

ةزهجالا ةباوب لچس ليلحت ااطخأ فاشكتسا ديربلاو ةشدردل اهجالصاو ةيفرطلا لمع قفدت - تاسسؤملل ينورتكلال ةشدردل

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ةمدقملا

اهجالصاو "ةيفرطلا ةزهجالا ةرابع" لچس ليلحت ااطخأ فاشكتسا ةيلمع دنتسملا اذه فصبي
ةشدردل لمع ريس - تاسسؤملل ينورتكلال ديربلاو ةشدردل.

ةيساسألا تابلطتملا

تاكبشلا رشن ىلع اضيا قبطني) ECE 11.6

UCCE 11.6

تابلطتملا

ةيلاتلا عيضاوملاب ةفرعم كيدل نوكت ناب Cisco ي صوت:

- يسي
- Unified Contact Center Enterprise (UCCE)

ةمدختسملا تانوكملا

ECE 11.6.1 ES 6_1A و UCCE 11.6 ىلا دنتسملا اذه يف ةدراولا تامولعمل دنتست

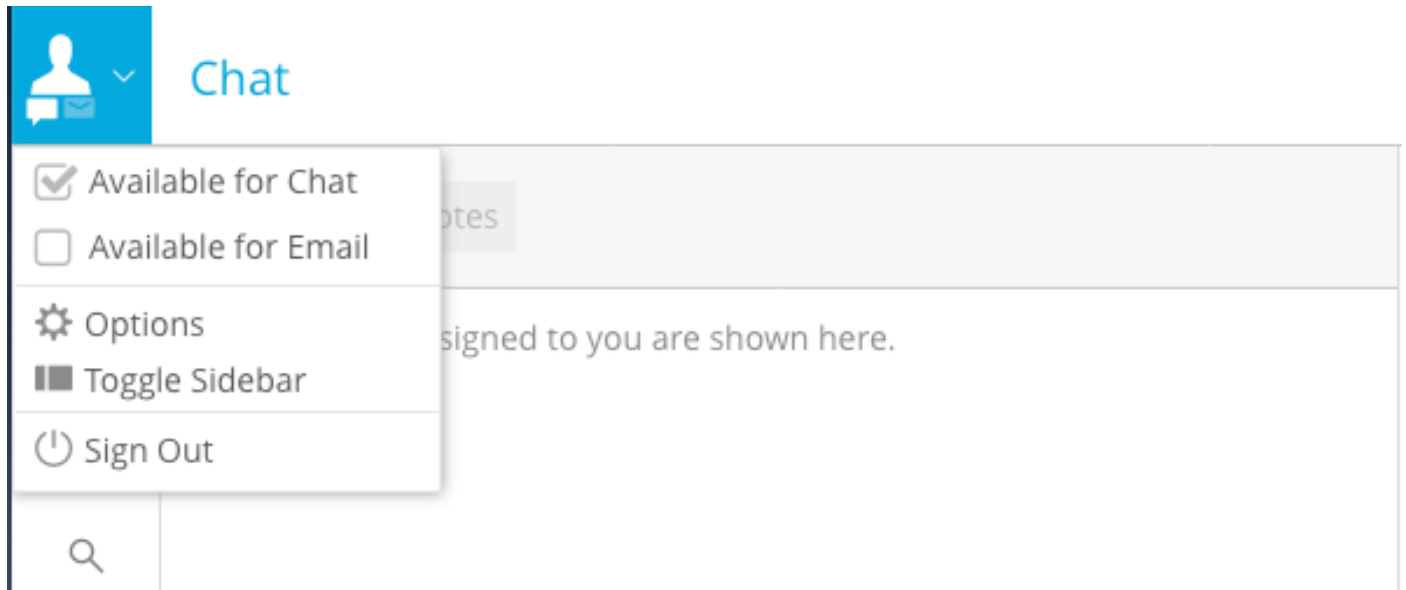
ةصاخ ةيلمعم ةئيب يف ةدوجوملا ةزهجالا نم دنتسملا اذه يف ةدراولا تامولعمل عاشنإ مت
تناك اذا. (يضايرتفا) حوسمم نيوكتب دنتسملا اذه يف ةمدختسملا ةزهجالا عيمج تادب
رمأ يال لمتمحملا ريثاتلل كمهف نم دكاتف ، ليغشتلا دي قكتكبش

اهجالصاو ااطخألا فاشكتسا

ةشدردل ةرفوتم ليكولا تامالع 1. ةيضقلا

ابوروال ةيдавتقالا ةنجلال نم عم تسم :اهت عجارم بول طملا تالجال

ICM نم PG ليكول او مداخل OPC تالجال



ICM CtisErver ل ةيجمربل ةم لي لع تالجال

ECE نم ةيغصملا ةي لمع نم "MAKE_AGENT_ROUTABLE_IND" ي قلت مت

```
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
```

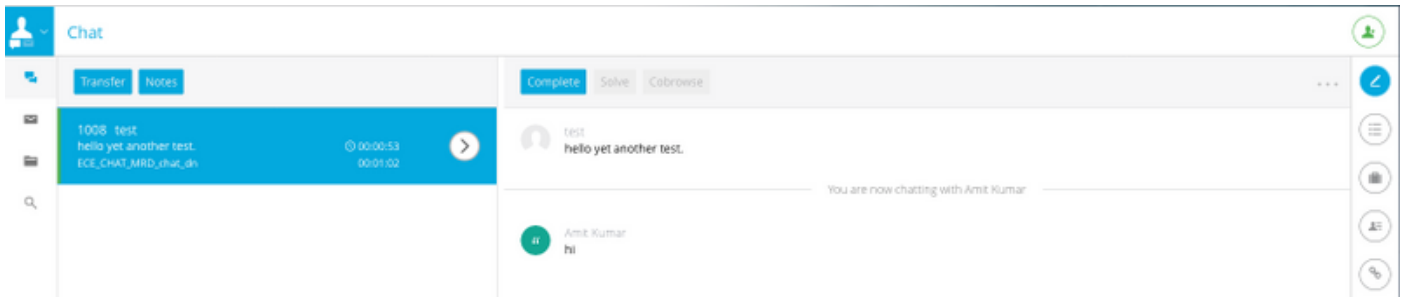
ليكول الى لع NOT_READY نم NOT_ACTIVE ةم ال ع عضو مت

```
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
```

لبق "طشن لكش ب" لمع ي الو ، ةتداحملا لوبقل دع تسم لي م عمل نأ ينع ي انه NOT_ACTIVE
ةقباس ةش درد طاشن ي

لي م على هه ي جوت مت ي ل اديج اطاشن ابوروال ةيдавتقالا ةنجلال لسرت ام دنع 2. ةي ضقلا
حاتم



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

AgentState ري غتي، ةباجتسالال في أدبي و ةثداجمالمع ليكول لبقتسي ام دنع 3. ةي ضقلا
 تالجالسالا في يلاتال مالعالاب Cisco موقفي، ويرانيسالا اذه في ACTIVE.

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

ةمچرتل هذه لوج

ةللأل تاي نقتل نم ةومچم مادختساب دن تسمل اذه Cisco تچرت
ملاعلاء انءمچ يف نيمدختسمل معدى وتحم مي دقتل ةيرشبلاو
امك ةقيد نوك تنل ةللأل ةمچرت لصف انءمچال مچرئى. ةصاغل مهتغب
Cisco يلخت. فرتحم مچرت مامدقي يتل ةيفارتحال ةمچرتل عم لالحل وه
ىل اءءاد ةوچرلاب يصوت وتامچرتل هذه ةقدنع اهتيلوئسم Cisco
Systems (رفوتم طبارلا) يلصلأل يزىلچنل دن تسمل