如何删除入口点或队列

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简介

本文档介绍如何删除WebEx联系中心中的入口点或队列。

先决条件

要求

思科建议您了解以下主题:

- Cisco Webex联系中心
- 路由策略

使用的组件

- 调配
- 路由策略

注意:本文档面向已将Webex联系中心部署到其网络基础设施的客户和合作伙伴。

创建入口点和队列的步骤

步骤1.通过https://portal.ccone.net登录门户<u>,然</u>后点击Provisioning。

步骤2.在Provisioning下配置入口点(EP)和队列。分别点击New Entry Point和New Queue选项卡。

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🖀 Dashboard	CCOne_TAC Dashboard × Entry Point × Queue ×					
Provisioning ~	Entry Points			🖉 Help	Entry Points >	List
 CCOne_TAC 	Maw Entry Drint			Search		
○ Entry Points/Queues ~						
 Entry Point 	Name 🕸 Channel Type 🕸 Description	11	Status	.l† ID	11	
o Queue	O avinashtest1 Telephony avinashtest		Active	AXCuuySW	/Ft2-Tpg9eR09	
 Outdial Entry Point 	O Avinu Test Telephony Avinu Test		Active	AXIRexMb	Axm2uGRRz-f	
 Outdial Queue 	O Chand_test Telephony		Active	AW4-mr8d	-7t3T4bz80zk	

注意:入口点 — Cisco_Test_EP和队列 — Cisco_Test_Q已创建

	≮4
CCOne_TAC Dashboard × Entry Point	X Queue X
Entry Point	Help Entry Point > View
General Settings	
Name	Cisco_Test_EP
Description	
Туре	Entry Point
Channel Type	Telephony
Status	Active
Advanced Settings	
Service Level Threshold	120 seconds
Maximum Active Calls	10
Control Script URL	http://localhost:8000/CCOne_TAC/
IVR Requeue URL	http://localhost:8000/CCOne_TAC/

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CCOne_TAC Dashboard × Entry Point × Queue ×						
Queue				🖉 Help 🛛 Q. Que	ue > Vie	ew
General Settings						
Name Cisco_Test_Q						
Description						
Type Queue						
Check Agent Availability No						
Channel Type Telephony						
Status Active						
Advanced Settings						

将路由策略分配给入口点和队列的步骤

将路由策略分别分配给EP和队列

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Routing Strate	egy List View						🛗 Calendar View	v > ☷ List View > 前 Dele	eted Strategies
	Select Entry Point/Q	ueue Cisco_Test_EP			Ŧ				
+ New Strategy								Search	
Name	lt in	↓↑ Status	11 Default	11 Repetition	Start Date	11 Start Time	11 End Time	11 End Date	
··· Current-Cisco_1	Test_EP_RS AXMeRBpmtl	UuxKYz-QU7w Current	No	Daily	05-Jul-2020	0000	2400	05-Jul-2020	
Cisco_Test_EP_I	RS AXMeQ_J-Aw	v2KIZQtnpW9 Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020	

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Routi	ng Strategy	List View								🏥 Calendar Viev	v > ☷ List View > 🇊 Deleted	Strategies
	[Select Entry Point	/Queue	Cisco_Test_Q			¥					
+ New	/ Strategy										Search	\supset
	Name	J1 ID		Status	J↑ Defa	ault IT Repetition		Start Date	J1 Start Time	11 End Time	↓î End Date	
	Current-Cisco_Test_C	AXMeRct7t	pg02XKIJdUY	Current	No	Daily	0	5-Jul-2020	0000	2400	05-Jul-2020	
	Cisco_Test_Q_RS	AXMeRaOr	S4nxC49TX2Cy	Active	No	Daily	0	5-Jul-2020	0000	2400	30-Dec-2020	

删除路由策略的步骤

删除Cisco_Test_Q的路由策略,并尝试删除队列 — Cisco_Test_Q

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Routing Stra	ategy List View									🛗 Calendar View	> 🏭 List View > 🗊	Deleted Strategies
	Select Entry Point	t/Queue	- Cisco_Test_Q]			¥					
+ New Strategy											Search	
Name	lî ⊫D		Status	Jî Defa	ault	Repetition	11 Start D	ate 👫 SI	tart Time	1 End Time	11 End Date	
Current-C	Delete Q_RS AXMeRct7t	tpg02XKIJdUY	Current	No	1	Daily	05-Jul-20	020 000	0	2400	05-Jul-2020	
	AXMeRaOr	S4nxC49TX2Cy	Active	No		Daily	05-Jul-20	020 000	0	2400	30-Dec-2020	

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Routing Strategy	List View						Ê	🗎 Calendar View > 🔛	List View > 📋 Deleted Strategies
	Select Entry Point/Queue	Cisco_Test_Q			•				
Well Done! Strategy AXMeRct7	tpgO2XKIJdUY successfully del	leted							×
+ New Strategy								5	Search
Name		D	Jî Status	LT Default No records	Repetition s available	1 Start Date	↓î Start Time	$\downarrow\uparrow$ End Time	1 End Date

Cannot deactivate - Virtual Team is referenced by other entities ①

×

问题

Cisco_Test_Q的路由策略已删除,但是当我们尝试删除队列 — Cisco_Test_Q时,会显示错误**"无法 停用 — 虚拟团队被其他实体引用"**

As	sociated Entities and Strategies for CiscoTestQ		×
_	Routing Strategies		
	ID	Name	
	AXMeRaOrS4nxC49TX2Cy	Cisco_Test_Q_RS	

注意:系统的设计是将删除的路由策略保留在"删除策略"下,以避免人为错误或需要重新激活路由策略,因此队列删除操作失败,出现"系统中存在的路由策略"错误

解决方案:

步骤1.转至Portal >>Click on Deleted Strategies >> Select the Queue - Cisco_Test_Q下的Routing Strategy。参考路由策略可用

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Deleted Routing	Strategies						🛗 Calendar Vie	ew > 🇮 List View > 🏛 Delet	ted Strategies
	Select Entry Point/Queue	Cisco_Test_Q			•				
								Search	\supset
Name 💵	10 II	Status	11 Default	11 Repetition	1 Start Date	1 Start Time	11 End Time	IT End Date	
Cisco_Test_Q_RS	AXMeRaOrS4nxC49TX2Cy	Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020	

步骤2.删除"已删除策略"下的路由策略"Cisco_Test_Q_RS"

	uluilu cisco	Routing 👻 Team	a Capacity	Control Scripts	Resources	Queue Precedence					🕒 Vi	ishal Goyal 🗣
	Routing Strategy	List View							1	🛗 Calendar View > 👪	List View > 🗊 Delete	ed Strategies
	s	elect Entry Point/Que	ue ···· (Cisco_Test_Q			•					
	Well Done! Strategy AXMeRct7tpg	gO2XKIJdUY successful	lly deleted									×
ľ	+ New Strategy									5	Search	
	Name		Jî ID		Status	Default No record	Repetition Is available	Start Date	1 Start Time	1 End Time	↓î End Date	

步骤3.转到**Provisioning >> Queue >>**选择"Cisco_Test_Q",单击Delete,操作成功

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CCOne_TAC Dashboard × Queue ×			Vell Done!! Cisco_Test_Q is	s deleted successfully	
Queues				Help Q Queues >	List
+ New Queue			Search		

删除Cisco_Test_EP的路由策略,并尝试删除队列 — Cisco_Test_EP。

Cisco_Test_EP的路由策略已删除,但当我们尝试删除队列 — Cisco_Test_EP时,在引用路由策略时,会显示**"无法停用 — 虚拟团队被其他实体引**用"错误。 (见下文)

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Routing Strategy	List View						ſ	🛗 Calendar View > 🖁	List View > 📋 Deleted Strategies
	Select Entry Poir	nt/Queue	sco_Test_EP		•				
Well Done! Strategy AXMeRBp	mtUuxKYz-QU7w su	ccessfully deleted							x
+ New Strategy									Search
Name		Ĵî id	lî Statu	s Iî Default No recor	It Repetition	Jî Start Date	Jî Start Time	$\downarrow\uparrow$ End Time	1 End Date

Associated Entities and Strategies for CiscoTestEp						
Name						
Cisco_Test_EP_RS						
	p Name Cisco_Test_EP_RS					

按照步骤1到步骤3删除入口点。

cisco	Routing 👻 Team Capac	ity Control Scripts	Resources	Queue Precedence					🙆 Vishal Goyal 🚽
Deleted Routing	g Strategies						🛗 Calendar View	v > ☷ List View > 🏛	Deleted Strategies
	Select Entry Point/Queue	Cisco_Test_EP			*				
								Search	
Name	LL ID LT	Status	11 Default	I Repetition	J↑ st	art Date 👫 Start Ti	me 👫 End Time	IT End Date	
··· Cisco_Test_EP_R	S AXMeQ_J-Aw2KIZQtnpW9	Active	No	Daily	05-J	Jul-2020 0000	2400	30-Dec-2020	

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Dashboard		CCOne_TAC Dashboard × Entry Point ×				Well Done!! Cisco_Test_E	P is deleted successfu	ılly
Provisioning	~	Entry Points				🖉 He	elp 💿 Entry Points	> List
CCOne_TAC Entry Points/Queues	~	+ New Entry Point				Search		

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

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