

TigerDial advanced debug monitor

Use the debug monitor to deeply check the TigerDial operations (for advanced users)

Enable the monitor

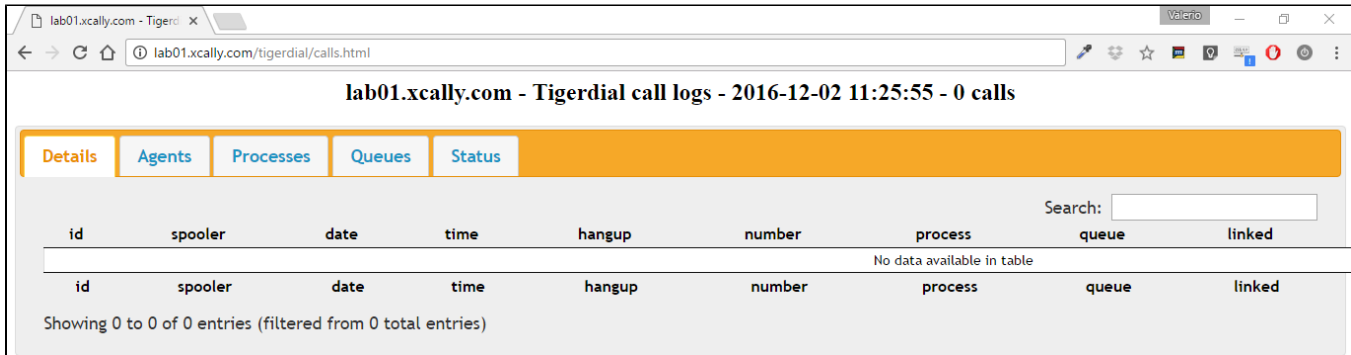
The TigerDial debug monitor must be enabled by running a script under the TigerDial installation folder.

```
[root@XSHUTTLE ~]# cd /opt/xcally_tiger_dial/resources/and run the script
[root@XSHUTTLE resources]# ./myenv.sh /opt/xcally_tiger_dial/./myenv.sh /opt/xcally_tiger_dial/
```

Start the debug application

Once the monitor has been enabled, you just have to start it on your browser:

HTTP://x.x.x.x/tigerdial/calls.html (where x.x.x.x is the xCally server ip address)



The page will show the last 1000 calls of the current day, refreshed every 2 minutes but you can change the refresh value into the calls.html file under /var/www/html/tigerdial

How it works

The main view shows the calls status list, with detailed information about date/time, dial result, etc..

id	spooler	date	time	hangup	number	process	queue	linked	status	uniqueid	complete
2645349	2279502	2016-12-02	13:43:41	13:44:47	071320	New_Sales	New_Sales	ANDREA	HANGUP	1480675421.60959	COMPLETEAGENT
2645348	2279628	2016-12-02	13:43:47	13:44:25	071423	New_Sales	New_Sales	MISUYA	HANGUP	1480675427.60974	COMPLETEAGENT
2645347	2279493	2016-12-02	13:43:34	13:44:25	071304	New_Sales	New_Sales	MSOFFE	HANGUP	1480675414.60951	COMPLETECALLED
2645346	2276969	2016-12-02	13:43:54	13:44:24	071410	New_Sales			FAILED	1480675434.60992	
2645345	2279554	2016-12-02	13:43:45	13:44:21	071255	New_Sales	New_Sales	Amaro	HANGUP	1480675425.60971	COMPLETEAGENT
2645344	2279492	2016-12-02	13:43:39	13:44:19	065896	New_Sales	New_Sales	MSONGO	HANGUP	1480675419.60955	COMPLETECALLED
2645343	2279632	2016-12-02	13:43:48	13:44:18	071371	New_Sales			FAILED	1480675428.60977	
2645342	2277750	2016-12-02	13:43:57	13:44:17	071335	New_Sales			NOANSWER	1480675436.60994	
2645341	2279555	2016-12-02	13:43:46	13:44:16	071345	New_Sales			FAILED	1480675426.60972	
2645340	2276968	2016-12-02	13:44:15		071366	New_Sales			NOSUCHEXTENSION		
2645339	2276962	2016-12-02	13:43:53	13:44:14	071367	New_Sales			NOANSWER	1480675433.60984	
2645338	2279552	2016-12-02	13:43:44	13:44:14	065927	New_Sales			FAILED	1480675424.60968	

From the call list you can easily check every TigerDial operation:

Process Channel Info

Under the process section, you can see the details about the current status of the process channels.

Tigerdial get process channels 4

Submit

```
- {
  "elapsed": 0.172,
  "response": {
    "RMI": {
      "count": 30,
      "last_channel": {
        "id": "1480675647.61230",
        "hangupCause": "AST_CAUSE_NOANSWER",
        "hangupCauseText": "User alerting, no answer",
        "name": "SIP/Tigo-0000c495",
        "dateOfCreation": "2016-12-02 13:47:27.701",
        "dateOfRemoval": "2016-12-02 13:47:57.726"
      }
    },
    "channels": [
      - {
        "source": "SIP/Tigo/0713",
        "amd": false,
        "channel": {
          "id": "1480675649.61234",
          "callerId": {
            "name": "65907",
            "number": "6590"
          },
          "name": "SIP/Tigo-0000c499",
          "account": "10000",
          "dateOfCreation": "2016-12-02 13:47:29.639"
        }
      },
      - {
        "source": "SIP/Tigo/0657",
        "amd": false,
        "channel": {
          "id": "1480675662.61264",
          "callerId": {
            "name": "659071",
            "number": "6590"
          },
          "name": "SIP/Tigo-0000c4b1",
          "account": "10000",
          "dateOfCreation": "2016-12-02 13:47:42.258"
        }
      },
      - {
        "source": "SIP/Tigo/0659",
        "amd": false,
        "linkedChannel": {
          "id": "1480675644.61226",
          "callerId": {
            "name": "MSHANA",
            "number": "1052"
          },
          "name": "SIP/ta409-0000c491",
          "account": "1052",

```

Current Active Channels

Channels Detail

Queue Status

Click on the queue name to check the queue member status

Tigerdial queue show

Submit

```
- {
  "elapsed": 0.053,
  "response": {
    "RMI": {
      "summary": {
        "DEVICES": 53,
        "DEVICE_BUSY": 22,
        "DEVICE_ONPAUSE": 20,
        "ENTRIES": 0,
        "DEVICE_UNAVAILABLE": 5,
        "DEVICE_NOT_INUSE": 6
      },
      "pause": [
        "SIP/ta639",
        "SIP/ta492",
        "SIP/ta556",
        "SIP/ta504",
        "SIP/ta874",
        "SIP/ta677",
        "SIP/ta867",
        "SIP/ta777",
        "SIP/ta775",
        "SIP/ta824",
        "SIP/ta859",
        "SIP/ta647",
        "SIP/ta814",
        "SIP/ta899",
        "SIP/ta708",
        "SIP/ta895",
        "SIP/ta893",
        "SIP/ta901",
        "SIP/ta891",
        "SIP/ta842"
      ],
      "not_inuse": [
        "SIP/ta871",
        "SIP/ta672",
        "SIP/ta902",
        "SIP/ta903",
        "SIP/ta804",
        "SIP/ta843"
      ],
      "general": {
        "weight": 0,
        "max": 0,
        "name": "New_Sales",
        "strategy": "rrmemory",
        "serviceLevel": 0
      }
    }
  }
}
```

Talking Agents

Queue Waiting Calls

Available Agents

Call history

Click on the spooler id to retrieve the call history.

Here you can find (in xml format) all the dial attempts for a single contact.

Tigerdial get spooler values 2279684

Submit

```
- {
  "elapsed": 0.118,
  "response": {
    "RMI": {
      "counter_nosuchextension": 0,
      "counter_drop": 0,
      "counter": 1,
      "counter_busy": 0,
      "id_process": 4,
      "id_contact": 2295716,
      "planningpeer": "",
      "counter_ringtimeout": 0,
      "updatedtime": "2016-12-02 13:38:13",
      "phones": [
        "0713[REDACTED]"
      ],
      "id": 2279684,
      "history": [
        - {
          "id": 1,
          "source": "SIP/Tigo/07137[REDACTED]",
          "status": "nosuchextension_or_number",
          "amd": false,
          "channel": {
            "message": "Channel 'SIP/Tigo/07137[REDACTED]' is not available",
            "id": "",
            "reason": 0,
            "name": "OutgoingSpoolFailed",
            "dateOfCreation": "2016-12-02 13:38:13.741"
          }
        }
      ],
      "counter_failed": 0,
      "retrieve": "OPEN",
      "name": "",
      "createdtime": "2016-12-02 12:33:28",
      "modifiedtime": "2016-12-02 13:38:13",
      "counter_amd": 0,
      "counter_congestion": 0,
      "counter_noanswer": 0
    },
    "request": "/rest/spooler/find"
  },
  "message": "Success",
  "timestamp": "2016-12-02 13:40:07.161",
  "status": 1,
  "method": "/rest/spooler/find"
}
```

Call result



