

## Chat Agent Not Able to Receive Injected Contact

<b>Problem Summary</b>	Agent logs in to Chat Agent URL <a href="https://&lt;uccx_server_fqdn/agentdesktop">https://&lt;uccx_server_fqdn/agentdesktop</a> .After accepting the certificates and providing login username and password, the agent moves to Ready state waiting for contact. The injected contact is not received by the Chat Agent.
<b>Error Message</b>	NA
<b>Possible Cause</b>	Connectivity issue between SocialMiner and Unified CCX or a configuration issue.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>- Go to SocialMiner Home page, select the campaign ?CCX_CHAT_Campaign? and see if the injected contact is listed there.</li> <li>- If not, contact network admin and SocialMiner support team.</li> <li>- Go to MADM logs and look for ?Notify for new contact?.</li> <li>- If it is not there, look for ?BAD Request?.</li> <li>- If found contact Social Miner support team</li> <li>- To check for a connectivity issue between SocialMiner and Unified CCX box, try pinging Unified CCX box from SocialMiner box using UnifiedCCX fully qualified domain name.</li> <li>- If there is an issue, contact your network administrator.</li> </ul> <p>UnifiedCCX never received a notification that a new chat had come on. To troubleshoot that, use the SocialMiner serviceability API with the category for notifications. <a href="http://&lt;socialminer_hostname&gt;/ccp-webapp/ccp/serviceability?category=systemConditions">http://&lt;socialminer_hostname&gt;/ccp-webapp/ccp/serviceability?category=systemConditions</a>. This returns XML defining the state of each SocialMiner notifier (HTTP, IM, email). Only HTTP is relevant for the Unified CCX integration.</p> <p>The XML looks like the following:</p> <pre>&lt;Notifier&gt; &lt;connectionStatus&gt;CONNECTED&lt;/connectionStatus&gt; &lt;lastFailureCause&gt;none&lt;/lastFailureCause&gt; &lt;notificationsDropped&gt;0&lt;/notificationsDropped&gt; &lt;notificationsFailed&gt;0&lt;/notificationsFailed&gt; &lt;notificationsSent&gt;0&lt;/notificationsSent&gt; &lt;outQueueDepth&gt;0&lt;/outQueueDepth&gt; &lt;outQueueWait&gt;0&lt;/outQueueWait&gt; &lt;type&gt;http&lt;/type&gt; &lt;/Notifier&gt;</pre> <p>In this message, look for are notificationsFailed and lastFailureCause. If there are failed notifications, it means SocialMiner tried to send a notification to Unified CCX but it was rejected. The reason appears in lastFailureCause. Also, notificationsSent should reflect how many chats were submitted to the system.</p>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None