

0012760145: 10.10.5.112: Dec 13 2016 06:37:14.444 -0700: %CCBU_http-8080-9-6-REQUEST_START:
%[method_name=GET][parameter_name={ category=[NOT_READY],
}][resource_name=/User/33/ReasonCodes][usr=33]: Request start
0012760146: 10.10.5.112: Dec 13 2016 06:37:14.444 -0700: %CCBU_http-8080-9-6-API_REQUEST:
%[REQUEST_URL=User/33/ReasonCodes][agent_id=33][request_identfier=null][request_method=user.r
reasonCodes.GET][request_parameters=33]: Request from client to webservice api
0012760147: 10.10.5.112: Dec 13 2016 06:37:14.446 -0700: %CCBU_http-8080-9-6-REQUEST_END:
%[elapsed_time=2]: Request complete
0012760148: 10.10.5.112: Dec 13 2016 06:37:14.451 -0700: %CCBU_http-8080-9-6-REQUEST_START:
%[method_name=PUT][parameter_name={ }][resource_name=/User/33][usr=33]: Request start
0012760149: 10.10.5.112: Dec 13 2016 06:37:14.453 -0700: %CCBU_http-8080-9-6-API_REQUEST:
%[REQUEST_URL=User/33][agent_id=33][request_identfier=null][request_method=user.PUT][request_
parameters= state:NOT_READY]: Request from client to webservice api
0012760150: 10.10.5.112: Dec 13 2016 06:37:14.455 -0700: %CCBU_http-8080-9-6-REQUEST_END:
%[elapsed_time=3]: Request complete
0012760151: 10.10.5.112: Dec 13 2016 06:37:14.455 -0700: %CCBU_pool-6-thread-179-6-
MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :1446329 , agentstate : 2, workmode : 0, reason
code: 30, forceflag :1, agentcapacity: 0, agenttext: 11861, agentid: 33, supervisorid:
null][cti_message_name=SetAgentStateReq]: Message going to the backend cti server
0012760152: 10.10.5.112: Dec 13 2016 06:37:14.458 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=SetAgentStateConf][cti_sequence_id=2907989]:
Message coming to Finesse from backend cti server
0012760153: 10.10.5.112: Dec 13 2016 06:37:14.458 -0700: %CCBU_pool-13-thread-11-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=SetAgentStateConf][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0012760154: 10.10.5.112: Dec 13 2016 06:37:14.458 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTISetAgentStateConf []]CTIMessageBean
[invokeID=1446329, msgID=39,
timeTracker={"id": "SetAgentStateConf", "CTI_MSG_NOTIFIED":1481636234458, "CTI_MSG_RECEIVED":1481
636234458}, msgName=SetAgentStateConf, deploymentType=CCE]][cti_response_time=0]: Decoded
Message to Finesse from backend cti server
0012760155: 10.10.5.112: Dec 13 2016 06:37:14.458 -0700: %CCBU_http-8080-9-6-REQUEST_START:
%[method_name=GET][parameter_name={ category=[LOGOUT],
}][resource_name=/User/33/ReasonCodes][usr=33]: Request start
0012760156: 10.10.5.112: Dec 13 2016 06:37:14.459 -0700: %CCBU_http-8080-9-6-API_REQUEST:
%[REQUEST_URL=User/33/ReasonCodes][agent_id=33][request_identfier=null][request_method=user.r
reasonCodes.GET][request_parameters=33]: Request from client to webservice api
0012760157: 10.10.5.112: Dec 13 2016 06:37:14.459 -0700: %CCBU_http-8080-9-6-REQUEST_END:
%[elapsed_time=0]: Request complete
0012760158: 10.10.5.112: Dec 13 2016 06:37:14.786 -0700: %CCBU_pool-13-thread-10-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=0]:
Message coming to Finesse from backend cti server
0012760159: 10.10.5.112: Dec 13 2016 06:37:14.786 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=2907990]: Message coming to
Finesse from backend cti server
0012760160: 10.10.5.112: Dec 13 2016 06:37:14.786 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=CTIQuerySkillGroupStatisticsConf[peripheralID=5000, skillGroupNumber=1369832,
routerCallsQNow=0, longestRouterCallQNow=0, agentsNotReady=3, agentsReady=3,
agentsTalkingIn=0, agentsTalkingOut=0, agentsTalkingOther=0, agentsWorkNotReady=0,
agentsWorkReady=0]CTIMessageBean [invokeID=1446330, msgID=115,
timeTracker={"id": "QuerySkillGroupStatisticsConf", "CTI_MSG_NOTIFIED":1481636234786, "CTI_MSG_RE
CEIVED":1481636234786}, msgName=QuerySkillGroupStatisticsConf,
deploymentType=CCE]][cti_response_time=0]: Decoded Message to Finesse from backend cti server
0001607223: 10.10.5.112: Dec 13 2016 06:37:14.787 -0700: %CCBU_pool-37-thread-2-6-
XMPP_PUBLISH_ASYNCHRONOUS:

0012760161: 10.10.5.112: Dec 13 2016 06:37:14.787 -0700: %CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=2907991]: Message coming to Finesse from backend cti server

0012760162: 10.10.5.112: Dec 13 2016 06:37:14.787 -0700: %CCBU_pool-13-thread-17-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=0]: Message coming to Finesse from backend cti server

0012760163: 10.10.5.112: Dec 13 2016 06:37:14.787 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIQuerySkillGroupStatisticsConf[peripheralID=5000, skillGroupNumber=7779672, routerCallsQNow=0, longestRouterCallQNow=0, agentsNotReady=1, agentsReady=0, agentsTalkingIn=1, agentsTalkingOut=0, agentsTalkingOther=0, agentsWorkNotReady=0, agentsWorkReady=0]CTIMessageBean [invokeID=1446331, msgID=115, timeTracker={"id":"QuerySkillGroupStatisticsConf","CTI_MSG_NOTIFIED":1481636234787,"CTI_MSG_RECEIVED":1481636234787}], msgName=QuerySkillGroupStatisticsConf, deploymentType=CCE]][cti_response_time=0]: Decoded Message to Finesse from backend cti server

0012760164: 10.10.5.112: Dec 13 2016 06:37:14.787 -0700: %CCBU_pool-13-thread-17-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=0]: Message coming to Finesse from backend cti server

0012760165: 10.10.5.112: Dec 13 2016 06:37:14.787 -0700: %CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=QuerySkillGroupStatisticsConf][cti_sequence_id=2907992]: Message coming to Finesse from backend cti server

0001607224: 10.10.5.112: Dec 13 2016 06:37:14.788 -0700: %CCBU_pool-37-thread-5-6-XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/Queue/7779672][Payload=<Update><data><queue><name>SG_Culiacan</name><statistics><agentsNotReady>1</agentsNotReady><agentsReady>0</agentsReady><agentsTalkingInbound>1</agentsTalkingInbound><agentsTalkingInternal>0</agentsTalkingInternal><agentsTalkingOutbound>0</agentsTalkingOutbound><agentsWrapUpNotReady>0</agentsWrapUpNotReady><agentsWrapUpReady>0</agentsWrapUpReady><callsInQueue>0</callsInQueue><startTimeOfLongestCallInQueue></startTimeOfLongestCallInQueue></statistics><uri>/finesse/api/Queue/7779672</uri></queue></data><event>PUT</event><requestId>null</requestId><source>/finesse/api/Queue/7779672</source></Update>]: Publishing XMPP Message Asynchronously

0012760166: 10.10.5.112: Dec 13 2016 06:37:14.788 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIQuerySkillGroupStatisticsConf[peripheralID=5000, skillGroupNumber=8289282, routerCallsQNow=5, longestRouterCallQNow=700, agentsNotReady=3, agentsReady=0, agentsTalkingIn=0, agentsTalkingOut=0, agentsTalkingOther=0, agentsWorkNotReady=0, agentsWorkReady=0]CTIMessageBean [invokeID=1446332, msgID=115, timeTracker={"id":"QuerySkillGroupStatisticsConf","CTI_MSG_NOTIFIED":1481636234788,"CTI_MSG_RECEIVED":1481636234787}], msgName=QuerySkillGroupStatisticsConf, deploymentType=CCE]][cti_response_time=1]: Decoded Message to Finesse from backend cti server

0001607225: 10.10.5.112: Dec 13 2016 06:37:14.788 -0700: %CCBU_pool-37-thread-1-6-XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/Queue/8289282][Payload=<Update><data><queue><name>SG_Mazatlan</name><statistics><agentsNotReady>3</agentsNotReady><agentsReady>0</agentsReady><agentsTalkingInbound>0</agentsTalkingInbound><agentsTalkingInternal>0</agentsTalkingInternal><agentsTalkingOutbound>0</agentsTalkingOutbound><agentsWrapUpNotReady>0</agentsWrapUpNotReady><agentsWrapUpReady>0</agentsWrapUpReady><callsInQueue>5</callsInQueue><startTimeOfLongestCallInQueue>2016-12-

13T13:25:34Z</startTimeOfLongestCallInQueue></statistics><uri>/finesse/api/Queue/8289282</uri>
</queue></data><event>PUT</event><requestId>null</requestId><source>/finesse/api/Queue/8289282
</source></Update>]: Publishing XMPP Message Asynchronously
0012760167: 10.10.5.112: Dec 13 2016 06:37:15.809 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=CallConnectionClearedEvent][cti_sequence_id=2907993]: Message coming to
Finesse from backend cti server
0012760169: 10.10.5.112: Dec 13 2016 06:37:15.810 -0700: %CCBU_pool-13-thread-13-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=CallConnectionClearedEvent][cti_sequence_id=0]:
Message coming to Finesse from backend cti server
0012760168: 10.10.5.112: Dec 13 2016 06:37:15.809 -0700: %CCBU_pool-13-thread-20-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=CallConnectionClearedEvent][cti_sequence_id=0]:
Message coming to Finesse from backend cti server
0012760170: 10.10.5.112: Dec 13 2016 06:37:15.810 -0700: %CCBU_pool-13-thread-1-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=CallClearedEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0012760171: 10.10.5.112: Dec 13 2016 06:37:15.810 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=com.cisco.ccbu.finesse.adapter.acmi.message.CTICallConnectionClearedEvent@17711d
c[callId=33617402,peripheralId=5000,connectionDeviceIdType=0,eventCause=-
1,connectionDeviceId=11841,releasingDeviceId=11841,fltReqMaskNumMasks=1,fltReqMaskInstrumentLi
st=[11841],fltReqMaskExtensionList=[11841],fltReqMaskCallIDList=[33617402],fltReqMaskFlagsList
=[00],fltReqCallMaskList=[00000400],fltReqAgentMaskList=[00000000],invokeID=<null>,msgID=14,ti
meTracker={ "id": "CallConnectionClearedEvent", "CTI_MSG_RECEIVED": 1481636235810, "CTI_MSG_DISPATC
H": 1481636235810 },msgName=CallConnectionClearedEvent,deploymentType=CCE]][cti_response_time=0]
: Decoded Message to Finesse from backend cti server
0012760172: 10.10.5.112: Dec 13 2016 06:37:15.810 -0700: %CCBU_pool-13-thread-19-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0012760173: 10.10.5.112: Dec 13 2016 06:37:15.811 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER:
%[cti_message_name=CallConnectionClearedEvent][cti_sequence_id=2907994]: Message coming to
Finesse from backend cti server
0012760174: 10.10.5.112: Dec 13 2016 06:37:15.811 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER:
%[cti_message=com.cisco.ccbu.finesse.adapter.acmi.message.CTICallConnectionClearedEvent@359ce9
[callId=33617402,peripheralId=5000,connectionDeviceIdType=1,eventCause=-
1,connectionDeviceId=6727254655,releasingDeviceId=6727254655,fltReqMaskNumMasks=1,fltReqMaskIn
strumentList=[11841],fltReqMaskExtensionList=[11841],fltReqMaskCallIDList=[33617402],fltReqMas
kFlagsList=[00],fltReqCallMaskList=[00000400],fltReqAgentMaskList=[00000000],invokeID=<null>,m
sgID=14,timeTracker={ "id": "CallConnectionClearedEvent", "CTI_MSG_RECEIVED": 1481636235810, "CTI_M
SG_DISPATCH": 1481636235811 },msgName=CallConnectionClearedEvent,deploymentType=CCE]][cti_respon
se_time=1]: Decoded Message to Finesse from backend cti server
0012760175: 10.10.5.112: Dec 13 2016 06:37:15.814 -0700: %CCBU_pool-6-thread-86-6-
WRAP_UP_ADAPTER_PROCESS_START: %[call_id=33617402][messageId=CallConnectionClearedEvent]:
processing event
0012760176: 10.10.5.112: Dec 13 2016 06:37:15.814 -0700: %CCBU_pool-6-thread-86-6-
WRAP_UP_AGENT_PROCESS_START:
%[call_id=33617402][extension=11841][messageId=CallConnectionClearedEvent][state=LCS_ACTIVE]:
processing event
0012760177: 10.10.5.112: Dec 13 2016 06:37:15.814 -0700: %CCBU_pool-6-thread-86-6-
WRAP_UP_AGENT_PROCESS_END:
%[call_id=33617402][extension=11841][messageId=CallConnectionClearedEvent][state=LCS_ACTIVE]:
processed event
0012760178: 10.10.5.112: Dec 13 2016 06:37:15.814 -0700: %CCBU_pool-6-thread-86-6-
WRAP_UP_ADAPTER_AGENT_NOT_READY_TO_PROCESS: %[call_id=33617402][extension=11841]: found agent
not ready for processing

0012760179: 10.10.5.112: Dec 13 2016 06:37:15.814 -0700: %CCBU_pool-6-thread-86-6-WRAP_UP_ADAPTER_CAN_PROCESS: WrapUpAdapter.canProcess() returns: false
0012760180: 10.10.5.112: Dec 13 2016 06:37:15.814 -0700: %CCBU_pool-6-thread-86-6-WRAP_UP_ADAPTER_PROCESS_END: %[call_id=33617402][messageId=CallConnectionClearedEvent]: processed event
0012760181: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=CallClearedEvent][cti_sequence_id=2907995]: Message coming to Finesse from backend cti server
0012760182: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=com.cisco.ccbu.finesse.adapter.acmi.message.CTICallClearedEvent@1151a9c[callId=33617402,peripheralId=5000,eventCause=<null>,connectionDeviceId=6727254655,connectionDeviceIdType=1,fltReqMaskNumMasks=1,fltReqMaskInstrumentList=[11841],fltReqMaskExtensionList=[11841],fltReqMaskCallIDList=[33617402],fltReqMaskFlagsList=[00],fltReqCallMaskList=[00000400],fltReqAgentMaskList=[00000000],invokeID=<null>,msgID=13,timeTracker={"id":"CallClearedEvent","CTI_MSG_RECEIVED":1481636235810,"CTI_MSG_DISPATCH":1481636235815},msgName=CallClearedEvent,deploymentType=CCE]][cti_response_time=5]: Decoded Message to Finesse from backend cti server
0012760183: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_pool-6-thread-69-6-WRAP_UP_ADAPTER_PROCESS_START: %[call_id=33617402][messageId=CallConnectionClearedEvent]: processing event
0012760184: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_pool-6-thread-69-6-WRAP_UP_ADAPTER_AGENT_NOT_READY_TO_PROCESS: %[call_id=33617402][extension=11841]: found agent not ready for processing
0012760185: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_CTIMessageEventExecutor-0-6-MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=2907996]: Message coming to Finesse from backend cti server
0012760186: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_pool-6-thread-69-6-WRAP_UP_ADAPTER_CAN_PROCESS: WrapUpAdapter.canProcess() returns: false
0012760187: 10.10.5.112: Dec 13 2016 06:37:15.815 -0700: %CCBU_CTIMessageEventExecutor-0-6-DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=6(WORK_READY), stateDuration=0, skillGroupNumber=7779672, skillGroupPriority=0, agentState=6(WORK_READY), eventReasonCode=0, numFltSkillGroups=0, CTIClientSignature=Finesse, agentID=105, agentExtension=11841, agentInstrument=11841, agentID_Long=null, duration=null, nextAgentState=null, fltSkillGroupNumberList=[], fltSkillGroupIDList=[], fltSkillGroupPriorityList=[], fltSkillGroupStateList=[]]CTIMessageBean [invokeID=null, msgID=30, timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1481636235811,"CTI_MSG_DISPATCH":1481636235815}, msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=4]: Decoded Message to Finesse from backend cti server
0012760188: 10.10.5.112: Dec 13 2016 06:37:15.816 -0700: %CCBU_pool-6-thread-69-6-WRAP_UP_ADAPTER_PROCESS_END: %[call_id=33617402][messageId=CallConnectionClearedEvent]: processed event
0012760189: 10.10.5.112: Dec 13 2016 06:37:15.816 -0700: %CCBU_pool-6-thread-176-6-WRAP_UP_ADAPTER_PROCESS_START: %[call_id=33617402][messageId=AgentStateEvent]: processing event
0012760190: 10.10.5.112: Dec 13 2016 06:37:15.816 -0700: %CCBU_pool-6-thread-176-6-WRAP_UP_AGENT_PROCESS_START: %[call_id=33617402][extension=11841][messageId=AgentStateEvent][state=LCS_ACTIVE]: processing event
0012760191: 10.10.5.112: Dec 13 2016 06:37:15.816 -0700: %CCBU_pool-6-thread-176-6-WRAP_UP_AGENT_STATE_CHANGE: %[call_id=33617402][currentState=LCS_ACTIVE][extension=11841][newState=LCS_WRAP_UP]: changed state
0012760192: 10.10.5.112: Dec 13 2016 06:37:15.816 -0700: %CCBU_pool-6-thread-176-6-WRAP_UP_AGENT_PROCESS_END: %[call_id=33617402][extension=11841][messageId=AgentStateEvent][state=LCS_WRAP_UP]: processed event

0012760193: 10.10.5.112: Dec 13 2016 06:37:15.816 -0700: %CCBU_pool-6-thread-176-6-WRAP_UP_ADAPTER_CAN_PROCESS: WrapUpAdapter.canProcess() returns: true
0001607226: 10.10.5.112: Dec 13 2016 06:37:15.818 -0700: %CCBU_pool-6-thread-176-6-XMPP_PUBLISH_ASYNCHRONOUS:

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:[NodeId=/finesse/api/User/105/Dialogs][Payload=<Update><data><dialog><associatedDialogUri></associatedDialogUri><fromAddress>6727254655</fromAddress><id>33617402</id><mediaProperties><DNIS>11841</DNIS><callType>PREROUTE_ACD_IN</callType><dialNumber>11810</dialNumber><outboundClassification></outboundClassification><callVariables><CallVariable><name>callVariable1</name><value></value></CallVariable><CallVariable><name>callVariable2</name><value></value></CallVariable><CallVariable><name>callVariable3</name><value></value></CallVariable><CallVariable><name>callVariable4</name><value></value></CallVariable><CallVariable><name>callVariable5</name><value></value></CallVariable><CallVariable><name>callVariable6</name><value></value></CallVariable><CallVariable><name>callVariable7</name><value></value></CallVariable><CallVariable><name>callVariable8</name><value></value></CallVariable><CallVariable><name>callVariable9</name><value></value></CallVariable><CallVariable><name>callVariable10</name><value></value></CallVariable><CallVariable><name>user.microapp.locale</name><value>en-us</value></CallVariable><CallVariable><name>user.media.id</name><value>38AD4200000100000003FC7566050A0A</value></CallVariable><CallVariable><name>user.microapp.media_server</name><value>http://10.10.5.114</value></CallVariable><CallVariable><name>user.microapp.input_type</name><value>D</value></CallVariable><CallVariable><name>user.cvp_server_info</name><value>10.10.5.114</value></CallVariable></callVariables></mediaProperties><mediaType>Voice</mediaType><participants><Participant><actions><action>UPDATE_CALL_DATA</action></actions><mediaAddress>11841</mediaAddress><mediaAddressType>AGENT_DEVICE</mediaAddressType><startTime>2016-12-13T13:37:09.495Z</startTime><state>WRAP_UP</state><stateCause></stateCause><stateChangeTime>2016-12-13T13:37:15.817Z</stateChangeTime></Participant><Participant><actions><action>TRANSFER_SST</action><action>CONSULT_CALL</action><action>HOLD</action><action>UPDATE_CALL_DATA</action><action>SEND_DTMF</action><action>DROP</action></actions><mediaAddress>6727254655</mediaAddress><mediaAddressType></mediaAddressType><startTime>2016-12-13T13:37:09.495Z</startTime><state>ACTIVE</state><stateCause></stateCause><stateChangeTime>2016-12-13T13:37:09.495Z</stateChangeTime></Participant></participants><state>ACTIVE</state><toAddress>11810</toAddress><uri>/finesse/api/Dialog/33617402</uri></dialog></data><event>PUT</event><requestId></requestId><source>/finesse/api/Dialog/33617402</source></Update>]: Publishing XMPP Message Asynchronously
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0001607227: 10.10.5.112: Dec 13 2016 06:37:15.819 -0700: %CCBU_pool-6-thread-176-6-XMPP_PUBLISH_ASYNCHRONOUS:

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:[NodeId=/finesse/api/User/105/Dialogs][Payload=<Update><data><dialog><associatedDialogUri></associatedDialogUri><fromAddress>6727254655</fromAddress><id>33617402</id><mediaProperties><DNIS>11841</DNIS><callType>PREROUTE_ACD_IN</callType><dialNumber>11810</dialNumber><outboundClassification></outboundClassification><callVariables><CallVariable><name>callVariable1</name><value></value></CallVariable><CallVariable><name>callVariable2</name><value></value></CallVariable><CallVariable><name>callVariable3</name><value></value></CallVariable><CallVariable><name>callVariable4</name><value></value></CallVariable><CallVariable><name>callVariable5</name><value></value></CallVariable><CallVariable><name>callVariable6</name><value></value></CallVariable><CallVariable><name>callVariable7</name><value></value></CallVariable><CallVariable><name>callVariable8</name><value></value></CallVariable><CallVariable><name>callVariable9</name><value></value></CallVariable><CallVariable><name>callVariable10</name><value></value></CallVariable><CallVariable><name>user.microapp.locale</name><value>en-us</value></CallVariable><CallVariable><name>user.media.id</name><value>38AD4200000100000003FC7566050A0A</value></CallVariable><CallVariable><name>user.microapp.media_server</name><value>http://10.10.5.114</value></CallVariable><CallVariable><name>user.microapp.input_type</name><value>D</value></CallVariable><CallVariable><name>user.cvp_server_info</name><value>10.10.5.114</value></CallVariable></callVariables></mediaProperties><mediaType>Voice</mediaType><participants><Participant><actions><action>UPDATE_CALL_DATA</action></actions><mediaAddress>11841</mediaAddress><mediaAddressType>AGENT_DEVICE</mediaAddressType><startTime>2016-12-13T13:37:09.495Z</startTime><state>WRAP_UP</state><stateCause></stateCause><stateChangeTime>20
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16-12-
13T13:37:15.817Z</stateChangeTime></Participant><Participant><actions></actions><mediaAddress>
6727254655</mediaAddress><mediaAddressType></mediaAddressType><startTime>2016-12-
13T13:37:09.495Z</startTime><state>DROPPED</state><stateCause></stateCause><stateChangeTime>20
16-12-
13T13:37:15.818Z</stateChangeTime></Participant></participants><state>ACTIVE</state><toAddress
>11810</toAddress><uri>/finesse/api/Dialog/33617402</uri></dialog></data><event>PUT</event><re
questId></requestId><source>/finesse/api/Dialog/33617402</source></Update>]: Publishing XMPP
Message Asynchronously
0012760194: 10.10.5.112: Dec 13 2016 06:37:15.819 -0700: %CCBU_pool-6-thread-176-6-
WRAP_UP_ADAPTER_PROCESS_END: %[call_id=33617402][messageId=AgentStateEvent]: processed event
0012760195: 10.10.5.112: Dec 13 2016 06:37:15.819 -0700: %CCBU_pool-6-thread-16-6-
WRAP_UP_ADAPTER_PROCESS_START: %[call_id=33617402][messageId=CallClearedEvent]: processing
event
0012760196: 10.10.5.112: Dec 13 2016 06:37:15.819 -0700: %CCBU_pool-6-thread-16-6-
WRAP_UP_ADAPTER_CAN_PROCESS: WrapUpAdapter.canProcess() returns: true
0012760197: 10.10.5.112: Dec 13 2016 06:37:15.819 -0700: %CCBU_pool-6-thread-16-6-
WRAP_UP_ADAPTER_PROCESS_END: %[call_id=33617402][messageId=CallClearedEvent]: processed event
0001607228: 10.10.5.112: Dec 13 2016 06:37:15.820 -0700: %CCBU_pool-6-thread-176-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/105][Payload=<Update>
<data>
  <user>
    <dialogs>/finesse/api/User/105/Dialogs</dialogs>
    <extension>11841</extension>
    <firstName>VCRUZ</firstName>
    <lastName>CRUZ</lastName>
    <loginId>105</loginId>
    <loginName>ACLNVCRUZ</loginName>
    <pendingState></pendingState>
    <roles>
      <role>Agent</role>
    </roles>
    <settings>
      <wrapUpOnIncoming>REQUIRED</wrapUpOnIncoming>
    </settings>
    <state>WORK_READY</state>
    <stateChangeTime>2016-12-13T13:37:15.819Z</stateChangeTime>
    <teamId>5000</teamId>
    <teamName>Culiacan</teamName>
    <uri>/finesse/api/User/105</uri>
  </user>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/105</source>
</Update>]: Publishing XMPP Message Asynchronously
0001607229: 10.10.5.112: Dec 13 2016 06:37:15.822 -0700: %CCBU_pool-6-thread-176-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/Team/5000/Users][Payload=<Update>
<data>
  <user>
    <dialogs>/finesse/api/User/105/Dialogs</dialogs>
    <extension>11841</extension>
    <firstName>VCRUZ</firstName>
    <lastName>CRUZ</lastName>
    <loginId>105</loginId>
    <pendingState></pendingState>
    <state>WORK_READY</state>
```

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<stateChangeTime>2016-12-13T13:37:15.819Z</stateChangeTime>
<uri>/finesse/api/User/105</uri>
</user>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/105</source>
</Update>]: Publishing XMPP Message Asynchronously
0012760198: 10.10.5.112: Dec 13 2016 06:37:19.373 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=2907997]: Message
coming to Finesse from backend cti server
0012760199: 10.10.5.112: Dec 13 2016 06:37:19.373 -0700: %CCBU_pool-13-thread-8-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0012760200: 10.10.5.112: Dec 13 2016 06:37:19.373 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=1 (LOGOUT),
stateDuration=0, skillGroupNumber=46320, skillGroupPriority=0, agentState=2 (NOT_READY),
eventReasonCode=40, numFltSkillGroups=0, CTIClientSignature=Finesse, agentID=33,
agentExtension=11861, agentInstrument=11861, agentID_Long=null, duration=null,
nextAgentState=null, fltSkillGroupNumberList=[], fltSkillGroupIDList=[],
fltSkillGroupPriorityList=[], fltSkillGroupStateList=[]]CTIMessageBean [invokeID=null,
msgID=30,
timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1481636239373,"CTI_MSG_DISPATCH":148163
6239373}, msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=0]: Decoded Message
to Finesse from backend cti server
0012760201: 10.10.5.112: Dec 13 2016 06:37:19.373 -0700: %CCBU_pool-13-thread-12-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0012760202: 10.10.5.112: Dec 13 2016 06:37:19.373 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=2907998]: Message
coming to Finesse from backend cti server
0012760203: 10.10.5.112: Dec 13 2016 06:37:19.374 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=1 (LOGOUT),
stateDuration=0, skillGroupNumber=1369832, skillGroupPriority=0, agentState=1 (LOGOUT),
eventReasonCode=40, numFltSkillGroups=0, CTIClientSignature=Finesse, agentID=33,
agentExtension=11861, agentInstrument=11861, agentID_Long=null, duration=null,
nextAgentState=null, fltSkillGroupNumberList=[], fltSkillGroupIDList=[],
fltSkillGroupPriorityList=[], fltSkillGroupStateList=[]]CTIMessageBean [invokeID=null,
msgID=30,
timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1481636239373,"CTI_MSG_DISPATCH":148163
6239374}, msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=1]: Decoded Message
to Finesse from backend cti server
0012760204: 10.10.5.112: Dec 13 2016 06:37:19.374 -0700: %CCBU_CTIMessageEventExecutor-0-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=2907999]: Message
coming to Finesse from backend cti server
0012760205: 10.10.5.112: Dec 13 2016 06:37:19.375 -0700: %CCBU_pool-13-thread-15-6-
MESSAGE_FROM_CTI_SERVER: %[cti_message_name=AgentStateEvent][cti_sequence_id=0]: Message
coming to Finesse from backend cti server
0001607230: 10.10.5.112: Dec 13 2016 06:37:19.375 -0700: %CCBU_pool-6-thread-106-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/33][Payload=<Update>
<data>
<user>
<dialogs>/finesse/api/User/33/Dialogs</dialogs>
<extension></extension>
<firstName>LSANCHEZ</firstName>
<lastName>SANCHEZ</lastName>
<loginId>33</loginId>
```

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<loginName>AMOCLSANCHEZ</loginName>
<pendingState></pendingState>
<reasonCodeId>-1</reasonCodeId>
<roles>
  <role>Agent</role>
</roles>
<settings>
  <wrapUpOnIncoming>REQUIRED</wrapUpOnIncoming>
</settings>
<state>LOGOUT</state>
<stateChangeTime>2016-12-13T13:37:19.375Z</stateChangeTime>
<teamId>5002</teamId>
<teamName>LosMochis</teamName>
<uri>/finesse/api/User/33</uri>
</user>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/33</source>
</Update>]: Publishing XMPP Message Asynchronously
0012760206: 10.10.5.112: Dec 13 2016 06:37:19.376 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=1 (LOGOUT),
stateDuration=0, skillGroupNumber=-1, skillGroupPriority=0, agentState=1 (LOGOUT),
eventReasonCode=40, numFltSkillGroups=0, CTIClientSignature=Finesse, agentID=33,
agentExtension=11861, agentInstrument=11861, agentID_Long=null, duration=null,
nextAgentState=null, fltSkillGroupNumberList=[], fltSkillGroupIDList=[],
fltSkillGroupPriorityList=[], fltSkillGroupStateList=[]]CTIMessageBean [invokeID=null,
msgID=30,
timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1481636239375,"CTI_MSG_DISPATCH":148163
6239376}, msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=1]: Decoded Message
to Finesse from backend cti server
0001607231: 10.10.5.112: Dec 13 2016 06:37:19.377 -0700: %CCBU_pool-6-thread-106-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/Team/5002/Users][Payload=<Update>
<data>
  <user>
    <dialogs>/finesse/api/User/33/Dialogs</dialogs>
    <extension></extension>
    <firstName>LSANCHEZ</firstName>
    <lastName>SANCHEZ</lastName>
    <loginId>33</loginId>
    <pendingState></pendingState>
    <state>LOGOUT</state>
    <stateChangeTime>2016-12-13T13:37:19.375Z</stateChangeTime>
    <uri>/finesse/api/User/33</uri>
  </user>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/33</source>
</Update>]: Publishing XMPP Message Asynchronously
```