

使用VVB服务器排除CVP呼叫流分析故障

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简介

本文档介绍使用思科虚拟语音浏览器(VVB)作为VXML浏览器对思科客户语音门户(CVP)进行跟踪分析。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联系中心企业版(UCCE)CVP
- 与CVP集成的Cisco VVB
- CVP综合呼叫流程

使用的组件

本文档中的信息基于以下软件和硬件版本：

- CVP 11.5
- UCCE 11.5
- VVB 11.5

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。

背景信息

随着Cisco VVB作为VXML浏览器的引入，这里提供了一个跟踪分析示例，以跟踪CVP、UCCE和VVB之间的信号。

在本分析中，呼叫被路由到CVP，在交互式语音应答(IVR)处理后，CVP将呼叫路由到可用座席。

CVP和VVB日志片段可由跟踪中的MIVR和CVP关键字识别。

带VVB的CVP呼叫流跟踪分析

新呼叫交换支路

```
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
```

活动会话数

```
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
```

SIP SS上的新呼叫

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

新呼叫 — 发布到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 rcday=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=
```

临时连接 — 从UCCE处理

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

临时连接 — 发布到SIP SS

```
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 rcday=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=
```

VRU标签的路由匹配

```
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
```

邀请到VXML GW-VRU支路

```
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]
```

对VVB VRU Leg的新调用

```
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..
```

o

已接受邀请 — VRU支路

```
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
```

答案

```
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
```

应答 — 从SIP SS处理

```
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=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from SIP_SS - [EVENT_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER
CauseCode=CAUSE_NONE
```

答案 — 发布到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

新呼叫[IVR] — 从VXMLServer处理 — 使用VRU +关联ID的新呼叫

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

新呼叫发布到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=

关联ID路由呼叫

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] — 从IVR_SS-[NEW_call]-VRU腿对话框ID处理

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] — 发布到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=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [REQUEST_INSTRUCTION] DialogID=47 SendSeqNo=1 ANI=12345 DNIS=88881111112 correlationId=12 trunkGroupId=200 trunkNumber=0 serviceId=2 uui= calledNumber= location= locationpkid= pstntrunkgroupid= pstntrunkgroupchannelnum=0 sipheader=

[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOG] — 从UCCE处理

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=0F46E58000010000000007A0851430A 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=0F46E58000010000000007A0851430A rckey=201
rcday=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= 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=
```

[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOG] — 发布到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=0F46E58000010000000007A0851430A 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=0F46E58000010000000007A0851430A rckey=201
rcday=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= 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=
```

[RUN_SCRIPT_REQ]-[IVR]从ICM_SS处理

```
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=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-
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=0F46E58000010000000007A0851430A rckey=201 rcday=152070 rcseq=1 uui= featureType=0
featureParam1= _featureParam2= 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=
```

[RUN_SCRIPT_REQ]-[IVR] — 发布到VXML服务器

```
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=0F46E58000010000000007A0851430A CALLID=0F46E58000010000000007A0851430A-
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=0F46E58000010000000007A0851430A rckey=201 rcday=152070 rcseq=1 uui= featureType=0
featureParam1= _featureParam2= 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=
```

VVB AUDIUM_Root(AUDIUM_VXML)

```
178107: May 02 16:07:47.410 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C000001000000000790851430A-
149370359030630] application (Root document):
/CVP/Server?audium_root=true&calling_into=HelloWorld
```

VVB根文档

```
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浏览器发出请求

```
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获取VXML文档

```
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=true&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">
```

.....

VVB提交帖子()

```
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
```

提交帖子的结果

```
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
```

手柄元素

```
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
```

创建新查询

```
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>
```

开机自检结果 (音频加载)

```
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] — 从VXMLServer处理

```
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=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-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] — 发布到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=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-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] — 从IVR_SS — 结果=1处理

```
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] — 发布到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=

座席变为可用，ICM取消VXML操作

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发布到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

[取消] — 从UCCE处理

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

从UCCE进行[连接]处理

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=

[连接]发布到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=0F46E580000100000000007A0851430A 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=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=

路由匹配代理段

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断开

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=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

[断开连接]发布[断开连接]

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 = 0F46E580000100000000007A0851430A, DLGID = 47 [IVR_VRU_LEG_DIALOGUE] - Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR, LEGID = 0F46E580000100000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345

[断开连接]发布到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=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to IVR_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR

VVB断开

178207: May 02 16:07:56.190 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-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=43A31C0000010000000000790851430A-149370359030630] traverseDialog: id=Disconnect

196326: May 10 11:21:40.066 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E580000100000000007A0851430A-149438037789633] SIP-ltp6-88881111*, State=CONNECTED: setDisconnected processTerminated, cause=NORMAL

环后腿

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

邀请到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=z9hG4bKIR8MEBv53bzAj6MuGdlvw~~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

回铃音与主叫方建立

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.

座席段邀请到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]

已连接的呼叫

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.

相关信息

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