UCCX和SocialMiner:Facebook Messenger集成和帖子聊天评分日志分析

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简介

本文档介绍旨在将Facebook Messenger作为客户方渠道与CCX Web Chat功能（通过SocialMiner）集成作为开箱即用功能的功能。

Facebook Messenger是由Facebook提供的即时消息服务和应用程序。拥有12亿用户，它毫无疑问是世界上最大、最受欢迎的报文传送平台。
此服务由Facebook Messenger平台支持，使企业能够与其消费者进行交互，并与其他服务集成。

背景信息

- 允许最终用户（也是Facebook用户）通过特定facebook页面（使用facebook messenger平台与CCX集成）发起聊天，以联系finesse代理并执行双向实时聊天。
- 这主要是基于文本的聊天体验。也就是说，不支持FBM支持的这些内容 — 图像、附件、位置共享、GIF、贴纸、赞、反应、音频录音。
- 每个CCX部署仅支持一个FB页面。
- 支持聊天后评分功能。
- 在CCX+SM大型配置文件中测试每小时2400 FbM聊天的负载。记录在案的所有Web聊天（来自不同来源）的限制为2400。

什么是SM聊天网关？

聊天网关服务是在SocialMiner中引入的基于node.js的新服务，用于FB Messenger集成。

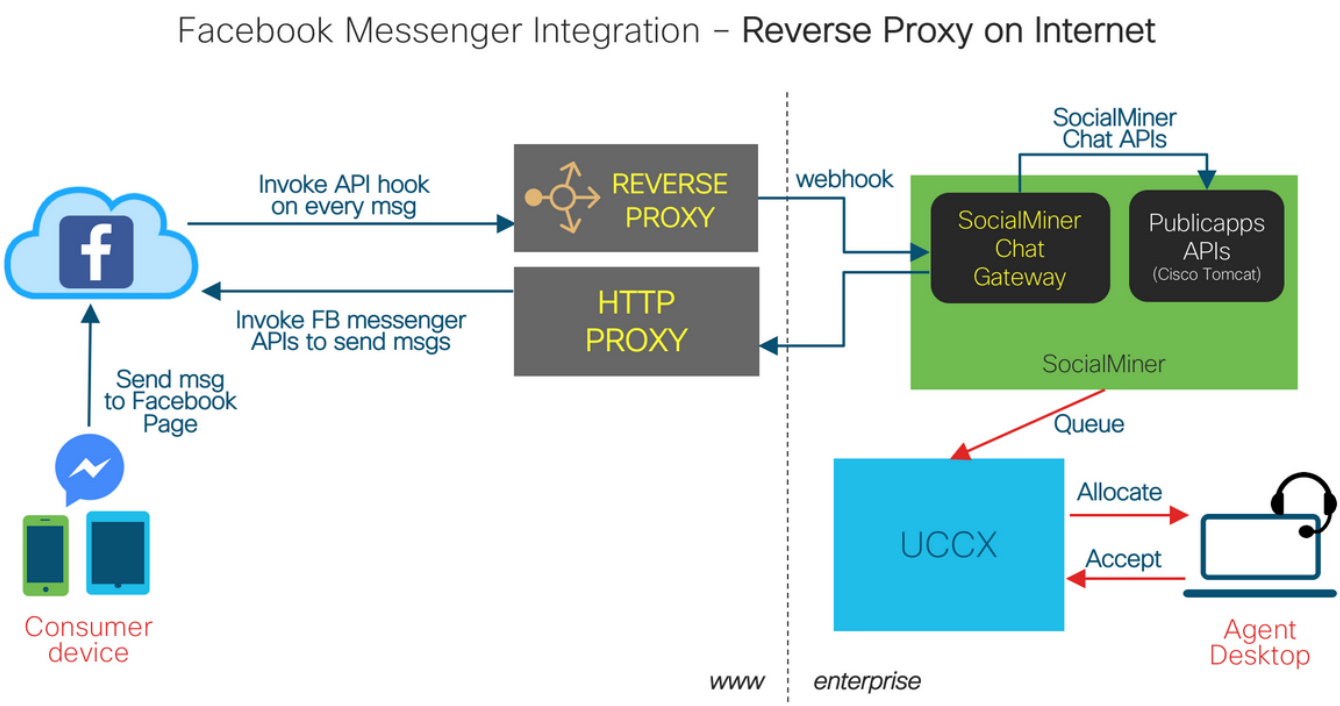
此服务以通用方式设计，以向外部消息服务（如FB messenger）显示**webhook API**，并在内部管理聊天会话并调用SocialMiner聊天API。

基本上，这是为FB messenger（以及未来任何其他消息传送服务）协调聊天会话的服务。

功能架构快照/部署模式

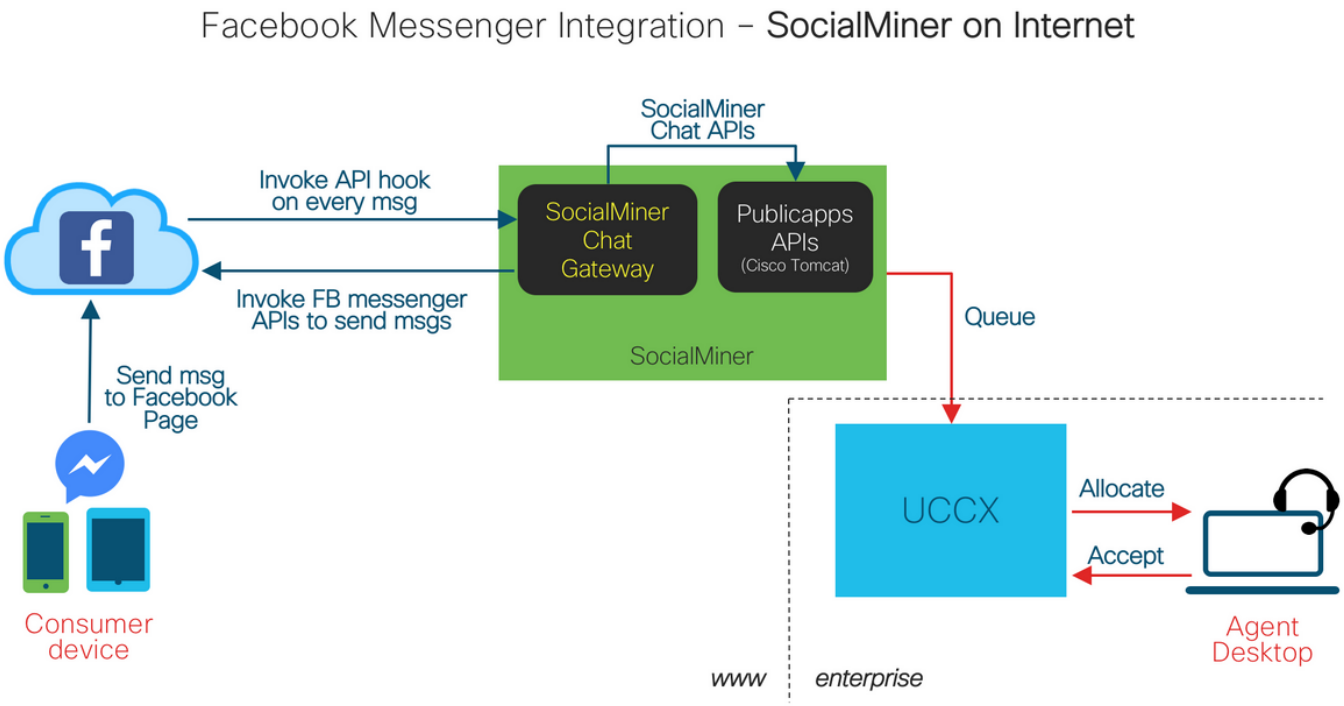
互联网上的公共反向代理（SocialMiner隐藏）

- 一个简单的反向代理（例如使用Nginx、Apache、HAProxy等）在带有公共主机名的网络上公开。
- 将任何HTTP请求转发到特定端口或URL到SocialMiner，SocialMiner远离互联网。
- 也可用于SSL终止（带签名SSL证书）。
- 不是思科提供的。设计指南中记录了此信息，用户必须将其部署到自己的网络中。



Internet上的SocialMiner

- SocialMiner在Web上具有公共主机名。
- 从FB云到SocialMiner的公共路由。



相关日志

UCCX

要收集的日志：

/opt/cisco/uccx/log/MADM/* — 来自CCX管理的所有日志 — 对于配置中的任何问题都是必需的。

日志级别：

- 可以在CCX可维护性中更改日志级别。
- 服务名称：Cisco Unified CCX管理。
- 对于**ADM**_CFG和**REST**_CLIENT子工具，日志级别必须设置为DEBUGGING（至少）。

社交矿工

要收集的日志：

- **/opt/cisco/mmca/logs/ccp-chat-gateway/*** - SocialMiner聊天网关的所有日志（基于大小的轮换）
- **/opt/cisco/mmca/logs/ccp-chat-gateway/http/*-access.log** — 从SocialMiner聊天网关内运行的webhook服务器发出的所有HTTP访问日志（每天午夜轮换）
- **/opt/cisco/mmca/logs/ccppublicapps/*** — 来自SocialMiner公共聊天API的所有日志（基于大小的轮换） — 任何聊天流问题、聊天后评级都需要
- **/opt/cisco/mmca/logs/runtime/*** - SocialMiner Runtime中的所有日志 — 任何聊天联系人注入、处理和事件问题都需要

所有这些日志都可以使用以下命令收集：

- RTMT日志收集（手动和计划）
- 应用程序CLI(**文件获取activelog ...**)

日志级别：

对于SocialMiner聊天网关日志，有3个主要日志级别：

- **傻瓜** — 最好的日志记录级别，将所有有效负载、消息等转储到日志中
- **debug** — 默认日志记录级别，调试级别
- **info** — 转储基本日志

这些日志级别可通过编辑**/opt/cisco/mmca/conf/ccp-chat-gateway/settings.json**进行更改，并需要重新启动**SocialMiner Chat Gateway**服务才能生效。
没有CLI命令执行此操作。访问此文件需要根/远程帐户。

故障排除核对表

步骤1.使用Messenger平台离线设置Facebook应用。

在为FBM功能配置UCCX之前，确保客户已使用Facebook Messenger平台创建了Facebook应用。

在CCX管理中配置此功能之前，**需要**完成一组特定工作。

创建和拥有Facebook页面

- 用户必须拥有其企业/组织的公共facebook页面。

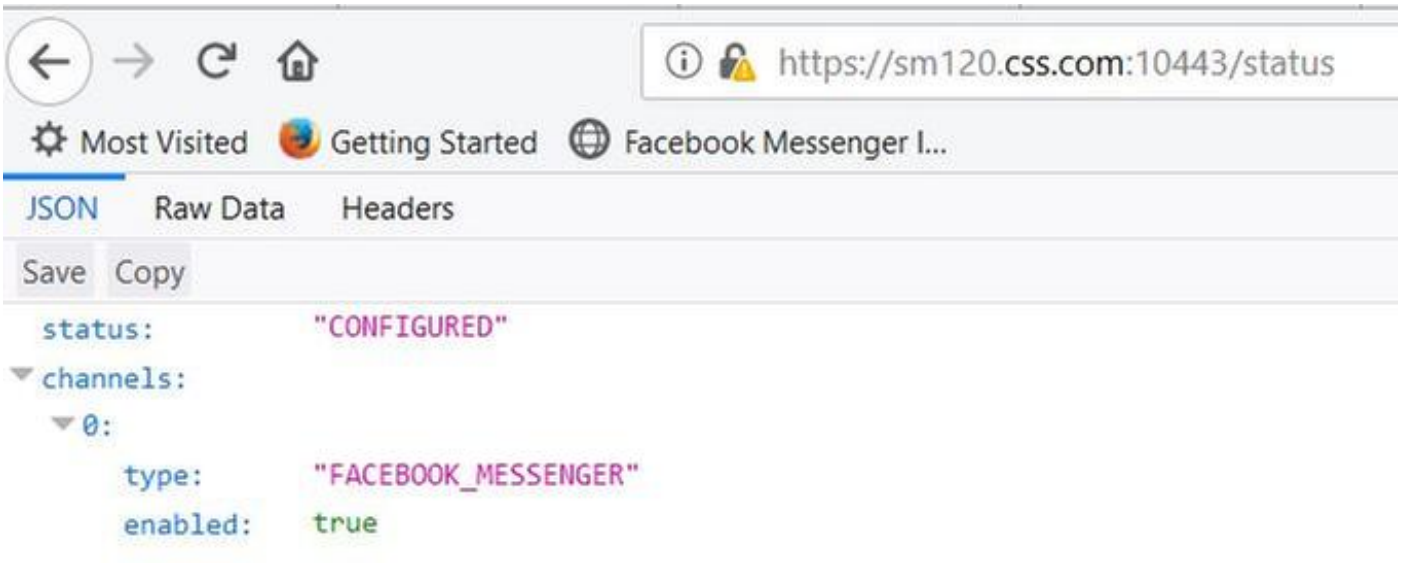
- 这不能与单个facebook用户帐户一起使用。
- facebook页面必须由尝试创建facebook应用的实体拥有。
- 有关详细信息，请参阅 https://www.facebook.com/help/104002523024878?helpref=about_content。

步骤2.回叫URL必须可访问。

回叫URL（在创建webhook时在facebook中更新）必须是可从facebook.com服务器公开访问的URL。如果没有代理，则Webhook URL是端口10443上SM的URL。这意味着：

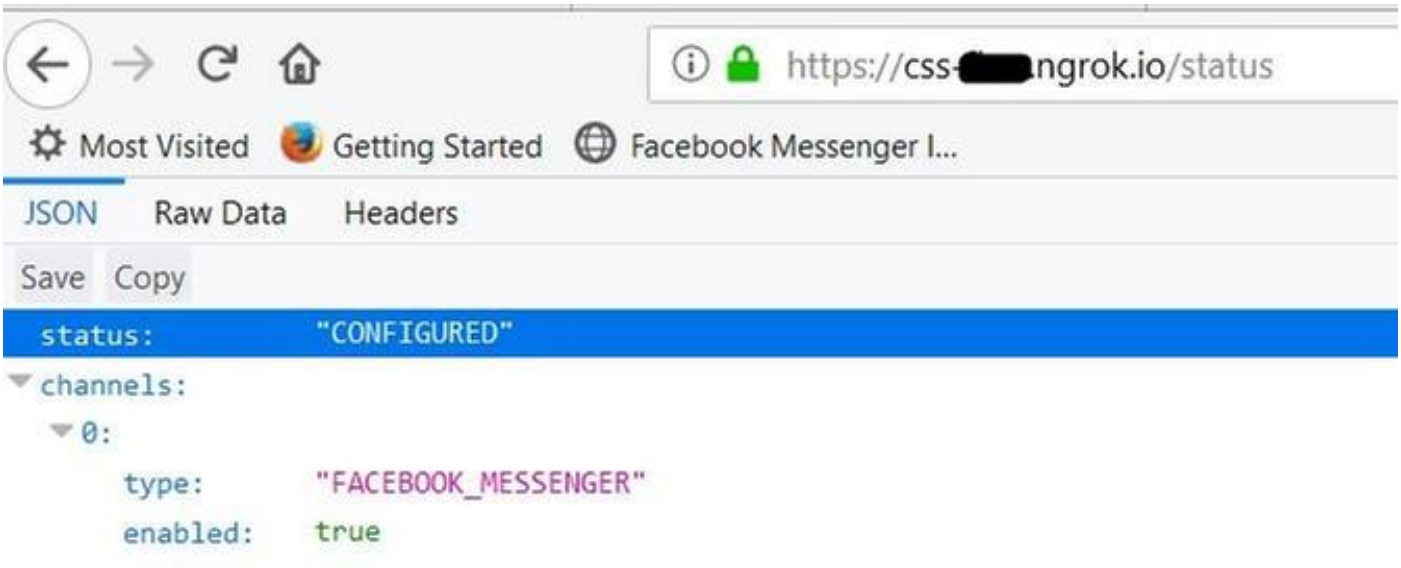
步骤1.如果SocialMiner直接位于公共互联网上，则这是端口10443上SocialMiner主机显示的webhook **URL(https://<SM FQDN>:10443/fbm)**

您可以在浏览器中使用此URL检查Facebook配置的状态，以确保从配置角度而言一切正常。示例：



步骤2.如果SocialMiner隐藏在反向代理后面，则Webhook URL是端口10443上的代理服务器的URL。这是反向代理服务器的URL **(https://proxy.company.com/fbm)。**
此反向代理预期会进一步将请求转发到端口10443(**https://<SM FQDN>:10443/fbm)上SocialMiner主机显示的Webhook URL**。

示例：



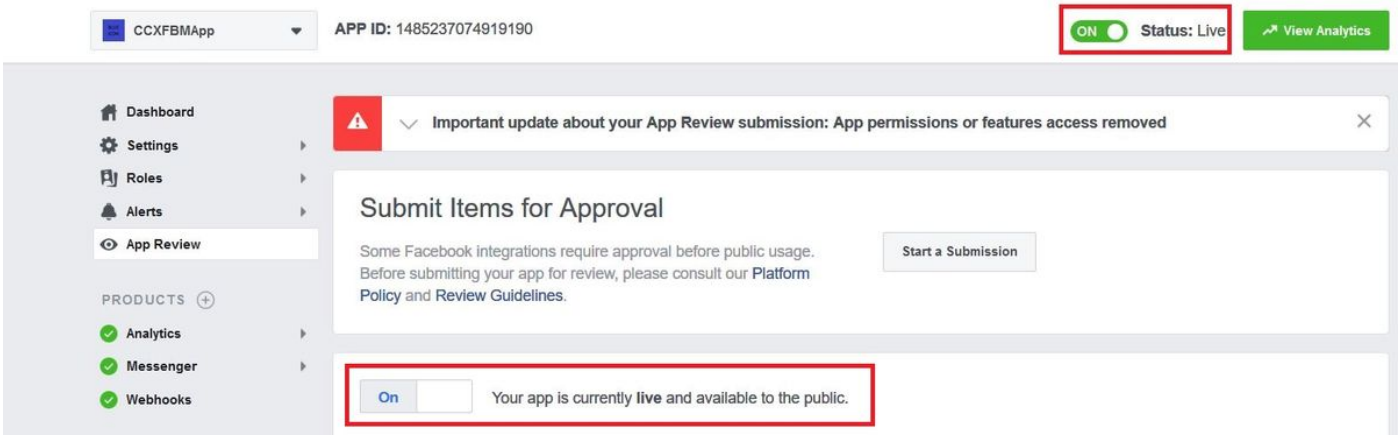
步骤3.向facebook.com提供**回叫URL**的主机必须使用有效的CA签名的SSL证书通过安全HTTP(**HTTPS)处理请求**。如果这是SocialMiner服务器，请确保用有效的CA签名证书替换自签名平台证书。

步骤4.确保防火墙不会阻止任何流向SocialMiner服务器上**端口10443**的传入流量。此端口上实施了一个速率限制器，可保护服务器免受过度无保证流量的影响。此外，平台连接限制规则也应用于此端口。

第3步：Facebook APP经过审核并可供公众访问

在https://developers.facebook.com中，在Facebook应用的**App Review**部分下，确保将交换机设置为**On**以公开您的应用。

此外，请确保应用的状态为**Live**，如右上角的图中所示。

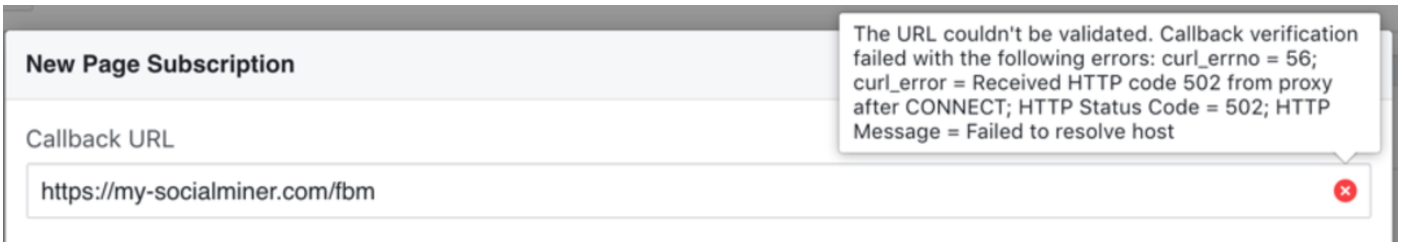


步骤4. Facebook访问回叫URL以调用SM上的Webhook。

方针1

在https://developers.facebook.com中，在**Messenger > Settings**下，导航到**Webhooks**部分，然后选择**Setup Webhooks**。

单击**Verify and Save**按钮后，将使用提供的验证令牌从facebook.com向回调URL发送实际请求。如果该请求失败，则除非您解决了问题，否则您无法保存这些设置。这些问题已在线明确突出显示，应予以修复。

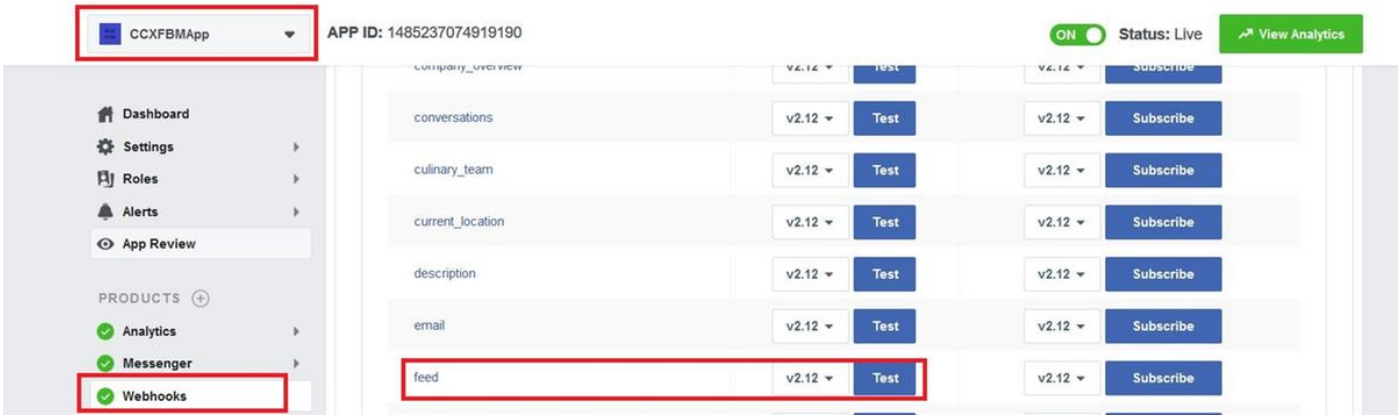




方针2

以后随时使用https://developers.facebook.com(在**Facebook APP > Webhooks**部分下)中提供的**test**功能测试webhook

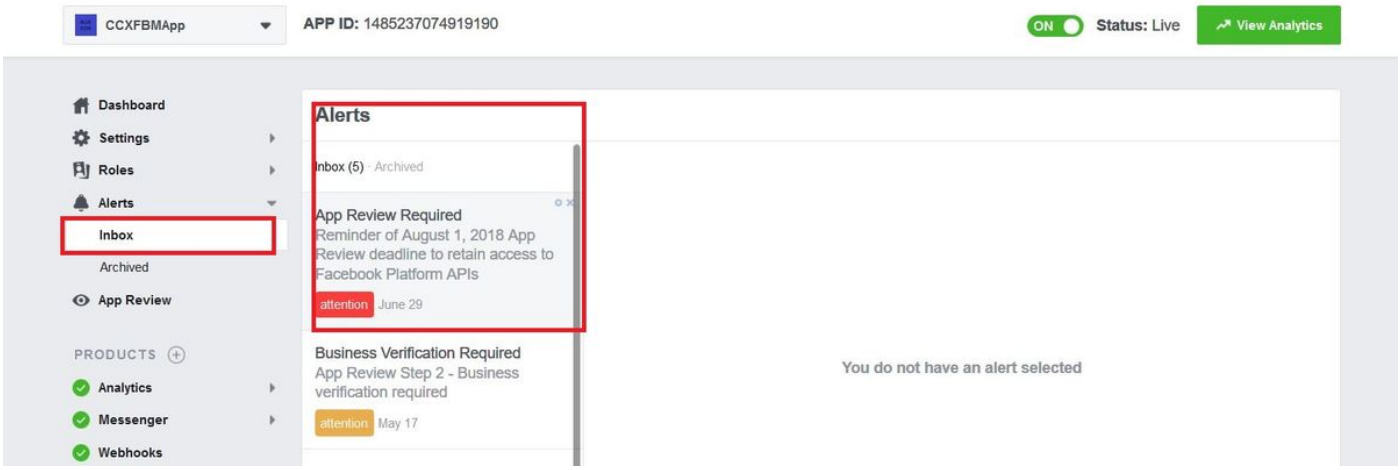
单击**Test > Send to My server。**在Success中，Facebook向SM发送消息“The sample update was successfully sent to your server.”，如图所示。





方针3

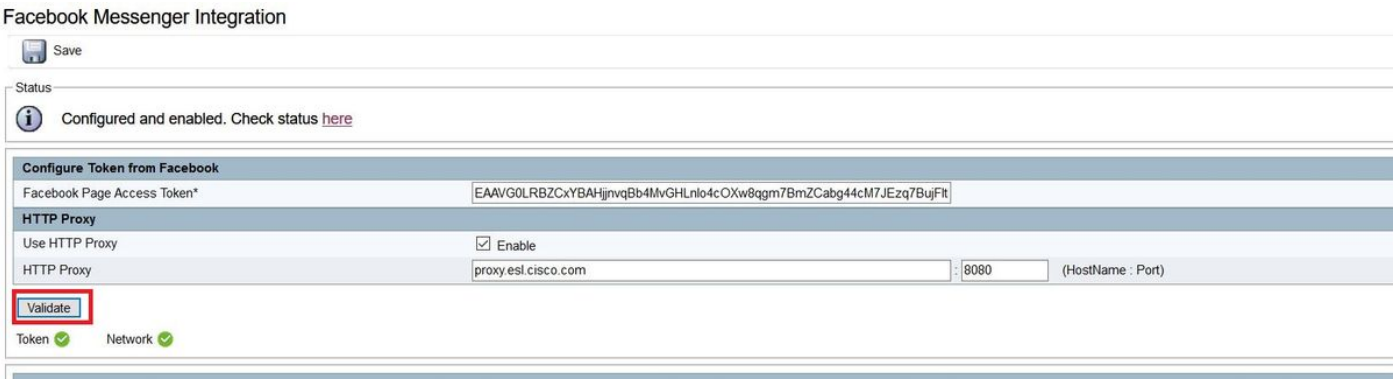
在https://developers.facebook.com中，检查**警报>收件箱**部分，了解可能影响应用及其功能的任何来自Facebook的更新/通知/新闻。



步骤5. Facebook页面访问令牌验证。

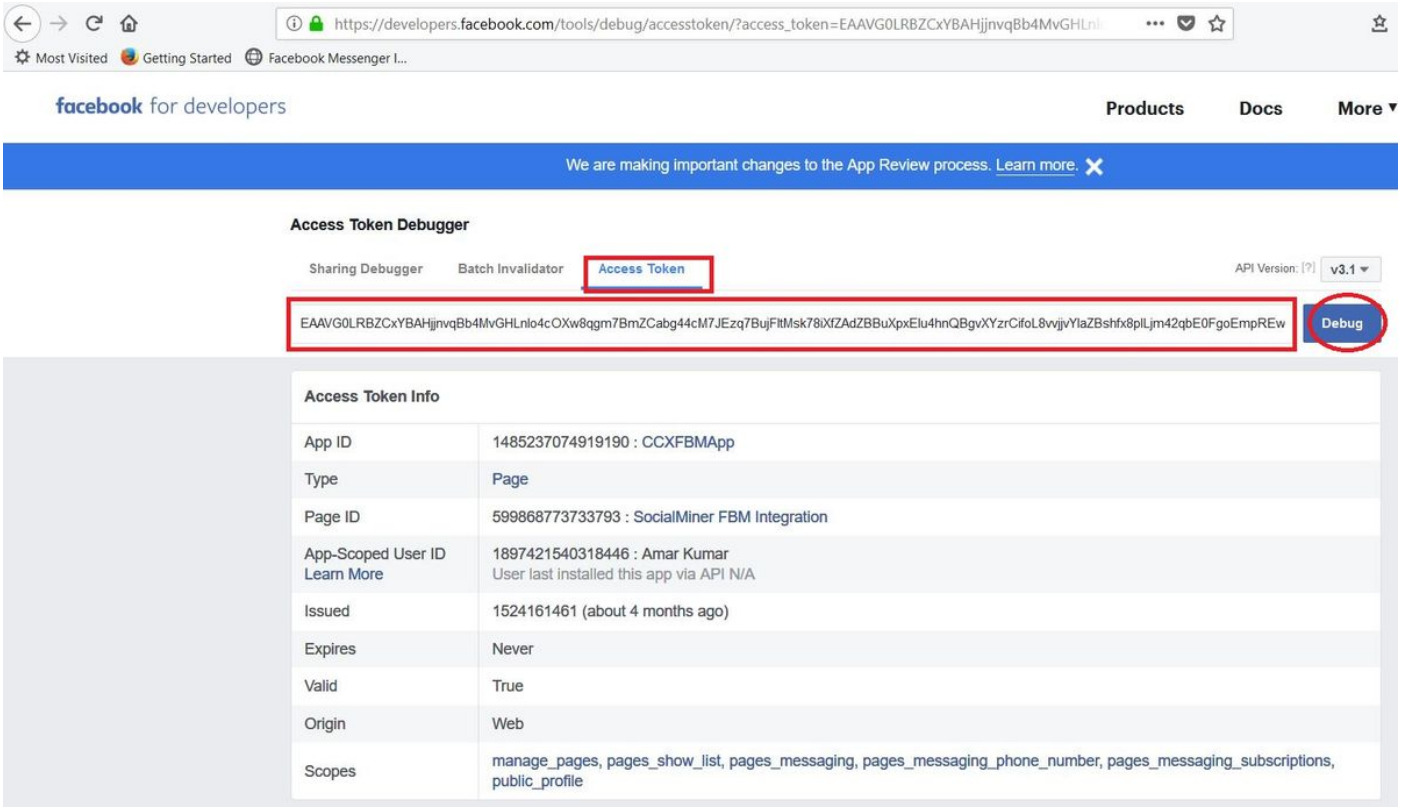
方针1

使用CCX管理(**子系统>聊天和电子邮件>聊天 — Facebook Messenger >** 验证)中提供的**验证令牌**功能



方针2

使用Facebook提[供的访问令](#)牌调试器工具。



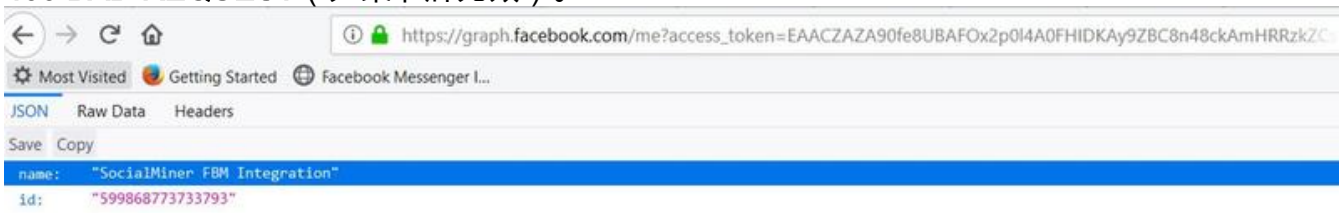
方针3

向facebook提出**简单**HTTP GET请求。

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

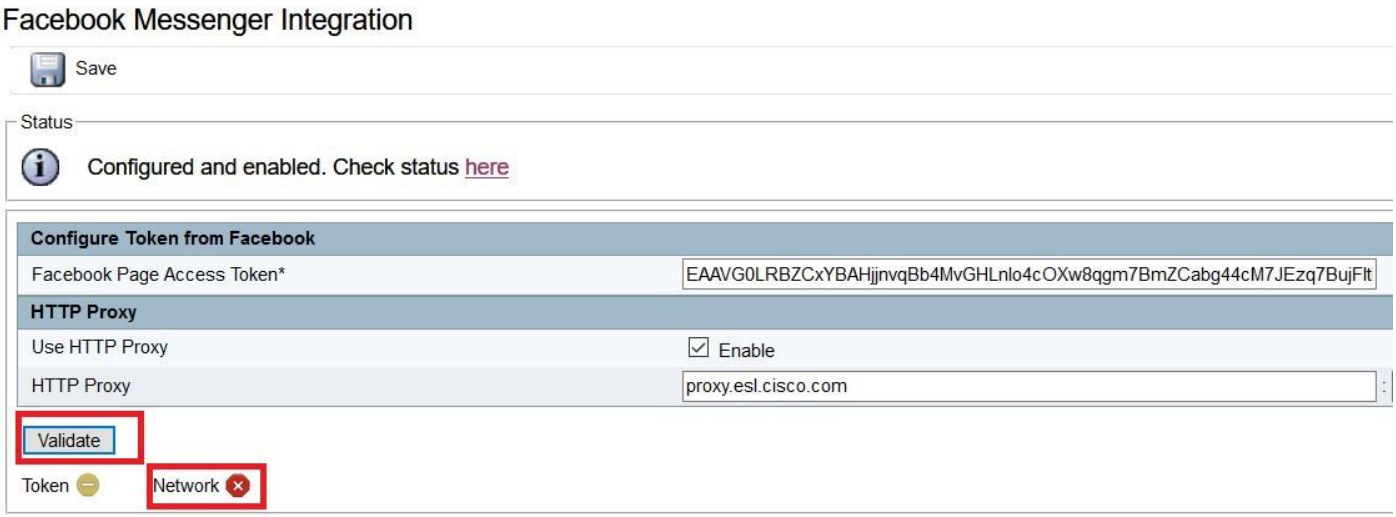
期望

- **200 OK**（如果令牌有效）。
- **400 BAD REQUEST**（如果令牌无效）。



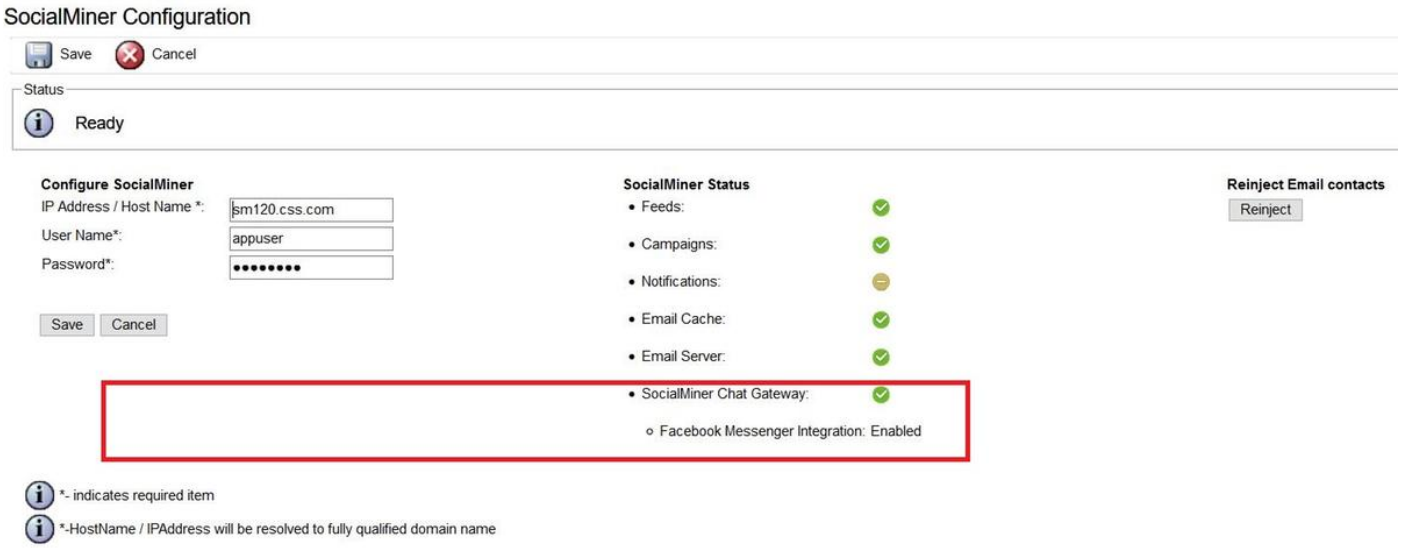
步骤6.SM使用或不使用代理访问Facebook。

使用CCX Administration(**Subsystems>Chat and Email>Chat - Facebook Messenger > Validate**)中提供的**Validate Token**功能



步骤7.聊天网关服务的状态。

您可以在CCX Administration(**Subsystems> Chat and Email> SocialMiner Configuration**)中检查状态



- 表示网关正在运行，并且处于已配置状态，并且已配置某些通道(FACEBOOK MESSENGER)。
- 表示网关根本未运行、无法访问，或者由于某些错误配置而处于错误状态。

未配置 — 表示网关处于NOT_CONFIGURED状态。未配置通道。

不适用 — 表示Finesse未激活或SocialMiner版本未配置或兼容。

Facebook Messenger集成

指示此通道是否启用。

也表示此通道中记录的最后一个故障。有助于确定间歇性和永久性错误。

注意：

这些通道配置无法在不中断正在进行的聊天的情况下动态生效，因此需要重新**启动SocialMiner聊天网**关服务。

- Facebook页面访问令牌 — pageAccessToken
- Facebook验证令牌 — verificationToken

如果页面访问令牌或验证令牌更改，请从CLI重新启动**SocialMiner Chat Gateway**服务。

utils service restart SocialMiner Chat Gateway

排除流量故障

管理流程

步骤1.管理员从**子系统>聊天和电子邮件> Chat-Facebook Messenger**（如果配置了，它将从SocialMiner获取聊天网关配置）加载Facebook Messenger集成页面

//UCCX发出REST请求以获取聊天网关配置。

```
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.
```

//On Success SM返回聊天网关配置，如Facebook页面访问令牌、代理配置、队列映射问题声明、消息配置、聊天后分级配置和Facebook验证令牌。

```
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
CxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvj
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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,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]
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

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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}
```

步骤2.管理员尝试更新配置。

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$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,queueId=5],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@19d5de6[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 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$HttpProxy@19f922b[enabled=true,host=proxy.esl.cisco.com,port=8080],channels=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel@13545e2[type=FACEBOOK_MESSENGER,auth=com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$Auth@7f0248[pageAccessToken=EAAVG0LRBZCxYBAHjjnvqBb4MvGHLnlo4cOXw8qgm7BmZCabg44cM7JEzq7BujFItMsk78iXfZAdZBBuXpxEIu4hnQBgvXYzrCifoL8vvjjvYIaZBshfx8plLjm42qbE0FgoEmpREw0YV71Sq4RzRZBPeFVyJOQE5WDMhVNaDsdFGjD8X34mmja,verificationToken=yy721u9wyzg7edl1vgjsm],enabled=true,problemStatements=[com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@6ecc67[title=1162FBM1,queueId=4],
com.cisco.uccx.rest.sm.model.ChatGatewayConfig$Channel$ProblemStatement@2d9915[title=1162FBM2,queueId=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
```

步骤3.管理员尝试验证配置。

```
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()
```

聊天流

步骤1.新接收客户 — 说“你好”并收到问题陈述列表。

在/opt/cisco/mmca/logs/ccp-chat-gateway/log.log文件中

```
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 ...
```

步骤2.在SM中创建新的聊天请求并将通知发送到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={},socialCon
tactId=7CC184621000016500000000A5640DC,socialContactChatIsInvited=false,socialContactChatInvite
Status=,socialContactIntegrationAuthTokenGuid=,socialContactIsSoftLocked=false,socialContactPubl
ishedDate=Mon Aug 27 14:59:41 EDT
2018,socialContactScriptSelector=,socialContactShortUrlIds=[],socialContactStatus=<null>,socialC
ontactStatusDate=Mon Aug 27 14:59:41 EDT
2018,socialContactStatusReason=,socialContactStatusUserId=,socialContactTags=[],sourceType=,hasM
oreContacts=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/socialcontact/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,rule=com.cisco.ccbu.oamp.omgr.transfer.HttpNotificationRule@7dafaa[httpUrl=https://uccx-fqdn/uccx-webservices/contact,httpUsername=<null>,httpPassword=<null>,sslVerifyCertificates=false,campaignId=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
```

步骤3. UCCX收到通知。

//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/7CC184621000016500000000000A5640DC</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
```

步骤4.引擎将聊天添加到队列并查找可用的聊天座席。

此时，CU会收到一条消息“查找专家与您聊天”。

```
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=7CC184621000016500000000000A5640DC, replyType=chat, notificationTag=ccx_chat_req,
refURL=http://sm-fqdn/ccp-webapp/ccp/socialcontact/7CC184621000016500000000000A5640DC,
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--
7CC184621000016500000000000A5640DC 1535396382446] ChatSubsystemLogger: Begin processing for
ChatContactEvent--7CC184621000016500000000000A5640DC 1535396382446
399908: Aug 27 14:59:42.447 EDT %MIVR-SS_CHAT-7-UNK:[ChatContactEvent--
7CC184621000016500000000000A5640DC 1535396382446] ChatSubsystemLogger:
com.cisco.wf.subsystems.chat.listener.jmsevent.ChatContactListener : processADD() - Adding
contact. ContactId: 7CC184621000016500000000000A5640DC,  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.
```

步骤5. CU选择“问题陈述”后，座席已加入聊天。

//聊天网关日志

```
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.]
```

步骤6.从SocialMiner — 代理加入轮询的事件（每5秒），用户缓冲区已清除。

```
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]
```

步骤7.在座席和用户之间交换聊天消息。

```
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.
```

步骤8.座席结束聊天（启用聊天后评级）。

```
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.]
```

步骤9.座席结束聊天（未启用聊天后评级）。

```
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!]
```

其他流

步骤1.服务启动 — “SocialMiner聊天网关”。

startup.log — 启动服务，打开端口。

```
[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 ...
```

步骤2.加载配置。

startup.log-loading配置

```
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
```

步骤3.等待Webhook服务器启动。

startup.log -等待webhook服务器启动。

```
[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
```

步骤4.检查并清理过时的会话（每小时一次）。

发现过时的会话并已清除

```
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
```

未找到过时的会话

```
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
```

关于此翻译
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