UCCX et SocialMiner : Intégration de Facebook Messenger et analyse du journal de classement des conversations

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Introduction

Ce document décrit la fonctionnalité qui vise à intégrer Facebook Messenger en tant que canal côté client avec la fonctionnalité CCX Web Chat (via SocialMiner) en tant que fonctionnalité out-of-box.

Facebook Messenger est un service de messagerie instantanée et une application de Facebook. Avec 1,2 milliard d'utilisateurs, il s'agit incontestablement de la plate-forme de messagerie la plus

importante et la plus populaire au monde.
Optimisé par la plateforme Facebook Messenger, ce service permet aux entreprises d'interagir avec leurs clients et de s'intégrer à d'autres services.

Informations générales

- Permet aux utilisateurs finaux (qui sont également des utilisateurs de Facebook) d'initier une discussion avec des pages facebook spécifiques (qui sont intégrées à CCX à l'aide de la plate-forme de messagerie facebook) pour joindre un agent finesse et effectuer une discussion bidirectionnelle en temps réel.
- Il s'agit principalement d'une expérience de conversation textuelle. Autrement dit, ces choses prises en charge par FBM ne sont pas prises en charge - images, pièces jointes, partage de localisation, GIFs, autocollants, likes, **réactions**, **enregistrements vocaux.**
- Une seule page FB prise en charge par déploiement CCX.
- Prend en charge la fonction de notation post-discussion.
- Charge testée pour 2 400 conversations FbM par heure dans les grands profils CCX+SM. La limite documentée est de 2 400 pour toutes les discussions Web (provenant de différentes sources).

Qu'est-ce que SM Chat Gateway ?

Le service de passerelle de conversation est un nouveau service basé sur node.js introduit dans SocialMiner pour l'intégration de FB Messenger.

Ce service est conçu de manière générique pour exposer les **API webhook** à des services de messagerie externes (comme FB messenger) et gérer en interne les sessions de chat et appeler les API de chat SocialMiner.

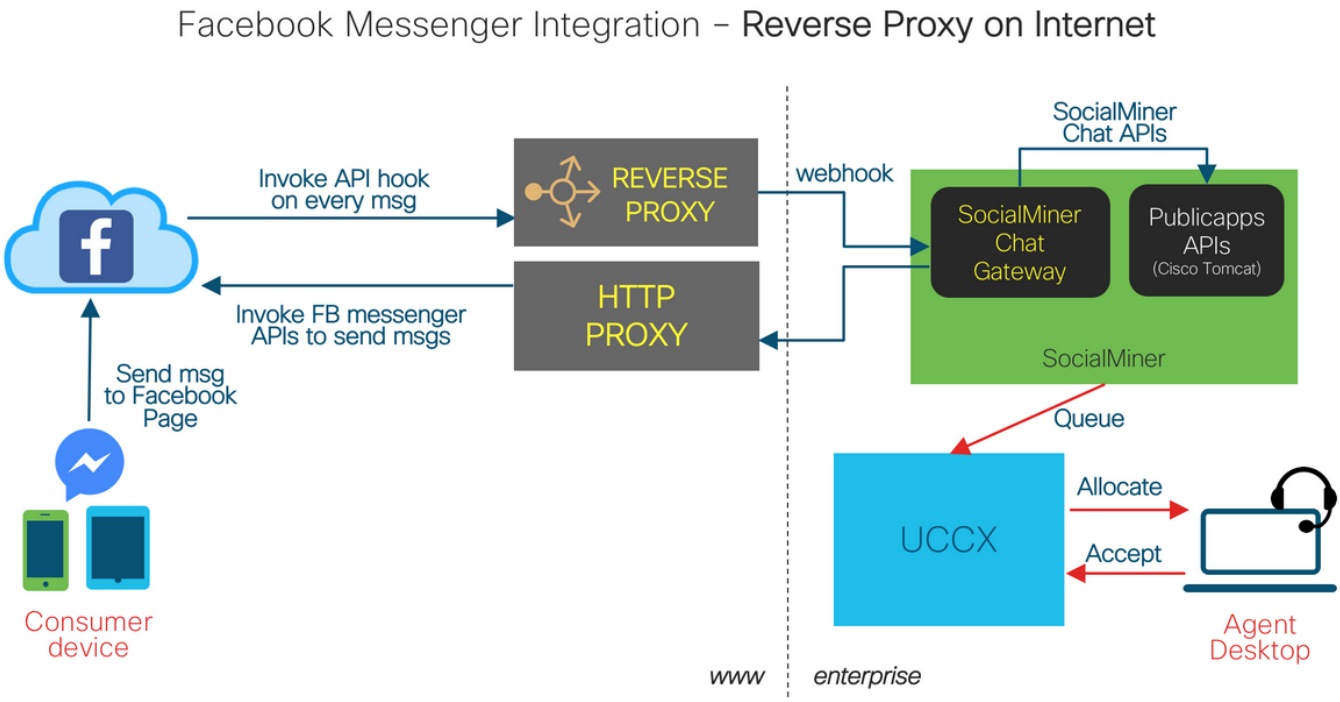
En fait, il s'agit du service qui orchestre les sessions de discussion pour FB Messenger (et tout autre service de messagerie à l'avenir).

Architecture des fonctionnalités - Instantanés / Modèles de déploiement

Proxy inverse public sur Internet (SocialMiner masqué)

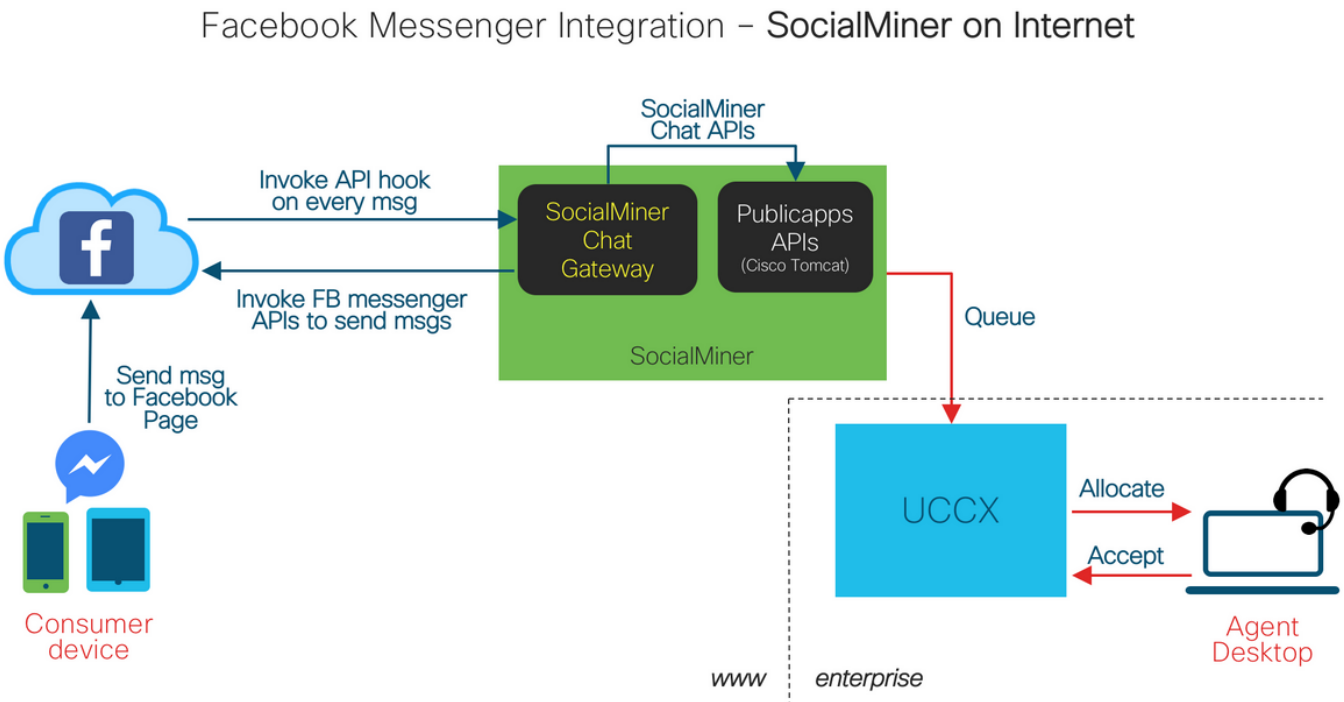
- Un proxy inverse simple (par exemple utilisant Nginx, Apache, HAProxy etc.) est exposé sur le web avec un nom d'hôte public.
- Transfère toute requête HTTP vers un port ou une URL spécifique vers SocialMiner qui reste à l'écart d'Internet.
- Peut également être utilisé pour la terminaison SSL (avec certificat SSL signé).

- Non livré par Cisco. Documenté dans des guides de conception, l'utilisateur doit le déployer sur son réseau.



SocialMiner sur Internet

- SocialMiner a un nom d'hôte public sur le Web.
- Route publique du cloud FB vers SocialMiner.



Journaux pertinents

UCCX

Journaux à collecter :

/opt/cisco/uccx/log/MADM/* - Tous les journaux de l'administration CCX - requis pour tout problème de configuration.

Niveaux de consignation :

- Les niveaux de journalisation peuvent être modifiés dans CCX Serviceability.
- Nom du service : Cisco Unified CCX Administration.
- Le niveau de journal doit être défini sur DEBUGGING (au moins) pour les sous-installations **ADM_CFG** et **REST_CLIENT**.

Social Miner

Journaux à collecter :

- **/opt/cisco/mmca/logs/ccp-chat-gateway/*** - Tous les journaux de la passerelle de conversation SocialMiner (rotation basée sur la TAILLE)
- **/opt/cisco/mmca/logs/ccp-chat-gateway/http/*-access.log** - Tous les journaux d'accès HTTP du serveur webhook s'exécutant dans la passerelle de conversation SocialMiner (tourne à minuit tous les jours)
- **/opt/cisco/mmca/logs/ccppublicapps/*** - Tous les journaux des API de chat public de SocialMiner (rotation basée sur la TAILLE) - requis pour tous les problèmes de flux de chat, évaluation post-chat
- **/opt/cisco/mmca/logs/runtime/*** - Tous les journaux de SocialMiner Runtime - requis pour tout problème d'injection, de gestion et d'événement de contact de chat

Tous ces journaux peuvent être collectés en utilisant :

- Collecte du journal RTMT (manuelle et planifiée)
- CLI de l'application (**fichier get activelog ...**)

Niveaux de consignation :

Pour les journaux de la passerelle de conversation SocialMiner, il existe 3 niveaux de journaux principaux :

- **idiot** - niveau de consignation le plus fin, vidange toutes les données utiles, messages, etc. dans les journaux
- **debug** - niveau de journalisation par défaut, niveau de débogage
- **info** - vide les journaux de base

Ces niveaux de journal peuvent être modifiés en modifiant le **/opt/cisco/mmca/conf/ccp-chat-gateway/settings.json** et nécessitent le redémarrage du service **SocialMiner Chat Gateway** pour prendre effet.
Il n'existe aucune commande CLI pour effectuer cette opération. L'accès à ce fichier nécessite un compte racine/distant.

Liste de contrôle à dépanner

Étape 1. Configuration hors connexion d'une application Facebook avec la plate-forme Messenger

Assurez-vous que le client a créé une application Facebook avec la plate-forme Facebook Messenger avant de configurer UCCX pour la fonctionnalité FBM.

Un ensemble spécifique de tâches doit être effectué **avant** de configurer cette fonctionnalité dans Administration CCX.

Créer et posséder une page Facebook

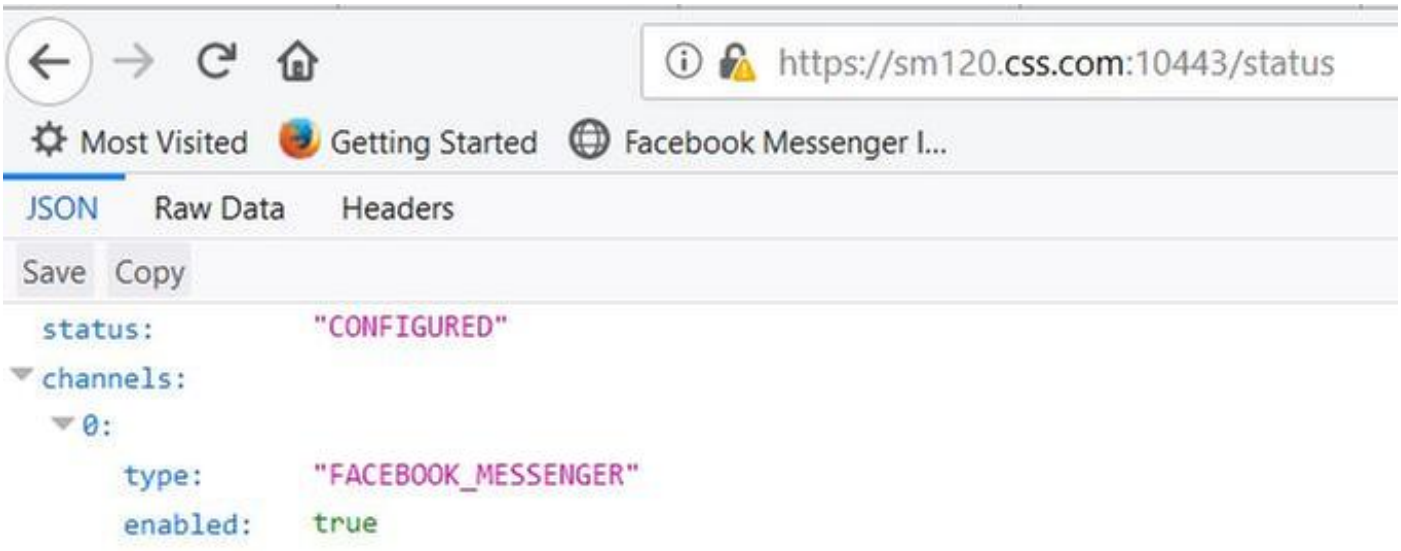
- L'utilisateur doit posséder une page Facebook publique pour son entreprise/organisation.
- Cela ne peut pas fonctionner avec des comptes d'utilisateurs Facebook individuels.
- La page facebook doit appartenir à l'entité qui tente de créer l'application facebook.
- Pour plus d'informations, consultez https://www.facebook.com/help/104002523024878?helpref=about_content.

Étape 2. L'URL de rappel doit être accessible.

L'**URL de rappel** (mise à jour dans facebook lors de la création de webhooks) doit être l'URL qui est accessible publiquement depuis les serveurs facebook.com. S'il n'y a pas de proxy, l'URL Webhook est l'URL du SM sur le port 10443. Cela signifie :

Étape 1. Si SocialMiner est directement sur l'Internet public, il s'agit alors d'une **URL de** webhook **exposée par l'hôte SocialMiner** sur le port 10443 (**https://<SM FQDN>:10443/fbm**)

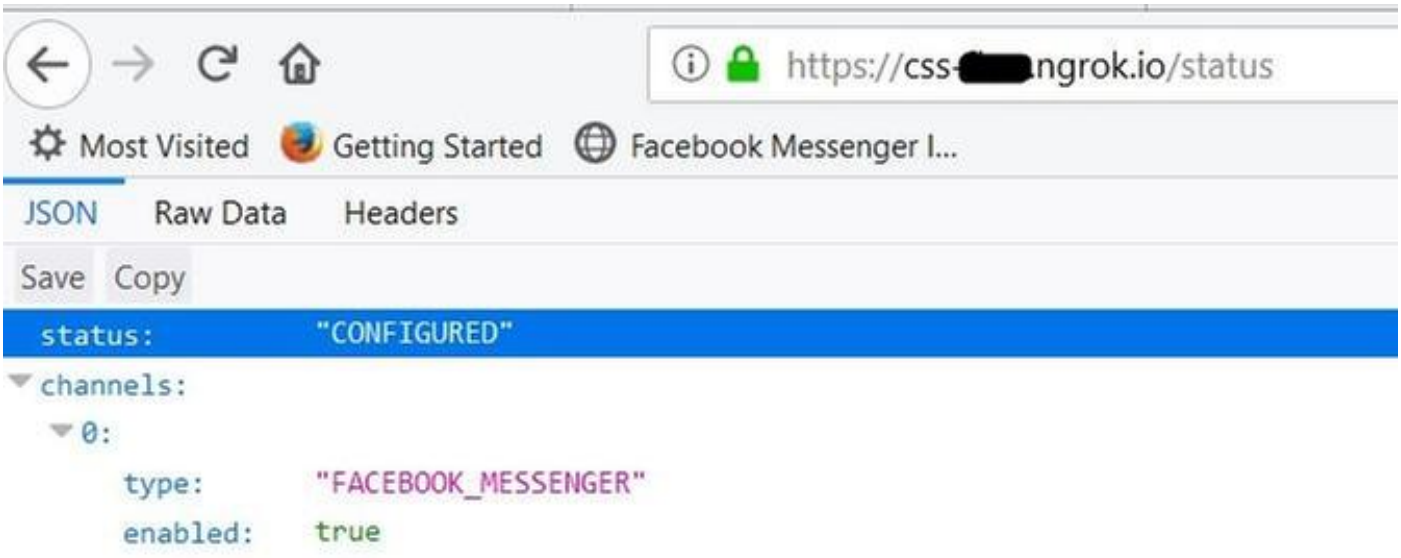
Vous pouvez vérifier l'état de la configuration Facebook en utilisant cette URL dans le navigateur pour vous assurer que tout fonctionne correctement du point de vue de la configuration. Exemple :



Étape 2. Si SocialMiner est masqué derrière un proxy inverse, l'URL Webhook est l'URL du serveur proxy sur le port 10443. Il s'agit de l'URL du serveur proxy inverse **(https://proxy.company.com/fbm).**
Ce proxy inverse est censé transférer la requête vers l'URL du webhook exposée par l'hôte

SocialMiner sur le port 10443 (https://<SM FQDN>:10443/fbm)

Exemple :



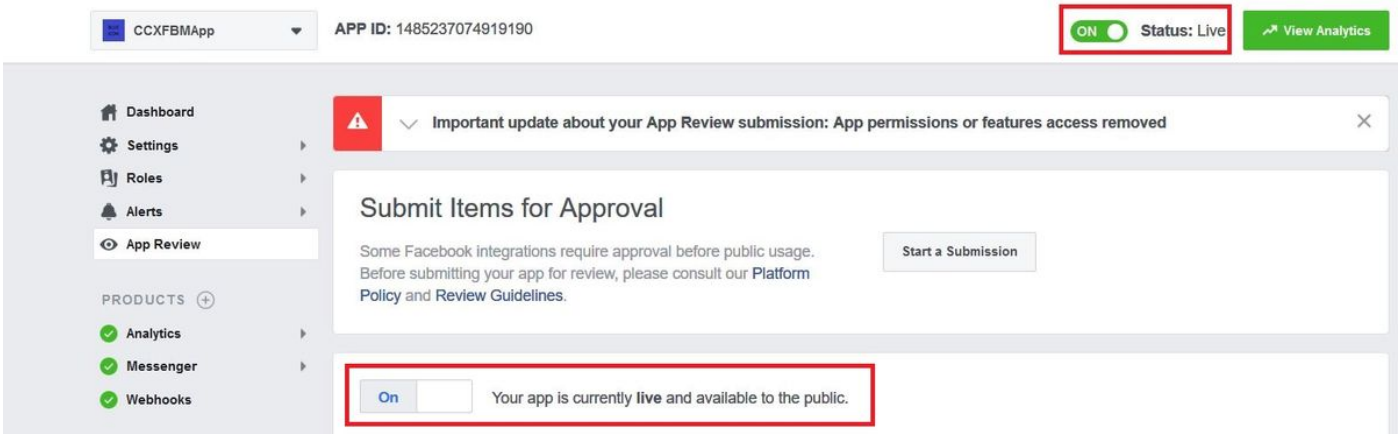
Étape 3. Il est obligatoire que l'hôte servant l'**URL de rappel** vers facebook.com traite les demandes via HTTP sécurisé (HTTPS) avec un **certificat SSL valide et signé par l'autorité de certification**. S'il s'agit du serveur SocialMiner, assurez-vous que le certificat de plate-forme auto-signé est remplacé par un certificat valide signé par une autorité de certification.

Étape 4. Assurez-vous que les pare-feu ne bloquent aucun trafic entrant vers le port **10443** sur le serveur SocialMiner. Un limiteur de débit est implémenté sur ce port pour protéger le serveur contre un trafic excessif et non garanti. En outre, des règles de limite de connexion de plate-forme sont également appliquées à ce port.

Étape 3. Facebook APP examiné et prêt à être consulté par le public

Dans https://developers.facebook.com, sous la section **App Review** de l'application Facebook, assurez-vous que le commutateur est réglé sur **On** pour rendre votre application publique.

Assurez-vous également que l'état de l'application indique **Live**, comme indiqué dans l'image en haut à droite.

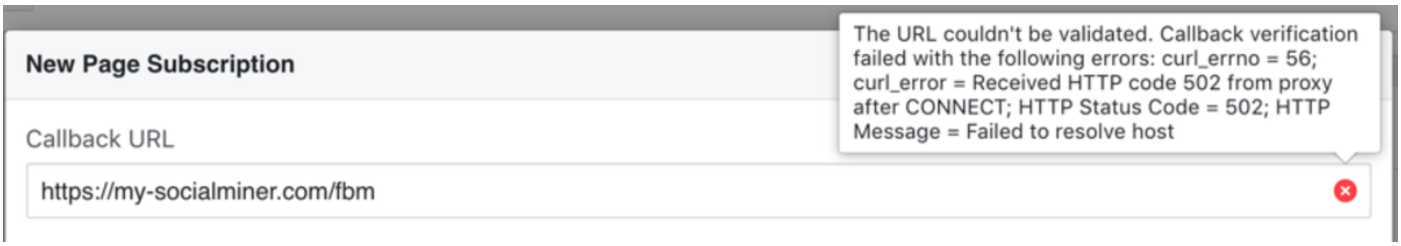


Étape 4. Facebook pour atteindre l'URL de rappel pour appeler Webhook sur SM

Approche 1

Dans https://developers.facebook.com, sous **Messenger > Settings**, accédez à la section **Webhooks** et sélectionnez **Setup Webhooks**.

Lorsque vous cliquez sur le bouton **Verify and Save**, une vraie demande est envoyée de facebook.com à l'URL de rappel en utilisant le jeton de vérification fourni.
Si cette requête échoue, vous ne pouvez pas enregistrer ces paramètres à moins de résoudre le problème. Les problèmes sont clairement mis en évidence en ligne et devraient être résolus.

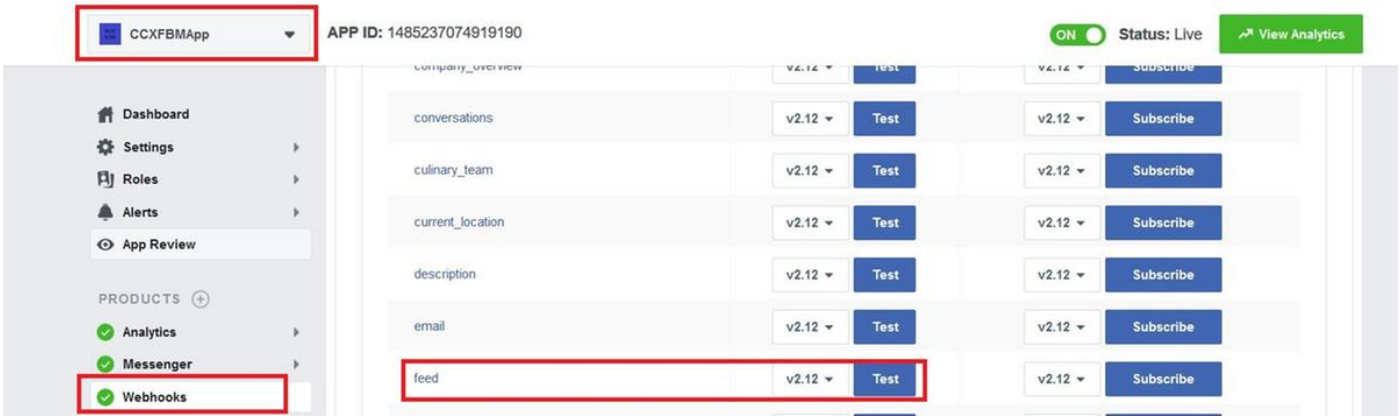




Approche 2

Testez le webhook ultérieurement (après l'avoir configuré) à l'aide de la fonctionnalité de **test** fournie dans https://developers.facebook.com (sous **Facebook APP > Webhooks** section)

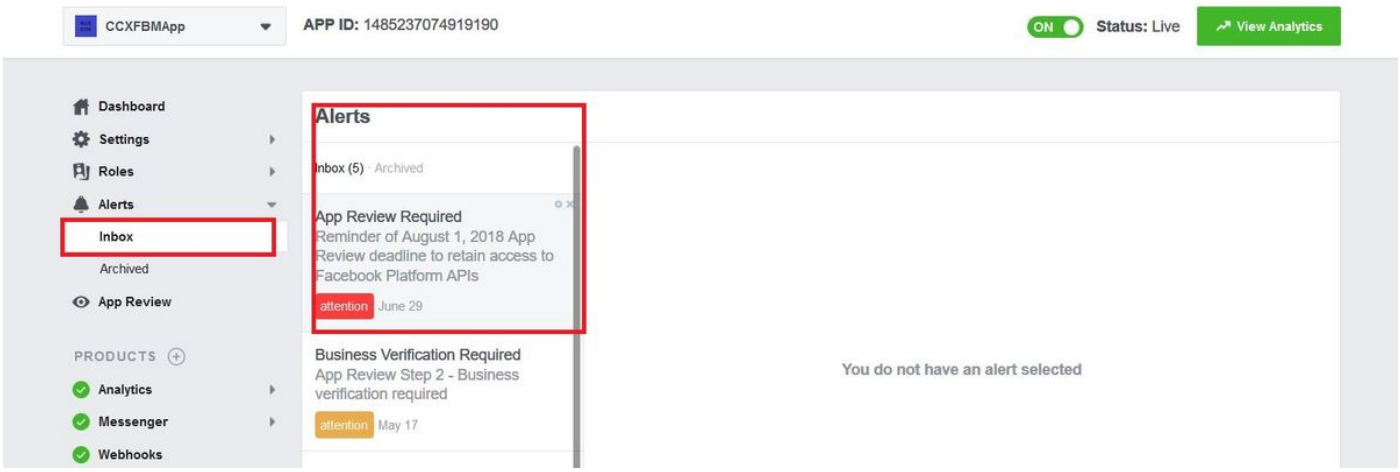
Cliquez sur **Test > Send to My server.** En cas de succès, Facebook envoie un message au SM **"L'exemple de mise à jour a été envoyé avec succès à votre serveur."**, comme illustré dans l'image.





Approche 3

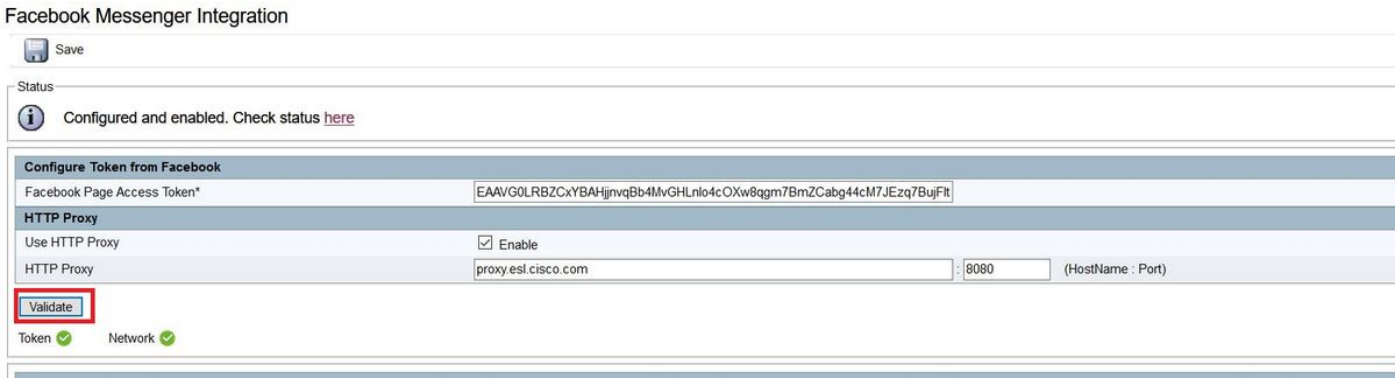
Dans https://developers.facebook.com, consultez la section **Alertes>Boîte de réception** pour connaître les mises à jour/notifications/actualités de Facebook susceptibles d'affecter l'application et ses fonctionnalités.



Étape 5. La page Facebook Access Token Validation.

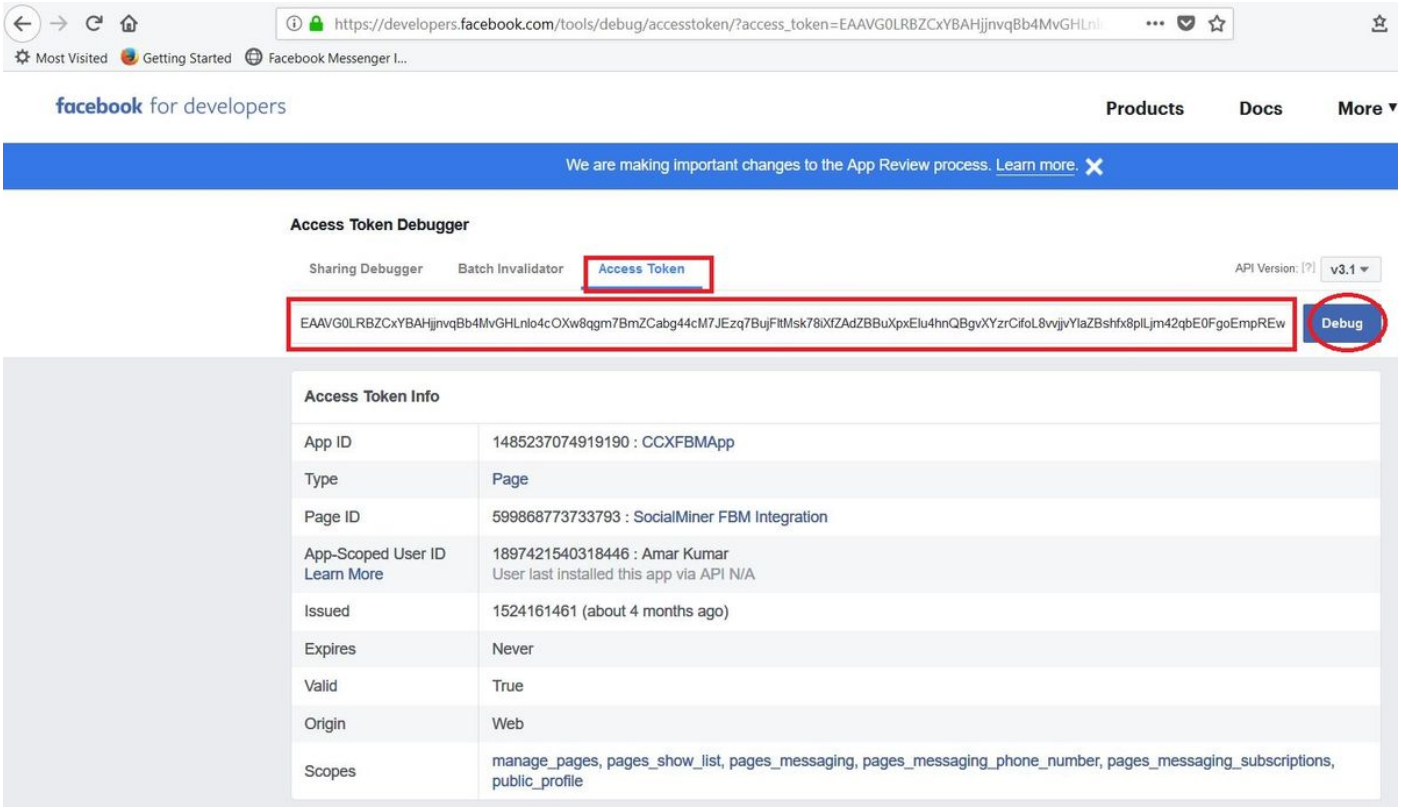
Approche 1

Utilisez la fonctionnalité **Valider le jeton** fournie dans Administration CCX (**Sous-systèmes>Discussion et e-mail>Discussion - Facebook Messenger >** *Valider*)



Approche 2

Utilisez l'outil Débogueur de jeton d'accès fourni par Facebook.



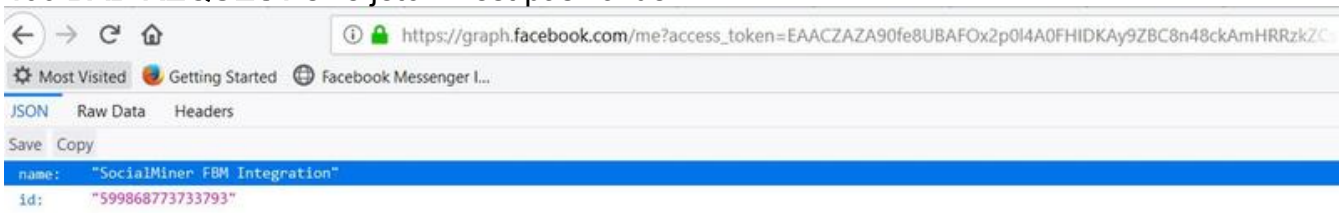
Approche 3

Faites une simple requête **HTTP GET** à facebook.

URL = https://graph.facebook.com/me?access_token=<JETON_ACCÈS_PAGE>

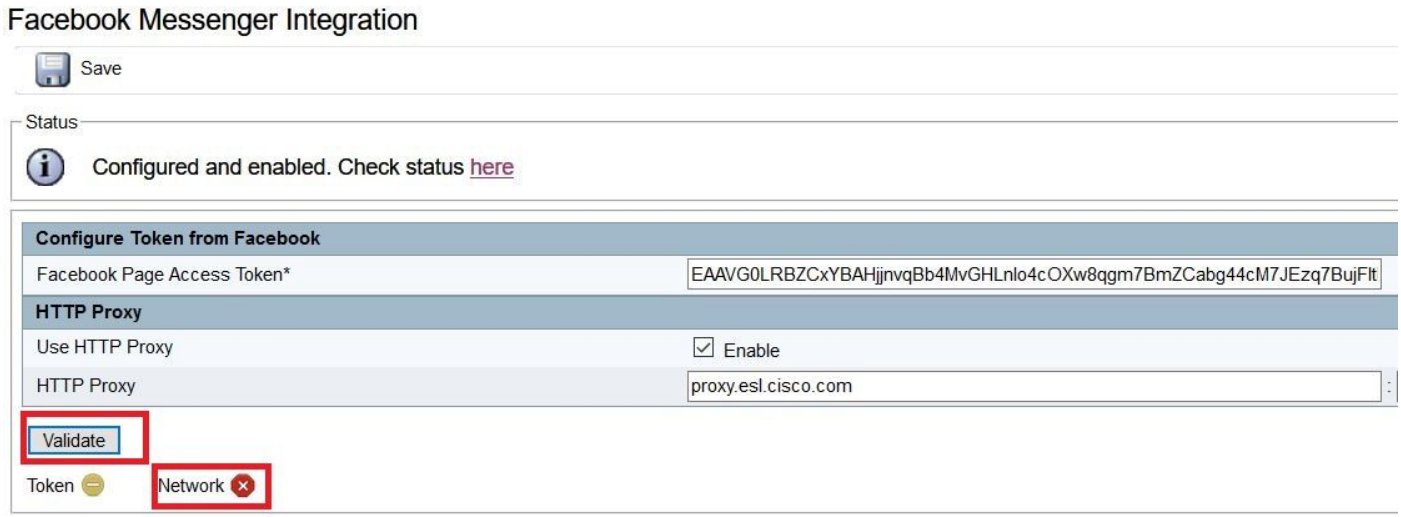
Attendre

- **200 OK** si le jeton est valide.
- **400 BAD REQUEST** si le jeton n'est pas valide.



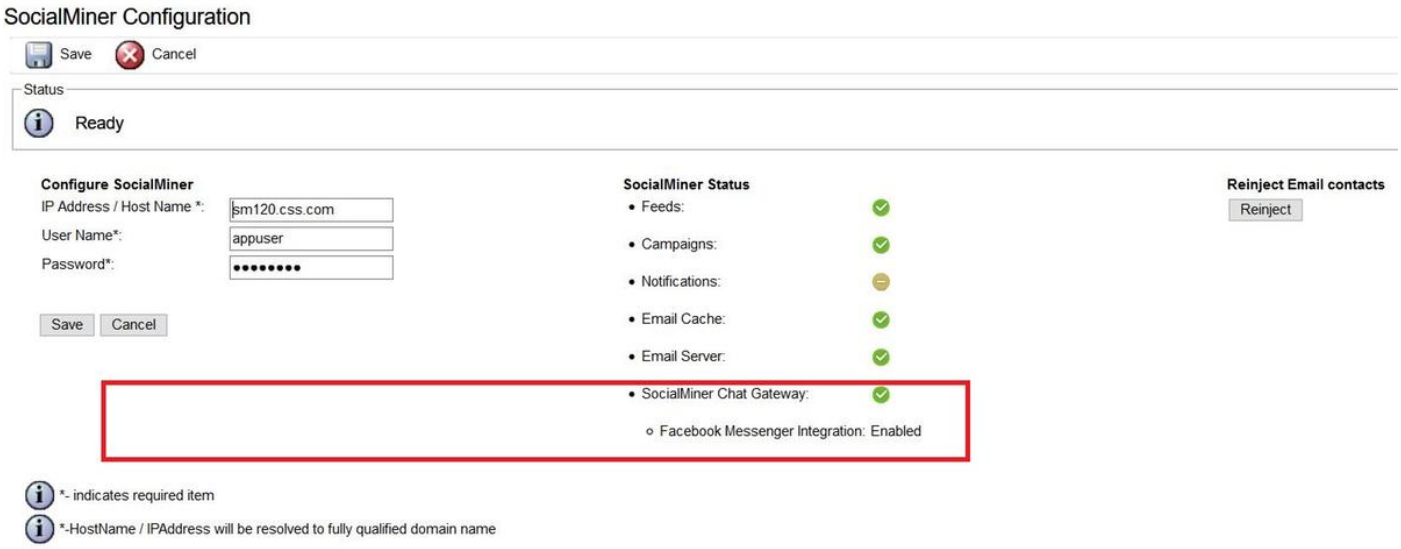
Étape 6. SM pour joindre Facebook avec ou sans proxy.

Utilisez la fonctionnalité **Valider le jeton** fournie dans Administration CCX (**Sous-systèmes>Discussion et e-mail>Discussion - Facebook Messenger > Valider**)



Étape 7. État du service de passerelle de conversation

Vous pouvez vérifier l'état dans Administration CCX (**Sous-systèmes>Discussion et e-mail>Configuration de SocialMiner**)



- Indique que la passerelle est en cours d'exécution et qu'elle est à l'état CONFIGURÉ et qu'un canal (FACEBOOK MESSENGER) a été configuré.
- Indique que la passerelle n'est pas en cours d'exécution, qu'elle est INACCESSIBLE ou qu'elle est dans un état ERRONÉ en raison d'une configuration incorrecte.

Not Configured : indique que la passerelle est à l'état NOT_CONFIGURED. Aucun canal n'a été configuré.

Non applicable : indique que Finesse n'est pas activé ou que la version de SocialMiner n'est pas configurée ou compatible.

Intégration de Facebook Messenger

Indique si ce canal est ENABLED ou non.

Indique également la dernière défaillance enregistrée dans ce canal. Utile pour déterminer les erreurs intermittentes et permanentes.

Note:

Ces configurations de canaux ne peuvent pas prendre effet de manière dynamique sans interrompre les discussions en cours et nécessitent donc un redémarrage du service **SocialMiner Chat Gateway**.

- Jeton d'accès à la page Facebook - pageAccessToken
- Jeton de vérification Facebook - verificationToken

Si le jeton d'accès à la page ou le jeton de vérification change, redémarrez le service **SocialMiner Chat Gateway** à partir de l'interface de ligne de commande.

utils service restart SocialMiner Chat Gateway

Dépannage des flux

Flux administratif

Étape 1. Admin charge la page d'intégration de Facebook Messenger à partir de **Sous-systèmes > Discussion et e-mail > Discussion-Facebook Messenger** (qui obtient la configuration de la passerelle de discussion de SocialMiner si configuré)

//UCCX Demande REST pour obtenir la configuration de la passerelle de conversation.

```
6551: Aug 27 12:21:23.943 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Getting
gateway config
6552: Aug 27 12:21:23.950 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil:
ChatWidgetUtil.getChatFeedURL()
6553: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6554: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
DBAccessor.get(query))
6555: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6556: Aug 27 12:21:23.950 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6557: Aug 27 12:21:23.950 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6558: Aug 27 12:21:23.951 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6559: Aug 27 12:21:23.958 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6560: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6561: Aug 27 12:21:23.959 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1
6562: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil:
Socialminer is configured
6563: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getChannelConfig(FACEBOOK_MESSENGER)
6564: Aug 27 12:21:23.961 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getGatewayConfiguration
6565: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl:
```

```
getAccessor(ConfigQuery):Try to get the default accessor
6566: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor:
DBAccessor.get(query))
6567: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
6568: Aug 27 12:21:23.962 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
6569: Aug 27 12:21:23.962 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6570: Aug 27 12:21:23.963 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6571: Aug 27 12:21:23.966 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6572: Aug 27 12:21:23.968 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6573: Aug 27 12:21:23.968 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found
Configs1

6574: Aug 27 12:21:24.246 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET reqest to - chatGatewayConfig/
6575: Aug 27 12:21:24.458 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): GET successed.
```

//En cas de succès SM retourner les configurations de passerelle de chat comme le jeton d'accès à la page Facebook, les configurations de proxy, les énoncés de problème avec les mappages de file d'attente, les messages configurés, la configuration de notation de post-chat et le jeton de vérification Facebook.

```
6576: Aug 27 12:21:24.583 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient:
SmRestClient().SmRestClient: getChatGatewayConfig(): returns -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@6c9ffc[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$HttpProxy@1d8aa3d[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@4f3dee[type=FACEBOOK_MESSENGER,au
th=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@6afc6c[pageAccessToken=EAAVG0LRBZ
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jvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQEMhVNaDsdFGjD8X34mmja,verificationToken=yy7
21u9wyzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConf
ig$Channel$ProblemStatement@1e23156[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@115343a[title=1162FBM2,q
ueueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@117fc9a[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you.,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6577: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getChannelConfig(FACEBOOK_MESSENGER) - Found:
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@4f3dee[type=FACEBOOK_MESSENGER,auth=com.c
isco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@6afc6c[pageAccessToken=EAAVG0LRBZCxYBAHjj
nvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBs
hfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9w
yzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Ch
annel$ProblemStatement@1e23156[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@115343a[title=1162FBM2,q
ueueId=5],
```

com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@117fc9a[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you., RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis., PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options., CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later., WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]
6578: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering - getGatewayHttpProxy
6579: Aug 27 12:21:24.585 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering - getGatewayConfiguration
6580: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] ConfigManagerImpl: getAccessor(ConfigQuery):Try to get the default accessor
6581: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: DBAccessor.get(query))
6582: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Schema class = com.cisco.crs.chat.ChatSocialMinerConfig
6583: Aug 27 12:21:24.585 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl: Returning DAO :: SystemConfigDAO
6584: Aug 27 12:21:24.585 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6585: Aug 27 12:21:24.585 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
6586: Aug 27 12:21:24.590 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource: EntityDataSource.getPrimaryDataSourceType = LOCAL
6587: Aug 27 12:21:24.591 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] SystemConfigUtil: SystemConfigUtil.convertToCIR :: 1 entities
6588: Aug 27 12:21:24.592 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-20] DBAccessor: Found Configs1
6589: Aug 27 12:21:24.592 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient: SmRestClient().SmRestClient: getChatGatewayConfig(): Sendig GET reqest to - chatGatewayConfig/
6590: Aug 27 12:21:24.604 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient: SmRestClient().SmRestClient: getChatGatewayConfig(): GET successed.
6591: Aug 27 12:21:24.606 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-20] SmRestClient: SmRestClient().SmRestClient: getChatGatewayConfig(): returns - com.cisco.uccx.rest.sm.model.ChatGatewayConfig@dede9e[version=1.0,httpProxy=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$HttpProxy@1e97c72[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@1e930bc[type=FACEBOOK_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7e93ee[pageAccessToken=EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@21fcdf[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@160b24a[title=1162FBM2,queueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@1591f22[title=1162FBM3,queueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you., RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]? Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis., PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options., CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later., WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome to ABCD Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we could not find an expert to chat with you at this moment. Try again later.},ratingEnabled=true]]]
6592: Aug 27 12:21:24.606 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Facebook channel is configured
6593: Aug 27 12:21:24.609 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering

- getCsqName(4)
6594: Aug 27 12:21:24.609 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6595: Aug 27 12:21:24.616 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6596: Aug 27 12:21:24.626 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)
6597: Aug 27 12:21:24.626 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(4)
6598: Aug 27 12:21:24.626 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6599: Aug 27 12:21:24.626 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6600: Aug 27 12:21:24.630 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ1)
6601: Aug 27 12:21:24.630 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(5)
6602: Aug 27 12:21:24.630 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6603: Aug 27 12:21:24.630 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6604: Aug 27 12:21:24.632 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)
6605: Aug 27 12:21:24.633 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(5)
6606: Aug 27 12:21:24.633 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6607: Aug 27 12:21:24.633 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6608: Aug 27 12:21:24.636 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ2)
6609: Aug 27 12:21:24.636 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(6)
6610: Aug 27 12:21:24.636 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6611: Aug 27 12:21:24.636 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6612: Aug 27 12:21:24.638 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)
6613: Aug 27 12:21:24.638 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Entering
- getCsqName(6)
6614: Aug 27 12:21:24.638 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6615: Aug 27 12:21:24.639 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6616: Aug 27 12:21:24.641 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Exiting -
getGatewayHttpProxy - Found: Optional.of(1162FBMQ3)
6617: Aug 27 12:21:24.641 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-20] AppAdminUtil: Get all
Chat Csq's
6618: Aug 27 12:21:24.643 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap()
6619: Aug 27 12:21:24.651 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMapByQType(2)
6620: Aug 27 12:21:24.651 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ContactServiceQueueDAO
6621: Aug 27 12:21:24.651 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] DAOFactoryImpl:
Returning DAO :: ChatTriggerPointDAO
6622: Aug 27 12:21:24.669 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6623: Aug 27 12:21:24.685 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6624: Aug 27 12:21:24.687 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6625: Aug 27 12:21:24.689 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:

```
EntityDataSource.getPrimaryDataSourceType = LOCAL
6626: Aug 27 12:21:24.691 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-20] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6627: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMapByQType( 2 ) returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
6628: Aug 27 12:21:24.692 EDT %MADM-LIB_CFG-7-UNK:[http-bio-443-exec-20] ChatHome:
ChatHome.getAllQueueTagMap() returns: {1162FBMQ1=Chat_Csq4, 1162FBMQ3=Chat_Csq6,
1162FBMQ2=Chat_Csq5, 1162Chat=Chat_Csq2}
```

Étape 2. L’administrateur tente de mettre à jour la configuration.

```
6975: Aug 27 12:45:41.702 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Entering -
updateGatewayConfiguration
6976: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
6977: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor:
DBAccessor.get(query))
6978: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Schema class
= com.cisco.crs.chat.ChatSocialMinerConfig
6979: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] DAOFactoryImpl: Returning
DAO :: SystemConfigDAO
6980: Aug 27 12:45:41.702 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
6981: Aug 27 12:45:41.702 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6982: Aug 27 12:45:41.707 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-4] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
6983: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
6984: Aug 27 12:45:41.709 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-4] DBAccessor: Found
Configs1
6985: Aug 27 12:45:41.709 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().SmRestClient: updateChatGatewayConfig(): Sendig PUT reqest to -
chatGatewayConfig/
6986: Aug 27 12:45:41.710 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().callSmPutMethod(): Sending PUT reqest to - chatGatewayConfig/ with params -
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRB
ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6987: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().chatGatewayConfig PUT succeeded
6988: Aug 27 12:45:41.790 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-4] SmRestClient:
SmRestClient().PUT succeeded. result = PUT https://sm-fqdn/ccp-webapp/ccp/chatGatewayConfig/
```

```
returned a response status of 200 OK
6989: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Updated
chat gateway configuration.
com.cisco.uccx.rest.sm.model.ChatGatewayConfig@d0451e[version=1.0,httpProxy=com.cisco.uccx.rest.
sm.model.ChatGatewayConfig$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],ch
annels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,a
uth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRB
ZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vv
jjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken
=yy721u9wyzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGateway
Config$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,qu
eueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[title=1162FBM3,q
ueueId=6]],chatFeedId=100029,messages={CHAT_ENDED=Your chat has ended. Thank you!,
RATING_OFFER=Would you like to rate your chat experience on a scale of 1 [worst] to 5 [best]?
Select a rating., UNSUPPORTED_MESSAGE=Sorry, we support only text messages and emojis.,
PROBLEM_STATEMENT_CAPTION=How can we help you? Choose from one of the options.,
CHAT_ENDED_UNKNOWN_ERROR=Oops! An error occurred. Chat has ended. Try again later.,
WAIT_FOR_AGENT=Just a moment...finding an expert to chat with you., AGENT_JOIN_TIMEOUT=We are
busy at the moment. You can continue to wait or try again later., WELCOME_MESSAGE=Hello! Welcome
to Cisco Customer Care., CHAT_ENDED_INACTIVITY=Chat has ended due to inactivity. You can contact
us again., RATING_COMPLETE=Thank you for the feedback., CHAT_ENDED_AGENT_UNAVAILABLE=Sorry, we
could not find an expert to chat with you at this moment. Try again
later.},ratingEnabled=true]]]
6990: Aug 27 12:45:41.791 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-4] AppAdminUtil: Exiting -
updateGatewayConfiguration
```

Étape 3. L’administrateur tente de valider la configuration.

```
7328: Aug 27 13:02:49.777 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Entering
-
validateConfig(EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuX
pxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X
34mmja, proxy.esl.cisco.com,  8080)
7329: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] ConfigManagerImpl:
getAccessor(ConfigQuery):Try to get the default accessor
7330: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor:
DBAccessor.get(query))
7331: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Schema
class = com.cisco.crs.chat.ChatSocialMinerConfig
7332: Aug 27 13:02:49.778 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] DAOFactoryImpl:
Returning DAO :: SystemConfigDAO
7333: Aug 27 13:02:49.778 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.readAll() :: 1, com.cisco.crs.chat.ChatSocialMinerConfig, null
7334: Aug 27 13:02:49.784 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
7335: Aug 27 13:02:49.789 EDT %MADM-DB_MGR-7-UNK:[http-bio-443-exec-14] EntityDataSource:
EntityDataSource.getPrimaryDataSourceType = LOCAL
7336: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] SystemConfigUtil:
SystemConfigUtil.convertToCIR :: 1 entities
7337: Aug 27 13:02:49.792 EDT %MADM-CFG_MGR-7-UNK:[http-bio-443-exec-14] DBAccessor: Found
Configs1
7338: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: validateConfig()
7339: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: path for FBM_CONFIG_TEST is chatGatewayConfig/test/facebook
7340: Aug 27 13:02:49.792 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: FBMConfig is com.cisco.uccx.rest.sm.model.FBMConfig@1c02765
7341: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SmRestClient: response for FBM_CONFIG_TEST is POST https://sm-fqdn/ccp-
webapp/ccp/chatGatewayConfig/test/facebook returned a response status of 200 OK
7342: Aug 27 13:02:50.371 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
```

```
SmRestClient().validateConfig succeeded
7343: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig is
com.cisco.uccx.rest.sm.model.FBMConfigTestStatus@12cf7b6[status=PASSED,reason=]
7344: Aug 27 13:02:50.373 EDT %MADM-REST_CLIENT-7-UNK:[http-bio-443-exec-14] SmRestClient:
SmRestClient().SMRestClient validateConfig-status is PASSED
7345: Aug 27 13:02:50.373 EDT %MADM-ADM_CFG-7-UNK:[http-bio-443-exec-14] AppAdminUtil: Exiting -
validateConfig()
```

Flux de discussion

Étape 1. Nouveau client entrant : « Bonjour » et une liste d'énoncés de problème est proposée.

Dans le fichier **/opt/cisco/mmca/logs/ccp-chat-gateway/log.log**

```
2018-08-27 14:59:01.781 - info: Creating new session. [Type=FACEBOOK_MESSENGER],
[ID=2242240722460512] ...
2018-08-27 14:59:01.782 - debug: Created session for user [ID=2242240722460512]. Session count =
1
2018-08-27 14:59:01.782 - info: Scheduling an interval to check and clean stale sessions ...
2018-08-27 14:59:01.803 - warn: Received message [Hi] in session [ID=2242240722460512] in
[CREATED] state. Ignoring.
2018-08-27 14:59:10.758 - debug: setUserName: Setting user name of session [ID=2242240722460512]
to Amar Kumar ...
2018-08-27 14:59:21.501 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_WAIT ...
```

Étape 2. Une nouvelle demande de discussion est créée dans le SM et une notification est envoyée à UCCX.

```
//ccpapi
0000000342: 10.86.64.220: Aug 27 2018 14:59:41.977 -0400: %CCBU_______EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:3][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000343: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_______EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@22d8c8[author=Amar
Kumar,title=Chat from Facebook
Messenger,campaignIds=[100030],eventType=SC_STATUS_CHANGE,notificationRuleId=0,notificationRuleN
ame=,mediaRoutingDomainId=0,newTags=[ccx_chat_req],oldTags=[ccx_chat_req],screenPopUrl=,socialCo
ntactExtensionFields={h_chatRoom=socialminer_chat.0@conference.127.0.0.1, ccxqueuetag=Chat_Csq4,
h_chatOrigin=FACEBOOK_MESSENGER, h_Name=Amar
Kumar},socialContactId=7CC184621000016500000000A5640DC,socialContactChatIsInvited=false,socialC
ontactChatInviteStatus=none,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=fal
se,socialContactPublishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=unread,socialC
ontactStatusDate=Mon Aug 27 14:59:41 EDT
2018,socialContactStatusReason=unknown,socialContactStatusUserId=,socialContactTags=[],sourceTyp
e=chat,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A DSNotificationEvent
received
0000000344: 10.86.64.220: Aug 27 2018 14:59:41.979 -0400: %CCBU_______EVENTING-6-
MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-
5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been
received by the message bus
0000000345: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_______EVENTING-6-
DS_NOTIFICATION_EVENT:
%[DSNotificationEvent=com.cisco.ccbu.ccp.interfaces.nfy.NotificationEvent@1c39520[author=,title=
,campaignIds=[100030],eventType=SC_TAGGING,notificationRuleId=0,notificationRuleName=,mediaRouti
```

ngDomainId=0,newTags=[ccx_chat_req],oldTags=[],screenPopUrl=http://sm-fqdn/results.jsp?scID=7CC184621000016500000000A5640DC,socialContactExtensionFields={},socialContactId=7CC184621000016500000000A5640DC,socialContactChatIsInvited=false,socialContactChatInviteStatus=,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPublishedDate=Mon Aug 27 14:59:41 EDT 2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=<null>,socialContactStatusDate=Mon Aug 27 14:59:41 EDT 2018,socialContactStatusReason=,socialContactStatusUserId=,socialContactTags=[],sourceType=,hasMoreContacts=false,numContactsResend=0,numQueuedContact=0]]: A DSNotificationEvent received
0000000346: 10.86.64.220: Aug 27 2018 14:59:41.980 -0400: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_START: %[Contact=7CC184621000016500000000A5640DC][Node=ccp.contacts.chat]: Publishing contact
0000000013: 10.86.64.220: Aug 27 2018 14:59:41.985 -0400: %CCBU_____MSGPROXY-6-MSG_INCOMING_FROM_BUS: %[correlation_id=null][mid=ID:sm120-51014-1535122975944-5:4:2:1:4][msg_kind=ActiveMQMapMessage][msg_type=NFY.NotificationEvent]: A message has been received by the message bus
0000000347: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_END: %[Contact=7CC184621000016500000000A5640DC][Node=ccp.contacts.chat][Payload=<SocialContact><author>Amar Kumar</author><chatIsInvited>false</chatIsInvited><extensionFields><extensionField><name>h_chatRoom</name><value>socialminer_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h_chatOrigin</name><value>FACEBOOK_MESSENGER</value></extensionField><extensionField><name>h_Name</name><value>Amar Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat_Csq4</value></extensionField></extensionFields><id>7CC184621000016500000000A5640DC</id><publishedDate>1535396381792</publishedDate><refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC184621000016500000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx_chat_req</tag></tags><title>Chat from Facebook Messenger</title></SocialContact>]: Published contact
0000000348: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_START: %[Contact=7CC184621000016500000000A5640DC][Node=ccp.campaign.updates.CCX_Chat_Campaign]: Publishing contact
0000000349: 10.86.64.220: Aug 27 2018 14:59:41.987 -0400: %CCBU_____EVENTING-6-SOCIAL_CONTACT_PUBLISH_END: %[Contact=7CC184621000016500000000A5640DC][Node=ccp.campaign.updates.CCX_Chat_Campaign][Payload=<SocialContact><campaignPublicId>CCX_Chat_Campaign</campaignPublicId><extensionFields><extensionField><name>h_chatRoom</name><value>socialminer_chat.0@conference.127.0.0.1</value></extensionField><extensionField><name>h_chatOrigin</name><value>FACEBOOK_MESSENGER</value></extensionField><extensionField><name>h_Name</name><value>Amar Kumar</value></extensionField><extensionField><name>ccxqueuetag</name><value>Chat_Csq4</value></extensionField></extensionFields><id>7CC184621000016500000000A5640DC</id><publishedDate>1535396381792</publishedDate><refURL>http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC184621000016500000000A5640DC</refURL><sourceType>chat</sourceType><status>unread</status><statusReason>unknown</statusReason><statusTimestamp>1535396381798</statusTimestamp><statusUserId></statusUserId><tags><tag>ccx_chat_req</tag></tags></SocialContact>]: Published contact
==========

//runtime
0000018498: 10.86.64.220: Aug 27 2018 14:59:41.779 -0400: %CCBU_____FEEDS-6-MSG_INCOMING_FROM_BUS: %[correlation_id=0][mid=ID:sm120-37552-1535122799516-4:2:2:1:1][msg_kind=ActiveMQMapMessage][msg_type=PUSH.PushSocialContactRequest]: A message has been received by the message bus
0000018499: 10.86.64.220: Aug 27 2018 14:59:41.785 -0400: %CCBU_____FEEDS-6-CREATE_SOCIAL_CONTACT: Got Request to Create Social Contact with RequestId:jW2gF8
0000018500: 10.86.64.220: Aug 27 2018 14:59:41.791 -0400: %CCBU_____FEEDS-6-CONFIG_OBJECT_STORED_IN_CACHE: %[id=100029][type.id=FeedReader]: Stored config object in local cache.
0000018501: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-CREATE_SOCIAL_CONTACT: Submitted Request to Create Social Contact to FeedReaderManager with RequestId:jW2gF8

```
0000018502: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_PROCESSOR:  Got new SocialContactProcessingRequest with requestId:jW2gF8
0000018503: 10.86.64.220: Aug 27 2018 14:59:41.798 -0400: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_PROCESSOR:  SocialContactProcessor processSocialContact Entry with
requestId:jW2gF8
0000018504: 10.86.64.220: Aug 27 2018 14:59:41.937 -0400: %CCBU_____FEEDS-6-
SOCIAL_CONTACT_CREATED:
%[SOCIAL_CONTACT_ID=7CC184621000016500000000A5640DC][SOCIAL_CONTACT_LINK=http://localhost/ccp/s
ocialcontact/7CC184621000016500000000A5640DC]: A new social contact was created
0000000026: 10.86.64.220: Aug 27 2018 14:59:42.440 -0400: %CCBU___NOTIFICATION-6-
NOTIFICATION_SUCCEEDED:
%[Notification=com.cisco.ccbu.ccp.notification.Notification@6c657e[enqueueTime=1535396382131,rul
e=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@7dafaa[httpUrl=https://uccx-fqdn/uccx-
webservices/contact,httpUsername=<null>,httpPassword=<null>,sslVerifyCertificates=false,campaign
Id=100030,tags=[ccx_chat_req],id=100031,name=CCX Chat Notification,description=Created by CCX
application as part of CCX chat
configuration.,changeStamp=5,lastUpdated=1533830025500,ouId=4],screenPopUrl=http://sm-
fqdn/results.jsp?scID=7CC184621000016500000000A5640DC&campaignID=CCX_Chat_Campaign,body=<?xml
version="1.0" encoding="UTF-8" standalone="yes"?>
<SocialContact>
    <author>Amar Kumar</author>
    <description></description>
    <extensionFields>
        <extensionField>
            <name>ccxqueuetag</name>
            <value>Chat_Csq4</value>
        </extensionField>
        <extensionField>
            <name>h_Name</name>
            <value>Amar Kumar</value>
        </extensionField>
        <extensionField>
            <name>h_chatOrigin</name>
            <value>FACEBOOK_MESSENGER</value>
        </extensionField>
        <extensionField>
            <name>h_chatRoom</name>
            <value>socialminer_chat.0@conference.127.0.0.1</value>
        </extensionField>
    </extensionFields>
    <id>7CC184621000016500000000A5640DC</id>

<integrationAuthTokenExpirationTimestamp>1535417981795</integrationAuthTokenExpirationTimestamp>
    <integrationAuthTokenGUID>XXXXXXXXX</integrationAuthTokenGUID>
    <link>http://localhost/ccp/socialcontact/7CC184621000016500000000A5640DC</link>
    <notificationTag>ccx_chat_req</notificationTag>
    <publishedDate>1535396381792</publishedDate>
    <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC184621000016500000000A5640DC</refURL>
    <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
    <screenPopUrl>http://sm-
fqdn/results.jsp?scID=7CC184621000016500000000A5640DC&amp;campaignID=CCX_Chat_Campaign</screenP
opUrl>
    <sourceType>chat</sourceType>
    <status>unread</status>
    <statusReason>unknown</statusReason>
    <statusTimestamp>1535396381798</statusTimestamp>
    <statusUserId></statusUserId>
    <tags>
        <tag>ccx_chat_req</tag>
    </tags>
    <title>Chat from Facebook Messenger</title>
</SocialContact>
```

```
,socialContact=<null>]]: A notification was sent out successfully
```

Étape 3. UCCX reçoit la notification.

//MADM

```
8973: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
New incoming contact : <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<contactXML>
    <author>Amar Kumar</author>
    <id>7CC184621000016500000000A5640DC</id>
    <integrationAuthTokenGUID>d73e07bd-ee99-47a8-b623-e582260722f5</integrationAuthTokenGUID>
    <notificationTag>ccx_chat_req</notificationTag>
    <publishedDate>1535396381792</publishedDate>
    <refURL>http://sm-fqdn/ccp-
webapp/ccp/socialcontact/7CC184621000016500000000A5640DC</refURL>
    <replyTemplateURL>http://sm-
fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp</replyTemplateURL>
    <sourceType>chat</sourceType>
    <status>unread</status>
    <statusReason>unknown</statusReason>
    <statusTimestamp>1535396381798</statusTimestamp>
    <tags>
        <tag>ccx_chat_req</tag>
    </tags>
    <title>Chat from Facebook Messenger</title>
    <extensionFields>
        <extensionField>
            <name>ccxqueuetag</name>
            <value>Chat_Csq4</value>
        </extensionField>
        <extensionField>
            <name>h_Name</name>
            <value>Amar Kumar</value>
        </extensionField>
        <extensionField>
            <name>h_chatOrigin</name>
            <value>FACEBOOK_MESSENGER</value>
        </extensionField>
        <extensionField>
            <name>h_chatRoom</name>
            <value>socialminer_chat.0@conference.127.0.0.1</value>
        </extensionField>
    </extensionFields>
</contactXML>

8974: Aug 27 14:59:42.384 EDT %MADM-UCCX_WEBSERVICES-7-UNK:[http-bio-443-exec-22] ServiceLogger:
Notify for new contact
```

Étape 4. Le moteur ajoute la discussion à la file d’attente et recherche un agent disponible pour la discussion.

Àce stade, l'UC reçoit le message « find an expert to chat with you » (trouver un expert pour discuter avec vous).

```
399906: Aug 27 14:59:42.439 EDT %MIVR-SS_CHAT-7-UNK:[chatEventConsumer-1] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : Received Event
[ContactEvent [operation=ADD, contactXML=ContactXML [author=Amar Kumar,
```

```
id=7CC184621000016500000000A5640DC, replyType=chat, notificationTag=ccx_chat_req,
refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC184621000016500000000A5640DC,
replyTemplateURL=http://sm-fqdn/multisession/ui/templates/reply/cisco_agent_ms_chat.jsp,
integrationAuthTokenGUID=d73e07bd-ee99-47a8-b623-e582260722f5,
userExtensionFields=[UserExtensionField [name=ccxqueuetag, value=Chat_Csq4], UserExtensionField
[name=h_Name, value=Amar Kumar], UserExtensionField [name=h_chatOrigin,
value=FACEBOOK_MESSENGER], UserExtensionField [name=h_chatRoom,
value=socialminer_chat.0@conference.127.0.0.1]], tags=[ccx_chat_req], sourceType=chat,
status=unread, statusReason=unknown, publishedDate=1535396381792, title=Chat from Facebook
Messenger, campaignPublicId=null, statusTimestamp=1535396381798]]] on master node.
399907: Aug 27 14:59:42.446 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC184621000016500000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC184621000016500000000A5640DC,  MediaType: CHAT
399909: Aug 27 14:59:42.457 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.manager.ChatContactManager : addContact()--Queue for tag is 4
399910: Aug 27 14:59:42.457 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : addContactToQueues() -
contactID:7CC184621000016500000000A5640DC dispositionReason:UNKNOWNtimestamp:1535396381798
399911: Aug 27 14:59:42.458 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: In
persistCustomerData. Received contact
ChatContact(Contact[id=7CC184621000016500000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN])
399912: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Contact with contactID:
7CC184621000016500000000A5640DC created in memory.
399913: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.manager.ContactManager : Calling allocator
399914: Aug 27 14:59:42.459 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : Offer Contact:
ChatContact(Contact[id=7CC184621000016500000000A5640DC,state=UNKNOWN,dispReason=UNKNOWN]) To
Queue: 4
399916: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue.
AvailableAgent{230}
399917: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger:
com.cisco.wf.subsystems.routeandqueue.allocation.Allocator : getSuitableAgentFromQueue Only one
agent is available in agent list.  Return id [230] agentId [agent7901]
399918: Aug 27 14:59:42.460 EDT %MIVR-SS_ROUTEANDQUEUE-7-UNK:[ChatContactEvent--
7CC184621000016500000000A5640DC 1535396382446] RouteAndQueueSubsystemLogger: Selected agent [
agent7901 ] for handling the contact. Reserving agent.
```

Étape 5. L'agent a rejoint la discussion après l'énoncé de problème sélectionné par l'UC.

//Journaux de la passerelle de conversation

```
2018-08-27 14:59:39.172 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to INFO_CLOSED ...
2018-08-27 14:59:39.172 - info: Posting a chat request to SocialMiner [ID=2242240722460512],
[HOST=localhost], [FEEDID=100029], [QUEUEID=4]
2018-08-27 14:59:41.966 - info: Chat created successfully. [ID=2242240722460512], [SC
```

```
RefURL=http://localhost/ccp-webapp/ccp/socialcontact/7CC184621000016500000000A5640DC]
2018-08-27 14:59:41.966 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to AGENT_WAIT ...
2018-08-27 14:59:41.967 - debug: setEventPoller: Setting event poller in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.010 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: { StatusEvent: { id: '1', status: 'chat_ok' } } }
2018-08-27 14:59:47.011 - debug: setLatestEventID: Setting latest event ID [1] in session
[ID=2242240722460512] ...
2018-08-27 14:59:47.012 - warn: Unknown status event [chat_ok] received. Ignoring.
[ID=2242240722460512]
{ type: 'StatusEvent', id: '1', status: 'chat_ok' }
2018-08-27 14:59:51.982 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
   { PresenceEvent: { id: '2', from: 'agent7901', status: 'joined' } } }
2018-08-27 14:59:51.989 - debug: setLatestEventID: Setting latest event ID [2] in session
[ID=2242240722460512] ...
2018-08-27 14:59:51.989 - info: Handing agent JOIN event. [ID=2242240722460512]
2018-08-27 14:59:51.990 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to TALKING ...
2018-08-27 14:59:51.990 - debug: clearUserMessagesBuffer: Clearing buffer (contains 0 messages)
[ID=2242240722460512] ...
2018-08-27 14:59:52.588 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Just a moment...finding an expert to chat with you.]
```

Étape 6. Événements interrogés (toutes les 5 secondes) à partir de SocialMiner - Jointures d'agents, tampon utilisateur effacé.

```
2018-08-27 15:01:07.028 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:12.031 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:12.031 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:17.033 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:22.035 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:22.035 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:27.037 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:27.037 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:32.036 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:32.036 - debug: No events from SocialMiner for [ID=2242240722460512]
```

Étape 7. Échange de messages de discussion entre l'agent et l'utilisateur

```
2018-08-27 15:00:12.487 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=composing]
2018-08-27 15:00:16.998 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
   { MessageEvent: { id: '4', body: 'Hi+How+can+I+help+you%3F', from: 'agent7901' },
     TypingEvent: { id: '5', from: 'agent7901', status: 'paused' } } }
2018-08-27 15:00:16.999 - debug: setLatestEventID: Setting latest event ID [5] in session
[ID=2242240722460512] ...
```

```
2018-08-27 15:00:22.002 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:22.002 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.001 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:27.001 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:27.601 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Hi How can I help you?]
2018-08-27 15:00:32.004 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:32.005 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:37.008 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:37.008 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:38.067 - debug: Successfully sent typing action to facebook messenger.
[ID=2242240722460512], [Status=paused]
2018-08-27 15:00:42.011 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:42.011 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:47.014 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:47.014 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.020 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:52.020 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:00:52.460 - debug: Sent message [I need help with troubleshooting my problem] from
session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:52.502 - debug: Sent message [I need help with troubleshooting my problem] from
session [ID=2242240722460512] to SocialMiner.
2018-08-27 15:00:57.023 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:00:57.023 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.026 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:01:02.026 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:01:02.068 - debug: Sent message [Sure] from session [ID=2242240722460512] to
SocialMiner.
```

Étape 8. L'agent met fin à la discussion (évaluation post-discussion activée).

```
2018-08-27 15:46:06.928 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
   { PresenceEvent: { id: '11', from: 'agent7901', status: 'left' } } }
2018-08-27 15:46:06.929 - debug: setLatestEventID: Setting latest event ID [11] in session
[ID=2242240722460512] ...
2018-08-27 15:46:06.929 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:46:06.930 - debug: setSessionState: Setting state of session [ID=2242240722460512]
to RATING_WAIT ...
2018-08-27 15:46:11.929 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:11.929 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:15.940 - debug: Successfully sent rating choices to facebook messenger.
[ID=2242240722460512]
2018-08-27 15:46:16.931 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:16.931 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:21.934 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents: '' }
2018-08-27 15:46:21.934 - debug: No events from SocialMiner for [ID=2242240722460512]
2018-08-27 15:46:23.887 - debug: Received feedback rating [5] from [ID=2242240722460512].
Submitting to SocialMiner ...
2018-08-27 15:46:23.892 - debug: Received feedback rating [5] from [ID=2242240722460512].
```

```
Submitting to SocialMiner ...
2018-08-27 15:46:23.929 - debug: Successfully submitted feedback rating to SocialMiner.
[ID=2242240722460512]
2018-08-27 15:46:23.929 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.930 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:23.936 - debug: Successfully submitted feedback rating to SocialMiner.
[ID=2242240722460512]
2018-08-27 15:46:23.936 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:46:23.937 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:46:34.551 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Thank you for the feedback.]
```

Étape 9. L'agent met fin à la discussion (évaluation post-discussion non activée).

```
2018-08-27 15:52:43.736 - debug: Received chat events for [ID=2242240722460512]
{ chatEvents:
   { PresenceEvent: { id: '8', from: 'agent7901', status: 'left' } } }
2018-08-27 15:52:43.736 - debug: setLatestEventID: Setting latest event ID [8] in session
[ID=2242240722460512] ...
2018-08-27 15:52:43.736 - info: Handling agent LEFT event. [ID=2242240722460512]
2018-08-27 15:52:43.737 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:52:43.739 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:52:54.351 - debug: Successfully sent text message to facebook messenger.
[ID=2242240722460512], [Message=Your chat has ended. Thank you!]
```

Flux divers

Étape 1. Démarrage du service - « Passerelle de conversation SocialMiner ».

startup.log - Lancement du service, ouverture des ports.

```
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Starting SocialMiner Chat Gateway
...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : npm missing in PATH. Adding ...
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Enabling port 10443 on system
firewall ...
IP preferences file updated successfully.
iptables has been updated with new rules.
ip6tables has been updated with new rules.
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Successfully enabled port 10443 on
system firewall
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Service started. PID =  169781
[Tue Aug 28 10:21:19 EDT 2018] : chat_gateway_launcher.sh : Try #1 - Sleeping for 5 seconds ...
```

Étape 2. Chargement des configurations

startup.log- chargement **des** configurations

```
2018-08-28 10:21:20.100 - info: **** STARTUP ****
2018-08-28 10:21:20.104 - info: Clearing existing configuration from memory ...
2018-08-28 10:21:20.104 - info: Initializing config_manager, loading config from filesystem ...
2018-08-28 10:21:20.104 - info: Loaded service configuration:
{ server:
   { port: 10443,
     sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
```

```
     sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
     maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.106 - info: Loaded configurations for 1 channels.
2018-08-28 10:21:20.107 - info: Setting HTTP proxy [proxy.esl.cisco.com:8080] into process.env
...
2018-08-28 10:21:20.107 - info: Setting current config state to CONFIGURED
2018-08-28 10:21:20.108 - info: Loaded service configuration:
{ server:
   { port: 10443,
     sslKeyPath: '/usr/local/platform/.security/tomcat/keys/tomcat_priv.pem',
     sslCertPath: '/usr/local/platform/.security/tomcat/certs/tomcat.pem',
     maxRequestsPerMinute: 3000 },
  socialMiner: { host: 'localhost', port: 80, pollingIntervalMS: 5000 },
  log: { maxSizeBytes: 20480000, maxFileCount: 20, level: 'silly' } }
2018-08-28 10:21:20.110 - info: Silencing logs on console. Refer log files for further logs
```

Étape 3. Attendez que le serveur webhook s’active.

startup.log - Attente de l'activation du serveur webhook.

```
[Tue Aug 28 10:21:24 EDT 2018] : chat_gateway_launcher.sh : Checking if service is running on
port 10443 ...
[Tue Aug 28 10:21:25 EDT 2018] : chat_gateway_launcher.sh : Service UP and RUNNING on port 10443
```

Étape 4. Vérifier et nettoyer les sessions obsolètes (une fois par heure)

Sessions obsolètes trouvées et nettoyées

```
2018-08-27 15:49:44.030 - info: Checking stale sessions ...
2018-08-27 15:49:44.031 - info: Found 1 stale sessions
2018-08-27 15:49:44.031 - info: Destroying session [ID=2242240722460512]
2018-08-27 15:49:44.031 - debug: Destroyed session [ID=2242240722460512]. Session count = 0
2018-08-27 15:49:44.031 - info: Cleaned up 1 stale sessions
```

Aucune session obsolète trouvée

```
2018-08-27 18:59:01.789 - info: Checking stale sessions ...
2018-08-27 18:59:01.789 - info: Found 0 stale sessions
2018-08-27 18:59:01.789 - info: Cleaned up 0 stale sessions
2018-08-27 19:59:01.789 - info: Checking stale sessions ...
2018-08-27 19:59:01.789 - info: Found 0 stale sessions
2018-08-27 19:59:01.789 - info: Cleaned up 0 stale sessions
```

À propos de cette traduction
Cisco a traduit ce document en traduction automatisée vérifiée par une personne dans le cadre d'un service mondial permettant à nos utilisateurs d'obtenir le contenu d'assistance dans leur propre langue.

Il convient cependant de noter que même la meilleure traduction automatisée ne sera pas aussi précise que celle fournie par un traducteur professionnel.