

Troubleshoot SocialMiner Agent Request (Call back) Feature With UCCE

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Introduction

This document describes troubleshooting steps to identify how an agent request (Callback) is received, forwarded and processed by Social Miner when configured with Unified Contact Center Enterprise (UCCE) via traces.

Prerequisites

- Cisco SocialMiner
- UCCE

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco UCCE 11.6(1)
- Cisco SocialMiner 11.6.2

Components Used

The information in this document is based on the Cisco UCCE 11.6(1) and SocialMiner 11.6.2

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. If your network is live, ensure that you understand the potential impact of any command.

Background Information

The document is divided into two sections. First section shows what are the traces needed and how to collect this information from SocialMiner. Second focuses on how the call back request coming in from application is processed via SocialMiner and UCCE.

Problem 1

What traces are to be collected to determine how an agent request (Callback) is received,forwarded and processed by SocialMiner when integrated with UCCE.

Solution 1

- SocialMiner logs

ccpapi and **runtime** logs are needed to see the call events. These logs can be downloaded via

1. From SSH CLI :

```
file get activelog mmca/logs/ccpapi/* recurs compress
```

```
file get activelog mmca/logs/runtime/* recurs compress
```

2. Use Cisco Real Time Monitoring Tool (RTMT) to download SocialMiner logs for :

- SocialMiner REST API
- SocialMiner Runtime Service
- From UCCE use Diagnose portico to collect logs for : MR PG PIM processMR PG OPC ProcessRouter (rtr) processAgent PG JGW processAgent PG PIM process

Problem 2

What are important events in the the collected log files that will help in identifying how an agent request (Callback) is received,forwarded and process when SocialMiner is integrated with UCCE.

Solution 2

Agent Request (Callback) trace analysis

In the below call example, customer at extension **2000** requested for call back via web application.

When Callback request to SocialMiner is submitted by the application – ccpapi logs shows the callback request coming in along with a unique socialContactId number which socialminer associates it with this contact.

```
0000000590: y.y.y.y Apr 12 2020 02:16:53.471 -0500: %CCBU_____EVENTING-6-  
DS_NOTIFICATION_EVENT:  
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1d912a5[author=Binu,ti  
tle=Help,campaignIds=[100001],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleNa  
me=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[contactcenter,  
tag1, tag2, tag3],screenPopUrl=,socialContactExtensionFields={mediaAddress=2000,  
location=Boston}, socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=fal  
se,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoft  
Locked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT  
2020,socialContactScriptSelector=,socialContactShortUrlIds=[], socialContactStatus=unread,socialC  
ontactStatusDate=Sun Apr 12 02:16:53 CDT  
2020,socialContactStatusReason=unknown,socialContactStatusUserId=,socialContactTags=[],sourceTyp  
e=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A DSNotificationEvent
```

received

Social contact is mapped to tag **contactcenter** in feed configuration.

```
0000000592: y.y.y.y : Apr 12 2020 02:16:53.481 -0500: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@16e0cc2[author=,title=
,campaignIds=[100001],eventType=SC_TAGGING,notificationRuleId=0,notificationRuleName=,mediaRouti
ngDomainId=0,newTags=[contactcenter, tag1, tag2,
tag3],oldTags=[],screenPopUrl=http://socialminer.com/results.jsp?scID=6D3F8C3510000171000001380A
C9E39B,socialContactExtensionFields={},socialContactId=6D3F8C3510000171000001380AC9E39B,socialCo
ntactChatIsInvited=false,socialContactChatInviteStatus=,socialContactIntegrationAuthTokenGuid=,s
ocialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT
2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=<null>,socialC
ontactStatusDate=Sun Apr 12 02:16:53 CDT
2020,socialContactStatusReason=,socialContactStatusUserId=,socialContactTags=[],sourceType=,hasM
oreContacts=false,numContactsResend=0,numQueuedContact=0]]: A DSNotificationEvent received
```

Screen shot of feed configuration in SocialMiner.

* Type: Callback

* Name: SocialMinerCallback

Description: Social Miner Callback

Reply template: No reply template

Automatic Tags: Incoming Social Contacts on this feed will be saved with these tags. Type a tag, then press Add. Add. contactcenter

- From **SocialMiner Runtime logs** :

A new social contact is created when receive call back request.

```
0000001125: y.y.y.y: Apr 12 2020 02:16:53.440 -0500: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_CREATED:
%[SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_LINK=https://y.y.y.y/ccp/so
cialcontact/6D3F8C3510000171000001380AC9E39B]: A new social contact was created
```

Social contact is added to campaign **SocialMinerCbCampaign** and status updated

```
0000000099: y.y.y.y: Apr 12 2020 02:16:53.442 -0500: %CCBU_____CAMPAIGN-6-
NO_FILTERS_CONFIGURED:
%[CAMPAIGN_ID=100001][SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B]:
No filters configured for the campaign. The social contact will be added to the campaign
```

```
0000000100: a.a.a.a: Apr 12 2020 02:16:53.445 -0500: %CCBU_____CAMPAIGN-6-
UPDATING_SOCIAL_CONTACT_CAMPAIGN_STATUS:
%[CAMPAIGN_ID=100001][CAMPAIGN_NAME=SocialMinerCbCampaign][CAMPAIGN_STATUS=IN][SOCIAL_CONTACT_ID
=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_LINK=https://y.y.y.y/ccp/socialcontact/6D3F8C3
510000171000001380AC9E39B]: Updating the social contact's status in the campaign
```

Campaign is mapped to notification **SocialMinerCBNotification**. As per notification configuration UCCE dialed number **6666** for agent reservation script is been picked up

```
0000000129: y.y.y.y: Apr 12 2020 02:16:53.481 -0500: %CCBU____NOTIFICATION-6-
NOTIFICATION_SUCCEEDED:
%[Notification=com.cisco.ccbu.ccp.notification.Notification@e93256[enqueueTime=1586675813479,rul
e=com.cisco.ccbu.oamp.omgr.transfer.CCENotificationRule@4e1006[scriptSelector=6666,mediaRoutingD
omains=[com.cisco.ccbu.oamp.omgr.transfer.MediaRoutingDomain@ca5fa8],campaignId=100001,tags=[con
tactcenter],id=100002,name=SocialMinerCBNotification,description=<null>,changeStamp=0,lastUpdate
d=1585716181509,ouId=4],screenPopUrl=http://socialminer.com/results.jsp?scID=6D3F8C351000017100001380AC9E39B&campaignID=SocialMinerCbCampaign,body=<null>,socialContact=SocialContactBean {
id:6D3F8C3510000171000001380AC9E39B type:SocialContact sourceType:callback title:Help
link:https://y.y.y.y/ccp/socialcontact/6D3F8C3510000171000001380AC9E39B sourceLink: author:Binu
authorId: publishedDate:Sun Apr 12 02:16:53 CDT 2020 publishedDateLong:1586675813419
createdDate:Sun Apr 12 02:16:53 CDT 2020 socialContactStatus:unread socialContactStatusDate:Sun
Apr 12 02:16:53 CDT 2020 socialContactStatusReason:unknown socialContactReportingStatusDate:Sun
Apr 12 02:16:53 CDT 2020 socialContactStatusUserId: replyToId: replyToAuthor: replyToAuthorId:
categories:[] tags:[contactcenter, tag1, tag2, tag3] feeds:{100000= Feed { feedId:100000
socialContactId:6D3F8C3510000171000001380AC9E39B type:CALLBACK_FEED}} filters:{}
campaigns:{100001= Campaign { campaignId:100001 socialContactId:6D3F8C3510000171000001380AC9E39B
status:IN dateAdded:Sun Apr 12 02:16:53 CDT 2020}} integrationAuthToken:
integrationAuthToken.tokenGUID:XXXXXXXXXX integrationAuthToken.expirationDate:Sun Apr 12 08:16:53
CDT 2020 extensionFields:{location=Boston, mediaAddress=2000} draftResponsePendingReview:
draftAction:draft_action_reply chatTranscript:null isInvited:false
socialContactInviteStatus:none isSoftLocked:false}]]: A notification was sent out successfully
```

This feed id (**feedId:100000**) is for campaign and can be verified from URL : <https://socialminer-ip/ccp-webapp/ccp/feed>

New task request is sent to UCCE via MR PG

```
0000385624: y.y.y.y: Apr 12 2020 02:16:53.482 -0500: %CCBU_____MRSS-6-
MR_CONNECTION_MSG_JMS_NOTIFICATION_PROCESSOR: Submitted NewTask Request for SC
: 6D3F8C3510000171000001380AC9E39B
```

Social contact status changed to **queued** after sending NEW_TASK request.

```
0000385625: y.y.y.y: Apr 12 2020 02:16:53.484 -0500: %CCBU_____MRSS-6-
MR_DATASTORE_SERVICE:
%[SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_STATUS=queued][SOCIAL_CONTA
CT_STATUS_REASON=EXTERNALLY_HANDLED]: Updating Social Contact state
```

SocialMiner CCPAPI logs shows contact status as queued

```
0000000594: y.y.y.y: Apr 12 2020 02:16:53.497 -0500: %CCBU_____EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@128143d[author=Binu,tit
le=Help,campaignIds=[100001],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleNa
me=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[contactcenter,
tag1, tag2, tag3],screenPopUrl=,socialContactExtensionFields={mediaAddress=2000,
location=Boston},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=fal
se,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoft
Locked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT
2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=queued,socialC
ontactStatusDate=Sun Apr 12 02:16:53 CDT
2020,socialContactStatusReason=externally_handled,socialContactStatusUserId=system,socialContact
Tags=[],sourceType=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A
DSNotificationEvent received
```

- From UCCE MR PIM logs

Application sends "NEW_TASK" request to router via MR PG

02:16:37:130 PG3A-pim3 Trace: Application->PG:

Message = **NEW_TASK**; Length = 89 bytes

DialogueID = (12) Hex 0000000c

SendSeqNo = (1) Hex 00000001

MRDomainID = (1) Hex 00000001

PreviousTask = -1:-1:-1

PreferredAgent = Undefined

Service = (0) Hex 00000000

CiscoReserved = (0) Hex 00000000

ScriptSelector: **6666** <-- Agent reservation script DN

ApplicationString1: **2000** <-- Customer callback Number

ApplicationString2: **6D3F8C3510000171000001380AC9E39B**

ServiceRequested = (1) Hex 00000001

02:16:37:130 PG3A-pim3 Trace: Send INRCMSGNewCall to Router : NEW_CALL RCID=5005 PID=5002 DID=12 DIDRelSeq#=1 GrpDelKey=5006 CRS(RtrDate=-1,RtrCID=-1) RCKSeq#=-1 NICCallID={N/A} PGCallID={N/A} OperationCode=CLASSIC OperationFlags=COOP_NONE CalledParty#=6666 CallingParty#=2000 CED=6D3F8C3510000171000001380AC9E39B MsgOrigin=1 RouteDevType=6 Originator=10.2.2.1 NICCalledParty#= NetDelay=0 Priority=0 OrigType=0 atVRU=T CLIDRestrict=F PrefAGSTID=-1 MRDomainID=1 LegacyPreCallMsgEnabled=F CID=0, ServiceReq=1 PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10=

• Router logs

Router selects agent label **2002** and forwards the information to the CUCM PG and it notifies MR PG of the selection.

02:16:37:144 rb-rtr Trace: (12 x 0 : 0 0) NewCall: CID=(153138,304), DN=6666, ANI=2000, CED=6D3F8C3510000171000001380AC9E39B, RCID=5005, MRDID=1, CallAtVRU=1, OpCode=0 02:16:37:144 rb-rtr Trace: (12 x 0 : 0 0) DeviceTargetPreCall_V12: CID=(153138,304), PerID=5000, SGSTID=5013, AGSTID=5001 NetworkCallFlags=0, InvokeID=629, GREET= 02:16:37:144 rb-rtr Trace: (12 x 0 : 0 0) Connect: CID=(153138,304), EventSelect=0, ServiceType=0, RCID=5005, Label(s)=2002

MR PIM forwards "DO_THIS_WITH_TASK" message to application.

02:16:37:146 PG3A-pim3 Trace: MR_Peripheral::On_PendingConnect: CONNECT RCID=5005 PID=5002 DID=12 DIDRelSeq#=0 CRS(RtrDate=153138,RtrCID=304) RCKSeq#=0 ErrorCode=0 TRTargetID=-1 CorrID= EventSel=0 SvcType=0 NICCallID={N/A} PGCallID={N/A} OperationCode=CLASSIC OperationFlags=COOP_NONE NetworkTransferEnabled=F Label(Type=0)=2002 NICCalledParty#=6666 SGSTID=5013 SvcSTID=-1 AGSTID=5001 AGInfo=, MRDID=1 Interruptible=0 PV1= PV2= PV3= PV4= PV5= PV6= PV7= PV8= PV9= PV10= 02:16:37:146 PG3A-pim3 Trace: PG->Application:

Message = **DO_THIS_WITH_TASK**; Length = 70 bytes

DialogueID = (12) Hex 0000000c

SendSeqNo = (1) Hex 00000001

IcmTaskID = 153138:304: 1

SkillGroup = (5013) Hex 00001395

Service = Undefined

Agent = (5001) Hex 00001389

AgentInfo:

Label: **2002** <-- Agent Extension

ApplicationString2:

MRDID = (1) Hex 00000001

Interruptible = (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:

- **SocialMiner Runtime logs**

Received "**DO_THIS_WITH_TASK**" response from UCCE via MR PIM

```
0000385626: y.y.y.y: Apr 12 2020 02:16:53.491 -0500: %CCBU_____MRSS-6-MR_CONNECTION_LIB-  
MRConn_1585918215591: Received message with message Id: 1101, name: DO_THIS_WITH_TASK, length:  
70
```

Router sends agent extension **2002**

```
0000385627: y.y.y.y: Apr 12 2020 02:16:53.496 -0500: %CCBU_____MRSS-6-  
MR_CONNECTION_MSGPROCESSOR: Got DoThisWithTask message : {Service=-1, SendSeqNo=1,  
TaskGroupLowNumber=304, TaskGroupHighNumber=153138, TaskSeqNo=1, LABEL=2002, DialogId=12,
```

MRDId=1, AgentId=5001, MRDIsInterruptible=false, SkillGroupId=5013}

Queue status is moved to **handled** after receiving “**DO_THIS_WITH_TASK**” message

0000385632: y.y.y.y: Apr 12 2020 02:16:53.508 -0500: %CCBU_____MRSS-6-MR_DATASTORE_SERVICE:
%[SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B][SOCIAL_CONTACT_STATUS=handled][SOCIAL_CONTACT_STATUS_REASON=EXTERNALLY_HANDLED]: Updating Social Contact state 0000002442: 10.201.227.155:
Apr 12 2020 02:16:53.511 -0500: %CCBU_____CCP-DS-API-6-CCP_DS_API_MESSAGE: Set
SocialContactStatus called with: socialContactId=6D3F8C3510000171000001380AC9E39B ;status=handled ; sessionUserId=5001

• **SocialMiner CCPAPI logs**

0000000598: y.y.y.y: Apr 12 2020 02:16:53.527 -0500: %CCBU_____EVENTING-6-DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1531966[author=Binu,title=Help,campaignIds=[100001],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleName=,mediaRoutingDomainId=0,newTags=[contactcenter, tag1, tag2, tag3],oldTags=[contactcenter, tag1, tag2, tag3],screenPopUrl=,socialContactExtensionFields={mediaAddress=2000, mrdID=1, mrdIsInterruptible=false, location=Boston, taskID=153138_304_1},socialContactId=**6D3F8C3510000171000001380AC9E39B**,socialContactChatIsInvited=false,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT 2020,socialContactScriptSelector=,socialContactShortUrlIds=[],**socialContactStatus=handled**,socialContactStatusDate=Sun Apr 12 02:16:53 CDT 2020,socialContactStatusReason=externally_handled,socialContactStatusUserId=5001,socialContactTags=[],sourceType=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A
DSNotificationEvent received