

使用UCCE排除SocialMiner代理请求（回叫）功能故障

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简介

本文档介绍故障排除步骤，以确定当通过跟踪配置Unified Contact Center Enterprise(UCCE)时Social Miner如何接收、转发和处理座席请求（回叫）。

先决条件

- 思科SocialMiner
- UCCE

要求

Cisco 建议您了解以下主题：

- 思科UCCE 11.6(1)
- 思科SocialMiner 11.6.2

使用的组件

本文档中的信息基于Cisco UCCE 11.6(1)和SocialMiner 11.6.2

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

文档分为两部分。第一部分显示了需要的跟踪内容以及如何从SocialMiner收集此信息。其次重点介绍如何通过SocialMiner和UCCE处理从应用程序传入的回叫请求。

问题 1

要收集哪些跟踪，以确定在与UCCE集成时SocialMiner如何接收、转发和处理代理请求（回叫）。

解决方案 1

- SocialMiner 日志

ccpapi和运行时日志是查看呼叫事件所必需的。这些日志可通过以下方式下载：

1.从SSH CLI:

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

文件获取activelog mmca/logs/runtime/* recurs compress

2.使用思科实时监控工具(RTMT)下载SocialMiner 日志：

- SocialMiner REST API
- SocialMiner运行时服务
- 从UCCE使用诊断端口收集日志：MR PG PIM流程MR PG OPC过程路由器(rtr)进程代理PG JGW进程代理PG PIM进程

问题 2

收集的日志文件中有哪些重要事件有助于确定当SocialMiner与UCCE集成时代理请求（回叫）的接收、转发和处理方式。

解决方案 2

座席请求（回叫）跟踪分析

在下面的呼叫示例中，分机2000的**客户**请求通过Web应用进行回叫。

当应用程序提交回叫请求到SocialMiner时 — ccpapi日志显示回叫请求与唯一的socialContactId号一起出现，socialminer将回叫请求与此联系人关联。

```
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
```

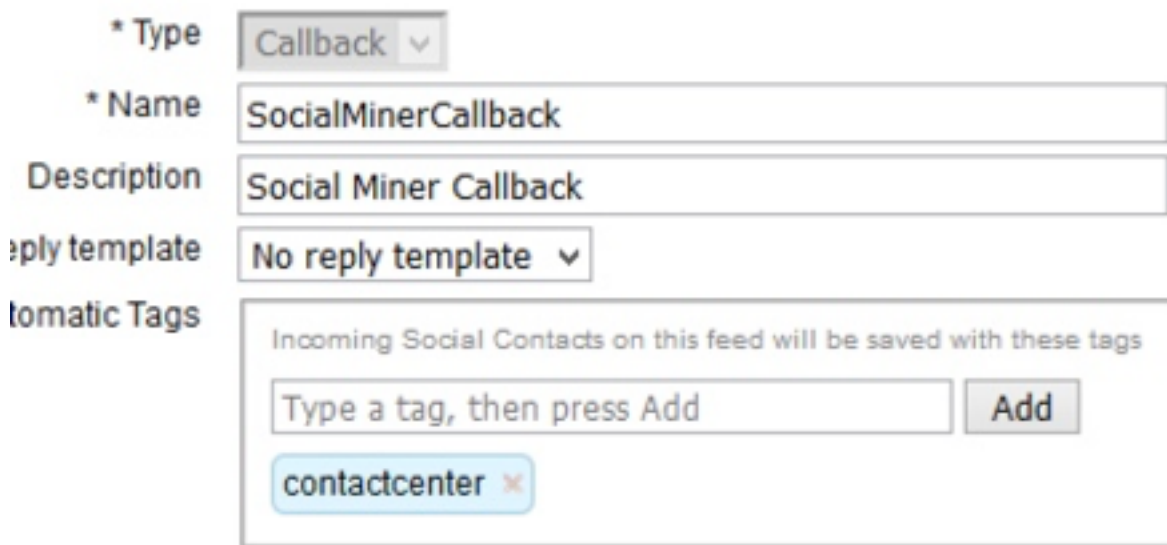
社交联系在源配置中映射到标记联系中心。

```
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=,mediaRoutingDomainId=0,newTags=[contactcenter,tag1,tag2,tag3],oldTags=[],screenPopUrl=http://socialminer.com/results.jsp?scID=6D3F8C3510000171000001380AC9E39B,socialContactExtensionFields={},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=false,socialContactChatInviteStatus=,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT 2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=socialContactStatusDate=Sun Apr 12 02:16:53 CDT 2020,socialContactStatusReason=,socialContactStatusUserId=,socialContactTags=[],sourceType=,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]): A DSNotificationEvent received
```

SocialMiner中源配置的屏幕截图。



The screenshot shows a configuration form for a SocialMiner callback. The fields are as follows:

- * Type:** Callback (dropdown menu)
- * Name:** SocialMinerCallback (text input)
- Description:** Social Miner Callback (text input)
- Reply template:** No reply template (dropdown menu)
- Automatic Tags:** Incoming Social Contacts on this feed will be saved with these tags. Below this is a text input field containing "contactcenter" and an "Add" button.

• 从SocialMiner运行时日志：
收到回叫请求时，会创建新的社交联系人。

```
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/socialcontact/6D3F8C3510000171000001380AC9E39B]: A new social contact was created
```

社交联系人已添加到活动**SocialMinerCbCampaign**和状态更新

```
0000000099: y.y.y.y:2020年4月12日02:16:53.442 -0500:%CCBU_____CAMPAIGN-6-NO_FILTERS_CONFIGURED:%[CAMPAIGN_ID=100001][SOCIAL_CONTACT_ID=6D3F8C3510000171000001380AC9E39B]:没有为活动配置过滤器。 社交联系人将添加到营销活动
```

```
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/6D3F8C3510000171000001380AC9E39B]: Updating the social contact's status in the campaign
```

营销活动映射到通知**SocialMinerCBNotification**。根据通知配置，已为座席预留脚本选择UCCE拨叫号**6666**

```
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**,mediaRoutingDomains=[com.cisco.ccbu.oamp.omgr.transfer.MediaRoutingDomain@ca5fa8],campaignId=100001,tags=[contactcenter],id=100002,name=**SocialMinerCBNotification**,description=<http://socialminer.com/results.jsp?scID=6D3F8C3510000171000001380AC9E39B>**campaignID=SocialMinerCb**<https://v.y.y.y/ccp/socialcontact/6D3F8C3510000171000001380AC9E39B>**feedId:100000**]

此源ID(**feedId:100000**)用于活动，可从URL验证：<https://<socialminer-ip>/ccp-webapp/ccp/feed>

通过MR PG将新任务请求发送到UCCE

```
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
```

发送NEW_TASK请求后，社交联系状态更改为已排队。

```
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_CONTACT_STATUS_REASON=EXTERNALLY_HANDLED]: Updating Social Contact state
```

SocialMiner CCPAPI日志将联系人状态显示为已排队

```
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,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,location=Boston},socialContactId=6D3F8C3510000171000001380AC9E39B,socialContactChatIsInvited=false,socialContactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Sun Apr 12 02:16:53 CDT
2020,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=queued,socialContactStatusDate=Sun Apr 12 02:16:53 CDT
2020,socialContactStatusReason=externally_handled,socialContactStatusUserId=system,socialContactTags=[],sourceType=callback,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A
DSNotificationEvent received
```

- 从UCCE MR PIM日志

应用程序通过MR PG向路由器发送“NEW_TASK”请求

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

消息= NEW_TASK;长度= 89字节

对话框ID =(12)十六进制0000000c

SendSeqNo =(1)十六进制00000001

MRDomainID =(1)十六进制00000001

上一任务= -1:-1:-1

PreferredAgent =未定义

服务=(0)十六进制00000000

思科保留=(0)十六进制00000000

脚本选择器：**6666** ← 代理预留脚本DN

ApplicationString1:**2000** ← 客户回叫号码

ApplicationString2:**6D3F8C3510000171000001380AC9E39B**

ServiceRequested =(1)十六进制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=
```

• 路由器日志

路由器选择代理**标签2002**并将信息转发到CUCM PG，并通知MR PG选择。

```
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将“**DO_THIS_WITH_TASK**”消息转发给应用程序。

```
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:
```

消息=**DO_THIS_WITH_TASK**;长度= 70字节

对话框ID =(12)十六进制0000000c

SendSeqNo =(1)十六进制00000001

lcmTaskID = 153138:304:1

技能组=(5013)十六进制00001395

服务=未定义

代理=(5001)十六进制00001389

代理信息：

标签：**2002** ← 代理分机

ApplicationString2:

MRDID =(1)十六进制00000001

可中断=(0)十六进制00000000

呼叫变量 1:

呼叫变量 2:

呼叫变量 3:

呼叫变量 4:

呼叫变量 5:

呼叫变量 6:

呼叫变量 7:

呼叫变量 8:

呼叫变量 9:

呼叫变量 10:

• SocialMiner运行时日志

通过MR PIM从UCCE收到“DO_THIS_WITH_TASK”响应

```
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
```

路由器发送代理扩展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}
```

收到“DO_THIS_WITH_TASK”消息后，队列状态将移至已处理

```
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_CONT  
ACT_STATUS_REASON=EXTERNALLY_HANDLED]: Updating Social Contact state 000002442: 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日志

```
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,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, 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