配置UCCX以顯示「呼叫自定義變數」報表中呼 叫方選擇的選項

目錄

簡介 必要條件 需求 採用元件 組態 UCCX指令碼配置 Cisco Unified Intelligence Center Co-Residential配置 驗證 疑難排解 相關連結

簡介

本文檔介紹如何配置Unified Contact Center Express(UCCX),使其在Cisco Unified Intelligence Center(CUIC)中通過運行Call Custom Variables Report來共同駐留呼叫方選擇的選項。

必要條件

需求

思科建議您瞭解以下主題:

- Cisco Unified Contact Center Express(UCCX)
- Cisco Unified Intelligence Center(CUIC)共存

採用元件

- UCCX 10.6
- CUCM 10.5
- Cisco Unified CCX編輯器

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。

組態

UCCX指令碼配置

步驟1.開啟Cisco Unified CCX編輯器應用程式

•	檔案>新建>選擇	「隊列」	頁籤>選擇Simple	Queuing
---	----------	------	-------------	---------

3	👌 Templa	ates				
I.	General	IVR	Queuing	VRU	Voice Brov	
Remote_Monitoring						

步驟2.建立名為Option_Selected的變數

- Type:字串
- 名稱:Option_Selected
- 值: 使用引號, 如下圖所示

New Variable							
Type:	String	String 🗸 🗸					
Name:	Option_Selected						
Value:	•••						
 Final Array Parameter Dimensions: 							
OK Cancel							
<u>S</u> 2 ×							
Name	Туре	Value	Attributes				
Option_Selecte	ed String						

步驟3. Add Menu步驟

- 可以在「常規」頁籤下找到選單
- 按一下右鍵Menu > Properties
- Filter: (篩選條件:)編號1的CSQ1、編號2的CSQ2和編號3的CSQ3

Start	General Pr	ompt Input Filter	
Delay 2 sec Accept (Triggering Contact) Play Prompt (Triggering Contact, Welcome Menu: Menu (Triggering Contact, QueuePrompt) CSQ1 Set Option_Pressed = "Option_1" CSQ2 Set Option_Pressed = "Option_2"	Options:	Connections CSQ1 CSQ2 CSQ3	1 2 3 A Add 4 5 6 B Delete 7 8 9 C C

- 在「常規」頁籤下可以找到「集」
- 按一下右鍵Set > Properties
- 變數Option_Selected
- 值: Option_1、Option_2和Option_3

-/* /*	Simple Queuing Template */						
Star	t in the second s						
🛛 📉 🔀 Dela	y 2 sec						
Acce	pt (Triggering Contact)						
B-T Men	u:						
Men	u (Triggering Contact, QueuePrompt)						
⊖ -2/2	C5Q1						
L .	Set Option_Selected = "Option_1"						
0-1 /	C5Q2						
	Set Option_Selected = "Option_2"						
0-1/2 ·	C5Q3						
	Set Option_Selected = "Option_3"						
	General						
	Variable: Option_Selected						
	Value: "Option_1"						
	OK Apply Cancel Help						

步驟5.在Menu步驟後新增Set Enterprise Call Info步驟

- •可在Call Contact頁籤下找到Set Enterprise Call Info
- 按一下右鍵設定企業呼叫資訊>屬性
- 值: Option_Selected
- 名稱:Call.PeripheralVariable1
- 令牌: 全部離開

	<mark>y</mark> . Unsuccessri et Enterprise (elect Resource	# all Info (Triggering Contact) Va (Triggering Contact from CSO	ariables Used:Option_Selected)		
 <	General E	xpanded Call Variables			•
	Fields:	Values Option_Selected	Names Call.PeripheralVariable1	Tokens All	Add Modify Delete



Cisco Unified Intelligence Center Co-Resident配置

步驟1.導航到CUIC共駐者:https://FQDN或IP地址:8444/cuic

步驟2.導航至報表>庫存>Unified CCX歷史。

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• 在Inbound folder > Right-click on Call Custom Variables Report > Save as下建立自定義報告

Available Reports: Reports Stock Intelligence Center Admin Chat Chat Email Finesse Email Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report	Import Report	🗞 Refres	h									
	Available Reports	:										
 Stock Intelligence Center Admin Unified CCX Historical Chat Email Finesse Email Inbound Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report 	🖃 🚞 Reports											
	🖃 🚞 Stock											
	💿 🚞 Intelligence Center Admin											
Chat Email Finesse Email Inbound Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report	 E Unified CC) 	Unified CCX Historical										
Email Finesse Email Inbound Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report	💽 🧰 Chat											
Finesse Email Inbound Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report	💽 🧰 Email											
 Inbound Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report 	💽 🧰 Finesse	Email										
Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report	🖃 🚞 Inbound											
Aborted Rejected Call Detail Report	- E Aban	doned Call D	Detail Activity Report									
	- Abort	ted Rejected	Call Detail Report									
Agent All Fields Report	E Agen	t All Fields R	eport									
Agent Call Summary Report	E Agen	t Call Summ	ary Report									
Agent Detail Report	- E Agen	t Detail Repo	ort									
 Agent Login Logout Activity Report 	- E Agen	t Login Logo	ut Activity Report									
Agent Not Ready Reason Code Summary Report	- E Agen	t Not Ready I	Reason Code Summary Report									
Agent State Detail Report	- F Agen	t State Detail	Report									
Agent State Summary by Agent Report	- E Agen	t State Summ	nary by Agent Report									
Agent State Summary by Interval Report	- E Agen	t State Summ	nary by Interval Report									
Agent Summary Report	E Agen	t Summary R	Report									
Agent Wrap Up Data Summary Report	E Agen	t Wrap Up D	ata Summary Report									
Agent Wrap-Up Data Detail Report	- E Agen	t Wrap-Up D	ata Detail Report									
Call Custom Variables Report	- E Call	Custom Varia	bles Report									
🔤 C 🤹 Run immary Activity Report	- 🔳 C 😼	Run	immary Activity Report									
🛛 🗉 C 🖬 Schedule 🛛 Activity Report	— 🔳 C 🔓	Schedule	Q Activity Report									
E C G Edit Leue Activity by CSQ Report	- 🗉 C 📊	Edit	ueue Activity by CSQ Report									
E C B Save As Leue Activity by Window Duration	- 🔳 C 📻	Save As	ueue Activity by Window Duration									
_ E C Jeue Activity Report	— 🔳 C 🏪	Gareza	ueue Activity Report									
E C Rename Jeue Activity Report by Interval	- E C -	Rename	ueue Activity Report by Interval									
C Edit Views Jeue Call Distribution Summary	- C	Edit Views	ueue Call Distribution Summary									

步驟3.建立自定義報告

- 新增名稱
- 新增說明(可選)
- 選擇自定義報告的位置
- •授予許可權
- 選擇確定

🗢 = Requir	ed fields
Name Description	New Call Custom Vairables Report
C Report C	ategory V () The Reports V () The Stock O The Intelligence Center Admin V () The Intelligence Cente
My Group	e 🕼 Write All Users Execute 🕼 Write

步驟4.導航到編輯檢視

- 選中View Name Call Custom Variables Report旁邊的框。
- 選擇編輯以編輯報告的檢視。

Y	Edit Default Filter	🤹 Edit Vie	ews	🔒 Save	📄 Save As	發 Refresh	🗙 Cancel		
						_			
Report D	escription								
/ersion									
Availat	Available Views								
Name	contains	Filter	Cle	ear					
	View Name		Туре	Description					
۲	Call Custom Varia	bles Report	Grid						
Create	- Edit Delete	Links	Refresh						

步驟5.修改網格標題

- 在網格中的Current field order下,按一下右鍵Custom Variable 1 > Properties。
- 將「網格顯示名稱」(Grid Display Name)更改為Option_Selected。
- 按一下確定並儲存報告。

o	Name	Call Cus	tom Variables Report								
	Description										
o	Font Size	10									
	Available Fi	elds				Curr	ent field	order in th	e grid		
	Agent Name Application N Contact Disp Custom Varia Custom Varia Custom Varia Custom Varia Custom Varia	(agent_r lame (ap oosition (able 1 (cu able 2 (cu able 3 (cu able 4 (cu able 5 (cu	ame) plication_name) contact_disposition) ustom_var1) custom_var10) ustom_var2) ustom_var2) ustom_var3) ustom_var4) ustom_var5) Save As Cancel	•	Add He	Grind	dHeader Node ID Start Tir End Tim Contact Agent N Applicat C P C P C T X R Remo	rs - Session I ne (start_tir 1e (end_tim Disposition ame (agen ion Name (<u>Wariable 1</u> roperties hresholds temove Selected	ID - Se me) ie) n (cont t_nam (applic fenstr ected	tact_d ie) ation_ m_va m_va	* H
	 Require Name Display N Grid Disp Field Wid Note: Name OK 	ed fields lame play Name th and Dis Cancel	custom_var1 Custom Variable 1 Option_Selected 70 alay Name fields are used	I on A	dvanced F	ilter Pag	lē.				

驗證

導航到CUIC共同駐留中的報告

- 選擇以名稱New Call Cuatom Variables Report建立的自定義報告。
- 篩選報告並運行它。
- 在Option_Selected下檢查呼叫方選擇的不同選項

Overview 🛞 🛛 Reports 🤅	New Call Custom Vai	rables Report 🛞				
📄 Save 🛄 S	ave As 🛛 🧠 Edit 🏾 🎅	🤉 Print 🛛 💝 Filter	📙 SQL 🥳	🕨 Refresh 🛛 👔	🛾 Pop Out 🛛 🚍	Export Call
Node ID- Session ID - Sequence No	Start Time	End Time	Contact Disposition	Agent Name	Application Name	Option_Selected
1-3100000001-0	11/21/17 3:44:08 PM	11/21/17 3:44:18 PM	4		App1 🔔	Option_1
1-3100000002-0	11/21/17 3:44:21 PM	11/21/17 3:44:30 PM	4		App1	Option_2
1-3100000004-0	11/21/17 3:44:41 PM	11/21/17 3:44:50 PM	4		App1	Option_3

疑難排解

1.從Cisco Unified CCX編輯器運行被動指令碼

- 開啟Cisco Unified CCX編輯器應用程式
- 導覽至Debug > Reactive Script
- 選擇建立的指令碼並呼叫觸發器以擊打該指令碼
- 執行所有步驟並執行「Step Over」,以確保正確設定變數
- 2. 啟用跟蹤
 - 來自Cisco Unified CCX可維護性
 - 導覽至Trace > Configurations
 - 從下拉菜單中選擇Service Cisco Unified CCX Engine
 - •在Managers下將ENG的調試設定為XDebugging3

並收集Cisco Unified CCX Engine(MIVR)日誌

- 通過UCCX的即時監控工具(RTMT), Cisco Unified CCX引擎
- 在命令列介面(CLI)中運行file get activelog /uccx/log/MIVR/* 命令

相關連結

有關如何在Cisco Unified CCX編輯器中配置步驟的詳細資訊,請參閱《Cisco Unified Contact Center Express Editor步驟參考指南》<u>《Cisco Unified Contact Center Express Editor步驟參考指南》</u>

有關如何修改和建立報告的自定義檢視的詳細資訊,請參閱《Cisco Unified Contact Center Express報告使用手冊》<u>《Cisco Unified Contact Center Express報告使用手冊》</u>