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Introduction

This document describes how SocialMiner can emit IM Notifications with the use of the XMPP (Extensible Messaging and Presence Protocol) to any server which can process these Notifications. This guide walks us through the configuration that is used for the creation of the IM Notifications to a Jabber Client with the help of the CUPS (Cisco Unified Presence Server).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Contact Center Express (UCCX) knowledge and a system integrated with Cisco SocialMiner for WebChat with Finesse
- Integration of Cisco Unified Communications Manager (CUCM) with Cisco Unified Presence (CUPS) for the presence and IM (Instant Messaging) of Jabber Clients

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Contact Center Express (11.0 or higher)
- Cisco SocialMiner (11.5 or higher)
- Cisco Unified Presence Server (11.0 or higher)
- Jabber Client (11.0 or higher)
- Cisco Unified Communications Manager (11.0 or higher)

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, make sure that you understand the potential impact of any command.

Background Information

Many of the Unified Communications (UC) deployments have Presence server in the environment

As shown in the image, ensure that the Network Services has the XCP Router Service is up and running:

IM and Presence Services				
	Service Name	Status:	Start Time	Up Time
<input type="radio"/>	Cisco Sync Agent	Running	Fri Feb 26 20:38:15 2016	1 days 22:57:57
<input type="radio"/>	Cisco Login Datastore	Running	Fri Feb 26 20:37:57 2016	1 days 22:58:15
<input type="radio"/>	Cisco Route Datastore	Running	Fri Feb 26 20:37:59 2016	1 days 22:58:13
<input type="radio"/>	Cisco Config Agent	Running	Fri Feb 26 20:38:29 2016	1 days 22:57:43
<input type="radio"/>	Cisco OAM Agent	Running	Fri Feb 26 20:38:31 2016	1 days 22:57:41
<input type="radio"/>	Cisco Client Profile Agent	Running	Fri Feb 26 20:38:37 2016	1 days 22:57:35
<input type="radio"/>	Cisco Intercluster Sync Agent	Running	Fri Feb 26 20:38:18 2016	1 days 22:57:54
<input type="radio"/>	Cisco XCP Config Manager	Running	Fri Feb 26 20:38:17 2016	1 days 22:57:55
<input type="radio"/>	Cisco XCP Router	Running	Sat Feb 27 09:40:37 2016	1 days 09:55:35
<input type="radio"/>	Cisco Server Recovery Manager	Running	Fri Feb 26 20:38:30 2016	1 days 22:57:42
<input type="radio"/>	Cisco IM and Presence Data Monitor	Running	Fri Feb 26 20:38:16 2016	1 days 22:57:56
<input type="radio"/>	Cisco Presence Datastore	Running	Fri Feb 26 20:38:24 2016	1 days 22:57:48
<input type="radio"/>	Cisco SIP Registration Datastore	Running	Fri Feb 26 20:38:25 2016	1 days 22:57:47
<input type="radio"/>	Cisco RCC Device Selection Service	Running	Fri Feb 26 20:38:34 2016	1 days 22:57:38

3. Ensure that there are users synced to CUPS from Call Manager, as shown in the image.

Status

2 records found

User Assignment (1 - 2 of 2) Rows per Page 50

Find User Assignment where

User ID ▲	First Name	Last Name	IM Address	Directory URI	Failed Over	Node	Presence Redundancy Group
jabberuser		Jabber User	jabberuser@cisco.com			pod1-cups	DefaultCUPSsubcluster
socialjabber		Social Jabber	socialjabber@cisco.com			pod1-cups	DefaultCUPSsubcluster

For a user to be successfully synced to Presence, we need to have the following settings on Call Manager.

Note: These screenshots show the configuration for one of the users, the other user is exactly the same.

End User page ensures that the user is selected for IM and Presence. Also the user must be associated with the CSF Device, as shown in the image.

Service Settings

Home Cluster

Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)

Include meeting information in presence(Requires Exchange Presence Gateway to be configured on CUCM IM and Presence server)

[Presence Viewer for User](#)

UC Service Profile

The End User also needs to have the following groups and roles:

Permissions Information

Groups	Standard CCM End Users Standard CTI Allow Control of All Devices Standard CTI Enabled	<input type="button" value="Add to Access Control Group"/> <input type="button" value="Remove from Access Control Group"/>
Roles	Standard CCM End Users Standard CCMUSER Administration Standard CTI Allow Control of All Devices Standard CTI Enabled	View Details

Conference Now Information

The corresponding UC Service Profile and the UC Service are created from User Management - User Settings section.

Find and List UC Services

Status
1 records found

UC Service (1 - 1 of 1)

Find UC Service where Name begins with

<input type="checkbox"/>	Name ^	UC Service Type	Product Type	Host/IP Address
<input type="checkbox"/>	CUPS	IM and Presence	Unified CM (IM and Presence)	172.18.85.55

IM and Presence Profile

Primary

Secondary

Tertiary

4. Log in to Jabber via the jabberuser account. Note that the configuration above also shows a second user called socialjabber which has the exact same configuration. However, there is no need to login to Jabber with this user because the SocialMiner needs a user for authentication who will send IM Notifications to all the other users on behalf of this user.

5. Log in to SocialMiner Administration page:

Step 1. Configure the XMPP server in SocialMiner.

XMPP Notifications Server

Enabled

Enable Service Lookup

XMPP Server Host

XMPP Server Port

User Name

Password

The Username used here is the user on behalf of which SocialMiner will authenticate, establish a XMPP connection and send out the messages. This may be a bot account that we might provision on the IM/Presence server or any normal individual account.

Also ensure that the DNS resolution to that XMPP server happens fine from SocialMiner and that the host with port is reachable from SocialMiner.

Step 2. Create an IM Notification in SocialMiner.

Manage Notifications

Edit Notification

* Type: IM

* Name: My IM notification

Description: My IM notification

* Campaign: My Chat Campaign

* Tags: A notification will be sent if the contact has any of these tags
Type a tag, then press Add [Add]
namahesh

* Addresses: Notifications will be sent to these recipients
Type an address, then press Add [Add]
[redacted]@cisco.com
[redacted]@cisco.com
[redacted]@cisco.com
[redacted]@cisco.com

Message: Hey, check this out - A new Social Contact: \${SC_SCREEN_URL} has arrived for you !!

[Save] [Cancel]

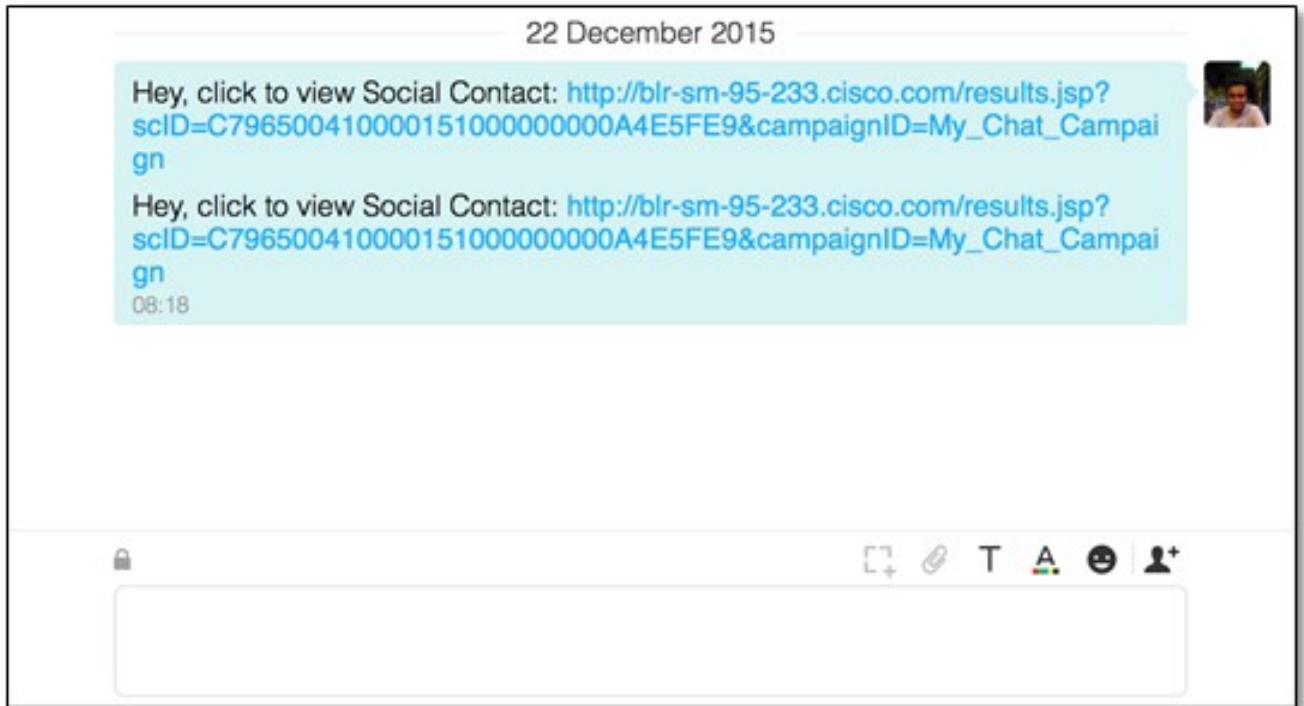
1. Choose the CCX Chat Campaign in the Campaign field (the screenshot says My Chat Campaign as it was taken for a standalone Chat session with SocialMiner so this needs to change to CCX Chat Campaign)
2. In the tags, add the same tags that the CCX Chat Feed has, so chat contacts which matches

those tags will be picked up and sent

3. Provide a list of addresses to whom you want to send the IM messages every time a chat contact comes through
4. In the message, you can provide any kind of message. Use the in-built variable `#{SC_SCREEN_URL}` which will provide a link to this chat contact

Steps 3. Inject a chat request and test it

1. Inject a chat request into the chat feed.
2. If it all goes well, addresses listed in the IM notification created in Step 2 should get a ping with the chat contact information, as shown in the image.



3. Also, you can validate everything in SocialMiner by checking the notification status and XMPP connection status, both of which should be green with a tick-mark.

Server Status			
• Datastore	✓	• Hardware	✓
• Indexer	✓	• Mail Notifications	—
• Runtime	✓	• XMPP Notifications	✓
• Eventing and Chat	✓	• Connection to CCE Notifications	—

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

This section provides information you can use in order to troubleshoot your configuration,

These logs on Cisco SocialMiner should help in identifying any issue with the above configuration:

- Cisco SocialMiner Runtime Service
- Cisco SocialMiner XMPP Server