

**Webex Contact Center Enterprise digital
channels implementation and
troubleshooting powered by Webex
Connect
LTRCCT-2003**

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Learning Objectives

Upon completion of this lab, you will be able to:

- Understand the basic troubleshooting approach
- Know where and what logs to collect.
- Know how to use the debugger to check for failures

Scenario

This lab is designed to introduce the audience to the digital channels (Webex Connect) platform, its architecture, and its provisioning. In addition, this lab will provide instructions to verify if Webex Connect has been provisioned successfully.

Task 1: Enable agent for digital channel, and sync user to Engage

Webex Engage is where the customer/agent facing gadgets are hosted. All the customization for the chat takes place in Engage. You will always access Engage directly from Control Hub.

Step 1: Log in to CCE Admin

On the desktop, open a web browser and navigate to, <https://ccedata.dcloud.cisco.com/cceadmin>. Log in with the administrator username and password found in the credentials document. If you use Chrome and enter the username of administrator@dcloud.cisco.com, the password will be automatically populated for you.

Step 2: Create and enable an agent for Digital Channels capability.

In this step, you will need to create an agent. For each seat, an agent has to be created with the login name of **user##@dcloud.cisco.com** where the numbers are your seat number. Example, **user01@dcloud.cisco.com**, **user02@dcloud.cisco.com**, etc.

In CCE Admin, navigate to the Agent configuration.

Next, create an agent for your seat number. The login name must be in the format of **user##@dcloud.cisco.com** where the **##** is your seat number. Ex. **user01@dcloud.cisco.com**, **user02@dcloud.cisco.com**, **user09@dcloud.cisco.com**, **user10@dcloud.cisco.com**, etc.

Refer the screenshot below to use as an example to create your agent.

- **Username example:** user02@dcloud.cisco.com
- **First Name:** User 02
- **Last Name:** Agent
- Check the following checkboxes: **Enable SSO** and **Login Enabled**.
- Leave other configurations as default.

The screenshot shows the 'New Agent' form in the CCE Admin interface. The 'General' tab is selected. The 'Username' field is populated with 'user02@dcloud.cisco.com'. The 'First Name' field is 'User 02' and the 'Last Name' field is 'Agent'. The 'Agent ID' field has a placeholder text 'Value will be created if left blank'. The 'Description' field is empty. On the right side, the 'Enable SSO' and 'Login Enabled' checkboxes are checked, while 'Is Supervisor' is unchecked. There are also fields for 'Set Password', 'Enter Password', and 'Re-enter Password'.

Once created, select the agent corresponding to your seat name, then select the Enable Digital Channels menu. Select the **Support Digital Channel** checkbox, then provide an email address in the format of **user##@dcloud.cisco.com**. It is critical that you provide a unique email address so that Webex Engage does not have issues.

Once you have made these changes, select the Save button at the bottom of the form.

Agents

Edit User 02 Agent (user02@dcloud.cisco.com)

General	Attributes	Skill Groups	Supervised Teams	Enable Digital Channels	Contact Center AI
Support Digital Channel		<input checked="" type="checkbox"/>			
Email Address*		<input type="text" value="user02@dcloud.cisco.com"/>			

Step 3: Perform a Manual Sync

From the main screen, select the Digital Channels card, then select Digital Channels Settings and navigate to the User Sync tab. Now click on 'Sync Now' and note down the timestamp.

Step 4: Is the sync successful? Why Not?

(a) Let's verify from an ICM Database perspective, if the agent is 'Digital Channel' enabled or not?

PasswordChangeRequired column in the **Person** table is used to detect if the agent has Digital Channel **enabled (1)** or **not enabled (0)**.

- Using **mRemote**, RDP into the **AW-HDS-DDS** server and start SQL Server Management Studio (*pinned to the Toolbar of the AW-HDS-DDS server*)
- Run the following SQL query -- **select * from Person where LoginName LIKE 'user%'** to ensure PasswordChangeRequired is set to 1 for your user.

(b) Next, let us check the Cloud Connect logs

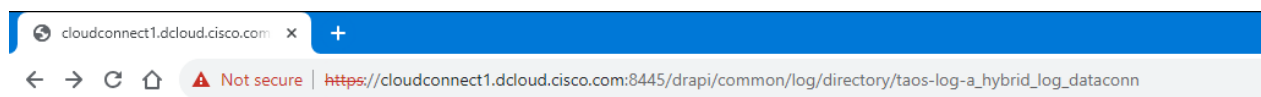
File Name: dataconn.log

Via CLI: file list activelog /hybrid/log/dataconn/dataconn.* detail

Via browser:

https://cloudconnect1.dcloud.cisco.com:8445/draapi/common/log/directory/taos-log-a_hybrid_log_dataconn

```
admin:
admin:file list activelog /hybrid/log/dataconn/dataconn.* detail
19 May,2024 00:01:58      86,713 dataconn.2024-May-18.0.log.gz
20 May,2024 00:02:11      87,178 dataconn.2024-May-19.0.log.gz
21 May,2024 00:02:10     220,814 dataconn.2024-May-20.0.log.gz
22 May,2024 00:01:57     155,309 dataconn.2024-May-21.0.log.gz
23 May,2024 00:01:30     152,826 dataconn.2024-May-22.0.log.gz
24 May,2024 00:01:45     153,327 dataconn.2024-May-23.0.log.gz
25 May,2024 00:00:32     507,606 dataconn.2024-May-24.0.log.gz
26 May,2024 00:00:11     157,481 dataconn.2024-May-25.0.log.gz
27 May,2024 00:00:50     159,187 dataconn.2024-May-26.0.log.gz
28 May,2024 00:00:19     156,890 dataconn.2024-May-27.0.log.gz
28 May,2024 10:48:42      3,264,879 dataconn.log
dir count = 0, file count = 11
admin:
```



Platform

Filename	Size
GC-2024-05-16_14-46-02.log	3450
dataconn.log	709332
dataconn_error.log	421736

Note: For this lab purpose, download the log file using the browser by right-clicking on the dataconn.log file >> Save link as.

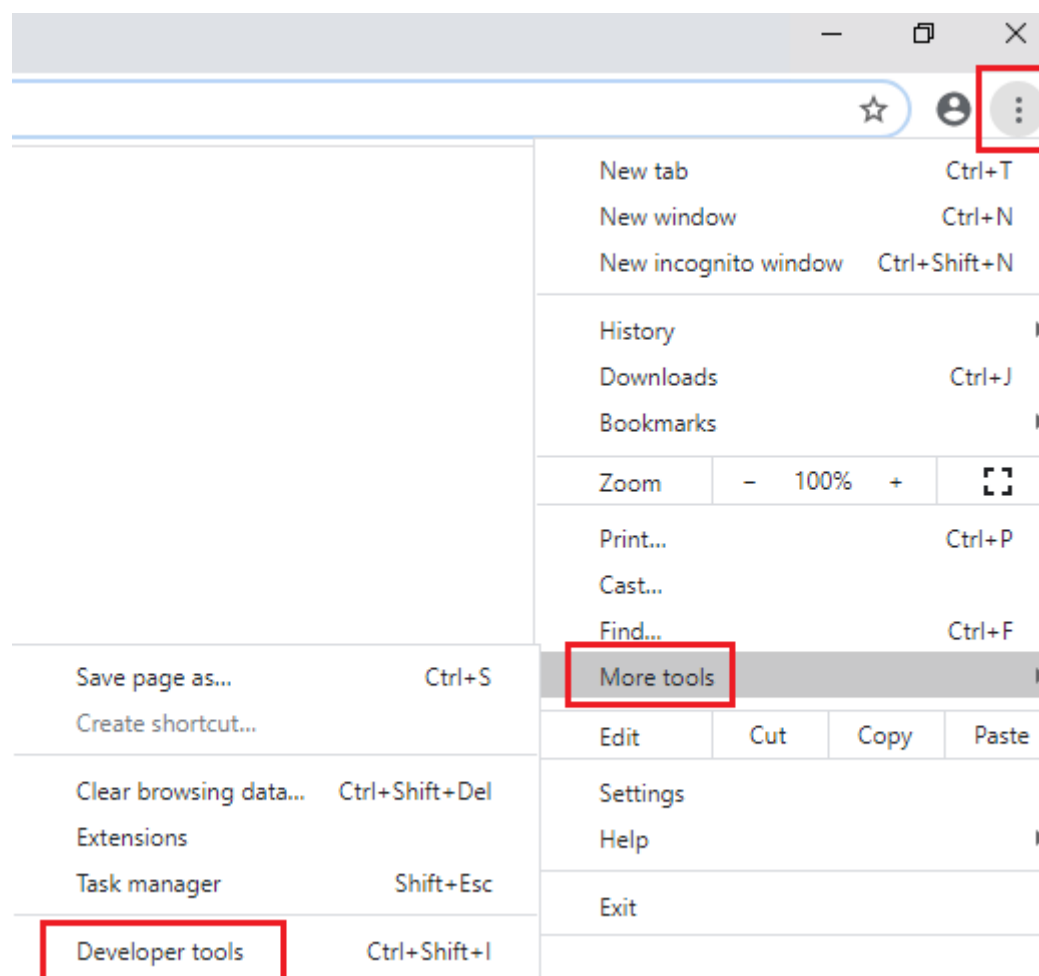
Open the dataconn.log file in Notepad++ and go to the timestamp that the 'Sync Now' was initiated in Step 3 above and search for keyword **CCEDDataSyncOperations**. Here you will see the Sync operation task and the result.

Task 2: Why did the start button not load for the glitch.me website?

Let's start by collecting the network console logs.

On the Chrome browser:

- Click on the Settings icon and navigate to Developer tools > More tools > Developer tools.
- On Developer tools > Console tab, click on the gear symbol and check the options: Preserve log, Show timestamps, Log XMLHttpRequests.
- On Developer tools > Network tab, click on the gear symbol and check the option: Preserve log.
- Close the settings page.



Now load the URL in the browser.

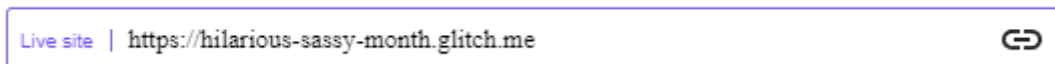
The console logs can now be collected by right-clicking on the 'Console' tab and select Save all as.

Open the console logs in Notepad++ and check for errors.

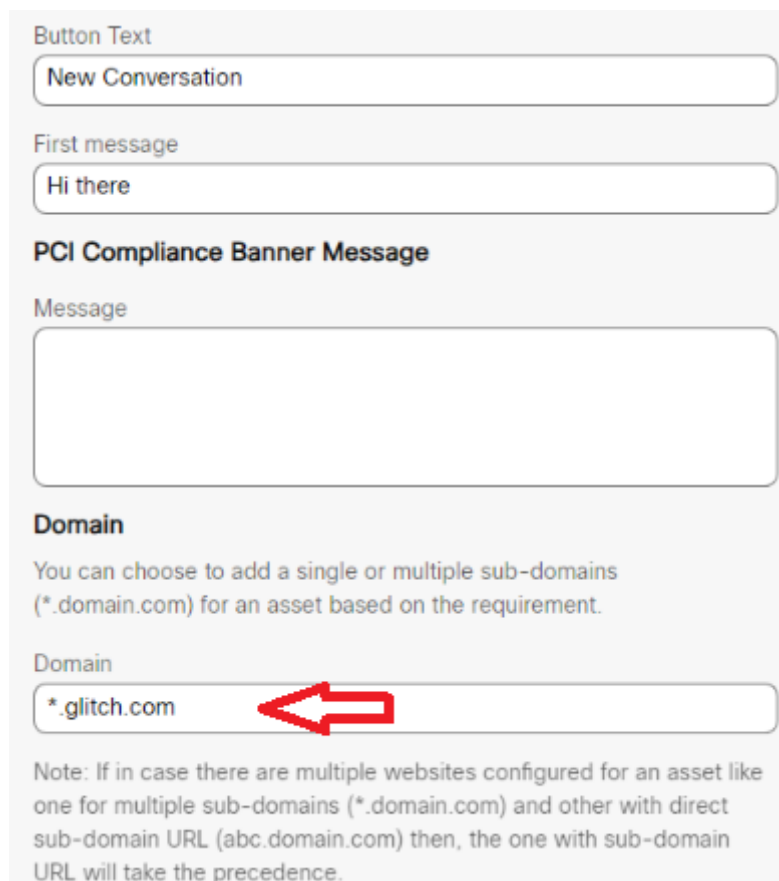
Clue: The solution is in the task title of this current section & **task 4 of lab guide 6 – Chat Entrypoint**.

Solution for Task 2

The domain in the URL provided by glitch is **glitch.me**



However, the domain entered in the LiveChat website configuration is **glitch.com**

A screenshot of the LiveChat configuration interface. It shows several fields: "Button Text" with "New Conversation", "First message" with "Hi there", and "PCI Compliance Banner Message" with an empty text area. Below these is the "Domain" section, which includes a note: "You can choose to add a single or multiple sub-domains (*.domain.com) for an asset based on the requirement." The "Domain" field is set to "*.glitch.com" and is highlighted with a red arrow. At the bottom, there is a note: "Note: If in case there are multiple websites configured for an asset like one for multiple sub-domains (*.domain.com) and other with direct sub-domain URL (abc.domain.com) then, the one with sub-domain URL will take the precedence."

Navigate back to 'Task 4' of Lab Guide 6 and update the domain to ***.glitch.me**. Click save and then reload the glitch URL web page. Do you now see the start chat button?

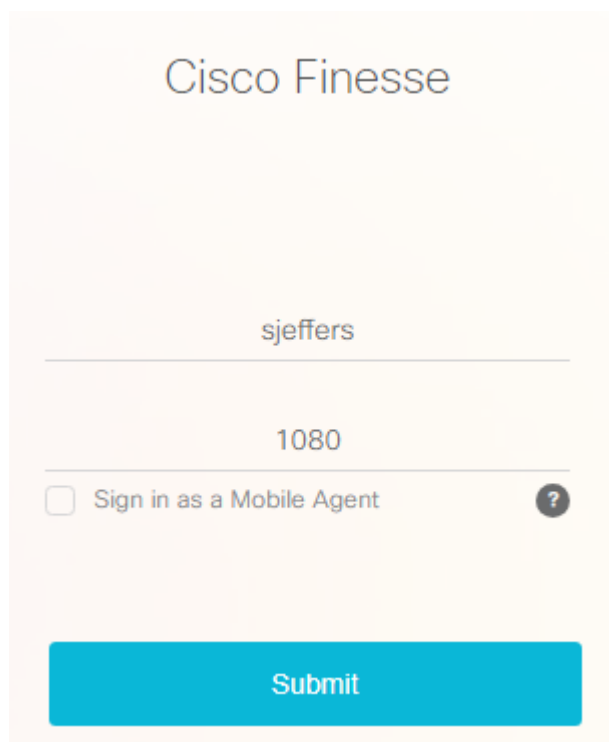
Domain

*.glitch.me

Task 3: Chat Routing

Step 1: Log into Finesse using the 'sjeffers' agent profile

On the desktop, open a web browser and navigate to, <https://finesse1.dcloud.cisco.com/desktop>. Log in with the username '**sjeffers**' and password '**C1sco12345**'. When asked for, enter '**1080**' as the extension.



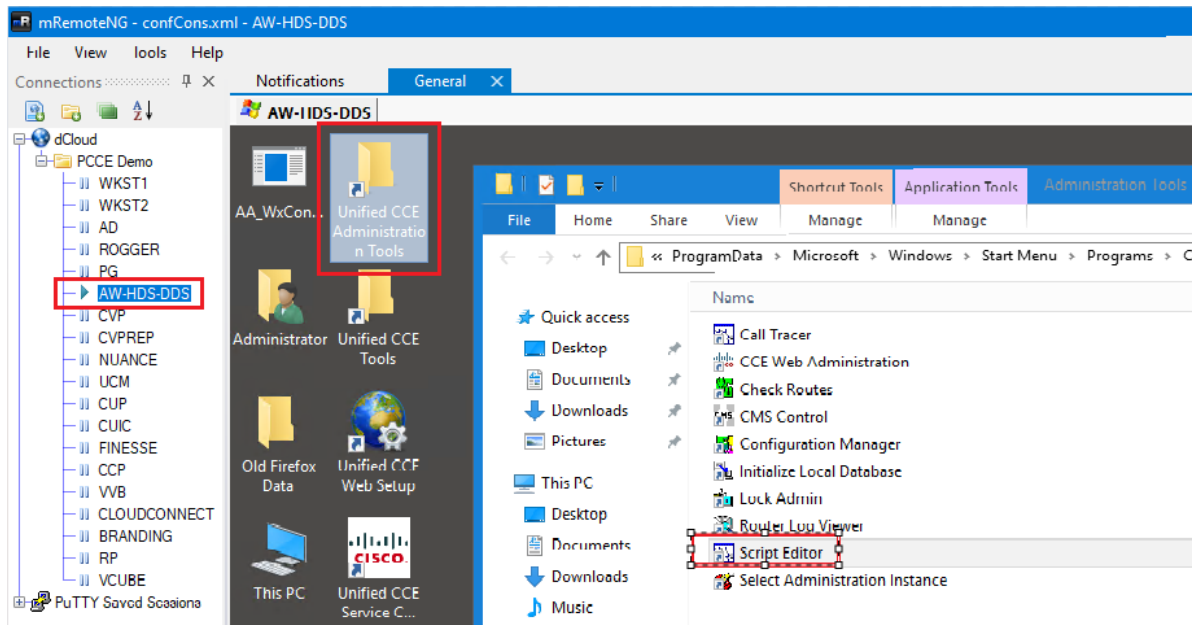
The image shows the Cisco Finesse login interface. At the top, it says "Cisco Finesse". Below that, there are two input fields. The first field contains the username "sjeffers". The second field contains the extension "1080". Below the second field, there is a checkbox labeled "Sign in as a Mobile Agent" with a question mark icon to its right. At the bottom of the form is a large blue button labeled "Submit".

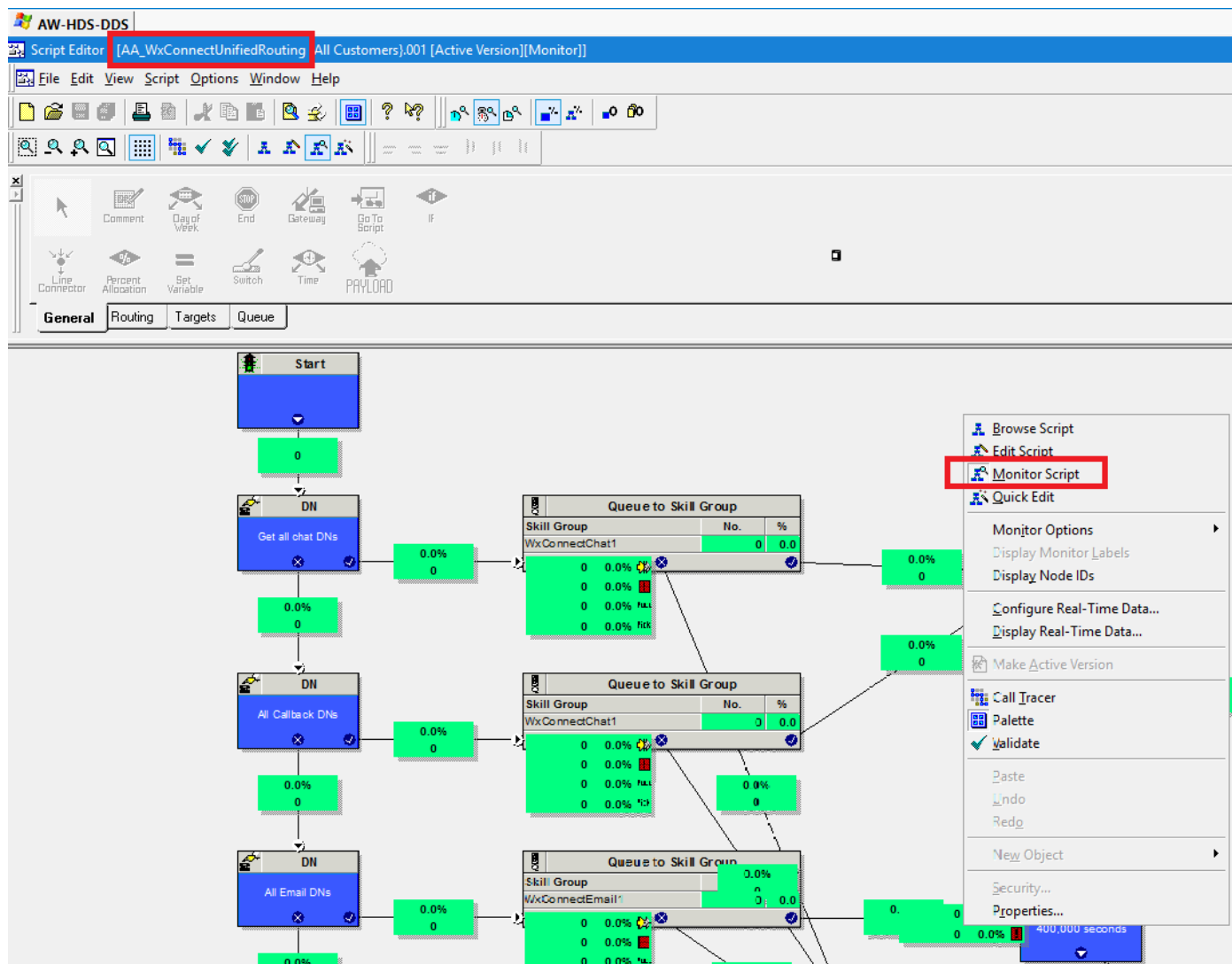
Step 2: Start 'Monitor Script' on ICM Script Editor

On WKST1, start mRemote and double-click on AW-HDS-DDS. Next, navigate to the

Unified CCE Administration Tools folder from the desktop home screen and double-click 'Script Editor'

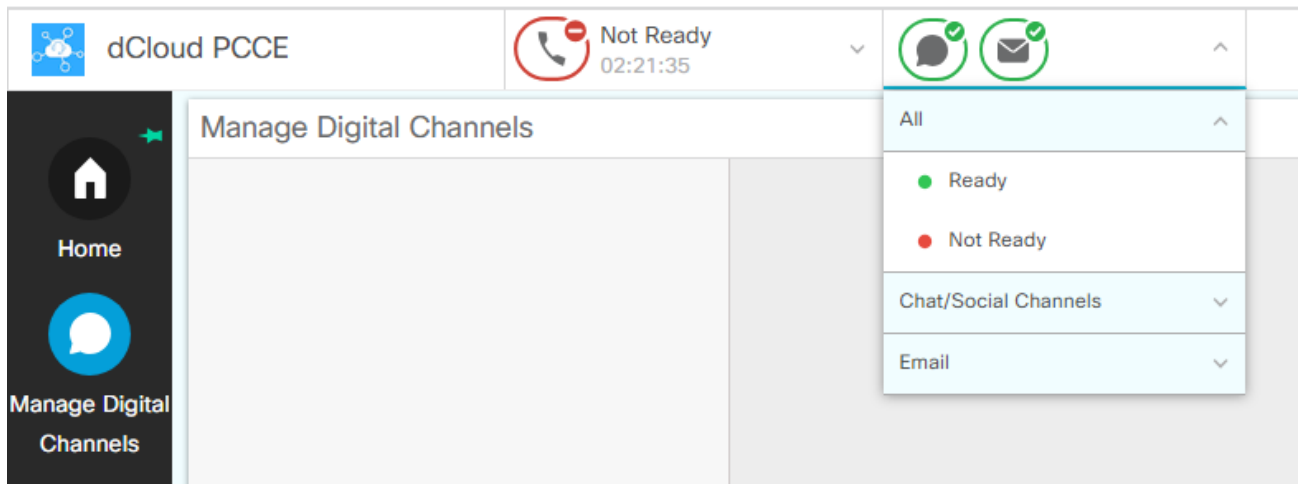
This will load the script **AA_WxConnectUnifiedRouting** and will have '**Monitor Script**' option turned on. We can use this to almost instantly verify incoming chat requests from an ICM perspective.





Step 3: Start a chat from the glitch.me website

On Finesse, go **Ready** for All non-voice channels.



Navigate back to your ***.glitch.me** website and click on the start chat button. Enter in the details requested in the chat form and then click 'Start Conversation'.




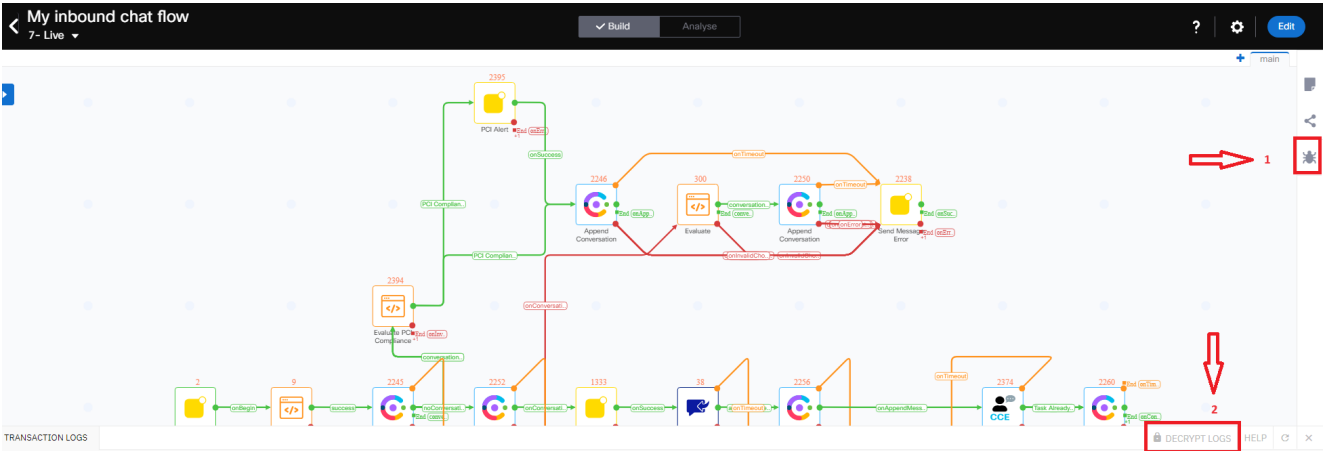
Step 4: Did the chat arrive on the agent desktop?

1. Did the chat arrive in the '**Manage Digital Channels**' gadget on the Finesse Agent Desktop?
2. On the AW-HDS-DDS server, check the ICM Script - did the counters increase from the Start node onwards?

No? Alright, let us check the logs and traces.

Log into your Connect Portal and navigate to Services and click on **Seat # Chat Flows**.
Next, click on 'My inbound chat flow' and then:

1. Click on the debugger icon  to the right.
2. Next, click on '**Decrypt Logs**'.
3. Find the timestamp of your most recently initiated Chat and click on the corresponding 'Transaction ID'.



The screenshot displays the 'My inbound chat flow' interface. At the top, there are tabs for 'Build' and 'Analyse'. The main area shows a complex workflow diagram with various nodes like 'PCI Alert', 'Append Conversation', 'Evaluate', and 'Send Message'. On the right side, there is a toolbar with a debugger icon (a bug) and a 'Decrypt Logs' button. Below the workflow diagram, the 'TRANSACTION LOGS' section is visible, showing a table of transaction data. A red box highlights the 'Decrypt Logs' button, and another red box highlights a specific transaction ID in the table. A red arrow points to the debugger icon, and another red arrow points to the highlighted transaction ID.

TIME STAMP	TRANSACTION ID	INVOKED BY	TIME TAKEN (HH:mm:ss.SSS)	LAST NODE
29-05-2024T17:23:55.907+01:00	859f0c10-cafb-4022-9217-2bc549b09d41_30101_153774	Rule 30101	00:00:00.659	End - Success
29-05-2024T17:22:22.685+01:00	95365b9b-7732-4831-8d90-306bd0224f6_30101_153774	Rule 30101	00:03:01.999	End - Success
29-05-2024T17:19:12.284+01:00	f33bc0c1-1e10-44d7-adbe-6004197f5ed_30101_153774	Rule 30101	00:00:00.616	End - Success
29-05-2024T17:18:23.030+01:00	6f855ef1-1fd6-4754-bb2d-3e6ad6f0238f_30101_153774	Rule 30101	00:03:01.881	End - Success
29-05-2024T17:18:15.989+01:00	22a8111c-d1ac-4b96-b83b-ce5d8af2109f_30101_153774	Rule 30101	00:00:00.622	End - Success
29-05-2024T17:16:48.740+01:00	184467d8-9336-40b5-9a43-e52104b82289_30101_153774	Rule 30101	00:00:00.636	End - Success
29-05-2024T17:15:37.111+01:00	0d142b0e-4d34-4f21-b5fb-4ecf9492a7aa_30101_153774	Rule 30101	00:03:01.924	End - Success
29-05-2024T17:15:04.297+01:00	aa59897f-f6e4-4036-9bba-2b4450370e02_30101_153774	Rule 30101	00:03:01.874	End - Success

Click on 'Configure APP Event' and look for URL that the chat was initiated from:

TRANSACTION LOGS			78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738		X		
Trans ID : 78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738				Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 38 . 497		Invoked by : Rule 30101	
NODE ID	NODE	OUTCOME	TIME TAKEN (HH:mm:ss.SSS)	DETAILS			
2	Configure APP Event	onBegin	00 : 00 : 00 . 002	Node Trans ID : 96368ec7-55f1-4de0-adf0-558f3f2073c8			
9	Evaluate	success	00 : 00 : 00 . 001	Description : success			
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 015	App : ExampleChatFlow			
2252	Create Conversation	waiting	00 : 00 : 00 . 035	Channel : Mobile & Web App			
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 246	Event : MO			
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 007	Data :			
38	Receive	app.onformresponse	00 : 00 : 27 . 268	{			
2256	Append Conversation	waiting	00 : 00 : 00 . 038	"inappmessaging.message.customTags": "",			
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 169	"inappmessaging.pciInfo.isPCICompliance": "true",			
2374	CCE Create Task	onError	00 : 00 : 00 . 419	"inappmessaging.pciInfo.nonPCIComplianceReason": "{ \"text\": \"\" }",			
2227	Technical Issue Response	onSuccess	00 : 00 : 00 . 006	"inappmessaging.extras": "",			
2262	Close Conversation	waiting	00 : 00 : 00 . 029	"inappmessaging.threadStatus": "",			
2262	Close Conversation	onConversationClosed	00 : 00 : 10 . 262	"inappmessaging.message.extras": "{ \"hasprechatform\": \"\", \"Webpage\": \"https://attachuk.imi.chader.html?docwidth=1972&id=781DCB8A-FE73-4146-A98E-7B9CB696265E&org=#\" }",			
2413	End	Success	00 : 00 : 00 . 000	"Mozila/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/37.36/ Safari/537.36\"; \"Website\": \"buttered-excellent-volcano.glitch.me\"; \"browserfingerprint\": \"2cfe30b-0dc20cafeb\"; \"customprofileparams\": \"{}\"; \"FXXkVNYeT3vgeEIDkRBZnmfW3eZdGrPQvxtulld3+M8Gwx5k\"; \"website_id\": \"765\"; \"Initiated from URL\": \"https://buttered-excellent-volcano.glitch.me/0.\"; \"Browser language\": \"en-US\"; }",			
				"inappmessaging.securityscanInfo.securityFailedReason": "{ \"text\": \"\" }",			
				"inappmessaging.attachmentCount": "",			
				"inappmessaging.pciInfo.isAttachmentEnabled": "true",			
				"inappmessaging.pciInfo.isPCIValidationDone": "true",			
				"inappmessaging.securityscanInfo.isSecurityValidationDone": "true",			
				"inappmessaging.version": "v2",			
				"inappmessaging.threadTitle": "2cfe30b-0dc20cafeb-781DCB8A-FE73-4146-A98E-7B9CB696265E&org=#"			

Click on the 'Receive' node and this will show the configured chat form questions and the responses entered by the customer.

TRANSACTION LOGS

78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738

X

Trans ID : 78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 38 . 497

Invoked by : Rule 30101

NODE ID	NODE	OUTCOME	TIME TAKEN (HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 002	"Channel": "APP",
9	Evaluate	success	00 : 00 : 00 . 001	"appid": "EX13173634",
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 015	"from": "2cfe30b-0d36-4c65-a2c8-d77c20cafeb",
2252	Create Conversation	waiting	00 : 00 : 00 . 035	- "events": [
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 246	- {
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 007	"Event": "OnFormResponse"
38	Receive	app.onformresponse	00 : 00 : 27 . 268	}
2256	Append Conversation	waiting	00 : 00 : 00 . 038	}
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 169	}
2374	CCE Create Task	onError	00 : 00 : 00 . 419	Wait start time : 2024-05-29T15:37:26.414Z
2227	Technical Issue Response	onSuccess	00 : 00 : 00 . 006	timeoutValue (Seconds) : 300
2262	Close Conversation	waiting	00 : 00 : 00 . 029	timeout : false
2262	Close Conversation	onConversationClosed	00 : 00 : 10 . 262	message :
2413	End	Success	00 : 00 : 00 . 000	Wait end time : 2024-05-29T15:37:53.682Z
				Custom logs : 1003 → { "title": "Welcome to Cisco Live chat! We need some initial information from you to continue.", "fields": { { "name": "Email", "description": "", "label": "What is your email", "type": "email", "value": "user01@dccloud.cisco.com", "mandatory": true }, { "name": "Name", "description": "", "label": "What name do you prefer we use", "type": "name", "value": "User Agent", "mandatory": true }, { "name": "Question", "description": "", "label": "How can we help you today", "type": "text", "value": "Query on SQL", "mandatory": false } } }
				Variables created/updated during node execution
				This section details the variables generated or altered during node execution, along with the current node output variables. Logs for this section remain accessible for a period of 7 days starting from the moment of the flow's execution.
				No variables were created/updated in this node.

TRANSACTION LOGS		78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738	
Trans ID : 78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738		Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 38 .497	
NODE ID	NODE	OUTCOME	TIME TAKEN (HH:mm:ss.SSS)
2	Configure APP Event	onBegin	00 : 00 : 00 .002
9	Evaluate	success	00 : 00 : 00 .001
2245	Search Conversation	noConversationFound	00 : 00 : 00 .015
2252	Create Conversation	waiting	00 : 00 : 00 .035
2252	Create Conversation	onConversationCreated	00 : 00 : 00 .246
1333	Pre-chat form	onSuccess	00 : 00 : 00 .007
38	Receive	app.onformresponse	00 : 00 : 27 .268
2256	Append Conversation	waiting	00 : 00 : 00 .038
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 .169
2374	CCE Create Task	onError	00 : 00 : 00 .419
2227	Technical Issue Response	onSuccess	00 : 00 : 00 .006
2262	Close Conversation	waiting	00 : 00 : 00 .029
2262	Close Conversation	onConversationClosed	00 : 00 : 10 .262
2413	End	Success	00 : 00 : 00 .000

TRANSACTION LOGS

78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738

X

Trans ID : 78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 38 , 497

Invoked by : Rule 30101

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 002	Resume Key
9	Evaluate	success	00 : 00 : 00 . 001	Request Timestamp : 2024-05-29T15:37:54.275Z
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 015	Request URL : POST https://rp.vpod2248.dc-01.com/draipi/v1/tasks
2252	Create Conversation	waiting	00 : 00 : 00 . 035	Request Data :
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 246	{
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 007	{
38	Receive	app.onformresponse	00 : 00 : 27 . 268	- "headers": {
2256	Append Conversation	waiting	00 : 00 : 00 . 038	"x-wx-uuid": "59a2a93b-2cb7-6659-f2be-0f6e13e7823e",
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 169	"TrackingId": "WebexConnect_78baa487-98aa-4b1e-ae18-ecbc6a8e05cd",
2374	CCE Create Task	onError	00 : 00 : 00 . 419	"Content-Type": "application/json"
2227	Technical Issue Response	onSuccess	00 : 00 : 00 . 006	},
2262	Close Conversation	waiting	00 : 00 : 00 . 029	"method": "POST",
2262	Close Conversation	onConversationClosed	00 : 00 : 10 . 262	"payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": 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"dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferredOwnerSelector": "WxConnectChat"}, {"name": "url": "https://rp.vpod2248.dc-01.com/draipi/v1/tasks"}}, "type": "POST", "payload": {"n": {"data": {"id": "78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "origin": "6-4c65-a2c8-d77c20cafeb1", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": {"webhook": {"description": "Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/fiscollvtenant01", "method": "POST", "variables": {"name": "Name", "type": "String", "value": "User Agent"}, {"name": "User_DR_MediaResourceID", "value": "CSR52P7MORB9C4R0"}, {"name": "ChatThreadID", "type": "String", "value": "dc4a1c3b3f962ce620"}, {"name": "customerid": "user01@dccloud.cisco.com", "preferred

While the error description in this scenario may not indicate exactly what the issue is, we can check the next node that the call goes on to – **Technical Issue Response**.

TRANSACTION LOGS

78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738

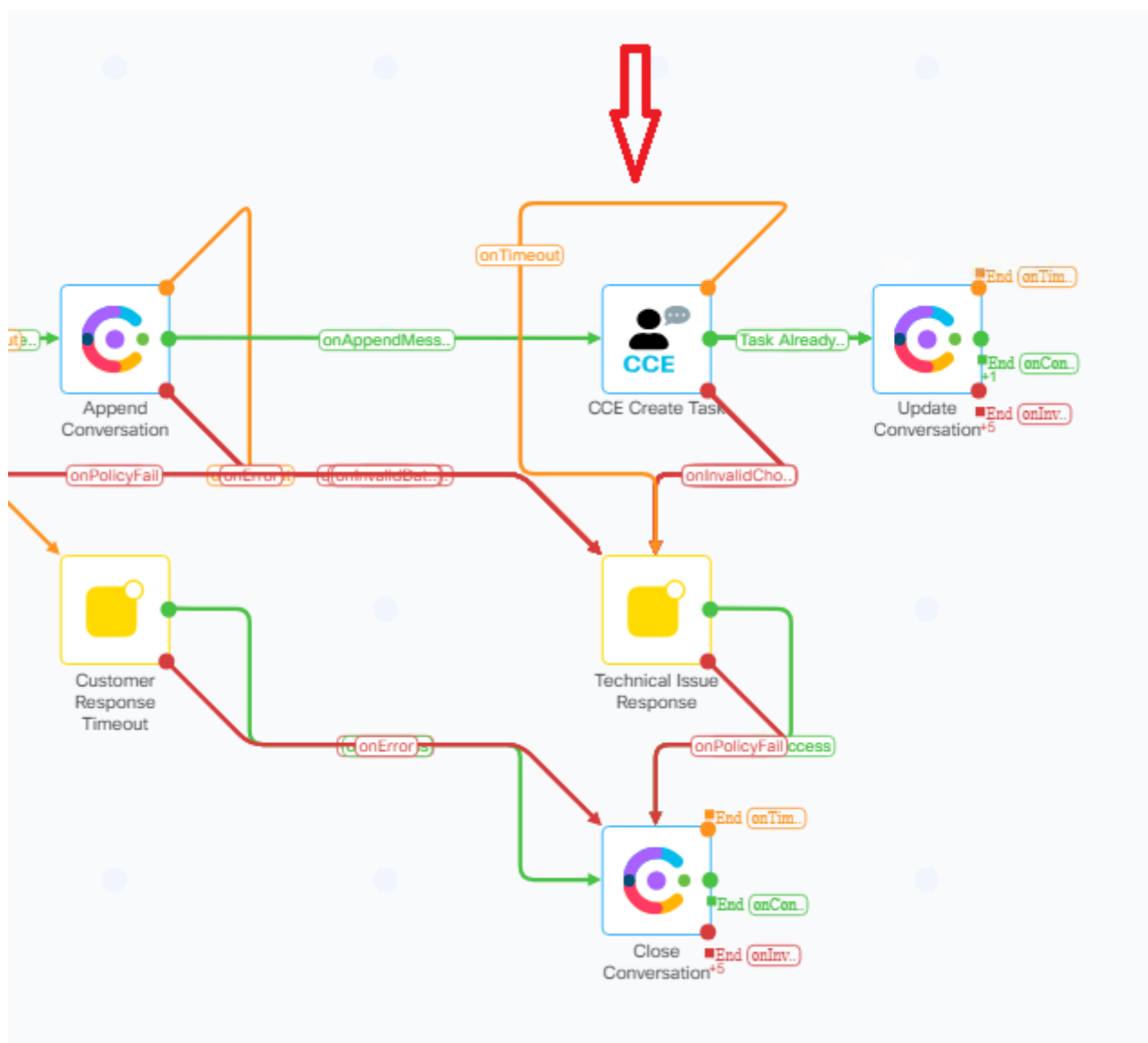
X

Trans ID : 78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738

1

NODE ID	↑↓	NODE	↑↓	OUTCOME	↑↓	TIME TAKEN(HH:mm:ss.SSS)
2		Configure APP Event		onBegin		00 : 00 : 00 . 002
9		Evaluate		success		00 : 00 : 00 . 001
2245		Search Conversation		noConversationFound		00 : 00 : 00 . 015
2252		Create Conversation		waiting		00 : 00 : 00 . 035
2252		Create Conversation		onConversationCreated		00 : 00 : 00 . 246
1333		Pre-chat form		onSuccess		00 : 00 : 00 . 007
38		Receive		app.onformresponse		00 : 00 : 27 . 268
2256		Append Conversation		waiting		00 : 00 : 00 . 038
2256		Append Conversation		onAppendMessageSuccess		00 : 00 : 00 . 169
2374		CCE Create Task		onError		00 : 00 : 00 . 419
2227		Technical Issue Response		onSuccess		00 : 00 : 00 . 006
2262		Close Conversation		waiting		00 : 00 : 00 . 029
2262		Close Conversation		onConversationClosed		00 : 00 : 10 . 262
2413		End		Success		00 : 00 : 00 . 000

Taking a closer look at the script design, we see that the route to go from ‘**CCE Create Task**’ node to the ‘**Technical Issue Response**’ node is taken when there is a **Timeout**.



Root Cause Analysis:

This dCloud environment has port 443 blocked.

And when configuring the '**Domain**' in the '**CCE Create Task**' node, we did not specify the port to be used and thereby defaults to port 443.

This then leads to a timeout for the request sent towards ICM from the 'CCE Create Task' node and this is why the chat session fails instantly.

To fix this problem, navigate to the location described in **Step 3 of Lab Guide 5 - Flows** and add port **8445** to the '**Domain**' field, as shown in the screenshot below.

Click 'Save' and make the flow 'Live'.

CCE Create Task

Configuration **Transition Actions (Optional)**

Method Name
Create a New Task

Node Runtime Authorization
Webex Connect Default Authorization

Tracking Id ⓘ
WebexConnect_\$(fId)

Domain ⓘ
rp.vpod2248.dc-01.com:8445

Task Details

Task Id ⓘ
\$(fId)

Conversation Id ⓘ
\$(conversationId)

Destination ⓘ
\$(n2.inappmessaging.appld)

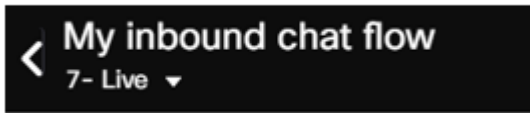
Media Type ⓘ
Chat

Media Channel ⓘ
Live Chat/ In-App Messaging

Preferred Owner ⓘ
Eg. 5100

Script Selector ⓘ
WxConnectChat1

Once the flow is 'Live', initiate a chat which will then arrive in the '**Manage Digital Channels**' gadget on the Finesse Agent Desktop.



For a successful chat flow, you will see the status for **'CCE Create Task'** show *'Successfully Created'* on the Debugger tool.

TRANSACTION LOGS

859f0c10-cafb-4022-9217-2bcb49b09d41_30101_153774

X

Trans ID : 859f0c10-cafb-4022-9217-2bcb49b09d41_30101_153774

Time Elapsed (HH:mm:ss.SSS) : 00 : 00 : 21 . 288

Invoked by : Rule 30101

NODE ID	NODE	OUTCOME	TIME TAKEN(HH:mm:ss.SSS)	DETAILS
2	Configure APP Event	onBegin	00 : 00 : 00 . 001	Node Trans ID : c64ef0e4-da5f-4ad7-8b65-ad5324cad576
9	Evaluate	success	00 : 00 : 00 . 001	Description : edge: Successfully Created, integration : CCE Create Task, method : Create a New Task, warn :
2245	Search Conversation	noConversationFound	00 : 00 : 00 . 016	Transaction Details
2252	Create Conversation	waiting	00 : 00 : 00 . 039	Resume key : -
2252	Create Conversation	onConversationCreated	00 : 00 : 00 . 178	Request Timستا : 2024-05-29T16:24:17.033Z
1333	Pre-chat form	onSuccess	00 : 00 : 00 . 007	mp
38	Receive	app.onformresponse	00 : 00 : 20 . 319	Request URL : POST https://rp.vpod2248.dc-01.com:8445/draipi/v1/tasks
2256	Append Conversation	waiting	00 : 00 : 00 . 037	Request Data :
2256	Append Conversation	onAppendMessageSuccess	00 : 00 : 00 . 177	{
2374	CCE Create Task	Successfully Created	00 : 00 : 00 . 480	- "headers": {
2260	Update Conversation	Success	00 : 00 : 00 . 032	"x-wx-uuid": "cf64f7e3-2362-604f-581e-5d6e3180ff97",
2393	End	Success	00 : 00 : 00 . 001	"trackingId": "WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41",
				"Content-Type": "application/json"
				},
				"method": "POST",
				"payload": { "data": { "id": "859f0c10-cafb-4022-9217-2bcb49b09d41", "origin": "84-446e-b416-4cfd1fc49337", "destination": "EX13173634", "mediaChannel": "chat", "direction": "inbound", "links": { "webhook": { "description": "ok from Webex Connect to CCE", "href": "https://integrations.eu.webexconnect.io/v1/ant/CiscoIvtenant01", "method": "POST", "variables": { "name": "erName", "type": "String", "value": "User Agent", "name": "user_DR_MediaResourceID", "value": "CSRPO378637R3V1L", "name": "ChatThreadID", "type": "String", "value": "a89c587-d4f13f67cdf", "customerID": "user09@dccloud.cisco.com", "preferredOwner": "tSelector": "WxConnectChat1" } } },
				"url": "https://rp.vpod2248.dc-01.com:8445/draipi/v1/tasks"
				}
				Response Timست : 2024-05-29T16:24:17.025Z
				amp
				Response Data :

Cloud Connect Logs

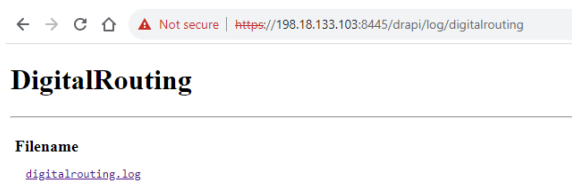
Chat sessions can be tracked in the **digitalrouting.log** file on the Cloud Connect Server using the TransactionID fetched from the Debugger.

- Keyword to search for: NEW_TASK
- Log File Name: digitalrouting.log
- Via CLI: file list activelog /hybrid/log/digitalrouting

```
admin:file list activelog /hybrid/log/digitalrouting/digitalrouting.1*
digitalrouting.log
dir count = 0, file count = 1
```

- Via browser:

<https://cloudconnect1.dcloud.cisco.com:8445/draapi/log/digitalrouting>



```
[INFO ] 2023-10-31 14:39:19.461 [http-mio-127.0.0.1-8091-exec-9:60] [WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41] TrackingIdFilter - Request with trackingId WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41 received from remote address 198.18.134.93.
[INFO ] 2023-10-31 14:39:19.461 [http-mio-127.0.0.1-8091-exec-9:60] [WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41] InactiveRequestFilter - No handler found or filter not enabled for the request /draapi/v1/tasks. Proceed with default filter..
[INFO ] 2023-10-31 14:39:19.464 [http-mio-127.0.0.1-8091-exec-9:60] [WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41] TaskRequestController - Task(taskType='null', id='859f0c10-cafb-4022-9217-2bcb49b09d41', orgId='null', customerId='user@user.com', origin='55544206-5400-496f-b179-a22a6d0be94', destination='TA26143458', mediaType='chat', mediaChannel='chat', state='null', owner=null, queue='null', direction='inbound', createTime=null, lastUpdateTime=null, scriptSelector='WebexConnectChat', preferredOwner=-1, estimateWaitTime=null, variables=[Variable(name='User_DR_CustomerName', type='String', value='Marcus Rashford'), Variable(name='user_DR_MediaResourceID', type='String', value='CSRVR00Y6G3U088W'), Variable(name='ChatThreadId', type='String', value='5da77a03-5450-4498-a3f6-b063f6c7437a')], links=Links(webhook=Link(href='https://integrations.us.webexconnect.io/v1/integration/ccc/tenant/TacTrials@US', method='POST')), history=null)
[INFO ] 2023-10-31 14:39:19.472 [http-mio-127.0.0.1-8091-exec-9:60] [WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41] TaskContextRepository - Task maxTaskLife for MrDomainId 5016 is 7200
[INFO ] 2023-10-31 14:39:19.477 [http-mio-127.0.0.1-8091-exec-9:60] [WebexConnect_859f0c10-cafb-4022-9217-2bcb49b09d41] RedissonQueues - Enqueued Notification on queue webhookQueue-19 for Task 859f0c10-cafb-4022-9217-2bcb49b09d41 and State created
[INFO ] 2023-10-31 14:39:19.483 [ApiResponseProcessorThread:220] [MrRequestProcessor - Processing MR Request message : RequestMessage(requestType=NEW_TASK, taskId=859f0c10-cafb-4022-9217-2bcb49b09d41) and State created
[INFO ] 2023-10-31 14:39:19.485 [ApiResponseProcessorThread:220] [MrRequestProcessor - Processing MR Request message : RequestMessage(requestType=NEW_TASK, taskId=859f0c10-cafb-4022-9217-2bcb49b09d41) for chat NewTaskProcessor
[INFO ] 2023-10-31 14:39:19.493 [NewTaskRequestExecutor-chat:13626] [MrRequestProcessor - NewTaskV5(dialogueId=10, sendSeqNo=1, mrDomainId=5016, previousTask= ICMTaskId: -1.-1.-1, preferredAgent=-1, service=-1, ciscoReserved=0, serviceRequested=0, queueType=0, queueId=-1, scriptSelector=WebexConnectChat, applicationString=null, applicationString2=859f0c10-cafb-4022-9217-2bcb49b09d41)
[INFO ] 2023-10-31 14:39:19.493 [NewTaskRequestExecutor-chat:13626] [MrNewTaskProcessor - Sent RequestMessage(requestType=NEW_TASK, taskId=859f0c10-cafb-4022-9217-2bcb49b09d41) to MRPM
[INFO ] 2023-10-31 14:39:19.499 [NewTaskRequestExecutor-chat:13626] [RedissonQueues - Enqueued Notification on queue webhookQueue-19 for Task 859f0c10-cafb-4022-9217-2bcb49b09d41 and State queued
[INFO ] 2023-10-31 14:39:19.511 [MRProcessorThread:143] [RedissonQueues - Enqueued Notification on queue webhookQueue-19 for Task 859f0c10-cafb-4022-9217-2bcb49b09d41 and State queued
[INFO ] 2023-10-31 14:39:19.595 [reactor-http-epoll-5:40] [NotificationRestClient - Delayed notification for taskId: 859f0c10-cafb-4022-9217-2bcb49b09d41 with state: created elapsedTime: 11ms
[INFO ] 2023-10-31 14:39:19.595 [TaskNotificationProcessor-19:165] [NotificationRestClient - Sending notification succeeded for taskId: 859f0c10-cafb-4022-9217-2bcb49b09d41 with state: created in 11 ms
[INFO ] 2023-10-31 14:39:19.627 [TaskNotificationProcessor-19:165] [NotificationRestClient - Sending notification succeeded for taskId: 859f0c10-cafb-4022-9217-2bcb49b09d41 with state: queued in 28 ms
[INFO ] 2023-10-31 14:39:19.660 [TaskNotificationProcessor-19:165] [NotificationRestClient - Sending notification succeeded for taskId: 859f0c10-cafb-4022-9217-2bcb49b09d41 with state: queued in 27 ms
.
[INFO ] 2023-10-31 14:41:20.275 [MRProcessorThread:143] [RedissonQueues - Enqueued Notification on queue webhookQueue-19 for Task 859f0c10-cafb-4022-9217-2bcb49b09d41 and State routed
[INFO ] 2023-10-31 14:41:20.305 [TaskNotificationProcessor-19:165] [NotificationRestClient - Sending notification succeeded for taskId: 859f0c10-cafb-4022-9217-2bcb49b09d41 with state: routed in 27 ms
[INFO ] 2023-10-31 14:42:35.035 [http-mio-127.0.0.1-8091-exec-1:52] [FINESSE_87024ffe-59f6-4152-a5d8-92b64f04db8c] InactiveRequestFilter - No handler found or filter not enabled for the request /draapi/v1/tasks/859f0c10-cafb-4022-9217-2bcb49b09d41/taskAction. Proceed with default filter..
[INFO ] 2023-10-31 14:42:35.045 [http-mio-127.0.0.1-8091-exec-1:52] [FINESSE_87024ffe-59f6-4152-a5d8-92b64f04db8c] TaskActionUtility - Closing task ID:859f0c10-cafb-4022-9217-2bcb49b09d41 with disposition code: 38
[INFO ] 2023-10-31 14:42:35.049 [http-mio-127.0.0.1-8091-exec-1:52] [FINESSE_87024ffe-59f6-4152-a5d8-92b64f04db8c] RedissonQueues - Enqueued Notification on queue webhookQueue-19 for Task 859f0c10-cafb-4022-9217-2bcb49b09d41 and State closed
[INFO ] 2023-10-31 14:42:35.050 [http-mio-127.0.0.1-8091-exec-1:52] [FINESSE_87024ffe-59f6-4152-a5d8-92b64f04db8c] TaskActionUtility - taskId:859f0c10-cafb-4022-9217-2bcb49b09d41 is also cleaned from the map during close and finalizing.
[INFO ] 2023-10-31 14:42:35.147 [TaskNotificationProcessor-19:165] [NotificationRestClient - Sending notification succeeded for taskId: 859f0c10-cafb-4022-9217-2bcb49b09d41 with state: closed in 95 ms
```

ICM Logs – The activity can be tracked in the rtr and the mr-pim logs using the TransactionID.

- Router logs (rtr)
- MR-PIM logs (mr-pim)

rtr logs:

```
ra-rtt Trace: (10 x 0 : 0 0) NewCall: CID=(154435,30695646), DN=WxConnectChat1, ANI=, CED=, RCID=5007, MRDID=5016, CallAtVRU=1, OpCode=0, CallGUID=, CCAIConfigParam=, OpType=0
ra-rtt Trace: RCKSeqNum=-1, NIC_DN= ServiceRequested=0 OrigRCCallID(PhyCtrlID=0, RCID=0, DlgID=0)
ra-rtt Trace: Script-Execute CID=(154435,30695646) Default\\AA_WxConnectUnifiedRouting Start 1
.
.
ra-rtt Trace: (10 x 0 : 0 0) Dialog resuming (Script response received (success).) status (0)
ra-rtt Trace: Script-Continue CID=(154435,30695646) Default\\AA_WxConnectUnifiedRouting Run External Script 13
ra-rtt Trace: Script-Execute CID=(154435,30695646) Default\\AA_WxConnectUnifiedRouting Wait 3
ra-rtt Trace: (10 x 0 : 0 0) RouteComplete:
ra-rtt Trace: Route: DN=WxConnectChat1, ANI=, CED=, Label=
ra-rtt Trace: Route: CID=(154435,30695646), Labels=1
ra-rtt Trace: (10 x 0 : 0 0) DeviceTargetPreCall_V15: CID=(154435,30695646), PerID=5000, SGTID=5239, AGSTID=5172 NetworkCallFlags=0, InvokeID=1151, GREET=, NumEnabledServices=2,
ra-rtt Trace: EnabledServiceTypes=[ 1 2 ], CCAIConfigParam=4f62417b-bbea-44b9-9ba0-ba3e51ad8272, UserToUser=859f0c10-cafb-4022-9217-2bcb49b09d41
ra-rtt Trace: DN=WxConnectChat1, ANI=, CED=, CustDBProvidedDigits=, RouteID=5039, NetworkTargetID=0
ra-rtt Trace: RCKSeqNum=0, DelayQTime=121, DelayRouterTime=121, SGDelayQTime=121
ra-rtt Trace: CallGUID=, CustomerID=1 ServiceRequested=0
ra-rtt Trace: LocationParamPKID=, LocationParamName=, SIPHeader=
ra-rtt Trace: NIC_CalledPartyNumber=WxConnectChat1 ECCPayloadID=1
ra-rtt Trace: OrigRCCallID(PhyCtrlID=0, RCID=0, DlgID=0x0) OrigOperationType=0
ra-rtt Trace: (10 x 0 : 0 0) Connect: CID=(154435,30695646), EventSelect=0x0, ServiceType=0, RCID=5007, ECCPayloadID=1 Label(s)= InvokeID=1151
ra-rtt Trace: (10 x 0 : 0 0) Deleting Dialog.
```

mr-pim:

```
PG2A-pim5 Trace: Application->PG:
Message = NEW_TASK; Length = 287 bytes
  DialogueID = (10) Hex 0000000a
  SendSeqNo = (1) Hex 00000001
  MRDomainID = (5016) Hex 00001398
  PreviousTask = -1:-1:-1
  PreferredAgent = Undefined
  Service = Undefined
  CiscoReserved = (0) Hex 00000000
  ScriptSelector: WxConnectChat
  ApplicationString2: 859f0c10-cafb-4022-9217-2bcb49b09d41
  ServiceRequested = (0) Hex 00000000
  QueueType = (0) Hex 00000000
  QueueID = Undefined
```

```
PG2A-pim5 Trace: PG->Application:
Message = RUN_APPLICATION_SCRIPT_REQ; Length = 617 bytes
  DialogueID = (10) Hex 0000000a
  SendSeqNo = (1) Hex 00000001
  InvokeID = (1145) Hex 00000479
  ScriptID: DR_EstimatedWait
  ScriptConfiguration:
  EstimatedWaitTime = (300) Hex 0000012c
  IcmTaskID = 154435:80695646: 0
```

```
PG2A-pim5 Trace: PG->Application:
Message = DO_THIS_WITH_TASK; Length = 619 bytes
  DialogueID = (10) Hex 0000000a
  SendSeqNo = (8) Hex 00000008
  IcmTaskID = 154435:80695646: 1
  SkillGroup = (5239) Hex 00001477
  Service = Undefined
  Agent = (5172) Hex 00001434
  AgentInfo:
  Label:
  ApplicationString2:
  MRDID = (5016) Hex 00001398
  Interruptible = (0) Hex 00000000
  PrecisionQueueID = (0) Hex 00000000
```

You have completed this lab. Thank You.

