# Oracle® Universal Work Queue

Implementation Guide

Release 11*i* for Windows NT

July 2001

Part No. A86116-04

ORACLE®

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

Part No. A86116-04

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**Oracle Universal Work Queue Implementation Guide, Release 11*i* for Windows NT**

**Part No. A86116-04**

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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 Interaction Blending 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 the following users:

- Anyone implementing Oracle Interaction Blending

This guide assumes you have the following prerequisites:

- Understanding of the company business processes
- Basic understanding of Oracle Applications, Release 11i
- Understanding of interaction center technology

## Structure

This manual contains the following sections:

# 1

# Implementing Oracle Universal Work Queue

This guide provides descriptions of the setup and configuration tasks required to implement Oracle Universal Work Queue successfully. This guide contains the following information:

- Overview of Oracle Universal Work Queue
- Architecture of Oracle Universal Work Queue
- Planning the Implementation of Oracle Universal Work Queue
- Understanding Oracle Universal Work Queue Users
- Defining Oracle Universal Work Queue Users
- Understanding Oracle Universal Work Queue Profiles Options
- Configuring Universal Work Queue System Profile Values
- Setting Up Oracle Universal Work Queue Server for Media Work
- Configuring the Oracle Universal Work Queue Desktop for Media Work
- Testing the Oracle Universal Work Queue Implementation
- Understanding the Oracle Universal Work Queue Window
- Troubleshooting Oracle Universal Work Queue
- Documentation Resources

## 1.1 Overview of Oracle Universal Work Queue

Every customer interaction -- a telephone call, an email, or a Web chat -- presents an opportunity to win new business or improve customer satisfaction. An interaction

center is an environment in which human agents manage interactions with customers through multiple contact channels.

Oracle Universal Work Queue is one of several applications in the Oracle Interaction Center. The Oracle Interaction Center is a suite of applications that supports the management and processing of customer relationship activity across all channels of customer contact.

The Oracle Interaction Center suite includes:

**Oracle Advanced Inbound** Oracle Advanced Inbound enables Oracle Customer Relationship Management (CRM) business applications to handle multiple media channels.

**Oracle Advanced Outbound** Oracle Advanced Outbound provides list management and predictive dialing for outbound telephony campaigns.

**Oracle eMail Center** Oracle eMail Center is an email interaction management application. Oracle eMail Center can automate or suggest responses to inbound email.

**Oracle Scripting** Oracle Scripting is an application for developing and deploying scripted presentations for customer interactions. The scripted presentations guide agents through their interactions with customers.

### See Also

- What is Oracle Universal Work Queue?
- Why is Oracle Universal Work Queue in the Suite?
- Functional Flow for Oracle Universal Work Queue

## 1.1.1 What is Oracle Universal Work Queue?

Oracle Universal Work Queue is a agent portal for work items generated through customer contact channels or CRM business applications. Agents can select assigned work directly from the Oracle Universal Work Queue desktop user interface.

Work which originates from a customer contact channel, such as a telephone call or an email, is called a media work item. Work which originates from a CRM business application, such as a task or lead, is called a non-media work item. You can set up

Oracle Universal Work Queue to handle non-media work items only, or both non-media and media work items.

### See Also

- Overview of Oracle Universal Work Queue
- Why is Oracle Universal Work Queue in the Suite?
- Functional Flow for Oracle Universal Work Queue

## 1.1.2 Why is Oracle Universal Work Queue in the Suite?

Oracle Universal Work Queue:

- Provides a desktop interface that displays a unified view of agent work.
- Facilitates agents interactions across multiple contact channels.
- Provides a framework that enables CRM business applications to integrate with media work.
- Balances agents between media types based on the service levels for the interaction center

By providing a unified view of agent work, Oracle Universal Work Queue minimizes the complexity of agent interactions across multiple contact channels and CRM business applications. Oracle Universal Work Queue also provides a standard programming interface for CRM business applications and media enablers to request, receive, and display agent work information.

Agents interact with non-media and media work through a consistent interface. Through integration with Oracle Interaction Blending, agents are moved between media queues based on the service levels for the interaction center.

### See Also

- Overview of Oracle Universal Work Queue
- What is Oracle Universal Work Queue?
- Functional Flow for Oracle Universal Work Queue

## 1.1.3 Functional Flow for Oracle Universal Work Queue

The functional work flow for Oracle Universal Work Queue is as follows:

1. The applications user signs on to Oracle Applications and launches the Universal Work queue desktop.
2. Based on the user profile option values for the agent, the Universal Work Queue desktop bean may:
   - Log into the Universal Work Queue server
   - Load the desktop media plugins
   - Refresh the agent work queues
3. The Universal Work Queue desktop is displayed.
4. The agent selects a work item and clicks Get Work.
5. If a non-media work item, a CRM business application is launched. When the work is complete, the agent saves the work in the CRM business application.

   If the work item is a task that can be updated, then the Task Manager application is launched. If the work item is a task that cannot be updated, then the CRM business application associated with the task is launched.
6. If a media work item, a CRM business application is launched when a media item is delivered. When the work is complete, the agent saves the work in the CRM business application.

   The CRM business application is launched based on the media action definitions for Oracle Universal Work Queue. See Associating Media Work with a CRM Business Application.

   - To receive another media item of the same type, the agent presses End Interaction in the CRM business application.
   - To end media requests, the agent presses Cancel Media Request in the Universal Work Queue desktop, and then presses End Interaction in the CRM business application.

## See Also

- Overview of Oracle Universal Work Queue
- What is Oracle Universal Work Queue?
- Why is Oracle Universal Work Queue in the Suite?

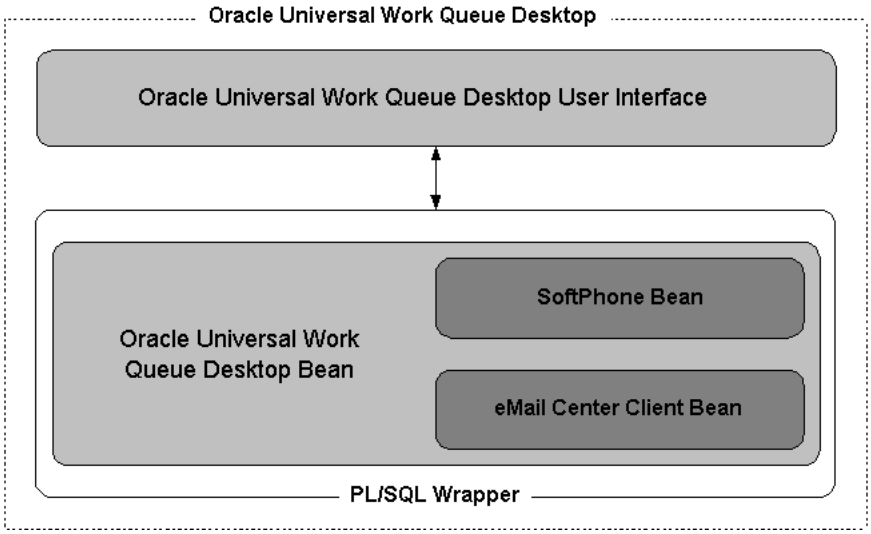
## 1.2 Architecture of Oracle Universal Work Queue

Oracle Universal Work Queue consists of the following main components:

- Oracle Universal Work Queue Desktop
- Oracle Universal Work Queue Server

The Oracle Universal Work Queue desktop operates independently of the Oracle Universal Work Queue server. The Oracle Universal Work Queue desktop obtains non-media work from the database and media work from the Oracle Universal Work Queue server. If you are implementing Oracle Universal Work Queue for non-media work only, then you do no have to install the Oracle Universal Work Queue server.

### Oracle Universal Work Queue Desktop




The Oracle Universal Work Queue desktop comprises:

**Oracle Universal Work Queue User Interface** The Oracle Universal Work Queue user interface is an Oracle Form that presents a unified view of agent work items and allows the agent to select a work item for processing.

For non-media work items, the Oracle Universal Work Queue form communicates with the CRM business applications. For media work items, the Oracle Universal

Work Queue form communicates with the CRM business applications and the Oracle Universal Work Queue desktop bean (which is described below).

**Oracle Universal Work Queue Desktop Bean** The Oracle Universal Work Queue desktop bean is invoked by the Oracle Universal Work Queue user interface when the agent requests a media work item. The Oracle Universal Work Queue desktop bean facilitates communication between the Oracle Universal Work Queue desktop user interface, the media enabler, and the Oracle Universal Work Queue server.

Media enablers include the telephony media enabler and the email media enabler. The media enablers "plug in" to the Oracle Universal Work Queue desktop bean. The Oracle Universal Work Queue desktop bean supports the following desktop media enablers.

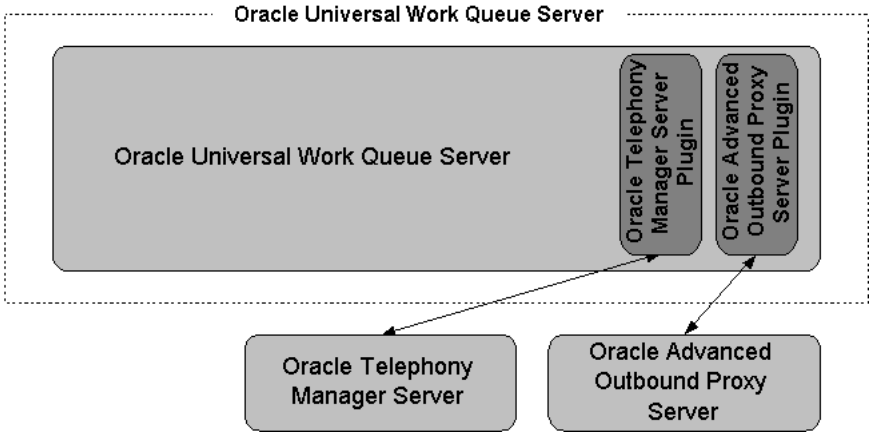
- SoftPhone Bean: The SoftPhone bean communicates with the Oracle Telephony Manager server and the Advanced Inbound server to enable telephony on the agent desktop.
- eMail Center Client Bean: The eMail Center bean communicates with the Oracle eMail Center server to enable email on the agent desktop.

When an agent requests a media item in the Oracle Universal Work Queue user interface, the Oracle Universal Work Queue desktop bean communicates the request to the Oracle Universal Work Queue server. The Oracle Universal Work Queue desktop bean communicates with the Oracle Universal Work Queue server over a proprietary interface that supports HTTP or Sockets. For better server performance, Sockets is recommended.

The Oracle Universal Work Queue desktop bean passes metadata delivered by the Oracle Universal Work Queue server to the CRM business application and the media enabler. Oracle Universal Work Queue desktop bean also passes metadata between the CRM business application and the media enabler.

Metadata for the media item is communicated from the Oracle Universal Work Queue desktop bean to the Oracle Universal Work Queue user interface and the CRM business application by means of a PL/SQL programming interface. The PL'SQL programming interface is the bridge between the Oracle Universal Work Queue desktop Java bean and the Oracle Universal Work Queue and CRM business application Forms.

### Oracle Universal Work Queue Server




The Oracle Universal Work Queue server interfaces with the media providers and the Oracle Universal Work Queue desktop bean. The Oracle Universal Work Queue server services requests from the Oracle Universal Work Queue desktop bean to deliver media items to agents.

The Oracle Universal Work Queue server passes instructions to media providers requesting delivery of the next item in an agent's queue. The Oracle Universal Work Queue server gets the media item metadata from the media provider and delivers it to the media enabler (for example, Oracle SoftPhone) and the CRM business application.

### See Also

- Technology Stack for Oracle Universal Work Queue
- Integration Dependencies for Oracle Universal Work Queue
- Sizing Guidelines for Oracle Universal Work Queue
- Scalability for Oracle Universal Work Queue

## 1.2.1 Technology Stack for Oracle Universal Work Queue

The Oracle Universal Work Queue desktop is installed during the Oracle Applications Rapid Install. The Oracle Universal Work Queue desktop is an installable module on the standard Oracle Applications technology stack.

The Oracle Universal Work Queue desktop objects and files consist of Forms and Java objects on the application tier, and several PL/SQL procedures on the database tier.

The code for the Interaction Center servers is installed during the Oracle Applications Rapid Install. However, the startup scripts and other files for the Oracle Universal Work Queue server are not on the standard Oracle Applications technology stack. These files are installed on a server machine from the Oracle Call Center Applications Setup CD.

### See Also

- Architecture of Oracle Universal Work Queue
- Integration Dependencies for Oracle Universal Work Queue
- Sizing Guidelines for Oracle Universal Work Queue
- Scalability for Oracle Universal Work Queue

## 1.2.2 Integration Dependencies for Oracle Universal Work Queue

Oracle Universal Work Queue has a number of integration points with other Oracle products.

### 1.2.2.1 Installation Dependencies

Oracle Universal Work Queue has references to the common and shared components of the following products.

- Oracle Applications Foundation (FND)
- CRM Foundation (JTF)
- Common CRM Interaction Center Technology Schema (IEO)

### 1.2.2.2 Operational Dependencies for Non-Media Tasks

The following CRM business applications provide non-media work items which can be requested through Oracle Universal Work Queue:

| Non-Media Item | Operational Dependency |
|---|---|
| Tasks | Oracle CRM Foundation |
| Service Requests | Oracle Support |

| Non-Media Item | Operational Dependency |
|---|---|
| Defects | Oracle Support |
| Enhancements | Oracle Support |
| Leads | Oracle TeleSales |
| Opportunities | Oracle TeleSales |
| Forecasts | Oracle TeleSales |

#### 1.2.2.3 Operational Dependencies for Media Tasks

The following media servers provide media work items which can be requested through Oracle Universal Work Queue:

| Media Item | Operational Dependency |
|---|---|
| Inbound Telephony | Oracle Advanced Inbound |
| Inbound Email | Oracle eMail Center |
| Outbound Telephony | Oracle Advanced Outbound |

### See Also

- Architecture of Oracle Universal Work Queue
- Technology Stack for Oracle Universal Work Queue
- Sizing Guidelines for Oracle Universal Work Queue
- Scalability for Oracle Universal Work Queue

## 1.2.3 Sizing Guidelines for Oracle Universal Work Queue

Oracle Universal Work Queue complies with the general sizing recommendations for the Oracle database and Oracle Applications used in your business operations.

The performance of the Oracle Universal Work Queue server is critical to agent productivity. It is recommended that the Oracle Universal Work Queue server be installed on its own server machine.

Although sizing is ultimately determined by many system factors, the following sizing information for Microsoft Windows NT is a general guideline. It assumes a Pentium III 500 MHz machine with 512 MB RAM.

| Number of Agents | Number of Server Machines |
|---|---|
| Less than 50 agents | One machine to run all of the Interaction Center servers. |
| 50 to 500 agents | Two machines.<br>■ Call Center Connectors, Telephony Manager, Telephony Media Controller, Inbound Telephony<br>■ Universal Work Queue, Routing, eMail Center |
| 501 to 1000 agents | Three machines.<br>■ Telephony Manager<br>■ Call Center Connectors, Telephony Media Controller, Inbound Telephony, eMail Center<br>■ Universal Work Queue, Routing |
| More than 1001 agents | Four machines.<br>■ Telephony Manager<br>■ Call Center Connectors, Telephony Media Controller, Inbound Telephony<br>■ Routing, eMail Center<br>■ Universal Work Queue |

### See Also

- Architecture of Oracle Universal Work Queue
- Technology Stack for Oracle Universal Work Queue
- Integration Dependencies for Oracle Universal Work Queue
- Scalability for Oracle Universal Work Queue

## 1.2.4 Scalability for Oracle Universal Work Queue

Oracle Universal Work Queue complies with the general scalability recommendations for the Oracle database and Oracle Applications used in your business operations.

When using Oracle Universal Work Queue for non-media work processing, there are no special scalability considerations.

When using Oracle Universal Work Queue for media work processing, multiple Oracle Universal Work Queue servers can be deployed in each interaction center. The Oracle Universal Work Queue 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 is useful for both scalability and some stateless redundancy. For fault tolerance, the Oracle Universal Work Queue desktop bean can reconnect to a different Oracle Universal Work Queue server in the same interaction center, in some cases without any user intervention.

Oracle Universal Work Queue servers cannot service multiple interaction centers. This means that a Oracle Universal Work Queue server can service only the interaction center to which it has been assigned. Agents can only be assigned to one interaction center. Therefore, each interaction center must be self-sufficient.

### See Also

- Architecture of Oracle Universal Work Queue
- Technology Stack for Oracle Universal Work Queue
- Integration Dependencies for Oracle Universal Work Queue
- Sizing Guidelines for Oracle Universal Work Queue

## 1.3 Planning the Implementation of Oracle Universal Work Queue

Plan your implementation to ensure that you understand the scope of the implementation project.

### See Also

- Overview of Implementing Oracle Universal Work Queue
- Implementation Starting Point

### 1.3.1 Overview of Implementing Oracle Universal Work Queue

The following list is a high-level overview of the steps for implementing Oracle Universal Work Queue.

1. Define users for Oracle Universal Work Queue.

   See Understanding Oracle Universal Work Queue Users.

2. Configure Oracle Universal Work Queue system profile options.

   See Understanding Oracle Universal Work Queue Profiles Options.

3. Optionally, set up Oracle Universal Work Queue for media work.

See Architecture of Oracle Universal Work Queue.

**a.** Set up the Oracle Universal Work Queue server for media work.

See Setting Up Oracle Universal Work Queue Server for Media Work.

**b.** Set up the Oracle Universal Work Queue desktop for media work.

See Configuring the Oracle Universal Work Queue Desktop for Media Work.

**4.** Test the Oracle Universal Work Queue implementation.

See Testing the Oracle Universal Work Queue Implementation.

### See Also

- Implementation Starting Point

## 1.3.2 Implementation Starting Point

This implementation guide assumes that you have, at a minimum:

- Installed Oracle Applications (database, technology stack, and Oracle Applications files).

  See *Installing Oracle Applications* or *Upgrading Oracle Applications*.

- If implementing Oracle eMail Center, installed Microsoft Internet Explorer on the agent desktop -- otherwise, installed Netscape Communicator.
- Installed JInitiator on the agent desktop.
- Optionally, implemented Oracle Human Resource Management Systems.

  See *Implementing Oracle HRMS*.

- Implemented CRM Foundation Resource Manager.

  See *Oracle CRM Foundation Implementation Guide*.

- Implemented one of Oracle TeleSales or Oracle Support.

  See *Oracle TeleSales Implementation Guide* or *Oracle Support Implementation Guide*.

- If implementing Oracle Universal Work Queue for media work, installed and configured the media layer -- telephony or email.

  See *Oracle Call Center Connectors Implementation Guide* or the Oracle Email Server documentation.

- If implementing Oracle Universal Work Queue for media work, installed and configured the appropriate interaction servers.

  See *Oracle Call Center Applications Setup Guide*.

### See Also

- Overview of Implementing Oracle Universal Work Queue

## 1.4 Understanding Oracle Universal Work Queue Users

There are several end user roles for Oracle Universal Work Queue:

- Oracle Universal Work Queue Administrator
- Interaction Center Server Group Administrator (optional)
- Interaction Center Administrator (optional)
- Interaction Center Agent

The Oracle Universal Work Queue administrator defines Oracle Universal Work Queue agents and configures Oracle Universal Work Queue system profile options.

The Interaction Center Administrator, which is optional for Oracle Universal Work Queue implementation, sets up Oracle Universal Work Queue for media work.

The interaction center agent displays the Oracle Universal Work Queue desktop user interface, accesses work using the Oracle Universal Work Queue desktop, and manages work using CRM business applications.

### See Also

- Defining an Oracle Universal Work Queue Administrator
- Defining an Oracle Universal Work Queue Agent

# 1.5 Defining Oracle Universal Work Queue Users

Every application user must be an authorized user of Oracle Applications. An application user is uniquely identified by a username and password. Once defined, an application user can sign on to Oracle Applications and access data through Oracle Applications user interfaces.

An application user is granted one or more responsibilities. A responsibility is a level of authority in Oracle Applications that allows a user to access specific Oracle Applications functions. If a user has more than one responsibility, then the user can choose a responsibility after signing on to Oracle Applications.

Oracle Applications is installed with predefined responsibilities. The responsibility key uniquely identifies a responsibility in Oracle Applications and cannot be modified after the responsibility record has been saved. However, a system administrator can change the responsiblity name at any time. In addition, a system administrator can create and assign custom custom responsibilities.

For detailed information about Oracle Applications user accounts, including guidelines for creating usernames and passwords, see *Oracle Applications System Administrator's Guide.*

### See Also

- Defining an Oracle Universal Work Queue Administrator
- Defining an Oracle Universal Work Queue Agent

## 1.5.1 Defining an Oracle Universal Work Queue Administrator

Use this procedure to define an Oracle Applications administrator for Oracle Universal Work Queue.

### Prerequisites

- Review Section 1.5, "Defining Oracle Universal Work Queue Users".
- Review *Oracle Applications Systems Administrator's Guide.*
- Obtain an Oracle Applications user account with access to the System Administrator (SYSTEM_ADMINISTRATOR) responsibility.

### Steps

1. If necessary, sign on to Oracle Applications using the PHP URL.

If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the System Administrator responsibility.

   - In the Forms interface, to switch to a different responsibility, choose **Switch Responsibility**, from the **File** menu.

3. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

   The User window appears.

   Use the following guidelines to define Oracle Applications usernames:

   - Use only one word.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').
   - Use only the set of characters that your operating system supports for filenames.

4. In the User Name field, enter the name of the user account.

   The password is temporary. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.

   Use the following guidelines to define Oracle Applications passwords:

   - Use at least five characters and no more than 100 characters.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').

5. In the Password field, enter the password for the user account and then press Tab.

   The cursor remains in the Password field.

6. Enter the password again to verify it.

7. In the Responsibilities tab, add the following responsibilities:

| Function | Responsibility Name | Responsibility Key |
|---|---|---|
| Create an employee in Oracle Human Resource Management Systems (if Oracle HRMS is installed) | HRMS Manager (for example, US HRMS Manager) | <country code>_HRMS_MANAGER |

| Function | Responsibility Name | Responsibility Key |
|---|---|---|
| Create an Oracle Applications user account<br>Configure Oracle Applications user profile options | System Administrator | SYSTEM_ADMINISTRATOR |
| Create an employee in CRM Resource Manager (if Oracle HRMS is not installed)<br>Create an CRM resource<br>Configure interaction center roles and parameters for a CRM resource | CRM Resource Manager | JTF_RESOURCE_MANAGER |
| Define an interaction center server group<br>Define interaction center servers | Call Center Server Administrator | IEU_SVRLC_ADM |
| Define the following for the interaction center:<br>■ CTI middleware<br>■ Telesets<br>■ IVR mapping<br>■ Media classifications<br>■ Media routing | Call Center Administrator | CCT_ADMIN_FORM |
| Associate media work with a CRM business application | UWQ Administration | UWQ_ADMIN |

Once the user record has been saved, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

To deactivate an assigned responsibility, set the effective end date (in the Effective Dates - To field) of the assigned responsibility to the current date. To activate an assigned responsibility, clear or reset the effective end date.

8. From the **File** menu, choose **Save**.

## See Also

- Section 1.4, "Understanding Oracle Universal Work Queue Users"
- Section 1.5.2, "Defining an Interaction Center Server Group Administrator"
- Section 1.5.3, "Defining an Interaction Center Telephony Administrator"
- Section 1.5.4, "Defining an Oracle Universal Work Queue Agent"

## 1.5.2 Defining an Interaction Center Server Group Administrator

Use this procedure to define an Oracle Applications administrator for interaction center server groups.

### Prerequisites

- Review Section 1.5, "Defining Oracle Universal Work Queue Users".
- Review *Oracle Applications Systems Administrator's Guide*.
- Obtain an Oracle Applications user account with access to the System Administrator (SYSTEM_ADMINISTRATOR) responsibility.

### Steps

1. If necessary, sign on to Oracle Applications using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the System Administrator responsibility.

   - In the Forms interface, to switch to a different responsibility, choose **Switch Responsibility**, from the **File** menu.

3. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

   The User window appears.

   Use the following guidelines to define Oracle Applications usernames:

   - Use only one word.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').
   - Use only the set of characters that your operating system supports for filenames.

4. In the User Name field, enter the name of the user account.

   The password is temporary. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.

   Use the following guidelines to define Oracle Applications passwords:

   - Use at least five characters and no more than 100 characters.

- Use only alphanumeric characters ('A' through 'Z', and '0' through '9').

5. In the Password field, enter the password for the user account and then press Tab.

   The cursor remains in the Password field.

6. Enter the password again to verify it.

7. In the Responsibilities tab, add the following responsibility:

| Function | Responsibility Name | Responsibility Key |
|---|---|---|
| Administer interaction center server groups and servers. | IEO_SVR_ADMINISTRATOR | IEO_SVR_ADMINISTRATOR |

   Once the user record has been saved, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

   To deactivate an assigned responsibility, set the effective end date (in the Effective Dates - To field) of the assigned responsibility to the current date. To activate an assigned responsibility, clear or reset the effective end date.

8. From the **File** menu, choose **Save**.

## See Also

- Section 1.4, "Understanding Oracle Universal Work Queue Users"
- Section 1.5.1, "Defining an Oracle Universal Work Queue Administrator"
- Section 1.5.3, "Defining an Interaction Center Telephony Administrator"
- Section 1.5.4, "Defining an Oracle Universal Work Queue Agent"

## 1.5.3 Defining an Interaction Center Telephony Administrator

Use this procedure to define an Oracle Applications administrator for interaction center telephony.

### Prerequisites

- Review Section 1.5, "Defining Oracle Universal Work Queue Users".
- Review *Oracle Applications Systems Administrator's Guide*.
- Obtain an Oracle Applications user account with access to the System Administrator (SYSTEM_ADMINISTRATOR) responsibility.

### Steps

1. If necessary, sign on to Oracle Applications using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the System Administrator responsibility.

   - In the Forms interface, to switch to a different responsibility, choose **Switch Responsibility**, from the **File** menu.

3. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

   The User window appears.

   Use the following guidelines to define Oracle Applications usernames:

   - Use only one word.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').
   - Use only the set of characters that your operating system supports for filenames.

4. In the User Name field, enter the name of the user account.

   The password is temporary. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.

   Use the following guidelines to define Oracle Applications passwords:

   - Use at least five characters and no more than 100 characters.

- Use only alphanumeric characters ('A' through 'Z', and '0' through '9').

5. In the Password field, enter the password for the user account and then press Tab.

   The cursor remains in the Password field.

6. Enter the password again to verify it.

7. In the Responsibilities tab, add the following responsibility:

| Function | Responsibility Name | Responsibility Key |
|---|---|---|
| Administer middleware, media classification, and media routing for telephony media. | Call Center HTML Administrator | CCT_WEB_ADMIN |

   Once the user record has been saved, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

   To deactivate an assigned responsibility, set the effective end date (in the Effective Dates - To field) of the assigned responsibility to the current date. To activate an assigned responsibility, clear or reset the effective end date.

8. From the **File** menu, choose **Save**.

### See Also

- Section 1.4, "Understanding Oracle Universal Work Queue Users"
- Section 1.5.1, "Defining an Oracle Universal Work Queue Administrator"
- Section 1.5.2, "Defining an Interaction Center Server Group Administrator"
- Section 1.5.4, "Defining an Oracle Universal Work Queue Agent"

## 1.5.4 Defining an Oracle Universal Work Queue Agent

Follow the steps in the following table to create an Oracle Universal Work Queue agent. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

If you have defined a user as an Oracle Universal Work Queue administrator, then that user will have all of the responsibilities necessary to define an Oracle Universal Work Queue agent.

| Number | Required? | Description | Responsibility |
|---|---|---|---|
| ❑ Step 1 | Required | **Create an employee.**<br>If Oracle Human Resource Management Systems is installed, see Creating an Employee in Oracle Human Resource Management Systems.<br>If Oracle Human Resource Management Systems is *not* installed, see Creating an Employee in CRM Resource Manager. | HRMS Manager for Oracle Human Resource Management Systems<br>OR<br>CRM Resource Manager for CRM Resource Manager |
| ❑ Step 2 | Required | **Create an Oracle Applications user account for the employee.**<br>See Creating an Oracle Applications User Account for an Employee. | System Administration |
| ❑ Step 3 | Required | **Create a CRM resource for the employee.**<br>See Creating a CRM Resource for an Employee. | CRM Resource Manager |
| ❑ Step 4 | Optional | **For media work, configure interaction centers roles and parameters for the CRM resource.**<br>See Configuring Interaction Center Roles and Parameters for a CRM Resource. | CRM Resource Manager |
| ❑ Step 5 | Required | **Configure the Oracle Universal Work Queue profile options.**<br>See Configuring Universal Work Queue System Profile Values. | System Administrator |

## See Also

- Understanding Oracle Universal Work Queue Users
- Defining an Oracle Universal Work Queue Administrator
- Configuring Universal Work Queue System Profile Values

## 1.5.5 Creating an Employee in Oracle Human Resource Management Systems

> **Note:** If you do *not* have Oracle Human Resource Management Systems installed, then use CRM Resource Manager to create an employee. See Section 1.5.6, "Creating an Employee in CRM Resource Manager".

Use this procedure to create an employee in Oracle Human Resource Management Systems (HRMS).

### Prerequisites

- Review *Managing People Using Oracle HRMS*.
- Define an Oracle Universal Work Queue administrator. See Section 1.5.1, "Defining an Oracle Universal Work Queue Administrator".

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the HRMS Manager responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose People > Enter and Maintain.

   The Find Person window appears.

4. Click **New**.

   The People window appears.

5. Enter the information for the new person.

   The following fields are required:

   - Last (Name)
   - Gender

- Type

  **Note:** In the Type field, select **Employee**.

- Employee (Number)

  **Note:** If the Employee field is inactive, then Oracle HRMS is setup to automatically generate the employee number when the record is saved.

  Other fields may be required depending on how your enterprise has set up Oracle HRMS. In addition, when you save the record, you may receive one or more messages that explain the consequences of leaving certain fields blank.

6. From the **File** menu, choose **Save**.

## See Also

- Understanding Oracle Universal Work Queue Users
- Defining an Oracle Universal Work Queue Agent
- Creating an Employee in CRM Resource Manager
- Creating an Oracle Applications User Account for an Employee
- Creating a CRM Resource for an Employee
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring Universal Work Queue System Profile Values
- Associating Media Work with a CRM Business Application

## 1.5.6 Creating an Employee in CRM Resource Manager

> **Note:** If Oracle Human Resource Management Systems is installed, then use Oracle Human Resource Management Systems to create an employee. See Section 1.5.5, "Creating an Employee in Oracle Human Resource Management Systems".

Use this procedure to create an employee when Oracle Human Resource Manager Systems (HRMS) is not installed. This procedure populates the same database tables as the People window in Oracle Human Resource Management Systems.

### Prerequisites

- Review *Managing People Using Oracle HRMS*.
- Define an Oracle Universal Work Queue administrator. See Section 1.5.1, "Defining an Oracle Universal Work Queue Administrator".

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the CRM Resource Manager responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose Maintain Employee > Employee.

   The Find Person window appears.

4. Click **New**.

   The People window appears.

5. Enter the information for the new person.

   The following fields are required:

   - Last (Name)

- Gender
- Type

**Note:** In the Type field, select **Employee**.

- Employee (Number)

**Note:** If the Employee field is inactive, then Oracle HRMS is setup to automatically generate the employee number when the record is saved.

Other fields may be required depending on how your enterprise has set up Oracle HRMS. In addition, when you save the record, you may receive one or more messages that explain the consequences of leaving certain fields blank.

6. From the **File** menu, choose **Save**.

### See Also

- Understanding Oracle Universal Work Queue Users
- Defining an Oracle Universal Work Queue Agent
- Creating an Employee in Oracle Human Resource Management Systems
- Creating an Oracle Applications User Account for an Employee
- Creating a CRM Resource for an Employee
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring Universal Work Queue System Profile Values
- Associating Media Work with a CRM Business Application

## 1.5.7 Creating an Oracle Applications User Account for an Employee

Use this procedure to create an Oracle Applications user account and to associate an employee (created in Oracle Human Resource Management Systems or CRM Resource Manager) with a user account.

### Prerequisites

- Review *Oracle Applications Systems Administrator's Guide.*
- Define an Oracle Universal Work Queue administrator. See Section 1.5.1, "Defining an Oracle Universal Work Queue Administrator".

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the System Administrator responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose Security > User > Define.

   The User window appears.

4. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

   The User window appears.

   Use the following guidelines to define Oracle Applications usernames:

   - Use only one word.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').
   - Use only the set of characters that your operating system supports for filenames.

5. In the User Name field, enter the name of the user account.

   The password is temporary. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.

   Use the following guidelines to define Oracle Applications passwords:

   - Use at least five characters and no more than 100 characters.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').

6. In the Password field, enter the password for the user account and then press Tab.

   The cursor remains in the Password field.

7. Enter the password again to verify it.

   **Note:** This is a temporary password. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.

8. In the Person field, select an employee to associate with this user account.

   An agent must have access to:

   - the CRM business application associated with the work item
   - the Oracle Universal Work Queue desktop

   Typically, Oracle Universal Work Queue is a menu option in the menu for the CRM business application. For example, the menu associated with the Customer Support responsibility includes access to Oracle Support and Oracle Universal Work Queue.

   **Note:** The menu associated with the Universal Work Queue Selector UI responsibility does not grant access to a CRM business application.

9. In the Responsibilities tab, add one or more of the following responsibilities:

| Function | Responsibility Name | Responsibility Key |
|---|---|---|
| Work on service requests, service request tasks, or service request enhancements (Oracle Support) from Oracle Universal Work Queue | Customer Support | ORACLE_SUPPORT |
| Work on sales leads, sales opportunities, or sales forecasts (Oracle TeleSales) from Oracle Universal Work Queue | TeleSales Agent | TELESALESAGENT |

Once the user record has been saved, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

To deactivate an assigned responsibility, set the effective end date (in the Effective Dates - To field) of the assigned responsibility to the current date. To activate an assigned responsibility, clear or reset the effective end date.

10. From the **File** menu, choose **Save**.

### See Also

- Understanding Oracle Universal Work Queue Users
- Defining an Oracle Universal Work Queue Agent
- Creating an Employee in Oracle Human Resource Management Systems
- Creating an Employee in CRM Resource Manager
- Creating a CRM Resource for an Employee
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring Universal Work Queue System Profile Values
- Associating Media Work with a CRM Business Application

## 1.5.8 Creating a CRM Resource for an Employee

Use this procedure to create a Customer Relationship Management (CRM) resource based on a person in Oracle Human Resource Management Systems (HRMS).

### Prerequisites

- Review *Oracle CRM Foundation Concepts and Procedures*.
- Define an Oracle Universal Work Queue administrator. See Section 1.5.1, "Defining an Oracle Universal Work Queue Administrator".

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the CRM Resource Manager responsibility.
   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.
3. In the Navigator window, on the Functions tab, choose Maintain Resources > Import Resources.

   The Selection Criteria window appears.
4. In the Resource Category field, select Employee.
5. Enter any additional selection criteria.

   For example, in the Name field, select the name of an employee.
6. Click **Search**.

   Employees that meet the search criteria are listed in the Search Results area. The Select check boxes for the matching employees are automatically selected.
7. Clear the Select check boxes of the resources that you do not want to save.
8. Click **Create Resource**.

   The Default Values window appears. You can add or modify this information in the resource details later.
9. Click **OK** to accept the defaults.

   The Selected Resources window appears. The Select check boxes for the matching resources are automatically selected. The Comments field indicate whether the resource is a new record, a duplicate record, or a duplicate record with a new role definition.
10. Clear the Select check boxes of the employees for which you do not want to create a CRM resource.
11. To save the resources, click **Save Resource**.

    A transaction number appears in the Transaction Number field. The transaction number is associated with each resource created during this transaction. More than one resource can have the same transaction number.
12. To view the details about a resource, click **Details**.

## See Also

- Understanding Oracle Universal Work Queue Users
- Defining an Oracle Universal Work Queue Agent

- Creating an Employee in Oracle Human Resource Management Systems
- Creating an Employee in CRM Resource Manager
- Creating an Oracle Applications User Account for an Employee
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring Universal Work Queue System Profile Values
- Associating Media Work with a CRM Business Application

# 1.6 Understanding Oracle Universal Work Queue Profiles Options

A profile option is a setting that affects the way an application functions. There are Oracle Applications profile options that are common to all applications and Oracle Applications profile options that are specific to a particular application. For a complete list of profile options for Oracle Universal Work Queue, see Appendix A, "Oracle Universal Work Queue Profile Options".

For detailed information about Oracle Applications profile options, see *Oracle Applications System Administrator's Guide*.

## 1.6.1 System Profile Hierarchy

Profile options can be set at up to four different levels: site, application, responsibility, and user. Some profile options exists at each level. Other profile options exists only at certain levels.

When a profile option may be set at more than one level, site has the lowest priority, superseded by application, then responsibility, with user having the highest priority. For example, a value entered at the site level may be overridden by values entered at any other level. A value entered at the user level has the highest priority, and overrides values entered at any other level.

| Profile Option Level | Description |
|---|---|
| Site | Site profile option values apply to all users at a given installation site. |
| Application | Application profile option values apply to users working under responsibilities owned by a specific application. This value overrides the site level value. |

| Profile Option Level | Description |
|---|---|
| Responsibility | Responsibility profile option values apply to users working under a specific responsibility. This value overrides the site and application profile option values. |
| User | User profile option values apply to a specific application user. This value overrides the site, application, and responsibility profile option values. |

### 1.6.2 System Profile Values

A system administrator can set values for profile options at each profile level. Typically, the system administrator sets Site profile option values after Oracle Applications is installed at a site. The Site level profile option values apply until the system administrator or an application user changes them.

### 1.6.3 Personal Profile Values

Application users may set their own personal profile options at the user level. Not all profile options are visible to users, and some profile options, while visible, may not be updated by application users.

The system administrator can change the value of a user profile option at any time. The change takes affect as soon as the user logs on again or changes responsibility.

### 1.6.4 How Profile Options Values are Determined

The setting for a profile option can be determined by an actual value or by default. Depending on the how the profile option is used in an application, the default may be an actual predefined value or it may be determined dynamically at runtime.

## 1.7 Configuring Universal Work Queue System Profile Values

Use this procedure to view and set system profile option values. You can view and set profile options at the site, application, responsibility, and user levels. Profile option values affect users as soon as they sign on or change responsibility.

For a complete list of profile options for Oracle Universal Work Queue, see Appendix A, "Oracle Universal Work Queue Profile Options".

#### Prerequisites

- Review *Oracle Applications Systems Administrator's Guide.*

- Review Understanding Oracle Universal Work Queue Profiles Options.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the System Administrator responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose Profile > System.

   The Find System Profile Values window appears. The Site and Profiles with No Values checkboxes are selected by default.

4. Specify the level or levels at which you wish to view or set profile option values.

   - If you want to view or set profile options for all users at the installation site, select the Site box.
   - If you want to view or set profile options for users working under responsibilities owned by a specific application, select the Application box and then select an application from the Application list.
   - If you want to view or set profile options for users working under a specific responsibility, select the Responsibility box and then select a responsibility from the Responsibility list.
   - If you want to view or set profile options for a specific user, select the User box and then select a username from the User list.

5. If you want to display profile options both with and without values, select the Profiles with No Values checkbox.

6. If you want to display profile options that include a specific character string, enter the string in the Profile field.

You may search for profile options using character strings and the wildcard symbol (%). For example, to find profile options prefixed by "IEU", the product code for Oracle Universal Work Queue, enter "IEU%".

7. **Click Find.**

   The System Profile Values window appears.

8. Set the values for the profile options at one or more levels.

   When a profile option may be set at more than one level, the value entered at the Site level has the lowest priority. The value entered at the Site level is superseded by any value entered at the Application level value and the value entered at the Application level is superseded by any value entered at the Responsibility level. The value entered at the User level has the highest priority and overrides values entered at any other level.

   For information about Oracle Universal Work Queue profile options, see Appendix A, "Oracle Universal Work Queue Profile Options".

9. From the **File** menu, choose **Save**.

   Your changes take effect as soon as users sign on or change responsibility.

## See Also

- Creating an Employee in Oracle Human Resource Management Systems
- Creating an Employee in CRM Resource Manager
- Creating an Oracle Applications User Account for an Employee
- Creating a CRM Resource for an Employee
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Associating Media Work with a CRM Business Application

# 1.8 Setting Up Oracle Universal Work Queue Server for Media Work

Follow the steps in the following table to set up Oracle Universal Work Queue server for media work. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Oracle Documentation column provides a reference to other relevant documents.

| Number | Required? | Description | Oracle Documentation |
|---|---|---|---|
| ❑ Step 1 | For telephony only | **Install and configure Oracle Call Center Connectors.** | *Oracle Call Center Connectors Implementation Guide* |
| ❑ Step 2 | For email only | **Install and configure Oracle Email Server.** | *Oracle Email Server Installation Guide* |
| ❑ Step 3 | For IVR integration only | **Install Oracle IVR Integrator.** | *Oracle IVR Integrator Implementation Guide* |
| ❑ Step 4 | Yes | **Define an interaction center server group.**<br>See Defining an Oracle Interaction Center Server Group. | *Oracle Telephony Manager Implementation Guide* |
| ❑ Step 5 | Yes | **Define and configure the interaction center servers.**<br>See Defining an Interaction Center Server. | *Oracle Telephony Manager Implementation Guide* |
| ❑ Step 6 | Yes | **Define and configure the CTI middleware.**<br>See Defining the CTI Middleware for the Server Group. | *Oracle Telephony Manager Implementation Guide* |
| ❑ Step 7 | Optional | **Define the interaction center telesets.** | *Oracle Telephony Manager Implementation Guide* |
| ❑ Step 8 | Optional | **Map the inbound IVR data to fields in Oracle Applications.** | *Oracle Telephony Manager Implementation Guide* |
| ❑ Step 9 | Yes | **Install the interaction center servers.** | *Oracle Call Center Applications Setup Guide* |

## See Also

- Configuring the Oracle Universal Work Queue Desktop for Media Work

## 1.8.1 Defining an Oracle Interaction Center Server Group

**Note:** This procedure applies to media work only.

An Oracle interaction center is represented by a logical grouping of interaction center processes called a *server group*. If there are multiple interaction centers or if separate lines of business are operating in the same interaction center, then there can be multiple server groups. Once the server group is defined, you can configure the individual interaction center processes in the group.

Use this procedure to define a server group.

### Prerequisites

- Review *Oracle Telephony Manager Implementation Guide*.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the Call Center Server Administration responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

   The Server Locator window appears. To scroll through the records for all server groups, press Page Up or Page Down. To search for a specific server group, choose View > Query by Example > Enter to invoke the query entry mode. Enter your query and then choose View > Query by Example > Run to find the matching server groups.

3. To define a new server group, choose **New** from the **File** menu.

4. In the Server Group tab, define the server group.

   The server group name is required. The server group location and description are for informational purposes only.

5. From the **File** menu, choose **Save**.

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Defining an Interaction Center Server
- Defining the CTI Middleware for the Server Group
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring the Oracle Universal Work Queue Desktop for Media Work

## 1.8.2 Defining an Interaction Center Server

**Note:** This procedure applies to media work only.

Oracle interaction center functions, such as Oracle Universal Work Queue, are governed by individual server processes. The number and types of server processes in a server group will depend on how you are implementing your Oracle interaction center. The server processes may run on one or more server machines. Each server process is configured individually.

The following table lists the recommended servers for different types of media processing.

| If you are implementing... | Then define... |
|---|---|
| Advanced Inbound Telephony in Passive Mode | Server Monitor |
| | Telephony Manager |
| | Telephony Media Controller |
| | Inbound Telephony Server (if implementing web callback) |
| | Routing Server (for media classification; routing not used) |
| | Universal Work Queue Server |

| If you are implementing... | Then define... |
|---|---|
| Advanced Inbound Telephony in Active Mode | Server Monitor<br>Telephony Manager<br>Telephony Media Controller<br>Inbound Telephony Server<br>Routing Server (for media classification and routing)<br>Interaction Blending Server (if implementing media work blending)<br>Universal Work Queue Server |
| Advanced Outbound Telephony | Server Monitor<br>Telephony Manager<br>Telephony Media Controller<br>Inbound Telephony Server<br>Advanced Outbound Proxy Server<br>Routing Server (for media classification and routing)<br>Interaction Blending Server (if implementing media work blending)<br>Universal Work Queue Server |
| eMail Center | Server Monitor<br>Telephony Manager<br>Telephony Media Controller<br>eMail Center Server<br>Routing Server (for media classification and routing)<br>Interaction Blending Server (if implementing media work blending)<br>Universal Work Queue Server |

Use this procedure to define and configure interaction center servers.

### Prerequisites

- Review *Oracle Telephony Manager Implementation Guide*.
- Define an interaction center server group. See Defining an Oracle Interaction Center Server Group.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the Call Center Server Administration responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

   The Server Locator window appears.

3. In the Server Group tab, find your server group

   To scroll through the records for all server groups, press Page Up or Page Down. To search for a specific server group, choose View > Query by Example > Enter to invoke the query entry mode. Enter your query and then choose View > Query by Example > Run to find the matching server groups.

4. Select the Server tab.

   To scroll through the records for all servers in the server group, press Page Up or Page Down. To search for a specific server in the server group, choose View > Query by Example > Enter to invoke the query entry mode. Enter your query and then choose View > Query by Example > Run to find the matching servers.

5. To define a new server, choose **New** from the **File** menu.

6. In the Server Registration area, identify the server.

   The server name and type are required.

   a. Enter a unique name for the server.

      The name of the server in the Server Locator window in the Server tab must match the name given to the server when it is installed on a machine. To change the name of an interaction center server in the database, use the Server tab. To change the name of an interaction center server on a machine after installation, see Modifying the Name of Oracle Universal Work Queue Server.

   b. Optionally, in the Server Location field, enter the location of the server.

   c. From the Type Name list, select the server type.

The Member Group Name field automatically displays the name of the server group selected on the Server tab.

**d.** Optionally, to associate the server with another server group, select the server group from the Member Group Name list.

If the server is on a machine with a static IP address, then the DNS name and IP address are automatically displayed when the server is started for the first time.

**e.** If the server is on a machine in a DCHP or multi-homed network configuration, then specify the IP address of the machine in the User Address field.

**f.** Optionally, in the Description field, enter a description of the server.

**7.** In the Server Parameter area, configure the parameters for the server.

Each row in the Server Parameter area corresponds to a server parameter.

**a.** From the Name list, select a parameter.

The parameters listed in the Name list depend on the type of type of server.

**b.** Enter a value for the parameter.

Parameters must be defined for Telephony Manager Server, Inbound Telephony Server, Telephony Media Controller, and Oracle Universal Work Queue Server.

Use the following table to set the parameters for Inbound Telephony Server.

| Parameter | Required? | Description | Example |
|---|---|---|---|
| OTM_SERVER_NAME | Yes | The name of the Telephony Manager Server in the server group. | OTMServer |
| TELE_MIDDLEWARE_CONFIG | Yes | The name of the middleware configuration. The middleware configuration name parameter in the Server Locator window in the Server tab must match the name of the middleware configuration in the Call Center Administration window in the Middleware tab. See Defining the CTI Middleware for the Server Group. | MWConfig |
| WEB_CALL_PORT | For web callback only | The port used to listen for web callback requests. The default port for web callback requests is 888. The web callback port parameter in the Server Locator window in the Server tab must match the port in the OTM Server Port field in the iSupport Admin UI -> Support tab -> Call Me sub-tab. | 888 |

Use the following table to set the parameters for Telephony Manager Server.

| Parameter | Required? | Description | Example |
|---|---|---|---|
| TELE_MIDDLEWARE_CONFIG | Yes | The name of the middleware configuration. The middleware configuration name parameter in the Server Locator window in the Server tab must match the name of the middleware configuration in the Call Center Administration window in the Middleware tab. See Defining the CTI Middleware for the Server Group. | MWConfig |
| DEFAULT_TIMEOUT | Optional | Default timeout for re-route in minutes. For example, when this parameter is set to 5, a media item will be re-routed if it has been waiting in queue for more than 5 minutes. | 5 |
| IB_SERVER_NAME | Optional | The name of the Interaction Blending Server in the server group. | IBServer |
| MQA_MODE | Optional | This parameter applies to the Nortel switch only. If multiple queue mode is on, select TRUE. If multiple queue mode is off, select FALSE or leave this parameter blank. | TRUE |
| PASSIVE_MODE | Optional | To configure Telephony Manager Server to run in passive mode, select TRUE. To configure Telephony Manager Server to run in active mode, select FALSE or leave this parameter blank. | FALSE |

| Parameter | Required? | Description | Example |
|---|---|---|---|
| ROUTE_SERVER_1 | For active mode only | The name of the Routing server in the server group. To balance the media work load, Telephony Manager Server can support up to three Routing servers. When multiple Routing servers are present, Telephony Manager Server sends media work to each Routing server on a round-robin basis. | RouteServer1 |
| ROUTE_SERVER_2 | Optional | The name of a Routing server in the server group. | RouteServer2 |
| ROUTE_SERVER_3 | Optional | The name of a Routing server in the server group. | RouteServer3 |
| STANDALONE | Optional | To configure Telephony Manager Server to run in standalone mode, select STANDALONE. To configure Telephony Manager Server to run in distributed mode, select DISTRIBUTED or leave this parameter blank. | TRUE |

Use the following table to set the parameters for Telephony Media Controller.

| Parameter | Required | Description | Example |
|---|---|---|---|
| TELE_MIDDLEWARE_CONFIG | Required | The name of the middleware configuration. The middleware configuration name parameter in the Server Locator window in the Server tab must match the name of the middleware configuration in the Call Center Administration window in the Middleware tab. See Defining the CTI Middleware for the Server Group. | MWConfig |
| OTM_SERVER_NAME | Required | The name of the Telephony Manager Server in the server group. | SampleOTM |
| MQA_MODE | Optional | This parameter applies to the Nortel switch only. If multiple queue mode is on, select TRUE. If multiple queue mode is off, select FALSE or leave this parameter blank. | TRUE |
| PASSIVE_MODE | Optional | To configure Telephony Manager Server to run in passive mode, select TRUE. To configure Telephony Manager Server to run in active mode, select FALSE or leave this parameter blank. | FALSE |

Use the following table to set the parameters for Oracle Universal Work Queue Server.

| Field Name | Required | Description | Example |
|---|---|---|---|
| SERVER_PORT | Required | The port used to listen for media requests from the Oracle Universal Work Queue desktop bean. The default port is 80. Port 80 is a commonly used port. If when Oracle Universal Work Queue Server is started, there is error message that the port is already in use, you can modify the port number. | 80 |

8. From the **File** menu, choose **Save**.

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Defining an Oracle Interaction Center Server Group
- Defining the CTI Middleware for the Server Group
- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring the Oracle Universal Work Queue Desktop for Media Work

## 1.8.3 Defining the CTI Middleware for the Server Group

**Note:** This procedure applies to media work only.

CTI (computer telephony integration) middleware enables Oracle Telephony Manager Server and the Inbound Telephony Server to control telephony devices (for example, agent phones and telesets) and shared telephony resources (for example, phone switches).

Use this procedure to define the CTI middleware for the interaction center.

### Prerequisites

- Review *Oracle Telephony Manager Implementation Guide*.
- Define an interaction center server group. See Defining an Oracle Interaction Center Server Group.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the Call Center Administration responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose Call Center Administration.

   The Call Center Administration window appears.

4. Find your server group

   To scroll through the records for all server groups, press Page Up or Page Down. To search for a specific server group, choose View > Query by Example > Enter to invoke the query entry mode. Enter your query and then choose View > Query by Example > Run to find the matching server groups.

5. Select the Middleware tab.

6. In the Middleware Configuration area, specify your middleware.

   a. In the Configuration Name field, enter a unique name for the middleware configuration.

      The name of the middleware configuration in the Middleware tab must match middleware configuration name parameter for the Inbound Telephony Server, Telephony Manager Server, and Telephony Media Controller. See Defining an Interaction Center Server.

   b. From the Middleware Type list, select the middleware type.

      Use the following table to determine the appropriate middleware type.

| If the middleware is... | And the CTI enabler is... | And the switch is one of... | Then select middleware type... |
|---|---|---|---|
| Oracle Call Center Connectors | Dialogic CT-Connect | Alcatel 4400 | Dialogic CT-Connect |
| | | Avaya Definity G3 | |
| | | Nortel Meridian | |
| | | Nortel Symposium Call Center Server | |
| | | Siemens HICOM (US and international) | |
| Oracle Call Center Connectors | Cisco ICM | Aspect | Cisco ICM/Enterprise CTI |
| | | Avaya Definity G3 | |
| | | Nortel Meridian | |

**c.** In the IP Address field, enter the IP address of the middleware server.

The middleware server is the machine that is hosting the CTI middleware, such as Oracle Call Center Connectors.

**d.** In the Port field, enter the port number of the middleware server.

For Oracle Call Center Connectors, the default port number is 3201. Verify the port number against the actual configuration of the middleware server.

**7.** In the Middleware Parameters area, configure the parameters for the selected middleware type.

Each row in the Middleware Parameters area corresponds to an Oracle interaction center server parameter.

**a.** From the Name list, select a parameter.

The parameters listed in the Name list depend on the type of middleware selected from the Middleware Type list.

**b.** Enter a value for the parameter.

If you are using Dialogic CT-Connect as the CTI enabler, use the following table to set the middleware parameters.

| Parameter | Required | Description | Example |
|---|---|---|---|
| CTI Enabler IP Address | Yes | The IP address of the CT-Connect server. | 123.45.67.890 |

| Parameter | Required | Description | Example |
|---|---|---|---|
| PBX Name | Yes | The link logical identifier defined in the CT-Connect configuration to represent the CTI link between CT-Connect and the switch. | ctc_nortel<br>ctc_avaya |
| PBX Type | Yes | The PBX type.<br>■ For Avaya Definity, enter A.<br>■ For Nortel Meridian or Symposium Call Center Server, enter M.<br>■ For Siemens HICOM, enter S<br>■ For Alcatel 4400, enter C | A |
| Middleware Server Info 1 | Yes | Enter the value `ncacn_ip_tcp` as the identifier for the network protocol used between Oracle Call Center Connectors and CT-Connect. | Enter `ncacn_ip_tcp` for TCP/IP (actual value) |
| Route Points Set 1<br>Route Points Set 2<br>Route Points Set 3<br>Route Points Set 4<br>Route Points Set 5 | If using active mode | Devices within the PBX/ACD where inbound calls are initially received and route requests are issued.<br>■ Avaya Definity<br>Enter one or more vector directory numbers (VDN), separated by commas. The format is:<br>`vdn[,vdn...]`<br>■ Nortel Meridian:<br>Enter one or more CDN-immediate treatment pair(s), separated by commas. (CDN stands for Control Directory Number; the immediate treatment of an inbound call arriving at a CDN can be ringback or music). The format is:<br>`cdn:treatment[,cdn:treatment...]`<br>The format for `treatment` is:<br>`##{R\|M#musicRouteNumber}`<br>■ Siemens HiCom and Alcatel 4400:<br>Enter one or more pilot number(s), separated by commas. The format is:<br>`pilotNumber[,pilotNumber...]`<br>There is a 256 maximum character limit. You can configure as many route points in each Route Points Set X field as the 256-character limit permits. | 7400<br>7400,7500<br>7520:##R<br>7530:##M#02<br>7400 |
| Outgoing Prefix | If using web callback | Numeric prefix dialed to place outside calls. Check against the configuration of the PBX. | 9 |
| International Dialing Prefix | If using web callback | Numeric prefix dialed for placing international calls. | 011 (from within the USA) |
| Site Country Code | If using web callback | The country code for the site where the PBX is located. | 1 |

| Parameter | Required | Description | Example |
|---|---|---|---|
| Site Area Code | If using web callback | The area code for the site where the PBX is located. | 650 |
| IVR Server Name | If using IVR Integrator | The PC-DCE name of the IVR Integrator server. Check against PC-DCE configuration. | SAMPLEIVR (IVR server values must be in uppercase) |

If you are using Cisco ICM (formerly Geotel) as the CTI enabler, use the following table to set the middleware parameters.

| Parameter | Required | Description | Example |
|---|---|---|---|
| CTI Enabler IP Address | Yes | IP address of the Cisco ICM CTI server (Server A). | 123.45.67.890 |
| Middleware Server Info 1 | Yes | Port number of the Cisco ICM CTI server (Port A). | 42027 |
| Middleware Server Info 2 | Yes | IP address of the Cisco ICM CTI server (Server B). | 123.45.67.890 |
| Middleware Server Info 3 | Yes | Port number of the Cisco ICM CTI server (Port B). | 42027 |
| PBX Name | Yes | Peripheral ID defined in Cisco ICM CTI server for the PBX of interest. | 5008 |
| PBX Type | Yes | PBX type.<br>■ A - Avaya Definity<br>■ M - Nortel Meridian<br>■ P - Aspect | A |
| Outgoing Prefix | If using web callback | Numeric prefix dialed to place an outside call. Check against the configuration of the PBX. | 9 |
| International Dialing Prefix | If using web callback | Numeric prefix dialed for placing international calls. | 011 |
| Site Country Code | If using web callback | The country code for the site where the PBX is located. | 1 |
| Site Area Code | If using web callback | The area code for the site where the PBX is located. | 650 |

8. From the **File** menu, choose **Save**.

## See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Defining an Oracle Interaction Center Server Group
- Defining an Interaction Center Server

- Configuring Interaction Center Roles and Parameters for a CRM Resource
- Configuring the Oracle Universal Work Queue Desktop for Media Work

## 1.8.4 Configuring Interaction Center Roles and Parameters for a CRM Resource

**Note:** This procedure applies to media work only.

Use this procedure to configure the interaction center parameters for a CRM (Customer Relationship Management) resource. Use the Interaction Center tab in the Resource window to specify the following information for the CRM resource:

- CRM roles
- Interaction center server group
- Telephony parameters
- Email parameters (optional)

### Prerequisites

- Review *Oracle Telephony Manager Implementation Guide* and *Oracle eMail Center Implementation Guide*.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the CRM Resource Manager responsibility.
3. In the Navigator window, on the Functions tab, choose Resource Manager > Maintain Resources > Resources.

   The Find window appears.

4. Enter any additional selection criteria.

   For example, in the Name field, select the name of an employee.

5. Click **Search**.

   The Resource window is displayed.

6. In the Roles tab, assign an interaction center role.

   a. In the Role Type field, select **Callcenter**.

   b. In the Role field, select the role.

      The list of available roles is determined by the selected role type.

7. In the Interaction Center tab, specify the interaction center parameters.

   a. In the Interaction Center field, select the interaction center server group for the agent.

   b. For telephony, in the Telephony Parameters area, enter the telephony parameters for the agent.

      Each row in the Telephony Parameters area corresponds to an agent telephony parameter.

      * From the Middleware list, select the middleware configuration name.
      * From the Name list, select a parameter.
      * In the Value field, enter a value for the parameter.

      The telephony parameters that are required and the description of the parameter will depend on the type of switch and CTI middleware in use in the interaction center.

      If you are using a Avaya Definity switch with Dialogic CT-Connect as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Field Name | Description | Sample Value |
|---|---|---|
| ACD Data 1 | Agent's ACD password, if any, as defined in the PBX admin. | 34181 |
| ACD Data 2 | Agent's ACD login ID, as defined in the PBX admin. | 34181 |

      If you are using a Avaya Definity switch with Cisco ICM as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Field Name | Description | Sample Value |
|---|---|---|

| | | |
|---|---|---|
| ACD Data 1 | Agent's ACD password, as defined in the PBX admin. | 34181 |
| ACD Data 2 | Agent's ACD login ID, as defined in the PBX admin. | 34181 |
| ACD Queue | Agent's skill group number, as defined in the PBX admin. | 46 |

If you are using a Nortel Meridian or Symposium Call Center Server switch with Dialogic CT-Connect as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Field Name | Description | Sample Value |
|---|---|---|
| ACD Data 1 | (Require only when the switch is in login ID mode) Agent's ACD login ID, as defined in the PBX admin | 1001 |

If you are using a Nortel Meridian switch with Cisco ICM as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Field Name | Description | Sample Value |
|---|---|---|
| ACD Data 1 | Agent's ACD password, as defined in the PBX admin. | 1001 |
| ACD Data 2 | Agent's ACD login ID, as defined in the PBX admin. | 1001 |
| ACD Queue | Agent's skill group number, as defined in the PBX admin. | 46 |

If you are using an Aspect switch with Cisco ICM as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Parameter | Description | Example |
|---|---|---|
| ACD Data 1 | Agent's ACD password, as defined in the PBX admin. | 1001 |
| ACD Data 2 | Agent's ACD login ID, as defined in the PBX admin. | 1001 |
| ACD Queue | Agent's skill group number, as defined in the PBX admin. | 46 |

If you are using a Siemens HICOM switch with Dialogic CT-Connect as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Parameter | Description | Example |
|---|---|---|
| ACD Data 2 | Agent's ACD login ID, as defined in the PBX admin. | 40027 |

If you are using an Alcatel 4400 switch with Dialogic CT-Connect as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Parameter | Description | Example |
|---|---|---|
| ACD Data 1 | Agent's ACD password, as defined in the PBX admin. | 0000 |
| ACD Data 2 | Agent phone number, as defined in the PBX admin. | 3551 |
| ACD Queue | Agent's processing group number, as defined in the PBX admin. | 3700 |

If you are using an Rockwell Spectrum switch with Dialogic CT-Connect as the CTI enabler, then use the following table to set the telephony parameters for the agent.

| Field Name | Description | Sample Value |
|---|---|---|
| ACD Data 2 | Directory Number associated with the Staff ID as configured on the Rockwell switch | 5101 |

**c.** For email, in the Email Parameters area, enter the email account parameters for the agent.

Each row in the Email Parameters area corresponds to an email account parameter.

* From the Email Account list, select the email account.
* From the parameter list, select a **Default**.
* In the Value field, enter **IEM_DEFAULT_VALUE** (the default value).

**8.** From the **File** menu, choose **Save**.

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Defining an Oracle Interaction Center Server Group
- Defining an Interaction Center Server
- Defining the CTI Middleware for the Server Group
- Configuring the Oracle Universal Work Queue Desktop for Media Work

## 1.9 Configuring the Oracle Universal Work Queue Desktop for Media Work

Follow the steps in the following table to associates a specific type of media work with a specific CRM (Customer Relationship Management) business applications. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Oracle Documentation column provides a reference to other relevant documents.

| Number | Required? | Description | Oracle Documentation |
|---|---|---|---|
| ❑ Step 1 | Optional | **Define the rules for applying classifications to media work.**<br>See Understanding Media Classifications | *Oracle Telephony Manager Implementation Guide* |
| ❑ Step 2 | Required | **Define the rules for associating media work with a CRM (Customer Relationship Management) business application.**<br>See Associating Media Work with a CRM Business Application | This document |

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Works
- Understanding Media Classifications
- Defining a Literal Classification
- Defining a Database Procedure Classification
- Associating Media Work with a CRM Business Application

## 1.9.1 Understanding Media Classifications

A media classification is a label (for example, GoldSupport) that is assigned to an inbound media item. Classification rules define the conditions under which the classification is assigned. When the media item meets all of the conditions of the classification rules, then the classification is assigned to the media item.

There are two types of classifications: literal and database procedure.

- A literal classification is a string (for example, GoldSupport). The classification rules for a literal classification use only predefined classification keys (for example, ANI = 18881234000). The literal classification is the classification value that is assigned to the media item (for example, Classification = GoldSupport).
- A database procedure classification is a stored procedure. A database procedure classification can use predefined classification keys and additional parameters to determine the classification. The classification value derived by the database procedure is assigned to the media item.

The media classification engine, a component of the Routing server, is used to classify inbound media -- whether Oracle Telephony Manager is operating in active routing mode or passive routing mode. In active routing mode, Oracle Telephony Manager routes inbound media by means of the Routing server. In passive mode routing mode, the ACD / PBX system completely handles the routing and queueing of inbound media.

Media classifications are used in Oracle Universal Work Queue to determine which CRM business application to launch when a media item is delivered to the Oracle Universal Work Queue desktop. Media classifications are also used by Oracle Interaction Blending to map inbound media to service categories. Finally, in active routing mode, media classifications are used by the Routing server to determine when to reroute a media item.

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Configuring the Oracle Universal Work Queue Desktop for Media Work
- Defining a Literal Classification
- Defining a Database Procedure Classification
- Associating Media Work with a CRM Business Application

## 1.9.2 Defining a Literal Classification

**Note:** This procedure applies to media work only.

Use this procedure to define a literal media classification.

### Prerequisites

- Install a Routing server. Review *Oracle Call Center Applications Setup Guide*.
- Define a Routing server in the interaction center server group. Review *Oracle Telephony Manager Implementation Guide*.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the Call Center Administration responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose Classification Administration.

   The Classification Administration window appears. To scroll through the records for all classification definitions, press Page Up or Page Down. To search for a specific server group, choose View > Query by Example > Enter to invoke the query entry mode. Enter your query and then choose View > Query by Example > Run to find the matching server groups.

4. If necessary, choose **File** > **New**.

5. In the Classification Definition area, define the classification.

   a. Enter a unique name to describe the classification.

   b. In the Type field, select **Literal**.

c. In the Time Out field, type the number of minutes you want to use as your time out period.

   For advanced inbound telephony in active mode, the time out period is the maximum length of time that a routed call waits in the Oracle Telephony Manager queue for an available agent before being re-routed.

   For advanced inbound telephony in passive mode or for email, the Time Out field is not used. Nonetheless, the Time Out field is required. In this case, Oracle recommends that you enter 1000 in this field.

d. If this classification uses the Oracle Applications database, select **Application Database**.

e. If this classification does not use the Oracle Applications database, then select **Non-Application Database**, and enter the database driver and URL.

6. On the Classification Rules tab, define the rules for classifications.

   a. In the Key field, select a key.

      The classification keys provide many types of data that are typically used in an interaction center. These values might come directly from the ACD, an IVR, or even from a Web callback form.

   b. In the Operation field, select an operator.

   c. Enter the value for the selected key.

7. From the **File** menu, choose **Save**.

## See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Configuring the Oracle Universal Work Queue Desktop for Media Work
- Understanding Media Classifications
- Defining a Database Procedure Classification
- Associating Media Work with a CRM Business Application

## 1.9.3 Defining a Database Procedure Classification

**Note:** This procedure applies to media work only.

Use this procedure to define a database procedure classification.

### Prerequisites

- Install a Routing server. Review *Oracle Call Center Applications Setup Guide*.
- Define a Routing server in the interaction center server group. Review *Oracle Telephony Manager Implementation Guide*.
- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the Call Center Administration responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose Call Centers > Classification Administration.

   The Classification Administration window appears. To scroll through the records for all classification definitions, press Page Up or Page Down. To search for a specific server group, choose View > Query by Example > Enter to invoke the query entry mode. Enter your query and then choose View > Query by Example > Run to find the matching server groups.

4. If necessary, choose **File** > **New**.

5. In the Classification Definition area, define the classification.

   a. Enter the name of the database procedure that will determine the classification of the media item, for example, GET_CLASSIFICATION_FROM_SUBJECT.

---

**Note:** The value entered in the Classification field is not verified against the stored procedures. Be sure to enter the correct procedure name.

---

**b.** In the Type field, select **Database Procedure**.

**c.** In the Time Out field, type the number of minutes you want to use as your time out period.

For advanced inbound telephony in active mode, the time out period is the maximum length of time that a routed call waits in the Oracle Telephony Manager queue for an available agent before being re-routed.

For advanced inbound telephony in passive mode or for email, the Time Out field is not used. Nonetheless, the Time Out field is required. In this case, Oracle recommends that you enter 1000 in this field.

**d.** If this procedure is stored in the Oracle Applications database, select **Application Database**.

**e.** If this procedure is not stored in the Oracle Applications database, then select **Non-Application** Database, and enter the database driver and URL.

**6.** On the Classification Rules tab, define the rules for classification.

**a.** In the Key field, select a key.

The classification keys provide many types of data that are typically used in an interaction center. These values might come directly from the ACD, an IVR, or even from a Web callback form.

**b.** In the Operation field, select an operator.

**c.** Enter the value for the selected key.

**7.** In the Classification Parameters tab, define the parameters for the database procedure:

**a.** In the Parameter field, enter the name of a parameter for the database procedure.

**b.** In the Value field, select a value or enter a custom value for the parameter.

**c.** In the Data Type field, select the data type of the parameters (for example, VARCHAR).

d. In the Direction field, select the direction of the parameter (for example, IN).

   The sequence is a generated number that indicates the sequence of the parameter.

8. From the **File** menu, choose **Save**.

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Configuring the Oracle Universal Work Queue Desktop for Media Work
- Understanding Media Classifications
- Defining a Literal Classification
- Associating Media Work with a CRM Business Application

## 1.9.4 Associating Media Work with a CRM Business Application

**Note:** This procedure applies to media work only.

Use this procedure to associate media work with a CRM business application. When a media item is delivered to the Oracle Universal Work Queue desktop, a CRM business application is launched based on the media type and the media item classification.

### Prerequisites

- Define an Oracle Universal Work Queue administrator. See Defining an Oracle Universal Work Queue Administrator.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Select or switch to the Universal Work Queue Administration responsibility.

- In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

3. In the Navigator window, on the Functions tab, choose UWQ Administration.

   The Media-Action-Classification Association window appears.

4. In the Media Type field, select the type of media (for example, Inbound Telephony).
5. In the Classification field, type in the name of the media item classification that will trigger the media action (screen pop).
6. In the Media Action field, select the business application that will be launched when a media item of the specified type with the specified classification is selected from a work queue.
7. From the **File** menu, choose **Save**.

### See Also

- Setting Up Oracle Universal Work Queue Server for Media Work
- Configuring the Oracle Universal Work Queue Desktop for Media Work
- Understanding Media Classifications
- Defining a Literal Classification
- Defining a Database Procedure Classification

## 1.10 Integrating Oracle Universal Work Queue with Oracle Interaction Blending

**Note:** This procedure applies to media work only. This procedure is only required when implementing Oracle Interaction Blending.

To enable media work blending for Oracle Universal Work Queue, set the Blending Style profile option to Forced Blended. When media work blending is enabled for Oracle Universal Work Queue, the Media node is replaced with a Blended node.

Oracle Interaction Blending must be installed and configured. Oracle Interaction Blending dynamically moves agents between queues and media types based on the service levels for the interaction center. For information about implementing Oracle Interaction Blending, see *Oracle Interaction Blending Implementation Guide*.

### See Also

- Understanding Oracle Universal Work Queue Profiles Options
- Configuring Universal Work Queue System Profile Values
- Appendix A, "Oracle Universal Work Queue Profile Options".

## 1.11 Integrating Oracle Universal Work Queue with Oracle Interaction Center Intelligence

**Note:** This procedure applies to media work only. This procedure is only required when implementing Oracle Interaction Center Intelligence.

To record Oracle Universal Work Queue data for Oracle Interaction Center Intelligence, set the Oracle Universal Work Queue server database parameter ENABLE_SESSION_HISTORY to TRUE. The default is FALSE.

Optionally, when you start the Oracle Universal Work Queue serer, use the enable_session_history command line parameter turn on data recording. The database parameter overrides the command line parameter.

The Oracle Universal Work Queue server records the following information in the database:

- Agent login
- Agent logout
- Media item requests
- Media item deliveries

The additional server activity can affect the performance of the Oracle Universal Work Queue server.

Oracle Interaction Center Intelligence must be installed and configured. For information about implementing Oracle Interaction Center Intelligence, see *Oracle Interaction Center Intelligence Implementation Guide.*

### See Also

- Defining an Interaction Center Server
- Appendix B, "Oracle Universal Work Queue Server Parameters"

- Appendix C, "Oracle Universal Work Queue Command Line Parameters"

# 1.12 Testing the Oracle Universal Work Queue Implementation

Test your implementation of Oracle Universal Work Queue with non-media and media work.

Topics include:

- Testing a Non-Media Oracle Universal Work Queue Implementation
- Testing a Media Oracle Universal Work Queue Implementation

## 1.12.1 Testing a Non-Media Oracle Universal Work Queue Implementation

Use this procedure to test your Oracle Universal Work Queue implementation with non-media work. Non-media work includes service requests, tasks, enhancements, forecasts, leads, and opportunities.

### Prerequisites

- Implement Oracle Universal Work Queue.

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

2. Define an agent. See Defining an Oracle Universal Work Queue Agent.

3. Configure the Oracle Universal Work Queue system profile options for the agent at the user level. See Configuring Universal Work Queue System Profile Values.

   The following table lists the Oracle Universal Work Queue profile option values to be used for testing Oracle Universal Work Queue with non-media work.

| Profile Option | Value |
|---|---|
| IEU: Blending Style | Not Blended |
| IEU: Desktop: Network: Proxy Port | Null |

| Profile Option | Value |
|---|---|
| IEU: Desktop: Network: Proxy Server | Null |
| IEU: Desktop: Network: Use Proxy | No |
| IEU: Desktop: UI: Refresh Style | Login Only |
| IEU: Desktop: UI: Show All Nodes | Yes |
| IEU: Media: Email | No |
| IEU: Media: Telephony | No |
| IEU: Non-Media: Navigate | No |
| IEU: Optional: Phone Extension | Null |
| IEU: QResType: MyWork | Only User's Work |
| IEU: Queue Order: Blended | Null |
| IEU: Queue Order: Forecasts | Null |
| IEU: Queue Order: Inbound Email | Null |
| IEU: Queue Order: Inbound Telephony | Null |
| IEU: Queue Order: Leads | Null |
| IEU: Queue Order: Media Nodes | Null |
| IEU: Queue Order: My Tasks | Null |
| IEU: Queue Order: MyWork | Null |
| IEU: Queue Order: Opportunities | Null |
| IEU: Queue Order: Outbound Telephony | Null |
| IEU: Queue Order: Service Requests | Null |
| IEU: Queue Order: Tasks | Null |
| IEU: Queue Order: Web Collaboration | Null |
| IEU: Queue: Defects | No |
| IEU: Queue: Enhancements | Yes |
| IEU: Queue: Forecasts | Yes |
| IEU: Queue: Inbound Email | No |
| IEU: Queue: Inbound Telephony | No |
| IEU: Queue: Leads | Yes |

| Profile Option | Value |
|---|---|
| IEU: Queue: My Tasks | No |
| IEU: Queue: MyWork | Yes |
| IEU: Queue: Opportunities | Yes |
| IEU: Queue: Outbound Telephony | No |
| IEU: Queue: Service Requests | Yes |
| IEU: Queue: Tasks | Yes |
| IEU: Queue: Web Callback | No |
| IEU: Queue: Web Collaboration | No |

4. Create a non-media work item (service request, task, enhancement, forecast, lead, or opportunity) and assign it to the agent that you are using to test the Oracle Universal Work Queue implementation.

| To create... | Review... |
|---|---|
| A task | *Oracle CRM Foundation Concepts and Procedures* |
| A service request | *Oracle Support Concepts and Procedures* |
| An enhancement | *Oracle Support Concepts and Procedures* |
| An opportunity | *Oracle TeleSales Concepts and Procedures* |
| A lead | *Oracle TeleSales Concepts and Procedures* |
| A forecast | *Oracle TeleSales Concepts and Procedures* |

5. Sign on to Oracle Applications as the Oracle Universal Work Queue agent.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

6. Select or switch to the Customer Support responsibility.

   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.

7. In the Navigator window, on the Functions tab, choose Customer Management > Universal Work Queue.

The Universal Work Queue window appears.

8. Select a queue with a work item.
9. Click **Get Work**.

   The CRM business application in which the work item was created appears.

## 1.12.2 Testing a Media Oracle Universal Work Queue Implementation

Use this procedure to test your Oracle Universal Work Queue implementation with media work. Media work includes outbound telephony, inbound telephony, inbound email, and acquired email.

### Prerequisites

- Implement Oracle Universal Work Queue.
- Start the interaction center servers. See *Oracle Call Center Applications Setup Guide.*

### Steps

1. If necessary, sign on to Oracle Applications as an Oracle Universal Work Queue administrator using the PHP URL.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.
2. Define an agent. See Defining an Oracle Universal Work Queue Agent.
3. Configure the Oracle Universal Work Queue system profile options for the agent at the user level. See Configuring Universal Work Queue System Profile Values.

   The following table lists the Oracle Universal Work Queue profile option values to be used for testing Oracle Universal Work Queue with media work.

| Profile Option | Value |
|---|---|
| IEU: Blending Style | Not Blended |
| IEU: Desktop: Network: Proxy Port | Null |
| IEU: Desktop: Network: Proxy Server | Null |
| IEU: Desktop: Network: Use Proxy | No |

| Profile Option | Value |
|---|---|
| IEU: Desktop: UI: Refresh Style | Login Only |
| IEU: Desktop: UI: Show All Nodes | Yes |
| IEU: Media: Email | No |
| IEU: Media: Telephony | No |
| IEU: Non-Media: Navigate | No |
| IEU: Optional: Phone Extension | Null |
| IEU: QResType: MyWork | Only User's Work |
| IEU: Queue Order: Blended | Null |
| IEU: Queue Order: Forecasts | Null |
| IEU: Queue Order: Inbound Email | Null |
| IEU: Queue Order: Inbound Telephony | Null |
| IEU: Queue Order: Leads | Null |
| IEU: Queue Order: Media Nodes | Null |
| IEU: Queue Order: My Tasks | Null |
| IEU: Queue Order: MyWork | Null |
| IEU: Queue Order: Opportunities | Null |
| IEU: Queue Order: Outbound Telephony | Null |
| IEU: Queue Order: Service Requests | Null |
| IEU: Queue Order: Tasks | Null |
| IEU: Queue Order: Web Collaboration | Null |
| IEU: Queue: Defects | No |
| IEU: Queue: Enhancements | Yes |
| IEU: Queue: Forecasts | Yes |
| IEU: Queue: Inbound Email | Yes (to test the integration of Oracle Universal Work Queue with Oracle eMail Center) |
| IEU: Queue: Inbound Telephony | Yes (to test the integration of Oracle Universal Work Queue with Oracle Advanced Inbound) |
| IEU: Queue: Leads | Yes |
| IEU: Queue: My Tasks | No |

| Profile Option | Value |
|---|---|
| IEU: Queue: MyWork | No |
| IEU: Queue: Opportunities | Yes |
| IEU: Queue: Outbound Telephony | Yes (to test the integration of Oracle Universal Work Queue with Oracle Advanced Outbound) |
| IEU: Queue: Service Requests | Yes |
| IEU: Queue: Tasks | Yes |
| IEU: Queue: Web Callback | No |
| IEU: Queue: Web Collaboration | No |

4. Generate a media work item (an inbound call, an outbound call, or an email) for the agent that you are using to test the Oracle Universal Work Queue implementation.
5. Sign on to Oracle Applications as the Oracle Universal Work Queue agent.

   If you are signing on to Oracle Applications with this username for the first time, the message "Your password has expired" appears and you are prompted to set a new password.
6. Select or switch to the Customer Support responsibility.
   - In the Forms interface, to switch to a different responsibility, choose Switch Responsibility, from the File menu.
7. In the Navigator window, on the Functions tab, choose **Universal Work Queue**.

   The Universal Work Queue window appears. Depending on the type of media queues enabled, one or more additional windows appear.

   If the telephony queues are enabled, then the Phone Extension window appears.
8. In the Phone Extension window, enter the phone extension of the agent.

   If the email queue is enabled, then the Oracle eBusiness Suite sign on window appears.
9. In the Oracle eBusiness Suite window, sign on to Oracle eMail Center.
10. In the Oracle Universal Work Queue window, select a media queue with a work item.

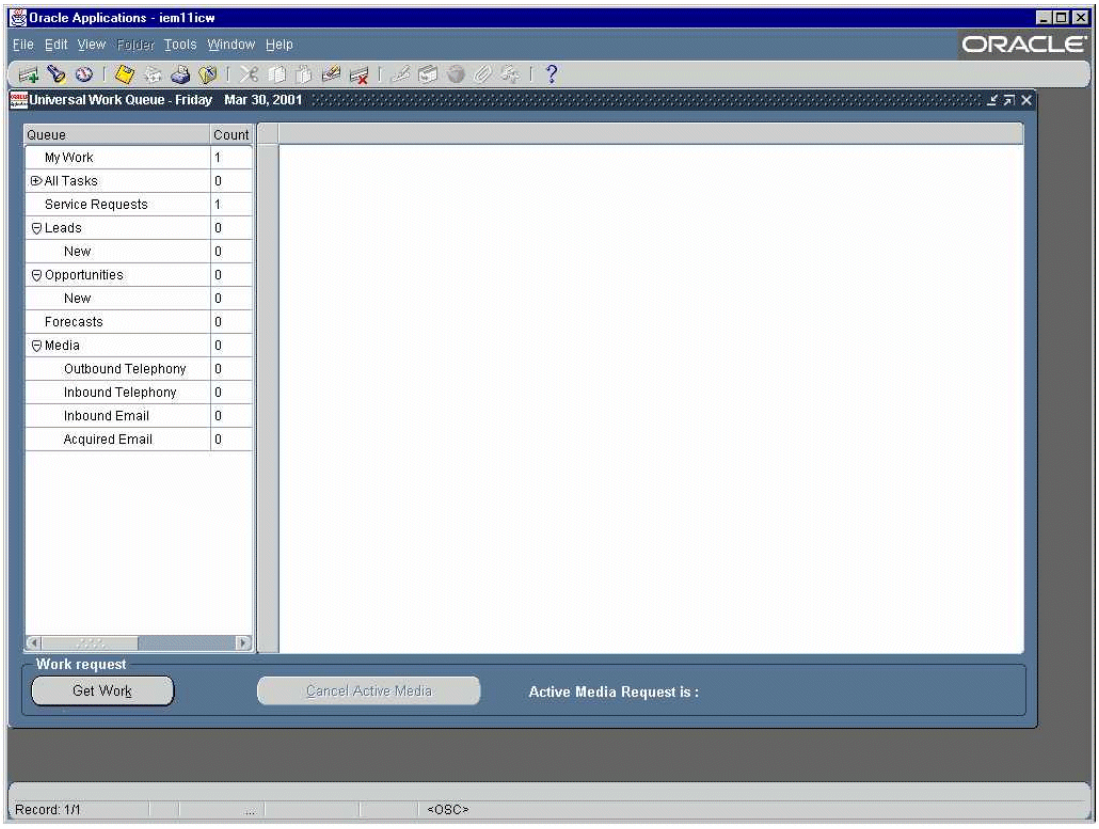
11. Click **Get Work**.

    The CRM business application associated with the media work item appears. If the media work item is telephony, then the SoftPhone also appears. If the media work item is email, then Oracle eMail Center appears with the email in preview mode.

## 1.13 Understanding the Oracle Universal Work Queue Window

Agents use the Oracle Universal Work Queue window to view or work on assigned work items. The Oracle Universal Work Queue window has two main panes.

The left pane lists the work queues enabled for the agent and the count, or number, of work items in each queue. Counts are refreshed based on the refresh strategy specified in the Refresh Style profile option for the user. The right pane displays the details of the work items in a selected queue.




While in the Oracle Universal Work Queue window, you can perform the following tasks:

**Manually refresh work counts.** To refresh work counts, from the **Tools** menu, choose **Refresh**.

**Display work item details.** To display work item details, select a queue. The work items are listed in the right pane.

**Sort work items displayed in the details view.** To sort work items, double-click a column heading.

**Rearrange columns in the details view.** To rearrange columns, drag and drop the column heading in a new location.

**Start a customer interaction for a work item.** To launch the business application (non-media) or start a customer interaction (media), select a queue or select an item in the details view, and then click **Get Work**.

# 1.14 Troubleshooting Oracle Universal Work Queue

Topics include:

- Using Oracle Universal Work Queue Server Logs
- Common Implementation Errors
- Modifying the Name of Oracle Universal Work Queue Server
- Modifying Database Connection Parameters for Oracle Universal Work Queue Server

## 1.14.1 Using Oracle Universal Work Queue Server Logs

Oracle Universal Work Queue server trace function outputs detailed information about server activity to a console window or a file. By default, the trace function is off.

To turn on the trace function, set the appropriate Oracle Universal Work Queue server database parameters. Optionally, when you start the Oracle Universal Work Queue server, use the appropriate command line parameters. The database parameter overrides the command line parameter.

The following command line options set the trace level for the Oracle Universal Work Queue server.

| Trace Level | Description |
|---|---|
| trace_level_error | Server errors. |
| trace_level_warn | Server warnings and errors. |
| trace_level_info | Server events, warning, and errors. |
| trace_level_debug | All server activity. |

The Oracle Universal Work Queue server does not support enabling or changing trace levels at runtime. You must stop and restart the server for changes take place.

### See Also

- Appendix B, "Oracle Universal Work Queue Server Parameters"
- Appendix C, "Oracle Universal Work Queue Command Line Parameters"
- Common Implementation Errors
- Modifying the Name of Oracle Universal Work Queue Server
- Modifying Database Connection Parameters for Oracle Universal Work Queue Server

## 1.14.2 Common Implementation Errors

### 1.14.2.1 Signing On to Oracle Applications

#### User can not sign on to Oracle Applications

Indication: User can not log into Oracle Applications.

Problem: Database is down.

Solution: Contact the system DBA to ensure that the database is restarted.

#### No valid responsibility is available

Indication: The user attempts to log in to Oracle Applications and an error message displays which indicates that no valid responsibility is available. Or, the user is able to Log on to UWQ but receives an error message when trying to access a particular work item. Note: This problem can occur because you intentionally set the user profiles so that they could not access certain types of tasks.

Problem: User profile / responsibilities are incorrectly set.

Solution: The HRMS employee must be assigned as a resource for your business. The user must have responsibility to access all the forms that UWQ will open, or Forms will not allow the application to open.

### 1.14.2.2 Launching the Oracle Universal Work Queue desktop from the Navigator

#### Agent Resource ID not found

Indication: The user logs in to Oracle Applications and selects to work with UWQ, an error message displays which indicates that the Resource ID for the agent could not be found.

Problem: The employee has not been defined as a CRM resource.

Solution: Ensure that the UWQ user has been correctly set up in Oracle HRMS and in Resource Manager.

#### Oracle Universal Work Queue desktop does not display

Indication: The user logs in to Oracle Applications and selects the Get Work button, the business application GUI or the UWQ GUI does not launch.

Problem: Oracle business applications GUI or UWQ GUI is not displayed.

Solution: Test to see if the business application can launch or if the problem lies with the launching of UWQ. Follow the related debugging steps in the section of this lesson on diagnostic tools for troubleshooting.

#### Take too long to launch the Oracle Universal Work Queue desktop

Indication: Your UWQ users experience a delay time before the Universal Work Queue window completely displays with entries in the Queue and Count columns.

Problem: Takes too long to log on to UWQ.

Solution: When using the “Login Only” value for the User Profile Option of IEU: Desktop: UI: Refresh Style, UWQ performs a count refresh the when the user first logs on to UWQ, the refresh operation takes some time. Ensure that you are using the appropriate refresh strategy for your business.

### 1.14.2.3 Viewing Work Items

#### No work items displayed in Oracle Universal Work Queue detail pane

Indication: When user selects My Work or selects to work on specific work item types in the Queue column, work items do not display in the detail screen.

Problem: Work items fail to reach UWQ.

Solution: Ensure that work items are open and are assigned to the user. Also ensure that the user has performed a manual refresh of work items.

#### Missing source document

Indication: The user selects to view a Task work item in UWQ, and receives a missing source document error message.

Problem: Missing source document when accessing tasks.

Solution: This is almost always a problem with the “creation point” for the document, the business application that was used to create the source document such as a service request created from Oracle TeleService.

#### Work items displayed twice in detail pane

Indication: When user selects My Work or selects to work on specific work item types in the Queue column, double work items display in the detail screen. Note: UWQ displays work items for tasks that are owned or assigned to a user.

Problem: User sees double work item entries.

Solution: This can occur when a task is both owned and assigned to the same user. This frequently occurs when a task is owned by a particular user and is assigned to be work by a group or users, of which the particular user is a member.

#### Count values not displayed or refreshed

Indication: The user logs on to UWQ and does not see count values displayed in the Count column. Or, the user has completed processing work items and the Count column does not reflect new count values. Or,

Problem: Count values do not display in the Count column or counts do not update once work items are processed.

Solution: Ensure that you are using the appropriate refresh strategy for your business operations and that your users are aware of the procedures that they must follow to refresh their work item counts, if you are not using an “automatic” refresh strategy.

### 1.14.2.4 Accessing Work Items

#### No valid responsibility is available

Indication: The user attempts to log in to Oracle Applications and an error message displays which indicates that no valid responsibility is available. Or, the user is able to Log on to UWQ but receives an error message when trying to access a particular work item. Note: This problem can occur because you intentionally set the user profiles so that they could not access certain types of tasks.

Problem: User profile / responsibilities are incorrectly set.

Solution: The HRMS employee must be assigned as a resource for your business. The user must have responsibility to access all the forms that UWQ will open, or Forms will not allow the application to open.

#### Oracle Universal Work Queue desktop cannot "Get Work"

Indication: The user can view a Task work item in UWQ, but receives the message that he cannot do “Get Work” for the open Task work item.

Problem: User can not do “Get Work” for an open task work item.

Solution: Tasks is a multi-object schema which can store tasks and other objects like Service Requests and so on. From the Tasks detailed panel, click Details to display the Task Manager screen. Then ensure that there is a valid value in the Source Document field and the Source Number field. Note: When no valid source document is referenced, the Task Manager screen will display by default.

### See Also

- Using Oracle Universal Work Queue Server Logs
- Modifying the Name of Oracle Universal Work Queue Server
- Modifying Database Connection Parameters for Oracle Universal Work Queue Server

## 1.14.3 Modifying the Name of Oracle Universal Work Queue Server

Use this procedure to modify the name of Oracle Universal Work Queue Server after it has been installed.

### Prerequisites

- Install the Oracle Universal Work Queue server. See *Oracle Call Center Applications Setup Guide*.

### Steps

1. On the machine on which Oracle Universal Work Queue Server is installed, go to PRODUCT_COMM\admin\scripts\cct.
2. Open ieusvr.bat using an ASCII editor (such as Notepad).

> **Note:** The ieusvr.bat file is used to start Oracle Universal Work Queue Server.

3. Modify the server name.

**Note:** This name should be used when configuring the parameters for Oracle Universal Work Queue Server. See Defining an Interaction Center Server.

4. Save ieusvr.bat.

### See Also

- Using Oracle Universal Work Queue Server Logs
- Common Implementation Errors
- Modifying Database Connection Parameters for Oracle Universal Work Queue Server

## 1.14.4 Modifying Database Connection Parameters for Oracle Universal Work Queue Server

Use this procedure to modify the database connection parameters for Oracle Universal Work Queue server after it has been installed.

### Prerequisites

- Install the Oracle Universal Work Queue server. See *Oracle Call Center Applications Setup Guide*.

### Steps

1. On the machine on which Oracle Universal Work Queue Server is installed, go to PRODUCT_COMM\admin\scripts\cct.
2. Open cct.dbc using an ASCII editor (such as Notepad).
3. Modify the database connection parameters.

**Note:** If you are using multiple machines to host interaction center servers, be sure to manually modify the database connection parameters on all interaction center server machines.

4. Save cct.dbc.

### Guidelines

The following table lists the database parameters fields available during installation of the interaction center servers and their corresponding parameters in the cct.dbc file.

| Installation Field | CCT.DBC Parameter | Description/Default |
|---|---|---|
| TWO_TASK | TWO_TASK | Database name |
| FNDNAM | FNDNAM | apps |
| GWYUID | GWYUID | gateway user id / password |
| Database Host | DB_HOST | Database host name |
| Database Port | DB_PORT | Database port number |
| Application User Password | GUEST_USER_PWD | application userid / password |

The following is an example of a cct.dbc file:

```
#DB Settings
#Thu Aug 19 18:47:53 PDT 1999
#APPL_SERVER_ID=
TWO_TASK=tst115
FNDNAM=apps
GWYUID=applsyspub/pub
FND_MAX_JDBC_CONNECTIONS=20
GUEST_USER_PWD=admin/welcome
APPS_JDBC_DRIVER_TYPE=THIN
DB_HOST=ap100sun
DB_PORT=1521
```

### See Also

- Using Oracle Universal Work Queue Server Logs
- Common Implementation Errors
- Modifying the Name of Oracle Universal Work Queue Server

## 1.15 Documentation Resources

The following related documentation is available on MetaLink.

Read the following documents to understand Oracle Applications:

- Oracle Applications Concepts
- Oracle Applications Product Update Notes

Read the following documents to install, upgrade, or maintain Oracle Applications Release 11i:

- Installing Oracle Applications
- Upgrading Oracle Applications
- Upgrading Timing Spreadsheet
- Maintaining Oracle Applications

Read the following documents to implement and use Oracle Human Resource Management Systems:

- Implementing Oracle HRMS
- Managing People Using Oracle HRMS

Read the following document to implement Oracle CRM:

- Implementing Oracle CRM: ERP Functional Checklist
- Implementing Oracle CRM: Foundation Functional Checklist
- Supplemental CRM Installation Steps

Read the following documents to implement the CRM business applications that integrate with Oracle Universal Work Queue:

- Oracle CRM Foundation Implementation Guide
- Oracle Support Implementation Guide
- Oracle TeleSales Implementation Guide

Read the following documents to use or administer the CRM business applications that integrate with Oracle Universal Work Queue:

- Oracle CRM Foundation Concepts and Procedures
- Oracle Support Concepts and Procedures
- Oracle TeleSales Concepts and Procedures

Read the following documents to install the Oracle Interaction Center server processes:

- Installing Oracle Call Center Connectors

- Oracle Call Center Applications Setup Guide
- Installing Oracle Campaign Plus
- Installing Oracle IVR Integrator
- Installing Oracle Predictive

Read the following documents to implement Oracle interaction Center products:

- Oracle Call Center Connectors Implementation Guide
- Oracle Telephony Manager Implementation Guide
- Oracle IVR Integrator Implementation Guide
- Oracle eMail Center Implementation Guide
- Oracle Campaign Plus and Predictive Implementation Guide
- Oracle Interaction Blending Implementation Guide
- Oracle Scripting Implementation Guide

Read the following documents to use or administer Oracle interaction Center products:

- Oracle Call Center Connectors Concepts and Procedures
- Oracle Telephony Manager Concepts and Procedures
- Oracle IVR Integrator Concepts and Procedures
- Oracle eMail Center Concepts and Procedures
- Oracle Campaign Plus Concepts and Procedures
- Oracle Predictive Concepts and Procedures
- Oracle Interaction Blending Concepts and Procedures
- Oracle Scripting Concepts and Procedures

# A

# Oracle Universal Work Queue Profile Options

This topic describes all of the profile options for Oracle Universal Work Queue. The profile option description includes the following information:

- Required: Indicated whether the profile option must be set.
- Personal Profile Values: Whether a user can view or update the profile option. Application users may use the Personal Profile Values window to set their own personal profile options at the user level. Not all profile options are visible to users, and some profile options, while visible, may not be updated by end users.
- System Profile Values: The levels at which a particular profile option can be set. Oracle Universal Work Queue administrators can set profile options at the site, application, responsibility, and user levels. Not all profile options have settings at all levels.
- Settings: Available values, a description of the value, and any usage considerations.
- Default Value: The setting for a profile option can be determine by an actual value or, if no value has been set, by default. Oracle Applications establishes a value for each option in a user's profile when the user logs on or changes responsibility. Depending on the how the profile option is used in the application, the default may be an actual predefined value or it may be determined dynamically at runtime.

# A.1 IEU: Blending Style

**Note:** This profile option applies to media work only.

Use this profile option to enable media work blending for Oracle Universal Work Queue. When media work blending is enabled for Oracle Universal Work Queue, the Media node is replaced with a Blended node.

Oracle Interaction Blending must be installed and configured. Oracle Interaction Blending dynamically moves agents between queues and media types based on the service levels for the interaction center. For information about implementing Oracle Interaction Blending, see *Oracle Interaction Blending Implementation Guide.*

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| Force Blended | Media work blending is enabled. The media node in the Oracle Universal Work Queue is labeled "Blended." |
| Not Blended | Media work blending is not enabled. The media node in the Oracle Universal Work Queue is labeled "Media." |

### Default Value

Not Blended

## A.2 IEU: Desktop: Network: Proxy Port

**Note:** This profile option applies to media work only.

The Oracle Universal Work Queue desktop bean communicates with the Oracle Universal Work Queue server over a proprietary interface that supports HTTP or Sockets. If there is no firewall between the Oracle Universal Work Queue desktop and the Oracle Universal Work Queue server, then the proxy settings can be obtained from the Oracle Universal Work Queue server. If there is a firewall between the Oracle Universal Work Queue desktop and the Oracle Universal Work Queue server, then you must specify the proxy settings.

Use this profile option to specify the proxy port.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Consult your network administrator for the appropriate proxy settings.

### Default Value

Not applicable.

## A.3 IEU: Desktop: Network: Proxy Server

**Note:** This profile option applies to media work only.

The Oracle Universal Work Queue desktop bean communicates with the Oracle Universal Work Queue server over a proprietary interface that supports HTTP or Sockets. If there is no firewall between the Oracle Universal Work Queue desktop and the Oracle Universal Work Queue server, then the proxy settings can be obtained from the Oracle Universal Work Queue server. If there is a firewall between the Oracle Universal Work Queue desktop and the Oracle Universal Work Queue server, then you must specify the proxy settings.

Use this profile option to specify the proxy port.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Consult your network administrator for the appropriate proxy settings.

### Default Value

Not applicable.

## A.4 IEU: Desktop: Network: Use Proxy

**Note:** This profile option applies to media work only.

The Oracle Universal Work Queue desktop bean communicates with the Oracle Universal Work Queue server over a proprietary interface that supports HTTP or Sockets. If there is no firewall between the Oracle Universal Work Queue desktop and the Oracle Universal Work Queue server, then the proxy settings can be obtained from the Oracle Universal Work Queue server. If there is a firewall between the Oracle Universal Work Queue desktop and the Oracle Universal Work Queue server, then you must specify the proxy settings.

Use this profile option to indicate whether the proxy settings for the Oracle Universal Work Queue server will be determined from the server or specified in the Oracle Universal Work Queue system profile options.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The proxy settings for the Oracle Universal Work Queue server will be determined from the server. |
| Yes | The proxy settings for the Oracle Universal Work Queue server are specified in the Oracle Universal Work Queue system profile options. |

### Default Value

No

## A.5 IEU: Desktop: UI: Refresh Style

**Note:** This profile option applies to non-media and media work.

Use this profile option to specify the strategy for refreshing work item counts in the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| Automatic | The Oracle Universal Work Queue desktop refreshes:<br>■ upon login to the Oracle Universal Work Queue desktop<br>■ after each delivery of media work<br>Automatic refresh may affect the performance of the Oracle Universal Work Queue server. After delivery of the work item, the Oracle Universal Work Queue desktop can not be used until the count is updated. |
| Login Only | The Oracle Universal Work Queue desktop is refreshed once upon login. After login, the Oracle Universal Work Queue desktop must be refreshed manually. |
| Manual | The user must manually refresh the Oracle Universal Work Queue desktop. The Oracle Universal Work Queue desktop is not automatically refreshed upon login. |

### Default Value

Manual

## A.6 IEU: Desktop: UI: Show All Nodes

**Note:** This profile option applies to non-media and media work.

Use this profile option to display subnodes that have a zero count in t he Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | Subnodes with a zero count are not shown in the Oracle Universal Work Queue desktop. Main nodes with a zero count continue to be displayed. |
| Yes | Subnodes with a zero count are shown in the Oracle Universal Work Queue desktop. |

### Default Value

Yes

## A.7 IEU: Media: Email

**Warning: Leave this profile option null or set to No unless instructed to do otherwise by Oracle Support or Oracle Consulting.**

**Note:** This profile option applies to media work only.

Use this profile option to force the Oracle eMail Center desktop to launch upon login to Oracle Universal Work Queue -- even when the Inbound Email node is not enabled.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Oracle eMail Center desktop does not launch until an email work item is selected from the Oracle Universal Work Queue desktop. |
| Yes | The Oracle eMail Center desktop automatically launched upon login to Oracle Universal Work Queue -- even when Inbound Email is not enabled. |

### Default Value

No

# A.8 IEU: Media: Telephony

**Warning: Leave this profile option null or set to No unless instructed to do otherwise by Oracle Support or Oracle Consulting.**

**Note:** This profile option applies to media work only.

Use this profile option to force the Oracle SoftPhone to launch upon login to Oracle Universal Work Queue -- even when Outbound Telephony node is not enabled.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Oracle Softphone does not launch until an outbound telephony work item is selected from the Oracle Universal Work Queue desktop. |
| Yes | The Oracle Softphone is automatically launched upon login to Oracle Universal Work Queue -- even when Outbound Telephony is not enabled. |

### Default Value

No

## A.9 IEU: Non-Media: Navigate

**Note:** This profile option applies to non-media work only.

Use this profile option to open a separate application window for each non-media work item selected from the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | When a non-media work item is selected from the Oracle Universal Work Queue desktop, Oracle Universal Work Queue refreshes the currently open application window. |
| Yes | When a non-media work item is selected from the Oracle Universal Work Queue desktop, Oracle Universal Work Queue opens a new application window. |

### Default Value

No

## A.10 IEU: Optional: Phone Extension

**Note:** This profile option applies to non-media and media work.

Use this profile option to specify the extension of the physical phone of the agent. For an agent enabled for telephony, Oracle Universal Work Queue bypasses the Phone Extension window upon login and passes the value of this profile option value to Oracle Telephony Manager.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | No |
| Application? | No |
| Responsibility? | No |
| User? | Yes |

### Settings

The extension of the physical phone of the agent.

### Default Value

Not applicable

# A.11 IEU: QResType: MyWork

**Note:** This profile option applies to non-media work only.

Use this profile option to select the resource type that the MyWork queue will display.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| All Work | Displays work items assigned to the agent, the agent's team, and the agent's group. |
| Only User's Work | Displays work items assigned to the agent. Team and group work is not displayed. |
| User's Team's Work | Displays work items assigned to any teams to which the agent belongs. |
| User's Group's Work | Displays work items assigned to any groups to which the agent belongs. |

### Default Value

All Work

> **Note:** For the best performance, select Only User's Work. This setting produced the most efficient query.
>
> All Work is the default in order to be compatible with previous releases.

## A.12 IEU: Queue Order: Blended

> **Note:** The Blended node is displayed only if the Blending Style profile option value is Forced Blended.

Use this profile option to specify the order of the Blended node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.13 IEU: Queue Order: Forecasts

Use this profile option to specify the order of the Forecasts node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.14 IEU: Queue Order: Inbound Email

Use this profile option to specify the order of the Inbound Email node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.15 IEU: Queue Order: Inbound Telephony

Use this profile option to specify the order of the Inbound Telephony node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.16 IEU: Queue Order: Leads

Use this profile option to specify the order of the Leads node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.17 IEU: Queue Order: Media Nodes

Use this profile option to specify the order of the Media node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.18 IEU: Queue Order: My Tasks

Use this profile option to specify the order of the My Tasks node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.19 IEU: Queue Order: MyWork

Use this profile option to specify the order of the MyWork node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.20 IEU: Queue Order: Opportunities

Use this profile option to specify the order of the Opportunities node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.21 IEU: Queue Order: Outbound Telephony

Use this profile option to specify the order of the Outbound Telephony node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.22 IEU: Queue Order: Service Requests

Use this profile option to specify the order of the Service Requests node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.23 IEU: Queue Order: Tasks

Use this profile option to specify the order of the Tasks node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.24 IEU: Queue Order: Web Collaboration

Use this profile option to specify the order of the Web Collaboration node in the list of nodes on the Oracle Universal Work Queue desktop.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | Yes |
| Update? | Yes |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

Choose from numbers 1 through 26. Nodes are displayed in ascending order in the Oracle Universal Work Queue desktop.

### Default Value

Not applicable

## A.25 IEU: Queue: Defects

This profile option is reserved for future use.

## A.26 IEU: Queue: Enhancements

**Note:** This profile option applies to non-media work only.

Use this profile option to display the Enhancements node in the Oracle Universal Work Queue desktop. Enhancements are created in Oracle Support.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Enhancements node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Enhancements node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Enhancements node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.27 IEU: Queue: Forecasts

**Note:** This profile option applies to non-media work only.

Use this profile option to display the Forecasts node in the Oracle Universal Work Queue desktop. Enhancements are created in Oracle TeleSales.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Forecasts node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Forecasts node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Forecasts node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.28 IEU: Queue: Inbound Email

**Note:** This profile option applies to media work only.

Use this profile option to display the Inbound Email node in the Oracle Universal Work Queue desktop. Inbound email is created when email is sent to the user's email account.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Inbound Email node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Inbound Email node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Inbound Email node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.29 IEU: Queue: Inbound Telephony

**Note:** This profile option applies to media work only.

Use this profile option to display the Inbound Telephony node in the Oracle Universal Work Queue desktop. Inbound telephony work is created when Oracle Telephony Manager routes an inbound call to an agent.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Inbound Telephony node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Inbound Telephony node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Inbound Telephony node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.30 IEU: Queue: Leads

**Note:** This profile option applies to non-media work only.

Use this profile option to display the Leads node in the Oracle Universal Work Queue desktop. Leads are created in Oracle TeleSales.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Leads node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Leads node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Leads node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.31 IEU: Queue: My Tasks

**Note:** This profile option applies to non-media work only.

Use this profile option to display the My Tasks node in the Oracle Universal Work Queue desktop. Tasks are created in Oracle CRM Foundation. The My Tasks queue contains the tasks owned by the agent. This is a smaller query than Tasks.

My Tasks and Tasks should not be displayed at the same time. This will cause duplicates to appear.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The My Tasks node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The My Tasks node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the My Tasks node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.32 IEU: Queue: MyWork

**Note:** This profile option applies to non-media work only.

Use this profile option to display the MyWork node in the Oracle Universal Work Queue desktop. The MyWork queue contains all work owned by the agent.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The MyWork node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The MyWork node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the MyWork node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.33 IEU: Queue: Opportunities

**Note:** This profile option applies to non-media work only.

Use this profile option to display the Opportunities node in the Oracle Universal Work Queue desktop. Opportunities are created in Oracle TeleSales.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Opportunities node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Opportunities node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Enhancement node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.34 IEU: Queue: Outbound Telephony

**Note:** This profile option applies to media work only.

Use this profile option to display the Outbound Telephony node in the Oracle Universal Work Queue desktop. Outbound telephony work is created when Oracle

Advanced Outbound (Oracle Campaign Plus and Predictive) assigns an outbound call to an agent.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Outbound Telephony node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Outbound Telephony node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Outbound Telephony node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

# A.35 IEU: Queue: Service Requests

**Note:** This profile option applies to non-media work only.

Use this profile option to display the Service Requests node in the Oracle Universal Work Queue desktop. Service requests are created in Oracle Support.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Service Requests node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Service Requests node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Enhancement node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

# A.36 IEU: Queue: Tasks

**Note:** This profile option applies to non-media work only.

Use this profile option to display the Tasks node in the Oracle Universal Work Queue desktop. Tasks are created in Oracle CRM Foundation. The Tasks queue contains tasks owned by or assigned to the agent, or to a team or group to which the agent belongs. This is a larger query than MyTasks.

My Tasks and Tasks should not be displayed at the same time. This will cause duplicates to appear.

### Required

No

### Personal Profile Values

| | |
|---|---|
| View? | No |
| Update? | No |

### System Profile Values

| | |
|---|---|
| Site? | Yes |
| Application? | Yes |
| Responsibility? | Yes |
| User? | Yes |

### Settings

| | |
|---|---|
| No | The Tasks node is not displayed in the Oracle Universal Work Queue desktop. |
| Yes | The Tasks node is displayed in the Oracle Universal Work Queue desktop. If the user is configured as a Oracle Universal Work Queue agent and has the appropriate responsibilities, then the user will be able to access work from the Tasks node. |

### Default Value

Yes, if the application user responsibilities and CRM resource configuration for the agent provide access to the work item and / or business application.

## A.37 IEU: Queue: Web Callback

This profile option is reserved for future use.

## A.38 IEU: Queue: Web Collaboration

This profile option is reserved for future use.

# B

# Oracle Universal Work Queue Server Parameters

The following table lists and defines the parameter names for which values can be set for Oracle Universal Work Queue servers. The following Oracle Universal Work Queue server parameters are loaded from the database. Database parameters override any command line parameters passed to the Oracle Universal Work Queue server. These parameters are strings when stored in the database.

## B.1 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 |

## B.2 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 |

## B.3 TRACE_FILE_PATH

Path of the UWQ Server Trace File

| Type | Unit | Max Value | Min Value | Default |
|---|---|---|---|---|
| String | N/A | N/A | N/A | "." |

## B.4 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 |

## B.5 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 |

## B.6 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 |

## B.7 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 |

## B.8 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 | |

## B.9 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 |

## B.10 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 |

## B.11 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 |

## B.12 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 |

## B.13 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 |

## B.14 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 |

## B.15 NETWORK_TRACE_FILE

The network trace file name.

| Type | Unit | Max Value | Min Value | Default |
|---|---|---|---|---|
| String | N/A | N/A | N/A | UWQNetwork_logs |

## B.16 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 |

## B.17 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 |

## B.18 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 |

## B.19 SERVER_PORT

Port the UWQ Server is registered on.

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.

| Type | Unit | Max Value | Min Value | Default |
|---|---|---|---|---|
| int | N/A | 65,536 | 0 | 80 |

## B.20 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 |

## B.21 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 |

## B.22 ENABLE_SESSION_HISTORY

Turns on recording of server activity for Oracle Interaction Center Intelligence.

The Oracle Universal Work Queue server records: agent login, agent logout, media item requests, and media item deliveries. This feature can impact the performance fo the Oracle Universal Work Queue server.

| Type | Unit | Max Value | Min Value | Default |
|---|---|---|---|---|
| boolean | N/A | N/A | N/A | false |

# C

# Oracle Universal Work Queue Command Line Parameters

The following table lists and defines the parameters that can be set using the Oracle Universal Work Queue server command line:

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

Command line parameters other than the required parameters and -console may be overridden by the database parameter for the Oracle Universal Work Queue server. See Appendix B, "Oracle Universal Work Queue Server Parameters".

## C.1 - console

Enables display of the UWQ Server GUI control panel and console trace.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |

## C.2 - port

Specifies the Port number the server will listen on.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| Number | 1 | 5 | NO | 80 |

## C.3 - name

The name the UWQ Server will utilize to query itself in the database.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| String | 1 | 6,6555 | YES | N / A |

## C.4 - dbc

The file name pre-pended by the file path where the .dbc file is located.

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

| Value | Min Length | Max Length[1] | Required | Default |
|---|---|---|---|---|
| String | 1 | 255 | YES | N / A |

[1] Refer to platform specific documentation regarding maximum allowable file path / name size.

## C.5 - trace_path

The path name identifying the location of the trace file.

| Value | Min Length | Max Length[1] | Required | Default |
|---|---|---|---|---|
| String | 1 | 255 | NO | "." |

[1] Refer to platform specific documentation regarding maximum allowable file path / name size.

## C.6 - trace_file_name

The name of the trace file containing debug information.

| Value | Min Length | Max Length[1] | Required | Default |
|---|---|---|---|---|
| String | 1 | 255 | NO | null (Output will only go to stdout.) |

[1] Refer to platform specific documentation regarding maximum allowable file path/name size.

## C.7 - max_num_threads

Defines the maximum number of threads which may be allocated to the UWQ Server's internal thread pool.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| Number | 1 | 10 | NO | 50 |

## C.8 - min_num_threads

Defines the minimum number of threads which will be allocated to UWQ Server's internal thread pool.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| Number | 1 | 10 | NO | 5 |

## C.9 - trace_level_debug

Turns on detailed tracing of all server activity.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |

## C.10 - trace_level_warn

Turns on tracing of all server warnings and errors.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |

## C.11 - trace_level_info

Turns on tracing of all server events, warnings and errors.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |

## C.12 - trace_level_error

Turns on tracing of only server errors.

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.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |

## C.13 - 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 | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |

## C.14 - enable_session_history

Turns on recording of server activity for Oracle Interaction Center Intelligence.

The Oracle Universal Work Queue server records: agent login, agent logout, media item requests, and media item deliveries. This feature can impact the performance fo the Oracle Universal Work Queue server.

| Value | Min Length | Max Length | Required | Default |
|---|---|---|---|---|
| N/A | N/A | N/A | NO | disabled |