

# How to diagnose call

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## INTRODUCTION

The Primas CX Web Application has a Web Page to get call detail information such as call summary info, call events, associated call data.

## GUIDELINES

### NAVIGATION

To get call (contact) detail, navigate to Diagnostic > Screen Pop > Contact Detail

### SEARCH A CONTACT

Search the contact by Phone Number, DNIS, VDN, Contact ID (UCID, CallID), or Call Time. The search result is as the capture below

PRIMAS

NAVIGATION

- Dashboard
- Application
- Configuration
- Report
- Diagnostic
  - General
  - Screen Pop
    - Agent Call Detail
    - Agent Activity
    - ACD Agent Login
    - Notifier Login
    - Calls In Queue
    - Recent Contacts
    - Contact Message
    - Device Registration
    - Contact Detail
      - Contact

LinkScope ID

Phone Number

DNIS

Contact ID

VDN

Date Received

2022-01-13

yyyy-MM-dd

Search

Clear

Call Path Analysis Contact

Export to Excel

LinkScope ID	Contact ID	ANI	DNIS	FQVDN	Queue VDN	UII
16298736	00001137301642127598	3304174202	6686670		5627244	
16298704	00001129371642127207	3304174202	6686670		5627244	

1 - 2 of 2 items

In the detail list, scroll to the right, there are 3 columns "Event" (call events), "Screen Pop" (screen pop debug info), "IVR" (call data/ popup data)

Call Path Analysis Contact

Export to Excel

Deleted	Finished	After Hour	Valid Contact	Survey Offered	Failed	Event	Screen Pop	IVR
false	true	false	true	false	false			
false	true	false	true	false	false			

1 - 2 of 2 items

View call path detail by call events

Click on the arrow on the Event column to inspect the call flow. The system will show the events via the devices that the system is monitoring.

#### Call Path Analysis Contact Event

LinkScope ID	Contact ID	Org Contact ID	Resulting Contact ID	Org Resulting Contact ID	Calling From	Calling To	Source Type	Dest Type
16298736	00001137301642127598	13730	0	0	3304174202	6686670	OTHER	VDN.DNIS
16298736	00001137301642127598	13730	0	0	6686670	5627244	VDN.DNIS	VDN.AGENT
16298736	00001137301642127598	13730	0	0	6686670	5627244	VDN.DNIS	VDN.AGENT
16298736	00001137301642127598	13730	0	0	5627244	1031244	VDN.AGENT	VDN.OTHER
16298736	00001137301642127598	13730	0	0	5627244	1031244	VDN.AGENT	VDN.OTHER

## View screen pop debug message

Click on the arrow on the Screen Pop column to inspect the screen pop event that the system sent to the Web Notifier.



- SCRPOP: SENT\_TO\_RS: The system proceeded the screen pop/ disconnected message to send to the Web Notifier
- SCRPOP: AGENT\_RECEIVED: means the Web Notifier confirmed that it received the screen pop / disconnected message and showed the popup to the agent desktop.

10797	SCRPOP: SENT_TO_RS	Extension:40014; AgentID:-1; AgentIP:14.161.46.255	Success	2022-01-14 17:39:23
10797	FCR: SENT_TO_RS		Success	2022-01-14 17:39:23
10797	SCRPOP: AGENT_RECEIVED	evt:scrpop; subevt: ; Isid:10797; ani:6573006641; acdposid:40014; role:Agents; cid:00001064231642181963; opt:7; tst:0; dnis:; feature:3; uui:TEST; datereceived:2022-01-14 10:39:23.322; sndt:63777778763423030; sndtflg:False; Guidance Due to guidance from the CDC, the first appointment must be scheduled at least 30 days out.; ClinicLocation:UW Medical Center Northwest COVID-19 Vaccine Clinic; VaccinationLast2Week:yes; FeelingSick:no; LastTreatment:More than 3 months ago; PassiveAntibodyTherapy:yes; SevereAllergicReaction:yes; Covid19PositiveNo; Eligibility:yes; Email:abc@email.com; Interpreter:yes; Race:Vietnam; Gender:Female; Insurance:confirmed; DNISName: Orcas Island Clinic; DNIS:2065206256; Skillset:Patient English; Address:1234 4th Ave (Suite 800)Seattle, WA 98101; SvcCtr:S 320011 E 4011068; AdPhCh:1; IsCaller:0; Verified:1; Language:English; ClinicName:Orcas Island Clinic; LastName:Smith; FirstName:John; DOB:01021985; CustomerId:H6999999; PhoneNumber:0936150585; datatype:verification; Isid:10797; DNISName:; Skillset:	Success	2022-01-14 17:39:23
10797	SCRPOP: AGENT_RECEIVED	Extension:40014; AgentID:-1; AgentIP:14.161.46.255	Success	2022-01-14 17:39:24
10797	FCR: SENT_TO_RS		Success	2022-01-14 17:39:24
10797	SCRPOP: SENT_TO_RS	Extension:40014; AgentID:-1; AgentIP:14.161.46.255	Success	2022-01-14 17:39:28
10797	FCR: SENT_TO_RS		Success	2022-01-14 17:39:28
10797	SCRPOP: AGENT_RECEIVED	evt:disconnectcall; subevt: ; Isid:10797; ani:6573006641; acdposid:40014; role:Agents; cid:00001064231642181963; opt:7; tst:0; dnis:; feature:1; uui:TEST; datereceived:2022-01-14 10:39:28.226; sndt:637777787682389703; sndtflg:False	Success	2022-01-14 17:39:28



#### Important Note

The Web Notifier version 0.36 and earlier doesn't confirm that it received the screen pop message. So, we won't see the event SCRPOP: AGENT\_RECEIVED

For those versions, in this list, we can only see the message SCRPOP:SENT\_TO\_RS if the screen pop message has proceeded.

## View Popup data

Click on the arrow on the IVR column to inspect the screen pop data that an external or internal component system sent to the Primas CX system.

IVR KeyPair List

LinkScope ID	Contact ID	ANI	Data Name	Data Value	Date Received
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
16299123	00001273961642129940	6573006622	datatype	verification	2022-01-14 03:12:20
16299123	00001273961642129940	6573006622	ANI	0902888531	2022-01-14 03:12:20
16299123	00001273961642129940	6573006622	CustomerId	H6999999	2022-01-14 03:12:20
16299123	00001273961642129940	6573006622	DOB	01021979	2022-01-14 03:12:20
16299123	00001273961642129940	6573006622	FirstName	John	2022-01-14 03:12:20
16299123	00001273961642129940	6573006622	LastName	Smith	2022-01-14 03:12:20
16299123	00001273961642129940	6573006622	ClinicName	Orcas Island Clinic	2022-01-14 03:12:20