

## Additional Log Levels required for escalating issues related to Routing and Queuing

<b>Problem Summary</b>	Additional Log Levels required for escalating issues related to Routing and Queuing <i>Revert back to default log levels once relevant logs were collected for the issue otherwise this may impact the system's performance.</i>	
<b>Error Message</b>	None.	
<b>Possible Cause</b>	Multiple Causes	
<b>Recommended Action</b>	<p>When Conference is done using Select Join or Join Across Line feature then the Agent states for the agents who are present on that conference call will be computed. Unified CCX ignores agent state transformation when the call is on an agent's Non IPCC extension except a corner case where an agent do JAL, and as a result of that the call ends up on the agent's non IPCC extension.</p> <p>Following are some of the scenarios where Unified CCX sets agent's state before and after conference :</p>	
	<b>S.No</b>	<b>Issues Type</b>
		<b>Logs to collect</b>
	1	RmCm Subsystem Stuck in some state
		SS_RMCM - XDebug1
	2	Call stuck in Q
		SS_CM - XDebug1 SS_RM - XDebug1 SS_TEL - Debug ICD_RTDM - XDebug1 Screenshots of CSQ Stats and Contacts reports from RTR
	3	Agent Stuck
		SS_CM - Debug SS_RM - XDebug1 SS_TEL - Debug ICD_CTI - XDebug1 CAD Agent logs in Debug level
	4	Issues with transfer/conference
		SS_CM - Debug1 SS_RM ? Xdebug1-4 ICD_CTI - XDebug1 SS_TEL Debug Jtapi Client Logs in all levels
	5	Scripting Issues
		SS_CM - XDebug1 SS_RM - XDebug1 SS_TEL - Debug ENG - XDebug1 Related scripts
	6	Call failures/abandoned
		SS_TEL - XDebug1 SS_CM - Debug SS_RM - Debug Jtapi client logs in all levels

Log\_Levels\_for\_issues\_related\_to\_Routing\_and\_Queueing

7	Agent/CSQ/Team configuration	SS_RM - XDebug1 LIB_CFG - XDebug1 ICD_RTDM - XDebug1 Screenshots of Appadmin configuration
8	Real time Data problems	SS_CM - XDebug1 SS_RM - XDebug1 ICD_RTDM - XDebug1 RTR reports screenshots
9	Outbound problems	SS_OB - XDebug1 SS_RM - XDebug1  If the issue is with Dialing list records CFG_MGR - XDebug1 If its with DB spikes  LIB_JDBC - XDebug1  If wrong data being sent to CAD ICD_CTI - XDebug1 (or XDebug4 on DE request)
10	Historical Data Problems	SS_CM - XDebug1 SS_RM - XDebug1 CRA_HRDM - XDebug1 Relevant reports and corresponding DB dumps.
11	RTR Client Issues (Applet issues)	Enable RTR_CLIENT tracing to Xdebug1-4 Collect - C:\Documents and Settings\ <login-account&gt;\application\data\sun\java\deployment\log\<crs uccx&gt;rtr.l<br=""></login-account&gt;\application\data\sun\java\deployment\log\<crs> Only from 5.0(2) onwards.  Previous versions do not have these tracing levels. Tracing is on by default and you can collect logs by copy/pasting from Java console from system tray after launching RTR. (You also need to enable console logging through Java properties in control panel which are also enabled by default)
<b>Release</b>	Release 7.0(x) Release 8.0(1)	
<b>Associated CDETS #</b>	None	