

CUCM和UCCX上看到的UCCX回叫功能

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簡介

本文檔介紹回叫UCCX(Cisco Unified Contact Center Express)功能的工作原理。本文檔重點介紹使用UCCX和CUCM(Cisco Unified Communications Manager)對正常工作的呼叫進行分析，藉助日誌分析跟蹤和發現呼叫流程中的關鍵時刻。

必要條件

需求

思科建議您瞭解以下主題：

- CUCM配置
- UCCX配置
- 讀取基本CUCM SDI/SDL跟蹤
- 讀取基本UCCX日誌

採用元件

本檔案中的資訊是根據以下軟體版本：

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

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

附註：基本指令碼位於UCCX指令碼儲存庫<http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>。您將找到一個Zip檔案。在ZIP檔案中，有一個名為BaseLineAdvQueuing資料夾，該資料夾包含可用作基本指令碼的指令碼。還有一個Word文檔描述了指令碼的運行方式。

背景資訊

當客戶呼叫到UCCX隊列時，如果當時所有可用座席都忙碌，無法接聽呼叫，則在預置超時時，將播放提示。這是詢問客戶是否希望回電。客戶可以選擇回叫或留言。

- 如果客戶選擇留言，則錄製該留言並斷開呼叫。系統轉而呼叫另一個CTI（思科電腦電話整合）觸發器或Ghost觸發器，並將呼叫保留到座席空閒為止，然後向其播放錄製消息。
- 如果客戶選擇回叫，則會提示他/她輸入回叫號碼。確認號碼後，呼叫將斷開。系統反過來呼叫另一個CTI觸發器或Ghost觸發器，並保持該呼叫，直到座席空閒為止，從座席撥出以連線座席回叫客戶號碼。

流程圖

在這個階段，座席已應答呼叫，座席會聽呼叫者根據需要保留的消息，並按一個鍵讓系統從呼叫者最初保留的號碼回叫呼叫者。UCCX系統現在將啟動呼叫重定向。它用於在系統和座席之間按輸入的回叫號碼將呼叫轉接給呼叫者。

UCCX視角

回撥功能被分解為2個指令碼，這些指令碼有2個不同的應用程式和2個觸發器，用於訪問這些指令碼。

指令碼1.

客戶呼叫此指令碼（主行號），如果座席忙，則提示回撥。

此指令碼配置了一個對另一個回叫號碼的號碼發出呼叫的步驟，而回叫號碼是另一個使用簡單ICD指令碼的觸發器。

指令碼2.

一個簡單ICD指令碼，用於將具有選定資源的回撥觸發器插入到包含要為回撥選擇的代理池的CSQ中。客戶呼叫在進入回叫號碼後被丟棄，Ghost呼叫被重定向到此指令碼並一直等待。

當座席可用於回叫啟動此呼叫時，會橋接至客戶隨「呼叫重定向」指令碼提供的回叫號碼。

在Subsystems > CM Telephony > Call Control Group下，必須有2個不同的呼叫控制組用於這些指令碼。

在Subsystems > Cisco Media下必須定義2個不同的媒體通道。

例如：

指令碼1:對此指令碼的入站呼叫將通過呼叫控制組ID 1和媒體通道組1。

此指令碼中的發出呼叫步驟將使用呼叫控制組ID 2和媒體通道組2。

指令碼2:此指令碼必須具有使用不同於指令碼1的媒體通道的觸發器。例如；媒體通道ID 2和呼叫控制組ID 2。

實驗中使用的呼叫詳細資訊

初始客戶電話號碼：2161

UCCX主行隊列號：9999

UCCX回叫觸發器：3999

剩餘回撥號碼：08062131

代理編號：62151（SIP電話）

CUCM日誌分析

階段1.使用者輸入

來自客戶IP電話的傳入邀請：

```
###$ 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
```

您會看到UCCX編號9999進行了數字分析：

```
###$ 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
```

在查詢應將9999號碼路由到何處時，您會收到Linecontroller，這是處理該呼叫的下一個進程：

```
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] Cepn=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)
```

這就引出了線性控制器：

```
02302975.001 |10:14:27.833 |AppInfo |LineControl(555) - 0 calls, 0 CiReq, busyTrigger=10000,
maxCall=10000
02302975.002 |10:14:27.833 |Created |
| |LineCdpc(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 cdpc
(269) to receive7
```

Linecontroller現在將我們引向裝置 (CTI埠)：

```
02302979.000 |10:14:27.834 |SdlSig |CcSetupReq
|null0 |LineCdpc(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=Fpbda=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=1sil
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
preXCdpc=tn=0npi=0ti=1nd=9999pi=0sil preXTagsList=SUBSCRIBER preXPosMatchList=9999 cdPart=
cdPat=9999 cdpc=tn=0npi=0ti=1nd=9999pi=1sil cdpcVMbox= localPatternUsage=2
connectedPatternUsage=2 itrPart= itrPat= LRPart= LRPat=9999 LR=tn=0npi=0ti=1nd=9999pi=0sil LRVM=
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= oFRF=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-e4488f75cec 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-c11fecbcef2@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

該呼叫現在顯示給CTI埠，並且埠應答該呼叫：

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 mSpooofCgp=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

此時，呼叫方在隊列中，並且播放該通告。在預設時間後，客戶選擇回叫功能並開始輸入回叫號碼為DTMF數字0、8、0、6、2、1、3、1、#。

###\$ 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
```

使用此消息，將斷開與PSTN (公共交換電話網路) 的呼叫，並完成階段1或使用者輸入階段。

階段2.發出呼叫

您會看到系統初始化回叫CTI觸發器3999的呼叫。

###\$ 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 PetaurePriority=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 mSpooFCgp=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
```

CTI現在會在座席自由接受呼叫後轉接至座席：

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

之後，座席通過忙到忙指令碼連線，並啟動第3階段呼叫重新導向。

階段3。通話重新導向

代理監聽存在的選項。選項1接受呼叫並回叫客戶。

代理在軟鍵盤中按數字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"/>
```

此時，系統將啟動「呼叫重定向」。它用於在系統和座席之間按輸入的回叫號碼將呼叫轉接給呼叫者。

```
####$ 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 |RSVPsSplitSessionReq
|wait |RSVPsSession(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 |LBMIInterface(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)
```

在此階段之後，允許回叫號碼的PSTN使用者或客戶將與座席連線

UCCX日誌分析

已分析的日誌 — 來自RTMT的CCX引擎日誌(MIVR)。

在觸發器9999上收到來自客戶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=0000000000071C401E265970000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

回叫指令碼是一個簡單指令碼，它具有一個接受、選擇某個回叫代理隊列（從中為回叫呼叫選擇代理）的資源步驟。

呼叫到達回叫主線路號碼。

開始執行指令碼1。

實施ID = 29125，任務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
```

呼叫被分配並且為回叫選擇座席：

```
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 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=0000000000071C401E265970000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

```
ting=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-
0xbd63e0c,parent=null,active=true,state=SESSION_IN_USE,time=1460090667843],seqNum=0,time=14600
90667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,od
n=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C401E265980000000,DestPro
tocolCallRef=null,route=RP[num=9999],port=TP[type=Cisco CTI
Port,id=0,implId=543210,active=true,state=IN_USE],aborting=false,transferring=false,disconnectin
g=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
```

提示客戶輸入回叫號碼。此時，您會看到提示管理器向客戶播放提示：

```
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
```

輸入階段

然後，客戶輸入回叫號碼。指令碼中的數字接收消息。

```
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
```

然後呼叫方會與UCCX斷開連線。在指令碼中終止呼叫。

```
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
```

發出呼叫階段

呼叫到觸發器 (回撥ICD指令碼)

```
### 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 34000000019 : cOutbound =  
Place Call (to Trigggy)
```

```
51704: Apr 08 10:14:51.570 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:34000000019 CreateCall Step  
Execution
```

```
51723: Apr 08 10:14:51.772 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019  
makeCall (543210, 3999, 10000)
```

```
51744: Apr 08 10:14:51.778 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 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:34000000019 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:34000000019 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:34000000019  
connect returns
```

對於不同的媒體通道組以及不同的呼叫控制組和源呼叫，發出呼叫成功。

```
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:34000000019  
makeCall is SUCCESSFUL, Conns length =2
```

指令碼2開始執行。這是個鬼魂。

實施ID = 29125，任務ID = 34000000023

接受步驟中的CTI埠= 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-
```

0xbdfd63e0d,parent=null,active=true,state=SESSION_IN_USE,time=1460090691771],seqNum=1,time=1460090691790,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,DestProtocolCallRef=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5處於就緒狀態並準備接受呼叫。請諮詢轉接至座席的電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)

座席從CTI埠4003獲取呼叫。座席電話無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

此時，代理已連線到虛構CTI埠543210，指令碼1正在等待代理按任意鍵呼叫客戶。此時，座席與CTI埠處於通話狀態。

或者，在此階段，指令碼還可以向座席播放有關客戶的消息。但是，指令碼1正在等待按下某個數字，以便執行呼叫重定向，重定向到輸入並儲存的呼叫方回叫號碼。

指令碼1正在等待輸入數字：

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

座席按下鍵。按數字1確認回叫啟動：

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號碼：

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

座席電話和回叫號碼彼此連線：

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,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 Triggly>],defaultVars=null]]],task=3400000019,session=Session[id=001-0xbdfd63e0d,parent=null,active=true,state=SESSION_IN_USE,time=1460090691771],seqNum=0,time=1460090691577,cn=3999,dn=null,cgn=543210,ani=null,dnis=null,clid=null,atype=OUTBOUND,lrd=null,ocn=3999,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=001-0xbdf63e0d,parent=null,active=true,state=SESSION_IN_USE,time=1460090691771],seqNum=0,time=1460090691577,cn=3999,dn=null,cgn=543210,ani=null,dnis=null,clid=null,atype=OUTBOUND,lrd=null,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=null,DestProtocolCallRef=0000000000071C501E265990000000,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