

Resolución de problemas de error de creación de chat de Webex Connect en el nodo de creación de tareas

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Introducción

Este documento describe una posible razón por la que la creación inicial del chat falla en el nodo Crear tarea.

Error visto:



This conversation has been closed

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Prerequisites

Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

- Centro de contacto Webex (WxCC) 2.0
- Webex conectportal con flujos de correo electrónico configurados

Componentes Utilizados

La información que contiene este documento se basa en estas versiones de software:

- WxCC 2.0

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. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

Problema

Al abrir el flujo y habilitar los registros de depuración descifrados, aparece el error value is mandatory , name : origin se ve en el Create Task nodo:

NODE ID	NODE	OUTCOME	TIME TAKEN (in millis.ms)	DETAILS
44	Configure Conversation	onConversationCreated	00:00:00.000	
1333	Pre-chat form	onSuccess	00:00:00.021	
38	Receive	app.onformresponse	00:00:11.499	
2256	Append Conversation	waiting	00:00:00.047	
2256	Append Conversation	onAppendMessageSuccess	00:00:00.311	
2258	Create Task	onError	00:00:00.027	Node Trans ID : a7f6abbc-6c65-4a12-b6d2-a9981de264e5 Description : status : 4002 , desc : value is mandatory , name : origin [id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]
2242	Close Conversation	waiting	00:00:00.026	
2242	Close Conversation	onConversationClosed	00:00:00.295	
2227	Error Notify	onSuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

Descripción del error:

status : 4002 , desc : value is mandatory , name : origin [id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]

Motivo del error

El problema reside en el campo **Origen**. Haga doble clic en el **Create Task** y active estos 3 campos:

CUSTOMER DETAILS

CUSTOMER ID ⓘ

\$(n38.inappmessaging.formFields.Email)

CUSTOMER NAME ⓘ

\$(n38.inappmessaging.formFields.FirstName)

LIVECHAT USER ID (ORIGIN) ⓘ

\$(n38.inappmessaging.formFields.Email)

Acceda a las variables que se han transmitido en el Create Task nodo a través Input Variables > Receive y compruebe la Name y Email campos. Esto debe **COINCIDIR** con las variables de la imagen anterior.

The image shows the configuration interface for a 'Create Task' node. On the left, the 'TASK DETAILS' section includes fields for 'TASK ID' (containing '\$(tid)'), 'CONVERSATION ID' (containing '\$(conversationId)'), and 'DESTINATION' (containing '\$(appId)'). Below this, 'MEDIA TYPE' is set to 'Chat' and 'MEDIA CHANNEL' is set to 'Livechat'. The 'CUSTOMER DETAILS' section includes 'CUSTOMER ID' (containing '\$(n38.inappmessaging.formFields.Email)'), 'CUSTOMER NAME' (containing '\$(n38.inappmessaging.formFields.Name)'), and 'LIVECHAT USER ID (ORIGIN)' (containing '\$(n38.inappmessaging.formFields.Email)').

On the right, the 'Input Variables' panel is expanded to the 'Receive' section. A red arrow points to the 'Receive' section, and another red arrow points to the 'InApp - Form Response' section. Within 'InApp - Form Response', two variables are highlighted with red boxes: 'inappmessaging.formFields.Name' and 'inappmessaging.formFields.Email'. Other variables listed include 'receive.message', 'receive.channel', 'receive.payload', 'receive.attachment', 'inappmessaging.timestamp', 'inappmessaging.userId', 'inappmessaging.threadId', 'inappmessaging.completedOn', 'inappmessaging.threadTitle', 'inappmessaging.threadStatus', 'inappmessaging.message', 'inappmessaging.attachment', 'inappmessaging.version', 'inappmessaging.deviceId', 'inappmessaging.origin', 'inappmessaging.appId', 'inappmessaging.transId', 'inappmessaging.formResponse', 'inappmessaging.customTags', 'inappmessaging.extras', 'inappmessaging.formFields.PhoneNu', 'inappmessaging.pciInfo.isPCIComplia', and 'inappmessaging.pciInfo.isPCIValidati'.

Estos dos campos se establecen a través de la plantilla de conversación donde el Name y el Email los campos son obligatorios.

NAME
IMiChatTemplate

CHANNEL
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE ⓘ
Form

TITLE ⓘ
Configure your own form title here. This will be shown to user before displaying the form fields.
Hello at BucherSuter! Please provide the following details:
Characters: 59/300

Form Fields
Qualify your contact's query by capturing details and use these attributes to route. [+ Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✎ 🗑
Email	Email	true	✎ 🗑
Text	PhoneNumber	false	✎ 🗑

Preview

Solución

Asegúrese de que Name y Email Los parámetros tienen el Nombre establecido en Name y Email:

NAME
IMiChatTemplate

CHANNEL
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE ⓘ
Form

TITLE ⓘ
Configure your own form title here. This will be shown to user before displaying the form fields.
Hello at BucherSuter! Please provide the following details:
Characters: 59/300

Form Fields
Qualify your contact's query by capturing details and use these attributes to route. [+ Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✎ 🗑
Email	Email	true	✎ 🗑
Text	PhoneNumber	false	✎ 🗑

Preview

Si desea que los campos Nombre y Correo electrónico tengan un nombre distinto, (el parámetro Correo electrónico se denomina eMail y no Email)

NAME
IMiChatTemplate

CHANNEL
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE @
Form

TITLE @
Configure your own form title here. This will be shown to user before displaying the form fields.
Hello at BucherSuter! Please provide the following details:

Characters: 59/300

Form Fields
Qualify your contact's query by capturing details and use these attributes to route. [+ Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	/ ✕
Email	eMail	true	/ ✕
Text	PhoneNumber	false	/ ✕

Preview

Asegúrese de que los campos se actualizan del mismo modo en el nodo Crear tarea o de que falla la opción Crear tarea para el chat.

Create Task

Configuration [Transition Actions \(Optional\)](#)

METHOD NAME
Create Task

NODE RUNTIME AUTHORIZATION
WebexCCTaskAuth

TASK DETAILS

TASK ID @
\$(fId)

CONVERSATION ID @
\$(conversationId)

DESTINATION @
\$(appId)

MEDIA TYPE @
Chat

MEDIA CHANNEL @
Livechat

CUSTOMER DETAILS

CUSTOMER ID @
\$(n38.inappmessaging.formFields.eMail)

CUSTOMER NAME @
\$(n38.inappmessaging.formFields.Name)

LIVECHAT USER ID (ORIGIN) @
\$(n38.inappmessaging.formFields.eMail)