miner

要收集的日誌：

- `/opt/cisco/mmca/logs/ccp-chat-gateway/*` - SocialMiner Chat Gateway的所有日誌（基於大小的旋轉）
- `/opt/cisco/mmca/logs/ccp-chat-gateway/http/*-access.log` — 從SocialMiner聊天網關內運行的webhook伺服器發出的所有HTTP訪問日誌（每天午夜輪換）
- `/opt/cisco/mmca/logs/ccppublicapps/*` - SocialMiner公共聊天API的所有日誌（基於大小的旋轉） — 任何聊天流問題都需要，聊天後評級
- `/opt/cisco/mca/logs/runtime/*` - SocialMiner Runtime中的所有日誌 — 任何聊天聯絡人注入、處理和事件問題都需要

可以使用以下命令收集所有這些日誌：

- RTMT日誌收集（手動和計畫）
- 應用程式CLI(檔案get activelog ...)

日誌級別：

對於SocialMiner聊天網關日誌，有3個主要日誌級別：

- **傻瓜** — 最好的日誌記錄級別，將所有有效負載、消息等轉儲到日誌中
- **debug** — 預設日誌記錄級別，調試級別
- **info** — 轉儲基本日誌

這些日誌級別可通過編輯`/opt/cisco/mmca/conf/ccp-chat-gateway/settings.json`進行更改，並需要重新啟動SocialMiner Chat Gateway服務才能生效。

沒有CLI命令可執行此操作。訪問此檔案需要根/遠端帳戶。

故障排除核對表

步驟1.使用Messenger平台離線設定Facebook應用。

在為FBM功能配置UCCX之前，確保客戶已使用Facebook Messenger平台建立了Facebook應用。

在「CCX管理」中配置此功能之前，需要完成一組特定工作。

建立和擁有Facebook頁面

- 使用者必須擁有其企業/組織的公共facebook頁面。

- 這不能與單個facebook使用者帳戶一起使用。
- facebook頁面必須由嘗試建立facebook應用的實體擁有。
- 如需詳細資訊，請參閱

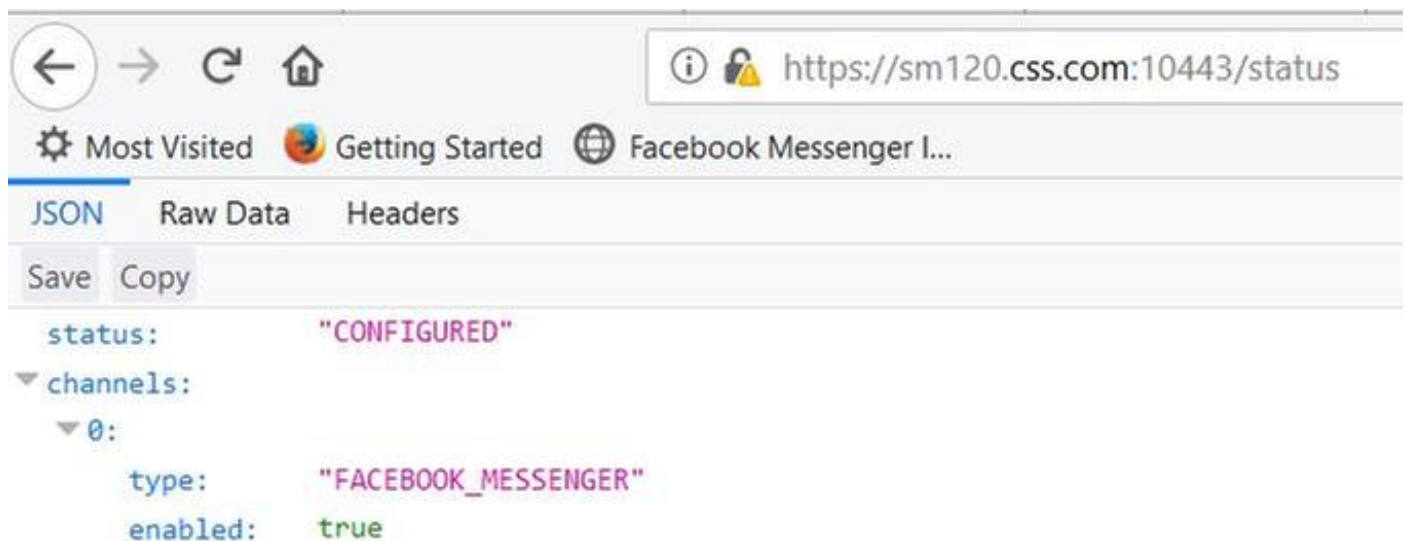
https://www.facebook.com/help/104002523024878?helpref=about_content。

步驟2.回撥URL必須可訪問。

回撥URL (在建立webhook時在facebook中更新) 必須是可從facebook.com伺服器公開訪問的URL。如果沒有代理，則Webhook URL是埠10443上SM的URL。這意味著：

步驟1。如果SocialMiner直接位於公共Internet上，則這是SocialMiner主機在埠10443上暴露的webhook URL(<https://<SM FQDN>:10443/fbm>)

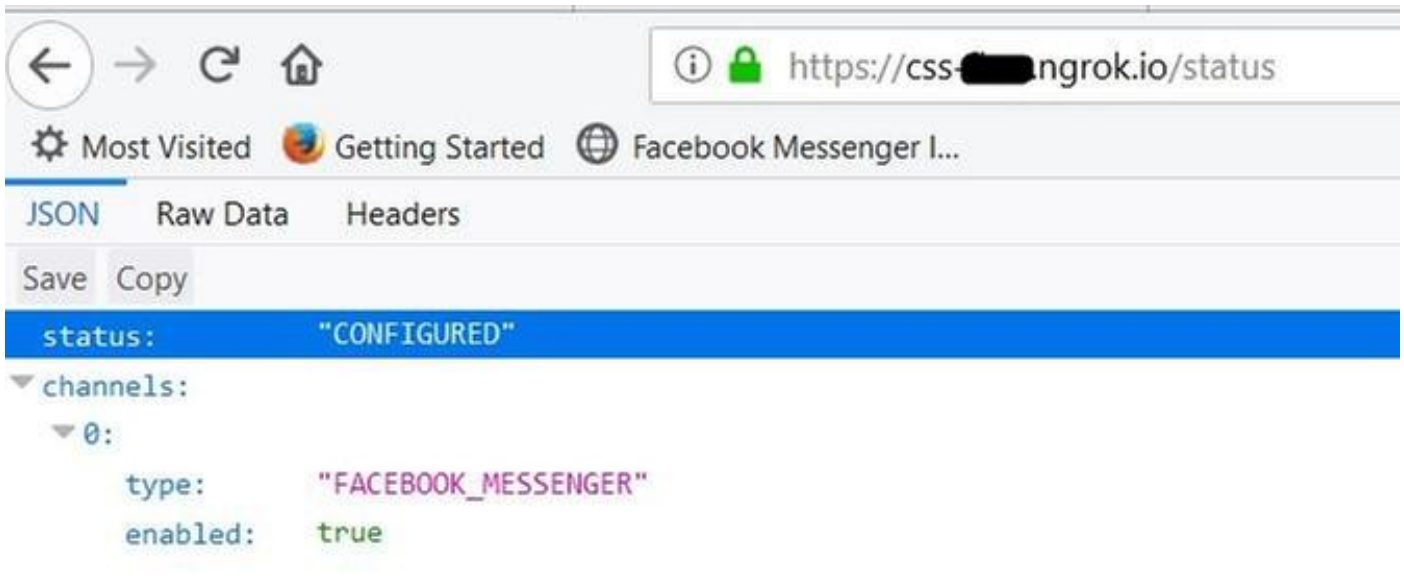
您可以在瀏覽器中使用此URL檢查Facebook配置的狀態，以確保從配置角度而言一切正常。範例：



步驟2.如果SocialMiner隱藏在反向代理後面，則Webhook URL是埠10443上的代理伺服器的URL。這是反向代理伺服器的URL (<https://proxy.company.com/fbm>)。

此反向代理預計會進一步將請求轉發到埠10443(<https://<SM FQDN>:10443/fbm>)上SocialMiner主機公開的webhook URL。

範例：



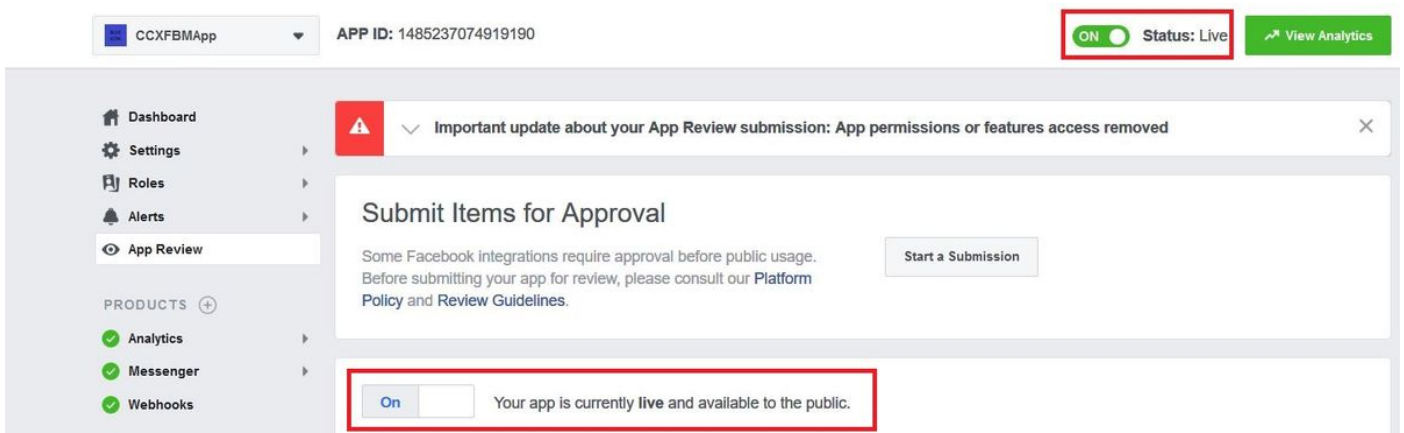
步驟3.向facebook.com提供回撥URL的主機必須使用有效的CA簽名SSL證書通過安全HTTP(HTTPS)服務請求。如果這是SocialMiner伺服器，請確保用有效的CA簽名證書替換自簽名的平台證書。

步驟4.確保防火牆不會阻止指向SocialMiner伺服器上埠10443的任何傳入流量。此連線埠上實作的速率限制器可保護伺服器免受過度未授權流量的影響。此外，平台連線限制規則也應用於此埠。

步驟3.Facebook APP已稽核並可供公眾訪問

在<https://developers.facebook.com>中，在Facebook應用的App Review部分下，確保將開關設定為On以公開您的應用。

此外，請確保應用的狀態顯示為Live，如右上角的圖所示。



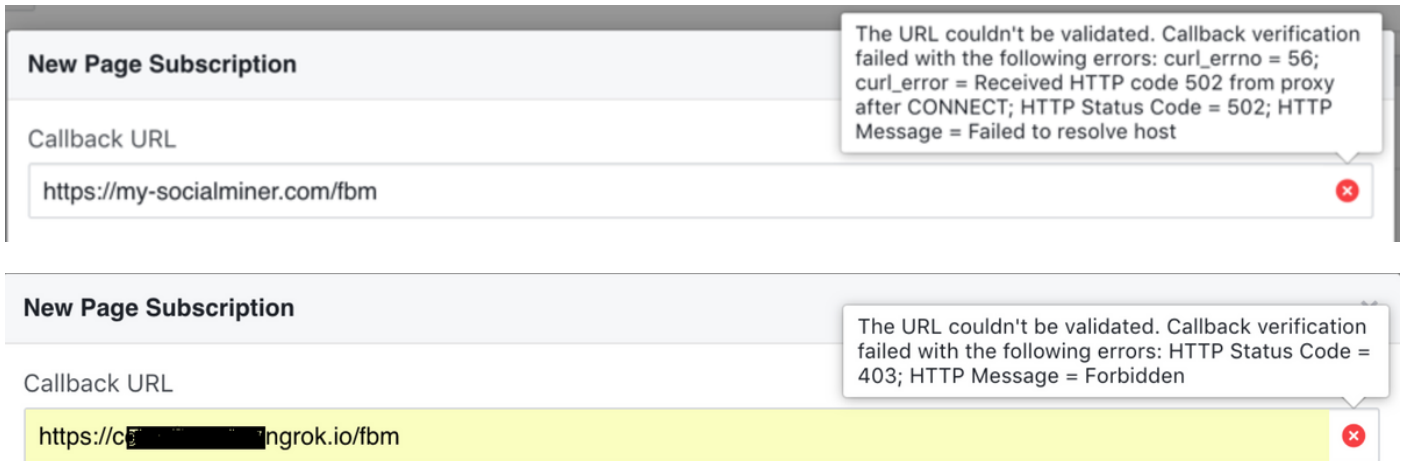
步驟4.使用Facebook訪問回撥URL來呼叫SM上的Webhook。

方針1

在<https://developers.facebook.com>中，在Messenger > Settings下，導航到Webhooks部分，然後選擇Setup Webhooks。

按一下Verify and Save按鈕後，將使用提供的驗證令牌從facebook.com向回撥URL傳送實際請求。

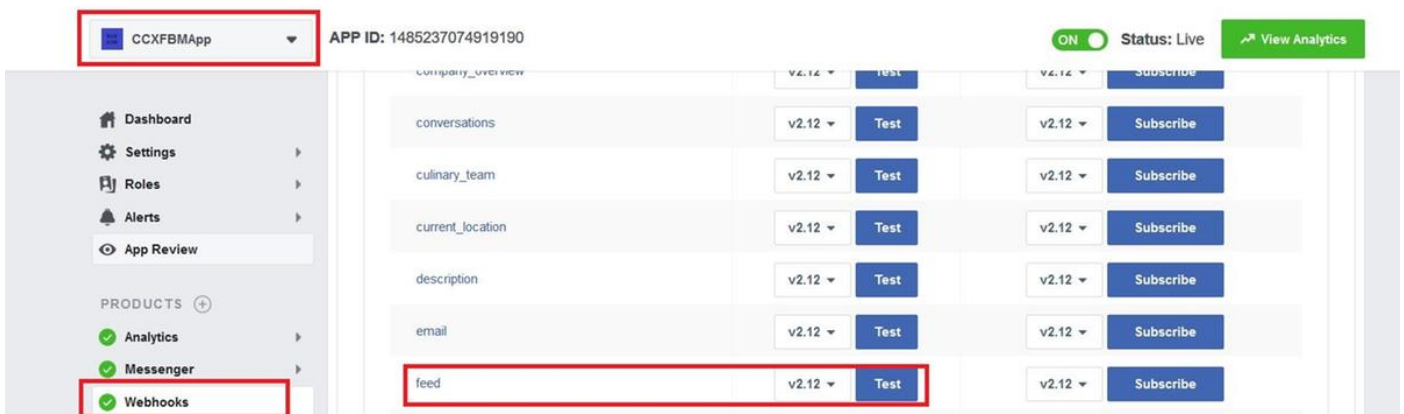
如果該請求失敗，則除非您解決了問題，否則您無法儲存這些設定。這些問題已線上明確突出顯示，應予以修復。



方針2

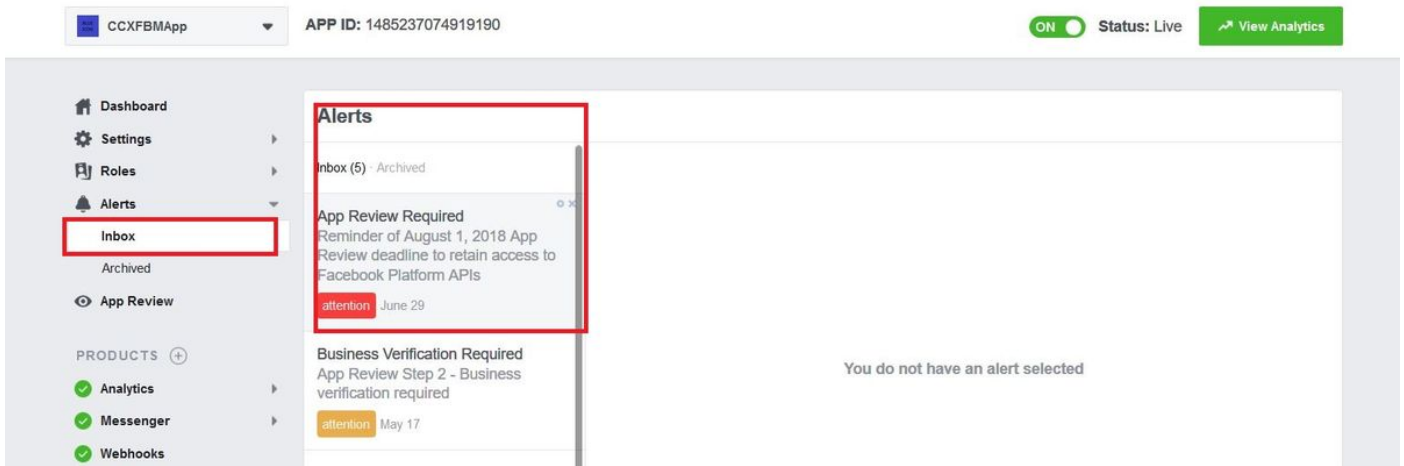
以後隨時使用<https://developers.facebook.com>(在Facebook APP > Webhooks部分下)中提供的**測試**功能測試webhook

按一下「**測試**」>「**傳送到我的伺服器**」。成功時，Facebook會向SM傳送消息「**樣例更新已成功傳送到您的服務器**」，如圖所示。



方針3

在<https://developers.facebook.com>中，檢查Alerts>Inbox部分，以瞭解Facebook中可能影響應用及其功能的任何更新/通知/新聞。



步驟5. Facebook頁面訪問令牌驗證。

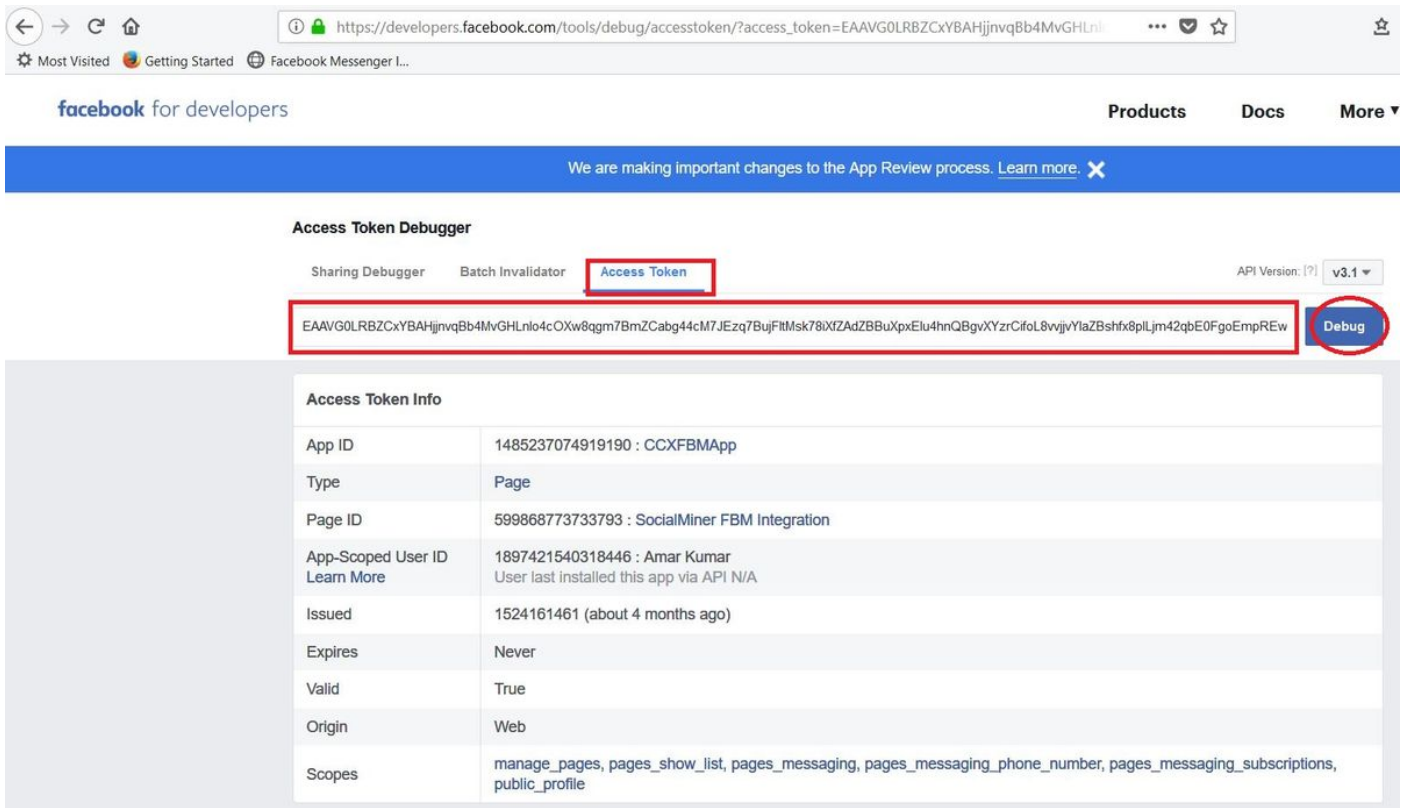
方針1

使用CCX管理(子系統>聊天與電子郵件>聊天 — Facebook Messenger > *Validate*)中提供的驗證令牌功能



方針2

使用Facebook提供的[Access Token Debugger](#)工具。



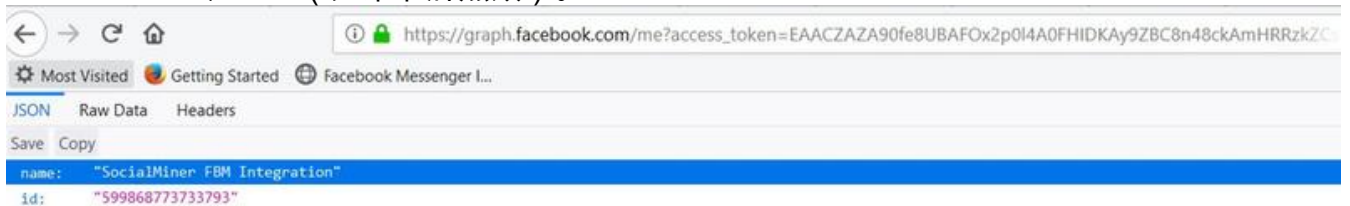
方針3

向facebook提出簡單HTTP GET請求。

URL = https://graph.facebook.com/me?access_token=<PAGE_ACCESS_TOKEN>

期望

- 200 OK如果令牌有效。
- 400 BAD REQUEST (如果令牌無效)。



步驟6.使用Proxy或不使用Proxy時聯絡Facebook。

使用CCX管理(子系統>聊天與電子郵件>聊天 — Facebook Messenger >驗證)中提供的驗證令牌功能

Facebook Messenger Integration

Save

Status

Configured and enabled. Check status [here](#)

Configure Token from Facebook

Facebook Page Access Token*

HTTP Proxy

Use HTTP Proxy Enable

HTTP Proxy

Validate

Token Network

步驟7.聊天網關服務的狀態。

您可以在CCX管理(Subsystems>Chat and Email>SocialMiner Configuration)中檢查狀態

SocialMiner Configuration

Save Cancel

Status

Ready

Configure SocialMiner

IP Address / Host Name*:

User Name*:

Password*:

Save Cancel

SocialMiner Status

- Feeds:
- Campaigns:
- Notifications:
- Email Cache:
- Email Server:
- SocialMiner Chat Gateway:
 - Facebook Messenger Integration: Enabled

Reinject Email contacts

Reinject

*- indicates required item

*-HostName / IPAddress will be resolved to fully qualified domain name

- 表示網關正在運行，並且處於配置狀態，並且已配置某些通道(FACEBOOK MESSENGER)。
- 表示網關根本未運行、無法訪問，或由於某些配置錯誤而處於WRONG狀態。

Not Configured — 表示網關處於NOT_CONFIGURED狀態。未配置任何通道。

不適用 — 表示Finesse未啟用或SocialMiner版本未配置或相容。

Facebook Messenger整合

指示此通道是否處於啟用狀態。

也表示此通道中記錄的最後一個故障。有助於確定間歇性錯誤和永久錯誤。

附註：

這些通道配置無法在不中斷正在進行的聊天的情況下動態生效，因此需要重新**啟動SocialMiner Chat Gateway**服務。

- Facebook頁面訪問令牌 — pageAccessToken
- Facebook驗證令牌 — verificationToken

如果頁面訪問令牌或驗證令牌發生更改，則從CLI重新啟動SocialMiner Chat Gateway服務。

utils service restart SocialMiner Chat Gateway

流程故障排除

管理流程

步驟1. 管理員從子系統>聊天與電子郵件>聊天 — Facebook Messenger (如果配置，它將從SocialMiner獲取聊天網關配置) 載入Facebook Messenger整合頁面

//UCCX發出REST請求以獲取聊天網關配置。

```

6551: Aug 27 12:21:23.943 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Getting
gateway config
6552: Aug 27 12:21:23.950 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil:
ChatWidgetUtil.getChatFeedURL()
6553: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6554: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
DBAccessor.get(query))
6555: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6556: Aug 27 12:21:23.950 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6557: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6558: Aug 27 12:21:23.951 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6559: Aug 27 12:21:23.958 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6560: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6561: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1
6562: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil:
Socialminer is configured
6563: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getChannelConfig(FACEBOOK_MESSENGER)
6564: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getGatewayConfiguration
6565: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6566: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
DBAccessor.get(query))
6567: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6568: Aug 27 12:21:23.962 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6569: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6570: Aug 27 12:21:23.963 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6571: Aug 27 12:21:23.966 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL

```

6572: Aug 27 12:21:23.968 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6573: Aug 27 12:21:23.968 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1

6574: Aug 27 12:21:24.246 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET rekest to - chatGatewayConfig/
6575: Aug 27 12:21:24.458 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.

//On Success SM返回聊天網關配置，如Facebook頁面訪問令牌、代理配置、帶有隊列對映的問題
陳述、配置的消息、聊天後評分配置和Facebook驗證令牌。

6576: Aug 27 12:21:24.583 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): returns -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@6c9ffc[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig\$httpProxy@1d8aa3d[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@4f3dee[type=FACEBOOK_MESSENGER,au
th=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@6afc6c[pageAccessToken=EAAVG0LRBZ
CxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujfItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvj
jvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQEMhVNaDsdFGjD8X34mmja,verificationToken=yy7
21u9wyzg7edllvgjism],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConf
ig\$Channel\$ProblemStatement@1e23156[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@115343a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@117fc9a[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]

6577: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getChannelConfig(FACEBOOK_MESSENGER) - Found:
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@4f3dee[type=FACEBOOK_MESSENGER,auth=com.c
isco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@6afc6c[pageAccessToken=EAAVG0LRBZCxYBAHjj
nvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujfItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBs
hfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9w
yzg7edllvgjism],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Ch
annel\$ProblemStatement@1e23156[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@115343a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@117fc9a[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]

6578: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getGatewayHttpProxy

6579: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getGatewayConfiguration

6580: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:

getAccessor(ConfigQuery):Try to get the default accessor
6581: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
DBAccessor.get(query)
6582: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6583: Aug 27 12:21:24.585 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6584: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6585: Aug 27 12:21:24.585 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6586: Aug 27 12:21:24.590 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6587: Aug 27 12:21:24.591 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6588: Aug 27 12:21:24.592 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1
6589: Aug 27 12:21:24.592 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET reqest to - chatGatewayConfig/
6590: Aug 27 12:21:24.604 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): GET succeeded.
6591: Aug 27 12:21:24.606 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): returns -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@dede9e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig\$httpProxy@1e97c72[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@1e930bc[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7e93ee[pageAccessToken=EEAVG0LRB
ZCxYBAHjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cm7JEzq7BujfITmSk78iXfzAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7edllvgjism],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config\$Channel\$ProblemStatement@21fcdcf[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@160b24a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@1591f22[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6592: Aug 27 12:21:24.606 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Facebook
channel is configured
6593: Aug 27 12:21:24.609 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(4)
6594: Aug 27 12:21:24.609 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6595: Aug 27 12:21:24.616 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6596: Aug 27 12:21:24.626 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)
6597: Aug 27 12:21:24.626 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(4)
6598: Aug 27 12:21:24.626 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6599: Aug 27 12:21:24.626 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6600: Aug 27 12:21:24.630 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)
6601: Aug 27 12:21:24.630 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering

- getCsqName(5)
6602: Aug 27 12:21:24.630 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6603: Aug 27 12:21:24.630 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6604: Aug 27 12:21:24.632 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)
6605: Aug 27 12:21:24.633 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(5)
6606: Aug 27 12:21:24.633 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6607: Aug 27 12:21:24.633 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6608: Aug 27 12:21:24.636 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)
6609: Aug 27 12:21:24.636 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(6)
6610: Aug 27 12:21:24.636 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6611: Aug 27 12:21:24.636 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6612: Aug 27 12:21:24.638 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)
6613: Aug 27 12:21:24.638 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(6)
6614: Aug 27 12:21:24.638 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6615: Aug 27 12:21:24.639 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6616: Aug 27 12:21:24.641 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)
6617: Aug 27 12:21:24.641 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Get all
Chat Csq's
6618: Aug 27 12:21:24.643 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap()
6619: Aug 27 12:21:24.651 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMapByQType(2)
6620: Aug 27 12:21:24.651 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6621: Aug 27 12:21:24.651 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ChatTriggerPointDAO
6622: Aug 27 12:21:24.669 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6623: Aug 27 12:21:24.685 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6624: Aug 27 12:21:24.687 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6625: Aug 27 12:21:24.689 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6626: Aug 27 12:21:24.691 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6627: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMapByQType(2) returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
6628: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap() returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}

步驟2.管理員嘗試更新配置。

6975: Aug 27 12:45:41.702 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Entering -
updateGatewayConfiguration
6976: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] ConfigManagerImpl:

getAccessor(ConfigQuery):Try to get the default accessor
6977: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor:
DBAccessor.get(query))
6978: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Schema class
= com.cisco.crs.chat.ChatSocialMinerConfig
6979: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] DAOFactoryImpl: Returning
DAO :: SystemConfigDAO
6980: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6981: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6982: Aug 27 12:45:41.707 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6983: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6984: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Found
Configs1
6985: Aug 27 12:45:41.709 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().SmRestClient: updateChatGatewayConfig(): Sendig PUT regeest to -
chatGatewayConfig/
6986: Aug 27 12:45:41.710 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().callSmPutMethod(): Sending PUT regeest to - chatGatewayConfig/ with params -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig\$httpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7f0248[pageAccessToken=EEAVG0LRB
ZCxYBAHjJnvqBb4MvGHLnlo4cOXw8qgm7BmZCagb44cm7JEzq7BujFITmsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jYyIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7ed1lvjgsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config\$Channel\$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6987: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().chatGatewayConfig PUT succeeded
6988: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().PUT succeeded. result = PUT https://sm-fqdn/ccp-webapp/ccp/chatGatewayConfig/
returned a response status of 200 OK
6989: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Updated
chat gateway configuration.
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig\$httpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$Auth@7f0248[pageAccessToken=EEAVG0LRB
ZCxYBAHjJnvqBb4MvGHLnlo4cOXw8qgm7BmZCagb44cm7JEzq7BujFITmsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jYyIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7ed1lvjgsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config\$Channel\$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig\$Channel\$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?

Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.),ratingEnabled=true]]

6990: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Exiting -
updateGatewayConfiguration

步驟3.管理員嘗試驗證配置。

7328: Aug 27 13:02:49.777 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Entering
-
validateConfig(EAAVG0LRBZCXYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78ixfZAdZBBuX
pxEiu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8p1Ljm42qbE0FgoEmpREw0YV71Sq4RzRZBPefVYJOQE5WDMhVNaDsdFGjD8X
34mmja, proxy.esl.cisco.com, 8080)

7329: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor

7330: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor:
DBAccessor.get(query))

7331: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig

7332: Aug 27 13:02:49.778 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO

7333: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null

7334: Aug 27 13:02:49.784 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL

7335: Aug 27 13:02:49.789 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL

7336: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities

7337: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Found
Configs1

7338: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: validateConfig()

7339: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: path for FBM_CONFIG_TEST is chatGatewayConfig/test/facebook

7340: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: FBMConfig is com.cisco.uccx.rest.sm.model.FBMConfig@1c02765

7341: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: response for FBM_CONFIG_TEST is POST https://sm-fqdn/ccp-
webapp/ccp/chatGatewayConfig/test/facebook returned a response status of 200 OK

7342: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().validateConfig succeeded

7343: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig is
com.cisco.uccx.rest.sm.model.FBMConfigTestStatus@12cf7b6[status=PASSED,reason=]

7344: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig-status is PASSED

7345: Aug 27 13:02:50.373 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Exiting -
validateConfig()

聊天流

步驟1.新到的客戶 — 說「嗨」並提供問題陳述清單。

在/opt/cisco/mmca/logs/ccp-chat-gateway/log.log檔案中


```
2018-08-27 14:59:01.781 - info: Creating new session. [Type=FACEBOOK_MESSENGER],
[ID=2242240722460512] ...
2018-08-27 14:59:01.782 - debug: Created session for user [ID=2242240722460512]. Session count =
1
2018-08-27 14:59:01.782 - info: Scheduling an interval to check and clean stale sessions ...
2018-08-27 14:59:01.803 - warn: Received message [Hi] in session [ID=2242240722460512] in
[CREATED] state. Ignoring.
2018-08-27 14:59:10.758 - debug: setUsername: Setting user name of session [ID=2242240722460512]
to Amar Kumar ...
2018-08-27 14:59:21.501 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_WAIT ...
```

步驟2.在SM中建立新的聊天請求，並將通知傳送到UCCX。

//ccpapi

```
0000000342: 10.86.64.220: Aug 27 2018 14:59:41.977 -0400: %CCBU_____EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:3][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000343: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@22d8c8[author=Amar
Kumar,title=Chat from Facebook
Messenger,campaignIds=[100030],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleN
ame=,mediaRoutingDomainId=0,newTags=[ccx_chat_req],oldTags=[ccx_chat_req],screenPopUrl=,socialCo
ntactExtensionFields={h_chatRoom=socialminer.chat.0@conference.127.0.0.1, ccxqueuetag=Chat_Csq4,
h_chatOrigin=FACEBOOK_MESSENGER, h_Name=Amar
Kumar},socialContactId=7CC1846210000165000000000A5640DC,socialContactChatIsInvited=false,socialC
ontactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=fal
se,socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=unread,socialC
ontactStatusDate=Mon Aug 27 14:59:41 EDT
2018,socialContactStatusReason=unknown,socialContactStatusUserId=,socialContactTags=[],sourceTyp
e=chat,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]: A DSNotificationEvent
received
0000000344: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_____EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000345: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1c39520[author=,title=
,campaignIds=[100030],eventType=SC_TAGGING,notificationRuleId=0,notificationRuleName=,mediaRouti
ngDomainId=0,newTags=[ccx_chat_req],oldTags=[],screenPopUrl=http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC,socialContactExtensionFields={},socialCon
tactId=7CC1846210000165000000000A5640DC,socialContactChatIsInvited=false,socialContactChatInvite
Status=,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPubl
ishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=<null>,socialC
ontactStatusDate=Mon Aug 27 14:59:41 EDT
2018,socialContactStatusReason=,socialContactStatusUserId=,socialContactTags=[],sourceType=,hasM
oreContacts=false,numContactsResend=0,numQueuedContact=0]: A DSNotificationEvent received
0000000346: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_____EVENTING-6-
SOCIAL_CONTACT_PUBLISH_START:
%[Contact=7CC1846210000165000000000A5640DC][Node=ccp.contacts.chat]: Publishing contact
0000000013: 10.86.64.220: Aug 27 2018 14:59:41.985 -0400: %CCBU_____MSGPROXY-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000347: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-
```

SOCIAL_CONTACT_PUBLISH_END:

[%[Contact=7CC1846210000165000000000A5640DC] [Node=ccp.contacts.chat] [Payload=<SocialContact><author>Amar Kumar</author><chatIsInvited>>false</chatIsInvited><extensionFields><extensionField><name>h_chatRoom</name><value>socialminer_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h_chatOrigin</name><value>FACEBOOK_MESSENGER</value></extensionField><extensionField><name>h_Name</name><value>Amar Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat_Csq4</value></extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396381792</publishedDate><refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx_chat_req</tag></tags><title>Chat from Facebook Messenger</title></SocialContact>]: Published contact 0000000348: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-

SOCIAL_CONTACT_PUBLISH_START:

[%[Contact=7CC1846210000165000000000A5640DC] [Node=ccp.campaign.updates.CCX_Chat_Campaign]: Publishing contact 0000000349: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-

SOCIAL_CONTACT_PUBLISH_END:

[%[Contact=7CC1846210000165000000000A5640DC] [Node=ccp.campaign.updates.CCX_Chat_Campaign] [Payload=<SocialContact><campaignPublicId>CCX_Chat_Campaign</campaignPublicId><extensionFields><extensionField><name>h_chatRoom</name><value>socialminer_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h_chatOrigin</name><value>FACEBOOK_MESSENGER</value></extensionField><extensionField><name>h_Name</name><value>Amar Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat_Csq4</value></extensionField></extensionFields><id>7CC1846210000165000000000A5640DC</id><publishedDate>1535396381792</publishedDate><refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx_chat_req</tag></tags></SocialContact>]: Published contact
=====

//runtime

0000018498: 10.86.64.220: Aug 27 2018 14:59:41.779 -0400: %CCBU_____FEEDS-6-MSG_INCOMING_FROM_BUS: [%[correlation_id=0] [mid=ID:sm120-37552-1535122799516-4:2:2:1:1] [msg_kind=ActiveMQMapMessage] [msg_type=PUSH.PushSocialContactRequest]: A message has been received by the message bus
0000018499: 10.86.64.220: Aug 27 2018 14:59:41.785 -0400: %CCBU_____FEEDS-6-CREATE_SOCIAL_CONTACT: Got Request to Create Social Contact with RequestId:jW2gF8
0000018500: 10.86.64.220: Aug 27 2018 14:59:41.791 -0400: %CCBU_____FEEDS-6-CONFIG_OBJECT_STORED_IN_CACHE: [%[id=100029] [type.id=FeedReader]: Stored config object in local cache.
0000018501: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-CREATE_SOCIAL_CONTACT: Submitted Request to Create Social Contact to FeedReaderManager with RequestId:jW2gF8
0000018502: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-SOCIAL_CONTACT_PROCESSOR: Got new SocialContactProcessingRequest with requestId:jW2gF8
0000018503: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-SOCIAL_CONTACT_PROCESSOR: SocialContactProcessor processSocialContact Entry with requestId:jW2gF8
0000018504: 10.86.64.220: Aug 27 2018 14:59:41.937 -0400: %CCBU_____FEEDS-6-SOCIAL_CONTACT_CREATED:
[%[SOCIAL_CONTACT_ID=7CC1846210000165000000000A5640DC] [SOCIAL_CONTACT_LINK=http://localhost/ccp/socialcontact/7CC1846210000165000000000A5640DC]: A new social contact was created
0000000026: 10.86.64.220: Aug 27 2018 14:59:42.440 -0400: %CCBU___NOTIFICATION-6-NOTIFICATION_SUCCEEDED:
[%[Notification=com.cisco.ccbu.ccp.notification.Notification@6c657e[enqueueTime=1535396382131,rule=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@7dafaa[httpUrl=https://uccx-fqdn/uccx-webservices/contact,httpUsername=<null>,httpPassword=<null>,sslVerifyCertificates=false,campaignId=100030,tags=[ccx_chat_req],id=100031,name=CCX Chat Notification,description=Created by CCX application as part of CCX chat configuration.,changeStamp=5,lastUpdated=1533830025500,ouId=4],screenPopUrl=http://sm-

```

fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign,body=<?xml
version="1.0" encoding="UTF-8" standalone="yes"?>
<SocialContact>
  <author>Amar Kumar</author>
  <description></description>
  <extensionFields>
    <extensionField>
      <name>ccxqueuetag</name>
      <value>Chat_Csq4</value>
    </extensionField>
    <extensionField>
      <name>h_Name</name>
      <value>Amar Kumar</value>
    </extensionField>
    <extensionField>
      <name>h_chatOrigin</name>
      <value>FACEBOOK_MESSENGER</value>
    </extensionField>
    <extensionField>
      <name>h_chatRoom</name>
      <value>socialminer_chat.0@conference.127.0.0.1</value>
    </extensionField>
  </extensionFields>
  <id>7CC1846210000165000000000A5640DC</id>

<integrationAuthTokenExpirationTimestamp>1535417981795</integrationAuthTokenExpirationTimestamp>
  <integrationAuthTokenGUID>XXXXXXXXXX</integrationAuthTokenGUID>
  <link>http://localhost/ccp/socialcontact/7CC1846210000165000000000A5640DC</link>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>
  <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL>
  <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
  <screenPopUrl>http://sm-
fqdn/results.jsp?scID=7CC1846210000165000000000A5640DC&campaignID=CCX_Chat_Campaign</screenP
opUrl>
  <sourceType>chat</sourceType>
  <status>unread</status>
  <statusReason>unknown</statusReason>
  <statusTimestamp>1535396381798</statusTimestamp>
  <statusUserId></statusUserId>
  <tags>
    <tag>ccx_chat_req</tag>
  </tags>
  <title>Chat from Facebook Messenger</title>
</SocialContact>
,socialContact=<null>]]: A notification was sent out successfully

```

步驟3. UCCX收到通知。

//MADM

```

8973: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
New incoming contact : <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<contactXML>
  <author>Amar Kumar</author>
  <id>7CC1846210000165000000000A5640DC</id>
  <integrationAuthTokenGUID>d73e07bd-ee99-47a8-b623-e582260722f5</integrationAuthTokenGUID>
  <notificationTag>ccx_chat_req</notificationTag>
  <publishedDate>1535396381792</publishedDate>

```

```
<refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC</refURL>
<replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
<sourceType>chat</sourceType>
<status>unread</status>
<statusReason>unknown</statusReason>
<statusTimestamp>1535396381798</statusTimestamp>
<tags>
  <tag>ccx_chat_req</tag>
</tags>
<title>Chat from Facebook Messenger</title>
<extensionFields>
  <extensionField>
    <name>ccxqueuetag</name>
    <value>Chat_Csq4</value>
  </extensionField>
  <extensionField>
    <name>h_Name</name>
    <value>Amar Kumar</value>
  </extensionField>
  <extensionField>
    <name>h_chatOrigin</name>
    <value>FACEBOOK_MESSENGER</value>
  </extensionField>
  <extensionField>
    <name>h_chatRoom</name>
    <value>socialminer_chat.0@conference.127.0.0.1</value>
  </extensionField>
</extensionFields>
</contactXML>
```

8974: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
Notify for new contact

步驟4.引擎將聊天新增到隊列，並查詢可用的聊天代理。

此時，CU收到一條消息，上面寫著「尋找專家與您聊天」。

```
399906: Aug 27 14:59:42.439 EDT %MIVR-SS_CHAT-7-UNK:[chatEventConsumer-1] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmseven.ChatContactListener : Received Event
[ContactEvent [operation=ADD, contactXML=ContactXML [author=Amar Kumar,
id=7CC1846210000165000000000A5640DC, replyType=chat, notificationTag=ccx_chat_req,
refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC,
replyTemplateURL=http://sm-fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp,
integrationAuthTokenGUID=d73e07bd-ee99-47a8-b623-e582260722f5,
userExtensionFields=[UserExtensionField [name=ccxqueuetag, value=Chat_Csq4], UserExtensionField
[name=h_Name, value=Amar Kumar], UserExtensionField [name=h_chatOrigin,
value=FACEBOOK_MESSENGER], UserExtensionField [name=h_chatRoom,
value=socialminer_chat.0@conference.127.0.0.1]], tags=[ccx_chat_req], sourceType=chat,
status=unread, statusReason=unknown, publishedDate=1535396381792, title=Chat from Facebook
Messenger, campaignPublicId=null, statusTimestamp=1535396381798]]] on master node.
399907: Aug 27 14:59:42.446 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC1846210000165000000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmseven.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC1846210000165000000000A5640DC, MediaType: CHAT
399909: Aug 27 14:59:42.457 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] ChatSubsystemLogger:
```

```
com.cisco.wf.subsystems.chat.manager.ChatContactManager : addContact()--Queue for tag is 4
399910: Aug 27 14:59:42.457 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : addContactToQueues() -
contactID:7CC1846210000165000000000A5640DC dispositionReason:UNKNOWNtimestamp:1535396381798
399911: Aug 27 14:59:42.458 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: In
persistCustomerData. Received contact
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN])
399912: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Contact with contactID:
7CC1846210000165000000000A5640DC created in memory.
399913: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Calling allocator
399914: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : Offer Contact:
ChatContact(Contact[id=7CC1846210000165000000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN]) To
Queue: 4
399916: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue.
AvailableAgent{230}
399917: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue Only one
agent is available in agent list. Return id [230] agentId [agent7901]
399918: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC1846210000165000000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: Selected agent [
agent7901 ] for handling the contact. Reserving agent.
```

步驟5. CU選擇「Problem Statement (問題陳述)」後，座席已加入聊天。

//聊天網關日誌

```
2018-08-27 14:59:39.172 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_CLOSED ...
2018-08-27 14:59:39.172 - info: Posting a chat request to SocialMiner [ID=2242240722460512],
[HOST=localhost], [FEEDID=100029], [QUEUEID=4]
2018-08-27 14:59:41.966 - info: Chat created successfully. [ID=2242240722460512], [SC
RefURL=http://localhost/ccp-webapp/ccp/socialcontact/7CC1846210000165000000000A5640DC]
2018-08-27 14:59:41.966 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to AGENT_WAIT ...
2018-08-27 14:59:41.967 - debug: setEventPoller: Setting event poller in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.010 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: { StatusEvent: { id: '1', status: 'chat_ok' } } }
2018-08-27 14:59:47.011 - debug: setLatestEventID: Setting latest event ID [1] in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.012 - warn: Unknown status event [chat_ok] received. Ignoring.
[ID=2242240722460512]
{ type: 'StatusEvent', id: '1', status: 'chat_ok' }
2018-08-27 14:59:51.982 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { PresenceEvent: { id: '2', from: 'agent7901', status: 'joined' } } }
2018-08-27 14:59:51.989 - debug: setLatestEventID: Setting latest event ID [2] in session
[ID=2242240722460512] ...
2018-08-27 14:59:51.989 - info: Handing agent JOIN event. [ID=2242240722460512]
2018-08-27 14:59:51.990 - debug: setSessionState: Setting state of session [ID=2242240722460512]
```

to TALKING ...

```
2018-08-27 14:59:51.990 - debug: clearUserMessagesBuffer: Clearing buffer (contains 0 messages)
[ID=2242240722460512] ...
2018-08-27 14:59:52.588 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Just a moment...finding an expert to chat with you.]
```

步驟6.從SocialMiner — 代理加入輪詢的事件 (每5秒) , 使用者緩衝區已清除。

```
2018-08-27 15:01:07.028 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:12.031 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:12.031 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:27.037 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:27.037 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:32.036 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:32.036 - debug: No events from SocialMiner for [ID=2242240722460512]
```

步驟7.在座席和使用者之間交換聊天消息。

```
2018-08-27 15:00:12.487 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=composing]
2018-08-27 15:00:16.998 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
  { MessageEvent: { id: '4', body: 'Hi+How+can+I+help+you%3F', from: 'agent7901' },
    TypingEvent: { id: '5', from: 'agent7901', status: 'paused' } } }
2018-08-27 15:00:16.999 - debug: setLatestEventID: Setting latest event ID [5] in session
[ID=2242240722460512] ...
2018-08-27 15:00:22.002 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:22.002 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.001 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:27.001 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.601 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Hi How can I help you?]
2018-08-27 15:00:32.004 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:32.005 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:37.008 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:37.008 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:38.067 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=paused]
2018-08-27 15:00:42.011 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:42.011 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:47.014 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
```

2018-08-27 15:00:47.014 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.020 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:52.020 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.460 - debug: Sent message [I need help with troubleshooting my problem] from session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:52.502 - debug: Sent message [I need help with troubleshooting my problem] from session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:57.023 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:57.023 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.026 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:02.026 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.068 - debug: Sent message [Sure] from session [ID=2242240722460512] to SocialMiner.

步驟8.座席結束聊天 (啟用聊天後評級) 。

2018-08-27 15:46:06.928 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
 { PresenceEvent: { id: '11', from: 'agent7901', status: 'left' } } }
2018-08-27 15:46:06.929 - debug: setLatestEventID: Setting latest event ID [11] in session [ID=2242240722460512] ...
2018-08-27 15:46:06.929 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:46:06.930 - debug: setSessionState: Setting state of session [ID=2242240722460512] to RATING_WAIT ...
2018-08-27 15:46:11.929 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:11.929 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:15.940 - debug: Successfully sent rating choices to facebook messenger. [ID=2242240722460512]
2018-08-27 15:46:16.931 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:16.931 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:21.934 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:21.934 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:23.887 - debug: Received feedback rating [5] from [ID=2242240722460512]. Submitting to SocialMiner ...
2018-08-27 15:46:23.892 - debug: Received feedback rating [5] from [ID=2242240722460512]. Submitting to SocialMiner ...
2018-08-27 15:46:23.929 - debug: Successfully submitted feedback rating to SocialMiner. [ID=2242240722460512]
2018-08-27 15:46:23.929 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.930 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:23.936 - debug: Successfully submitted feedback rating to SocialMiner. [ID=2242240722460512]
2018-08-27 15:46:23.936 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.937 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:34.551 - debug: Successfully sent text message to facebook messenger. [ID=2242240722460512], [Message=Thank you for the feedback.]

步驟9.座席結束聊天 (未啟用聊天後評級) 。

2018-08-27 15:52:43.736 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
 { PresenceEvent: { id: '8', from: 'agent7901', status: 'left' } } }
2018-08-27 15:52:43.736 - debug: setLatestEventID: Setting latest event ID [8] in session

```
[ID=2242240722460512] ...
2018-08-27 15:52:43.736 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:52:43.737 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:52:43.739 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:52:54.351 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Your chat has ended. Thank you!]
```

雜項流

步驟1.服務啟動 — 「SocialMiner Chat Gateway」。

startup.log - 啟動服務，開啟埠。

```
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Starting SocialMiner Chat Gateway
...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : npm missing in PATH. Adding ...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Enabling port 10443 on system
firewall ...
IP preferences file updated successfully.
iptables has been updated with new rules.
ip6tables has been updated with new rules.
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Successfully enabled port 10443 on
system firewall
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Service started. PID = 169781
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Try #1 - Sleeping for 5 seconds ...
```

步驟2.載入配置。

startup.log-loading配置

```
2018-08-28 10:21:20.100 - info: **** STARTUP ****
2018-08-28 10:21:20.104 - info: Clearing existing configuration from memory ...
2018-08-28 10:21:20.104 - info: Initializing config_manager, loading config from filesystem ...
2018-08-28 10:21:20.104 - info: Loaded service configuration:
{ server:
  { port: 10443,
    sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
    sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
    maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.106 - info: Loaded configurations for 1 channels.
2018-08-28 10:21:20.107 - info: Setting HTTP proxy [proxy.esl.cisco.com:8080] into process.env
...
2018-08-28 10:21:20.107 - info: Setting current config state to CONFIGURED
2018-08-28 10:21:20.108 - info: Loaded service configuration:
{ server:
  { port: 10443,
    sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
    sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
    maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.110 - info: Silencing logs on console. Refer log files for further logs
```

步驟3.等待Webhook伺服器啟動。

startup.log - 正在等待webhook伺服器啟動。

```
[Tue Aug 28 10:21:24 EDT 2018] : chat_gateway_launcher.sh : Checking if service is running on port 10443 ...  
[Tue Aug 28 10:21:25 EDT 2018] : chat_gateway_launcher.sh : Service UP and RUNNING on port 10443
```

步驟4.檢查並清除過時的會話 (每小時一次) 。

發現過時的會話並已清除

```
2018-08-27 15:49:44.030 - info: Checking stale sessions ...  
2018-08-27 15:49:44.031 - info: Found 1 stale sessions  
2018-08-27 15:49:44.031 - info: Destroying session [ID=2242240722460512]  
2018-08-27 15:49:44.031 - debug: Destroyed session [ID=2242240722460512]. Session count = 0  
2018-08-27 15:49:44.031 - info: Cleaned up 1 stale sessions
```

找不到過時的會話

```
2018-08-27 18:59:01.789 - info: Checking stale sessions ...  
2018-08-27 18:59:01.789 - info: Found 0 stale sessions  
2018-08-27 18:59:01.789 - info: Cleaned up 0 stale sessions  
2018-08-27 19:59:01.789 - info: Checking stale sessions ...  
2018-08-27 19:59:01.789 - info: Found 0 stale sessions  
2018-08-27 19:59:01.789 - info: Cleaned up 0 stale sessions
```

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。