# 如何刪除入口點或隊列

### 目錄

<u>簡介</u> <u>必要條件</u> <u>需求</u> <u>採用元件</u> <u>建立入口點和隊列的步驟</u> <u>為入口點和隊列分配路由策略的步驟</u> <u>刪除路由策略的步驟</u> <u>問題</u> 解決方案:

#### 簡介

本文檔介紹如何刪除WebEx聯絡中心中的入口點或隊列。

### 必要條件

#### 需求

思科建議您瞭解以下主題:

- Cisco Webex客服中心
- 路由策略

### 採用元件

- 布建
- 路由策略

附註:本文檔面向已在其網路基礎設施中部署Webex聯絡中心的客戶和合作夥伴。

### 建立入口點和隊列的步驟

步驟1.通過https://portal.ccone.net登入Portal.然後點選Provisioning。

步驟2.在Provisioning下配置入口點(EP)和隊列。分別按一下「新建入口點」和「新建隊列」頁籤。

uluili. cisco		ø	۵	CCOne_TAC   Local Time	🔍 Vishal Goyal 🗸	¢
🖀 Dashboard	CCOne_TAC Dashboard × Entry Point × Queue ×					
Provisioning ~	Entry Points			🖉 Help	Entry Points >	List
<ul> <li>CCOne_TAC</li> </ul>	Maw Entry Drint			Search		
○ Entry Points/Queues ~						
<ul> <li>Entry Point</li> </ul>	Name 🕸 Channel Type 🕸 Description	11	Status	.l† ID	11	
o Queue	O avinashtest1 Telephony avinashtest		Active	AXCuuySW	/Ft2-Tpg9eR09	
<ul> <li>Outdial Entry Point</li> </ul>	O Avinu Test Telephony Avinu Test		Active	AXIRexMb	Axm2uGRRz-f	
<ul> <li>Outdial Queue</li> </ul>	O Chand_test Telephony		Active	AW4-mr8d	-7t3T4bz80zk	

#### 附註:入口點— Cisco\_Test\_EP和Queue - Cisco\_Test\_Q已建立

	📢 🗘 CCOne_TAC   Local Time 🙆 Vishal Goyal 🗸
CCOne_TAC Dashboard × Entry Point	Queue ×
Entry Point	Help ③ Entry Point > View
General Settings	
Name	Cisco_Test_EP
Description	
Туре	Entry Point
Channel Type	Telephony
Status	Active
Advanced Settings	
Service Level Threshold	120 seconds
Maximum Active Calls	10
Control Script URL	http://localhost:8000/CCOne_TAC/
IVR Requeue URL	http://localhost:8000/CCOne_TAC/

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CCOne_TAC Dashboard × Entry Point × Queue ×						
Queue				┛ Help	<b>Q</b> Queue >	View
General Settings						
Name Cisco_Test_Q						
Description						
Type Queue						
Check Agent Availability No						
Channel Type Telephony						
Status						
Advanced Settings						

## 為入口點和隊列分配路由策略的步驟

將路由策略分別分配給EP和隊列

،،ا،،،ا،، cısco	Routing - Te	am Capacity Control Scripts	Resources Queue P	recedence				٩	Vishal Goyal 🗕		
Routing Str	Routing Strategy List View 🗧 List View > 🗰 List View > 🛍 Deleted Strategies										
	Select Entry Point/Q	ueue Cisco_Test_EP			¥						
+ New Strategy	)							Search			
Name	U TI	↓↑ Status	11 Default	IT Repetition	Start Date	11 Start Time	1 End Time	11 End Date			
Current-Ci	isco_Test_EP_RS AXMeRBpmtl	UuxKYz-QU7w Current	No	Daily	05-Jul-2020	0000	2400	05-Jul-2020			
Cisco_Tes	t_EP_RS AXMeQ_J-Aw	v2KIZQtnpW9 Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020			

יוןיי כוי	ı.ılı. sco	Routing 👻	Team Capacity	Control Scripts	Resources (	Queue Precedence				۱۹	Vishal Goyal 🗕
Routing	j Strategy	List View							🛗 Calendar Vie	w > 🃰 List View > 🏦 Dele	ted Strategies
	[	Select Entry Poin	t/Queue	Cisco_Test_Q			•				
+ New Stra	rategy									Search	
Nar	me	J1 ID		Status	11 Defaul	It It Repetition	J1 Sta	art Date 👫 Start Time	11 End Time	11 End Date	
··· Cur	rrent-Cisco_Test_C	AXMeRct7	tpg02XKIJdUY	Current	No	Daily	05-J	ul-2020 0000	2400	05-Jul-2020	
Cis	sco_Test_Q_RS	AXMeRaO	rS4nxC49TX2Cy	Active	No	Daily	05-J	ul-2020 0000	2400	30-Dec-2020	

### 刪除路由策略的步驟

刪除Cisco\_Test\_Q的路由策略,並嘗試刪除隊列 — Cisco\_Test\_Q

	ululu cisco	Routing 👻	Team Capacity	Control Scripts	Resources	Queue Precedence					٩	) Vishal Goyal 🗕
Rou	ting Strateg	<b>Jy</b> List View								🛗 Calendar View	> 🏥 List View > 🛍 De	leted Strategies
		Select Entry Poin	nt/Queue	- Cisco_Test_Q	]			×				
C	New Strategy										Search	
	Name	Jt ∎		Status	Jî Defa	ault 👫	Repetition	1 Start Date	11 Start Time	1 End Time	1 End Date	
	Current-Cit Delete	Q_RS AXMeRct7	7tpg02XKIJdUY	Current	No		Daily	05-Jul-2020	0000	2400	05-Jul-2020	
•		AXMeRaO	IrS4nxC49TX2Cy	Active	No	I	Daily	05-Jul-2020	0000	2400	30-Dec-2020	

 cisco	Routing 👻 Team Capa	acity Control Scripts	s Resources C	Queue Precedence					🔘 Vishal Goyal 🗸
Routing Strategy	List View						ſ	🗎 Calendar View > 🖿	List View > 📋 Deleted Strategies
	Select Entry Point/Queue	Cisco_Test_Q			•				
Well Done! Strategy AXMeRct7	pgO2XKIJdUY successfully del	leted							x
+ New Strategy								s	Search
Name		D	Lî Status	Default No records	Repetition savailable	11 Start Date	11 Start Time	$\downarrow \uparrow$ End Time	1 End Date

Cannot deactivate - Virtual Team is referenced by other entities ①

×

## 問題

Cisco\_Test\_Q的路由策略已被刪除,但當我們嘗試刪除隊列Cisco\_Test\_Q時,它顯示錯誤「無法停 用 — 虛擬團隊被其他實體引用」(Cannot deactivate - Virtual Team is referenced by other entities)

As	sociated Entities and Strategies for CiscoTestQ		×
_	Routing Strategies		
	ID	Name	
	AXMeRaOrS4nxC49TX2Cy	Cisco_Test_Q_RS	

**附註**:系統被設計為在「已刪除策略」下保留已刪除的路由策略,以避免人為錯誤或需要重新 啟用路由策略,因此隊列刪除操作失敗並出現錯誤「系統中存在路由策略」

## 解決方案:

步驟1。前往Portal >>Click Deleted Strategies >>Select the Queue - Cisco\_Test\_Q下的路由策略。參考路由策略可用

،،ا،،،ا،، cısco	Routing 👻 Team Capa	acity Control Scripts	Resources	Queue Precedence				( <u>)</u> V	/ishal Goyal 🕤
Deleted Routing	Strategies						🛗 Calendar Vie	w > ☷ List View > 🏛 Delet	ted Strategies
	Select Entry Point/Queue	Cisco_Test_Q			*				
								Search	$\supset$
Name 🚛	ID II	Status	11 Default	11 Repetition	Start Date	11 Start Time	1 End Time	11 End Date	
Cisco_Test_Q_RS	AXMeRaOrS4nxC49TX2Cy	Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020	
L									

步驟2.刪除「Deleted Strategies」下的路由策略「Cisco\_Test\_Q\_RS」

	uluilu cisco	Routing 👻 Team	a Capacity	Control Scripts	Resources	Queue Precedence					🕒 Vi	ishal Goyal 🗕
	Routing Strategy	List View							1	🛗 Calendar View > 👪	List View > 🗊 Delete	ed Strategies
	s	elect Entry Point/Que	ue ···· (	Cisco_Test_Q			•					
	Well Done! Strategy AXMeRct7tpg	gO2XKIJdUY successful	lly deleted									×
ľ	+ New Strategy									5	Search	
	Name		Jî ID		Status	Default No record	Repetition Is available	Start Date	1 Start Time	1 End Time	↓î End Date	

#### 步驟3.轉到**Provisioning >> Queue >>**選擇「Cisco\_Test\_Q」,點選Delete,操作成功

=	ø	۵	CCOne_TAC   Local Time 🛛 V	ishal Goyal 🗕	<b>0</b> 8
CCOne_TAC Dashboard × Entry Point × Queue ×			Vell Done!! Cisco_Test_Q is dele	ted successfully	
Queues			🖉 Help	<b>Q</b> Queues > Lis	st
+ New Queue			Search		

刪除Cisco\_Test\_EP的路由策略,並嘗試刪除隊列Cisco\_Test\_EP。

Cisco\_Test\_EP的路由策略已被刪除,但當我們嘗試刪除隊列Cisco\_Test\_EP時,在引用路由策略時會出現錯誤「無法停用 — 虛擬團隊被其他實體引用」。 (見下文)

،،ا،،،ا،، cısco	Routing 👻 Team Capa	city Control Scripts	Resources	Queue Precedence					@ V	'ishal Goyal 🗸
Routing Strategy	List View						ť	🗎 Calendar View > 🖁	🗮 List View > 🍵 Delete	ed Strategies
	Select Entry Point/Queue	Cisco_Test_EP			•					
Well Done! Strategy AXMeRBp	mtUuxKYz-QU7w successfully de	eleted								×
+ New Strategy									Search	
Name		ID II	Status	Default No records av	Repetition	Start Date	1 Start Time	$\downarrow\uparrow$ End Time	↓î End Date	

Associated Entities and Strategies for CiscoTestEp						
	Associated Queues Routing Strategies					
	ID	Name				
	AXMeQ_J-Aw2KIZQtnpW9	Cisco_Test_EP_RS				

#### 按照步驟1到步驟3刪除入口點。

cisco	Routing 👻 Team Capac	ity Control Scripts	Resources	Queue Precedence					🙆 Vishal Goyal 🚽
Deleted Routing	g Strategies						🛗 Calendar View	/ > 🎟 List View > 🗎	Deleted Strategies
	Select Entry Point/Queue	Cisco_Test_EP			*				
								Search	
Name	LL ID LI	Status	11 Default	I Repetition	J↑ St	art Date 👫 Start Tin	ne 👫 End Time	11 End Date	
··· Cisco_Test_EP_R	S AXMeQ_J-Aw2KIZQtnpW9	Active	No	Daily	05-J	Jul-2020 0000	2400	30-Dec-2020	

،، ،،، ،، cısco		≡	А	۵	CCOne_TA	AC   Local Time	🙆 Vishal Goyal 🗕	<b>0</b> ;
Dashboard		CCOne_TAC Dashboard × Entry Point ×				Well Done!! Cisco_Test_E	P is deleted successfu	ılly
Provisioning	~	Entry Points				🖉 He	elp 💿 Entry Points	> List
CCOne_TAC     Entry Points/Queues	~	+ New Entry Point				Search		

#### 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)。