

# Probleemoplossing perifere gateway-loganalyse voor Enterprise Chat en e-mail - doorsturen van werkstroom

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## Inleiding

In dit document wordt het proces beschreven voor het oplossen van problemen bij de perifere analyse van de gateway voor bedrijfswijzigingen en e-mail - Chat en werkstroom.

## Voorwaarden

ECE 11.6 (is ook van toepassing op de opstelling van wolken)

UCS E11.6

## Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- ECE
- Unified Contact Center Enterprise (UCCE)

## Gebruikte componenten

De informatie in dit document is gebaseerd op UCCE 11.6 en ECE 11.6.1 ES 6 ES6\_1A.

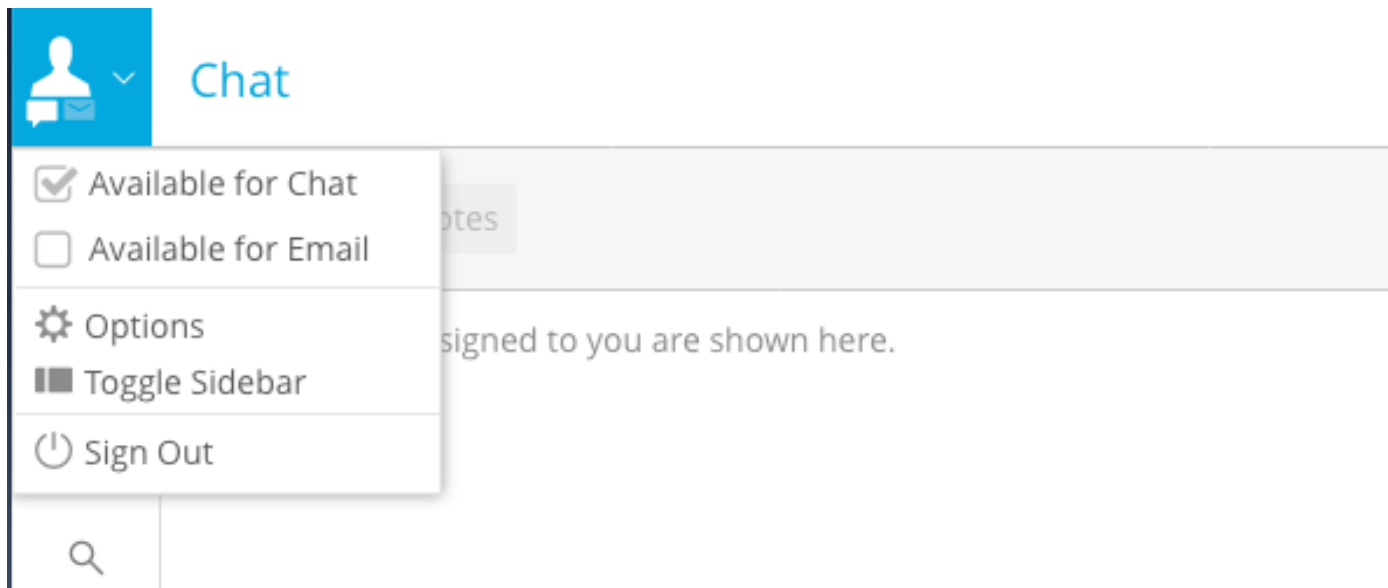
De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk levend is, zorg er dan voor dat u de mogelijke impact van om het even welke opdracht begrijpt.

## Problemen oplossen

### Case 1. Agent-tekens beschikbaar voor chatten.

Logs om te bekijken: Luisteraar van ECE.

CTISver en Agent PG OPC logt van ICM.



Snippet voor ICM CTIServer logt:

"MAKE\_AGENT\_ROUTABLE\_IND" ontvangen van luistergoedprocedure van ECE

```
10:06:31:759 cglactisvr Session 1: MsgType:MAKE_AGENT_ROUTABLE_IND (InvokeID:0xa233 MRDID:5001
ICMAgentID:5001 MaxTasks:1 )
10:06:31:759 cglactisvr Trace: ProcessMakeAgentRoutableInd - sessionID 1
10:06:31:759 cglactisvr Trace: SendARMMsg -- InvokeID = 41523, MRDID = 5001, ICMAgentID = 5001,
MaxTasks = 1, SessionID = 1

10:06:31:759 cglactisvr Session 1: MsgType:MAKE_AGENT_READY_IND (InvokeID:0xa234 MRDID:5001
ICMAgentID:5001 MakeRoutable:True )
10:06:31:759 cglactisvr Trace: ProcessMakeAgentReadyInd - sessionID 1
10:06:31:759 cglactisvr Trace: SendARMMsg -- InvokeID = 41524, MRDID = 5001, ICMAgentID = 5001,
MakeRoutable = 1, SessionID = 1
```

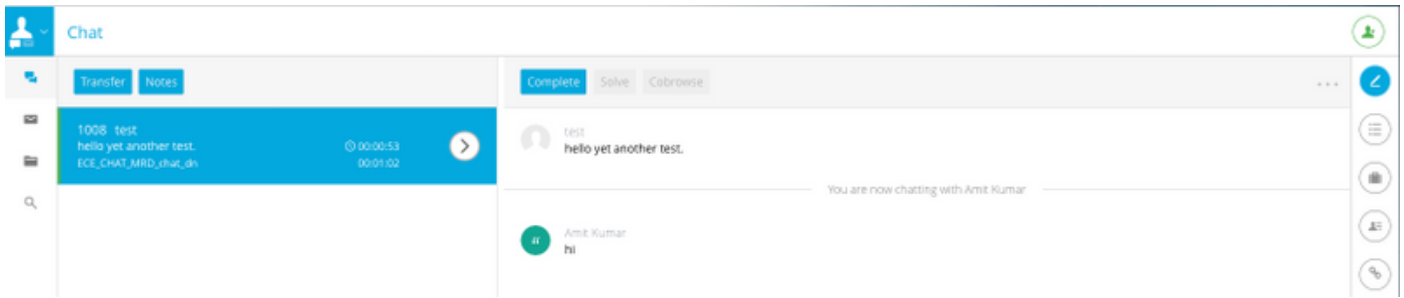
Agent gemarkeerd NOT\_ACTIVE van NOT\_READY.

```
10:06:31:774 cglactisvr Session 8: SkillGroupNumber:117497 SkillGroupID:5006
SkillGroupPriority:0 AgentState:NOT_ACTIVE
10:06:31:774 cglactisvr Session 8: EventReasonCode:0 MRDID:5001 NumTasks:0 AgentMode:1
MaxTaskLimit:1 ICMAgentID:5001

10:06:31:774 cglactisvr Session 5: SkillGroupNumber:2 SkillGroupID:5009
SkillGroupPriority:0 AgentState:NOT_ACTIVE
10:06:31:774 cglactisvr Session 5: EventReasonCode:0 MRDID:5001 NumTasks:0 AgentMode:1
MaxTaskLimit:1 ICMAgentID:5001
```

NOT\_ACTIVE hier impliceert dat de agent klaar is om te chatten; en werkt niet " actief " voorafgaand aan enige voorafgaande chatactiviteit .

**Zaak 2. Wanneer ECE een nieuwe activiteit verstuurt naar een beschikbare agent.**



## PIM logs :

### 1. NEW\_TASK is received from ECE EASS

```

Events from June 13, 2019:
13:52:51:838 pg3a-pim2 Trace: Application->PG:
Message = NEW_TASK; Length = 78 bytes
  DialogueID = (11) Hex 0000000b
  SendSeqNo = (1) Hex 00000001
  MRDomainID = (5001) Hex 00001389
  PreviousTask = -1:-1:-1
  PreferredAgent = Undefined
  Service = (0) Hex 00000000
  CiscoReserved = (0) Hex 00000000
  ScriptSelector: chat_dn
  ServiceRequested = (0) Hex 00000000
ECC Variable Name: user.ece.activity.id
Value: 1012

```

(Notice the values of ECC variable Name and ScriptSelector)

### 2. INRCMSGNewCall/ RUN\_APPLICATION\_SCRIPT\_REQ sent to Router :

```

13:52:51:838 pg3a-pim2 Trace: Send INRCMSGNewCall to Router : :
NEW_CALL RCID=5005 PID=5001 DID=11 DIDRelSeq#=1 GrpDelKey=5004 CRS(RtrDate=-1,RtrCID=-1)
RCKSeq#=-1 NICCallID={N/A} PGCallID={N/A} OperationCode=CLASSIC OperationFlags=COOP_NONE
CalledParty#=chat_dn CallingParty#= CED= MsgOrigin=1 RouteDevType=6 Originator=ece
NICCalledParty#= NetDelay=0 Priority=0 OrigType=0 atVRU=T CLIDRestrict=F PrefAGSTID=-1
MRDomainID=5001 LegacyPreCallMsgEnabled=F CID=0, ServiceReq=0 PV1= PV2= PV3= PV4= PV5= PV6= PV7=
PV8= PV9= PV10=
Name Type Index Value
user.ece.activity.id Scalar 1012
13:52:51:838 pg3a-pim2 Trace: MR_Peripheral::On_Router_RunScript
RUN_SCRIPT RCID=5005 PID=5001 DID=11 DIDRelSeq#=0 InvokeID=14 CRS(RtrDate=152834,RtrCID=406)
RCKSeq#=0 CallTypeID=5003 NICCalledParty#=chat_dn ScriptID=NVRUM_Script ScriptConfig=
CallingParty#= CED= PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10= EstimatedWaitTime=0
Name Type Index Value
user.ece.activity.id Scalar 1012
13:52:51:838 pg3a-pim2 Trace: PG->Application:
Message = RUN_APPLICATION_SCRIPT_REQ; Length = 80 bytes
DialogueID = (11) Hex 0000000b
SendSeqNo = (1) Hex 00000001
InvokeID = (14) Hex 0000000e
ScriptID: NVRUM_Script
ScriptConfiguration:
EstimatedWaitTime = (0) Hex 00000000
Call Variable 1:
Call Variable 2:
Call Variable 3:
Call Variable 4:

```

Call Variable 5:  
Call Variable 6:  
Call Variable 7:  
Call Variable 8:  
Call Variable 9:  
Call Variable 10:  
ECC Variable Name: user.ece.activity.id  
Value: 1012

**3. RUN\_APPLICATION\_SCRIPT\_RESULT is received:**

13:52:51:838 pg3a-pim2 Trace: Application->PG:  
Message = RUN\_APPLICATION\_SCRIPT\_RESULT; Length = 16 bytes

**4. DO\_THIS\_WITH\_TASK received:**

13:52:51:838 pg3a-pim2 Trace: PG->Application:  
**Message = DO\_THIS\_WITH\_TASK;** Length = 90 bytes  
DialogueID = (11) Hex 0000000b  
SendSeqNo = (2) Hex 00000002  
IcmTaskID = 152834:406: 1  
**SkillGroup = (5009)** Hex 00001391  
Service = Undefined  
**Agent = (5001)** Hex 00001389  
**AgentInfo: 1004**  
Label:  
ApplicationString2:  
Call Variable 1:  
Call Variable 2:  
Call Variable 3:  
Call Variable 4:  
Call Variable 5:  
Call Variable 6:  
Call Variable 7:  
Call Variable 8:  
Call Variable 9:  
Call Variable 10:  
ECC Variable Name: user.ece.activity.id  
Value: 1012

**RTR logs :**

**NewCall is received:**

13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) NewCall: CID=(152834,406), DN=chat\_dn, ANI=, CED=,  
RCID=5005, MRDID=5001, CallAtVRU=1, OpCode=0  
13:52:51:838 ra-rtr Trace: RCKSeqNum=-1, NIC\_DN=

**Route Complete is received:**

13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) RouteComplete:  
13:52:51:838 ra-rtr Trace: Route: DN=chat\_dn, ANI=, CED=, Label=  
13:52:51:838 ra-rtr Trace: Route: CID=(152834,406), Labels=1

**DeviceTargetPreCall is generated:**

13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) DeviceTargetPreCall\_V12: CID=(152834,406), PerID=5000,

SGSTID=5009, AGSTID=5001 NetworkCallFlags=0, InvokeID=343, GREET=  
13:52:51:838 ra-rtr Trace: DN=chat\_dn, ANI=, CED=, CustDBProvidedDigits=, RouteID=5002,  
NetworkTargetID=0  
13:52:51:838 ra-rtr Trace: RCKSeqNum=0, DelayQTime=0, DelayRouterTime=0, SGDelayQTime=0  
13:52:51:838 ra-rtr Trace: CallGUID=, CustomerID=1  
13:52:51:838 ra-rtr Trace: LocationParamPKID=, LocationParamName=, SIPHeader=  
13:52:51:838 ra-rtr Trace: NIC\_CalledPartyNumber=chat\_dn  
13:52:51:838 ra-rtr Trace: PV1= PV2= PV3= PV4= PV5=  
13:52:51:838 ra-rtr Trace: PV6= PV7= PV8= PV9= PV10=  
13:52:51:838 ra-rtr Trace: (11 x 0 : 0 0) Connect: CID=(152834,406), EventSelect=0,  
ServiceType=0, RCID=5005, Label(s)=

#### From OPC logs:

#### NEW\_CALL request

13:52:51:838 pg3a-opc Trace: SendINRCMessage: NEW\_CALL RCID=5005 PID=5001 DID=11 DIDRelSeq#=1  
GrpDelKey=5004 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NICCallID={N/A} PGCallID={N/A}  
OperationCode=CLASSIC OperationFlags=COOP\_NONE CalledParty#=chat\_dn CallingParty#= CED=  
MsgOrigin=1 RouteDevType=6 Originator=ece NICCalledParty#= NetDelay=0 Priority=0 OrigType=0  
atVRU=T CLIDRestrict=F PrefAGSTID=-1 MRDomainID=5001 LegacyPreCallMsgEnabled=F CID=0,  
ServiceReq=0 PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10=

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

#### RUN\_SCRIPT

13:52:51:838 pg3a-opc Trace: SendPIMINRCMessage: RUN\_SCRIPT RCID=5005 PID=5001 DID=11  
DIDRelSeq#=0 InvokeID=14 CRS(RtrDate=152834,RtrCID=406) RCKSeq#=0 CallTypeID=5003  
NICCalledParty#=chat\_dn ScriptID=NVRUM\_Script ScriptConfig= CallingParty#= CED= PV1= PV2= PV3=  
PV4= PV5= PV6= PV7= PV8= PV9= PV10= EstimatedWaitTime=0

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

#### SCRIPT\_RESP

13:52:51:838 pg3a-opc Trace: SendINRCMessage: SCRIPT\_RESP RCID=5005 PID=5001 DID=11  
DIDRelSeq#=2 InvokeID=14 ResultCode=0 CED= PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10=

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

#### CONNECT is generated

13:52:51:838 pg3a-opc Trace: SendPIMINRCMessage: CONNECT RCID=5005 PID=5001 DID=11 DIDRelSeq#=1  
CRS(RtrDate=152834,RtrCID=406) RCKSeq#=0 ErrorCode=0 TRTargetID=-1 CorrID= EventSel=0 SvcType=0  
NICCallID={N/A} PGCallID={N/A}  
OperationCode=CLASSIC OperationFlags=COOP\_NONE NetworkTransferEnabled=F **NICCalledParty#=chat\_dn**  
**SGSTID=5009** SvcSTID=-1 AGSTID=5001 **AGInfo=1004, MRDID=5001** Interruptible=0 PV1= PV2= PV3= PV4=  
PV5= PV6= PV7= PV8= PV9= PV10=

Name	Type	Index	Value
user.ece.activity.id	Scalar		1012

**Zaak 3. Wanneer een agent het chatwerk ontvangt en reageert; AgentState verandert in ACTIEF.  
In dit scenario rapporteert CTIServer de volgende informatie in de documenten.**

**CTIServer logs :**

10:26:41:486 cglactisvr Session 5: MsgType:AGENT\_STATE\_EVENT (MonitorID:0 PeripheralID:5000  
SessionID:0x0  
10:26:41:486 cglactisvr Session 5: PeripheralType:EnterpriseAgent SkillGroupState:ACTIVE  
StateDuration:0 SkillGroupNumber:2  
10:26:41:486 cglactisvr Session 5: SkillGroupID:5009 SkillGroupPriority:0 AgentState:ACTIVE  
EventReasonCode:0 MRDID:5001

**OPC logs:**

10:26:41:486 pglapoc Trace: RemoveFromSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009,  
SG#=2 State=AS\_RESERVED AgentObj=0x4640040  
10:26:41:486 pglapoc Trace: AddToSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2  
State=AS\_ACTIVE AgentObj=0x4640040  
10:26:41:486 pglapoc Trace: SetAgentState: ASTID=5001 Periph#=1011 MRDomainID=5001 SGSTID=5009  
SG#=2(0x2) OldState=AS\_RESERVED NewState=AS\_ACTIVE Duration=0 CurLine=-1 ReasonCode=0  
AgentObj=0x4640040