

# 在“创建任务”节点排除Webex Connect聊天创建故障错误

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## 简介

本文描述初始聊天创建失败到“创建任务”节点的一个可能原因。

发现错误：



This conversation has been closed

作者：Bhushan Suresh - Cisco TAC工程师

## 先决条件

### 要求

Cisco 建议您了解以下主题：

- Webex联系中心(WxCC)2.0
- 配置了电子邮件流的Webex连接门户

### 使用的组件

本文档中的信息基于以下软件版本：

- WxCC 2.0

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。

## 问题

当您打开流并启用已解密调试日志时，value is mandatory, name : origin 在 Create Task 节点：

NODE ID	NODE	OUTCOME	TIME TAKEN (in:mm:ss.ms)	DETAILS
1333	Pre-chat form	onSuccess	00:00:00.021	
38	Receive	app.onformresponse	00:00:15.499	
2256	Append Conversation	waiting	00:00:00.047	
2256	Append Conversation	onAppendMessageSuccess	00:00:00.311	
2258	Create Task	onError	00:00:00.027	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#1	onSuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

### 错误说明:

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

## 失败的原因

问题出在Origin字段中。双击 **Create Task** 并选中以下3个字段：

**CUSTOMER ID** ⓘ  
\$(n38.inappmessaging.formFields.Email)

**CUSTOMER NAME** ⓘ  
\$(n38.inappmessaging.formFields.FirstName)

**LIVECHAT USER ID (ORIGIN)** ⓘ  
\$(n38.inappmessaging.formFields.Email)

访问在 **Create Task** 节点到 **Input Variables > Receive** 并查看 **Name** 和 **Email** 字段。这必须与**MATCH**之前的映像中的变量匹配。

**Create Task**

Configuration    Transition Actions (Optional)

**METHOD NAME**  
Create Task

**NODE RUNTIME AUTHORIZATION**  
WebexCCTaskAuth

**TASK DETAILS**

**TASK ID**    **CONVERSATION ID**    **DESTINATION**  
\$(taskId)    \$(conversationId)    \$(appId)

**MEDIA TYPE**    **MEDIA CHANNEL**  
Chat    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.isPCIValidati

这两个字段通过聊天模板设置，其中 Name 和 Email 字段为必填字段。

**NAME**  
IMSChatTemplate

**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	<b>Name</b>	true	✎ 🗑
Email	<b>Email</b>	true	✎ 🗑
Text	PhoneNumber	false	✎ 🗑

**Preview**

# 解决方案

确保 Name 和 Email 参数的Name设置为 Name 和 Email:

The screenshot shows the configuration interface for a chat template. The 'Form Fields' table is as follows:

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

如果要以不同方式命名字段Name和Email字段，(Email参数命名为 eMail 而不是 Email)

The screenshot shows the configuration interface for a chat template. The 'Form Fields' table is as follows:

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

请确保在Create Task节点上更新相同的字段，否则Create Task for the chat失败。

## Create Task

Configuration

Transition Actions (Optional)

### METHOD NAME

Create Task

### NODE RUNTIME AUTHORIZATION

WebexCCTaskAuth

### TASK DETAILS

#### TASK ID ⓘ

\$(flid)

#### 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)