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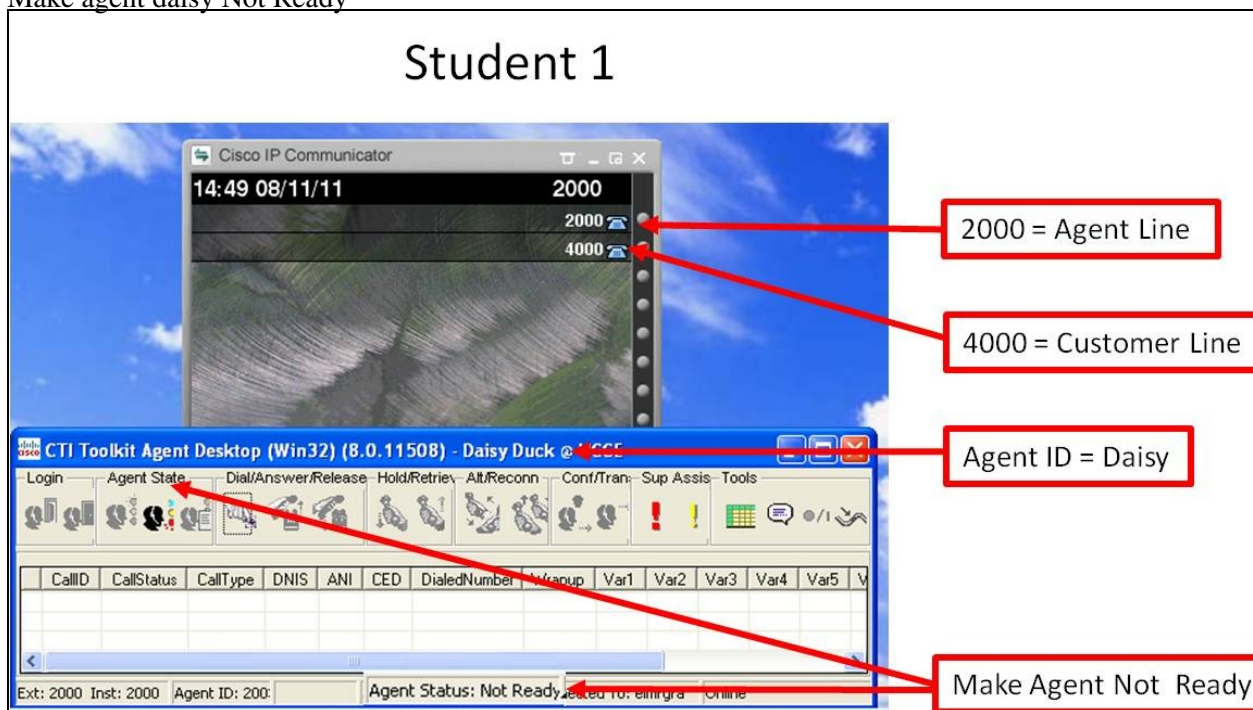
## Scenario Setup

### MR PG

1. Modify C:\CiscoMB\servlet\Properties\Blender\ACD.ciscocti.properties to have "ctistrategy=Predictive" instead of "ctistrategy=AgentReserved"
2. Stop/Start "Apache Tomcat" service to restart Cisco Media Blender

#### • Student 1 - Customer on ext 4000

- ◆ Launch IP Communicator with extension 2000
- ◆ Log-in daisy into CTI/OS agent desktop
- ◆ Make agent daisy Not Ready

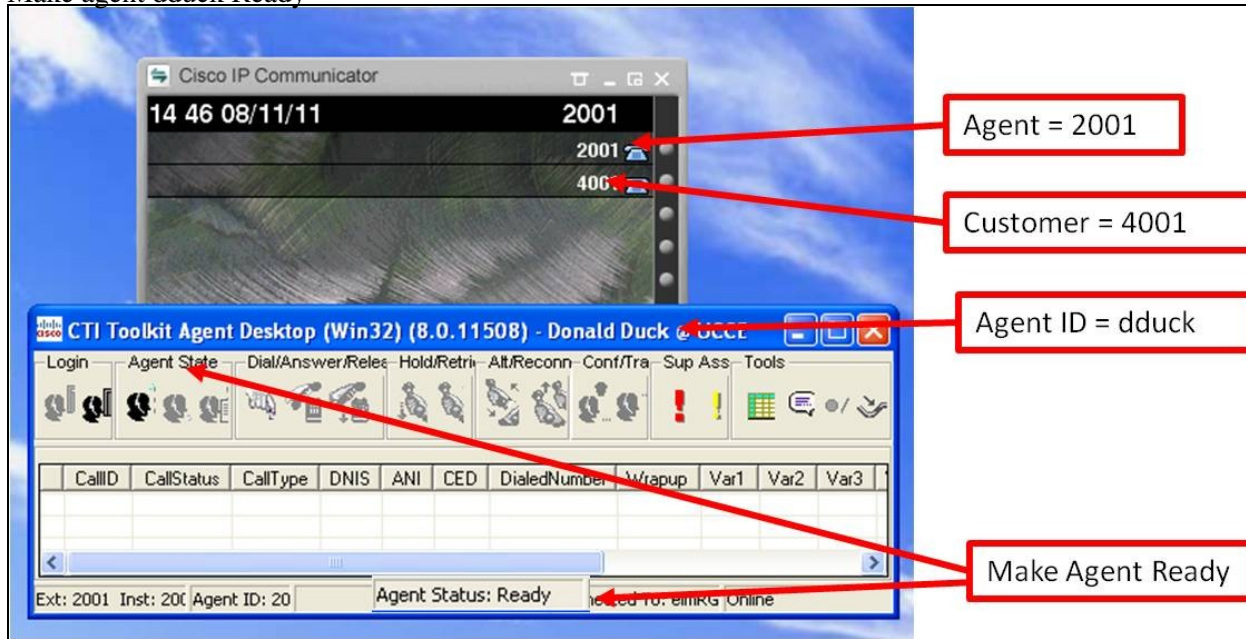


#### • Student 2 - Agent on ext 2001

- ◆ Launch IP Communicator with extension 2001

## Callback\_to\_Customer\_Fails

- ◆ Log-in dduck into CTI/OS agent desktop
- ◆ Make agent dduck Ready



Initiate a callback through the Callback entry point.

- Launch from the Default partition console by navigating to Administration > Departments > Service > Chat > Entry Points
- From the top right pane select Callback
- From Call Back?s Properties menu Select Test Entry Point
- Fill in the Live Help with Name; Email Address; Phone Number (Enter 4000)

The screenshot shows two browser windows. The left window is the Cisco Interaction Manager Administration Console. In the 'Tree: Administration' pane, 'Entry Points' is selected. The 'List: Entry Points' table shows a 'CallBack' entry highlighted. The 'Properties: CallBack' pane shows a 'Test' icon highlighted. The right window is the 'Customer Entry' chat interface. The 'Phone Number' field contains '4000'. Red annotations include: 'Select Callback' pointing to the 'CallBack' row; 'Test Entry Point' pointing to the test icon; and 'Enter Phone Number 4000' pointing to the phone number field.

Name	Description	Active
BC Entry Point	BC Entry Point	Yes
<b>CallBack</b>	CallBack	Yes
Default Entry P...	Default Entry P...	No

Name	Value
Name *	CallBack
Description	CallBack

Customer Entry - Windows Internet Explorer...  
 Live help | Powered by Cisco Chat™  
 To help us assist you, please enter the information below and click 'Start Chat'.  
 (\* denotes required field)  
 Full Name: \*  
 Customer  
 Email Address: \*  
 Customer@eim.lab  
 Phone Number:  
 4000  
 How can we help you? \*  
 Help  
 Delay Time(in min)  
 Start Chat Exit

## Problem Statement

Callback is not working. Agents are being placed into Not Ready by the system

## CMB Validation

- Validate the Media Blender properties. From the Media Blender administration page Navigate to Media Blender > Server > Properties. Verify that medium1 and medium2 files are correctly identified.

<p><b>Eimpg1a</b>  <b>Administration</b>          ▼ MEDIA BLENDER            ▼ SERVER              Start/Shutdown              Alerts              Latest log              <b>Properties</b>          ▼ MEDIA            Events            Statistics</p>	<p><b>Properties of Blender</b></p> <ul style="list-style-type: none"> <li>• emailnotify = false</li> <li>• name = Blender</li> <li>• commandhandlers = 200</li> <li>• verbose = 10</li> <li>• medium2 = Collaboration.properties ←</li> <li>• medium1 = ACD.ciscocti.properties ←</li> <li>• commandhandlerceiling = 750</li> <li>• phonehomenotify = false</li> <li>• autostart = true</li> </ul>
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- Verify the CiscoCTI properties. Most importantly verify the correct CTI strategy is defined. **UCCE ONLY supports AgentReserved.** Note the Cisco Media Blender will go active even if some of the properties are not correctly defined.

**Properties of CiscoCti**

- peripheral.username = cmb-eimRGRA
- phantompool = phantoms.properties
- prefixfilter = 900 0 212540 976 809 911
- permittedphonenumlength = 4
- peripheral.alertonnamedvarerror = false
- sessionmatch.shorttimeout = 5000
- package = com.cisco.ics.blender.acd
- icmlabeldelimiter = ,
- peripheral.hostname = eimRGRA
- peripheral.hostname2 = eimRGRB
- autoanswer = false
- precall.shorttimeout = 15000
- peripheral.password =
- peripheral.hostport2 = 43027
- peripheral.namedvars = user.cisco.cmb user.cisco.cmb.callclass
- sessionmatch.key = ICMTaskID
- precall.longtimeout = 60000
- skilltable = skills.properties
- peripheral.type = IPCC
- passwordfile = phantompasswords.properties
- agentsfile = agentmapping.properties
- peripheral.hostport = 42027
- signoffreleaseready = true
- peripheral.id = 5000
- physicallocationfile = phantomagents.properties
- ctipackage = com.cisco.ics.blender.acd.ciscocti
- ctistrategy = Predictive ←
- peripheral.comment =
- name = CiscoCti



## Call Tracer

- Note that Call Tracer will show no errors

Media Routing Domain: Cisco\_Voice

Routing client: MR\_PG

Dialed number: MR\_PG.SS.CallBack

ANI:

CED:

Responses for External Script Run

Step	Response
Initial	Blank Call Variables

Initial Condition...

Add...

Edit...

Delete

Network Transfer Call

Use network transfer

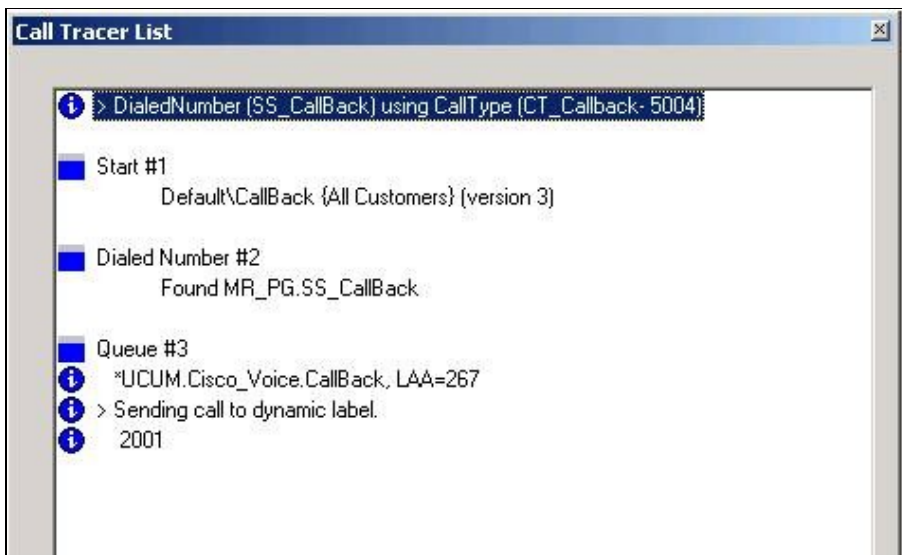
Routing client: UCUM

Dialed number:

Save As Defaults Send Call Help

- Call Tracer shows call should route to agent 2001

## Callback\_to\_Customer\_Fails



## Logging

Set CMB trace level to 10 and restart CMB. Logs will show event synchronization failed. Search further down in the log for Vector and the log will indicate Media Blender is trying to get the first agent from a vector

```
000249d7000000cb [[CiscoCti=Agent Pre Call Event]]
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.acd.ciscocti.CtiDriver
CiscoCti "BlendCmd#195:Agent Pre Call Even" "" - Start from agent 2001 to number 4000
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.acd.Medium CiscoCti
BlendCmd#48:Start#3 "" - CiscoCti sent Blender a Start#3 event of type:Start and key:3 ""
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.acd.Medium ""
BlendCmd#48:Start#3 "" - Blender is creating session for:Caller 4000[4000] with Agent 2001[2001]
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.BlenderSession 3
BlendCmd#48:Start#3 "" - Blender received a loopback Start#3 event from the medium CiscoCti with
Blender Session ID #3 [Idle]
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.Blender Blender
BlendCmd#48:Start#3 "" - Increment Current assigned sessions:3 MAX Sessions=2147483646
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.acd.MediumSession
CiscoCti:3 BlendCmd#48:Start#3 "" - Caller is using the "" call class
08/15/2011 13:33:28.282 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.acd.MediumSession
CiscoCti:3 BlendCmd#48:Start#3 "" - Blender will use the Predictive strategy
08/15/2011 13:34:28.861 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.acd.ciscocti.CtiDriver
CiscoCti BlendCmd#195:com.cisco.ics.commo "" - Event synchronization failed for key
000249d7000000cb [[CiscoCti=Agent Pre Call Event]]
```

## Resolution

Application Log to Entry Point Command successful

EAAS for New Activity Arrived

MR PG sends INRCMSGNewCall to Router

Agent PG Device\_Target\_Pre\_Call

CTISvr Agent Pre Call

Logging

## Callback\_to\_Customer\_Fails

CMB Agent Pre Call

Agent Pre Call Message failed due to incorrect CTI Strategy