



# Documentation Update for *Assignment Manager Administration Guide*

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This Documentation Update applies to the following version of *Assignment Manager Administration Guide*.

**Document Version:** Version 7.0, Rev. A

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**Software Version:** Siebel 7 v7.0.3, v7.0.4

# Chapter 1, Assignment Concepts

March 21, 2003

## Nonrequired Assignment Criteria

### Page 1-16

Replace Step 9 in the following procedure:

**To set the `SIEBEL_AM_MINRULESCORE` system variable**

- 9 Stop the Siebel Server services and reboot the Windows NT machine.

# Chapter 3, Assignment Manager Configuration

March 21, 2003

## Creating Assignment Objects

### Page 3-10

*Prior to the To add an assignment object to a workflow policy object procedure, replace the caution with the following:*



**Caution:** It is recommended that you contact Siebel Technical Support for assignment object creation. If you create your own assignment objects, you run the risk of Assignment Manager assigning incorrect assignments.

## Creating Workflow Policy Components

### Page 3-60

*Prior to the Workflow Policy Components Inactivated by Default subsection, add the following note:*

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**NOTE:** Assignment based on calculated fields is not possible. A calculated field does not have a corresponding database table field, which is a key requirement for the definition of an assignment criterion. There is no database table field because configuration of the Assignment Attribute Column requires Workflow Policy Component and Workflow Policy Component Column information, and a Workflow Policy Component Column references a database table column.

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## Chapter 4, Assignment Rules

**March 21, 2003**

### Defining Assignment Workload

#### Page 4-15

*In Table 4-4, add to the description for Required:*

Choices are: Always and Never. For more information, see “Assignment Criteria” on page 1-9.

#### Page 4-17

*In Table 4-5, add to the description for Required:*

Choices are: Always and Never. For more information, see “Assignment Criteria” on page 1-9.

# Chapter 5, Running Assignment Manager

## Running Assignment Manager in Interactive Mode

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### Pages 5-9 and 5-10

*Replace second through fourth paragraphs (including Table 5-4 and the note after the third paragraph) with the following:*

You can run Interactive Assignment using the Siebel Dedicated Web Client, the Siebel Web Client (also known as zero footprint client), or the command-line SRVRMGR utility. The following subsections explain how to run Interactive Assignment for these environments:

- [“Running Interactive Assignment for a Service Request—An Example”](#)
- [“Running Interactive Assignment Using the Command-Line SRVRMGR Utility”](#)

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**NOTE:** Before running Interactive Assignment using the Siebel Dedicated Web Client, it is recommended that you verify that the correct parameter settings exist in your Siebel client configuration (.cfg) file. The parameters identified in this configuration file specify the location of the Siebel Server where Assignment Manager is running and are automatically created during installation of the Siebel client. For information about the Siebel client installation process and configuration file, see *Siebel Web Client Administration Guide* and the *Siebel Server Installation Guide* for the operating system you are using.

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### Page 5-10

*Before the To run Interactive Assignment for service requests procedure, add the following subsection title and introductory text:*

### Running Interactive Assignment for a Service Request—An Example

The Activity and Service Request assignment objects are predefined to use Interactive Assignment. The following procedure is an example of running Interactive Assignment for service requests and is applicable for use with the Siebel Dedicated Web Client as well as the Siebel Web Client.

At the end of the section, add the following new subsection:

## Running Interactive Assignment Using the Command-Line SRVRMGR Utility

Interactive Assignment can be run from the command-line interface using the `AsgnSrvr` command and the parameters in Table 5-4. The command-line interface of the Server Manager is the `srvmgr` program. For more information on using the command-line interface, see *Siebel Server Administration Guide*.

**Table 1-1. Interactive Assignment Command-Line Interface Parameters**

Parameter Name	Display Name	Description	Default Value
AsgnMode	Assignment Mode	Mode of assignment	MatchAssign
AsgnObjName	Assignment Object Name	Name of the assignment object	
EventDate	Event Date	Date of the event that caused this assignment request	
IgnoreCache	Ignore assignment rule cache	Ignore assignment rule cache and read from the database	FALSE
LogTxnChgOnly	Log txn only on change	Log transaction only when the assignment has changed	TRUE
MaxSkillsAge	Refresh people skills interval	Interval in which people skills are refreshed in seconds (must be greater than zero seconds). <i>Note:</i> This parameter is only applicable only to interactive assignment.	0
UseForUpdate	Use FOR UPDATE	Use FOR UPDATE to lock primary table row	TRUE

## Running Assignment Manager in Batch Mode

March 21, 2003

### Page 5-25

*Prior to the To Run Batch Assignment procedure, add the following note:*

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**NOTE:** The Object WHERE Clause can contain up to 100 characters when a batch assignment server task is started from the Server Component Requests screen. You can, however, also start a batch assignment server task using the command-line interface, which allows you to specify up to 255 characters in the Object WHERE clause.

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## Chapter 6, Advanced Configuration

March 21, 2003

### Assigning Objects Based on the Primary Address

#### Page 6-4

*At the end of the section, add the following note:*

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**NOTE:** For Siebel Life Sciences, Assignment Manager can populate the Primary Address field for the system-assigned positions for the contacts on the intersection table (S\_POSTN\_CON).

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