

排除企业聊天和电子邮件的外围网关日志分析故障 — 聊天工作流程

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简介

本文档介绍企业聊天和电子邮件的外围设备网关日志分析的故障排除过程 — 聊天工作流程。

先决条件

ECE 11.6 (也适用于云部署)

UCCE 11.6

要求

Cisco 建议您了解以下主题：

- ECE
- 统一联络中心企业版(UCCE)

使用的组件

本文档中的信息基于UCCE 11.6和ECE 11.6.1 ES 6 ES6_1A。

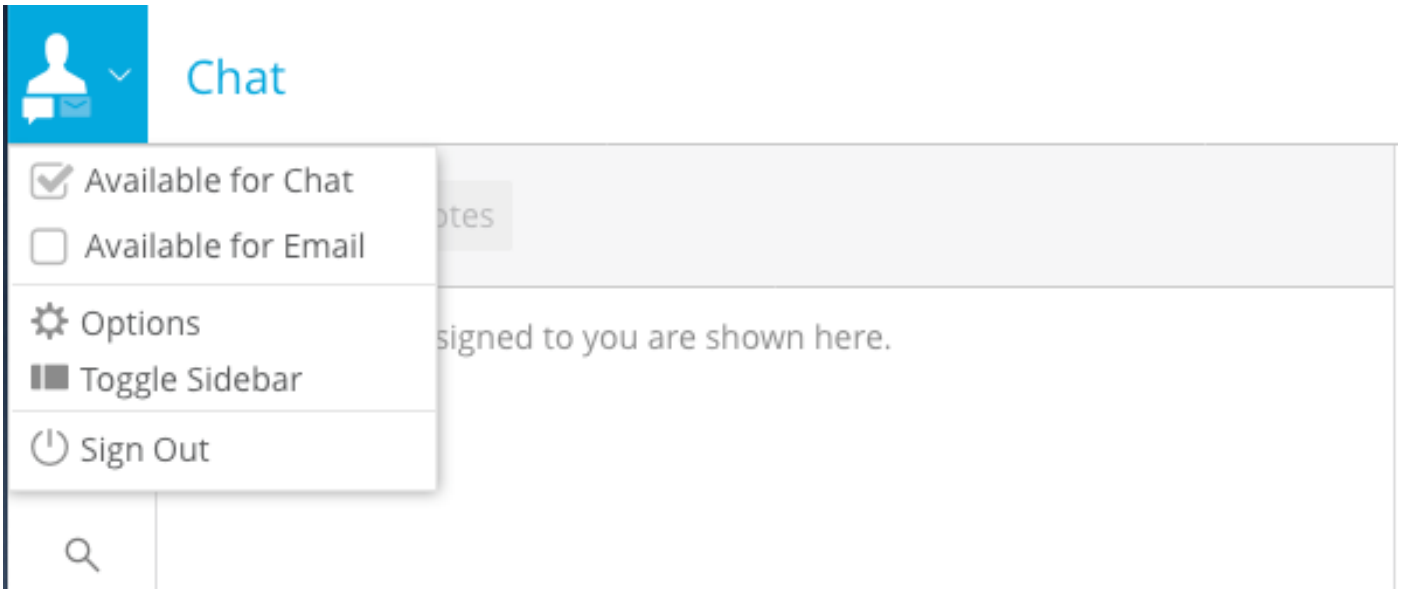
本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始 (默认) 配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

故障排除

案例1.座席标记可用于聊天。

要查看的日志：ECE的侦听程序。

CTIServer和代理PG OPC日志来自ICM。



ICM CTIServer日志的代码段：

从侦听程序进程从ECE接收的"MAKE_AGENT_ROUTABLE_IND"

```
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
```

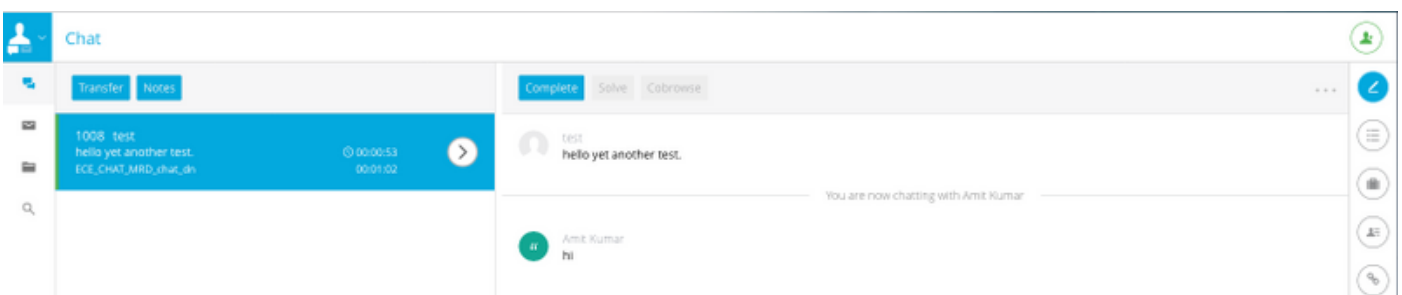
代理从NOT_READY标记为NOT_ACTIVE。

```
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
```

此处的NOT_ACTIVE表示座席已准备好接受聊天；在之前进行任何聊天活动之前，不“主动”工作。

案例2.当ECE发送新活动以路由到可用座席时。



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

案例3.当座席收到聊天工作并开始响应时；AgentState更改为ACTIVE。在此场景中，CTIServer在日志中报告以下内容。

CTIServer logs :

10:26:41:486 cgl1-ctisvr Session 5: MsgType:AGENT_STATE_EVENT (MonitorID:0 PeripheralID:5000
 SessionID:0x0
 10:26:41:486 cgl1-ctisvr Session 5: PeripheralType:EnterpriseAgent SkillGroupState:ACTIVE
 StateDuration:0 SkillGroupNumber:2
 10:26:41:486 cgl1-ctisvr Session 5: SkillGroupID:5009 SkillGroupPriority:0 AgentState:ACTIVE
 EventReasonCode:0 MRDID:5001

OPC logs:

10:26:41:486 pgl-a-opc Trace: RemoveFromSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2 State=AS_RESERVED AgentObj=0x4640040
10:26:41:486 pgl-a-opc Trace: AddToSkillGroupStats: AGSTID=5001 Periph#=1011 SGSTID=5009, SG#=2 State=AS_ACTIVE AgentObj=0x4640040
10:26:41:486 pgl-a-opc 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