

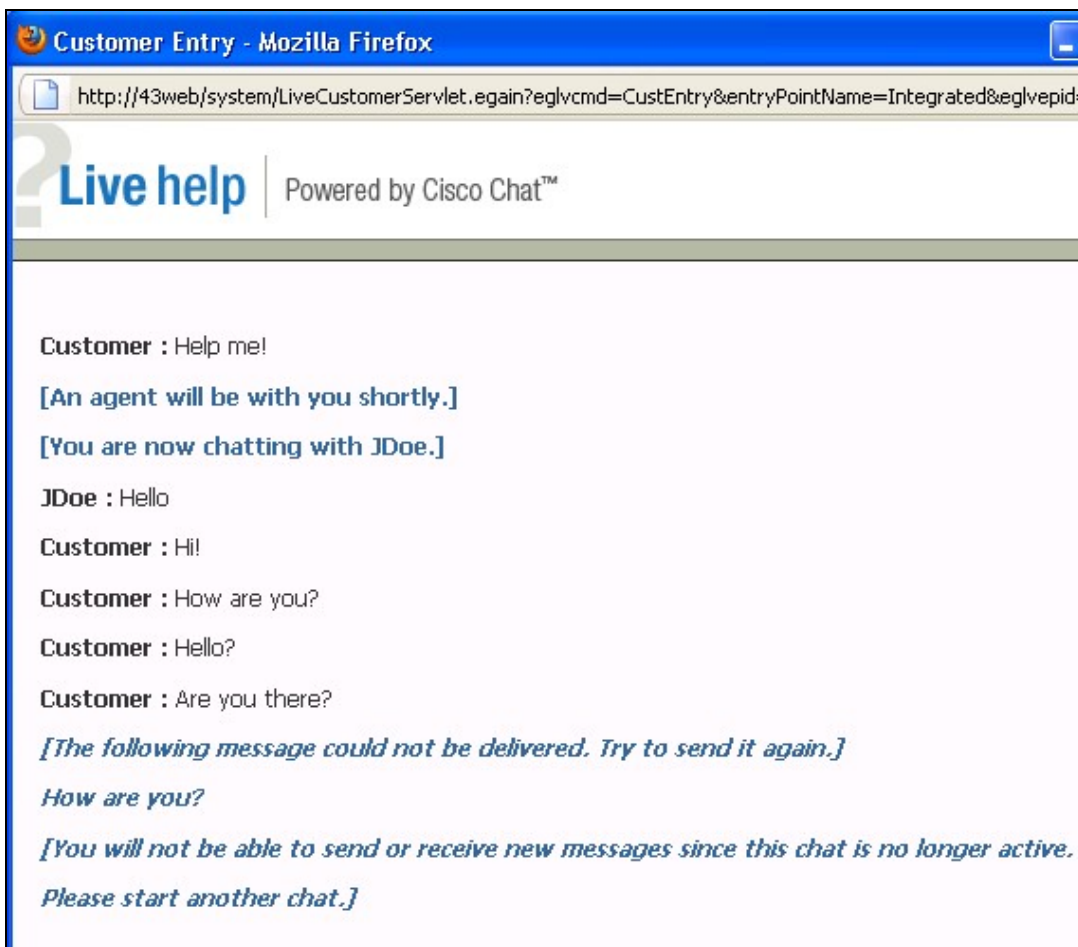
In all of the below failures, an integrated agent is logged in with an active customer chat session.

Contents

- [1 Application Server Failure](#)
- [2 Application Server Restored](#)
- [3 Services Server Failure](#)
- [4 Services Server Restored](#)
- [5 Messaging Server Failure](#)
- [6 Messaging Server Restored](#)
- [7 Messaging AND Application Servers Failure](#)
- [8 Messaging AND Application Server Restored](#)
- [9 Messaging AND Application AND Services Servers Failure](#)
- [10 Messaging AND Application AND Services Servers Restored](#)

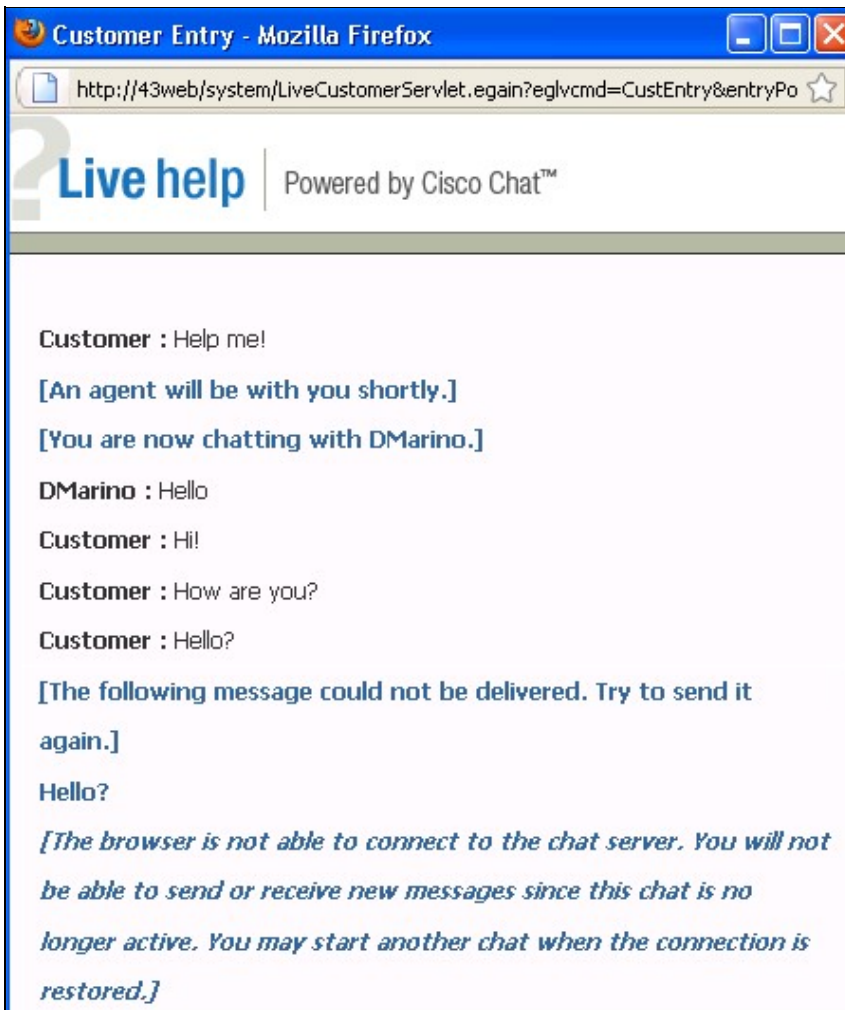
Application Server Failure

- 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.

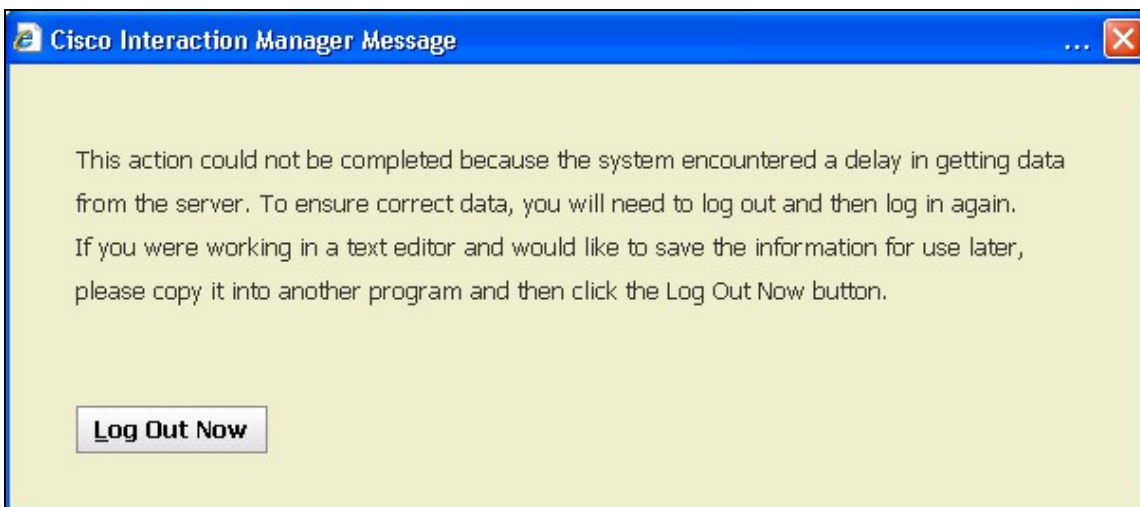


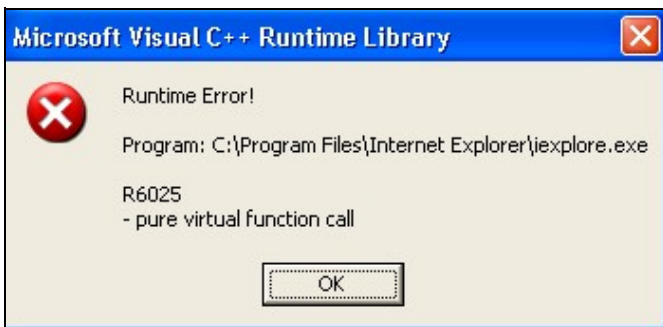
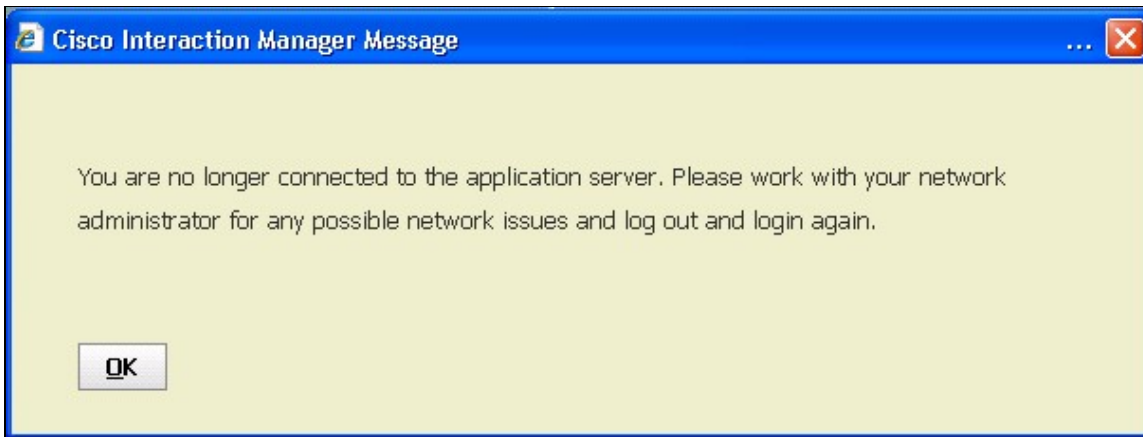
Chat_Session_Failure_Scenarios

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



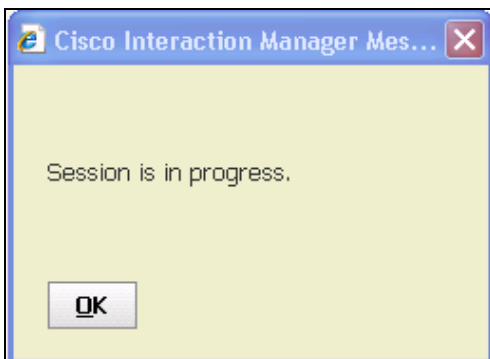
- The agent will receive various pop-ups errors depending on what part of the agent console they try to access.





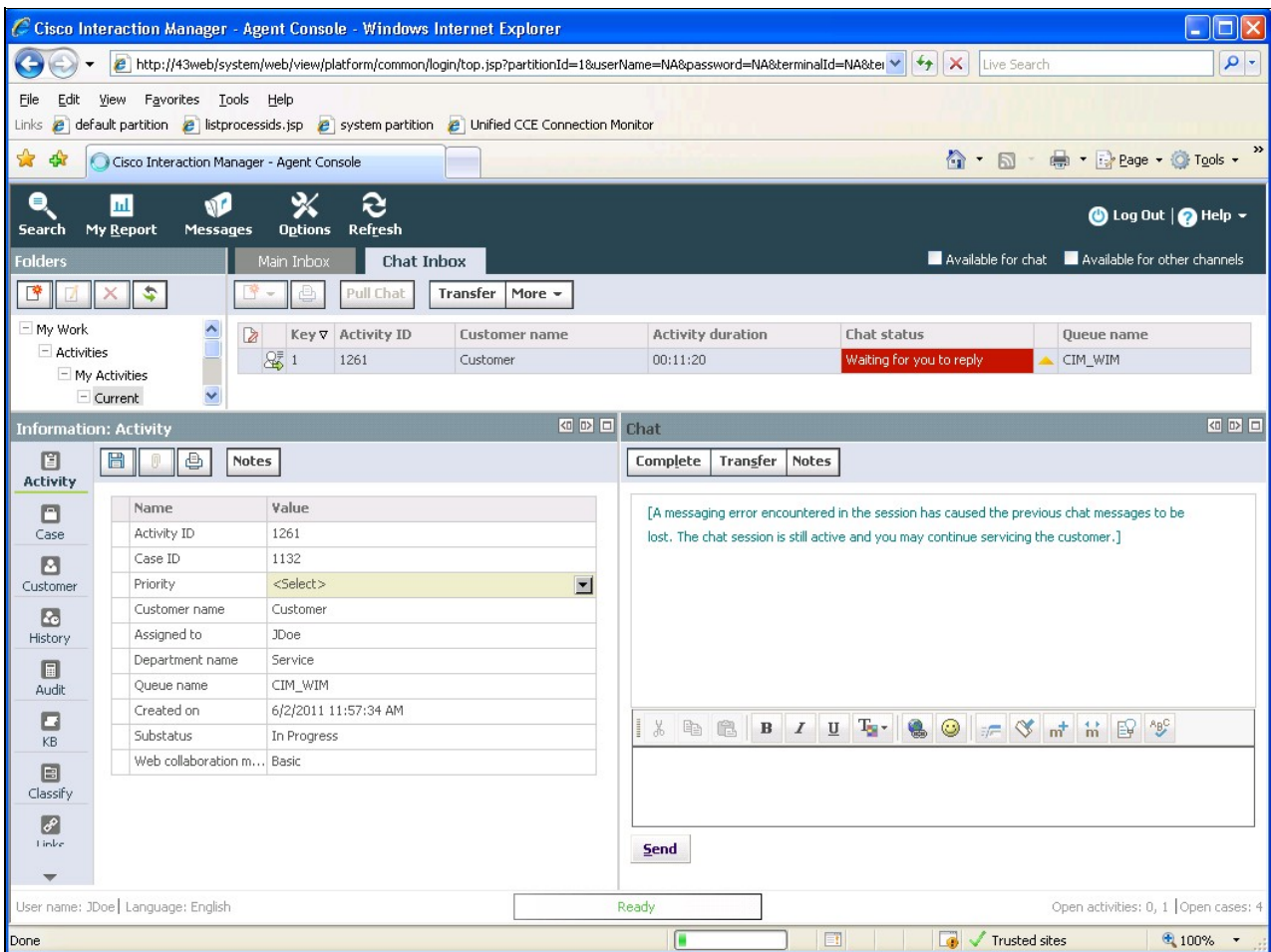
Application Server Restored

- 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
```

| Results | Messages | 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.]

Customer : Help me!
 [An agent will be with you shortly.]
 [You are now chatting with JDoe.]
 JDoe : Hello
 Customer : Hi
 Customer : Hello?
[The following message could not be delivered. Try to send it again.]
 Hello?

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

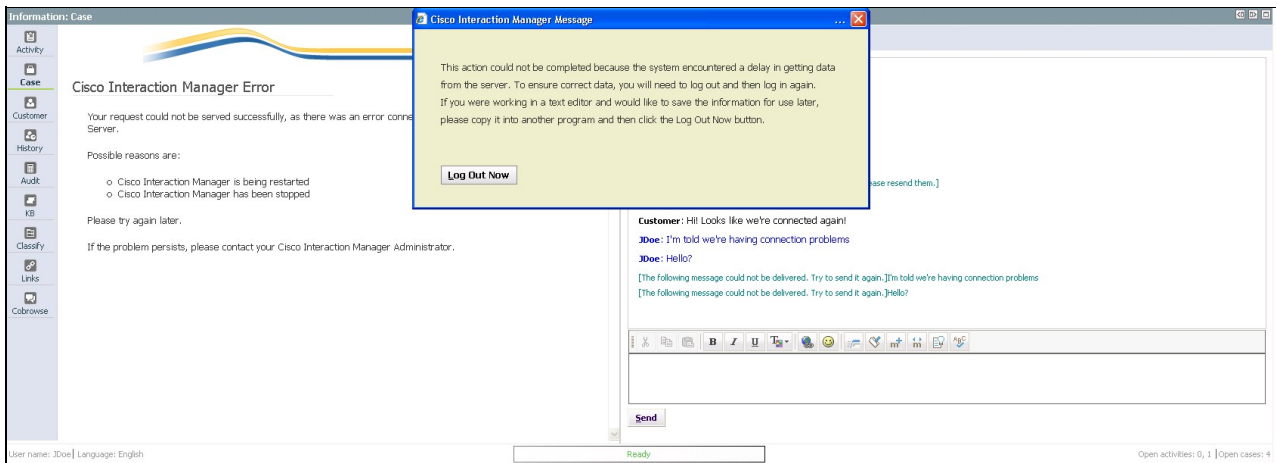
Live help | Powered by Cisco Chat™

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!

Customer : Help me!
 [An agent will be with you shortly.]
 [You are now chatting with JDoe.]
 JDoe : Hello
 Customer : Hi
 Customer : Hello?
 [The following message could not be delivered. Try to send it again.]
 Hello?
 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 |

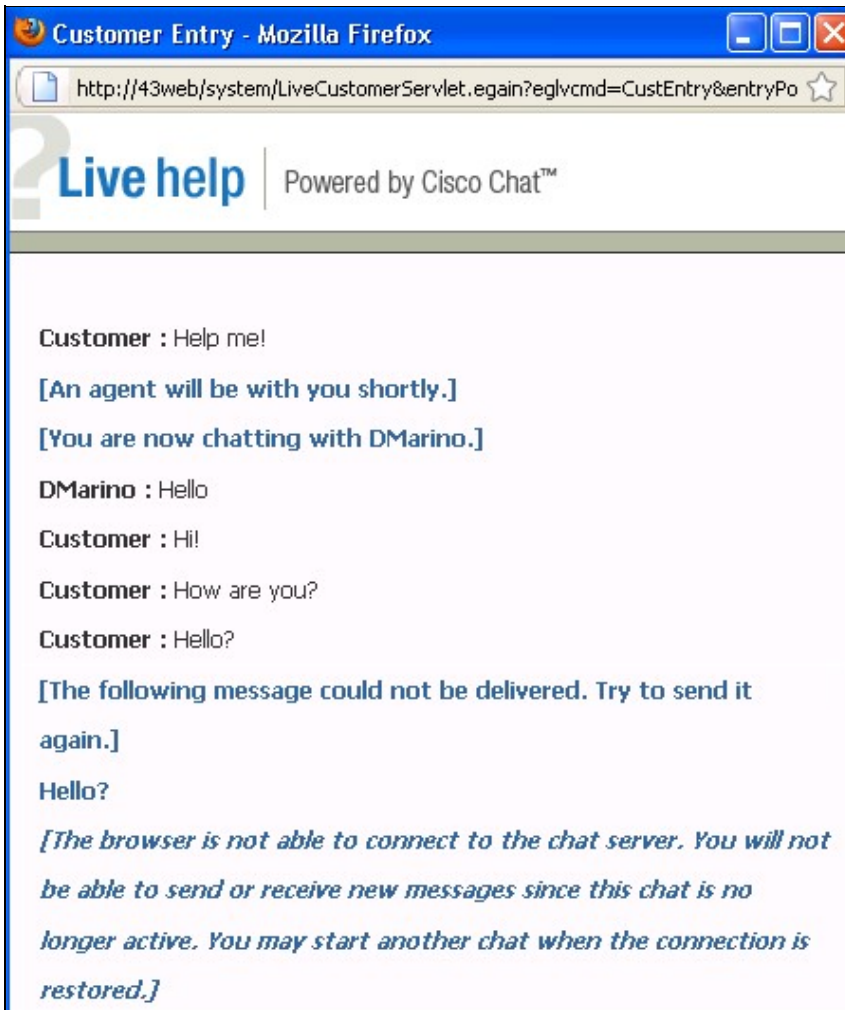
- Agent's IE title bar starts flashing "A connection could not be established with the server"



- 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.