

Troubleshoot ECE Route Chat to Agent Fails

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Introduction

This document describes how to troubleshoot Enterprise chat and Email (ECE) ; when chats donot route to Agents.

Requirements

Cisco recommends that you have knowledge of these topics:

- ECE
- Unified Contact Center Enterprise (UCCE)

Components Used

This document is not restricted to specific software and hardware versions.

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. If your network is live, ensure that you understand the potential impact of any command.

Problem

Considering all configurations of ECE integration has been completed ; however while testing the Chat entry point ; it presents the error "Thank you for your inquiry...." as shown in the image;

Live Chat

Thank you for your inquiry. Our service hours are 9am-5pm PST, Monday-Friday.

Powered by 

Solution

Note: Ensure the basic configuration of UCCE integration with ECE is complete, and then review below steps to troubleshoot chat routing failures.

1. Ensure that appropriate Queue is selected for chat entry point. Navigate to Partition Administration (PA) page > Departments > Service > Entry Points , select the entry point created for chat, and then review the value of **Queue** selected as shown in the image;

Properties: ep1

Show HTML Entry Point URL

General Options Transcript Notification

Name	Value
Name *	ep1
Description	
Active	Yes
Apply customer chat single sign-on	No
Queue *	ECE_CHAT_MRD_chat_dn
Agent Availability	Required
Subactivity *	Chat
Routing Type *	Unified CCE

Note: The queue name shows the name of the MRD which is assigned to the skill group. This becomes an important consideration for agent sign-in and availability.

2. Ensure to check if **Agent Availability** is set to **Required**

Navigate to **PA page > Departments > Service > Entry Points**, select the entry point created for chat, and then review the settings under properties, as shown in the image,

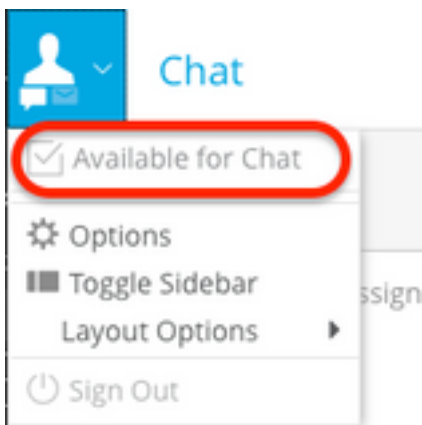
Properties: ep1

Show HTML Entry Point URL

General Options Transcript Notification

Name	Value
Name *	ep1
Description	
Active	Yes
Apply customer chat single sign-on	No
Queue *	ECE_CHAT_MRD_chat_dn
Agent Availability	Required
Subactivity	Chat
Routing Type *	Unified CCE

Ensure an Agent with Skill group assigned to the **queue** is logged in and marked **Available for Chat**, as shown in the image;



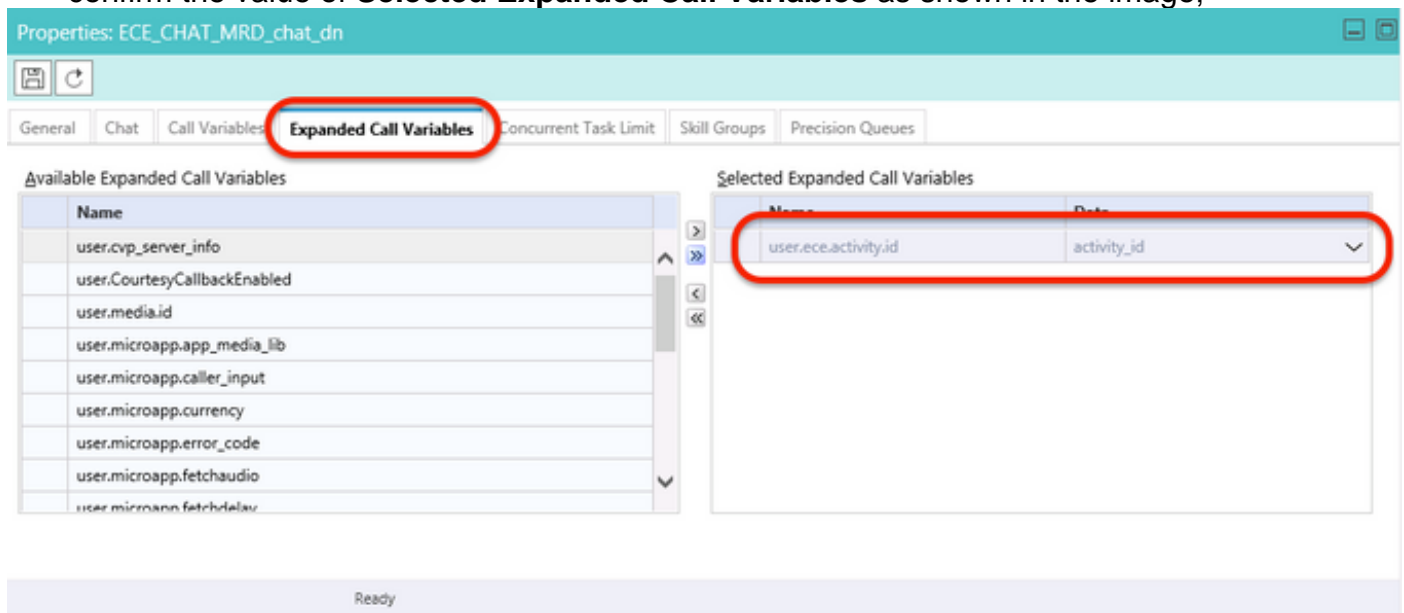
The setting name **Agent Availability** set to **Required** ensures chat form will only be visible when an agent is logged and marked available for chat in the respective skill group.

3. Finally review External Agent Assignment Service (EAAS) process logs and Application Server logs from respective nodes based on the deployment type.

If a sample EAAS logs snippet shows error;

```
2020-07-06 05:01:24.387 GMT+0000 <@> ERROR <@> [96:Thread-14] <@> ProcessId:7788 <@> PID:1 <@>
UID:12 <@> UserSessionId: <@> com.ipcc.mr.ECCVariableRegistrar
<@> checkICMandatoryECCVariables
<@> Please check/correct at ICM the spelling of the
following ecc variables and restart EAAS process and
instance.user.ece.activity.id,user.ece.customer.name <@>
```

- Ensure that ECC variables required as per [ECE Installation Guide](#) is created and respective PG service is restarted.
- Also ensure that the ECC variable are associated in the Queue which is associated to the chat entry point. Navigate to **PA page > Departments > Service > Workflow > Queues > Select the application Queue Name > under Properties click Expanded Call Variables** and confirm the value of **Selected Expanded Call Variables** as shown in the image;



If the sample snippet in Application Server logs shows error;

```
2020-07-06 04:53:22.744 GMT+0000 <@> ERROR <@> [230:qtp443384617-230]
<@> ProcessId:4992 <@> PID:1 <@> UID:1006 <@> UserSessionId:f16ca2ae-be52-4ea3-8f6f-06016bfc9fa1
<@> com.ipcc.queue.Queue <@> getDataForMRDs() <@> Exception in fetchPQsForMRD <@>
java.lang.NumberFormatException: empty String
```

```
2020-07-06 04:53:22.745 GMT+0000 <@> ERROR <@> [230:qtp443384617-230]
<@> ProcessId:4992 <@> PID:1 <@> UID:1006 <@> UserSessionId:f16ca2ae-be52-4ea3-8f6f-06016bfc9fa1
<@> com.ipcc.common.IPCCCustomUIImplementation <@> filterUsersForPickByMediaClass() <@> Error
executing db query <@>
com.egain.platform.common.exception.PlatformException: L10N_UCCE_DOWN_ERROR
```

- Ensure the correct skill group for the Queue (which in turn is applied to the chat entry point is selected). Navigate to **PA page > Departments > Service > Workflow > Queues > Select**

the application Queue Name > under **Properties** click Skill groups. Validate appropriate skill group is selected under **Selected Skill Groups** as shown in the image;

The screenshot shows a configuration window titled 'Properties: ECE_CHAT_MRD_chat_dn'. The 'Skill Groups' tab is selected and highlighted with a red circle. Below the tab are two tables: 'Available Skill Groups' and 'Selected Skill Groups'. The 'Selected Skill Groups' table contains one entry, 'AgentPG_1.ECE_CHAT_MRD.ec125chat', which is also highlighted with a red circle. The status bar at the bottom indicates 'Ready'.

Available Skill Groups	
Name	
ECE_chatSG	

Selected Skill Groups	
Name	
AgentPG_1.ECE_CHAT_MRD.ec125chat	

Ready