

UCCX指令碼中的例外步驟最佳實踐

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簡介

本文檔介紹如何在Unified Contact Center Express(UCCX)指令碼中配置**OnException Goto**步驟。

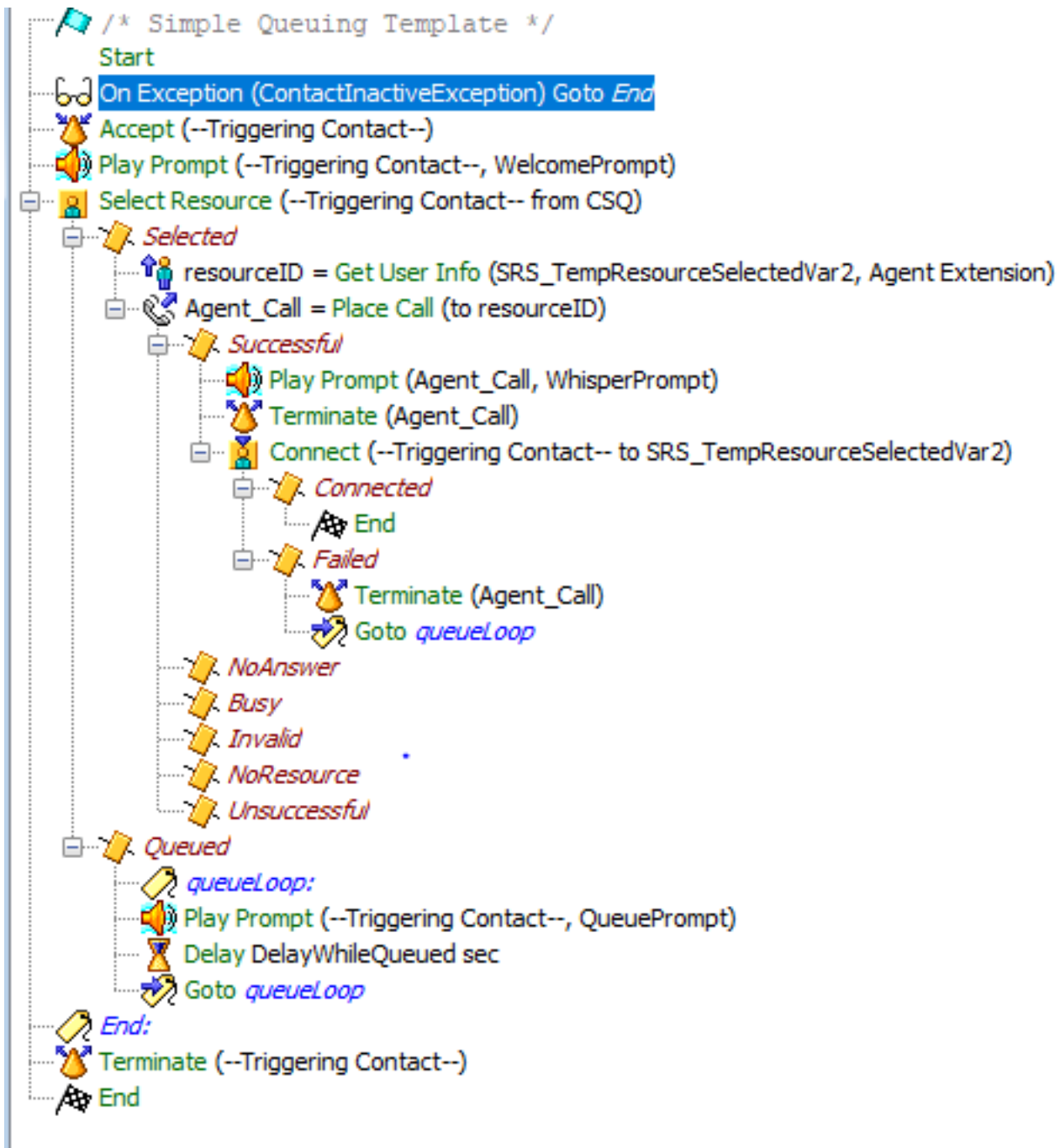
許多呼叫流程中出現的問題是由不正確使用此步驟造成的。此最佳實踐旨在使用此功能時防止呼叫流程和引擎級別出現問題。

問題

ContactInactiveException 的**OnException**用於您已斷開呼叫（不再活動），即在遠端終止的情形。

這些影象顯示了配置此步驟的常用方法，並使**Goto**步驟指向指令碼的結尾。

但是在錯誤的情況下請參閱此映像，對於已斷開連線的呼叫，在End標籤之後會使用**Terminate**步驟。



發生的情況是，當在執行指令碼期間斷開呼叫時，**OnException**步驟將執行1000次並生成警報(「已到達的最大步驟數：1000”)。雖然此錯誤不會影響引擎或生產，但它是引擎上的問題，並且會生成警報。

原因是，終止已處於非活動狀態(被遠端方放棄)的呼叫會導致生成另一個ContactInactiveException。

實際上，聯絡非活動例外會持續循環並生成，這將生成更多例外。這是一個異常循環。

以下日誌顯示問題：

```
// application getting triggered//
```

```
Line 1999: Trigger:
```

```
ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=Applicat
```

ionTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parm
s={},taskGroups=[],controlClass=class
com.cisco.call.CallControlChannel,controlGroupId=7,contactGroups=[GroupInfo[class=com.cisco.dial
og.DialogChannel,id=0]],dn=3014804565,redirectCSS=default,cmDeviceName=ClinicalCAdmin,cmDeviceIn
valid=false,cmDescription=Clinical Center Admin,cmDevicePoolUUID={ED1A849A-1601-36F6-3254-
25D867408A73},cmDevicePoolName=CIT_UCCX_DP,cmCallingSearchSpaceUUID=,cmCallingSearchSpaceName=No
ne,cmLocationUUID={29C5C1C4-8871-4D1E-8394-
0B9181E8C54D},cmLocationName=Hub_None,cmPartitionUUID={11C5CF59-66A5-02E4-9A1B-
A5B2853B9127},cmPartitionName=All-
Phones_pt,cmVoiceMailProfileUUID=,cmVoiceMailProfileName=None,cmCallPickUpGroupUUID=,cmCallPickU
pGroupName=,cmDisplay=...

Line 2001: ID: 29000007909

Line 2099: 1934897: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-
TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task
29000007909 : Start

Line 2101: 1934899: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-
TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task
29000007909 : On Exception(ContactInactiveException) Goto End

Line 2139: 1934937: May 15 00:51:20.524 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-
TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task
29000007909 : Delay 1 sec

Line 2142: 1934940: May 15 00:51:21.525 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-
TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task
29000007909 : Accept (--Triggering Contact--)

// Customer disconnecting the call//

Line 2257: 1935055: May 15 00:51:36.481 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2951-77-2-TERM_CONN_EV:2951] RequestImpl: CallID:3586
MediaId:11102124/2 Task:29000007909 gets TermConnDroppedEv, meta code:132, cause code:100

Line 2258: 1935056: May 15 00:51:36.481 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2951-77-2-TERM_CONN_EV:2951] RequestImpl: CallID:3586
MediaId:11102124/2 Task:29000007909, TerminalConnection to Terminal: ClinC_2951 is DROPPED,
11102124/2

**// call is ended and call loops and END step is executed for 1000 times and RTMT alert is
generated for the disconnected call//**

Line 2260: 1935058: May 15 00:51:36.488 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-
3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of
Task 29000007909 : End:

Line 3260: 1936058: May 15 00:51:36.569 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-
3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of
Task 29000007909 : Terminate (--Triggering Contact--)

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP_MGR-3-
TASK_ABORTED:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFWorkflowAppDebugTaskWrapper: Application task aborted:
Application=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2015-01-13
23:42:42.0,recordId=131,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
,defaultScript=,vars=[],defaultVars=null]]],Application
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=
ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parm
s={},taskGroups=[],controlClass=class com.c...

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP_MGR-3-
TASK_ABORTED:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFWorkflowAppDebugTaskWrapper: Application task aborted:
Application=App[name=Clinical_Center_Admin,type=Cisco Script

```
Application, id=400, desc=Clinical_Center_Admin, enabled=true, max=2, valid=true, cfg=[ApplicationConfig[
schema=ApplicationConfig, time=2015-01-13
23:42:42.0, recordId=131, desc=Clinical_Center_Admin, name=Clinical_Center_Admin, type=Cisco Script
Application, id=400, enabled=true, sessions=2, script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
], defaultScript=, vars=[], defaultVars=null]]], Application
Trigger=ContactApplicationTrigger[time=1526359880518, locale=en_US, cfg=JTAPITriggerConfig[schema=
ApplicationTriggerConfig, time=2018-05-13 04:51:23.0, recordId=928, desc=Cisco JTAPI
Trigger, name=3014804565, type=Cisco JTAPI
Trigger, appName=Clinical_Center_Admin, enabled=true, sessions=2, idleTimeout=5000, locale=en_US, param
s={}, taskGroups=[], controlClass=class com.c... Line 2261: 1935059: May 15 00:51:36.488 EDT
%MIVR-ENG-7-UNK: [MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)
```

//RTMT ALERT//

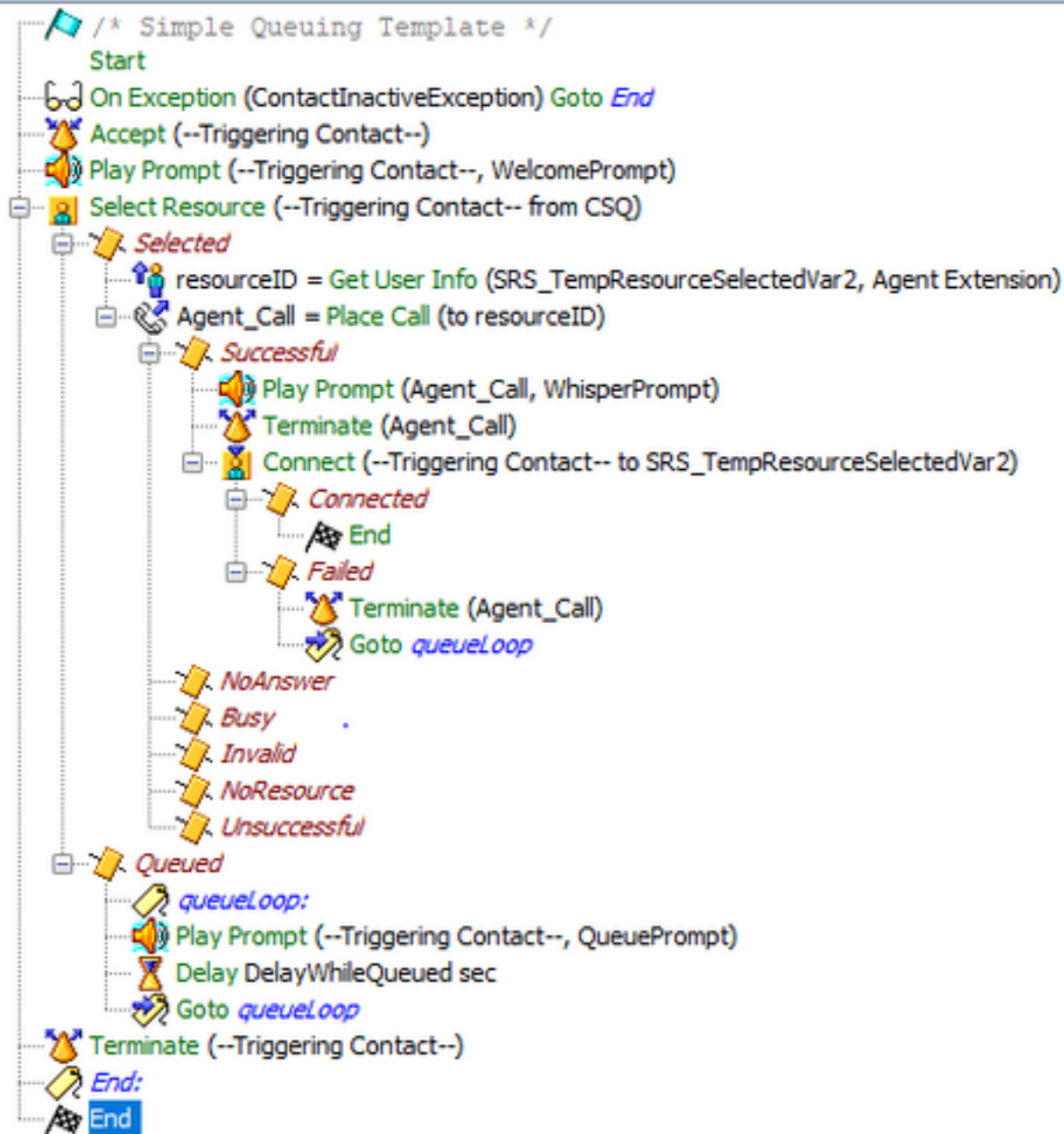
```
Message: : 235: citvoip-ccxsvr-b.net.nih.gov: May 15 2018 12:40:22 AM.980 UTC : %UC_APP_MGR-3-
TASK_ABORTED:
%[app.trigger=ContactApplicationTrigger[time=1526344761313, locale=en_US, cfg=JTAPITriggerConfig[s
chema=ApplicationTriggerConfig, time=2018-05-13
][exception=com.cisco.wfframework.obj.WFMaxExecutedStepsExceededException: No. of executed
steps: 1000][UNKNOWN_PARAMTYPE:Task id=29000007864][app=App[name=NLM_Inbound, type=Cisco Script
Application, id=202, desc=NLM_Inbound, enabled=true, max=50, valid=true, cfg=[ApplicationConfig[]][task
.class=class com.cisco.app.impl.WFWorkflowAppDebugTaskWrapper][ClusterID=][NodeID=citvoip-
ccxsvr-b]: Application task aborted
```

解決方案

要解決此問題，需要在Goto Label之後跳過Terminate步驟，即，請參見圖2，在Terminate步驟之後配置Goto步驟的END標籤步驟，或者完全刪除OnException步驟和相應的END標籤。

摘要不會終止已處於活動狀態的呼叫並嘗試捕獲ContactInactive異常。這在邏輯上是錯誤的。

這是正確指令碼的影象。



工作日誌

// working call//

```

Line 5048: 1951439: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Start
Line 5049: 1951440: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Delay 2 sec
Line 5112: 1951503: May 15 01:39:52.492 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Accept (--Triggering Contact--)
Line 5116: 1951507: May 15 01:39:52.500 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591 MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is ACTIVE
Line 5120: 1951511: May 15 01:39:52.501 EDT %MIVR-SS_TEL-7-UNK:[(P1-10.129.7.10)EventThread] InCallObserverImpl: CallID:3591 MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

```

//customer disconnects the call//

Line 5232: 1951623: May 15 01:40:10.953 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591
MediaId:11104504/2 Task:29000007915 gets TermConnDroppedEv, meta code:132, cause code:100

Line 5233: 1951624: May 15 01:40:10.953 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591
MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is DROPPED,
11104504/2

Line 5236: 1951627: May 15 01:40:10.955 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] CallImpl: Call.abandoned()
JTAPICallContact[id=3591,type=Cisco JTAPI
Call,implId=11104504/2,active=false,state=CALL_DISCONNECTED,inbound=true,handled=false,locale=en
_US,aborting=false,app=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2018-05-15
01:38:54.0,recordId=1168,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-
0x131794c237,parent=null,active=true,state=SESSION_IDLE,time=1526362790448],seqNum=0,time=152636
2790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIRECT,lrd
=null,ocn=3014804565,odn=null,uui=null,aniii=null,ced=n...

Line 5237: 1951628: May 15 01:40:10.956 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] InCallObserverImpl: CallID:3591
MediaId:11104504/2 Task:29000007915, released TP[type=Cisco CTI
Port,id=25,implId=2903,active=false,state=IDLE] from 3014804565, and releasing udpPort 28084

Line 5238: 1951629: May 15 01:40:10.956 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] InCallObserverImpl: CallID:3591
MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.TermObservationEndedEvImpl received

// call is disconnected with no exception//

Line 5286: 1951640: May 15 01:40:11.832 EDT %MIVR-SS_CM-7-
UNK:[MIVR_SS_RMCM_RmCmCleanupThread-370-0-RmCmCleanupThread] ContactMgr: Cleanup detected final
state of afw ct: JTAPICallContact[id=3591,type=Cisco JTAPI
Call,implId=11104504/2,active=false,state=CALL_DISCONNECTED,inbound=true,handled=false,locale=en
_US,aborting=false,app=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2018-05-15
01:38:54.0,recordId=1168,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-
0x131794c237,parent=null,active=false,state=SESSION_DISPOSED,time=1526362790448],seqNum=0,time=1
526362790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIREC
T,lrd=null,ocn=3014804565,...