配置呼入的呼叫的有选择性的基于工作流在精良

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Introduction

本文描述如何配置精良工作流记录入局呼叫到MediaSense。

Prerequisites

Requirements

Cisco推荐您有这些题目知识:

- Cisco Unified Contact Center Express (UCCX)与记录准许
- Finesse
- MediaSense
- Cisco Unified通信管理器(CUCM)

Components Used

- UCCX 10.6
- CUCM 10.5
- MediaSense 11.0
- Cisco Unified CCX编辑器

The information in this document was created from the devices in a specific lab environment.All of the devices used in this document started with a cleared (default) configuration.如果您的网络实际,请保证您了解所有命令的潜在影响。

Configure

配置

CUCM配置

步骤1.连接对设备>设备设置> SIP配置文件

- •选择**添加新**
- •提供一个名字: MediaSense11
- 在SIP选项Ping下: Enable (event)监控Trunk的目的地状态的选项Ping与服务类型无(默认值)

┌SIP OPTIONS Ping────	
Finable OPTIONS Ping to monitor destination status for Trunks w	with Service Type "None (Default)"
Ping Interval for In-source and Partially In-service Trunks (seconds)	* 60
Ping Interval for Out-of-service rounks (seconds)*	120
Ping Retry Timer (milliseconds)*	500
Ping Retry Count*	6

步骤2.连接选择在新统一的CM管理的>Add的设备> Trunk

- 中继线类型:SIP Trunk
- 设备协议:SIP
- •选择在所有激活统一的CM节点单选按钮的运行
- •在SIP信息目的地地址下,请输入与默认值5060的MediaSense IP地址

SIP Information—

□ Destination

Destination Address is an SRV				
Destination A	ddress	Destination	Address IPv6	Destination Port
1* 10.201.227.183				5060
MTP Preferred Originating Codec*	711ulaw	-		
BLF Presence Group*	Standard Presence group	▼		
SIP Trunk Security Profile*	Non Secure SIP Trunk Pro	ile 🔻		
Rerouting Calling Search Space	< None >	▼		
Out-Of-Dialog Refer Calling Search Space	< None >	▼		
SUBSCRIBE Calling Search Space	< None >	▼		
SIP Profile*	Mediasense11	•	<u>View Details</u>	
DTMF Signaling Method*	No Preference	•		

- SIP Trunk安全配置文件:非请获取SIP Trunk配置文件
- SIP配置文件: MediaSense11

步骤3.连接给呼叫路由>路由/搜索>路由组

- •添加新
- 给予它一个名字: MediaSense11RouteGroup
- •添加MediaSense11到所选设备在当前路由组成员下

System - Cal Routing	 Media Resources • 	Advanced Features *	Device *	App
Route Group Configu	ration			
🔚 Save 🗙 Delete	Add New			
Route Group Informa	ition			_
Route Group Name*	MediaSense11RouteG	roup		
Distribution Algorithm*	Circular		٣	
Route Group Member	Information			
Find Devices to Add	to Route Group			
Device Name contains				
Available Devices**	CVP		*	
	MediaSense11			
Port(s)	None Available		•	
	Add to Route Grou	ab di		
- Current Boute Crow	n Monthers			
Selected Devices (ord	ered by priority)*	Wannal 1 (All Donto)		
Sector Servers (ord		abenset 1 (All Ports)		
	_	**		
Kethoved Denices				
L				
Route Group Member	s			
MediaSense11		_		

步骤4.连接对呼叫路由>路由/搜索>路由列表在统一的CM管理中

- 添加命名RouteListMediaSense11
- •在路由列表成员信息下>所选的组补充说:MediaSense11RouteGroup
- •选择在所有激活统一的CM节点单选按钮的运行。

Registration: IPv4 Address:	Registered with Cisco Unified Communications 10.201.227.185
Device is trusted Name*	RouteListMediaSense11
Description	
Cisco Unified Communications Manager Group*	Default
Enable this Route List (change effective on s	Save; no reset required)
Run On All Active Unified CM Nodes	
-Route List Member Information	
Selected Groups** MediaSense11RouteGroup	^ qu
	Add Rou
~^	
Removed Groups***	A
	-
-Route List Details	
MediaSense11RouteGroup	

步骤5.连接对**呼叫路由>路由/搜索>路由模式**

- •添加路由模式:5111
- 当您创建记录配置文件的时,路由模式请勿包括任何通配符

Route Pattern Configuration		
🔚 Save 🗶 Delete 🗈 Copy 👍 Add I	New	
Status Status: Ready		
Pattern Definition		
Route Pattern*	5111	
Route Partition	< None >	•
Description	MS11_RoutePattern	
Numbering Plan	Not Selected	v
Route Filter	< None >	Ŧ
MLPP Precedence*	Default	-
Apply Call Blocking Percentage		
Resource Priority Namespace Network Domain	< None >	•
Route Class*	Default	•
Gateway/Route List*	RouteListMediaSense11	•
Route Option	Route this pattern	
	Block this pattern No Error	•

- •提供名字MediaSense11Recording配置文件
- •记录的目的地地址是5111

For Cisco Unified Communications Solutions	
System Call Routing Media Resources Advanced Features Device Application	Us
Recording Profile Configuration	
🔜 Save 🗙 Delete 🗋 Copy 中 Add New	
Status Status: Ready	
Recording Profile Information Name* MediaSense11Recording Profile Recording Calling Search Space < None > Recording Destination Address * \$111] •]
Save Delete Copy Add New	

步骤7.连接Device > Phone

- •选择电话
- 查找被构件在此的网桥配置方面并且选择
- •访问能将被记录的线路的Directory Number Configuration页
- •记录选项:被启用的有选择性呼叫记录
- •记录的配置文件:MediaSense11Recording配置文件
- •记录的媒体来源:首选的电话

注意: 第7步需要完成在将被记录的所有代理程序。

步骤8.连接用户管理>应用程序用户

•添加新

•提供一个名字: MediaSense11AXL

提示:这时,如果拨打5111您听到它一次敲响,然后您听到沉默。这意味着您能继续前进向 MediaSense配置

MediaSense配置

步骤1. Cisco MediaSense管理的洛金

- https://FQDN/oraadmin/Welcome.do
- 连接对管理员> CM配置
- •添加呼叫管理器到所选的AXL服务提供商和所选的呼叫控制服务提供商
- •提供应用程序的用户名和密码用户建立在CUCM

Unified CM Conf	iguration		
📓 Save < R	eset 🚯 Modify Unified CM Cluster		
AXL Service Provider (Configuration		
	Available AXL Service Providers	Selected AXL Service Provid	647
	A V	■ ■	*
Usemanie	mediatorise 114XL		
Password			
Call Centrel Service Pr	ovider Configuration		
Art	itable Call Control Service Providers	Selected Call Central Service P	
	*	30 201.227.185	*
	-		-

步骤2. Select选项Cisco精良管理

• 输入主要的Cisco精良服务器IP或主机名

• 输入附属Cisco精良服务器IP或主机名

步骤3.连接对MediaSense API用户配置

• 输入访问MediaSense搜索并且管理记录的用户 步骤4.**连接对呼入的呼叫配置**

•添加新

•根据规则请添加CUCM和集动作的IP地址记录仅音频

UCCX脚本配置

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步骤1.打开Cisco Unified CCX编辑器应用程序

File > New >选择排队选项>选择Simple_Queuing

General TVR Oueuing VRII Voice Browser
Remote_Monitoring

步骤2.创建称为Calltype的一个变量

- 类型:字符串
- 名字:Calltype

•

🖭 🔐 email Conta	111: 頂伏月	∄报∜℃止処仕镜隊	
Edit Variable			×
Type: St	ring	-	1
Name: Ca	lltype		
Value:		▼	J
Final	□ Ar	ray	2
	Dime		
-	OK Cance	el	
		7	
£ 🔁			
Name	Туре	Value	Attributes
			Commentary .
CSQ	String		Parameter
CSQ Calitype	String String		Parameter
CSQ Calltype resourceID	String String String		Parameter
CSQ Calltype resourceID DelayWhileQueued	String String String int		Parameter Parameter
CSQ Calltype resourceID DelayWhileQueued QueuePrompt	String String String int Prompt	30 SP(ICD\CDQueue	Parameter Parameter Parameter
CSQ Calltype resourceID DelayWhileQueued QueuePrompt WelcomePrompt	String String int Prompt Prompt	30 SP[ICD\CDQueue SP[ICD\CDVVelco	Parameter Parameter Parameter Parameter

- •集可以被找到在一般选项下
- 变量:Calltype

•

	值:流入
诸 C:\Us	sers\administrator\Documents\UCCX Custom Scripts\RecordIncomingCa
S S S	'* Simple Queuing Template */ tart accept (Triggering Contact) et Callyone = "incoming"
Set -	C:\Users\administrator\Documents\UCCX Custom Scripts\RecordI X
	Variable: Calltype
	Value: "incoming"
_	OK Apply Cancel Help

步骤4.添加集合企业呼叫信息步骤在集Calltype下=流入

- 集企业呼叫信息可以被找到在呼叫Contact选项下
- 在**集企业呼叫信息>Properties的**用鼠标右键单击
- 值:Calltype
- 名字: Call.PeripheralVariable1
- 令牌:离开作为所有

	Accept (Triggering Contact) pe = "incoming" prise Call Info (Triggering Contac	ct) Variables Used:Calkype	
🔏 Set E	nterprise Ca	ll Info - C:\Users\administrat	tor\Documents\UCCX Custom Scr	ripts\RecordIncoming
<u></u>	General E	xpanded Call Variables		
	Contact:	Triggering Contact		
	Fields:	Values	Names	Tokens
		Calltype	Call.PeripheralVariable1	All

第5.步。整体演示脚本如下所示:



精良管理配置

步骤1.连接对精良管理:https://FQDN或IP address:8445/cfadmin/container/?locale=en_US

步骤2.连接对呼叫变量选项。

- •以等于Calltype的呼叫正文左列布局集合显示名字。设置变量等于callVariable1。
- •保证callVariable1一次只分配,并且那必须是到Calltype

Display Name	Variable	
Call Variable 5	callVariable5	•
Call Body Left-Hand Colu	nn Layout	
Display Name	Variable	Delete?
BA AccountNumber	BAAccountNumber	– ×
BA Campaign	BACampaign	X
Calltype 👝	callVariable1	• ×
Call Variable 2	callVariable2	X
	a all fariable?	

步骤3.连接对工作流选项

- •在管理工作流下动作**选择新**
- •添加在下面的镜像看到的以下参数。
- URL一定是相等的

/finesse/api/Dialog/\${dialogId}

•正文必须有此代码:

<Dialog> <requestedAction>START_RECORDING</requestedAction> <targetMediaAddress>\${extension}</targetMediaAddress> </Dialog>

Nama	Start Recording Action					
Name	Statt Recording Action					
Туре	HTTP Request					
Handled by	Finesse Desktop					
Method	PUT					
Location	Finesse					
Content Type	application8ml					
URL	/finesse/api/Dialog/ dialogId 🗙					
Body	<dialog> <requestedaction>START_RECORDING</requestedaction></dialog>					
Preview						
Preview Sample Data						
Preview Sample Data dialogId						
Preview Sample Data dialogId extension						
Preview Sample Data dialogId extension URL						

步骤4.连接对工作流选项

- •下面请**管理工作流**选择新
- •什么时候执行动作需要等于,当呼叫应答
- 如何适用情况需要等于,如果所有情况符合
- 这里callVariable1 +是相等的对+流入
- •选择您创建下管理工作流动作的工作流

E	d	it	w	o	rk	fi	01	w	

Name	MSrecordings	MSrecordings				
Description	Selective recording Only records agents when logged					
When to perform Actions	When a Call is answered					
How to apply Conditions	If all Conditions are met 💌 Is equal to 💌 incoming	×				
Ordered List of Action	s	Q Add				
Name	Туре					
Start Recording Action	ITTP_REQUEST	×				

步骤5.连接合作Resources选项

- •选择需要只记录入局呼叫和出局访问的小组
- •选择工作流选项
- •添加在创建的工作流第4步

Resources for	Helpdesk Team				
Desktop Layout	Phone Books Reason Codes (Not Ready) Reas	on Codes (Sign Out)	Wrap-Up Reasons	Workflows
List of Workflo	ws	Q, Add			
Name	Description				
MSrecordings	Selective recording Only records agents logged into finesse	when 🗙			
			÷		
			4		

Verify

- •代理程序用户:kev7
- •代理扩展:5007
- CTI溃败点:8460
- •非代理程序extensionI DN : 9000

方案1.呼入的呼叫记录

电话9000拨号CTI路由点8460 >有扩展名的5007代理程序7应答呼叫。由于呼叫通过脚本来,并且 流入Calltype的等于MSrecordings工作流起动,并且MediaSense记录呼叫。

1. 镜像显示Calltype与流入是相等的



2. 活动记录在MediaSense显示当前记录的呼叫

altalta cisco	MediaSense Search and Play	Recent Cals	Arrive Calls	Arthree Calls
Q. Search Recording by Participants or Tags 🔹				
Search Results a	s of 11/25/2016, 16:01 GMT-00:00			
00	27c1589d7eb5e41			

方案2出局访问不记录

从代理程序kev7的出局访问不记录。如果代理程序不呼叫CTI路由点8460,这只是真的。

1. 有扩展名的5007代理程序kev7直接地呼叫DN 9000



2. "激活的呼叫"在MediaSense是空白的



Troubleshoot

- 1. 激活不变记录。
 - 连接对:https://FQDN:8445/desktop/locallog
 - •选择**签到与不变记录**
 - 再生产呼入或呼出的呼叫。
 - 再输入https://FQDN:8445/desktop/locallog。
 - •请使用不变桌面日志搜索被创建的工作流。
 - •如果早提供SIP邀请使用,您能看到此错误:调零在记录的大小跟踪在搜索和play页。禁用语音和视频呼叫的早期的提供技术支持在CUCM的SIP配置文件解决此问题。