

**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: Login to CCE Admin

On the desktop, open a web browser and navigate to, <https://ccedata.dcloud.cisco.com/cceadmin>. Login 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' configuration page 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 is empty, with a note '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. The password fields are currently empty.

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/drap/api/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:
```

cloudconnect1.dcloud.cisco.com	
Not secure https://cloudconnect1.dcloud.cisco.com:8445/drap/api/common/log/directory/taos-log-a_hybrid_log_dataconn	
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.

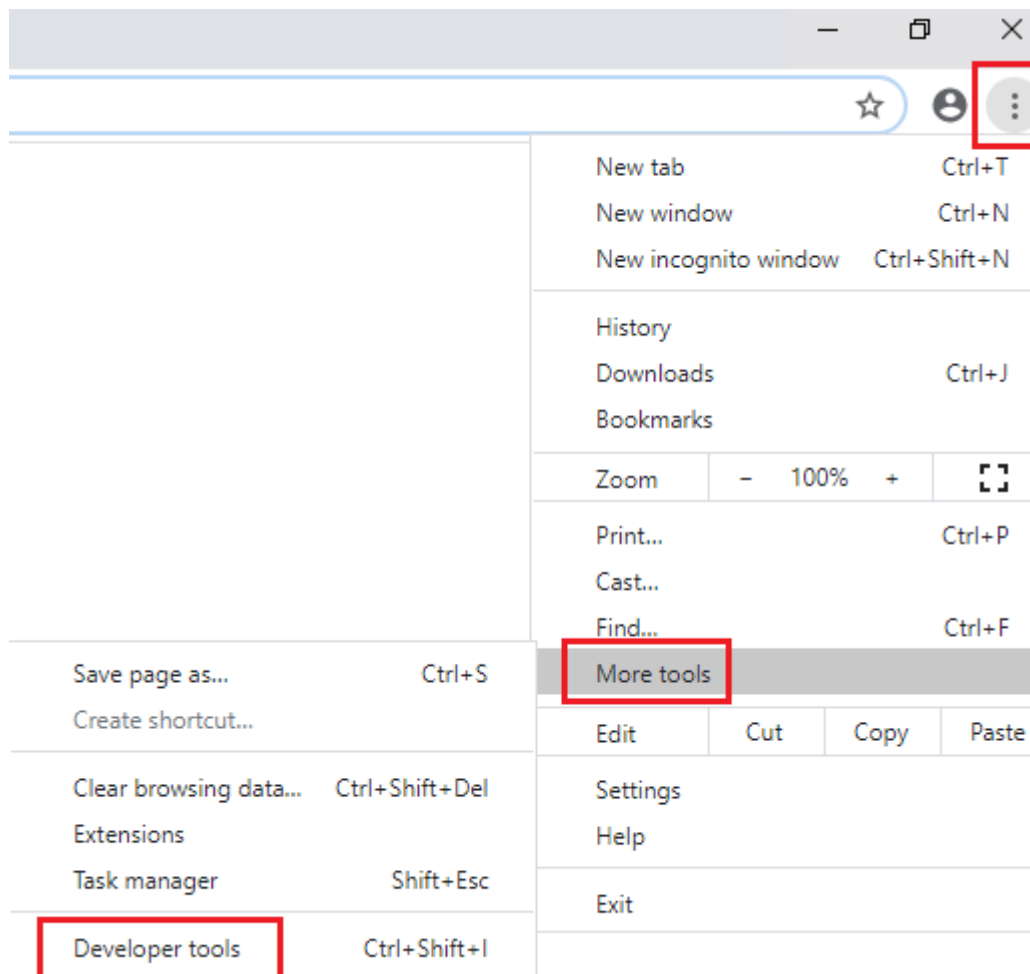
Open the dataconn.log file in Notepad++ and go to the timestamp that the 'Sync Now' was initiated in Step 3 above and search for keyword **CCEDDataSyncOperations**. Here you will see the Sync operation task and the result.

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.*

Solution for Task 2

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

Live site | <https://hilarious-sassy-month.glitch.me> 

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

Button Text

New Conversation

First message

Hi there


PCI Compliance Banner Message

Message

Domain

You can choose to add a single or multiple sub-domains (*.domain.com) for an asset based on the requirement.

Domain



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?

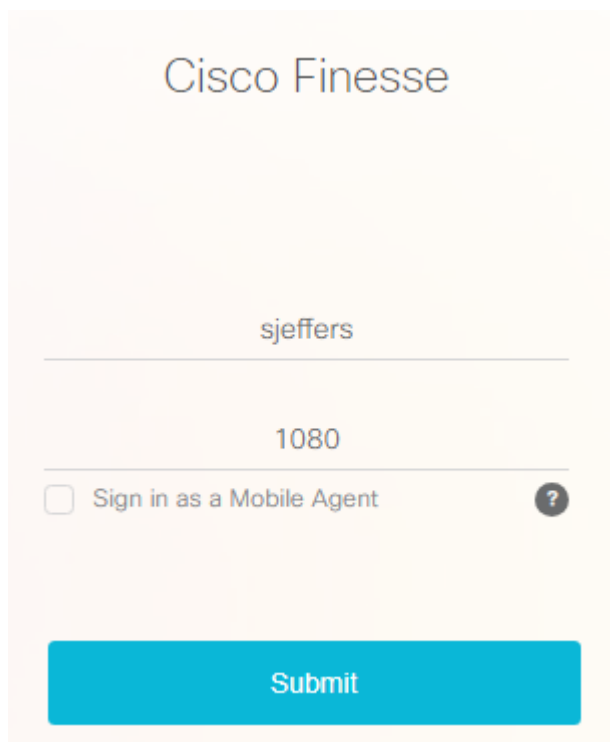
Domain

*.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>. Login with the username '**sjeffers**' and password '**C1sco12345**'. When asked for, enter '**1080**' as the extension.



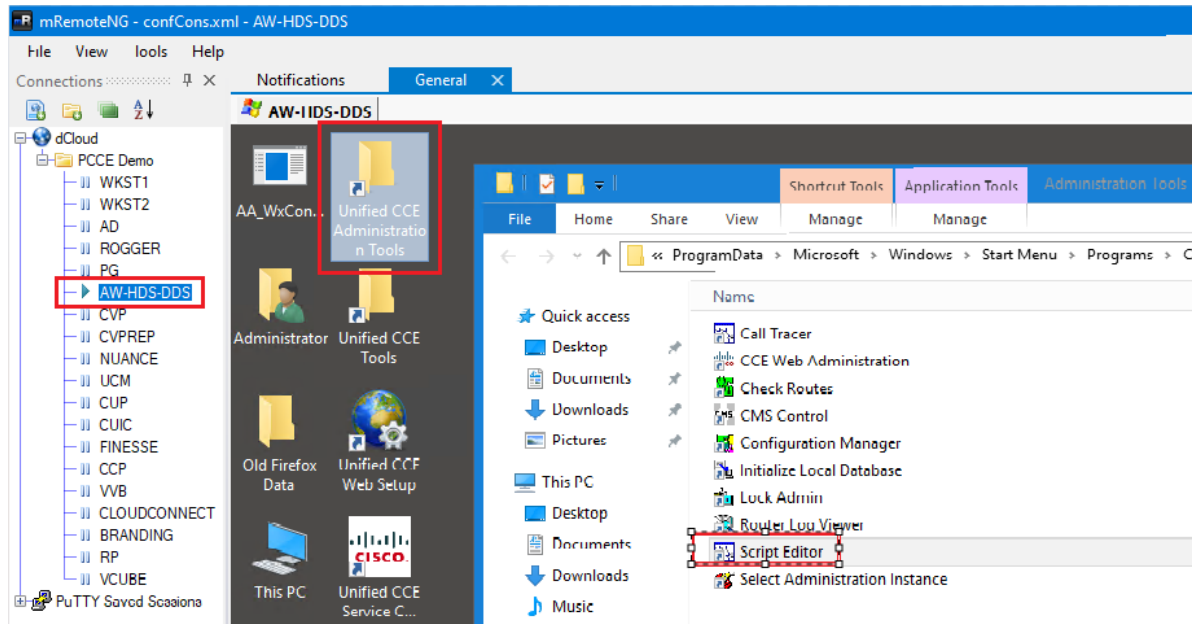
The image shows the Cisco Finesse login interface. At the top, it says "Cisco Finesse". Below that, there are two input fields. The first field contains the username "sjeffers". The second field contains the extension "1080". Below the second field, there is a checkbox labeled "Sign in as a Mobile Agent"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

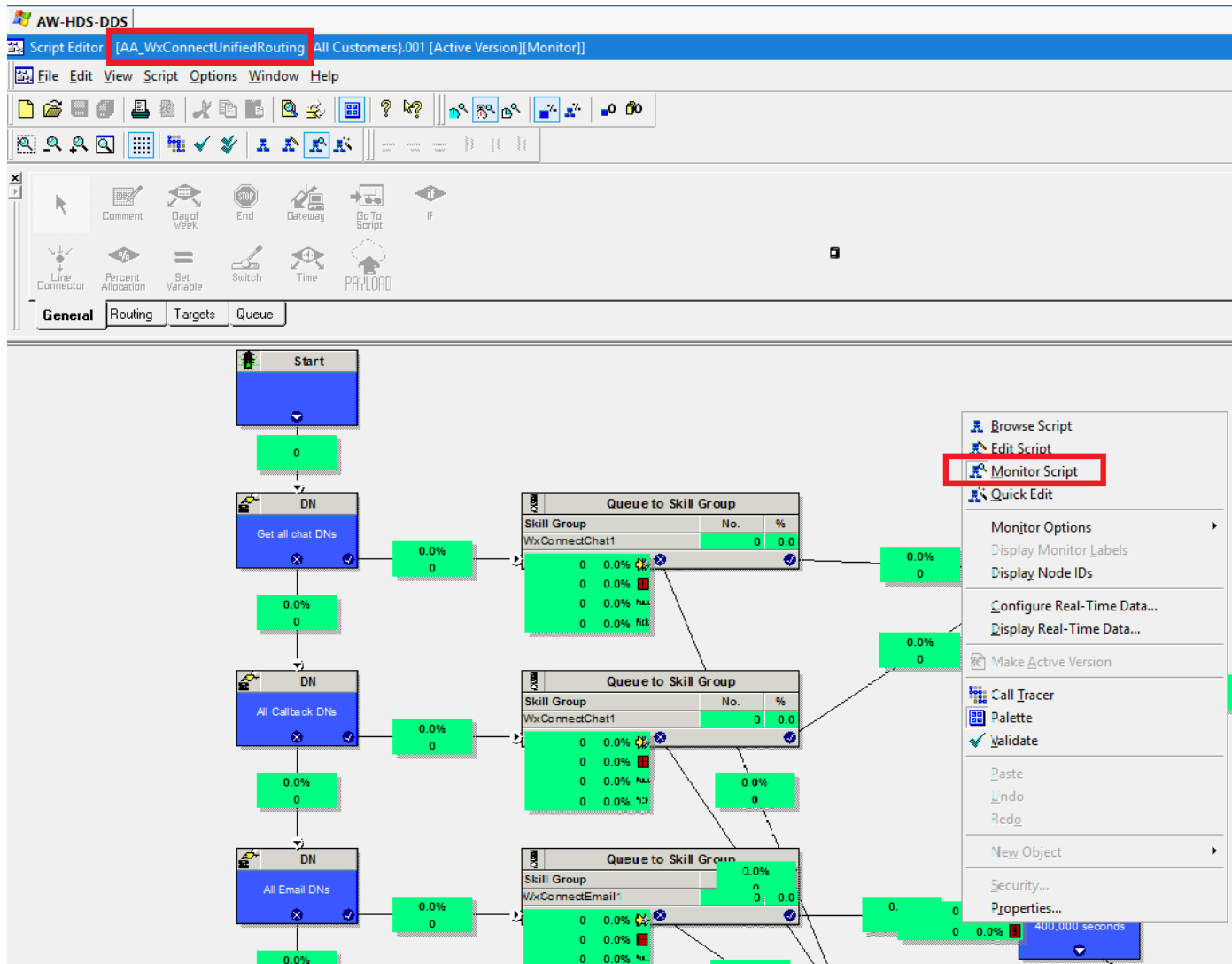
Step 2: Start 'Monitor Script' on ICM Script Editor

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'

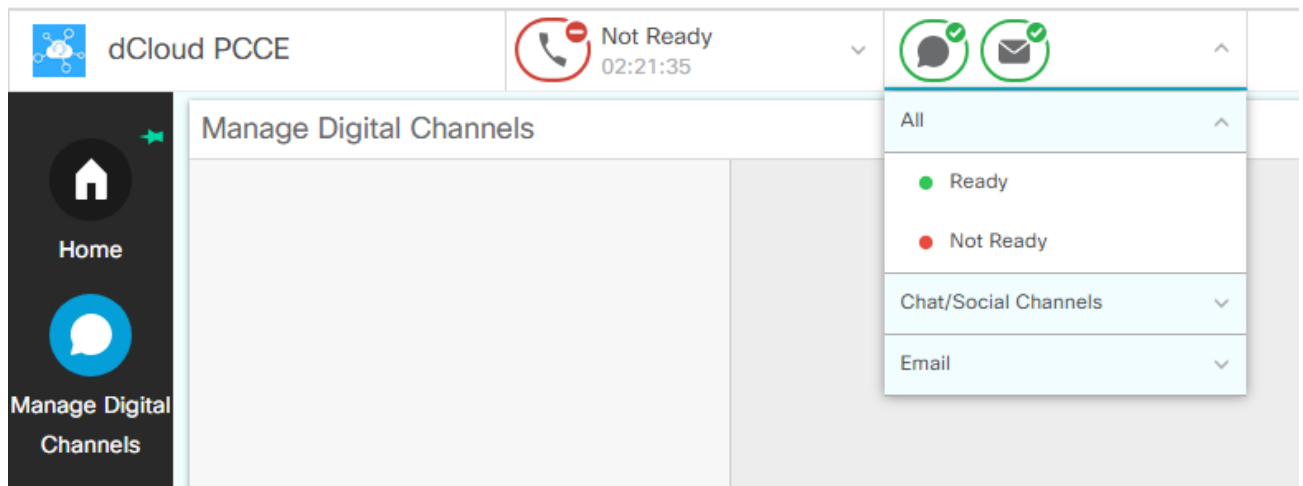
This will load the script **AA_WxConnectUnifiedRouting** and will have '**Monitor Script**' option turned on. We can use this to almost instantly verify incoming chat requests from an ICM perspective.





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'.




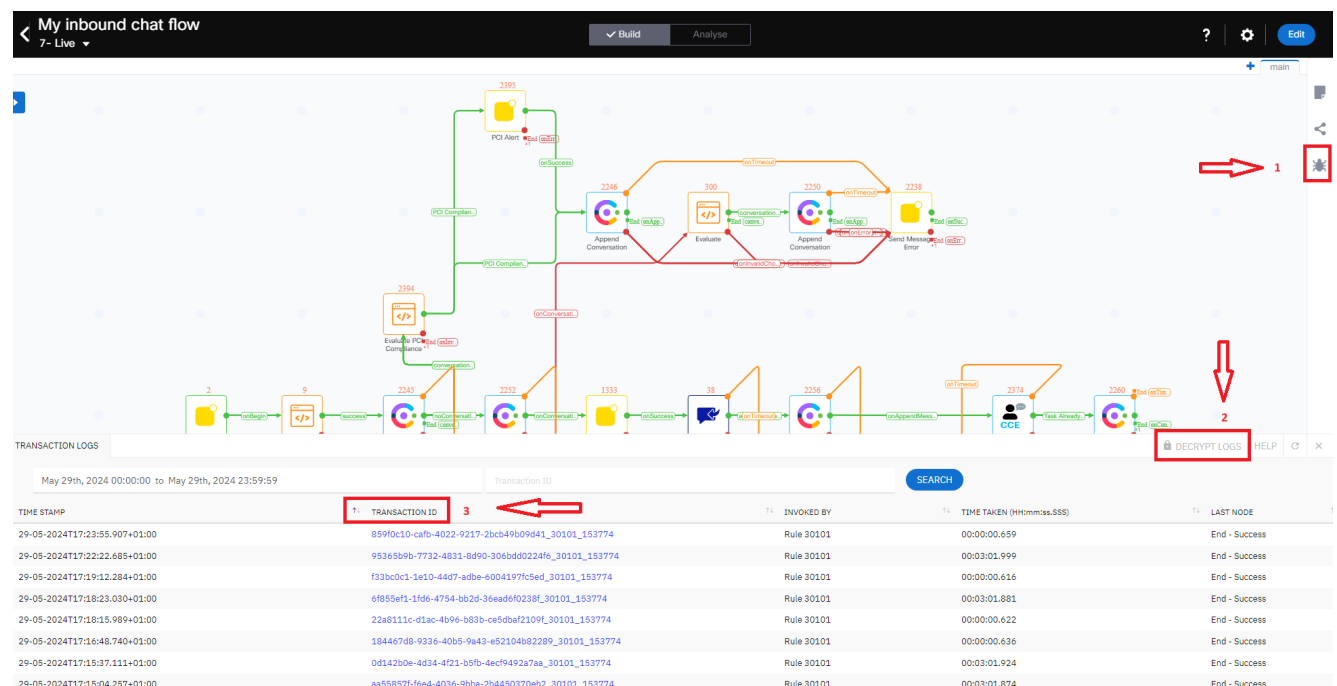
Step 4: Did the chat arrive on the agent desktop?

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'.



TRANSACTION LOGS

May 29th, 2024 00:00:00 to May 29th, 2024 23:59:59

Transaction ID

SEARCH

TIME STAMP	TRANSACTION ID	INVOKED BY	TIME TAKEN (HH:mm:ss.SSS)	LAST NODE
29-05-2024T17:23:55.907+01:00	859f0c10-cafb-4022-9217-2bcb49b09441_30101_153774	Rule 30101	00:00:00.659	End - Success
29-05-2024T17:22:22.685+01:00	95365b9b-7722-4831-8d90-306bdd0224f6_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	6f855ef1-1f46-4754-bb2d-36ead6f0238f_30101_153774	Rule 30101	00:03:01.881	End - Success
29-05-2024T17:18:15.989+01:00	22a8111c-d1ac-4b96-b83b-ce5dbaf2109f_30101_153774	Rule 30101	00:00:00.622	End - Success
29-05-2024T17:16:48.740+01:00	184467d9-9336-40b5-9e43-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
29-05-2024T17:15:04.257+01:00	aa55857f-f6e4-4036-9bba-2b4450370eb2_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-adf0-558f32073c8			
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	"inppmessaging.message.customTags": "",			
2256	Append Conversation	onAppendMessageSuccess	00:00:00.169	"inppmessaging.pclInfo.isPCICompliance": "true",			
2374	CCE Create Task	onError	00:00:00.419	"inppmessaging.pclInfo.nonPCIComplianceReason": "{ \"text\": \"\" }",			
2227	Technical Issue Response	onSuccess	00:00:00.006	"inppmessaging.extras": "",			
2262	Close Conversation	waiting	00:00:00.029	"inppmessaging.threadStatus": "",			
2262	Close Conversation	onConversationClosed	00:00:10.262	"inppmessaging.message.extras": "{ \"hasprechatform\": \"0\", \"Webpage\": \"https://attachuk.imi.chader.html?docwidth=1972&id=781DCB8A-FE73-4146-A98E-7B9CB696265E&org=#\" }",			
2413	End	Success	00:00:00.000	"initiatedfrom": "Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/73.36.37.36 Mobile Safari/537.36",			
				"Website": "buttered-excellent-volcano.glitch.me",			
				"browserfingerprint": "2cffe30b-0d3c20cafeb7",			
				"customprofileparams": "7F0XwVNYeT3ygeEIDkRBZnmfW3eZdDGrPQvxtulid3+M8Gwx5k",			
				"website_id": "765",			
				"Initiated from URL": "https://buttered-excellent-volcano.glitch.me/",			
				"Browser language": "en-US",			
				"inppmessaging.securityscaninfo.securityFailedReason": "{ \"text\": \"\" }",			
				"inppmessaging.attachmentCount": "",			
				"inppmessaging.pclInfo.isAttachmentEnabled": "true",			
				"inppmessaging.pclInfo.isPCIValidationDone": "true",			
				"inppmessaging.securityscaninfo.isSecurityValidationDone": "true",			
				"inppmessaging.version": "v2",			
				"inppmessaging.threadTitle": "2cffe30b-0d36-4c65-a2c8-d77c20cafeb7 781DCB8A-FE73-4146-A98E-7B9CB696265E"			

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	<pre>"Channel": "APP", "appId": "EX13173634", "from": "2cffe30b-0d36-4c65-a2c8-d77c20cafeb7", - "events": [- { "Event": "OnFormResponse" }] }] Wait start time : 2024-05-29T15:37:26.414Z timeoutValue (Seconds) : 300 timeout : false message : 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@dcloud.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}]}</pre>			
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				
				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.							

Next, click on 'CCE Create Task' and check the outcome/Response for the request sent to CCE.

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	<div>Node Trans ID : 3023cc98-5d45-4cc9-8493-c702ca188d88</div> <div>Description : status : 4002 , desc: invalid json , Response body is not JSON</div> <div>Transaction Details</div> <div>Resume key : -</div> <div>Request Timestamp : 2024-05-29T15:37:54.275Z</div> <div>mp</div> <div>Request URL : POST https://rp.vpod2248.dc-01.com/draapi/v1/tasks</div> <div>Request Data : <pre>{ "headers": { "x-wx-gridid": "59a2a93b-2cb7-6659-f2be-0f6e13e7823e", "TrackingId": "WebexConnect_78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "Content-Type": "application/json" }, "method": "POST", "payload": "{\n \"data\": {\n \"id\": \"78baa487-98aa-4b1e-ae18-ecbc6a8e05cd\",\n \"origin\": \"6-4c65-a2c8-d77c20cafebf\",\n \"destination\": \"EX13173634\",\n \"mediaChannel\": \"chat\",\n \"direction\": \"inbound\",\n \"links\": {\n \"webhook\": {\n \"description\": \"Webex Connect to CCE\",\n \"href\": \"https://integrations.eu.webexconnect.io/v1/integrations/ciscovetenant01\",\n \"method\": \"POST\",\n \"variables\": {\n \"name\": \"Name\",\n \"type\": \"String\",\n \"value\": \"User Agent\",\n \"name\": \"user_OR_MediaResourceID\",\n \"type\": \"String\",\n \"value\": \"CSR52P7MORRB5C4R0\",\n \"name\": \"ChatThreadID\",\n \"type\": \"String\",\n \"value\": \"dc4a1c4f3b3f962ce620\",\n \"customerID\": \"user01@dcloud.cisco.com\",\n \"preferredOwner\": \"Selector\",\n \"WxConnectChat1\": \"\n \"url\": \"https://rp.vpod2248.dc-01.com/draapi/v1/tasks\" } } } }</pre></div>
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	<div>Resume key : -</div> <div>Request Timestamp : 2024-05-29T15:37:54.275Z</div> <div>mp</div> <div>Request URL : POST https://rp.vpod2248.dc-01.com/draapi/v1/tasks</div> <div>Request Data : <pre>{ "headers": { "x-wx-gridid": "59a2a93b-2cb7-6659-f2be-0f6e13e7823e", "TrackingId": "WebexConnect_78baa487-98aa-4b1e-ae18-ecbc6a8e05cd", "Content-Type": "application/json" }, "method": "POST", "payload": "{\n \"data\": {\n \"id\": \"78baa487-98aa-4b1e-ae18-ecbc6a8e05cd\",\n \"origin\": \"6-4c65-a2c8-d77c20cafebf\",\n \"destination\": \"EX13173634\",\n \"mediaChannel\": \"chat\",\n \"direction\": \"inbound\",\n \"links\": {\n \"webhook\": {\n \"description\": \"Webex Connect to CCE\",\n \"href\": \"https://integrations.eu.webexconnect.io/v1/integrations/ciscovetenant01\",\n \"method\": \"POST\",\n \"variables\": {\n \"name\": \"Name\",\n \"type\": \"String\",\n \"value\": \"User Agent\",\n \"name\": \"user_OR_MediaResourceID\",\n \"type\": \"String\",\n \"value\": \"CSR52P7MORRB5C4R0\",\n \"name\": \"ChatThreadID\",\n \"type\": \"String\",\n \"value\": \"dc4a1c4f3b3f962ce620\",\n \"customerID\": \"user01@dcloud.cisco.com\",\n \"preferredOwner\": \"Selector\",\n \"WxConnectChat1\": \"\n \"url\": \"https://rp.vpod2248.dc-01.com/draapi/v1/tasks\" } } } }</pre></div>
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	

Response Timestamp : 2024-05-29T15:37:54.269Z

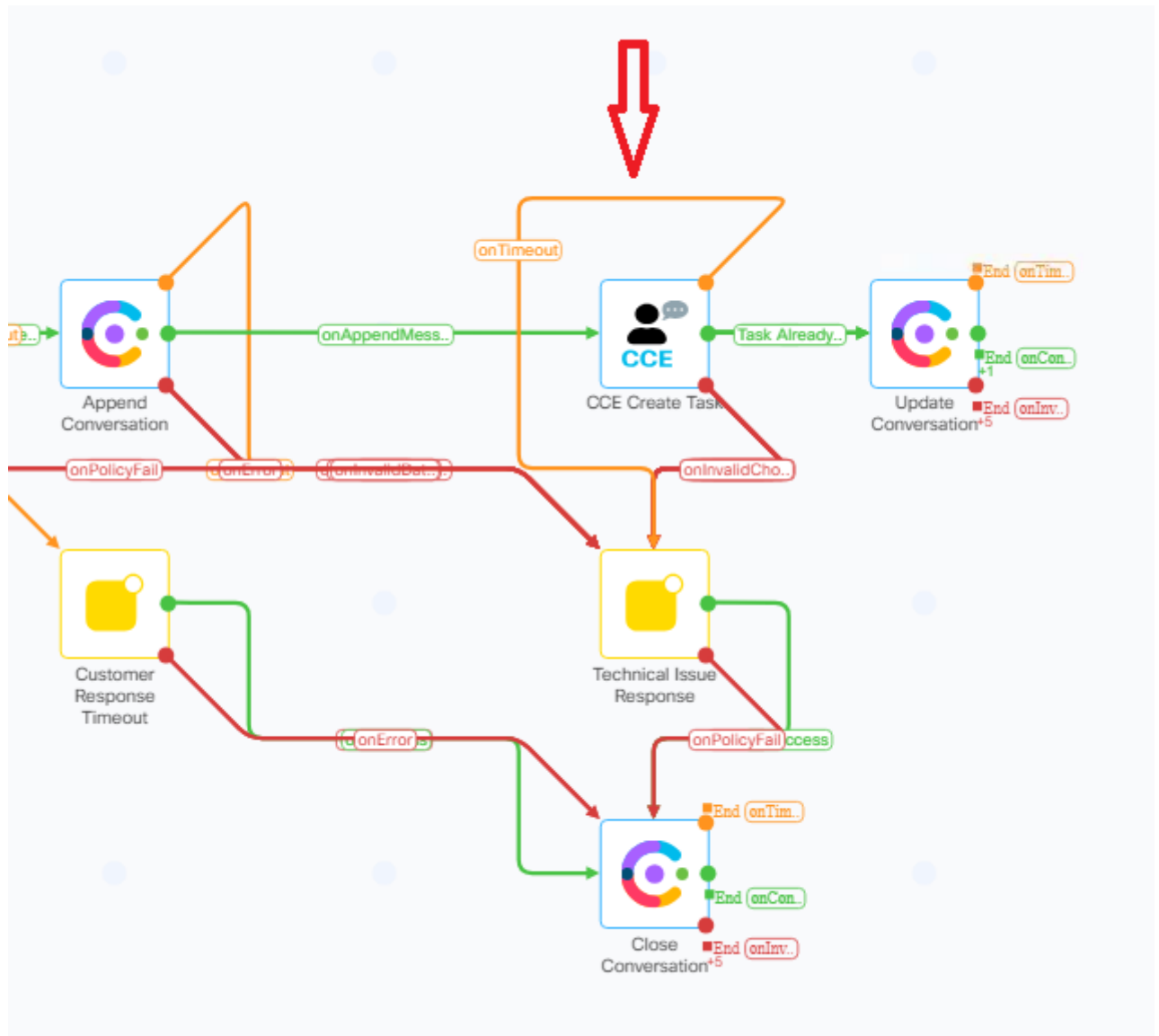
amp

Response Data : NodeExecutionException occurred invalid json , Response body is not JSON

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	×
Trans ID : 78baa487-98aa-4b1e-ae18-ecbc6a8e05cd_30101_152738						T
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_\$(flid)

Domain ⓘ
rp.vpod2248.dc-01.com:8445

Task Details

Task Id ⓘ
\$(flid)

Conversation Id ⓘ
\$(conversationId)

Destination ⓘ
\$(n2.inappmessaging.appld)

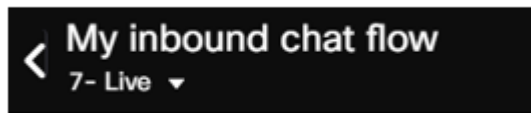
Media Type ⓘ
Chat

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.

[illegible]

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>



ICM Logs

- MR-PIM logs
- Router logs

You have completed this lab. Thank You.

