

Identificar e Solucionar Problemas de Análise de Fluxo de Chamada CVP com VVB Server

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Introduction

Este documento descreve a análise de rastreamento do Cisco Customer Voice Portal (CVP) com o Cisco Virtual Voice Browser (VVB) como um navegador VXML.

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- CVP com Cisco Unified Contact Center Enterprise (UCCE)
- Cisco VVB integrado com CVP
- Fluxo de chamadas abrangente do CVP

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- CVP 11,5
- UCCE 11.5
- VVB 11,5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Informações de Apoio

Com a introdução do Cisco VVB como um navegador VXML, aqui está um exemplo de análise de rastreamento para rastrear sinais entre CVP, UCCE e VVB.

Nessa análise, a chamada é roteada para o CVP e, após o tratamento de Resposta de Voz Interativa (IVR - Interactive Voice Respose), o CVP roteia a chamada para um agente disponível.

Os trechos de log CVP e VVB podem ser identificados por palavras-chave MIVR e CVP nos traços.

CVP com análise de rastreamento de fluxo de chamada VVB

Novo segmento do switch de chamada

```
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
```

Número de sessões ativas

```
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
```

Nova chamada no SIP SS

```
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 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=
```

Nova CALL - publicação no 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 rcdays=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=
```

Conexão temporária - processamento do UCCE

```
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, rcdays=152070, DNIS=9876, ANI=12345
```

Conexão temporária - publicação para SS sip

```
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 rcdays=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=
```

Correspondência de rota para rótulo VRU

```
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
```

Convidar para o segmento VXML GW-VRU

```
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]
```

Nova chamada para o segmento VVB VRU

```
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..
```

Convite aceito-segmento de URV

```
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
```

Resposta

```
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
```

Processamento de respostas do SIP SS

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=0F46E58000010000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from SIP_SS - [EVENT_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER CauseCode=CAUSE_NONE

Publicação de respostas para 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=0F46E58000010000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to UCCE - [EVENT_REPORT] DialogID=46 SendSeqNo=2 EventID=ANSWER CauseCode=NONE

Nova chamada [IVR] - processamento de VXMLServer - Nova chamada com URV + ID de correlação

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=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A [IVR] - processing from VXMLServer - [NEW_CALL]
ClientNewCallEvent,sessionId=0F46E58000010000000007A0851430A ani=sip:12345@192.0.2.11:5060 dnis=88881111112 uui= callId=0F46E58000010000000007A0851430A-149438037789633@192.0.2.11 seqNo=1 invokationId=0 message=null ccbServletUrl= ccbServletReqTimeout=0

Nova publicação de chamada para 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=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=88881111112 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E58000010000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

Chamada roteada de ID de correlação

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 = 0F46E58000010000000007A0851430A - Correlation ID routed call

[IVR-VRU_LEG_DIALOG]-processamento de IVR_SS-[NEW_call]-ID do diálogo de segmento VRU

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=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from IVR_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=88881111112 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E58000010000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

[Request_Instruction] - publicação para 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]-processamento do UCCE

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=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=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] - Publicação em 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 rcdays=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] processamento de ICM_SS

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 rcdays=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]- Publicando no servidor VXML

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 rcdays=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 ROOT Document

```
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 browser faz solicitação

```
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 Fetch VXML doc

```
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=tr
ue&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">
```

.....

POST DE ENVIO VVB ()

```
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
```

Resultado do post ENVIAR

```
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
```

Elemento de Identificador

```
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
```

Cria nova consulta

```
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>
```

Resultado do post (carga de áudio)

```
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]- processamento de VXMLServer

```
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=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-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]-publicação para 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=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-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]-Processando de IVR_SS- Resultado=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]-Publicação no 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=

O agente se torna disponível e o ICM cancela a operação VXML

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 editando para 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

[CANCEL] - Processando do UCCE

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

Processamento [Connect] do UCCE

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=

[Connect] publicação para 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=0F46E58000010000000007A0851430A 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=0F46E58000010000000007A0851430A ECC variables=user.media.id: 0F46E58000010000000007A0851430A,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=0F46E58000010000000007A085143, Peripheral Variables=

Route Matching-agent Leg

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 desconecta

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=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

[Desconectar] publicação [desconectar]

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 = 0F46E58000010000000007A0851430A, DLGID = 47 [IVR_VRU_LEG_DIALOGUE] - Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR, LEGID = 0F46E58000010000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345

Publicação [Desconectar] para 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=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to IVR_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

Desconexão VVB

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

Perna traseira do toque

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

Convidar para VXML GW

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=z9hG4bKKIR8MEBv53bzAj6MuGd1vw~~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

O tom de chamada de volta é estabelecido com o chamador

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.

Convite do Leg do Agente para CUCM

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]

Chamada conectada

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.

Informações Relacionadas

- [Suporte Técnico e Documentação - Cisco Systems](#)