Oracle® Universal Work Queue

Implementation Guide

Release 11*i*

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Contents

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Oracle Universal Work Queue Implementation Guide, Release 11*i*

Part No. A86116-01

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Preface

Welcome to the Oracle Customer Relationship Management, Release 11*i*, suite of applications.

This Implementation Guide provides general descriptions of the setup and configuration tasks required to implement Oracle Universal Work Queue successfully.

This preface explains how this Implementation Guide is organized and introduces other sources of information that can help you.

Intended Audience

This guide is aimed at anyone who is tasked with implementing Oracle Universal Work Queue, including:

- Database Administrators
- System Administrators
- Technical Specialists

This guide assumes you have the following prerequisites:

1. Understanding of computer-telephony integration (CTI)
2. Understanding of call center technology
3. Understanding of the company business processes
4. Understanding of Oracle Applications, Release 11i
5. Understanding of Oracle Workflow

Structure

This manual contains the following sections:

- Considerations for Planning an Implementation Project
- Typical Release Dependencies
- Related Documentation and Resources
- Setting Up Oracle Universal Work Queue
- Configuring the UWQ Server Group
- Configuring the UWQ Server
- Setting UWQ Server Parameters
- Manual Server Configuration
- Setting Server Command Line Parameters
- Configuring UWQ Screen Pop
- Creating a User for UWQ
- Setting Profile Options
- User Profile Options
- Configuring and Testing Integration Points
- Workflows in Oracle Universal Work Queue
- Converting and Inputting Existing Data
- Considerations for Future Upgrade Paths
- Glossary

Related Documents

For more information, see the following manuals:

- *Oracle Applications Concepts*
- *Oracle Applications Product Update Notes, Release 11i*
- *Oracle Applications Release Notes, Release 11i*
- *Oracle Applications Installation Update Notes*
- *Installing Oracle Applications, Release 11i*

- *Maintaining Oracle Applications, Release 11i*
- *Upgrading Oracle Applications, Release 11i*
- *Oracle Applications System Administrator's Guide*
- *Oracle Applications User's Guide*
- *Oracle Workflow Guide*
- *Implementing CRM Applications*
- *Oracle Universal Work Queue Concepts and Procedures*
- *Oracle Universal Work Queue Technical Reference Manual*

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Implementing Oracle Universal Work Queue

Considerations for Planning an Implementation Project

Purpose for Planning an Implementation

The importance of implementation planning cannot be overemphasized. If you know where you need to go and have a plan to get there, then half the work is done. Implementing Oracle Universal Work Queue (UWQ) is a complex process that requires knowledge of a variety of technologies and processes.

UWQ implementation planning requires that you take a careful and detailed look at the following area:

- Assessing requirements
- Gathering data
- Scheduling and coordinating resources
- Understanding the installation and configuration process
- Verifying and testing the implementation

Accessing Requirements There are two types of requirements that need to be considered, operational requirements and technical requirements. The operational requirements include items such as the integration with desktop applications, call center technology, hours of operation, budget, and existing automation. These are business requirements that should have been established at the beginning of the project. The technical requirements specify the minimum capabilities for the systems and equipment in the UWQ environment. For Oracle Universal Work Queue to meet the operational requirements and level of service specifications, specific-sized servers and data links are required.

Gathering Data Installation and configuration of Oracle Universal Work Queue requires a significant collection of data about the existing systems and networks in the call center environment. This data, which includes names and addresses of databases and servers, is needed during the implementation process. This information must be available at the time of implementation. Missing data can significantly delay the implementation effort and cause scheduling problems. It is best to have all data collected and ready prior to implementation.

Schedule and Coordinate Resources Be sure to understand the dependencies for the implementation effort. Scheduling and coordination of resources are essential.

Understanding the Installation and Configuration Process Read and understand the installation and configuration documentation. The documentation details everything that must happen to result in a successful implementation. The better your understanding of the process, the more easily you will be able to assist the implementation team.

Verifying and Testing the Implementation Finally, plan on verifying and testing the implementation.

Elements of an Implementation Plan

The implementation plan should have four elements:

- Requirements assessment
- Worksheets and checklist
- Installation and configuration process
- Operational testing

Requirements Assessment Requirements assessment consists of reviewing the operational and technical requirements for the call center.

Worksheets and Checklist The data-gathering process generates a large amount of information that must be classified and available during implementation.

Installation and Configuration Process The installation and configuration of UWQ involves a specific sequence of activities. These activities are detailed later in this guide and in the installation and administration documentation.

Operational Testing The final part of the implementation is the operational testing of UWQ. Operational testing should be highly customized for each call center. Testing should be detailed and complete. Review your operational requirements to develop test procedures and include these in the implementation plan.

Business Requirements Mapping

Business requirements mappings aid in mapping the customers wants and needs against what a product can actually provide.

Defining the Business Need for Oracle Universal Work Queue

- Agents need to interact with customers & prospects using various forms of media.

- Make it easier for applications in CRM to be media enabled, or multi-work enabled.

- Meet service levels across multiple forms of media.

- Assist with capture of customer interactions used to build Business Intelligence.

- Aim to decouple applications, client media enablers (i.e., SoftPhone), and server media providers (i.e., Oracle Telephony Manager / Multi Channel Manager) to allow future extensions. Note: Oracle Telephony Manager (OTM) is also referred to as Multi Channel Manager (MCM) since server media providers can provide work items such as inbound e-mail.

The Strategy/Requirements for Meeting the Business Need for UWQ

- Create a UI that applications can use to enable agents to work with various media.

- Provide APIs and notifications to allow applications consistent integration with various media.

- Use Interaction Blending to achieve level of service requirements without adding complexity to applications.

- Provide APIs for applications to emit customer interaction data as part of interacting with UWQ.

- Achieve decoupling by enforcing separation of media types and media providers. However, we have wavered on this a bit because some applications have special needs.

Defining The Universal Work Concept

When mixing work of different types, we need to create the concept of Universal Work. Consider the differences between the following types of work:

- DB centric types of work:

    - Tasks

    - Messages

- Media server types of work:

    - Inbound Telephony & Email

    - Outbound Telephony

Defining Work - (DB)

- Tasks

    - To-Dos, Call Backs, Leads, Quotes, Opportunities.

    - Explicitly assigned to an agent.

    - Line item agent selectable.

- Service Requests

- Defects

- Messages, Notifications

Defining Work - (Media Servers)

- OTM/MCM

    - Inbound Telephony, Inbound Email and Web Callback.

    - Distributed by business rules in enterprise, e.g. Route to skill set "X" or first available agent.

    - Counts only relevant at run-time, and is at best an estimate of potential calls for that agent.

- Advanced Outbound

    - Outbound Telephony.

    - Contact lists loaded, associated with a Campaign.

Reviewing the Key Benefits of Oracle Universal Work Queue

Unified View of Agent Work

- UWQ "Work Portal"

- Unified queue summary

- Agent "task assignment" detail

- Email, Inbound & Outbound Telephony and Web Callback

- Task Management, To-Dos, Call Backs, Leads, Quotes, Opportunities

- Service Requests, Defects, Messages, Notifications

- Post 11i - Web Collaboration & IP Telephony

Simplified Multi-Media Integration

- Allows CRM applications to

    - Display information about...

    - Request work from...

    - Receive data corresponding to...

    - Track agent-customer interactions to... multiple media and tasks assignment work queues

- Provides Multiple Media Access and Delivery to CRM Apps

- "Abstracts" media integration

- Speeds time to market for new media solutions

Interaction Blending Integration

- Insures business rules for service levels across multiple "media" work queues

- LOS, Quotas, # Resources

- Automated, dynamic assignment of agent work

- Optimizes staffing levels

- Improves Agent Productivity

- No extra effort required from applications configuration of Interaction Blending

Assist Capture of Business Intelligence

UWQ provides API to buffer application from IH and CCI:

- Multiple actions within an interaction (e.g., add/delete customer, reconcile account)

- Multiple medias within an interaction (e.g., inbound call and email)

- Supports time, media, outcome tracking

- Business application-specific data to BIS to achieve historical and real time Call Center Business Intelligence

Decouple Media Layers

Decoupling various layers allows:

- New media providers to be written without application knowledge.

- New media providers to be written without media controller knowledge.

- New media controllers to be written without application knowledge.

Application architecture

The following diagrams of the application architecture for UWQ are purposely simplified. UWQ is actually doing quite a bit of work in coordinating the communications and delivery of media. Here are examples of details that are not shown in the diagrams:

- Email client has an "out of band" media delivery that does not go through the server (when a user opens an item directly). However, the application gets the same media delivery event and doesn't have to be aware.

- OTM/MCM has a bit of a different concept of queues, everything is based on skill sets, so we fabricate a view for the UI from run-time data.

- Network communications layer to desktop is special code to be able to pass events back to the client (not normal web model).

The letters referenced in the following diagrams are defined as:

- J - Java API

- P - PL/SQL

- F - Forms component

Simplified Desktop Architecture Diagram

Simplified Architecture - UWQ Desktop

"UWQ Desktop"

| UWQ Bean [J] | SoftPhone Bean [J] |
| | Email Bean [J] |

UWQ Desktop [P]

UWQ GUI [F]
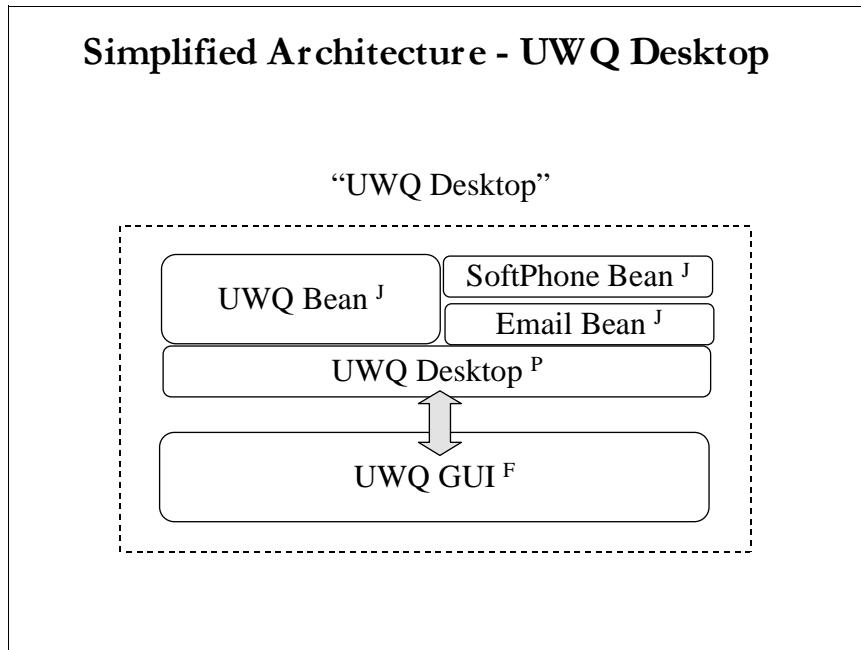
The Simplified Desktop Architecture Diagram illustrates the composition of the UWQ desktop components. The UWQ bean is capable of talking to the UWQ server when need be, and the UWQ PL/SQL API is a Forms wrapper to the Java bean. Notice that the UWQ Forms UI uses this Forms wrapper, and other applications also can use this wrapper. The Softphone and Email beans simply demonstrate the ability for the client bean to allow future extensibility by adding on client media enablers. However, those components are not part of UWQ.

Simplified Server Architecture Diagram
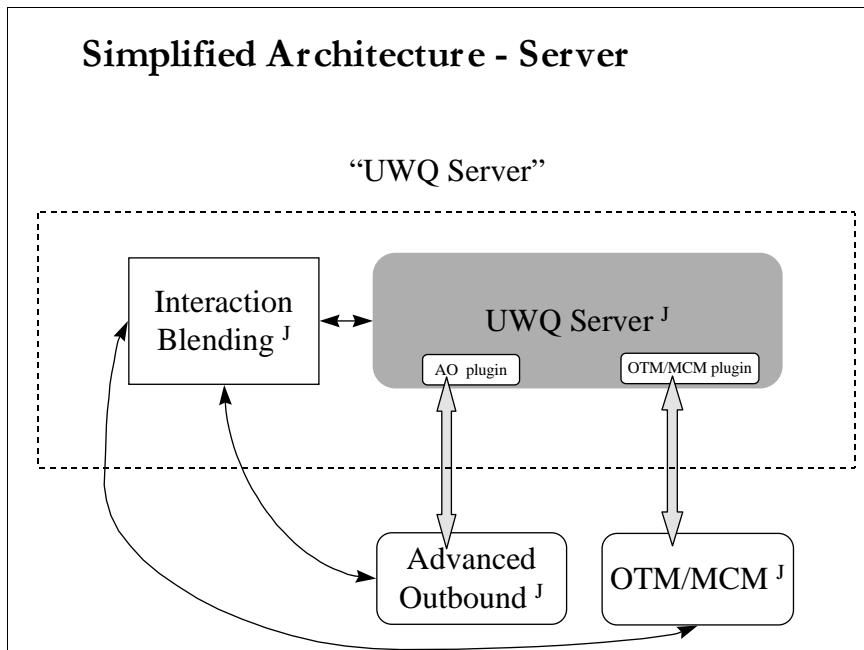
The Simplified Server Architecture Diagram illustrates the composition of the UWQ server environment. Similar to the way the client allows client media enablers to be plugged in, the UWQ server allows media providers to be plugged in. The plug-ins implement a published UWQ interface, and know how to communicate with their media provider, acting as the glue between new media providers and the UWQ server. UWQ server is natively aware of the Interaction Blending server, and communicates with it automatically if an Interaction Blending server is in the same Server Group (a.k.a, Interaction Center, Call Center).

Overall Architecture Diagram (simplified)
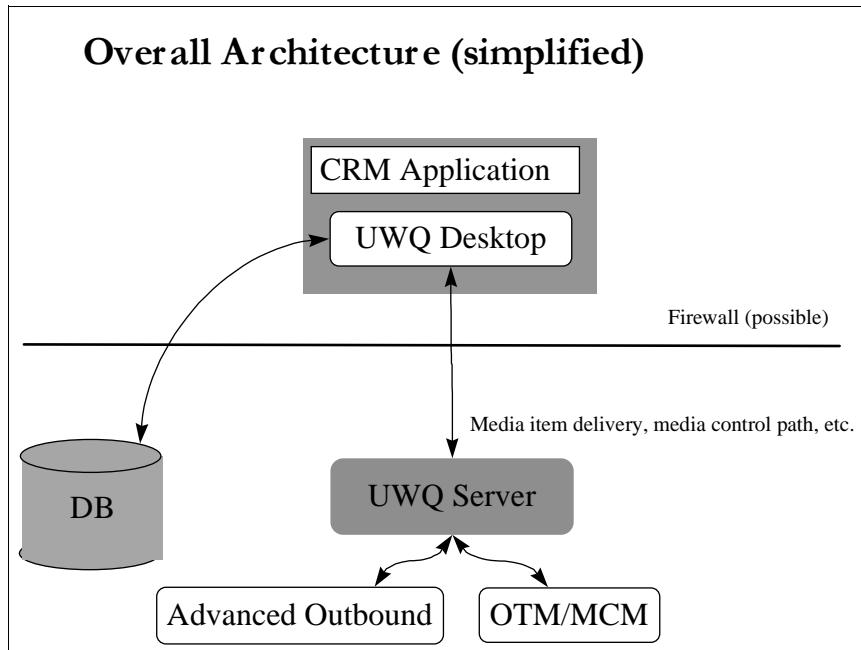
The Overall Architecture Diagram (simplified) illustrates the relationship of the desktop and server components in brief. This is only useful to point out that the UWQ desktop obtains non-media work from using the database (i.e., Tasks, Service Requests, etc.), and that the UWQ server is only needed when media providers are involved.

UWQ Architecture Diagram
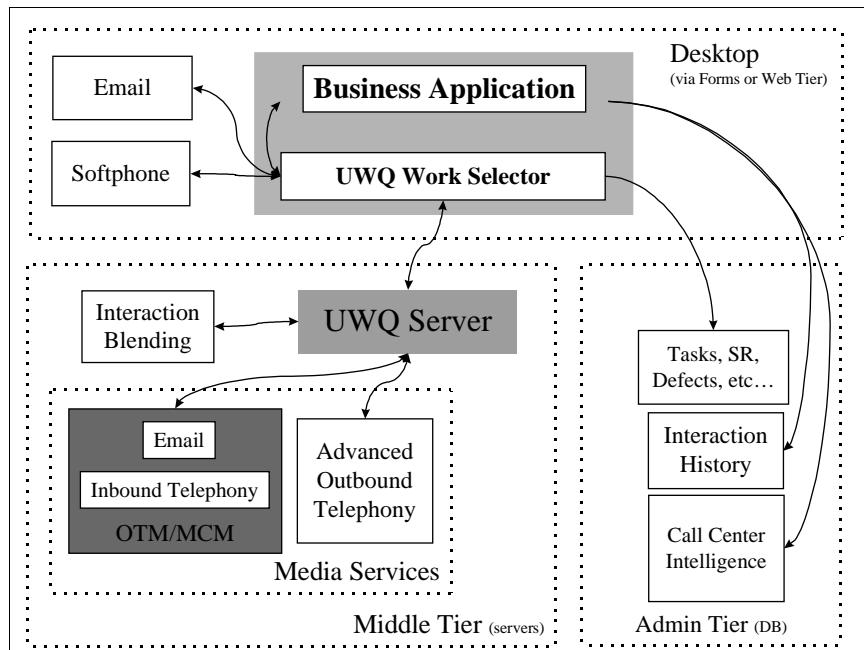
The UWQ Architecture Diagram illustrates the major components involved in the UWQ Architecture, how they relate to each other, and which tier each component is installed on. Notice that business applications use the Interaction History and Call Center Intelligence APIs directly, while the UWQ desktop application uses the database to obtain non-media work.

End user role and functions

Oracle Universal Work Queue provides an agent with a unified, common view of the work that is to be performed by the agent. You could consider this common view a "work portal" for agents. Universal Work Queue serves as a conduit to Oracle CRM business applications for the presentation and delivery of agent work items. These work items include media, tasks, defects, and service requests. Media items include inbound, outbound, and e-mail. From Universal Work Queue, you can directly select the items to work.

When Oracle Interaction Blending is installed and in use, Oracle Universal Work Queue will automatically present work items to an agent. Work items are presented based on skill level, service levels, and business rules. These attributes and requirements which are established in Oracle CRM business applications, ensure that service levels, customer support, and business requirements are satisfied.

Oracle Universal Work Queue provides access to tasks, which originate and are, assigned in Oracle CRM business applications for an agent to work. These tasks include such functions as, to-do lists, call backs, quotes, opportunities, etc.

All agent-customer interactions that occur from the work performed through Oracle Universal Work Queue are tracked and recorded. The details of these interactions can be viewed in the applicable Oracle CRM business application.

The end user of the Oracle Universal Work Queue product can use the application to perform the following business tasks:

- View an Agent's Work Queue

- Select Agent Work

- Work Media Items

- Handle Inbound Calls / Web Callbacks

- Conduct Outbound Calls

- Process Electronic Mail

- View Tasks

- Select Tasks to Work

- Review Defects

- Work Service Requests

- Monitor My Work (monitor the number and status of work items assigned to an agent)

Reference *Oracle Universal Work Queue Concepts and Procedures Release 11i* for process-oriented, task-based procedures for using the application to perform the business tasks listed above.

Typical Release Dependencies

Related Products and Components

The products and components listed below affect the implementation and ongoing operation of Oracle Universal Work Queue.

Oracle Applications

Oracle Applications are required for establishing users, and are needed for foundation code.

Oracle HRMS

Oracle HRMS is required for establishing users (CRM Resource Manager uses this).

CRM Foundation Components

CRM Foundation Components are required for CRM foundation code.

- Interaction History

    Required for applications to record interactions with a customer.

- Resource Manager

    Required for uniquely identifying agents.

- Task Manager

    Required to provide access to Tasks a user can work on.

Service Request Manager

The Service Request Manager is required to provide access to Service Requests a user can work on.

Defect Management System

The Defect Management System is required to provide access to Defects a user can work on.

Oracle Call Center Products

- Oracle Telephony Manager

  Required when access to Inbound Telephony, Inbound Email, or Web Callbacks is needed in a Call Center.

- Oracle Advanced Outbound

  Required when access to Outbound Telephony is needed in a Call Center.

- Oracle Interaction Blending

  Required when Interaction Blending is needed in a Call Center.

Implementation Starting Point

At the start of your implementation, you will have a server which has either Windows NT or a Sun Sparc. Oracle 8i RDBMS server should be installed.

Oracle CRM 11i "Rapid Install" is required, with CRM Family Pack 1.

Before you can begin the set up process, the following must be completed:

- Oracle Applications 11.5.1. administrative-tier installation (including the CRM 11i schema and Oracle 8i)

- Oracle Applications 11.5.1. web-tier installation on each machine identified for installation of Oracle Call Center Applications Setup components

- Installation of all Oracle Call Center Applications Setup components identified for your deployment configuration. The components could include the following:

  - Oracle Universal Work Queue

  - Oracle Telephony Manager

  - Oracle Telephony Media Control

  - Oracle Inbound Telephony Server

  - Oracle Routing Server

  - Oracle Server Monitor

  - Oracle Email Center Server

  - Oracle Advanced Inbound Server

  - Oracle Advanced Outbound Server

- Oracle IVR Server

- Oracle Forms Server

- Oracle IM Server

- Oracle Interaction Blending Server

Considerations and constraints

UWQ was written to support future extensions by 3rd parties, but it can get quite complicated to perform these extensions for someone who doesn't realize the many tasks that UWQ is performing internally. Therefore, attempting to implement extensions like these is not advisable without first consulting the UWQ Product Management team.

When considering scalability requirements, note that multiple UWQ servers can be deployed in each Call Center, and that the desktop bean will choose the least loaded server upon connecting. This is not a dynamic load balancing scheme, but a one-time, connection load-balancing scheme. This scheme serves very useful for both scalability and some stateless redundancy, and is not as error-prone as more elaborate schemes tend to be. In fact, for fault tolerance, the UWQ bean can actually reconnect to a different UWQ server in the same group, in some cases without any user intervention.

UWQ servers cannot service multiple server groups, which means that every UWQ server can service only the group it has been assigned to. Likewise, agents can only be assigned to one server group. Together, this means that each server group, or call center, must be self-sufficient. Because multiple servers can be deployed in each server group, this handles large installations very well. However, in smaller installations you will not be able to have a set of UWQ servers service multiple call centers, which is only a consideration in smaller installations.

Related Documentation and Resources

The following related documentation is available:

Oracle Applications Concepts This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11i. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind, and major issues, for Applications-wide features such as Business Intelligence (BIS), languages and character sets, and self-service applications.

Installing Oracle Applications, Release 11*i* Installing Oracle Applications provides instructions for managing your installation of Oracle Applications products. In this release of Oracle Applications, much of the installation process is handled using the new Oracle Rapid Install product, which minimizes the time it takes to install Oracle Applications and the Oracle8i Enterprise Edition technology stack by automating many of the required steps.

Implementing CRM Applications   Implementing CRM Applications provides instructions for completing your installation of Oracle Customer Relationship Management (CRM) products.

Oracle Call Center Applications Setup This guide covers the installation of the Oracle Call Center and Telephony Applications components.

Oracle Universal Work Queue Concepts and Procedures The concepts and procedures document provides information and instructions to help you work effectively with Oracle Universal Work Queue.

Oracle Telephony Manager Concepts and Procedures The concepts and procedures document provides information and instructions to help you work effectively with Oracle Telephony Manager.

Oracle Applications System Administrator's Guide This guide is the primary source of information about Oracle Applications System Administration. It contains overviews as well as task and reference information.

Managing People Using Oracle HRMS This guide contains the information you need to understand and use Oracle HRMS.

Oracle CRM Foundation Components Concepts and Procedures This Concepts and Procedures provides information and instructions to help you work effectively with Oracle Foundation.

Setting Up Oracle Universal Work Queue

Overview

The next several sections of this document describe the steps for setting up Oracle Universal Work Queue. The prerequisites for setting up the product in your deployment environment, such as a listing of products and applications that must be installed prior to beginning your set up process, are listed prior to the setup steps for the product.

UWQ was designed to allow future extensibility, but there are many considerations to take into account. UWQ can be customized to work with media and non-media work types, but customization should be performed by a qualified consultant.

Prerequisites

Installing Oracle Universal Work Queue is a three part process. You need to perform the following tasks:

1. Complete an administrative-tier installation of Oracle Applications 11.5.1. CRM "Rapid install" lays down all the CRM 11i schema, Oracle 8i (middle tier) the basics of Oracle Universal Work Queue. Refer to *Installing Oracle Applications Release 11i* for more information.

2. Identify the Oracle Call Center Applications Setup components that you want to install and complete a web-tier installation of Oracle Applications, Release 11.5.1 on each machine identified for installation of Oracle Call Center Applications Setup components. Refer to *Installing Oracle Applications Release 11i* for more information.

3. Install the Oracle Call Center Applications Setup components, that you want to install, from the Oracle Call Center Applications Setup CD. Refer to *Oracle Call Center Applications Setup Release 11i* for more information.

   Depending on your deployment configuration you may need to install the following components:

   - Oracle Universal Work Queue
   - Oracle Telephony Manager
   - Oracle Telephony Media Control
   - Oracle Inbound Telephony Server
   - Oracle Routing Server

- Oracle Server Monitor

- Oracle Email Center Server

- Oracle Advanced Inbound Server

- Oracle Advanced Outbound Server

- Oracle IVR Server

- Oracle Forms Server

- Oracle IM Server

- Oracle Interaction Blending Server

Steps

The following table lists the main steps for setting up UWQ. The table shows you where to read in detail about the setup step. The Window Names(s) column shows you in which window(s) you perform the step. The Required column shows you if the step is required, optional, required with defaults, or conditionally required.

Sections of this document, referenced in the steps below, provide detailed information for the steps listed in this table.

Note: Oracle Universal Work Queue can be set up to serve as "Media Provider" or a "Non-Media Provider". If you intend to use UWQ as a "Media Provider" you will need to perform all of the required steps listed below. However, if you intend to use UWQ as only a "Non-Media Provider"--for example, you will be using the application to work with Tasks or Service Requests and not for inbound or outbound call processing-- you will only need to perform Steps 1 and 6 listed below.

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 1	Required	Configuring the UWQ Server Group See: Configuring the UWQ Server Group	Server Locator Window, Server Group tab	
❏ Step 2	Required	Configuring the UWQ Server See: Configuring the UWQ Server	Server Locator Window, Server tab	

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 3	Required	Setting UWQ Server Parameters See: Setting UWQ Server Parameters	Server Locator Window, Server tab	
❏ Step 4	Optional	Manual Server Configuration Note: This optional step requires assistance of a qualified consultant. See: Manual Server Configuration		
❏ Step 5	Required	Configuring UWQ Screen Pop See: Configuring UWQ Screen Pop	Media Action - Classification Association	
❏ Step 6	Required	Creating a User for UWQ See: Creating a User for UWQ		
❏ Step 7	Optional	Setting UWQ User Profile Options See: Setting UWQ User Profile Options		

Configuring the UWQ Server Group

Oracle Interaction Center consists of a group of server applications for email, telephony, routing, Work Queue and blending. These server applications may run on one or more server computers, and collectively are a server group. Each server application must be configured individually.

A server group is the logical grouping of servers that are used in the Interaction Center. Depending on modules being used, there will be some number of servers in the group. Servers that may be included in the group are eMail Center, Oracle Telephony Manager, Routing Server, Universal Work Queue, Advanced Inbound, Advanced Outbound, Interaction Blending, Oracle Telephony Media Controller, and Server Monitor. There can be multiple server groups if there are multiple centers or separate business lines operating in the same center. Once the logical server group is created, you only need to add servers (see next section). Some of the modules may be running on the same physical machine.

> **Note:** The following steps must be performed for all of the Interaction Center server components that you have installed in your deployment environment.

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 1	Required	Login to Oracle Applications server and access Front Office Manager responsibility.	Front Office Navigator	
❏ Step 2	Required	Select the submenu Server Locator and double click on it. The Server Locator Window opens at the Server Group tab screen.	Front Office Navigator	
❏ Step 3	Required	From the File menu, click on New (or click on the Plus sign icon on the toolbar)	Server Locator Window, Server Group tab	
❏ Step 4	Required	In the Server Group Registration region, enter the server Group Name. Example: 'Server Group 1'	Server Locator Window, Server Group tab	
❏ Step 5	Required	Tab to the next field in the Server Group Registration region and enter the server Location. Example: 'Herndon, VA'	Server Locator Window, Server Group tab	
❏ Step 6	Required	Tab to the next field in the Server Group Registration region and enter the server Description. Example: 'Server Group for Development'	Server Locator Window, Server Group tab	
❏ Step 7	Required	From the File menu, select Save (or click on the Save icon on the toolbar)		

Configuring the UWQ Server

There is a Server Registration record for each Service that is to be created and run in the Interaction Center. Depending on the size of an Interaction Center there may be multiple UWQ servers configured for the Interaction Center. To configure a server application for UWQ, use the steps listed in the following table.

> **Note:** The following steps must be performed for all of the Interaction Center server components that you have installed in your deployment environment.
>
> The list of parameters presented in Step 7 of this procedure depends on the Server Type selected in Step 4 of this procedure. Refer to the "Setting UWQ Server Parameters" section of this document for more information on UWQ Server type server parameters.

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 1	Required	Login to Oracle Applications server and access Front Office Manager responsibility.	Front Office Navigator	
❏ Step 2	Required	Select the submenu Server Locator and double click on it. The Server Locator Window opens at the Server Group tab screen.	Front Office Navigator	
❏ Step 3	Required	Click on the Server Tab.	Server Locator Window	
❏ Step 4	Required	From the File menu, click on New (or click on the Plus sign icon on the toolbar)	Server Locator Window, Server tab	
❏ Step 5	Required	In the Server Registration region, enter the Server Name. The Server Name is a user defined name to identify the Server. Example: 'UWQ_Server'	Server Locator Window, Server tab	
❏ Step 6	Required	Tab to the next field in the Server Registration region and enter the Server Location. Example: 'Herndon, VA'	Server Locator Window, Server tab	
❏ Step 7	Required	Tab to the next field, Type Name, in the Server Registration region. Select the Type Name for your server from the list presented. Example: 'Universal Work Queue Server'	Server Locator Window, Server tab	

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 8	Required	Tab to the next field, Member Group Name, in the Server Registration region.	Server Locator Window, Server tab	
		Select the Member Group Name for your server from the list presented. This is the Server Group to which this server belongs.		
		Example: 'Server Group 1'		
❏ Step 9	Required	Tab to the next field, Using Group Name, in the Server Registration region.	Server Locator Window, Server tab	
		Select the Using Group Name for your server from the list presented. The Using Group identifies other groups that have permission to use this server.		
		Example: 'Server Group 1'		
❏ Step 10	Optional *	Tab to the next field in the Server Registration region, and enter the User Address.	Server Locator Window, Server tab	
		Example: 'servername.us.oracle.com'		
		* This step can be used to override the address used to locate the server for cases where IP or DNS masquerading is an issue.		
❏ Step 11	Required	Tab to the next field in the Server Registration region, and enter the Description of the server.	Server Locator Window, Server tab	
		Example: 'UWQ Server for Development'		
❏ Step 12	Optional	In the Server Parameter region, select the Parameter Name from the drop-down list.	Server Locator Window, Server tab	
		The list of parameters presented depends on the Server Type selected.		
❏ Step 13	Required	In the Server Parameter region, enter the Value for the Parameter Name selected from the drop-down list.	Server Locator Window, Server tab	
❏ Step 14	Required	From the File menu, select Save (or click on the Save icon on the toolbar)		

Setting UWQ Server Parameters

The following table lists and defines the parameter names for which values can be set for UWQ type servers. The following UWQ Server parameters are loaded from the database. The parameters listed below override any command line parameters passed to the UWQ Server. All these parameters are strings when stored in the database.

Parameter	Description and Usage Considerations				
TRACE_LEVEL	The Trace level for writing traces to the Server Trace file				
	LEVEL_ERROR = 0x0001;				
	LEVEL_WARN = 0x0003;				
	LEVEL_INFO = 0x0007;				
	LEVEL_TRACE = 0x000F;				
	LEVEL_ALL = 0xFFFF;				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	N/A	0xFFFF	0	0
TRACE_FILE_NAME	Name of the UWQ Server Trace File				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	String	N/A	N/A	N/A	UWQServer_logs
TRACE_FILE_PATH	Path of the UWQ Server Trace File				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	String	N/A	N/A	N/A	"."
LNA_SPILLOVER_FILE	Name of the Logging and Alerting spillover file. The file generated by Logging And Alerting subsystem when the database connection goes down.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	String	N/A	N/A	N/A	spillover/uwq spillover
ENABLE_LOGGING_AND_ ALERTING	Enables / Disables the logging and alerting subsystem.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	boolean	N/A	N/A	N/A	false

Parameter	Description and Usage Considerations				
TIMEOUT_WAIT_TIME	Time after which retries are done in server threads. This applies to all server threads including reconnection threads.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	seconds	65,536	0	10
MAX_TIMEOUT_DURATION	The time after which a transaction times out in the UWQ Server. This is used mainly for timing out remote transactions within the UWQ Server. This time out affects any remote transactions done from the client				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	seconds	65,536	0	40
MCM_TIMEOUT_DURATION	Time after which OTM/MCM transactions time out. Note: If the MCM_TIMEOUT_DURATION value is left unset, the default value is the value assigned to the MAX_TIMEOUT_DURATION parameter.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	seconds	65,536	0	MAX_TIMEOUT_DURATION
ENABLE_INTERACTION_BLENDING	Deprecated (This is set and used based on data found in the database.)				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	boolean	N/A	N/A	N/A	false
MAX_ACTIVE_DB_CONNECTIONS	Deprecated (this is set in the DBC file)				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	N/A	65,536	0	3
USE_AOLJ	Indicates if AOL/J is to be used to connect to the database or the connection has to be obtained using regular JDBC.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	boolean	N/A	N/A	N/A	true
SESSION_TIMEOUT	Default Session inactivity timeout period (in minutes). This may be overridden during client-side session creation.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	minutes	65,536	0	1

Parameter	Description and Usage Considerations				
SESSION_CLOSE_DELAY	Time period (in seconds) to delay session removal after a session has been Disconnected due to Client or Network failures. This prevents sessions from having to be completely reconstructed due to a brief network outage.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	seconds	65,536	0	180
NETWORK_TRACE_LEVEL	Trace level for the network logs NONE = 0x000; Turns off all events DETAIL = 0x001; Detailed transactions useful for performance monitor INFO = 0x002; Informational e.g., network connection regained MINOR = 0x004; Limited failures e.g., method call failed CRITICAL = 0x008; Catastrophic failure e.g., lost network connection				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	N/A	0xFFF	0	0
NETWORK_TRACE_FILE	The network trace file name.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	String	N/A	N/A	N/A	UWQNetwork_logs
NETWORK_TRACE	Flag indicating if Network Traces should be generated.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	boolean	N/A	N/A	N/A	false
NETWORK_OBJECT_ NUMBER	The default number of sessions the Network layer is expected to maintain.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	N/A	65,536	0	200
NETWORK_USER_NUMBER	The default number of remote objects the Network Layer is expected to maintain				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	N/A	65,536	0	200
SERVER_PORT	Port the UWQ Server is registered on. Refer the **Note** below.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	N/A	65,536	0	80

Parameter	Description and Usage Considerations				
LOAD_CALC_RATE	The rate at which the load factors on the UWQ Server are calculated.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	seconds	65,536	0	20
RECONN_WAIT_TIME	Time between tries to reconnect to remote servers/database etc.				
	Type	**Unit**	**Max Value**	**Min Value**	**Default**
	int	seconds	65,536	0	60

Guidelines

Refer to platform specific documentation regarding port usage. The UWQ Server utilizes HTTP communications for access by web-based agents. If the server is to be accessed in this way, it is recommended that the default port 80 be used since many HTTP proxies won't forward HTTP requests to ports other than 80. Obviously, the UWQ Server won't be able to run on the same machine as a web server if port 80 is selected.

On UNIX machines any port below 1024 cannot be accessed by a process which is non root owned.

Manual Server Configuration

Overview

The steps in this section are ONLY used if you ar customizing a UWQ Server installation and should ONLY be performed by a qualified consultant.

Prerequisites

Successful UWQ Server and CRM Family Pack 1 installation.

Steps

1. Ensure that the CRM Family Pack 1 has been successfully installed and the UWQ Server installation has been has been performed.

2. The uwq.dbc file can be customized to have the UWQ server obtain it's database connection from a different database than what was originally installed. The uwq.dbc file can be modified to reflect the following entries:

```
DB_HOST=<db host name> example: ap100sun
DB_PORT=<db port name> example: 1624
TWO_TASK=<db name> example tst115
FNDNAM=<foundation name> example: apps
GUEST_USER_ID=<application login/password> example: vision/vision98
GWYUID=<gateway user id/password> example applsyspub/pub
APPS_JDBC_DRIVER_TYPE=THIN, FND_MAX_JDBC_CONNECTIONS=20 and DEFAULT_UNLOCKED_EXP_TIME=1800000
```

3. On a Windows NT installation, the uwqServerName.bat file can be used to start your server. This file can be edited to effect command-line parameters, see Using Server Command Line Parameters. Typical changes include changing the server name of the UWQ server, or turning on special options if problems arise that need debugging.

Setting Server Command Line Parameters

The following table lists and defines the parameters that can be set via the command line usage:

```
java oracle.apps.ieu.server.UWQServerLauncher [option <value>] [...]
```

Parameters	Description and Usage Considerations				
- console	Enables display of the UWQ Server GUI control panel and console trace.				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	N/A	N/A	N/A	NO	disabled
- port	Specifies the Port number the server will listen on. See: Note 2				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	Number	1	5	NO	80
- name	The name the UWQ Server will utilize to query itself in the database. See: Note 3				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	String	1	6,6555	YES	N/A
- dbc	The file name pre-pended by the file path where the .dbc file is located. See: Note 4				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	String	1	255 See: Note 5	YES	N/A

Parameters	Description and Usage Considerations				
- trace_path	The path name identifying the location of the trace file.				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	String	1	255 See: Note 5	NO	"."
- trace_file_name	The name of the trace file containing debug information.				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	String	1	255 See: Note 5	NO	null (Output will only go to stdout.)
- max_num_threads	Defines the maximum number of threads which may be allocated to the UWQ Server's internal thread pool. See: Note 6				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	Number	1	10	NO	50
- min_num_threads	Defines the minimum number of threads which will be allocated to UWQ Server's internal thread pool. See: Note 6				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	Number	1	10	NO	5
- trace_level_debug	Turns on detailed tracing of all server activity. See: Note 7				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	N/A	N/A	N/A	NO	disabled

Parameters	Description and Usage Considerations				
- trace_level_warn	Turns on tracing of all server warnings and errors. See: Note 7				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	N/A	N/A	N/A	NO	disabled
- trace_level_info	Turns on tracing of all server events, warnings and errors. See: Note 7				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	N/A	N/A	N/A	NO	disabled
- trace_level_error	Turns on tracing of only server errors. See: Note 7				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	N/A	N/A	N/A	NO	disabled
- command	Turns on display of the UWQ Command Prompt. This allows acceptance of control commands from the command line e.g., Shutdown.				
	Value	**Min Length**	**Max Length**	**Required -** See: Note 1	**Default**
	N/A	N/A	N/A	NO	disabled

Note 1: All parameters other than the required parameters and *-console* may be overridden via database entries.

Note 2: Refer to platform specific documentation regarding port usage. The UWQ Server utilizes HTTP communications for access by web-based agents. If the server is to be accessed in this way, it is recommended that the default port 80 be used since many HTTP proxies won't forward HTTP requests to ports other than 80. Obviously, the UWQ Server won't be able to run on the same machine as a web server if port 80 is selected.

Note 3: The UWQ Server name must be unique amongst all UWQ Servers across the deployment. If the UWQ Server detects another instance with the same name already running it will wait for the other instance to shutdown before completing initialization.

Note 4: Refer to the Universal Installer documentation regarding creation/format of the .dbc file.

Note 5:   Refer to platform specific documentation regarding maximum allowable file path/name size.

Note 6:   The internal UWQ Server Thread Pool does not control threads allocated for remote communications. Thus, this by no means indicates the maximum number of threads which will be utilized by the UWQ Server. Also, it is recommended that this not be set as a command line parameter as the UWQ Server will season the value in the database according to levels of demand.

Note 7:   Only one trace level parameter may be specified. If multiple trace level parameters are specified the parameter appearing first will be enforced and the others following will be ignored. WARNING!: The trace that is produced can be very verbose and affect performance.

Configuring UWQ Screen Pop

Overview
This section describes the steps needed for defining which applications will be popped by UWQ when various types of work are delivered to the users.

Prerequisites
Any application that needs to be "popped" must be successfully installed, configured, and made available to UWQ. For more information on how to make a new application available to UWQ contact the UWQ Product Manager.

Steps for Configuring UWQ Screen Pop
1. Use the URL for the Oracle Applications environment that you want to use.

2. Log in using an account that has access to the UWQ Administrator responsibility.

3. Double click on the UWQ Administrator responsibility.

4. The Media-Action-Classification-Association form appears.
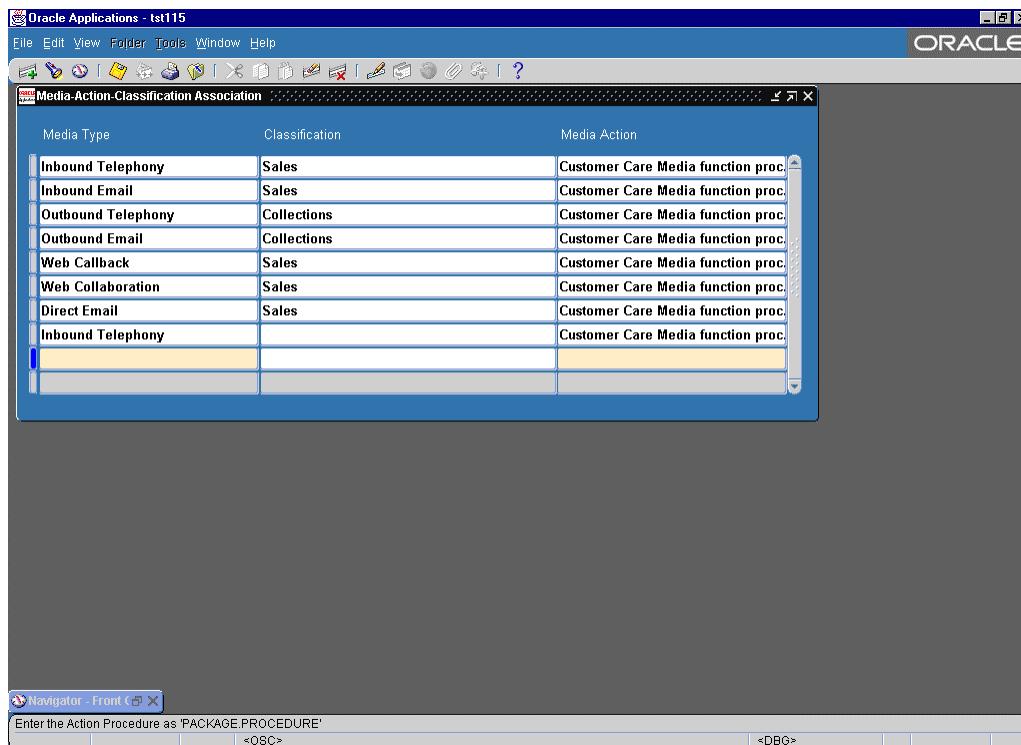
5. Click on the Media Type field and select the LOV.

6. Select a Media Type. Example, Inbound Telephony.

7. Click on the Classification field and type in the classification for which you would like to associate with the screen pop or Media Action.

8. Click on the Media Action field and select the LOV.

9. Select Customer Care Media Function proc.

10. Repeat steps 5-9 to create additional Media Action Classification Associations.

> **Note:** The last entry in the screenshot contains a blank entry for Classification. What this means is that if you receive a Media Type with a Classification that is different from any of the classifications defined the Media will default to that association. In this case it would pop the Customer Care screen.

Creating a User for UWQ

Overview

The main steps involved in creating a user for UWQ are standard steps needed for creating an Oracle Applications user. The steps listed provide references to the appropriate documentation for detailed topic information.

Several advanced options are made available, through user profiles, which can be set up for entire sites or for individual users. See Setting Profile Options for information about setting UWQ user profile options.

Prerequisites

Successful installation of CRM Family Pack 1.

Steps

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 1	Required	**Create employee in Oracle HRMS** The user must be defined as an employee/user in Oracle HRMS. This step must be performed by a user with HRMS Manager responsibility. See: *Managing People Using Oracle HRMS Release 11i*, Chapter 1 - Employee Management, Special Information Types, Entering a New Person	People	
❏ Step 2	Required	**Create an Oracle Applications user** In this step, you will create an Oracle Applications user, associate the user to the HRMS defined employee, and give the user the responsibility of Universal Work Queue Selector or any responsibility that has access to UWQ. This step must be performed by a user with System Administrator responsibility. See: *Oracle Applications System Administrator's Guide*, Managing Oracle Applications Security, Users Window, Responsibilities Block	Users	

Step Number	Required?	Oracle Universal Work Queue Setup Step Description	Window Name(s)	AIW Reference
❏ Step 3	Required	**Create and modify resources** The user must be defined as resource. This step must be performed by a user with CRM Resource Manager responsibility. See: *Oracle CRM Foundation Components Concepts and Procedures Release 11i*, Using Resource Manager, Creating and Defining Resources	Resource	
❏ Step 4	Optional	**Set User Profile Options** See: Setting Profile Options		

Guidelines

In Step 3 above, you define the user as member of a server group. By way of defining the user as a member of a specific server group, you are defining the user as a member of the Interaction Center that the server group is associated with.

Troubleshooting

The following common problem occurs if a user is not correctly set up as a UWQ user:

When the user logs on to UWQ, UWQ displays an error message indicating that the Resource ID for the agent could not be found.

To avoid this problem, ensure that the UWQ user has been correctly set up in Oracle HRMS and in Resource Manager.

Setting Profile Options

Overview
Several advanced options are made available, through user profiles, which can be set up for entire sites or for individual users. These procedures provide detailed steps for setting UWQ user profile options. Tables defining the UWQ profile options are provided after this procedure.

Prerequisites
Successful installation of CRM Family Pack 1.

Steps
1. Use the URL for the Oracle Applications environment that you want to use. For example, if you want to use the DOM1151 development database, use the URL located on ADEVSRV for the DOM1151 database.

2. Log in using an account that has access to the System Manager responsibility. For example, on DOM1151 you can log in using VISION/VISION98.

3. Select the System Administrator Responsibility.

4. Expand Profiles.

5. Double click on System to access the system profiles.

6. BE CAREFUL!!! If you alter the User Profile options for site settings, you will change the default behavior for EVERYONE!!! Therefore, only select the user you are interested in.
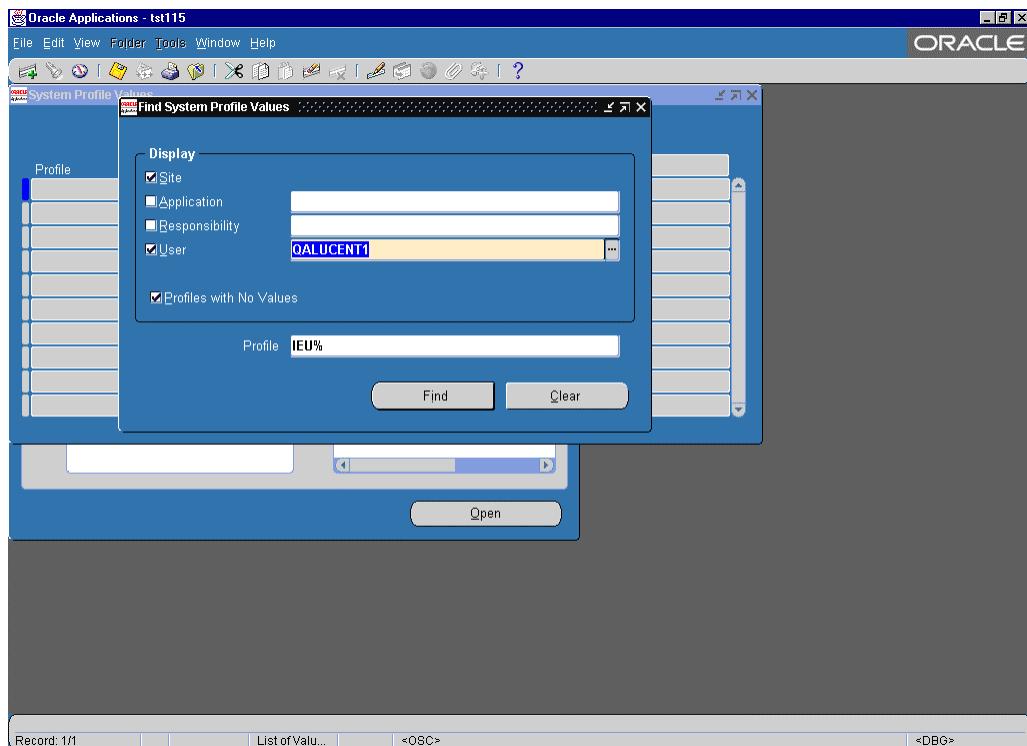
7. Make sure only the USER checkbox is checked, and select the user who's profile options you wish to alter.

8. In the PROFILE entry area type in "IEU%" to get all of the UWQ options.

9. Click Find.

10. This will display the UWQ user profile options for the user you've entered.

11. Alter the user profile options as needed, and then save
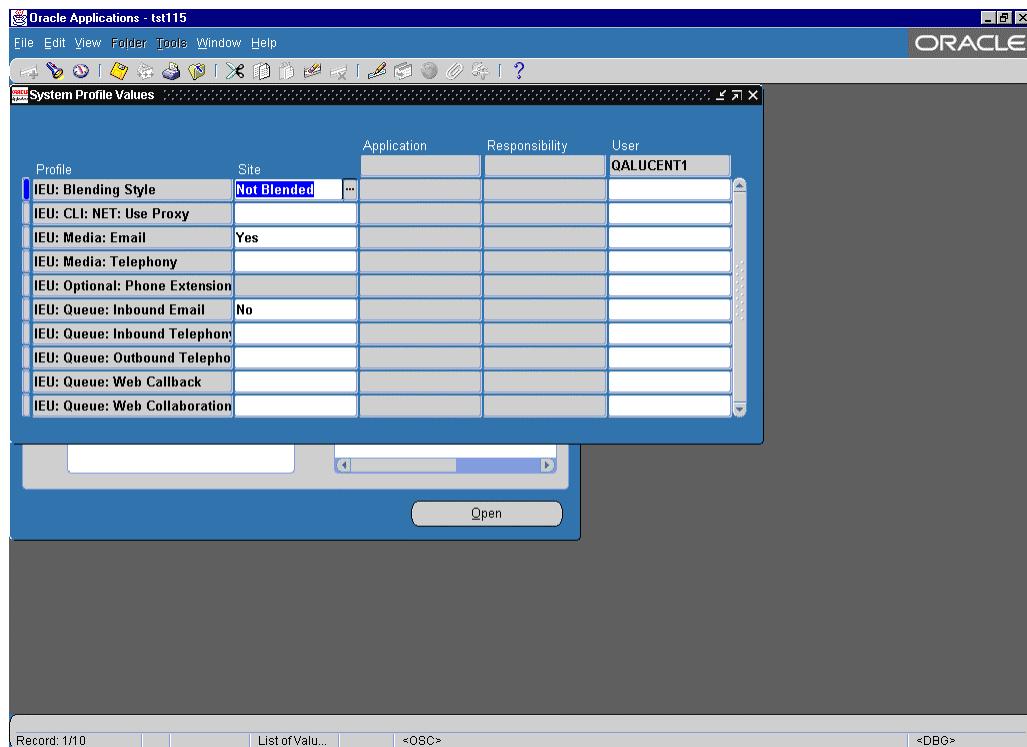
Guidelines

The most common use of the UWQ user profile options is to disable access to a particular type of work for a specific agent.

Troubleshooting

If work is not appearing for a specific agent, or for an entire site, ensure that the user and site profile options are set appropriately.

User Profile Options

The tables in this section list and define the UWQ user profile options.

Important: The spaces in the names of the User Profile Option listed below are important!

The special notes listed below are referenced in the tables in this section.

Special Note 1

The default queue determination process is dynamic by nature, so we cannot simply say the default is Y or N.

When the user logs in, we see what Interaction Center they're in (a.k.a. Server Group). This is set in the CRM Resource configuration form, under the Interaction Center tab. We know which types of servers support which types of media by using other (internal) configuration tables.

Based on this lookup, the user is deemed to be "eligible" to work on any Queue type that the servers in his group can support. Therefore, if only OTM where in his group, he would be eligible to work on: Inbound Telephony, Inbound Email, Web Callbacks.

If this processing is not desired, then our determination process can be affected by setting the Queue access to N for any that you don't want. This can be done for the whole site, a specific user, etc., per User Profile functionality.

Special Note 2

Normally, the client plug-ins are loaded based on the media types each user is eligible to work on. The mentality being that there is no sense in launching Softphone, for example, if the user cannot even work on any telephony work.

Just in case there are situations in which we need a particular client plug-in loaded irregardeless of our determination, these overrides were provided.

If any override is set to Y, then we'll load it even if we don't think we need to. Setting it to N is ignored.

IEU: Queue: Web Collaboration

This option determines if a user can work on Web Collaboration queues.

> **Note:** This option is reserved for future use.

Required	User can		Admin Setting Levels			
	View	**Update**	**User**	**Resp**	**App**	**Site**
	X		X	X	X	X
Setting	**Description and Usage Considerations**					
Y	Specifies that user can work on Web Collaboration queues.					
N	Specifies that user can not work on Web Collaboration queues.					
NULL	see Special Note 1					

IEU: Queue: Web Callback

This option determines if a user can work on Web Callback queues.

Required	User can		Admin Setting Levels			
	View	**Update**	**User**	**Resp**	**App**	**Site**
	X		X	X	X	X
Setting	**Description and Usage Considerations**					
Y	Specifies that user can work on Web Callback queues.					
N	Specifies that user can not work on Web Callback queues.					
NULL	see Special Note 1					

IEU: Queue: Outbound Telephony

This option determines if a user can work on Outbound Telephony queues.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	Description and Usage Considerations					
Y	Specifies that user can work on Outbound Telephony queues.					
N	Specifies that user can not work on Outbound Telephony queues.					
NULL	see Special Note 1					

IEU: Queue: Inbound Telephony

This option determines if a user can work on Inbound Telephony queues.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	Description and Usage Considerations					
Y	Specifies that user can work on Inbound Telephony queues.					
N	Specifies that user can not work on Inbound Telephony queues.					
NULL	see Special Note 1					

IEU: Queue: Inbound Email

This option determines if a user can work on Inbound Email queues.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	**Description and Usage Considerations**					
Y	Specifies that user can work on Inbound Email queues.					
N	Specifies that user can not work on Inbound Email queues.					
NULL	see Special Note 1					

IEU: Optional: Phone Extension

This option determines if a user enters a phone extension during UWQ logon.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X			
Setting	**Description and Usage Considerations**					
Y	Specifies that user enters phone extension during UWQ logon.					
N	Specifies that user avoids entering phone extension during UWQ logon.					
NULL	see Special Note 2					

IEU: Media: Telephony

This option determines whether the client-side telephony plug-in (i.e. Softphone) is forcefully launched.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	Description and Usage Considerations					
Y	Specifies that the client-side telephony plug-in is forcefully launched.					
N	Specifies that the client-side telephony plug-in is not forcefully launched.					
NULL	see Special Note 1					

IEU: Media: Email

This option determines whether the client-side email plug-in (i.e., eMC client) is forcefully launched.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	Description and Usage Considerations					
Y	Specifies that the client-side email plug-in is forcefully launched.					
N	Specifies that the client-side email plug-in is not forcefully launched.					
NULL	see Special Note 1					

IEU: CLI: NET: Use Proxy

This option determines whether the client network layer attempts to use the system's proxy server, or a direct connection to the UWQ server.

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	**Description and Usage Considerations**					
Y	Specifies that the client network layer attempts to use the system's proxy server, or a direct connection to the UWQ server.					
N	Specifies that the client network layer does not attempt to use the system's proxy server, or a direct connection to the UWQ server.					
NULL	Specifies that the client network layer does not attempt to use the system's proxy server, or a direct connection to the UWQ server.					

IEU: Blending Style

This option determines the Interaction Blending style for a user (i.e., forced, non-blended).

Required	User can		Admin Setting Levels			
	View	Update	User	Resp	App	Site
	X		X	X	X	X
Setting	**Description and Usage Considerations**					
Non-Blended	Specifies that the Interaction Blending style for a user is non-blended.					
Forced Blended	Specifies that the Interaction Blending style for a user is forced blended.					
NULL	Specifies that the Interaction Blending style for a user is non-blended.					

Configuring and Testing Integration Points

Overview

Oracle Universal Work Queue facilitates an interaction center by serving as a gateway for the delivery and presentation of business and customer related data and work from Oracle CRM business applications, which are considered "work providers".

They include:

- Oracle TeleService
- Oracle TeleSales

Media work items are presented to Oracle Universal Work Queue through entities known as "media providers".

They are:

- Inbound Telephony
- Outbound Telephony
- E-Mail
- Web Callback

Through Oracle Universal Work Queue's integration with Oracle Interaction Blending, media work items are dynamically presented to an agent based on established business rules, service levels, and agent-specific skills. For example, an agent capable of speaking multiple languages whom is assigned to several campaigns would be presented work based on that skill set. If the same agent were also skilled in handling inbound calls, the work would be delivered to the agent based on meeting customer and business needs and requirements.

Access to tasks is provided through Oracle Universal Work Queue's common view. Tasks, as they relate to the Oracle CRM business application from which they originate, are agent-specific in there assignment.

The following list is a representative sample of tasks that can be managed and worked through Oracle Universal Work Queue:

- To-Do's
- Call Backs
- Leads

- Opportunities

- Quotes

- Personal Tasks

Customer-agent interactions that occur as a result of the work performed through Oracle Universal Work Queue are tracked and reported to the Oracle CRM business application. These interactions are available for viewing and statistical reporting within the respective Oracle CRM business application.

Testing Integration Points

The integration points listed below should be tested depending on your deployment configuration.

UWQ Server integration points include:

- UWQ integration with Interaction Blending - Inbound Call

- UWQ integration with Interaction Blending - Outbound Call

- UWQ integration with Interaction Blending - Inbound E-mail

- UWQ Server integration with MCM (OTM) - Inbound Call

- UWQ Server integration with MCM (OTM) - Inbound E-mail

- Integration with Outbound Telephony Preview Dial

- Integration with Outbound Telephony Progressive Dial

- Integration with Outbound Telephony Predictive Dial

UWQ Client integration points include:

- UWQ Client integration with Oracle Telesales (OTS) - Outbound Telephony

- UWQ Client integration with Multi-Channel Manager (MCM or OTM) softphone - Inbound Telephony

- UWQ Client integration with e-Mail client

- UWQ Client integration with Interaction History (IH)

Workflows in Oracle Universal Work Queue

Oracle Universal Work Queue, although considered part of the Call Center family of products, is positioned in the overall CRM 11i footprint as part of the CRM Foundation.
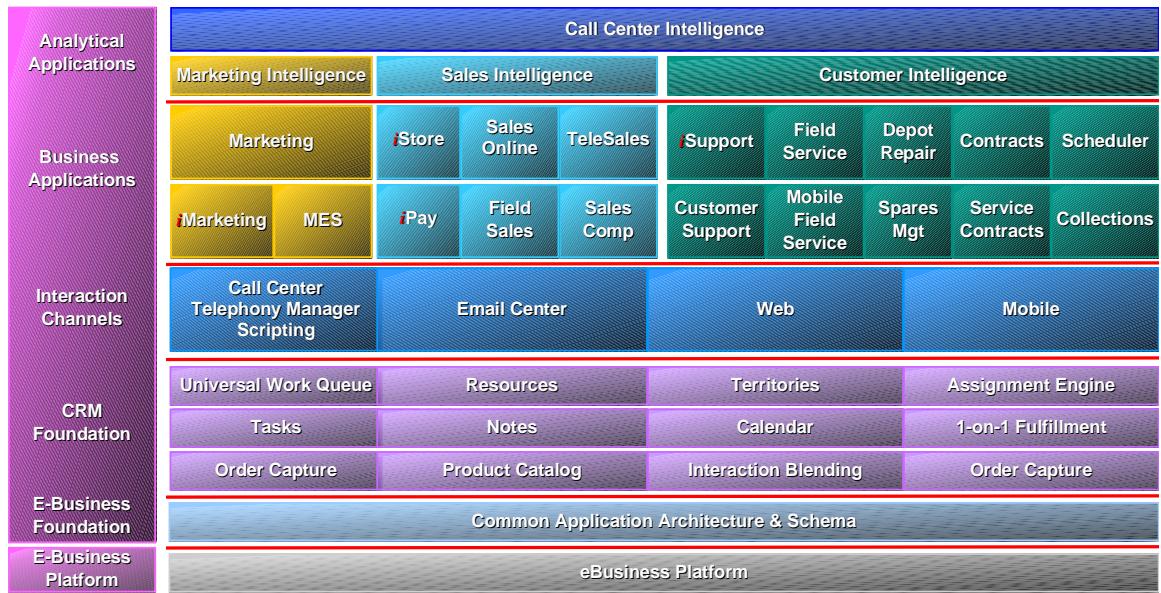
There are no predefined workflows in Oracle Universal Work Queue.

Converting and Inputting Existing Data

There is no converting or inputting of existing data into Oracle Universal Work Queue 11*i*.

Considerations for Future Upgrade Paths

UWQ was designed to allow future extensibility on the desktop and the server. The desktop can be extended by adding new desktop plug-ins (media enablers) and the server can be extended by adding new media types (media providers). In fact, by design, the UWQ desktop has no bindings to any applications using it, so new applications can easily use UWQ as well.

Glossary

Business Application A reference to the CRM business application residing on agent's desktop, i.e. TeleSales or Customer Care.

Media Controller A reference to the media "control" application residing on agent's desktop which controls a specific media service, i.e. Soft Phone, Email Client.

Media Item Represents specific media work items, such as inbound calls, outbound calls, or e-mails.

Media Provider A reference to media-based work systems such as telephony switches (ACDs), automated outbound dialing systems, email interaction systems (eMC), etc.

Task Management Refers to the monitoring and managing of tasks

Tasks Refers to work items that originate in Oracle CRM business applications and are specifically assigned to an agent. An example of a task is a call back.

Work Item Represents an agent-specific item, assigned in the Oracle CRM business application and presented in Oracle Universal Work Queue for processing. There are four types of work items, media, tasks, service requests, and defects.

Work Provider Represents any Oracle CRM business application from which agent work originates.