

CUCM和UCCX上显示的UCCX回叫功能

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简介

本文档介绍回叫UCCX (思科统一联系中心快捷版) 功能的工作原理。本文档重点分析使用UCCX和CUCM (思科统一通信管理器) 的正常工作呼叫，并借助日志分析在呼叫流程中跟踪和发现关键时刻。

先决条件

要求

Cisco 建议您了解以下主题：

- CUCM配置
- UCCX配置
- 读取基本CUCM SDI/SDL跟踪
- 读取基本UCCX日志

使用的组件

本文档中的信息基于以下软件版本：

- CUCM版本： 10.5.2.12900-14
- UCCX版本： 10.6.1.11001-31

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。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

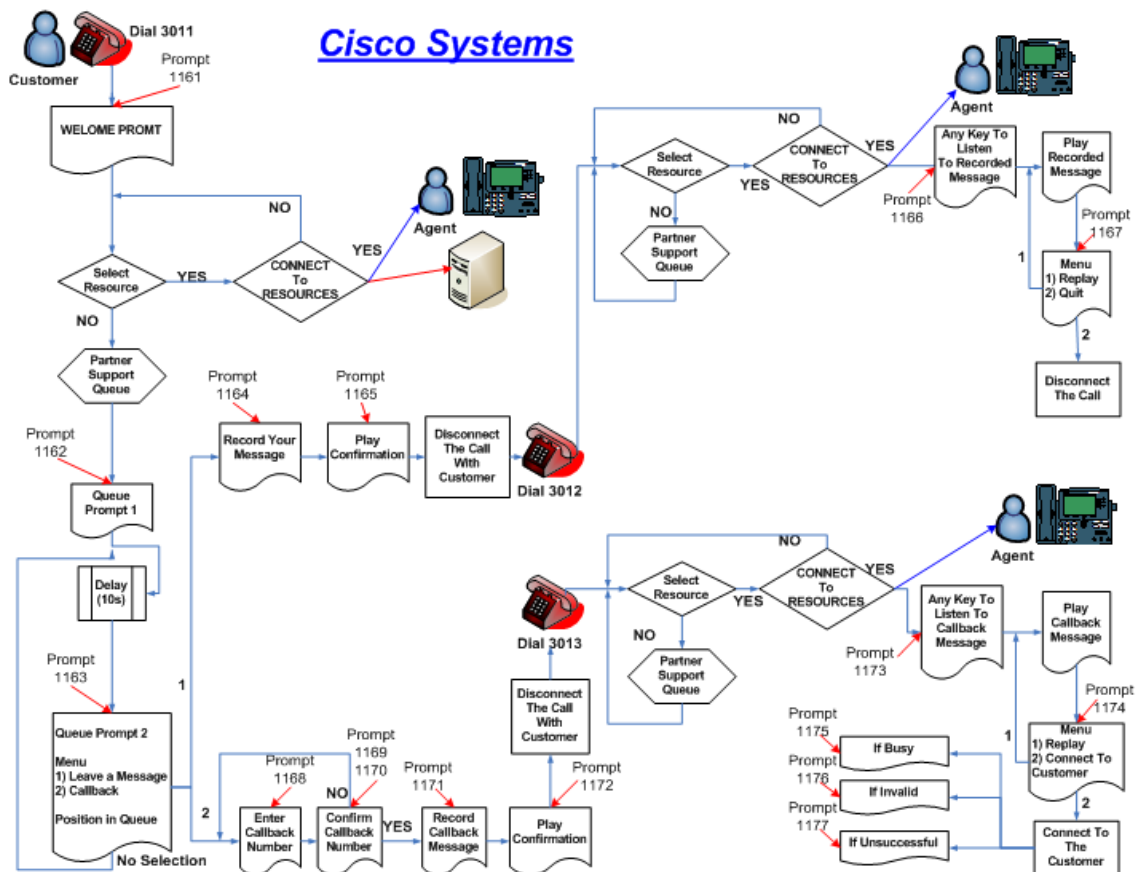
注意： UCCX脚本存储库<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>上提供了基本脚本。您将找到一个Zip文件。在该ZIP文件中，有一个名为BaseLineAdvQueuing的文件夹，该文件夹包含可用作基本脚本的脚本。还有一个描述脚本工作原理的Word文档。

背景信息

当客户呼入UCCX队列时，如果当时所有可用座席都忙且无法接听呼叫，则在预设的超时时，会播放提示。这是询问客户是否希望回电。客户可以选择回电或留言。

- 如果客户选择留言，则会录制留言并断开呼叫。系统会反过来调用另一个CTI（思科计算机电话集成）触发器或Ghost触发器，并将呼叫保留在该位置，直到座席空闲，然后向他播放重录消息。
- 如果客户选择回电，则系统会提示他/她输入回电号码。确认号码后，呼叫将断开。系统会反过来调用另一个CTI触发器或Ghost触发器，并将呼叫保留在那里直到座席空闲，从座席中取出来连接座席以回电客户号码。

流程图



CUCM视角

回叫功能可分为3个阶段

阶段1.用户输入

阶段2.拨打电话

阶段3.呼叫重定向

阶段1.用户输入

在此阶段，客户呼叫在UCCX队列中，所有座席都忙。客户可选择回电。一旦客户选择，系统会提示他/她输入回叫号码并记录消息。在呼叫断开后，将播放确认消息。

阶段2.拨号阶段

在此阶段，UCCX保留回叫号码并向CTI触发器发起新呼叫，该CTI触发器具有正常的ICD（交互式呼叫分发）路由，并保留此处的重影呼叫，直到座席可以自由接听呼叫。

此呼叫是Ghost呼叫，因为Place呼叫步骤使用一组完全不同的CTI端口（呼叫控制组ID不同）和新的媒体通道组（在UCCX上和脚本本身中配置）。

阶段3.呼叫重定向阶段

在此阶段，座席已应答呼叫，座席会听到呼叫方想离开的消息，并按键让系统从呼叫方最初离开的号码中呼叫主叫方。UCCX系统现在将启动呼叫重定向。这用于在系统和座席之间以输入的回拨号码将呼叫转接给呼叫者。

UCCX视角

回叫功能分为2个脚本，这些脚本具有2个不同的应用和2个触发器以访问这些脚本。

脚本1.

客户呼叫此脚本(mainline number)，在此脚本中，如果座席忙，将提示回叫。

此脚本配置了对另一个号码的Place呼叫步骤，该号码称为回叫号码，该号码是使用简单ICD脚本的另一个触发器。

脚本2.

用于回调触发器的简单ICD脚本，该脚本具有将选择资源放入包含要为回调选择的代理池的CSQ中。在客户输入回叫号码后，客户的呼叫将被丢弃，Ghost呼叫将重定向到此脚本并保持等待。

当座席可供回叫发起此呼叫时，将桥接到随呼叫重定向脚本提供的客户回叫号码。

这些脚本必须在Subsystems > CM Telephony > Call Control Group下使用**2个不同的呼叫控制组**。

在“子系统”>“思科媒体”下必须定义**2个不同的媒体通道**。

例如：

脚本1:此脚本的入站呼叫将通过呼叫控制组ID 1和媒体信道组1。

此脚本中的拨号步骤将使用呼叫控制组ID 2和媒体信道组2。

脚本2:此脚本必须具有使用脚本1中不同媒体通道的触发器。例如；媒体信道ID 2和呼叫控制组ID 2。

实验中使用的呼叫详细信息

初始客户呼叫号码：2161

UCCX主行队列号：9999

UCCX回叫触发器：3999

剩余回叫号码：08062131

座席号：62151 (SIP电话)

CUCM日志分析

阶段1.用户输入

来自客户IP电话的传入邀请：

```
###$ Invite for UCCX trigger $###
```

```
02302874.002 |10:14:27.152 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP message from
10.106.87.161 on port 52035 index 19 with 1475 bytes:
[83471,NET]
INVITE sip:9@10.106.87.135;user=phone SIP/2.0
Via: SIP/2.0/TCP 10.106.87.161:52035;branch=z9hG4bK0593f26a
From: "2161" <sip:2161@10.106.87.135>;tag=e8ba7006276f00792818f1b2-6550ea32
To: <sip:9@10.106.87.135>
Call-ID: e8ba7006-276f0004-3895b0cc-3fda7fb1@10.106.87.161
Max-Forwards: 70
Date: Fri, 08 Apr 2016 04:44:25 GMT
CSeq: 101 INVITE
User-Agent: Cisco-CP8961/9.4.2
Contact: <sip:849fe75d-ae74-8e22-d48e-c11feccbecf2@10.106.87.161:52035;transport=tcp>
Expires: 180
Accept: application/sdp
Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,REGISTER,UPDATE,SUBSCRIBE,INFO
Remote-Party-ID: "2161" <sip:2161@10.106.87.135>;party=calling;id-
type=subscriber;privacy=off;screen=yes
Supported: replaces,join,sdp-anat,norefersub,resource-priority,extended-refer,X-cisco-
callinfo,X-cisco-serviceuri,X-cisco-escapecodes,X-cisco-service-control,X-cisco-srtp-fallback,X-
cisco-monrec,X-cisco-config,X-cisco-sis-7.0.0,X-cisco-xsi-8.0.1
Allow-Events: kpml,dialog
Recv-Info: conference
Recv-Info: x-cisco-conference
Content-Length: 354
Content-Type: application/sdp
Content-Disposition: session;handling=optional
```

```
v=0
o=Cisco-SIPUA 23877 0 IN IP4 10.106.87.161
s=SIP Call
t=0 0
m=audio 17818 RTP/AVP 102 0 8 116 18 101
c=IN IP4 10.106.87.161
a=rtpmap:102 L16/16000
a=rtpmap:0 PCMU/8000
a=rtpmap:8 PCMA/8000
a=rtpmap:116 iLBC/8000
a=fmtp:116 mode=20
a=rtpmap:18 G729/8000
a=fmtp:18 annexb=no
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=sendrecv
```

您会看到UCCX编号9999发生数字分析：

```
###$ Digit Analysis happens for UCCX number 9999 $###
```

```
02302962.007 |10:14:27.832 |AppInfo |Digit analysis: match(pi="2", fqcn="2161",
cn="2161",plv="5", pss="", TodFilteredPss="", dd="9999",dac="0")
02302962.008 |10:14:27.832 |AppInfo |Digit analysis: analysis results
02302962.009 |10:14:27.832 |AppInfo ||PretransformCallingPartyNumber=2161
|CallingPartyNumber=2161
|DialingPartition=
```

```
|DialingPattern=9999
|FullyQualifiedCalledPartyNumber=9999
|DialingPatternRegularExpression=(9999)
|DialingWhere=
|PatternType=Enterprise
```

为了响应查找9999号码应路由的位置，您将获得线路控制器，这是处理呼叫的下一个过程：

```
02302964.000 |10:14:27.832 |SdlSig |DmPidRes
|wait |Da(1,100,211,1)
|DeviceManager(1,100,205,1) |1,100,14,94509.144^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Ccpn=4eebaf05-990d-7980-a79f-e4488fb75cec Id=3836477808 ccmType=4
DeviceName=9999: Pid=1,100,174,555,ad243d17-98b4-4118-8feb-5ff2e1b781ac
```

```
###$ PID=LineControl(1,100,174,555) is the response
```

```
02302964.001 |10:14:27.832 |AppInfo |Digit analysis: wait_DmPidRes- Partition=[] Pattern=[9999]
Where=[],cmDeviceType=[UserDevice], OutsideDialtone =[0], DeviceOverride=[0],
PID=LineControl(1,100,174,555),CI=[31614358],Sender=Cdcc(1,100,219,249)
```

这就引出了林克主计长：

```
02302975.001 |10:14:27.833 |AppInfo |LineControl(555) - 0 calls, 0 CiReq, busyTrigger=10000,
maxCall=10000
02302975.002 |10:14:27.833 |Created |
| |LineCdp(1,100,175,269)
|LineControl(1,100,174,555) |
|NumOfCurrentInstances: 2
02302975.003 |10:14:27.833 |AppInfo |LineControl(555) - Get call instance=1 for CI=31614359
02302975.004 |10:14:27.833 |AppInfo |LineControl(555): restart0_CcSetupReq update State of cdp(
269) to receive7
```

线路控制器现在将引导我们访问设备 (CTI端口)：

```
02302979.000 |10:14:27.834 |SdlSig |CcSetupReq
|null0 |LineCdp(1,100,175,269)
|LineControl(1,100,174,555) |1,100,14,94509.144^10.106.87.161^* |[R:N-
H:0,N:1,L:0,V:0,Z:0,D:0] CI=31614359 CI.branch=0 sBPL.plid=65 sBPL.l=1 sBPL.pl=5 sBPL.msds=0
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=Fbpda=F pi.piid=30 pi.l=0 pi2.piid=30
pi2.l=0 pi3.piid=30 pi3.l=0 FQCGPN=ti=1nd=2161pi=0sil preXCgpn=tn=0npi=0ti=1nd=2161pi=0sil
cgPart= cgPat=2161 cgpn=tn=0npi=0ti=1nd=2161pi=1sil cgpnVM= unXCgpn=tn=0npi=0ti=1nd=2161pi=1sil
cName=locale: 1 Name: UnicodeName: pi: 1
DD=tn=0npi=1ti=1nd=9999User=9999Host=10.106.87.135Port=5060PassWord=Madder=Transport=4mDisplayNa
me=RawUrl=sip:9@10.106.87.135;user=phoneOrigPort=0pi=0sil
origDD=tn=0npi=1ti=1nd=9999User=9999Host=10.106.87.135Port=5060PassWord=Madder=Transport=4mDispl
ayName=RawUrl=sip:9@10.106.87.135;user=phoneOrigPort=0pi=0sil
preXCdpn=tn=0npi=0ti=1nd=9999pi=0sil preXTagsList=SUBSCRIBER preXPosMatchList=9999 cdPart=
cdPat=9999 cdpn=tn=0npi=0ti=1nd=9999pi=1sil cdpnVMbox= localPatternUsage=2
connectedPatternUsage=2 itrPart= itrPat= LRPat= LRPat=9999 LR=tn=0npi=0ti=1nd=9999pi=0sil LRVN=
LRName=locale: 1 Name: UnicodeName: pi: 0 FQOCpdn=ti=1nd=9999pi=0sil
ffQLRNum=ti=1nd=9999pi=0sil oPart= oPat=9999 oCpdn=tn=0npi=0ti=1nd=9999pi=0sil oCdpnVM= oRFR=0
oName=locale: 1 Name: UnicodeName: pi: 0 ts=SUBSCRIBER posMatches=9999 withTags= withValues=
rdn.l=0IpAddrMode=0 ipAddrType=0 ipv4=10.106.87.161:52035 region=Default capCount=5 ctiActive=F
ctiFarEndDev=1 ctiCCMId=1 cgPtyDev=SEPE8BA7006276F callInst=1 confCallInst=0 OLF=1Supp
DTMF=3DTMF Cfg=1DTMF Payload=101isOffNetDev=F bc.l=3 bc.itr=1 bc.itc=0 bc.trm=0 bc.tm=16
maxForwards=69 cgpnMaskedByRedirect=F callingDP=1b1b9eb6-7803-11d3-bdf0-00108302ead1
featCallType=0 callingUserId= UnicodeName: muteEnabled=0 associatedCallCI=0 featurePriority=1
nonTargetPolicy=0 unconsumedDigits= suppressMOH=F numPlanPkid =4eebaf05-990d-7980-a79f-
e4488fb75cec networkDomain= bitMask=0 SetupReason=0 routeClass=1 sideACmDeviceType=4 protected=1
ControlProcessType=0 tokens=0 isPresent=F transitCount=0 geolocInfo={geolocPkid=, filterPkid=,
geolocVal=, devType=4} locPkid=29c5c1c4-8871-4d1e-8394-0b9181e8c54d locName=Hub_None deductBW=F
```

fateShareId=StandAloneCluster:31614358 videoTrafficClass=Desktop oFromAnalogDvc=F
bridgeParticipantID= callingUsr= remoteClusterID= isEMCCDevice=F lHPMemCEPN= CHPMemCEPN=
uri=ti=1User=Host=Port=0Password=Madder=Transport=4mDisplayName=RawUrl=<sip:849fe75d-ae74-8e22-
d48e-c11fecbcefc2@10.106.87.161:52035;transport=tcp>OrigPort=0pi=0sil isParamSet=T M=Unknown
;rc=0 Hdrs= CanSupportSIPtandN=true TransId=0 AllowBitMask=0x7bf UserAgentOrServer=Cisco-
CP8961/9.4.2 OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId=
mCallerName=LatentCaps=null icidVal= icidGenAddr= oioi= tioi= ptParams= receivedPAID= routeHdr=
routeCepn= requestURI= PCVFlag=F originallyHadISUP=F isIMSFinalRoute=F IMSMode=0
SideABibEnabled= 3 isCgpnNonPreemptable=F isCdpnNonPreemptable=F origDP=1b1b9eb6-7803-11d3-bdf0-
00108302ead1 lastRedirectingDP=1b1b9eb6-7803-11d3-bdf0-00108302ead1 originalLRG=
lastRedirectingLRG= nwLoc=0 rstr= FarEndDeviceName=SEPE8BA7006276F hdrMOH=0 CAL={v=ffffff, m=ffffff, tDev=F, res=F, devType=0}
02302979.001 |10:14:27.834 |AppInfo |LineCdpc(269): -dispatchToAllDevices-, sigName=CcSetupReq,
device=TRG2

呼叫现在呈现给CTI端口，端口应答呼叫：

02303167.000 |10:14:27.874 |SdlSig-I |CtiLineCallAnswerReq
|restart0 |StationD(1,100,63,520)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.572^10.106.87.133^TEST_543210 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] mAsyncResponse=6043 CH=1|31614360 LH=1|1063 MediaDeviceName =
MediaDevicePid = (0,0,0,0) resource ID=0
02303167.001 |10:14:27.874 |AppInfo |StationD(520): StationCtiD-CtiLineCallAnswerReq LH=1|1063
02303167.002 |10:14:27.874 |AppInfo |StationD(520): StationCtiD-CtiLineCallAnswerReq LH=1|1063
02303168.000 |10:14:27.874 |SdlSig |StationOffHook
|restart0 |StationD(1,100,63,520)
|StationD(1,100,63,520) |1,200,13,273912.572^10.106.87.133^TEST_543210 |[R:N-
H:0,N:1,L:0,V:0,Z:0,D:0] Line=1 CI=31614360 GCI.node=0 GCI.ci=0 mDialedDigits= mPrimaryCi=0
cgpn= cgpnVMBx= trigger=0 mSpoofCgp=F fp=1 fid=9999 FDataType=0opId=0ssType=0
SsKey=0invokeId=0resultExp=Fbpda=F

###\$ CTI Port Answered the call or Call is now in Queue \$###

02303168.001 |10:14:27.874 |AppInfo |StationD: (0000520) restart0_StationOffHook - INFO:
CI=31614360 on line=1, SPKMode=0, alwaysPrimeLine=0, alwaysUsePrimeLineForVM=0, fid=9999,
offHookTrigger=0.
02303168.002 |10:14:27.874 |AppInfo |StationD: (0000520) restart0_StationOffHook - INFO:
CI=31614360 on line=1, SPKMode=0. Answer.
02303168.003 |10:14:27.874 |AppInfo |StationD: (0000520) preProcessing - INFO: Please Send
the signal now.
02303168.004 |10:14:27.874 |AppInfo |StationD: (0000520) INFO- sendSignalNow,
sigName=StationOffHook, cdpc=240

此时，主叫方在队列中，播放通知。在预设时间后，客户选择回叫功能，并开始以DTMF数字0、8、0、6、2、1、3、1、#形式输入回叫号码。

###\$ Digit 0 \$###

02303407.000 |10:14:46.625 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.150^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303408.000 |10:14:46.625 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.150^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=0 CI=31614360Line=1

###\$ Digit 8 \$###

02303430.000 |10:14:47.243 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.151^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063

CH=1|31614360 GCH=1|29124
02303431.000 |10:14:47.243 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.151^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=8 CI=31614360Line=1

###\$ Digit 0 \$###

02303446.000 |10:14:47.791 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.152^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303447.000 |10:14:47.791 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.152^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=0 CI=31614360Line=

###\$ Digit 6 \$###

02303465.000 |10:14:48.962 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.153^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303466.000 |10:14:48.962 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.153^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=6 CI=31614360Line=1

###\$ Digit 2 \$###

02303481.000 |10:14:49.520 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.154^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303482.000 |10:14:49.520 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.154^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=2 CI=31614360Line=1

###\$ Digit 1 \$###

02303499.000 |10:14:50.014 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.155^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303500.000 |10:14:50.014 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.155^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=1 CI=31614360Line=1

###\$ Digit 3 \$###

02303516.000 |10:14:50.431 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.156^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303517.000 |10:14:50.431 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.156^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=3 CI=31614360Line=1

###\$ Digit 1 \$###


```

02303532.000 |10:14:50.858 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.157^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303533.000 |10:14:50.858 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.157^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=1 CI=31614360Line=1

###$ Digit # pressed to confirm the call back $###

02303549.000 |10:14:51.558 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.158^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303550.000 |10:14:51.558 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.158^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=# CI=31614360Line=1

```

###\$ CTI/UCCX disconnect the call \$###

```

02303553.000 |10:14:51.561 |SdlSig-I |CtiLineCallDisconnectReq
|restart0 |StationD(1,100,63,520)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.574^10.106.87.133^TEST_543210 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] mAsyncResponse=6045 CH=1|31614360 LH=1|1063
02303553.001 |10:14:51.561 |AppInfo |StationD(520): StationCtiD-CtiLineCallDisconnectReq
LH=1|1063
02303553.002 |10:14:51.561 |AppInfo |StationD(520): StationCtiD-CtiLineCallDisconnectReq
LH=1|1063

```

通过此消息，将断开与PSTN（公共交换电话网）的呼叫，并完成第1阶段或用户输入阶段。

阶段2.拨打电话

您看到系统模拟呼叫回叫CTI触发器3999。

###\$ CTI redirect to Call back trigger (Stage 2)

```

02303675.000 |10:14:51.772 |SdlSig-I |CtiLineCallInitiateReq
|restart0 |StationD(1,100,63,520)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.576^10.106.87.133^TEST_543210 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=6046 LH=1|1063 GCH=1|29125 CalledPartyInfo=3999
MediaDeviceName = MediaDevicePid = (0,0,0,0) resource ID=0 FetaurePriority=1

```

###\$ Digit Analysis for CTI call back number \$###

```

02303722.006 |10:14:51.778 |AppInfo |Digit analysis: match(pi="2", fqcn="543210",
cn="543210",plv="5", pss="", TodFilteredPss="", dd="3999",dac="0")
02303722.007 |10:14:51.778 |AppInfo |Digit analysis: analysis results
02303722.008 |10:14:51.778 |AppInfo ||PretransformCallingPartyNumber=543210
|CallingPartyNumber=543210
|DialingPartition=
|DialingPattern=3999
|FullyQualifiedCalledPartyNumber=3999
|DialingPatternRegularExpression=(3999)

```

###\$ Call is offered to CTI Ports (This is the Queue for Busy application)

```

02303783.006 |10:14:51.803 |AppInfo |Digit analysis: match(pi="1", fqcn="543210",

```

```
cn="543210",plv="5", pss="", TodFilteredPss="", dd="4003",dac="0")
02303783.007 |10:14:51.803 |AppInfo |Digit analysis: analysis results
02303783.008 |10:14:51.803 |AppInfo ||PretransformCallingPartyNumber=543210
|CallingPartyNumber=543210
|DialingPartition=
|DialingPattern=4003
|FullyQualifiedCalledPartyNumber=4003
```

CTI port accepts the call or Answers the call

```
02303916.000 |10:14:51.855 |SdlSig |StationOffHook
|call_received7 |StationCdpc(1,100,64,243)
|StationD(1,100,63,509) |1,200,13,273912.579^10.106.87.133^ICD_4003 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Line=1 CI=31614363 GCI.node=0 GCI.ci=0 mDialedDigits= mPrimaryCi=0
cgpn= cgpnVMBx= trigger=0 mSpooferCgp=F fp=1 fid=0 FDataType=0opId=0ssType=0
SsKey=0invokeId=0resultExp=Fbpda=F
02303916.001 |10:14:51.855 |AppInfo |StationCdpc(243): StationCtiCdpc-StationOffHook
CH=1|31614363
02303916.002 |10:14:51.855 |AppInfo |StationCdpc(243): StationCtiCdpc-StationOffHook
CH=1|31614363
```

当座席可以自由接受呼叫时，CTI现在将转接至座席：

CTI Initiating Transfer to Agent is now available to take the call

```
02304085.000 |10:14:53.429 |SdlSig-I |CtiLineCallTransferSetupReq
|restart0 |StationD(1,100,63,509)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.583^10.106.87.133^ICD_4003 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=6054 LH=1|1041 CH=1|31614363 DN=62151
ConsultWithoutMedia=T
02304085.001 |10:14:53.429 |AppInfo |StationD(509): StationCtiID-CtiLineCallTransferSetupReq
CH=1|31614363 cdpn=62151
02304085.002 |10:14:53.429 |AppInfo |StationD(509): StationCtiID-CtiLineCallTransferSetupReq
CH=1|31614363 cdpn=62151
```

DD for Agent

```
02304237.006 |10:14:53.440 |AppInfo |Digit analysis: match(pi="2", fqcn="4003",
cn="4003",plv="5", pss="", TodFilteredPss="", dd="62151",dac="0")
02304237.007 |10:14:53.440 |AppInfo |Digit analysis: analysis results
02304237.008 |10:14:53.440 |AppInfo ||PretransformCallingPartyNumber=4003
|CallingPartyNumber=4003
|DialingPartition=
|DialingPattern=62151
|FullyQualifiedCalledPartyNumber=62151
|DialingPatternRegularExpression=(62151)
```

Invite for the Agent

```
INVITE sip:b16b6893-445d-6407-2a23-83e6ff6fb4f7@10.106.87.164:52242;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.106.87.135:5060;branch=z9hG4bK3fc859136cc1
From: "Busy Application" <sip:4003@10.106.87.135>;tag=32711~54aff7a7-042a-4733-9a99-
8a2f7027a30d-31614366
To: <sip:62151@10.106.87.135>
Date: Fri, 08 Apr 2016 04:44:53 GMT
Call-ID: a13f5600-70713745-3da4-87576a0a@10.106.87.135
Supported: timer,resource-priority,replaces
Min-SE: 1800
User-Agent: Cisco-CUCM10.5
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY
CSeq: 101 INVITE
Expires: 180
```

Allow-Events: presence
Call-Info: <urn:x-cisco-remotecallinfo>; security= Unknown; orientation= from; gci= 1-29126;
isVoip; call-instance= 1
Send-Info: conference, x-cisco-conference
Alert-Info: <file://Bellcore-dr1/>
Remote-Party-ID: "Busy Application" <sip:4003@10.106.87.135;x-cisco-callback-
number=4003>;party=calling;screen=yes;privacy=off
Contact: <sip:4003@10.106.87.135:5060;transport=tcp>
Max-Forwards: 70
Content-Length: 0

此后，座席被忙线连接到忙脚本，并启动第3阶段呼叫重定向。

第 3 阶段. 呼叫重定向

座席侦听存在的选项。选项1接受呼叫并回叫客户。

座席在软键盘中按数字1:

```
####$ Digit 1 pressed by the agent
```

```
NOTIFY sip:10.106.87.135:5060 SIP/2.0  
Via: SIP/2.0/TCP 10.106.87.164:52242;branch=z9hG4bK187640df  
To: "Busy Application" <sip:4003@10.106.87.135>;tag=32711~54aff7a7-042a-4733-9a99-8a2f7027a30d-  
31614366  
From: <sip:62151@10.106.87.135>;tag=e8ba70fb6e0a20544386b963-4947235a  
Call-ID: a13f5600-70713745-3da4-87576a0a@10.106.87.135  
Date: Fri, 08 Apr 2016 04:45:01 GMT  
CSeq: 102 NOTIFY  
Event: kpml  
Subscription-State: active; expires=7200  
Max-Forwards: 70  
Contact: <sip:b16b6893-445d-6407-2a23-83e6ff6fb4f7@10.106.87.164:52242;transport=tcp>  
Allow: ACK, BYE, CANCEL, INVITE, NOTIFY, OPTIONS, REFER, REGISTER, UPDATE, SUBSCRIBE  
Content-Length: 201  
Content-Type: application/kpml-response+xml  
Content-Disposition: session;handling=required
```

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<kpml-response xmlns="urn:ietf:params:xml:ns:kpml-response" version="1.0" code="200" text="OK"  
suppressed="false" forced_flush="false" digits="1" tag="dtmf"/>
```

此时，系统将启动“呼叫重定向”。它用于在系统和座席之间以输入的回叫号码将呼叫转接给呼叫者

。

```
####$ CfRedirectingDestinationRegister
```

```
02305081.000 |10:15:07.835 |SdlSig |CfRedirectingDestinationRegister  
|tcc_idle0 |Cdcc(1,100,219,256)  
|Cdcc(1,100,219,251) |1,100,14,94475.134^10.106.87.164^* | [R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] orphanedCI= 31614361 collectCodeIfNeeded= 0  
02305082.000 |10:15:07.835 |SdlSig |CcOrphanPauseReq  
|call_active10 |LineCdpc(1,100,175,271)  
|LineControl(1,100,174,554) |1,100,14,94475.134^10.106.87.164^* | [R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] CI= 31614361  
02305082.001 |10:15:07.835 |AppInfo |LineCdpc(271): -dispatchToOnlySCCPSIPDevices-,  
sigName=CcOrphanPauseReq, device=TEST_543210  
02305083.000 |10:15:07.835 |SdlSig |CcNotifyReq  
|newpaused |LineCdpc(1,100,175,271)  
|LineControl(1,100,174,554) |1,100,14,94475.134^10.106.87.164^* | [R:N-
```

H:0,N:5,L:0,V:0,Z:0,D:0] CI=31614361 CI.branch=0 lPart= lPatt= lModNum=pi=0sil lName=locale: 1
Name: UnicodeName: pi: 0 cName=locale: 1 Name: UnicodeName: pi: 0 cn:pi=0sil cVMbox=
localPatternUsage=2 connectedPatternUsage=2 lCnPart= lCnPatt= rn:pi=0sil lLRPart= lLRPatt=
lOCdPnPart= lOCdPnPatt= oCdpn:pi=0sil oRFR =0 lBridgePartID= lCnBridgePartID= lHPMemCEPN=
cHPMemCEPN= onBehalf=CctiLine whichSide=0 holdFlag=0 notifyMsg=locale: 1 Name: UnicodeName:
promptMsg=locale: 1 Name: UnicodeName: apply Instr=0 s.sv=0 promptMsg.userLocale=1
cgDevName=TEST_543210 ctiActive=F ctiFarEndDev=0 ctiCCMId=0 CTI event not set.
secureStatus=(T,0) callState=5 media=1 bitMask=4000000 Supp DTMF=3DTMF Cfg=1DTMF Payload=101
notifiedDName= connType=0 connStatus=0newPL=5newPLDmn=0 networkDomain= suppressMOH=F
triggerByJoin=F NotifInd= ni.niid=39 ni.l=0 ni.nnd=0deviceCepn= partitionSearchSpace=
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} locPkid= locName= deductBW=F
fateShareId= videoTrafficClass=Desktop dtmMcNodeId=0 dtmCurrentCi=0 isOffNetDevice=F ignCntH=F
cmDeviceType=4 ssCause=0TransparentData=null CanSupportSIPTandN=false TransId=0 AllowBitMask=0x0
UserAgentOrServer= OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId= mCallerName=
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=FbpdA=F isParamSet=F mobilityEventType=0x0
BibEnabled = 3 MMCap=0x1 CAL={v=-1, m=-1, tDev=F, res=F, devType=0} CAL={v=-10, m=-1, tDev=F,
res=F, devType=0} CallInstanceNumber=0 farEndDevName=SEPE8BA70FB6E0A hdrMOH=0
02305083.001 |10:15:07.835 |AppInfo |LineCdpc(271): -dispatchToAllDevices-,
sigName=CcNotifyReq, device=TEST_543210

02305084.000 |10:15:07.835 |SdlSig |CcNotifyReq
|call_active10 |LineCdpc(1,100,175,275)
|LineControl(1,100,174,577) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] CI=31614366 CI.branch=0 lPart= lPatt= lModNum=pi=0sil lName=locale: 1
Name: UnicodeName: pi: 0 cName=locale: 1 Name: UnicodeName: pi: 0 cn:pi=0sil cVMbox=
localPatternUsage=2 connectedPatternUsage=2 lCnPart= lCnPatt= rn:pi=0sil lLRPart= lLRPatt=
lOCdPnPart= lOCdPnPatt= oCdpn:pi=0sil oRFR =0 lBridgePartID= lCnBridgePartID= lHPMemCEPN=
cHPMemCEPN= onBehalf=CctiLine whichSide=0 holdFlag=0 notifyMsg=locale: 1 Name: UnicodeName:
promptMsg=locale: 1 Name: UnicodeName: apply Instr=0 s.sv=0 promptMsg.userLocale=1
cgDevName=TEST_543210 ctiActive=F ctiFarEndDev=0 ctiCCMId=0 CTI event not set.
secureStatus=(T,0) callState=5 media=1 bitMask=4000000 Supp DTMF=1DTMF Cfg=1DTMF Payload=0
notifiedDName= connType=0 connStatus=0newPL=5newPLDmn=0 networkDomain= suppressMOH=F
triggerByJoin=F NotifInd= ni.niid=39 ni.l=0 ni.nnd=0deviceCepn= partitionSearchSpace=
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} locPkid=29c5c1c4-8871-4d1e-8394-
0b9181e8c54d locName=Hub_None deductBW=F fateShareId=StandAloneCluster:31614361
videoTrafficClass=Unspecified dtmMcNodeId=0 dtmCurrentCi=0 isOffNetDevice=F ignCntH=F
cmDeviceType=4 ssCause=0TransparentData=null CanSupportSIPTandN=false TransId=0 AllowBitMask=0x0
UserAgentOrServer= OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId= mCallerName=
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=FbpdA=F isParamSet=F mobilityEventType=0x0
BibEnabled = 0 MMCap=0x1 CAL={v=-1, m=-1, tDev=F, res=F, devType=0} CAL={v=-10, m=-1, tDev=F,
res=F, devType=0} CallInstanceNumber=0 farEndDevName=TEST_543210 hdrMOH=0
02305084.001 |10:15:07.835 |AppInfo |LineCdpc(275): -dispatchToAllDevices-,
sigName=CcNotifyReq, device=SEPE8BA70FB6E0A

02305085.000 |10:15:07.836 |SdlSig |RSVPsplitSessionReq
|wait |RSVPSession(1,100,107,251)
|ReservationMgr(1,100,110,1) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] CI= 31614361 aCI=31614361 bCI=31614366 isASerCI=F isBSerCI=F aNodeId=0
bNodeId=0 callState=5 aCacSpecificInfo= CAC_PT_CONNECTED bCacSpecificInfo= CAC_PT_CONNECTED
02305086.000 |10:15:07.836 |SdlSig |LBMSplitSessionReq
|active |LBMSInterface(1,100,176,1)
|ReservationMgr(1,100,110,1) |1,100,14,94475.134^10.106.87.164^* |[T:N-
H:0,N:0,L:0,V:0,Z:0,D:0] CI= 31614361 aCI=31614361 bCI=31614366 isASerCI=F isBSerCI=F aNodeId=0
bNodeId=0 callState=5 aCacSpecificInfo= CAC_PT_CONNECTED bCacSpecificInfo= CAC_PT_CONNECTED

DD Happens for Callback number

02305087.006 |10:15:07.836 |AppInfo |Digit analysis: match(pi="1", fqcn="62151",
cn="62151",plv="5", pss="", TodFilteredPss="", dd="08062131",dac="0")
02305087.007 |10:15:07.837 |AppInfo |Digit analysis: analysis results
02305087.008 |10:15:07.837 |AppInfo ||PretransformCallingPartyNumber=62151
|CallingPartyNumber=62151
|DialingPartition=
|DialingPattern=08062131
|FullyQualifiedCalledPartyNumber=08062131

|DialingPatternRegularExpression=(08062131)

在此阶段后，允许回叫号码与座席连接的PSTN用户或客户

UCCX日志分析

分析的日志 — RTMT的CCX引擎日志(MIVR)。

在触发器9999上收到来自客户2161的呼叫。

Call received on UCCX trigger 9999 - Mainline number

```
51269: Apr 08 10:14:27.842 IST %MIVR-SS_TEL-7-UNK:Call.received()
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_US,aborting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07 07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String Triggry>],defaultVars=null]]],task=null,session=null,seqNum=-1,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C401E2659700000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

回叫脚本是一个简单脚本，它具有接受，选择资源步骤到其中一个回叫代理队列（从中为回叫呼叫选择代理）。

该呼叫命中回叫主线号。

脚本1开始执行。

实施ID = 29125，任务ID = 3400000019

```
51338: Apr 08 10:14:27.869 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : Start /*
Simple Queuing Template ... */
51339: Apr 08 10:14:27.869 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : Accept (--
Triggering Contact--)
```

```
51340: Apr 08 10:14:27.869 IST %MIVR-SS_CM-7-UNK:Making Monitoring flag=true old flag value
=false
```

呼叫被归属，座席被选择用于回叫：

```
51349: Apr 08 10:14:27.872 IST %MIVR-SS_TEL-7-UNK:Call.attributed()
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_CA,aborting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07 07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script
```

```
Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String Triggy>],defaultVars=null]]],task=3400000019,session=Session[id=001-0xbdfd63e0c,parent=null,active=true,state=SESSION_IN_USE,time=1460090667843],seqNum=0,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C401E265980000000,DestProtocolCallRef=null,route=RP[num=9999],port=TP[type=Cisco CTI Port,id=0,implId=543210,active=true,state=IN_USE],aborting=false,transferring=false,disconnecting=false]
```

```
51350: Apr 08 10:14:27.872 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task: associated with Task ID: 3400000019
```

系统提示客户输入回叫号码。此时，提示管理器会向客户显示提示：

```
51498: Apr 08 10:14:29.409 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=9, parId=0, channelId=7, channelImplId=7, contactId=11, contactImplId=29124/1 -> PromptPlayer.initializeDataSource()
51499: Apr 08 10:14:29.409 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=9, parId=0, channelId=7, channelImplId=7, contactId=11, contactImplId=29124/1 -> play() promptQ.size=1
51501: Apr 08 10:14:29.409 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=9, parId=0, channelId=7, channelImplId=7, contactId=11, contactImplId=29124/1 -> startOutput()
51504: Apr 08 10:14:29.415 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=9, parId=0, channelId=7, channelImplId=7, contactId=11, contactImplId=29124/1 -> play(). StartOutput() called.
51574: Apr 08 10:14:39.505 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=9, parId=0, channelId=7, channelImplId=7, contactId=11, contactImplId=29124/1 -> fileSendDone(), finished=false
```

输入阶段

然后，客户输入回叫号码。在脚本中以数字表示接收的消息。

```
Line 4103: 51617: Apr 08 10:14:46.625 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 0
Line 4113: 51627: Apr 08 10:14:47.244 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 8
Line 4118: 51632: Apr 08 10:14:47.793 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 0
Line 4125: 51639: Apr 08 10:14:48.963 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 6
Line 4132: 51646: Apr 08 10:14:49.521 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 2
Line 4137: 51651: Apr 08 10:14:50.017 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 1
Line 4146: 51660: Apr 08 10:14:50.432 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 3
Line 4151: 51665: Apr 08 10:14:50.859 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: 1
Line 4158: 51672: Apr 08 10:14:51.559 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1 Task:3400000019 Digit received: #
```

```
Line 4161: 51675: Apr 08 10:14:51.560 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000019 GetDigitStringStep (ParseInputStep)(or Extended): Normal Keys collected: 08062131
```

然后，呼叫方将与UCCX断开连接。该呼叫在脚本中终止。

Line 4162: 51676: Apr 08 10:14:51.560 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 :
Terminate (--Triggering Contact--)

Line 4165: 51679: Apr 08 10:14:51.566 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1
Task:34000000019 com.cisco.jtapi.CiscoRTPInputStoppedEvImpl received

拨号阶段

呼叫被置于触发器 (回叫ICD脚本)

```
### makecall() is called with the new CTI port (543210) in a different call control group ###  
### trigger 3999 (callback trigger) ###
```

51700: Apr 08 10:14:51.570 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : cOutbound =
Place Call (to Trigggy)

51704: Apr 08 10:14:51.570 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:3400000019 CreateCall Step
Execution

51723: Apr 08 10:14:51.772 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 **Task:3400000019**
makeCall(543210,3999,10000)

51744: Apr 08 10:14:51.778 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got
CallActiveEv, ConnCreatedEv 543210::1, ConnConnectedEv 543210::1, CallCtlConnInitiatedEv
543210::1, TermConnCreatedEv TEST_543210, TermConnActiveEv TEST_543210, CallCtlTermConnTalkingEv
TEST_543210, events on the AddressCallObserver.

51752: Apr 08 10:14:51.779 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got
CallCtlConnDialingEv 543210::1, events on the AddressCallObserver.

51758: Apr 08 10:14:51.783 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got
CallCtlConnEstablishedEv 543210::1, events on the AddressCallObserver.

51763: Apr 08 10:14:51.787 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019
connect returns

使用不同的媒体信道组和不同的呼叫控制组与源呼叫时，发起呼叫成功。

52006: Apr 08 10:14:51.886 IST %MIVR-LIB_MEDIA-7-UNK:PromptPlayer.setTxDestination() Inside set
Tx Destination

52007: Apr 08 10:14:51.886 IST %MIVR-LIB_MEDIA-7-RTP_PROPERTIES_REASSIGNED:RTP Properties
Reassigned: Method Name=setTxDestination(),HOST NAME=10.106.87.133,PORT NUMBER=24694,PACKET
SIZE=20

52008: Apr 08 10:14:51.886 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=10, parId=0,
channelId=1, channelImplId=1, contactId=12, contactImplId=29125/1 -> setTxDestination:
payloadType=4

52009: Apr 08 10:14:51.886 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019
makeCall is SUCCESSFUL, Conns length =2

脚本2开始执行。这是鬼电话。

实施ID = 29125，任务ID = 3400000023

接受步骤中的CTI端口= 4003

```
51917: Apr 08 10:14:51.853 IST %MIVR-SS_TEL-7-UNK:Call.attributed()  
JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en,abortin  
g=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=Applicati  
onConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSSCRIPT[icd.aef],defaultScript=,vars=[<java.lan  
g.String CSQ>],defaultVars=null]]],task=34000000023,session=Session[id=001-  
0xbd6d63e0d,parent=null,active=true,state=SESSION_IN_USE,time=1460090691771],seqNum=1,time=14600  
90691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=3999,  
odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C501E2659B00000000,DestP  
rotocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI
```

Port, id=5, implId=4003, active=true, state=IN_USE], aborting=false, transferring=false, disconnecting=false]

51918: Apr 08 10:14:51.853 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023 associated with Task ID: 3400000023

座席座席5处于就绪状态，可以接受呼叫。咨询转接至座席的电话62151。

Line 4544: 52028: Apr 08 10:14:51.889 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000023 : Play Prompt (--Triggering Contact--, WelcomePrompt)

Line 4545: 52029: Apr 08 10:14:51.890 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000023 Executing OutputStep

Line 4546: 52030: Apr 08 10:14:51.890 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000023 OutputStep: myExecute

Line 4577: 52061: Apr 08 10:14:53.397 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000023 : Select Resource (--Triggering Contact-- from CSQ)

Line 4648: 52087: Apr 08 10:14:53.403 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023, transfer(62151, 12000, ACKNOWLEDGED)

座席从CTI端口4003接收呼叫。座席电话是62151。

52165: Apr 08 10:14:53.447 IST %MIVR-SS_RM-7-UNK:RIMgrAddressCallObserver: CallCtlConnEstablishedEv received for call:16806342 [29126/1], address 4003, calling party 4003, and called party 62151

52166: Apr 08 10:14:53.447 IST %MIVR-SS_RM-7-UNK:RIMgrAddressCallObserver: CallCtlConnEstablishedEv received for call 16806342 [29126/1] and agent null being ignored because orig isn't a logged in agent

Line 4953: 52392: Apr 08 10:14:59.245 IST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:13 MediaId:29125/1 Task:3400000023, ConsultEvent= CallObservationEndedEv

Line 4955: 52394: Apr 08 10:14:59.245 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 **Task:3400000023, transfer(62151, consultCall)**

52678: Apr 08 10:14:59.325 IST %MIVR-SS_TEL-7-UNK:**Call.transferred(62151) - transferring JTAPICallContact[id=13,type=Cisco JTAPI Call,implId=29125/1,active=false,state=CALL_CONNECTED,inbound=true,handled=false,locale=en,aborting=false,app=App[name=ICD,type=Cisco Script Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script Application,id=0,enabled=true,sessions=10,script=SSSCRIPT[icd.aef],defaultScript=,vars=[**

52679: Apr 08 10:14:59.326 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023, released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and releasing udpPort 24694

52680: Apr 08 10:14:59.326 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023 com.cisco.jtapi.TermObservationEndedEvImpl received

此时，座席已连接到ghost CTI端口543210，脚本1正在等待座席按任意键向客户发出呼叫。此时，座席与CTI端口处于通话状态。

或者，在此阶段，脚本还可以向座席播放有关客户的消息。但是，脚本1正在等待按一个数字以执行呼叫重定向到已输入并保存的呼叫方回叫号码。

脚本1正在等待输入数字：

52014: Apr 08 10:14:51.887 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : AnyDigit = Get Digit String (cOutbound)

52015: Apr 08 10:14:51.887 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000019 Executing GetDigitStringStep (ParseInputStep)

52016: Apr 08 10:14:51.887 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000019
GetDigitStringStep (ParseInputStep): myExecute

座席按键。按数字1确认回拨启动：

52820: Apr 08 10:15:07.375 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019
Digit received: 1

52821: Apr 08 10:15:07.375 IST %MIVR-LIB_MEDIA-7-UNK:PrPl: appId=4, confId=10, parId=0,
channelId=1, channelImplId=1, contactId=12, contactImplId=29125/1 -> stopPlay() called.

52825: Apr 08 10:15:07.785 IST %MIVR-SS_CMT-7-UNK:process digit 1

52826: Apr 08 10:15:07.786 IST %MIVR-SS_CMT-7-UNK:MediaDialogChannel id=1,state=IN_USE

MDC::clear com.cisco.wf.cmt.dialogs.CMTSimpleDigitStringDialogImpl@2a90df abortWaiting=false

52827: Apr 08 10:15:07.786 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000019

GetDigitStringStep (ParseInputStep)(or Extended): Normal Keys collected: 1

呼叫被重定向到回叫号码：

52828: Apr 08 10:15:07.786 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : Call Redirect
(cOutbound to Callbacknumber)

52829: Apr 08 10:15:07.786 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:3400000019 Executing

RedirectStep (CallRedirect), reset:true

52830: Apr 08 10:15:07.787 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019,

Redirecting to: 08062131, Unconditional: false, ResetOrigCalledAddr:false,

OrigCalledAddr:08062131, CallingSearchSpace:redirecting.party

52831: Apr 08 10:15:07.794 IST %MIVR-SS_TEL-7-UNK:Received Event

:com.cisco.jtapi.CiscoRTPInputStoppedEvImpl

52832: Apr 08 10:15:07.795 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019

com.cisco.jtapi.CiscoRTPInputStoppedEvImpl received

座席电话和回叫号码彼此连接：

Line 5474: 52884: Apr 08 10:15:08.048 IST %MIVR-SS_TEL-7-UNK:Call.abandoned() - transferring

JTAPICallContact[id=12,type=Cisco JTAPI

Call, implId=29125/1, active=true, state=CALL_ANSWERED, inbound=false, handled=false, locale=en_US, abo

rting=false, app=App[name=AA,type=Cisco Script

Application, id=4, desc=AA, enabled=true, max=4, valid=true, cfg=[ApplicationConfig[schema=Application

Config,time=2016-04-07 07:10:40.0, recordId=53, desc=AA, name=AA, type=Cisco Script

Application, id=4, enabled=true, sessions=4, script=SCRIPT[callback.aef], defaultScript=, vars=[<java.

lang.String CSQ>, <java.lang.Integer DelayWhileQueued>, <java.lang.String

Triggy>], defaultVars=null]]], task=3400000019, session=Session[id=001-

0xbdfd63e0d, parent=null, active=true, state=SESSION_IN_USE, time=1460090691771], seqNum=0, time=14600

90691577, cn=3999, dn=null, cgn=543210, ani=null, dnis=null, clid=null, atype=OUTBOUND, lrd=null, ocn=399

9, odn=null, uui=null, aniii=null, ced=null, OrigProtocolCallRef=null, DestProtocolCallRef=0000000000

071C501E265990000000, route=RP[num=0000], ...

Line 5479: 52889: Apr 08 10:15:08.051 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:3400000019

RedirectStep (CallRedirect): OriginalCalledAddressExpr Selected: Destination

Line 5510: 52898: Apr 08 10:15:08.053 IST %MIVR-SS_TEL-7-UNK:Call.transferred(08062131) -

transferring JTAPICallContact[id=12,type=Cisco JTAPI

Call, implId=29125/1, active=false, state=CALL_TRANSFERRED, inbound=false, handled=false, locale=en_US

, aborting=false, app=App[name=AA,type=Cisco Script

Application, id=4, desc=AA, enabled=true, max=4, valid=true, cfg=[ApplicationConfig[schema=Application

Config,time=2016-04-07 07:10:40.0, recordId=53, desc=AA, name=AA, type=Cisco Script

Application, id=4, enabled=true, sessions=4, script=SCRIPT[callback.aef], defaultScript=, vars=[<java.

lang.String CSQ>, <java.lang.Integer DelayWhileQueued>, <java.lang.String

Triggy>], defaultVars=null]]], task=3400000019, session=Session[id=001-

0xbdfd63e0d, parent=null, active=true, state=SESSION_IN_USE, time=1460090691771], seqNum=0, time=14600

90691577, cn=3999, dn=null, cgn=543210, ani=null, dnis=null, clid=null, atype=OUTBOUND, lrd=null, ocn=399

9, odn=null, uui=null, aniii=null, ced=null, OrigProtocolCallRef=null, DestProtocolCallRef=0000000000

071C501E265990000000, route...

Line 5511: 52899: Apr 08 10:15:08.053 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1
Task:3400000019, released TP[type=Cisco CTI Port,id=0,implId=543210,active=false,state=IDLE]
from 0000, and releasing udpPort 24692