

# Best practice on Exception Step in UCCX Script

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## Inleiding

Dit document beschrijft hoe u het **ABBY OnException**-stap kunt configureren in een Unified Contact Center Express (UCCX) script.

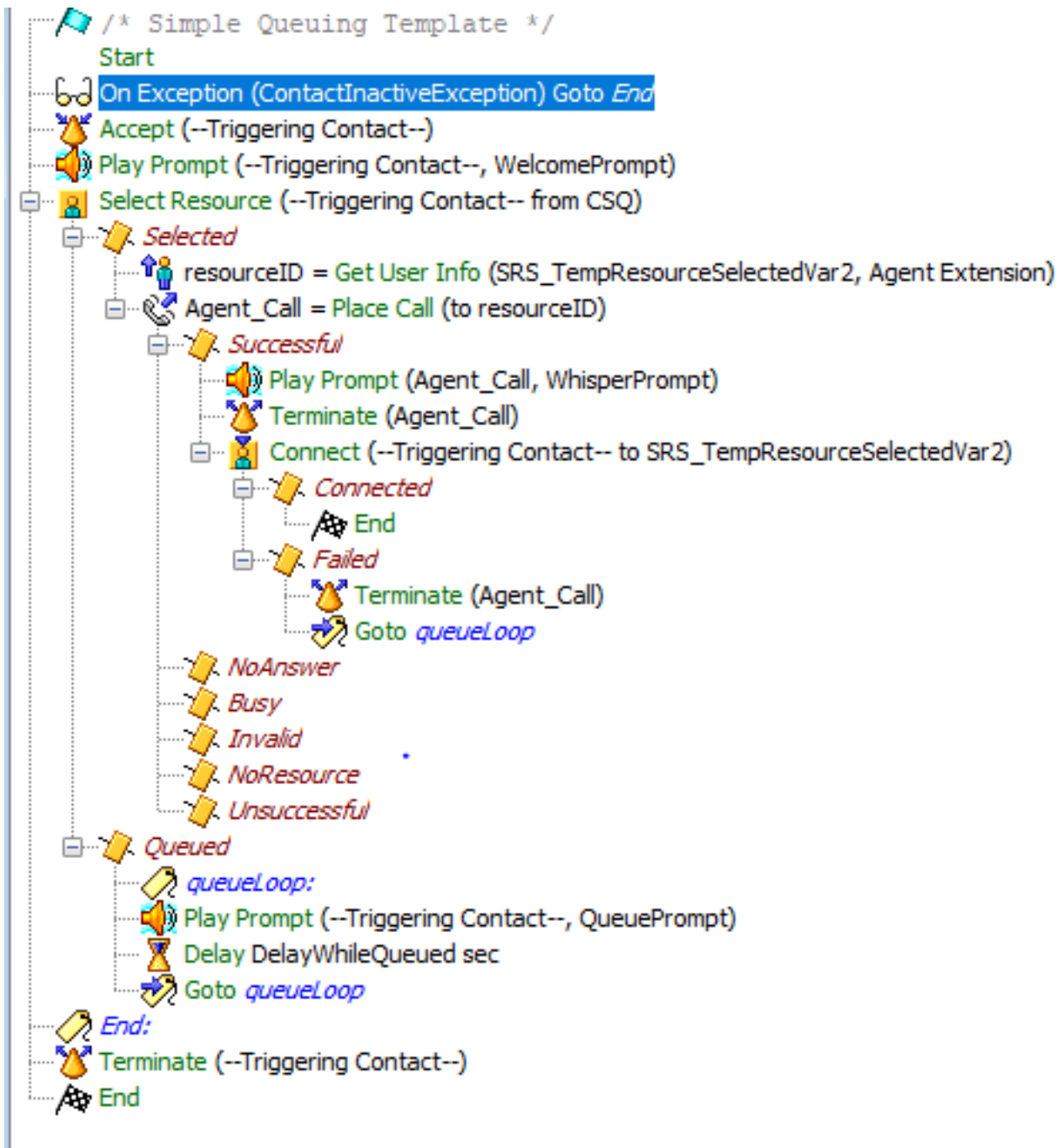
De problemen die in veel telefoonstromen worden gezien, worden veroorzaakt door een incorrect gebruik van deze stap. Deze beste praktijk is gericht op het voorkomen van problemen op het niveau van de aanloopstroom en de motor bij gebruik van deze functie.

## Probleem

The **OnException** for a **ContactInactiveException** wordt gebruikt voor scenario's waar u de verbinding al verbroken (niet langer actief), d.w.z. beëindigd op het verre eind.

Deze beelden tonen een gemeenschappelijke manier om deze stap te vormen en hebben het Stappunt van het **Goto** aan het eind van het script.

Raadpleeg echter deze afbeelding in de onjuiste scenario's en wordt de stap **Beëindigen** gebruikt na het label om de verbinding weer te geven.



Wat er gebeurt is, wanneer u de verbinding verbroken terwijl het script wordt uitgevoerd, wordt de **OnException** stap uitgevoerd 1000 keer en genereert een alarm ("Maximum aantal stappen bereikt: 1000"). Hoewel deze fout geen invloed heeft op de motor of de productie, vormt het een probleem op de motor en genereert het een alarm.

De reden is dat het Beëindigen van een vraag die reeds Inactief is (door de verre partij in gebreke blijft) een andere **ContactInactiveException** veroorzaakt om te genereren.

In essentie is de optie Inactieve Uitzonderingen op contactgegevens continu van elkaar voorzien en gegenereerd, waardoor er meer uitzonderingen kunnen worden gegenereerd. Het is een Exception lus.

In deze blogs is het probleem te zien:

// application getting triggered//

Line 1999: Trigger:  
ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parms={},taskGroups=[],controlClass=class  
com.cisco.call.CallControlChannel,controlGroupId=7,contactGroups=[GroupInfo[class=com.cisco.dialog.DialogChannel,id=0]],dn=3014804565,redirectCSS=default,cmDeviceName=ClinicalCAdmin,cmDeviceInvalid=false,cmDescription=Clinical Center Admin,cmDevicePoolUUID={ED1A849A-1601-36F6-3254-25D867408A73},cmDevicePoolName=CIT\_UCCX\_DP,cmCallingSearchSpaceUUID=,cmCallingSearchSpaceName=None,cmLocationUUID={29C5C1C4-8871-4D1E-8394-0B9181E8C54D},cmLocationName=Hub\_None,cmPartitionUUID={11C5CF59-66A5-02E4-9A1B-A5B2853B9127},cmPartitionName=All-Phones\_pt,cmVoiceMailProfileUUID=,cmVoiceMailProfileName=None,cmCallPickUpGroupUUID=,cmCallPickUpGroupName=,cmDisplay=...

Line 2001: ID: 29000007909

Line 2099: 1934897: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Start

Line 2101: 1934899: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : On Exception(ContactInactiveException) Goto End

Line 2139: 1934937: May 15 00:51:20.524 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Delay 1 sec

Line 2142: 1934940: May 15 00:51:21.525 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Accept (--Triggering Contact--)

// Customer disconnecting the call//

Line 2257: 1935055: May 15 00:51:36.481 EDT %MIVR-SS\_TEL-7-UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2951-77-2-TERM\_CONN\_EV:2951] RequestImpl: CallID:3586  
MediaId:11102124/2 Task:29000007909 gets TermConnDroppedEv, meta code:132, cause code:100

Line 2258: 1935056: May 15 00:51:36.481 EDT %MIVR-SS\_TEL-7-UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2951-77-2-TERM\_CONN\_EV:2951] RequestImpl: CallID:3586  
MediaId:11102124/2 Task:29000007909, TerminalConnection to Terminal: ClinC\_2951 is DROPPED, 11102124/2

// call is ended and call loops and END step is executed for 1000 times and RTMT alert is generated for the disconnected call//

Line 2260: 1935058: May 15 00:51:36.488 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : End:

Line 3260: 1936058: May 15 00:51:36.569 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP\_MGR-3-TASK\_ABORTED:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFWorkflowAppDebugTaskWrapper: Application task aborted:  
Application=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2015-01-13  
23:42:42.0,recordId=131,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef],defaultScript=,vars=[],defaultVars=null]],Application  
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parms={},taskGroups=[],controlClass=class com.c...

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP\_MGR-3-  
TASK\_ABORTED:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef]  
WFWorkflowAppDebugTaskWrapper: Application task aborted:  
Application=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2015-01-13  
23:42:42.0,recordId=131,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]]],Application  
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=  
ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parm  
s={},taskGroups=[],controlClass=class com.c... Line 2261: 1935059: May 15 00:51:36.488 EDT  
%MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef]  
WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)

//RTMT ALERT//

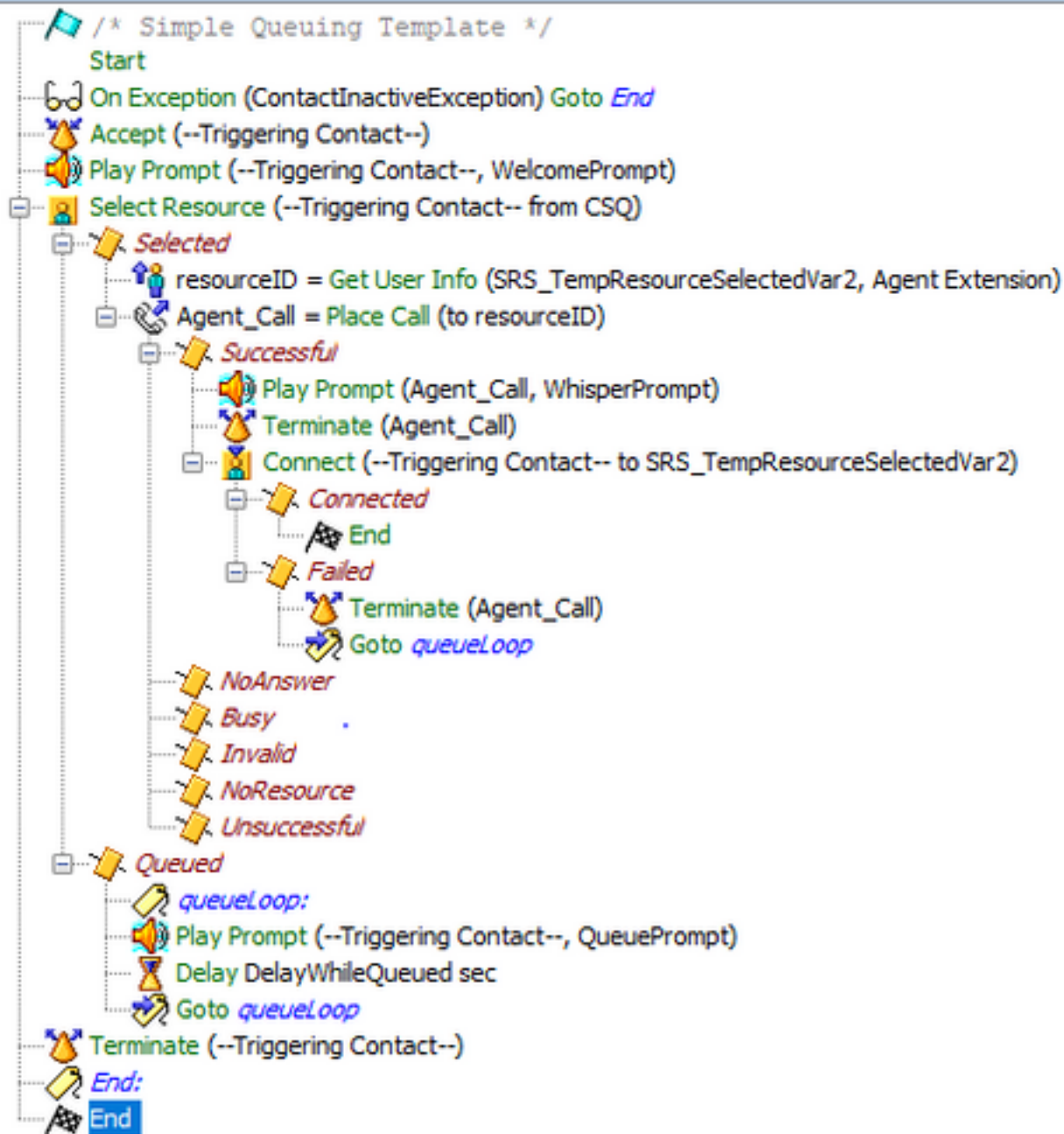
Message: : 235: citvoip-ccxsvr-b.net.nih.gov: May 15 2018 12:40:22 AM.980 UTC : %UC\_APP\_MGR-3-  
TASK\_ABORTED:  
%[app.trigger=ContactApplicationTrigger[time=1526344761313,locale=en\_US,cfg=JTAPITriggerConfig[s  
chema=ApplicationTriggerConfig,time=2018-05-13  
][exception=com.cisco.wfframework.obj.WFMaxExecutedStepsExceededException: No. of executed  
steps: 1000][UNKNOWN\_PARAMTYPE:Task id=29000007864][app=App[name=NLM\_Inbound,type=Cisco Script  
Application,id=202,desc=NLM\_Inbound,enabled=true,max=50,valid=true,cfg=[ApplicationConfig[]][task  
.class=class com.cisco.app.impl.WFWorkflowAppDebugTaskWrapper][ClusterID=][NodeID=citvoip-  
ccxsvr-b]: Application task aborted

## Oplossing

Om deze kwestie te repareren, moet u de stap Eindtijd na het EINDlabel overslaan, d.w.z. figuur 2, zie de stap EINDlabel van de stap EINDTIJD na de stap EINDTIJD of verwijder de stap Aan/Uitzondering en het bijbehorende EINDlabel.

De samenvatting is om geen reeds InActive vraag te beëindigen en probeert de ContactInactive Exception te vangen. Dit is logisch niet correct.

Dit is de afbeelding van het juiste script.



## Werklijsten

// working call//

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Line 5048: 1951439: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Start
Line 5049: 1951440: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Delay 2 sec
Line 5112: 1951503: May 15 01:39:52.492 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Accept (--Triggering Contact--)
Line 5116: 1951507: May 15 01:39:52.500 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591 MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is ACTIVE
Line 5120: 1951511: May 15 01:39:52.501 EDT %MIVR-SS_TEL-7-UNK:[(P1-10.129.7.10)EventThread] InCallObserverImpl: CallID:3591 MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

```

//customer disconnects the call//

Line 5232: 1951623: May 15 01:40:10.953 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] RequestImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915 gets TermConnDroppedEv, meta code:132, cause code:100

Line 5233: 1951624: May 15 01:40:10.953 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] RequestImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC\_2903 is DROPPED,  
11104504/2

Line 5236: 1951627: May 15 01:40:10.955 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] CallImpl: Call.abandoned()  
JTAPICallContact[id=3591,type=Cisco JTAPI  
Call,implId=11104504/2,active=false,state=CALL\_DISCONNECTED,inbound=true,handled=false,locale=en  
\_US,aborting=false,app=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2018-05-15  
01:38:54.0,recordId=1168,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-  
0x131794c237,parent=null,active=true,state=SESSION\_IDLE,time=1526362790448],seqNum=0,time=152636  
2790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIRECT,lrd  
=null,ocn=3014804565,odn=null,uui=null,aniii=null,ced=n...

Line 5237: 1951628: May 15 01:40:10.956 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] InCallObserverImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915, released TP[type=Cisco CTI  
Port,id=25,implId=2903,active=false,state=IDLE] from 3014804565, and releasing udpPort 28084

Line 5238: 1951629: May 15 01:40:10.956 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] InCallObserverImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.TermObservationEndedEvImpl received

// call is disconnected with no exception//

Line 5286: 1951640: May 15 01:40:11.832 EDT %MIVR-SS\_CM-7-  
UNK:[MIVR\_SS\_RMCM\_RmCmCleanupThread-370-0-RmCmCleanupThread] ContactMgr: Cleanup detected final  
state of afw ct: JTAPICallContact[id=3591,type=Cisco JTAPI  
Call,implId=11104504/2,active=false,state=CALL\_DISCONNECTED,inbound=true,handled=false,locale=en  
\_US,aborting=false,app=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2018-05-15  
01:38:54.0,recordId=1168,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-  
0x131794c237,parent=null,active=false,state=SESSION\_DISPOSED,time=1526362790448],seqNum=0,time=1  
526362790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIREC  
T,lrd=null,ocn=3014804565,...