

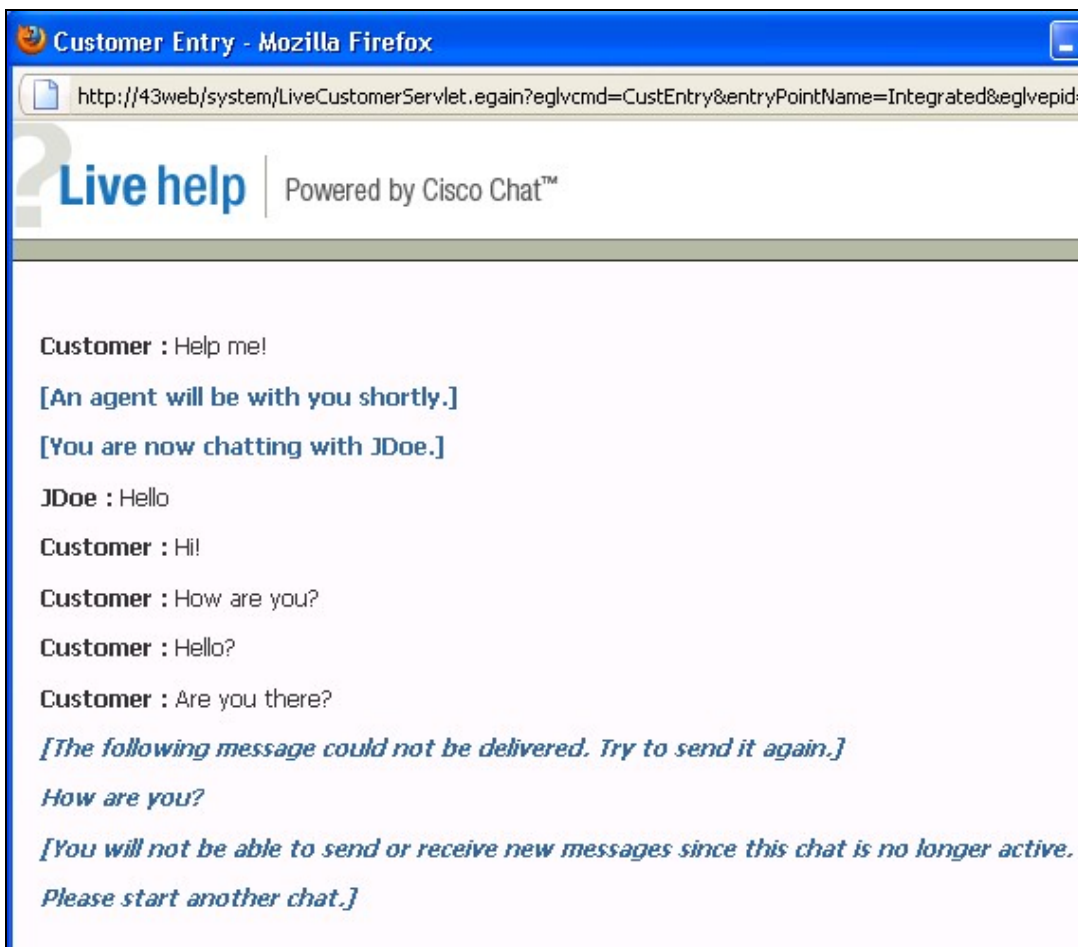
In all of the below failures, an integrated agent is logged in with an active customer chat session.

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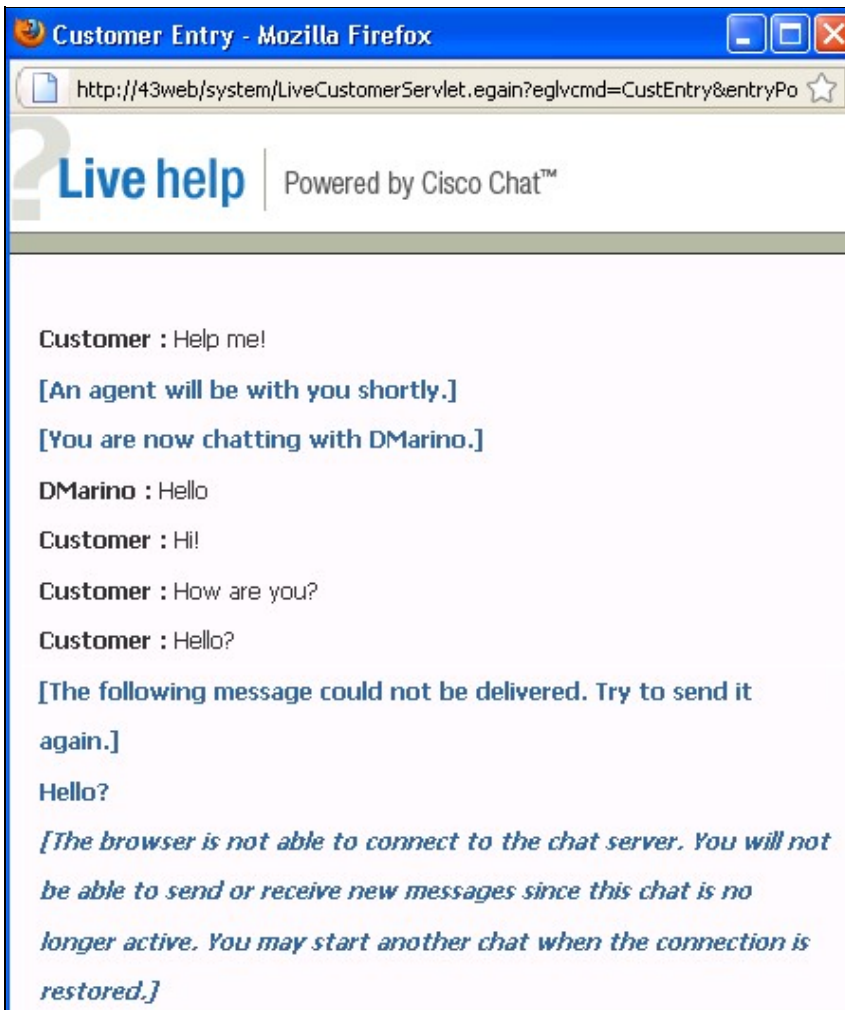
### Application Server Failure

- Customer will be notified that messages sent after failure were lost, and to start a new session.
- If the Application Server comes back online quickly, the customer will simply be asked to start another chat.

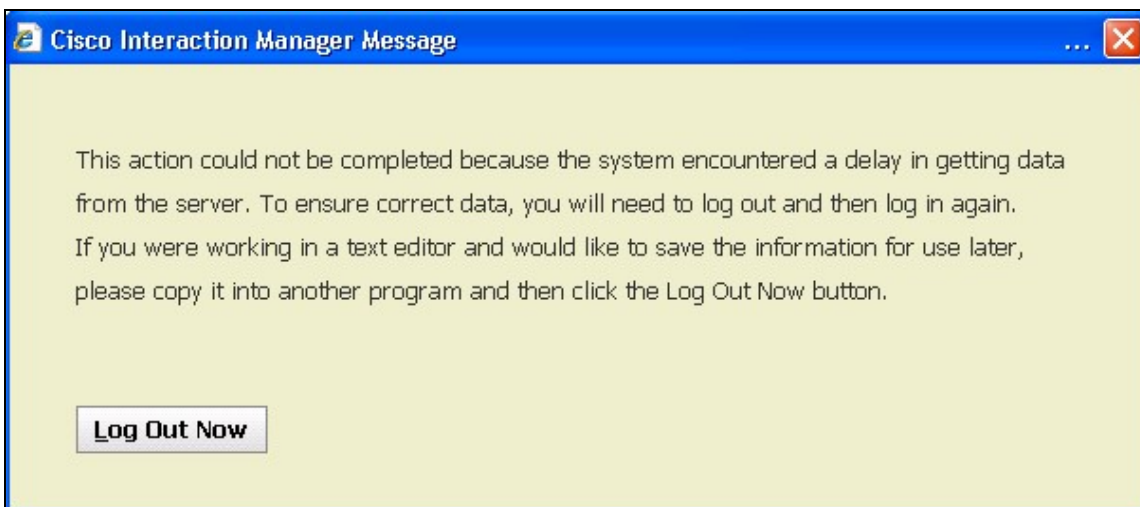


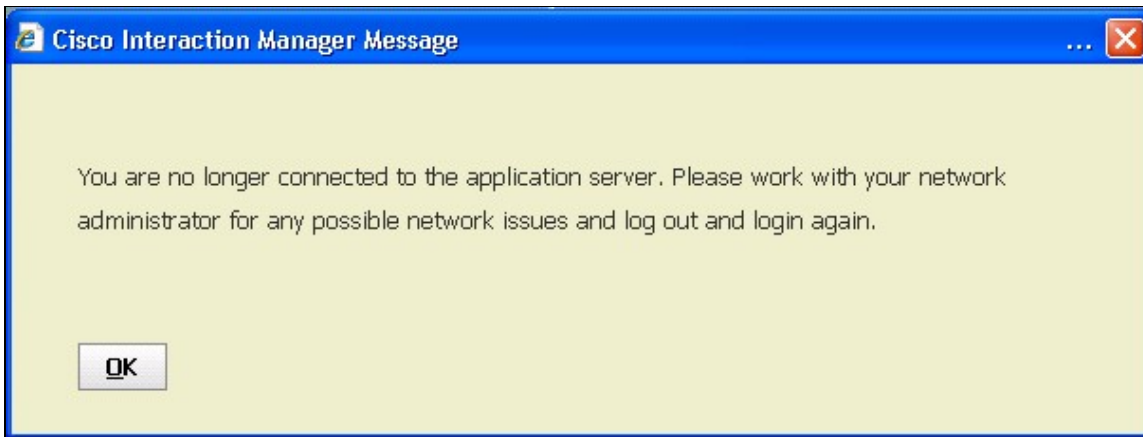
## Chat\_Session\_Failure\_Scenarios

- If the Application Server takes more than a few minutes to return, the customer will be informed of connection issues.



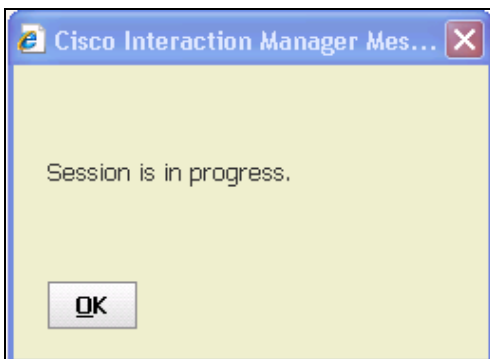
- The agent will receive various pop-ups errors depending on what part of the agent console they try to access.





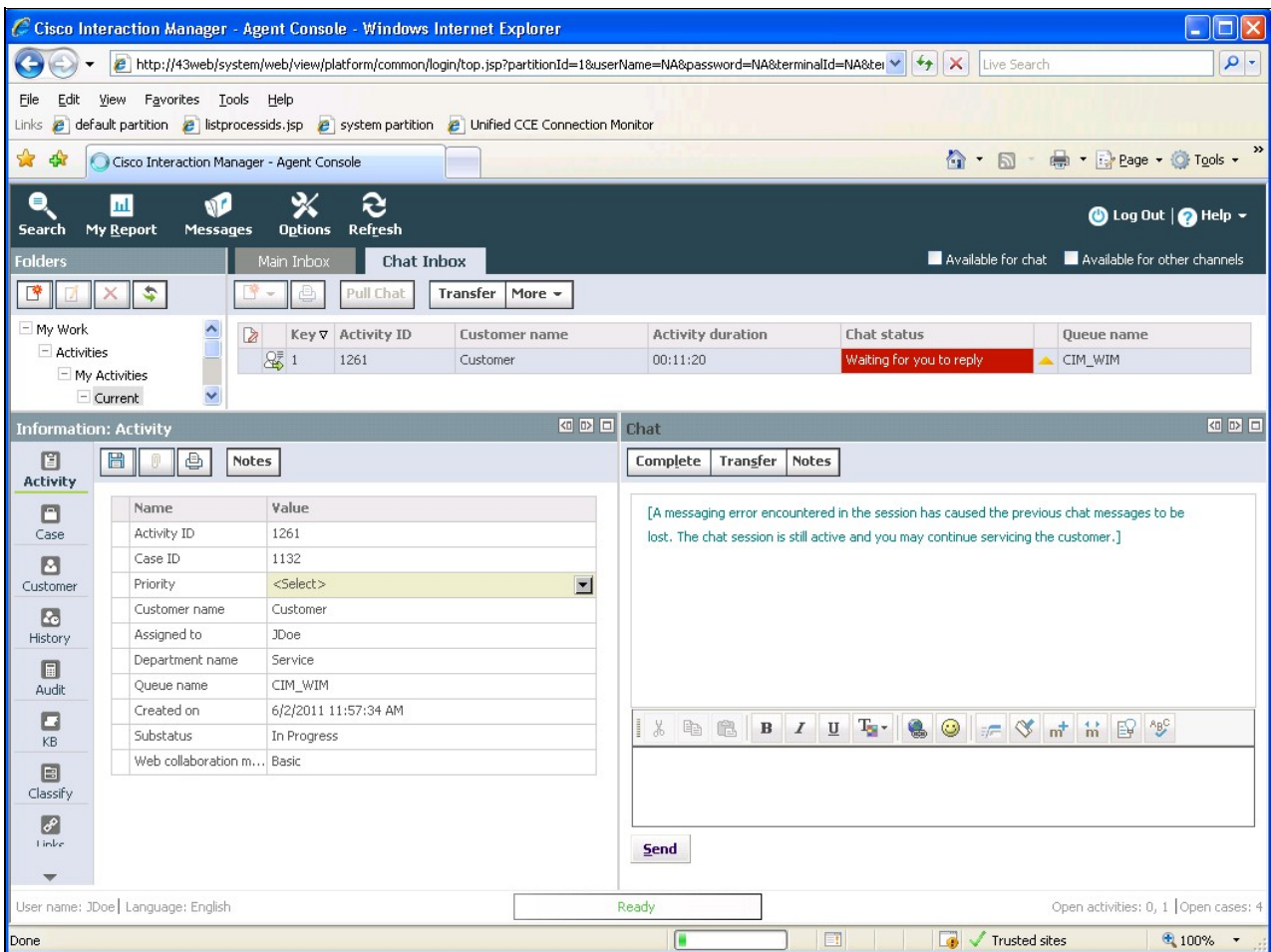
## Application Server Restored

- When the agent logs back in, they will receive a "Session in Progress" pop-up



- Chat history will be lost, and the Agent will be **incorrectly** told that session is still active.

## Chat\_Session\_Failure\_Scenarios



## Services Server Failure

- **Agent and Customer can still communicate via chat!** Chat session is shown as still in progress in the database.

```
select b.contact_point_data,a.queue_name,b.activity_id,b.activity_status,b.activity_sub_status,c.l
FROM egpl_routing_queue a, egpl_casemgmt_activity b, egpl_user c with (nolock)
WHERE a.queue_id=b.queue_id AND
b.assigned_to=c.user_id AND
b.activity_type=2000 AND
b.activity_status <> 9000 AND
b.activity_sub_status NOT IN (9100,9200)
ORDER BY b.when_created ASC
```

| contact_point_data     | queue_name | activity_id | activity_status | activity_sub_status | login_ip | assigned_to | when_created            | user_name | screen_name |
|------------------------|------------|-------------|-----------------|---------------------|----------|-------------|-------------------------|-----------|-------------|
| 1 customer@awesome.com | CIM_WIM    | 1347        | 5000            | 5900                | 43app    | 1003        | 2011-07-12 14:49:55.000 | DMarino   | DMarino     |

- **Complete chat.** Chat session is shown as completed in the database.

```
select b.contact_point_data,a.queue_name,b.activity_id,b.activity_status,b.activity_sub_status,c.l
FROM egpl_routing_queue a, egpl_casemgmt_activity b, egpl_user c with (nolock)
WHERE a.queue_id=b.queue_id AND
b.assigned_to=c.user_id AND
b.activity_type=2000 AND
```

## Chat\_Session\_Failure\_Scenarios

b.activity\_id=1347

|   | contact_point_data   | queue_name | activity_id | activity_status | activity_sub_status | login_ip | assigned_to | when_created            | user_name | screen_name |
|---|----------------------|------------|-------------|-----------------|---------------------|----------|-------------|-------------------------|-----------|-------------|
| 1 | customer@awesome.com | CIM_w/M    | 1347        | 9000            | 9100                | 43app    | 1003        | 2011-07-12 14:49:55.000 | DMarino   | DMarino     |

- Agent will not be able to handle other activities or receive new activities. Note how the buttons are greyed out for this email response.

Reply

From: [Originating Entry Point - eim@DSLlab.cisco.com]  
To: testcust@dslab.cisco.com  
Subject: Re: test2

response to customer

--Original Message--  
From: testcust@dslab.cisco.com  
Date: 7/11/2011 2:03:58 PM  
To: eim@dslab.cisco.com  
Subject: test2

- Agent must log out.

## Services Server Restored

- Log agent back in. The previous chat completion was successful, and agent is able to continue with new/existing activities.

Reply

From: [Originating Entry Point - eim@DSLlab.cisco.com]  
To: testcust@dslab.cisco.com  
Subject: Re: test2 [#1187]

response to customer

--Original Message--  
From: testcust@dslab.cisco.com  
Date: 7/11/2011 2:03:58 PM  
To: eim@dslab.cisco.com  
Subject: test2

## Messaging Server Failure

- Similar to Application Server Failure
- Agent and customer messages not exchanged. Note the triangle next to chat status.

| Activity duration | Chat status                   | Queue name |
|-------------------|-------------------------------|------------|
| 00:04:00          | Waiting for customer to reply | CIM_VMM    |

**Customer Entry - Mozilla Firefox**

http://43web/system/LiveCustomerServlet.egain?eglvcmd=CustEntry&entryPointName=Integ

**Live help** | Powered by Cisco Chat™

Customer : Help me!  
 [An agent will be with you shortly.]  
 [You are now chatting with JDoe.]  
**JDoe** : Hello  
**Customer** : Hi  
**JDoe** : Are you there?  
 [Some of the above messages may not have been delivered.]

## Messaging Server Restored

- Messages sent while Messaging server was down are lost, but **chat session is re-established and can continue**. Note the green circle next to chat status.

| Activity duration | Chat status              | Queue name |
|-------------------|--------------------------|------------|
| 00:05:00          | Waiting for you to reply | CIM_VMM    |

**Customer Entry - Mozilla Firefox**

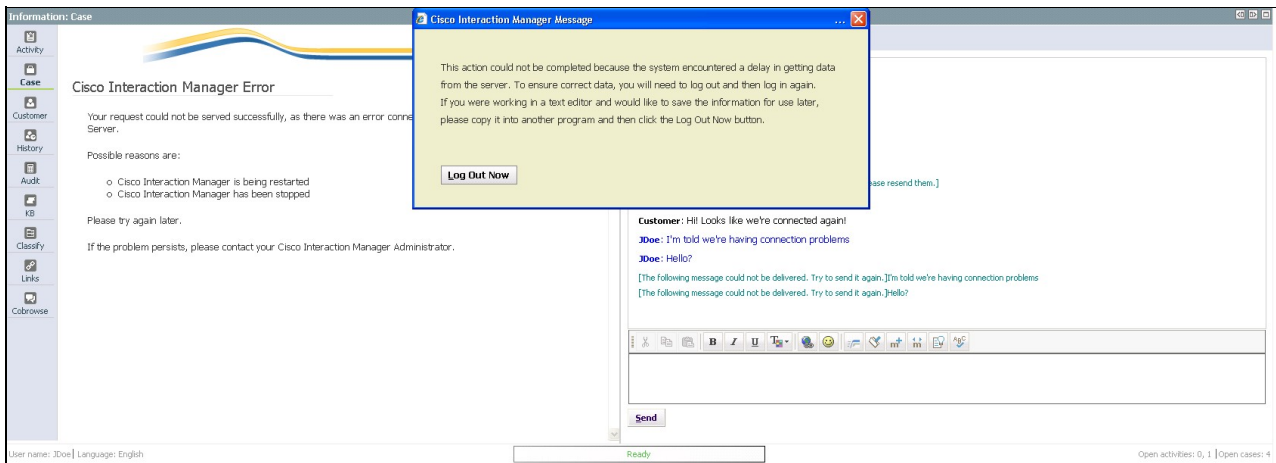
http://43web/system/LiveCustomerServlet.egain?eglvcmd=CustEntry&entryPointName=Integ

**Live help** | Powered by Cisco Chat™

Customer : Help me!  
 [An agent will be with you shortly.]  
 [You are now chatting with JDoe.]  
**JDoe** : Hello  
**Customer** : Hi  
**JDoe** : Are you there?  
 [Some of the above messages may not have been delivered.]  
**JDoe** : Hello?  
**Customer** : Hi! Looks like we're connected again!

## Messaging AND Application Servers Failure

- Similar to Application Server Failure
- After the servers have failed, try to load one of the information tabs, such as Case. Information will not load, and the agent desktop will time out.



## Messaging AND Application Server Restored

Same as Application Server Restored from above.

- When the agent logs back in, they will receive a "Session in Progress" pop-up
- Customer is told that the session has been lost.
- Chat history will be lost, and the Agent will be **incorrectly** told that session is still active.

## Messaging AND Application AND Services Servers Failure

- Combination of the above scenarios.
- Chat session status in agent console changes to triangle

| Key | Activity ID | Customer name | Activity duration | Chat status                   | Queue name |
|-----|-------------|---------------|-------------------|-------------------------------|------------|
| 1   | 1264        | Customer      | 00:02:05          | Waiting for customer to reply | CM_VMM     |

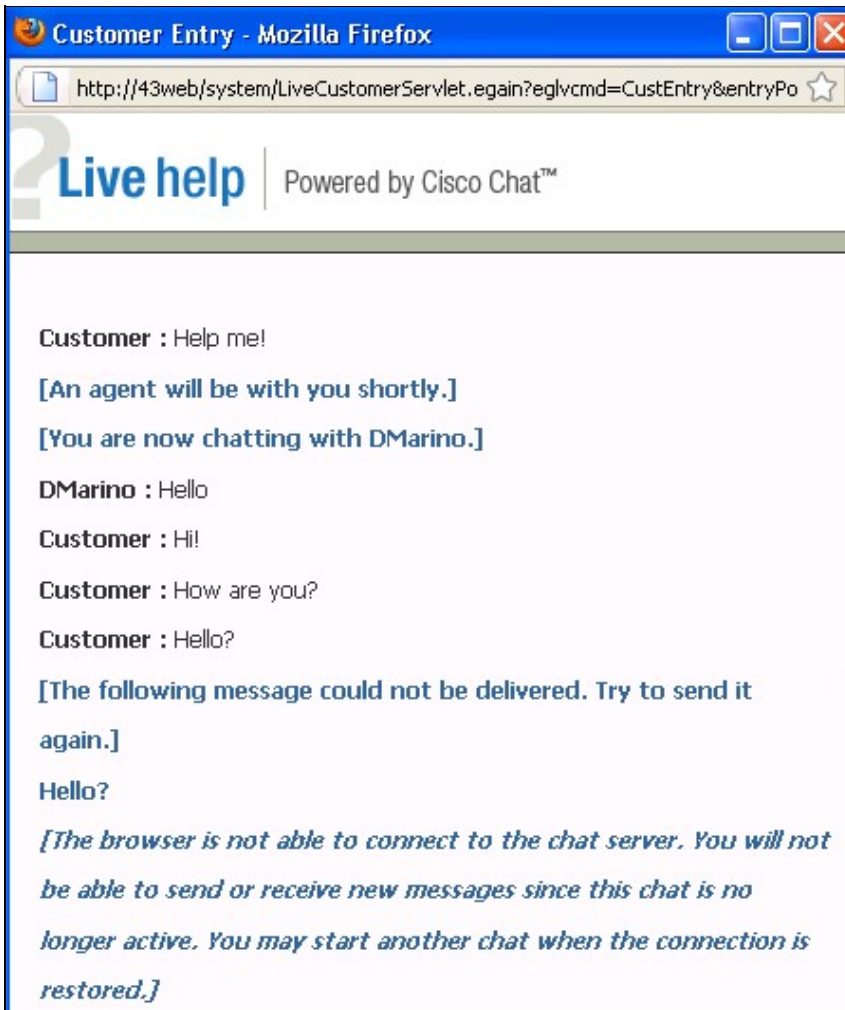
- Agent's IE title bar starts flashing "A connection could not be established with the server"



- Chat status will state "Customer not connected" and change to a red square.

| Key | Activity ID | Customer name | Activity duration | Chat status            | Queue name |
|-----|-------------|---------------|-------------------|------------------------|------------|
| 1   | 1264        | Customer      | 00:06:05          | Customer not connected | CM_VMM     |

- The customer will be informed of connection issues.



## Messaging AND Application AND Services Servers Restored

Same as Application Server Restored from above.

- When the agent logs back in, they will receive a "Session in Progress" pop-up
- Customer is told that the session has been lost.
- Chat history will be lost, and the Agent will be **incorrectly** told that session is still active.