

Probleemoplossing Webex Connect Chatfout bij maken taaknooppunt

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Inleiding

Dit document beschrijft een mogelijke reden waarom de eerste chat creatie mislukt naar de Create Task node.

Gezien fout:



This conversation has been closed

Bijgedragen door Bhushan Suresh - Cisco TAC Engineer

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Webex Contact Center (WXCC) 2.0
- Webex connectportal met geconfigureerd e-mail stromen

Gebruikte componenten

De informatie in dit document is gebaseerd op de volgende softwareversies:

- WXC 2.0

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u zorgen dat u de potentiële impact van elke opdracht begrijpt.

Probleem

Wanneer u de stroom opent en decrypted debug logbestanden inschakelt, is de fout value is mandatory , name : origin is te zien op het Create Task knooppunt:

The screenshot shows a workflow execution log for a rule named 'Rule 17353'. The workflow consists of several nodes: 'Configure APP Event', 'Evaluate', 'Start Conversation', 'Close Conversation', 'Pre-chat form', 'Receive', 'Append Conversation', 'Create Task', 'Socket Test', 'Close Conversation', and 'Queue'. The 'Create Task' node (Node ID: 2258) is highlighted in red, indicating an error. The error message is: 'status : 4002 , desc : value is mandatory , name : origin [id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]'. The log also shows the time elapsed for each node and the overall time taken for the rule execution.

NODE ID	NODE	OUTCOME	TIME TAKEN (in msecs.ms)	DETAILS
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 : a7fdabbc-6c65-4a82-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 Node!	onSuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

Beschrijving fout:

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

Reden voor de storing

Het probleem bevindt zich in het veld **Oorsprong**. Dubbelklik op het **Create Task** knooppunt en controleer deze 3 velden:

CUSTOMER DETAILS

CUSTOMER ID ⓘ

\$(n38.inappmessaging.formFields.Email)

CUSTOMER NAME ⓘ

\$(n38.inappmessaging.formFields.FirstName)

LIVECHAT USER ID (ORIGIN) ⓘ

\$(n38.inappmessaging.formFields.Email)

Toegang tot de variabelen die zijn doorgegeven op de Create Task knoop door Input Variables > Receive en controleer de Name en Email velden. Dit moet **overeenkomen met** de variabelen in de eerdere afbeelding.

Create Task

Configuration Transition Actions (Optional)

METHOD NAME

Create Task

NODE RUNTIME AUTHORIZATION

WebexCCTaskAuth

TASK DETAILS

TASK ID ⓘ

\$(taskId)

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)

Input Variables

List of variables available as input for this node

Search

Custom variables [F16384]

Start Node ID: 2

Evaluate Node ID: 9

Receive Node ID: 38

receive.message

receive.channel

receive.payload

receive.attachment

InApp - Form Response

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.Name

inappmessaging_formFields.Email

inappmessaging_formFields.PhoneNu

inappmessaging_pciInfo.isPCIComplia

inappmessaging_pciInfo.isPCIVvalidati

Deze twee velden worden ingesteld via de Chat-sjabloon waar de Name en de Email velden zijn

verplicht.

NAME
IMChatTemplate

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

Oplossing

Zorg ervoor dat **Name** en **Email** parameters waarvoor de naam is ingesteld op **Name** en **Email**:

NAME
IMChatTemplate

CHANNEL
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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

Als u de velden Naam en E-mail anders wilt noemen, (Email parameter wordt aangeduid als eMail en niet 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

Zorg ervoor dat de velden hetzelfde worden bijgewerkt op het knooppunt Taak maken of dat de taak maken voor de chat mislukt.

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)