

# 使用VVB伺服器排除CVP呼叫流分析故障

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## 簡介

本檔案介紹以思科虛擬語音瀏覽器(VVB)作為VXML瀏覽器的思科客戶語音入口網站(CVP)的追蹤分析。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- 採用Cisco Unified Contact Center Enterprise(UCCE)的CVP
- 與CVP整合的Cisco VVB
- CVP綜合呼叫流程

### 採用元件

本文中的資訊係根據以下軟體和硬體版本：

- CVP 11.5
- UCCE 11.5
- VVB 11.5

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

隨著Cisco VVB作為VXML瀏覽器的引入，這裡提供了用於跟蹤CVP、UCCE和VVB之間訊號的跟蹤分析示例。

在此分析中，呼叫被路由到CVP，並且在互動式語音應答(IVR)處理後，CVP將呼叫路由到可用座席。

CVP和VVB日誌片段可以通過跟蹤中的MIVR和CVP關鍵字進行識別。

## 含VVB通話流追蹤分析的CVP

### 新呼叫切換支路

```
1937: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DATAI.1} NEW CALL
with guid=0F46E580000100000000007A0851430A legid=56A1AA52-345511E7-ABF1C227-5C85A942 dn=9876
ani=12345 uui=null calldate=Wed May 10 11:39:37 EST 2017 video=false cachecallcontext = false
is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
```

### 活動會話數

```
44241: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Core-router-
group-0} --NEW SESSION CREATED--CALLGUID=0F46E580000100000000007A0851430A NUMBER OF ACTIVE
SESSIONS= 1
```

### SIP SS上的新呼叫

```
4281: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from SIP_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=9876 ANI=12345 CED= rckey=0
rcday=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0
serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables=
ECC arrays= Peripheral Variables=
```

### 新呼叫 — 發佈到UCCE

```
4282: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Publishing to UCCE - [NEW_CALL] DialogID=46 SendSeqNo=1 DNIS=9876 ANI=12345 CED= rckey=0 rcday=0
rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=100 trunkNumber=0
serviceId=1 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC
variables=user.media.id: 0F46E580000100000000007A0851430A, ECC arrays= Peripheral Variables=
```

### 臨時連線 — 從UCCE處理

```
4283: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from UCCE - , , [ICM_TEMPORARY_CONNECT], rckey=201, rcday=152070, DNIS=9876, ANI=12345
```

### 臨時連線 — 發佈到sip SS

```
4284: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Publishing to SIP_SS - [CONNECT] DialogID=46 SendSeqNo=0 Label=8888111111 TxrHint=false
rckey=152070 rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=null
```

```
callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id:
0F46E580000100000000007A0851430A,user.microapp.app_media_lib: ..,user.microapp.media_server:
http://192.0.2.11:7000/CVP,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

## VRU標籤的路由匹配

```
1941: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-
SIP-19461} Static route matched 88881111112 to StaticRoute: patterns like 88881111> will route
to 192.0.2.12
1942: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-
SIP-19461} Using Local Static Route for sip:88881111112@192.0.2.12
```

## 邀請加入VXML GW-VRU分支

```
1947: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-
SIP-19461} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-
149438037789633 - [OUTBOUND]: INVITE TO <sip:88881111112@192.0.2.12;transport=tcp> FROM "PSTN
PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]
```

## 對VVB VRU支路的新呼叫

```
195208: May 10 11:21:27.305 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E580000100000000007A0851430A-
149438037789633] NEW_CALL, GUCID=0F46E580000100000000007A0851430A; GUID=0256304512-0000065536-
0000000122-0139543306; CallId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11;
URI=sip:88881111112@192.0.2.12;transport=tcp
```

```
### CALL_NEW () from VVB to VXML server
```

```
189323: May 02 16:10:49.778 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370661959432] Browser.makeRequest(): got encoded
uri=http://192.0.2.11:7000/CVP/Server?MSG_TYPE=CALL_NEW&CALL_DNIS=8888111111&CALL_ANI=sip%3A6000
6099%40..
```

## 已接受邀請 — VRU階段

```
1951: 192.0.2.11: May 10 2017 11:39:38.067 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DIALOG_CALLBACK.5}
CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-
149438037789633 - [OUTBOUND]: Invitation accepted - ack'ing
```

## 答案

```
1958: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-121-
SIP-19462} Sending BUS MSG for Event Reportnew CSS:[EVENT_REPORT] DialogID=0 SendSeqNo=0
EventID=ANSWER CauseCode=CAUSE_NONE
```

## 應答 — 從SIP SS進行處理

```
4285: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from SIP_SS - [EVENT_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER
CauseCode=CAUSE_NONE
```

## 答案 — 發佈到UCCE

```
4286: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to UCCE - [EVENT_REPORT] DialogID=46 SendSeqNo=2 EventID=ANSWER CauseCode=NONE
```

## 新呼叫[IVR] — 從VXMLServer處理 — 使用VRU + 關聯ID的新呼叫

```
44242: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A [IVR] - processing from VXMLServer - [NEW_CALL]
ClientNewCallEvent,sessionId=0F46E580000100000000007A0851430A ani=sip:12345@192.0.2.11:5060
dnis=888811111112 uui= callId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11
seqNo=1 invokationId=0 message=null ccbServletUrl= ccbServletReqTimeout=0
```

## 新呼叫發佈到ICM\_SS

```
44243: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [NEW_CALL] DialogID=0 SendSeqNo=0
DNIS=888811111112 ANI=12345 CED= rckey=0 rcday=0 rcseq=0 uui=
callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber=
location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral
Variables=
```

## 相關ID路由呼叫

```
4287: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID = 0F46E580000100000000007A0851430A - Correlation ID routed call
```

## [IVR-VRU\_LEG\_DIALOG]-processing from IVR\_SS-[NEW\_call]-VRU Leg對話方塊ID

```
4288: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from IVR_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=888811111112 ANI=12345 CED= rckey=0 rcday=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=
```

## [Request\_Instruction] — 發佈到UCCE

```
4289: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [REQUEST_INSTRUCTION] DialogID=47 SendSeqNo=1 ANI=12345 DNIS=888811111112 correlationId=12 trunkGroupId=200 trunkNumber=0 serviceId=2 uui= calledNumber= location= locationpkid= pstntrunkgroupid= pstntrunkgroupchannelnum=0 sipheader=
[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOG] — 正在從UCCE處理
```

```
4294: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from UCCE - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=GS,Server,V
scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201
rcday=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC
variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code:
0,user.microapp.app_media_lib: ..,user.microapp.media_server:
http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N,
ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

## [RUN\_SCRIPT\_REQ]-[IVR\_VRU\_LEG\_DIALOG] — 發佈到IVR\_SS

```
4295: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Publishing to IVR_SS - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V
scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201
rcday=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC
variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code:
0,user.microapp.app_media_lib: ..,user.microapp.media_server:
http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N,
ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

## [RUN\_SCRIPT\_REQ]-[IVR]從ICM\_SS進行處理

```
44250: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-
149438037789633@192.0.2.11 [IVR] [processing from ICM_SS] [RUN_SCRIPT_REQ] DialogID=47
SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete
callguid=0F46E580000100000000007A0851430A rckey=201 rcday=152070 rcseq=1 uui= featureType=0
featureParam1= _featureParam2= ECC variables=user.media.id:
0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib:
..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input:
complete,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

## [RUN\_SCRIPT\_REQ]-[IVR] — 發佈到VXML伺服器

```
44251: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-
149438037789633@192.0.2.11 [IVR] - Publishing to VXMLServer - [RUN_SCRIPT_REQ] DialogID=47
SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete
callguid=0F46E580000100000000007A0851430A rckey=201 rcday=152070 rcseq=1 uui= featureType=0
featureParam1= _featureParam2= ECC variables=user.media.id:
0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib:
..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input:
complete,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

VVB AUDIUM\_Root(AUDIUM\_VXML)

178107: May 02 16:07:47.410 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] application (Root document):  
/CVP/Server?audium\_root=true&calling\_into=HelloWorld

## VVB根文檔

178424: May 02 16:07:56.480 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] VoiceBrowser.invokeRootDocument:  
[URI=http://192.0.2.11:7000/CVP/Server?audium\_root=true&calling\_into=HelloWorld fragment=null]

## VVB loadbAndParse

178430: May 02 16:07:56.481 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] VXMLDocumnet.loadbAndParse(): fetching  
(http://192.0.2.11:7000/CVP/Server?audium\_root=true&calling\_into=HelloWorld) timeout attribute=0

## VVB瀏覽器make請求

178435: May 02 16:07:56.481 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.makeRequest(): got encoded  
uri=http://192.0.2.11:7000/CVP/Server?audium\_root=true&calling\_into=HelloWorld

## VVB獲取VXML文檔

178444: May 02 16:07:56.489 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt:  
com.cisco.wf.cache.http.CachedURLConnection:http://192.0.2.11:7000/CVP/Server?audium\_root=true&calling\_into=HelloWorld, cachable: true, isFromCache: false, lastModified: 0)

###VVB successfully fetched

178445: May 02 16:07:56.489 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Successfully fetched bytes: 0, duration(s): 0.008, URI:  
http://192.0.2.11:7000/CVP/Server?audium\_root=true&calling\_into=HelloWorld

### VXML Content

Content of VXML Document

<?xml version="1.0" encoding="UTF-8"?>

<vxml version="2.0">

.....

## VVB提交文章()

178480: May 02 16:07:56.494 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server  
178481: May 02 16:07:56.494 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): req's method=post

## 提交帖子的結果

178506: May 02 16:07:56.500 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Fetch: HTTP 200 OK  
178507: May 02 16:07:56.500 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt:

```
com.cisco.net.www.protocol.http.HttpURLConnection:http://192.0.2.11:7000/CVP/Server,
cachable: false, isFromCache: false, lastModified: 0)
178508: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] Successfully fetched bytes: 0, duration(s): 0.004, URI:
http://192.0.2.11:7000/CVP/Server
```

## 控制代碼元素

```
178603: May 02 16:07:56.509 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server
178604: May 02 16:07:56.509 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] GotoRequest.handleSubmitElement(): req's method=post
```

## 建立新查詢

```
178510: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] Content of POST query:
audium_vxmlLog=
178511: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:Content of VXML Document:
<?xml version="1.0" encoding="UTF-8"?>
<vxml version="2.0" application="/CVP/Server?audium_root=true&calling_into=HelloWorld">
<form id="audium_start_form">
<block>
```

## post的結果 (音訊載入)

```
178579: May 02 16:07:56.503 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] <audio> src:/CVP/audio/helloworld_audio.wav expr:
178580: May 02 16:07:56.503 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-
149370359030630] checkWriteOnDiskForVVB: Setting Disk write to true for VVB
```

## [RUN\_SCRIPT\_RESULT][IVR] — 從VXMLServer處理

```
44257: 192.0.2.11: May 10 2017 11:39:50.927 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-
149438037789633@192.0.2.11 [IVR] - processing from VXMLServer - [RUN_SCRIPT_RESULT] DialogID=0
SendSeqNo=0 InvokeID=0 Result=1 CED= newTransaction=0 ECC variables= ECC arrays= Peripheral
Variables=
```

## [RUN\_SCRIPT\_RESULT][IVR] — 發佈到ICM\_SS

```
44248: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-
149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [RUN_SCRIPT_RESULT] DialogID=0
SendSeqNo=0 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC
variables=user.microapp.error_code: 0,user.microapp.metadata:
N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral
Variables=
```

## [RUN\_SCRIPT\_RESULT][IVR\_VRU\_LEG\_DIALOG] — 從IVR\_SS處理 — Result=1

```
4292: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from IVR_SS - [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1
CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata:
```

N|000|01|00|00|009141|GS,Server,V,user.microapp.caller\_input: complete, ECC arrays= Peripheral Variables=

## [RUN\_SCRIPT\_RESULT][IVR\_VRU\_LEG\_DIALOG] — 發佈到UCCE

4293: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Publishing to UCCE - [RUN\_SCRIPT\_RESULT] DialogID=47 SendSeqNo=2 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC variables=user.microapp.error\_code: 0,user.microapp.metadata: N|000|01|00|00|009141|GS,Server,V,user.microapp.caller\_input: complete, ECC arrays= Peripheral Variables=

代理變為可用並且ICM取消VXML操作

4296: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} 47CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE]sending ICMEvent, sessionId=0F46E580000100000000007A0851430A callId=null dialogId=47 sourceId=null systemType=ICM mediatype= dnis= ani= srcAddress= locationsiteid=sessionId=0F46E580000100000000007A0851430A callType=0 cacheCallContext=false postcallsurveycall=false icmMessage=DIALOGUE\_FAILURE\_CONF

[Dialog\_failure\_conf]-[IVR\_VRU\_LEG\_DIALOG發佈到UCCE]

4297: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Publishing to UCCE - [DIALOGUE\_FAILURE\_CONF] DialogID=47 SendSeqNo=3 InvokeId=2 ErrorCode=E\_OPERATION\_CANCELLED

[取消] — 從UCCE處理

4298: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Processing from UCCE - [CANCEL] DialogID=47 SendSeqNo=3 InvokeID=3 ReqID=2

[Connect]從UCCE進行處理

4300: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] - Processing from UCCE - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070 rcdays=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce= callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[連線]發佈到SIP\_SS-label 4001

4301: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP\_SWITCH\_LEG\_DIALOGUE] - Publishing to SIP\_SS - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070 rcdays=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce= callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error\_code: 0,user.microapp.app\_media\_lib: ..,user.microapp.media\_server: http://192.0.2.11:7000/CVP,user.microapp.caller\_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER\_MICROAPP\_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,



Peripheral Variables=

## 路由匹配代理分支

1968: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Static route matched 4001 to StaticRoute: patterns like 400> will route to 10.66.75.51

1969: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Using Local Static Route for sip:4001@10.66.75.51

## VRU LEG斷開

4302: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E\_NO\_ERROR

[斷開連線]發佈[斷開連線]

4303: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID = 0F46E580000100000000007A0851430A, DLGID = 47 [IVR\_VRU\_LEG\_DIALOGUE] - Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E\_NO\_ERROR, LEGID = 0F46E580000100000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345

[斷開連線]發佈到IVR\_SS

4304: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR\_VRU\_LEG\_DIALOGUE] - Publishing to IVR\_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E\_NO\_ERROR

## VVB斷開連線

178207: May 02 16:07:56.190 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C000001000000000790851430A-149370359030630] Content of POST query:

audium\_vxmlLog=

178208: May 02 16:07:56.191 AEST %MIVR-SS\_VB-7-UNK:Content of VXML Document:

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<vxml version="2.0">
```

```
<catch event="vxml.session.error">
```

```
<return event="vxml.session.error" />
```

```
</catch>
```

```
<catch event="telephone.disconnect.hangup">
```

188680: May 02 16:10:49.431 AEST %MIVR-SS\_VB-7-UNK:[CALLID=43A31C000001000000000790851430A-149370359030630] traverseDialog: id=Disconnect

196326: May 10 11:21:40.066 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E58000010000000007A0851430A-149438037789633] SIP-ltp6-88881111\*, State=CONNECTED: setDisconnected processTerminated, cause=NORMAL

## 環背腿

1972: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Static route matched 91919191 to StaticRoute: patterns like 91919191> will route to 192.0.2.12

1973: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Using Local Static Route for sip:91919191@192.0.2.12

## 邀請加入VXML網關

1978: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [OUTBOUND]: INVITE TO <sip:91919191@192.0.2.12;transport=tcp> FROM "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060> EXPIRES[10] 100REL[Unsupported]

Sending Message (NB): INVITE sip:91919191@192.0.2.12;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 192.0.2.11:5060;branch=z9hG4bKKIR8MEBv53bzAj6MuGdlvw~132  
Max-Forwards: 67  
To: <sip:91919191@192.0.2.12;transport=tcp>  
From: "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060>;tag=ds789c1a64  
Call-ID: 0F46E580000100000000007A0851430A-149438039066134@192.0.2.11  
CSeq: 1 INVITE  
Content-Length: 0  
Contact: <sip:12345@192.0.2.11:5060;transport=tcp>  
Expires: 10  
User-Agent: CVP 11.5 (1) ES-1 Build-344  
Call-Info: <sip:10.66.74.114:5060>;purpose=x-cisco-origIP  
Remote-Party-ID: "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.14>;party=calling;screen=yes;privacy=off  
Date: Wed, 10 May 2017 01:17:58 GMT  
Min-SE: 1800  
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER  
Allow-Events: telephone-event  
X-Cisco-CCBProbe: id:192.0.2.14;loc:donnaielab;trunks:10  
Session-Expires: 1800  
Cisco-Gucid: 0F46E580000100000000007A0851430A  
Supported: timer  
Supported: resource-priority  
Supported: replaces  
Supported: sdp-anat  
App-Info: <192.0.2.11:7000:7443>;ringtone=ringback.wav

## 與主叫方建立回鈴音

2007: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-128-SIP-19468} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [RING-OUT]: Notifying that ringtone is established 200 OK with caller.

## CUCM的座席腿邀請

2013: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039077135 - [OUTBOUND]: INVITE TO <sip:4001@10.66.75.51;transport=tcp> FROM "PSTN PHONE--CVP\_11\_5\_1\_0\_1\_0\_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]

## 呼叫已連線

2049: 192.0.2.11: May 10 2017 11:39:58.817 +1000: %CVP\_11\_5\_SIP-7-CALL: {Thrd=pool-1-thread-130-SIP-19471} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039077135 - [OUTBOUND]: Acked the invite.

## 相關資訊

- [技術支援與文件 - Cisco Systems](#)