

Oracle® Interaction Blending

Concepts and Procedures

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Understanding Oracle Interaction Blending

This topic group provides an overview of the application and its components, explanations of key concepts, features, and functions, as well as the application's relationship to other Oracle or third-party applications.

The following topics are covered in this section:

- [Oracle Interaction Blending Overview](#)
- [Oracle Interaction Blending Features](#)
- [Oracle Interaction Blending and Oracle Integrated Manager's Relationship](#)
- [Dynamically Blended Environments](#)
- [Oracle Interaction Blending Process Flow](#)

Oracle Interaction Blending Overview

Oracle Interaction Blending is the dynamic blending and assigning of agents within an interaction center. Oracle Interaction Blending balances media activity along with service levels, multiple queues and agent skill sets. Through the interactive blending of these components, agents are then dynamically assigned to work environments. Agent skills and skill sets are defined in the Oracle HR application. Interaction Blending services, service categories, and service plans are defined in the Oracle Integrated Manager administrative tool.

Oracle Interaction Blending is a server-based solution; it does not require any additional switches or proprietary telephones. Interaction Blending does require Oracle Open Telephony and Oracle's CTI software component.

Oracle Interaction Blending is managed at two levels:



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1. At the administrator level, Oracle Interaction Blending services are created and the individual agents and work queue levels are set.
2. At the supervisor level, inbound and outbound service plans are set; service performance is monitored and dynamically adjusted; and agents are switched between work environments.

The administrator and supervisor operations for Oracle Interaction Blending operations are discussed in this document.

Oracle Interaction Blending Features

The features of Oracle Interaction Blending are as follows:

- Ability to create Interaction Blending services
- Ability to create service categories for blending
- Ability to create inbound and outbound service plans
- Blending and distribution of agents to support multiple work queues, media types, and service levels
- Supports inbound, outbound, and e-mail media activities
- Supports agents with multiple skill sets

Oracle Interaction Blending and Oracle Integrated Manager's Relationship

Oracle Integrated Manager is the administrative tool for Oracle Interaction Blending and interaction blending services. It is available from the administrator and supervisor workstations.

Oracle Integrated Manager interface consists of three primary sections:

- Toolbar
- Navigation tree
- Details pane

The **Toolbar** is located at the top of the Oracle Integrated Manager window and lists menu options and command buttons.

The **Navigation tree** is located on the left of the Oracle Integrated Manager window and displays navigation tree for Oracle Integrated Manager and its associated nodes. The Blended node is used to configure and manage Interaction Blending services, service categories, and service plans.

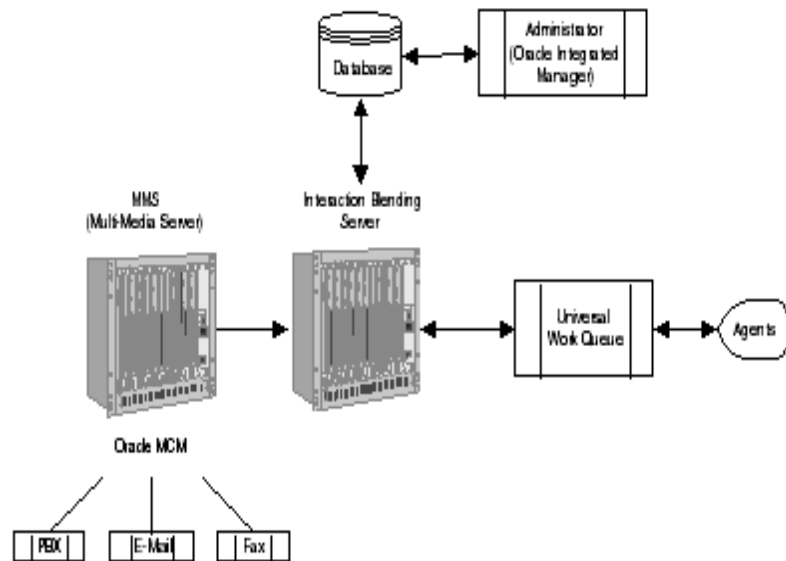
The **Details pane**, located on the right side of the window displays the results of a node selected in the scope pane.

Oracle Interaction Blending services, service categories, and service plans are defined in Oracle Integrated Manager. In Oracle Integrated Manager, you will perform these functions from menus, buttons, or by right-clicking on the nodes in the navigation tree or the details pane.

Dynamically Blended Environments

As service levels rise and fall, Oracle Interaction Blending dynamically moves agents between work queues by handling multiple queues and media activity (inbound, outbound, and e-mail) as well as agent skill sets. The dynamic assignment of agents between the work queues minimizes resource issues and facilitates the maintenance and adherence of support levels.

Oracle Interaction Blending Process Flow



Implementing Oracle Interaction Blending

This chapter includes the following section:

- n [Creating Interaction Blending Services](#)
- n [Setting Up Service Categories](#)
- n [Setting Up Service Plans](#)
- n [Setting Filters for Logs](#)

- n [Activating Alerts](#)
- n [Stopping Alerts](#)
- n [Starting Interaction Blending Services](#)

Creating Interaction Blending Services

Interaction blending services are created from a workstation through Oracle Integrated Manager using the Interaction Blending wizard. The wizard guides you through the steps required to create interaction blending services. For each service you create, you will need to specify service categories and service plans. Use this procedure to create an interaction blending service.

Prerequisites

You must create the interaction blending service from a workstation for which you have administrator privileges. Oracle Integrated Manager must be installed on the workstation.

Steps

1. From the Window Start menu, start Oracle Integrated Manager Administrator Console.
2. From the navigation tree, double-click on the Oracle Integrated Manager node.
3. Double-click the Blended node to expand it. The Interaction Blending Services node will display in the detail pane.
4. From the detail pane, right-click on the Interaction Blending Services node.
You can view all services created by double-clicking on the Interaction Blending Services node in the navigation tree or detail pane.
5. Select New and then Interaction Blending Service. The Create Interaction Blending Service Wizard will display.
6. From the Interaction Blending wizard, click Next to begin creating a new interaction blending service.
7. In the Interaction Blending Service Name field, enter the new name for the interaction blending service. Click Next.
8. Check each applicable day of the week for which the Interaction Blending service should update the statistical information.
9. In the Choose the begin time for the update field, enter the time for which this activity will begin.
10. In the Choose the end time for the update field, enter the time in which this activity will cease. Click Next.

11. If you want the Interaction Blending server to perform daily cleanup, select the Daily Cleanup option.
12. In the Cleanup time field, enter the time to perform this activity.
13. If you want the Interaction Blending server to automatically shutdown, select this option and specify a time. Click Next to continue.
14. A summary of the parameters that you have defined for the Interaction Blending service will display. Review the information.

If you need to make any changes to the information currently defined, select the Back button. If the information is correct, click Finish. The interaction blending service will be created.

15. To view the service you just created, double-click on the Interaction Blending Services node. You will see the interaction blending service you created in the detail pane of the Oracle Integrated Manager Administrator Console.

To modify or change a service once it is created, right-click on the interaction blending service and select All Tasks and then View Properties. You will be able to edit the parameters for the service in the Interaction Blending Server Control Properties dialog box.

Setting Up Service Categories

Service categories are required to be defined for Interaction Blending services. All service categories are associated to a service plan. Both inbound and outbound service categories can be set up for any given Interaction Blending service. Use this procedure to set up service categories for an Interaction Blending service and service plan.

Inbound Service Categories

Use this procedure to create and modify inbound service categories.

Prerequisites

An interaction blending service must have been created and be displayed in Oracle Integrated Manager Administrator Console.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on the Interaction Blending service node.
2. Double-click on the Interaction Blending service node for which you want to create service categories
3. Right-click on the Service Categories node.

4. Select New and then Service Category. The Interaction Blending Service Category wizard will display. Click Next.
5. In the Service Category Name field, enter a name for the new inbound service category.
6. In the Media Type field, select the media type from the drop-down list.

Note: Depending on the media type selected, the Parent field may be auto populated and may display more than one choice. For example, if the media type TELEPHONE is selected the Parent field will display OUTBOUND PHONE CALL or INBOUND PHONE CALL.

7. If applicable, in the Parent field, select the parent for the service category and media type. Click Next.

Note: Depending on the media type and the Parent field values selected, the Direction field will be populated with the value of either Outbound or Inbound.

8. Next, you will need to assign a service plan to the service category. In the Choose a Service Plan for this Service Category field, select the service plan from the drop-down list.

If the service plan already exists, proceed to step 13. If you want to create a service plan proceed to step 9.

9. To create a service plan, click the New button. The Interaction Blending Service Plan wizard will display. Click Next.
10. In the Service Plan Name field, enter a name for the service plan. Click Next.
Summary information for the service plan will display the service plan name.
11. Click Finish. You will return to the Create Interaction Blending Service Category wizard.
12. In the Choose a Service Plan for this Service Category field, select the service plan from the drop-down list.
13. Select either the Uses Classification or Uses Rules option.

When you select the Uses Classification option and click the Classification button, the Classification for Service Category window will display.

- a. Select the classifications as they apply for the service category.
- b. After you select the classifications, click OK.

When you select the Rules option, and click the Rules button, the Rules for the Service Category window will display.

- a. Choose the Add Rule button to add a new rule for the service category.
 - b. In the Arrival Address field, enter the e-mail address for the recipient.
 - c. Next you need to assign the skills necessary for handling this activity. In the Add Skill window, select the Skill Category and Skill Content from the drop-down lists.
 - d. Click OK.
 - e. At the Details for a Rule window, click OK.
 - f. At the Rules for Service Category window, click OK.
14. Click Next. Summary information for the service category will display. This information includes, service category name, parent, media type, service plan, and classification or rules.
15. If the summary information is correct, click Finish. The service category for the Interaction Blending service will be created.

You may add as many service categories for the interaction blending service as required.

Outbound Service Categories

Use this procedure to create and modify outbound service categories.

Prerequisites

An interaction blending service must have been created and be displayed in Oracle Integrated Manager Administrator Console.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on the Interaction Blending service node.
2. Double-click on the Interaction Blending service node for which you want to create service categories
3. Right-click on the Service Categories node.
4. Select New and then Service Category. The Interaction Blending Service Category wizard will display. Click Next.
5. In the Service Category Name field, enter a name for the new outbound service category.
6. In the Media Type field, select the media type from the drop-down list.

Note: Depending on the media type selected, the Parent field may be auto populated and may display more than one choice. For example, if the media type TELEPHONE is selected the Parent field will display OUTBOUND PHONE CALL or INBOUND PHONE CALL.

7. If applicable, in the Parent field, select the parent for the service category and media type. You must select a Parent type that contains the word OUTBOUND when creating an outbound service. Click Next.

Note: Depending on the media type and the Parent field values selected, the Direction field will be populated with the value of either Outbound or Inbound.

8. Next, you will need to assign a service plan to the outbound service category. In the Choose a Service Plan for this Service Category field, select the service plan from the drop-down list.

If a service plan already exists, proceed to step 12. If you want to create a service plan proceed to step 9.

9. To create a service plan, click the New button. The Interaction Blending Service Plan wizard will display. Click Next.
10. In the Service Plan Name field, enter a name for the service plan. Click Next.
Summary information for the service plan will display the service plan name.
11. Click Finish. You will return to the Create Interaction Blending Service Category wizard.
12. In the Choose a campaign list for an Outbound Service Category field, select the list that will be used for the campaign.
13. Click Next. Summary information for the outbound service category will display. This information includes, service category name, parent, media type, service plan, and campaign list.
14. If the summary information for the outbound service category is correct, click Finish. The service category for the Interaction Blending service will be created.

You may add as many service categories for the interaction blending service as required.

Setting Up Service Plans

There are two types of service plans: inbound and outbound. Both are used by Oracle Interaction Blending to dynamically assign agents to support service levels. You can use the default settings to set up the service plans or tailor the set up to meet the specific needs and requirements of the interaction center. Use this procedure to set up inbound and outbound service plans.

Inbound Service Plans

By default, an inbound service plan is established for a newly created interaction blending service. You can modify the service plan settings as needed. You can create as many inbound service plans as are needed to accommodate the activities of the interaction center. Use this procedure to create and modify inbound service plans.

Prerequisites

An interaction blending service must have been created in Oracle Integrated Manager Administrator Console.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on the Interaction Blending service node.
2. Double-click on the Interaction Blending service node for which you want to create service plans.
3. Double-click on the Service Plans node.
4. Double-click on the Inbound Service Plan node. The inbound service plan will display in the detail pane.
5. Right-click on the inbound service plan. From the menu, select All Tasks and then View Properties.
6. Right-click on the default inbound service plan. From the menu, select All Tasks and then View Properties.
7. From the Inbound Service Plan Control Properties box, click on General tab to view the name and direction for the inbound service plan.
8. Next, click the Schedule tab to modify the default settings.
9. Click on the tab for the appropriate day of the week.

The default settings for the inbound service plan will display. Default settings include: begin time, end time, minimum agents, level of service percentage, time threshold, maximum wait time, reroute time, and reroute warning time.

10. Click Insert to modify the default settings and enter new settings to the inbound service plan.
11. Enter the start time for the inbound service plan.
12. In the End Time field, enter an end time for the inbound service plan.
13. In the Minimum Agent field, enter the minimum number of agents required for this inbound service plan.
14. In the LOS Percentage field, enter a level of service percentage. This number represents the minimum percentage of calls that must be answered within the defined service level period.
15. In the Time Threshold field, enter number of seconds to represent the time threshold.
16. In the Maximum Wait Time field, enter the number of seconds to serve as the maximum
17. In the Reroute Time field, enter the number of seconds upon which the inbound call is to be rerouted.
18. In the Reroute Warning Time field, enter the number of seconds for which the reroute warning time applies. Click OK. You will return to the Inbound Service Control Plan Control Properties box.
19. Click on a tab for another day of the week to assign or modify the settings for the inbound service plan.
20. Once you complete the modifications to the default settings, click Apply to accept the inbound service plan settings.

If you need to enter additional service levels for the inbound service plan, click Insert.
21. Once all inbound service level information is entered, click OK to finish. You will return to the Oracle Integrated Manager Administrator Console.

Creating New Inbound Service Plans

1. From the Oracle Integrated Manager navigation tree, double-click on Interaction Blending Services.
2. Double-click on the Interaction Blending service node for which you want to create a new inbound service plan.
3. Double-click on the Service Plans node.
4. Right-click on the Inbound Plans node.
5. Select New and then Inbound Plan. The Interaction Blending Service Plan wizard will display. Click Next.

6. In the Service Plan Name field, enter a name for the new inbound service plan. Click Next.
7. Summary information will display for the inbound service plan in the Interaction Blending Service Plan wizard. If the information is correct, click Finish. The new inbound service plan will be created.

The schedule for the new inbound service plan will be based on the parameters that are defined for the default inbound service plan. You may add as many inbound service plans as needed. Modify the attributes of the inbound service plan(s) as required.

Outbound Service Plans

You will need to define the outbound service plan(s) to be associated to the interaction blending service. This includes the start and stop time for the outbound service plan as well as the minimum number of agents to be assigned. Use this procedure to establish outbound service plans.

Prerequisites

An interaction blending service must exist and have been created in Oracle Integrated Manager Administrator Console.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on the Interaction Blending service node.
2. Double-click on the Interaction Blending service node for which you want to create an outbound service plan.
3. Double-click on the Service Plans node.
4. Double-click on the Outbound Service Plan node. The outbound service plan will display in the detail pane.
5. Right-click on the outbound service plan. From the menu, select All Tasks and then View Properties.
6. From the Outbound Service Plan Control Properties box, click on General tab to view the name and direction for the outbound service plan.
7. Next, click the Schedule tab to modify the default settings.
8. Click on the tab for the appropriate day of the week.
The default settings for the outbound service plan will display.
9. Click Insert to modify the default settings and enter new settings to the outbound service plan.
10. Enter the start time for the outbound service plan.

11. In the End Time field, enter an end time for the outbound service plan.
12. In the Minimum Agent field, enter the minimum number of agents required for this outbound service plan.
13. In the Transaction Quota field, enter the appropriate number to represent the transaction quota.
14. Click on a tab for another day of the week to assign or modify the settings for the outbound service plan.
15. Once you complete the modifications to the default settings, click Apply to accept the outbound service plan settings.

If you need to enter additional service levels for the outbound service plan, click Insert.
16. Once all outbound service level information is entered, click OK to finish. You will return to the Oracle Integrated Manager Administrator Console.

Creating New Outbound Service Plans

1. From the Oracle Integrated Manager navigation tree, double-click on Interaction Blending Services.
2. Double-click on the Interaction Blending service node for which you want to create a new outbound service plan.
3. Double-click on the Service Plans node.
4. Right-click on the Outbound Plans node.
5. Select New and then Outbound Plan. The Interaction Blending Service Plan wizard will display. Click Next.
6. In the Service Plan Name field, enter a name for the new outbound service plan. Click Next.
7. Summary information will display for the outbound service plan in the Interaction Blending Service Plan wizard. If the information is correct, click Finish. The new outbound service plan will be created.

The schedule for the new outbound service plan will be based on the parameters that are defined for the default service plan. You may add as many outbound service plans as needed. Modify the attributes of the outbound service plan(s) as required.

Setting Filters for Logs

The filters determine how and when alert messages are tracked and logged for all services and servers. Use this procedure to set the logging filters.

Prerequisites

A service must exist for Interaction Blending in Oracle Integrated Manager.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click **Blended**.
2. Double-click **Interaction Blending Services**.
3. Click the appropriate service.
4. Right-click **Log and Alerts**.
5. Select **All Tasks**.
6. Select **Set Filter**.

The Set Filters for Log/Alerts screen will display. The Set Filters for Log/Alerts screen consists of two types of filter settings: Time Filters and Other Filters.

Note: Log filters apply to all services.

7. In the Time Filter box, enter the parameters as you want them to apply to the service. You can use the time filters to identify how you want to query the results of the logging activity.
8. If you do not want to set the filtering of logs by time, select the **No Time Filter** option.
9. If you want logs to be shown for a set number of hours, select the **Show Log/Alerts for Last Hours** option.

Select the value from the LOV. You may choose any number of hours between 1 and 24. Beginning with 24 hours, the setting is incremental by 24, up to 72 hours. The default is 24.

Or, if you choose, you can enter the desired number of hours in the **Show Log/Alerts for Last Hours** field.

10. If you want to filter by a date range and time, select the **Show Log/Alerts from and To** option.

Enter the date from which to begin or select the date from the LOV. When you select the LOV, the calendar feature will display for data selection.

Enter the time from which to begin showing logs or select the time. Click the hour and choose the up or down arrows in the field to increase or decrease the time by 1 hour. When you click the minute or second values, you can increase or decrease each by 1 minute or second respectively.

11. In the Other Filters box, enter the parameters as they apply to the filters being defined.
12. You can determine the severity level to be used as a filter. There are 5 levels:
 - n informational
 - n trace
 - n minor
 - n major
 - n critical

If you want to filter logs and alerts by severity level, select the **Show Log/Alerts with severity level greater than** option. Next, select a level from the LOV.
13. You can also filter logs and alerts based on action ID. When the action ID is equal to the selected action, the alert will display and be logged. The filter options are:
 - n log
 - n set alert
 - n clear alert
 - n clear all
14. If you want to set the filters by action ID, select the **Show Log/Alerts with action ID equals to** option. Next, select the action from the LOV.
15. The **Show Max** option is a required field with a default setting of 100. You can modify the number as required. You may enter any number of records from 1 to 1000.
16. Click **OK**.

Activating Alerts

Alert messages for all services are controlled from the Logs and Alerts node in Oracle Integrated Manager. When you activate alert messages, alerts will be monitored and captured for all services. Each alert message will display in a separate window. You also can stop the alerting feature through the Logs and Alerts node. Use this procedure to activate alert messages for all services.

Prerequisites

A service must exist for Interaction Blending in Oracle Integrated Manager.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click **Blended**.
2. Double-click **Interaction Blending Services**.
3. Click the appropriate service.
4. Right-click **Log and Alerts**.
5. Select **All Tasks**.
6. Select **View Alerts**.

Note: When you enable the viewing of alerts, as alert messages are generated, they will display in a separate window for viewing.

7. Click **OK**.

Stopping Alerts

When it is necessary to stop alert messages, you can do so through the Logs and Alerts node in Oracle Integrated Manager. Use this procedure to stop alert messages for all services.

Prerequisites

A service must exist for Interaction Blending in Oracle Integrated Manager and the View Alerts option from the Logs and Alerts node must have been enabled.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click **Blended**.
2. Double-click **Interaction Blending Services**.
3. Click the appropriate service.
4. Right-click **Log and Alerts**.
5. Select **All Tasks**.
6. Select **Stop Viewing Alerts**.

Note: Oracle Integrated Manager will stop displaying alert messages for all services.

7. Click **OK**.

Starting Interaction Blending Services

After creating an Interaction Blending Service, you must start the service on the Interaction Blending server in order to use the service. Use this procedure to start an Interaction Blending Service.

Prerequisites

A service must exist for Interaction Blending in Oracle Integrated Manager and you must perform the following steps from the Interaction Blending server. You should be logged into the Interaction Blending server as an administrator or as a user that belongs to the administrator work group.

Steps

1. Choose Start > Settings > Control Panel. Select Services. The Services window will be displayed.
2. Click the Interaction Blending service you want to start, from the Services window list, to highlight the service.
3. Click the Start button. An information window will be displayed indicating that the system is attempting to start the service. If the service is successfully started, the information window will close and the Status Column in the Services window will display the status of Started for the service.
4. Click the Close button to close the window.

Administering Oracle Interaction Blending

This chapter includes the following sections:

- [Viewing Interaction Blending Services](#)
- [Viewing Service Categories](#)
- [Viewing Service Plans](#)

Viewing Interaction Blending Services

The parameters for all Interaction Blending services, service categories, and service plans can be viewed from the Oracle Integrated Manager Administrator Console. You will use this functionality to identify parameters prior to their being modified. Use this procedure view the parameter settings for Interaction Blending services.

Prerequisites

An Interaction Blending service must exist and have been created from the Oracle Integrated Manager Administrator Console.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on Interaction Blending Services. A list of Interaction Blending services will appear in the detail pane.
2. Right-click on the Interaction Blending service node for which you want to view the parameter settings.
3. From the menu, select All Tasks, then View Properties. The Interaction Blending Server Control Properties dialog box will display.
4. Click on the Start Update Parameters tab to view the day and time parameters defined for when the Interaction Blending service should update statistical information.
5. Click on the Auto Shutdown tab to view the parameters set for how shutdown and cleanup for the Interaction Blending service.
6. Click on the Advanced tab to view virtual queue cleanup and work queue cache sizes.
7. Click OK when finished viewing the Interaction Blending Service Properties.

Viewing Service Categories

The parameters for service categories that have been created for Interaction Blending services can be viewed from the Oracle Integrated Manager Administrator Console. Use this procedure view the parameter settings for Interaction Blending service categories.

Prerequisites

An Interaction Blending service must exist and a service plan must be defined for the service category.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on Interaction Blending Services. A list of Interaction Blending services will appear.
2. Double-click on the Interaction Blending service node.
3. Double-click on the Service Categories node.
4. From the detail pane in Oracle Integrated Manager, right-click on the appropriate service categories node. There may be a node for both inbound and outbound or just one of the methods. This will depend on the set up completed and the requirements of your interaction center.

5. Right-click on the service category node. Select All Tasks and then View Properties. The Interaction Blending Service Control Properties dialog box will display.
6. Click on the General tab to view the following parameters:
 - n Service Category name
 - n Media Type
 - n Parent
 - n Depth
 - n Status Indicator
 - n Direction: Inbound or Outbound
7. If it is an inbound service category that you are viewing, click on the Inbound tab. The Use Classification and Use Rules properties will display for you to review.

Note: If you are viewing an inbound service category, you can not view parameters for an outbound service category using the Outbound tab in the Inbound Service Category window.

8. If the service category is outbound, click on the Outbound tab, the campaign list associated to the category will display for viewing.

Note: If you are viewing an outbound service category, you can not view parameters for an inbound service category using the Inbound tab in the Outbound Service Category window.

9. Click OK when finished viewing the properties for the service categories.

Viewing Service Plans

The properties that have been assigned to inbound and outbound service plans can be viewed from the Oracle Integrated Manager Administrator Console. Use this procedure view the properties of inbound and outbound service plans.

Prerequisites

An Interaction Blending service must exist and have been created from the Oracle Integrated Manager Administrator Console.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click on Interaction Blending Services. A list of Interaction Blending services will appear.
2. Double-click on the Interaction Blending service node.
3. Double-click on the Service Plans node.
4. Double-click on the Inbound Plans or Outbound Plans node.
5. From the detail pane in Oracle Integrated Manager, right-click on the appropriate service plan node.
6. Select All Tasks and then View Properties. The Interaction Blending Service Plan Control Properties dialog box will display.
7. Click on the General tab to view the following parameters:
 - n Name
 - n Direction: Inbound or Outbound
8. Click on the Schedule tab to view the parameters defined for individual days of the week.
9. Click OK when finished viewing the properties for the service plans.

Viewing Log and Alert Properties

The database and alert properties can be viewed for services from the Logs and Alerts node in Oracle Integrated Manager. Use this procedure view the log and alert properties.

Prerequisites

A service must exist for Interaction Blending in Oracle Integrated Manager.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click **Blended**.
2. Double-click **Interaction Blending Services**.
3. Click the appropriate service.
4. Right-click **Log and Alerts**.
5. Select **All Tasks**.
6. Select **View Properties**.
7. Click **Database** tab.

8. Displays the following database properties.

- n TNS Name
- n Database User
- n Password

Note: All services use the same log and alert database setting. The parameters on the Database tab can only be viewed. They cannot be modified.

9. Click **Alerting** tab.

10. Enter the number of seconds for which the system will check for alert messages. The default is 5 seconds.

11. The Advanced Queuing box contains the following properties.

- n Queue Name
- n Queue Subscriber

12. Click **OK**.

Viewing Logs and Alerts

Alerts provide a real-time view of what is occurring in a service. The details that have been logged can be viewed from the Alerts message window as well as from the Logs and Alerts node in Oracle Integrated Manager.

The alert records and message specifics will display in the Oracle Integrated Manager screen. Use this procedure view logs and alerts.

Prerequisites

A service must exist for Interaction Blending in Oracle Integrated Manager and alerts must have been logged for the service.

Steps

1. From the Oracle Integrated Manager navigation tree, double-click **Blended**.
2. Double-click **Interaction Blending Services**.
3. Click the appropriate service.
4. Double-click **Log and Alerts**.
5. Click an alert to view.

The message details will display in Oracle Integrated Manager for viewing.

The following information types will display:

- n Title
- n Source
- n Instance
- n IP
- n Host
- n User
- n Time Stamp
- n Severity
- n Action
- n Details
- n XML Data
- n Record

