

Oracle® Universal Work Queue

Implementation Guide

Release 11*i*

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ORACLE®

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

Part No. A95165-01

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USA

If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

If you have problems with the software, please contact your local Oracle Support Services.

Preface

Audience for This Guide

Welcome to Release 11*i* of the Oracle Universal Work Queue Implementation Guide.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Universal Work Queue

If you have never used Oracle Universal Work Queue, Oracle suggests you attend one or more of the Interaction Center training classes available through Oracle University.

- The Oracle Applications graphical user interface.

To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This document contains the information you need to understand and use Oracle Universal Work Queue.

[Chapter 1, "Introduction"](#), describes the components of the Interaction Center product family and the key features of Oracle Universal Work Queue. This chapter also lists any new or obsolete features in this release.

[Chapter 2, "Technology, Requirements, and Performance"](#), describes the technology stack for Oracle Universal Work Queue and the Oracle Universal Work Queue architecture. This chapter also lists the minimum hardware and software configuration for Oracle Universal Work Queue.

[Chapter 3, "Dependency Requirements and Verification"](#), describes applications that are required for Oracle Universal Work Queue to function or that provide additional functionality.

[Chapter 4, "Implementation Overview"](#), describes the implementation process and lists the implementation steps.

[Chapter 5, "Implementation Tasks"](#), provides task-based procedures for implementing Oracle Universal Work Queue.

[Chapter 6, "Verifying the Implementation"](#), provides task-based procedures for verifying that the implementation of Oracle Universal Work Queue is successful.

[Chapter 7, "Diagnostics and Troubleshooting"](#), describes how to troubleshoot the implementation of Oracle Universal Work Queue.

[Chapter 8, "Integrating Oracle Universal Work Queue with Oracle Interaction Blending"](#), describes how to integrate Oracle Universal Work Queue with Oracle Interaction Blending.

[Chapter 9, "Integrating Oracle Universal Work Queue with Oracle Interaction Center Intelligence"](#), describes how to integrate Oracle Universal Work Queue with Oracle Interaction Blending.

[Appendix A, "Oracle Universal Work Queue Implementation Worksheets"](#), provides worksheets for recording implementation decisions.

[Appendix B, "Oracle Universal Work Queue Profile Options"](#), lists profile options for Oracle Universal Work Queue.

[Appendix C, "Oracle Universal Work Queue Server Parameters"](#), lists database server parameters for Oracle Universal Work Queue.

[Appendix D, "Oracle Universal Work Queue Command Line Parameters"](#), lists command line server parameters for Oracle Universal Work Queue.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of

assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

Accessibility of Code Examples in Documentation JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Universal Work Queue.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Online help patches are available on MetaLink.

Related Documentation

Oracle Universal Work Queue shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle Universal Work Queue.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at <http://oraclestore.oracle.com>.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Universal Work Queue (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Oracle Universal Work Queue Concepts and Procedures

Use this guide to administer and use Oracle Universal Work Queue.

Oracle Applications Interaction Center Implementation Guide

Use this guide to implement Interaction Center Server Manager.

Oracle Advanced Inbound Implementation Guide

Use this guide to implement inbound media for an interaction center.

Oracle Advanced Outbound Implementation Guide

Use this guide to implement outbound media for an interaction center.

Oracle Scripting Implementation Guide

Use this guide to implement Oracle Scripting.

Oracle eMail Center Implementation Guide

Use this guide to implement Oracle eMail Center.

Oracle Interaction Center Intelligence Implementation Guide

Use this guide to implement Oracle Interaction Center Intelligence.

Installation and System Administration

Oracle Applications Concepts

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

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Oracle Applications Supplemental CRM Installation Steps

This guide contains specific steps needed to complete installation of a few of the CRM products. The steps should be done immediately following the tasks given in the Installing Oracle Applications guide.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6i forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to correctly implement CRM Application Foundation.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle Universal Work Queue and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization's structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Universal Work Queue working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle[®] server, and your hardware and software environment.

OracleMetaLink

OracleMetaLink is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With OracleMetaLink, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use MetaLink, register at (<http://metalink.oracle.com>).

Alerts: You should check OracleMetaLink alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

*Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.*

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Introduction

Topics include:

- [Section 1.1, Oracle Interaction Center Overview](#)
- [Section 1.2, Oracle Universal Work Queue Overview](#)
- [Section 1.3, New in this Release](#)

1.1 Oracle Interaction Center Overview

Every customer interaction — a telephone call, an e-mail message, or a Web chat conversation — presents an opportunity to win new business or improve customer satisfaction. The Oracle Interaction Center supports the management and processing of customer relationship activity across all channels of customer contact.

The Oracle Interaction Center integrates with several customer relationship business applications in the Oracle eBusiness Suite. The Oracle Interaction Center consists of several modules. The modules relating to inbound telephony and outbound telephony are bundled separately.

The Oracle Interaction Center allows access to centralized customer information and business application functionality. Oracle Interaction Center integrates with front office applications (known as Customer Relationship Management or CRM), and back office applications (Enterprise Relationship Planning or ERP), thereby enabling a workflow powered, end-to-end strategic e-business solution.

The Oracle Interaction Center products include:

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)

- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

See Also

- [Section 1.2, Oracle Universal Work Queue Overview](#)
- [Section 1.3, New in this Release](#)

1.1.1 Oracle Advanced Inbound

Oracle Advanced Inbound (AI) is required to telephony enable business applications in the Oracle eBusiness Suite. "Telephony-enabled" means that the product has the capability of communicating with a telephone system for inbound calls, outbound calls, or both via the CTI middleware that handles the messaging between a telephone switch and the user's application. Oracle Advanced Outbound provides the corresponding outbound telephony capability.

The Oracle Advanced Inbound bundle consists of the following products: Call Center Technology, Oracle Universal Work Queue, Oracle Telephony Manager, Oracle Call Center Connectors, and Oracle Interaction Blending.

See Also

- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)
- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

1.1.2 Oracle Advanced Outbound

Oracle Advanced Outbound (AO) is another key part of the Oracle eBusiness Suite of applications. It is the module of Oracle Interaction Center that addresses outbound telephony. AO consists of two main components:

- A tactical list manager, which determines who to call and when to call them
- An outbound dialing engine, which dials numbers and transfers live contacts to call center agents

Advanced Outbound integrates with and relies on Oracle Marketing Online (OMO) to create campaigns and lists to execute. AO serves as the execution arm for these marketing lists to maximize both outbound list penetration and agent productivity.

AO also integrates with desktop applications like Oracle TeleSales and Oracle Collections to handle the actual customer interactions. Oracle Advanced Outbound can be used any time agents need to contact parties via the telephone.

AO also integrates with Oracle Interaction History to provide feedback that marketers can use to analyze and measure the success of the marketing campaign, thereby providing a closed-loop marketing process.

Oracle Advanced Outbound does not include any other telephony management modules, and thus requires the use of Oracle Advanced Inbound.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle eMail Center](#)
- [Oracle Scripting](#)
- [Interaction Center Intelligence](#)

1.1.3 Oracle eMail Center

Oracle eMail Center (eMC) is designed to satisfy requirements for inbound customer support, e-mail interaction management, and outbound sales and marketing e-mail message processing.

Oracle eMail Center helps your business respond to e-mail queries with clear and comprehensive replies in a much more efficient manner. eMC automatically generates suggested responses and scores them according to how closely they match the requirements.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

1.1.4 Oracle Scripting

Oracle Scripting is a set of tools to create and display information sequentially to end users. Oracle Scripting is composed of three components: the Script Author, the Scripting Engine, and the Survey Component.

Oracle Scripting end users include interaction center agents (for the Scripting Engine), and customers or prospects using a Web browser (using the Survey component). Other users include individuals who build the scripts (Script Author users) and administrators of scripting or survey campaigns, who must access the Survey Admin console.

Using Oracle Scripting, an enterprise gains the ability to develop and deploy scripted presentations for customer interactions with agents, as well as build, deploy, and execute information-gathering survey campaigns for data which can be mined and used to tailor sales and service campaigns or improve customer satisfaction.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)
- [Oracle Interaction Center Intelligence](#)

1.1.5 Oracle Interaction Center Intelligence

Oracle Interaction Center Intelligence is a Web-based reporting solution that provides intelligent reports that facilitate day-to-day operational and long-term strategic decisions.

The data is presented to the user in a easy-to-use portal format. This format gives the user a unified, role-based, easily customizable view of Interaction Center information, including Oracle Universal Work Queue information, key performance metrics relating to agent productivity, speed to answer, and abandon rate.

The product is built on an Oracle proprietary Java-based technology stack (Oracle CRM Foundation, also known as JTF). Users of Interaction Center Intelligence require minimal training, and no additional software is needed on the user's machine other than a Web browser.

Oracle Interaction Center Intelligence is based on a three-tier architecture:

- The front end (client) using the system via an Oracle Applications-compliant Web browser.
- The middle tier, which contains the Apache Web server and application server, included as part of the installation of Oracle Applications release 11*i* .
- The database tier, using an Oracle 8*i* or 9*i* database.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)
- [Oracle Scripting](#)
- [Interaction Center Intelligence](#)

1.2 Oracle Universal Work Queue Overview

Oracle Universal Work Queue is an agent portal that presents and delivers work items generated through customer contact channels or CRM business applications. Agents can select 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 e-mail, is called a media work item. Work which originates from a CRM business application, such as a task or lead, is called an application work item. You can set up Oracle Universal Work Queue to handle application work items only, or both application and media work items.

See Also

- [Section 1.1, Oracle Interaction Center Overview](#)
- [Section 1.3, New in this Release](#)

1.2.1 Oracle Universal Work Queue Features

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 application 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.

1.3 New in this Release

Topics include:

- [Section 1.3.1, Notices](#)
- [Section 1.3.2, Worklist](#)
- [Section 1.3.3, Session History Logging](#)
- [Section 1.3.4, icWork Controller](#)
- [Section 1.3.5, Enterprise Tasks](#)
- [Section 1.3.6, Escalations](#)
- [Section 1.3.7, Blending](#)

See Also

- [Section 1.1, Oracle Interaction Center Overview](#)
- [Section 1.2, Oracle Universal Work Queue Overview](#)

1.3.1 Notices

Notices are communications from applications to users. Oracle Universal Work Queue notices provide the mechanism for near real-time notices to be sent from applications to the agent. These notices will be displayed in the notice control, an icWork component. The appearance of notices is subject to integrated applications support. For example, generating a service request from Oracle TeleService sends a notice to agents using Oracle Universal Work Queue. For implementations that use notices, you must enable Oracle Universal Work Queue's IEU: Message: UI: UWQ Notices profile option. From the perspective of the application from which notices originate, other setup steps may apply, as appropriate.

1.3.2 Worklist

Oracle Universal Work Queue now has queued access to application work through the Worklist feature. Items being published to the Worklist are dependent on integrated applications support. Work can be retrieved from the Worklist using:

- The Get Work button in the Universal Work Queue window.
- The Next Work button in the icWork Controller.

To enable the Worklist, set the IEU: Queue: Work List profile option.

1.3.3 Session History Logging

Oracle Universal Work Queue session history logging now records an increased number of attributes, such as agent phone extension for the session, agent break reason, etc. To enable session history logging, set the IEU: Session History Logging profile option.

1.3.4 icWork Controller

The icWork Controller is a floating window which contains the soft phone and other tabs to provide easy access to Oracle Universal Work Queue functionality. The icWork controller will be automatically enabled in any one of the following scenarios:

- Media is used.
- Notices are enabled.
- Session history logging is enabled.
- Worklist is enabled

1.3.5 Enterprise Tasks

This new node, labelled Tasks, contains subnodes which segment tasks by ownership and assignment type. The previous Tasks nodes are disabled by default. They are only kept for backward compatibility and are not recommended for use. If needed, they can be enabled through the profile options. To enable the new Tasks node, set the IEU: Queue: Enterprise Tasks profile option.

1.3.6 Escalations

This new node, labelled Escalations, contains subnodes which segment individually owned escalations by escalation level. To enable the new Escalations node, set the IEU: Queue: Escalations profile option.

1.3.7 Blending

The IEU: Blending Style profile option now has five prepopulated choices in the drop down list of values. The old "Forced Blended" value has been renamed "Full Force Blended." The "Not Blended" value remains unchanged. The only other value that has relevance is "Full Optional Blended."

Blending Style Profile Option	Description
Full Force Blended	When the Full Force Blended profile option is selected, the only agent media option is "Blended." For this option, the interaction center Blending Sever must be fully implemented.
Full Optional Blending	When the Full Force Blended profile option is selected, agents can choose from their assigned media sources (e.g., Inbound, Outbound, or Web Callback) in addition to the Blending Node, to support blending. As with Forced Blended, the interaction center Blending Sever must be fully implemented and. When agents select the blended media as their source, the Blending Sever will determine the agent's media source.
Not Blended	Select Not Blended if you have not implemented the interaction center Blending Server, or if agents are not set up for a level of service work that includes blended media.

1.4 Obsolete in this Release

Several profile options are obsolete in the latest release of UWQ. For specifics, see [Appendix B.1, Obsolete or Reserved Profile Options](#).

Technology, Requirements, and Performance

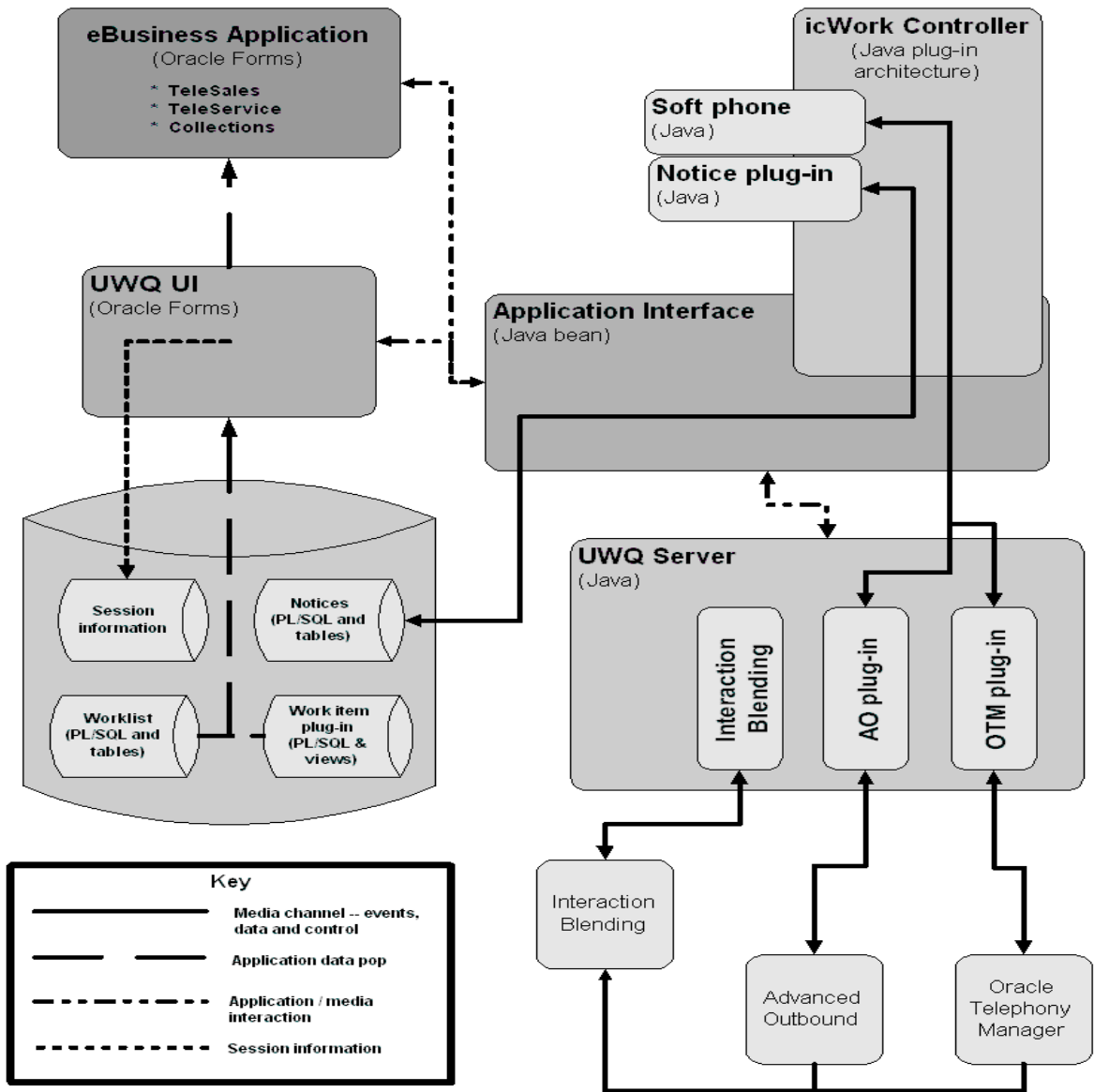
Topics include:

- [Section 2.1, Architectural Overview](#)
- [Section 2.2, Minimum Software Requirements](#)
- [Section 2.3, Minimum Hardware Requirements](#)

2.1 Architectural Overview

Oracle Universal Work Queue is a work presentation and access framework that provides "plug-in" interfaces to integrate interaction center media and application work items with Oracle eBusiness applications. It is built of seven components:

1. **UWQ Server** provides a centralized, plug-in infrastructure for integration of new media providers.
2. The **UWQ Application Interface** is a desktop Java bean that channels media events, information, and control commands between the UWQ server and eBusiness applications and media controllers such as the soft phone.
3. The **UWQ Form** is UWQ's primary user interface and provides a plug-in infrastructure for application work item presentation and access.
4. The **Interaction Center Work Controller** (icWork Controller) is a Java component of the application interface that supports plug-in media and work item controls such as the Oracle soft phone and the Notice control. It also acts as a second, reduced form-factor, lightweight user interface for work access.



5. **Session information** provides enhanced agent productivity for Interaction Center Intelligence across an agent session. It adds agent full session time (log in to log out), break times and reasons, media item request, delivery and completion times, and work item request and delivery times above the Interaction History times.
6. **Notices** is a communication component that enables applications to alert agents to work item life cycle events such as work item creation and assignment, updates, and status changes. The notices component consists of a PL/SQL API, database tables, and the Java notice control plug-in to the icWork Controller.
7. **Worklist** is a PL/SQL API and database component that enables prioritized, serial, queue-like delivery of work items.

2.1.1 Oracle Universal Work Queue Server

The Oracle UWQ Server provides extensible plug-in integration for media providers. This allows standardized, more rapid introduction of new media. Media providers, such as Oracle Telephony Manager, Oracle Advanced Outbound and Oracle Interaction Blending “plug into” the UWQ Server infrastructure to deliver media counts and media items to agents and applications through UWQ.

The server provides common functions to all media providers including assigning agents to the media provider, channeling media items (normalized media events and information) to applications, and passing control instructions from applications and media controllers to media providers.

2.1.2 UWQ Application Interface Bean

The Application Interface Bean delivers media events and media information to interaction center applications and to media controllers. It acts a channel between the UWQ UI, media controllers, and applications to effect interactions.

The Application Interface Bean passes low-level media events and information from the media provider, through the UWQ server, to the media controller, such as the soft phone. For example when an inbound call is received, the media provider (OTM) sends the inbound call event and call information (such as ANI and DNIS) to the UWQ server. The UWQ server passes this information to the icWork Controller soft phone plug-in through the Application Interface Bean.

The Application Interface interacts with the application, passing media events and facilitating screen pop by giving applications media information in an accessible format. For example, to effect a screen pop, the Application Interface Bean sends a call event and name-value pair screen pop information to the appropriate

application form. It also passes end interaction events and requests for the next media item from the application to the UWQ server. The UWQ server then relays the request to the media provider.

2.1.3 UWQ Interaction Center Work Controller (icWork Controller)

The icWork Controller is a new component in release 11.5.6 that behaves like a universal remote control for work. It provides a standard format for media controllers such as the OTM soft phone and for lightweight user features such as the notice controller. New media and work controls may extend the icWork Controller through its Java plug-in facilities. The icWork Controller provides standard alerts when new media or notices are received, and provides a standard set of work access control icons that allow agents to request the next Worklist item, cancel the current media request, request a break, or resume with the next call.

2.1.4 Oracle Universal Work Queue User Interface

The UWQ user interface is an Oracle Form that presents a unified view of agent media sources and work items. From this Form, agents can select a work item for processing and request the next media item from a media source.

Application work providers plug-in work item nodes, views, and application launch functions. Agents may order work item summary lines to identify the next work item, select the work item, and launch the application form. Media providers channel media sources and counts through the Application Interface from their UWQ Server media plug-in.

The UWQ user interface also records important session events in the session information component.

2.1.5 UWQ Session Information

The session information component extends Interaction Center Intelligence with agent session information. This includes agent session length based on login and logout time as well as end session reason. It also includes important session events that reflect agent productivity, including agent break time and reason (from break start to end break), media item request, delivery and completion times, Worklist request, delivery and completion times, and work item request and delivery times. This provides a more complete view of an agent's work day than can be pieced together from Interaction History.

2.1.6 Worklist

The new Worklist component provides serial delivery of prioritized work. The Worklist maintains work state to restrict distribution to one agent at a time. It aggregates all agent work types into a single set for queue-like next work item delivery. The application work provider sets work item priorities. The Worklist consists of database tables that maintain information about all work items accessible to an agent, and PL/SQL APIs for requesting the next work item, locking the work item, and setting work item priority.

2.1.7 Notices

The Notices component provides applications with communication capabilities to alert agents of important work item life cycle events such as creation and assignment of the work item, updates to the work item, and status changes. The Notice component consists of database tables to store the notices, an API to create notices, and the Notice Control plug-in to the icWork controller. Applications or workflows create a notice for a specific agent based on a work item life-cycle event. The notice is stored in the notice database tables. The notice controller polls the notice tables and, when it identifies a new notice, alerts agents to receipt of the notice. The notice controller allows agents to navigate notices, view notices, acknowledge and clear notices, and to and filter notices based on their state or the time they when received. An appropriate strategy regarding frequency of polling must be determined at an enterprise level to ensure agents receive notices on a timely basis in accordance with existing interaction center requirements.

2.2 Minimum Software Requirements

Oracle Universal Work Queue release 11.5.6 requires, at minimum, Oracle Applications 11*i* that was installed from any Oracle Applications 11*i* Rapid Install or Platinum and upgraded to release 11.5.6.

Full License Installation Requirements

All UWQ implementations require full license installation. *Do not install UWQ with the "Shared" option.* Shared mode, which sets the Install flag at "S" (Shared), is only used when an unlicensed application provides a key component to a licensed application. In order for UWQ to function appropriately, the Install flag must be set to "I" (fully Installed).

See Also

- [Section 3.1, Mandatory Dependencies](#)
- [Section 3.2, Conditional Dependencies](#)

2.3 Minimum Hardware Requirements

Oracle Universal Work Queue shares the same requirements for hardware as indicated by Oracle Applications release 11*i*. There are no UWQ-specific hardware requirements.

Dependency Requirements and Verification

Topics include:

- [Section 3.1, Mandatory Dependencies](#)
- [Section 3.2, Conditional Dependencies](#)

3.1 Mandatory Dependencies

Implementation Dependencies

From an implementation perspective, mandatory dependencies are applications or components which must be implemented prior to implementing Oracle Universal Work Queue, and are required in order for Oracle Universal Work Queue to function. UWQ has no mandatory implementation dependencies.

Operational Dependencies

Technically, UWQ can be used as a stand-alone application work access tool (for Oracle Applications users to access tasks or escalations, for example). This requires no operational dependencies other than Oracle Applications and the relative Foundation components.

Practically, however, UWQ is typically used as an application work provider (for business applications such as Oracle TeleSales, Oracle TeleService, or Oracle Collections), or a media work provider (for applications such as Oracle Telephony Manager, Oracle Advanced Inbound, Oracle Advanced Outbound, Oracle eMail Center or Oracle Web Collaboration), or both. Thus, from an operational perspective, applications used with UWQ can be considered dependencies. These are addressed in [Section 3.2, Conditional Dependencies](#).

See Also[Section 3.2, Conditional Dependencies](#)

3.2 Conditional Dependencies

Conditional dependencies provide desired functionality to Oracle Universal Work Queue but are not required for Oracle Universal Work Queue to function.

Application Work

In order for work items such as tasks and escalations to be useful, you must implement the following, based on the functionality you require:

Application Work Item	Mandatory Dependency
Tasks	Oracle CRM Foundation (Task Manager), Oracle TeleSales, Oracle TeleService
Escalations	Oracle CRM Foundation (Escalation Manager), Oracle TeleSales, Oracle TeleService
Service Requests	Oracle TeleService
Leads	Oracle TeleSales
Opportunities	Oracle TeleSales
Forecasts	Oracle TeleSales
Delinquencies	Oracle Collections
Dunning Events	Oracle Collections
Broken Promises to Pay	Oracle Collections

The above CRM business applications provide application work items which can be requested through Oracle Universal Work Queue.

Media Work Items

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

Media Work Item	Conditional Dependency
Inbound Telephony	Oracle Advanced Inbound

Media Work Item	Conditional Dependency
Outbound Telephony	Oracle Advanced Outbound

See Also

[Section 3.1, Mandatory Dependencies](#)

Implementation Overview

4.1 Process Description

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](#).
- Installed JInitiator on the agent desktop.
- Optionally, implemented Oracle Human Resources Management Systems.
See [Implementing Oracle HRMS](#).
- Implemented CRM Foundation Resource Manager.
See [Oracle CRM Foundation Implementation Guide](#).
- Implemented at least one CRM business application such as Oracle TeleSales, Oracle TeleService or Oracle Collections.
See [Oracle TeleSales Implementation Guide](#), [Oracle Support Implementation Guide](#), or [Oracle Collections Implementation Guide](#), respectively.
- If implementing Oracle Universal Work Queue for media work, installed and configured Oracle Call Center Connectors, if needed, and Interaction Center Server Manager.
See [Oracle Call Center Connectors Implementation Guide](#) and [Oracle Applications Interaction Center Implementation Guide](#).

See Also

[Section 4.2, Implementation Task Sequence](#)

4.2 Implementation Task Sequence

High Level Implementation Steps

The following list is a high-level overview of the steps required to implement Oracle Universal Work Queue:

1. Perform [implementation steps required for all interaction center implementations](#).

This includes the creation and administration of user accounts in Oracle Applications and Oracle Human Resources Management System (HRMS) and subsequent CRM application-specific steps. The steps are listed below and are described in detail in the *Oracle Applications Interaction Center Implementation Guide*.

2. Perform [configuration steps](#) for [application work](#) and [media work](#), if applicable.

These steps are listed below by type of work to be used with UWQ. Any steps not covered in the *Oracle Applications Interaction Center Implementation Guide* are included in this document.

3. Perform [steps to support implementation verification](#) without requiring a switch.

This includes administration of the Web Phone and starting of the interaction center servers. The steps are listed below and are described in detail in the *Oracle Applications Interaction Center Implementation Guide*.

Required for All Implementations

Perform these tasks to define and configure users for all interaction center implementations. The tasks listed in this section are described in detail in the *Oracle Applications Interaction Center Implementation Guide*.

1. **Define Oracle Applications users.**
2. **Create employees in the enterprise.**
3. **Create a CRM resource.**
4. **Associate employees in the enterprise database with Oracle Applications user accounts.**

From an Oracle Applications perspective, you must define users that can log into an Oracle Applications session, and assign each user with the appropriate

responsibility or responsibilities to perform a particular set of functions. At minimum, for each implementation, you will need to define (a) an administrator, and (b) an interaction center agent who is an employee in the enterprise.

An administrator must have access to functions that the typical interaction center agent will not, and administers users and applications across the broad spectrum. For example, one function of an administrator is to create agent users. This necessitates the creation of an administrative user as the first step.

The order in which agent users are created is at your discretion. You may choose to create Oracle Applications users for each agent immediately following the creation of an administrative user, assuming you have all information required. Alternatively, agent users can be created immediately prior to use of an agent logins required to perform steps for administration or testing.

Oracle TeleSales agents must have roles established that associate them with particular groups

See Also

- The steps for creating a user in Oracle Applications are detailed in the *Oracle Applications Interaction Center Implementation Guide*.
- For a list of responsibilities required for *administrators*, see [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#).
- For a list of responsibilities required for *agent users*, see [Section 5.1.2, Defining an Interaction Center Agent](#).

Configure for Application and Media Work

Based on enterprise requirements, perform implementation steps required for using UWQ with Oracle interaction center applications. This typically includes specific implementation configurations for application work and specific implementation configurations for media work. For more information, see the discussion in [Section 3, Dependency Requirements and Verification](#).

Required for Application Work

Perform these tasks for implementations requiring the use of UWQ for application work:

- [Configuring Profile Options for Application Work](#)

Required for Media Work

Perform these tasks for implementations requiring the use of UWQ for media work:

1. [Configuring Profile Options for Media Work](#)
2. [Configuring Roles and Usage for an Interaction Center Agent](#)
3. [Creating a Single-Site Interaction Center](#)
4. [Creating a Middleware Configuration](#)
5. [Configuring the Interaction Center Server Process Parameters](#)
6. [Creating Teleset Configurations](#)
7. [Configuring a Media Screen Pop for Oracle Universal Work Queue](#)
8. [Configuring Interaction Center Parameters for a CRM Resource](#)

Steps to Assist in Implementation Verification

1. [Creating Web Phone User Account](#)
2. [Configuring the Web Phone Profile Options for the Web Phone User](#)
3. [Starting the Interaction Center Servers](#)

For specific descriptions of these tasks, refer to the *Oracle Applications Interaction Center Implementation Guide*.

See Also

[Section 4.1, Process Description](#)

Implementation Tasks

This section includes specific tasks to implement Oracle Universal Work Queue. Some of the steps listed in this section are described elsewhere, but are listed here to provide context to the series of processes required to accomplish a particular implementation task.

Topics include:

- [Section 5.1, Creating an Agent](#)
- [Section 5.2, Implementing Oracle Universal Work Queue for Application Work](#)
- [Section 5.3, Implementing Oracle Universal Work Queue for Media Work](#)

5.1 Creating an Agent

As outlined in [implementation steps required for all interaction center implementations](#), user definition and administration is required to perform an implementation of UWQ. The following table lists these steps. For specific descriptions of these implementation tasks, refer to the *Oracle Applications Interaction Center Implementation Guide*.

Number	Required?	Description	Responsibility
□ Step 1	Required	Define an Oracle Applications administrator. See Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue .	System Administrator

Number	Required?	Description	Responsibility
❑ Step 2	Required	<p>Create an employee in the enterprise Oracle database.</p> <p>This step is performed in Oracle Human Resource Management Systems (HRMS), if installed. Otherwise, use CRM Resource Manager.</p> <p>This can be done before or after creating an Oracle Applications user account for the employee.</p> <p>Refer to the <i>Oracle Applications Interaction Center Implementation Guide</i>.</p>	<p>HRMS Manager for Oracle Human Resource Management Systems</p> <p>OR</p> <p>CRM Resource Manager for CRM Resource Manager</p>
❑ Step 3	Required	<p>Create an Oracle Applications user account for the employee.</p> <p>See Section 5.1.2, Defining an Interaction Center Agent</p> <p>This can be done before or after creating the employee in the enterprise Oracle database. This step associates the employee with an Oracle Applications account.</p>	System Administration
❑ Step 4	Required	<p>Import a CRM resource for the employee.</p> <p>In order to access CRM applications, you must import an employee from the enterprise Oracle database using CRM Resource Manager. This creates a CRM Resource ID used by most CRM applications.</p> <p>Refer to the <i>Oracle Applications Interaction Center Implementation Guide</i>.</p>	CRM Resource Manager
❑ Step 5	Required	<p>Configure resource roles and group roles and usage for interaction center agents and Oracle TeleSales Users.</p> <p>For all interaction center agents, additional steps are required to establish resource roles and group attributes. Additional properties are required for TeleSales agents.</p> <p>Refer to the <i>Oracle Applications Interaction Center Implementation Guide</i>.</p>	CRM Resource Manager

Topics include:

- [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#)
- [Section 5.1.2, Defining an Interaction Center Agent](#)

See Also

- [Section 5.2, Implementing Oracle Universal Work Queue for Application Work](#)
- [Section 5.3, Implementing Oracle Universal Work Queue for Media Work](#)

5.1.1 Defining an Administrator for Oracle Universal Work Queue

In order to implement Universal Work Queue, you must have an administrator with the following responsibilities. For detailed steps on defining an Oracle Applications user, refer to the *Oracle Applications Interaction Center Implementation Guide*.

Application Work

If you are administering Oracle Universal Work Queue for application work, then add the following responsibilities:

Responsibility	Function	Type
System Administrator	Create user accounts.	Self-Service
HRMS Manager, for example US HRMS Manager (if Oracle Human Resources Management Systems is installed)	Create an employee.	Self-Service
CRM Resource Manager	Create a CRM resource.	Self-Service
CRM Task Manager	Create tasks to test application work in Oracle Universal Work Queue.	Self-Service

Media Work

If you are administering Oracle Universal Work Queue for media work, then also add the following responsibility:

Responsibility	Function	Type
Call Center HTML Administration	Administer an interaction center.	HTML

See Also

- [Section 5.1.2, Defining an Interaction Center Agent](#)

5.1.2 Defining an Interaction Center Agent

In order to verify an Universal Work Queue implementation or use UWQ, you must have an Oracle Applications user (typically identified with an employee in the enterprise Oracle database) with the following responsibilities. For detailed steps on defining an Oracle Applications user, refer to the *Oracle Applications Interaction Center Implementation Guide*.

Responsibility	Function	Type
Customer Support	Access Oracle TeleService functions.	Self-Service
TeleSales Agent	Access Oracle TeleSales functions.	Self-Service
Preferences	Access personal profile options.	Self-Service

See Also

- [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#)

5.2 Implementing Oracle Universal Work Queue for Application Work

If you have defined an administrator for Oracle Universal Work Queue application work as described in [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#), then that user has all of the responsibilities necessary to implement Oracle Universal Work Queue.

Perform the tasks listed in the following table to implement Oracle Universal Work Queue for application work. Some of the tasks listed in the table below are described in the *Oracle Applications Interaction Center Implementation Guide*. Information specific to UWQ is included in this section. The comprehensive list in this table is intended to provide context to the series of processes required to accomplish particular implementation goals.

Number	Required?	Description	Responsibility
□ Step 1	Required	<p>Configure system profile options for application work in Oracle Universal Work Queue.</p> <p>See Section 5.2.1, Configuring Profile Options for Application Work</p>	System Administrator

See Also

- [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#)
- [Section 5.3, Implementing Oracle Universal Work Queue for Media Work](#)

5.2.1 Configuring Profile Options for Application Work

In order to implement Universal Work Queue to use with application work, you must configure system profile options accordingly. For detailed steps on

configuring profile options, refer to the *Oracle Applications Interaction Center Implementation Guide*.

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

Note: If an IEU profile option is not listed below, then it is either intended for use solely by Oracle Support Services, reserved for future use, or obsolete. The value of any unlisted IEU profile option should be No or null. For a list of profile options, see [Appendix B, "Oracle Universal Work Queue Profile Options"](#).

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
IEU: Desktop: Trace Level	None
IEU: Desktop: UI: Refresh Style	Manual
IEU: Desktop: UI: Show All Nodes	Yes
IEU: Message: UI: Refresh Rate	Null
IEU: Message: UI: UWQ Notices	No
IEU: Optional: Phone Extension	Null
IEU: Queue Order: Advanced Outbound Telephony	Null
IEU: Queue Order: Blended	Null
IEU: Queue Order: Enterprise Tasks	Null
IEU: Queue Order: Escalations	Null
IEU: Queue Order: Forecasts	Null
IEU: Queue Order: Inbound Email	Null
IEU: Queue Order: Inbound Telephony	Null
IEU: Queue Order: Leads	Null

Profile Option	Value
IEU: Queue Order: Media Nodes	Null
IEU: Queue Order: Opportunities	Null
IEU: Queue Order: Outbound Telephony	Null
IEU: Queue Order: Service Requests	Null
IEU: Queue Order: Work List	Null
IEU: Queue: Advanced Outbound Telephony	No
IEU: Queue: Enterprise Tasks	Yes
IEU: Queue: Escalations	Yes
IEU: Queue: Forecasts	Yes
IEU: Queue: Inbound Email	No
IEU: Queue: Inbound Telephony	No
IEU: Queue: Leads	Yes
IEU: Queue: Opportunities	Yes
IEU: Queue: Outbound Telephony	No
IEU: Queue: Service Requests	Yes
IEU: Queue: Work List	No
IEU: Session History Logging	No

5.3 Implementing Oracle Universal Work Queue for Media Work

If you have defined an administrator for Oracle Universal Work Queue application work as described in [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#), then that user has all of the responsibilities necessary to implement Oracle Universal Work Queue.

Perform the tasks listed in the following table to implement Oracle Universal Work Queue for media work. Most of the tasks listed in the table below are described in the *Oracle Applications Interaction Center Implementation Guide*. The remaining tasks are included in this section. The comprehensive list in this table is intended to provide context to the series of processes required to accomplish particular implementation goals.

Number	Required?	Description	Responsibility
❑ Step 1	Required	Install and implement Oracle Call Center Connectors.	Not Applicable
❑ Step 2	Required	Create a server group. See the <i>Oracle Applications Interaction Center Implementation Guide</i> for steps to create a single-site interaction center server group. The same principles apply to a multi-site group.	Call Center HTML Administration
❑ Step 3	Required	Create a middleware configuration. See the <i>Oracle Applications Interaction Center Implementation Guide</i> for steps to create a middleware configuration that can be used with the Nortel Meridian switch simulator, so that you can verify interaction center application configuration without concern for switch-specific functionality.	Call Center HTML Administration
❑ Step 4	Required	Configure the parameters for the interaction center servers. See the <i>Oracle Applications Interaction Center Implementation Guide</i> .	Call Center HTML Administration
❑ Step 5	Required	Create teletest configurations. See the <i>Oracle Advanced Inbound Implementation Guide</i> for details on how to enable teletest configurations for use with verifying interaction center implementations without regard to switch hardware issues or configuration.	Call Center HTML Administration
❑ Step 6	Required	Configure Oracle Universal Work Queue to produce a application screen pop for media work. See Section 5.3.1, Configuring a Media Screen Pop for Oracle Universal Work Queue	Call Center HTML Administration
❑ Step 7	Optional	Create a Web phone use for simulating a customer call to the switch simulator. See the <i>Oracle Applications Interaction Center Implementation Guide</i> for details on creating a Web phone user account, required for verifying the implementation with the Web phone.	CCT_WEBPHONE_DEMO_RESP

Number	Required?	Description	Responsibility
❑ Step 8	Optional	<p>Configure the system profile options for the Web phone.</p> <p>See the <i>Oracle Applications Interaction Center Implementation Guide</i> for details on establishing the appropriate system profile options for the Web phone, required for verifying the implementation with the Web phone.</p>	System Administrator
❑ Step 9	Required	<p>Configure the interaction center parameters for the CRM resource.</p> <p>See the <i>Oracle Applications Interaction Center Implementation Guide</i> for details on configuring the interaction center parameters for a CRM resource.</p>	CRM Resource Manager
❑ Step 10	Required	<p>Configure resource roles and group roles and usage for interaction center agents and Oracle TeleSales Users.</p> <p>For all interaction center agents using UWQ for media, additional steps are required to establish resource roles and group attributes. Additional properties are required specifically for TeleSales agents.</p> <p>Refer to the <i>Oracle Applications Interaction Center Implementation Guide</i>.</p>	CRM Resource Manager
❑ Step 11	Required	<p>Configure the system profile options for media work in Oracle Universal Work Queue.</p> <p>See Section 5.3.2, Configuring Profile Options for Media Work.</p>	System Administrator
❑ Step 12	Required	<p>Start the servers in the interaction center server group.</p> <p>See the <i>Oracle Applications Interaction Center Implementation Guide</i> for details on starting the Interaction Center servers.</p>	Call Center HTML Administration

Topics include:

- [Section 5.3.1, Configuring a Media Screen Pop for Oracle Universal Work Queue](#)
- [Section 5.3.2, Configuring Profile Options for Media Work](#)

See Also

- [Section 5.1.1, Defining an Administrator for Oracle Universal Work Queue](#)
- [Section 5.2, Implementing Oracle Universal Work Queue for Application Work](#)

5.3.1 Configuring a Media Screen Pop for Oracle Universal Work Queue

Classifications (for example, "Gold Support") can be assigned to calls based on the information in the call (for example, the number dialed by the caller). Then, for a specific type of media, the classification is mapped to an application window. When an agent requests delivery of that media type, the mapped business application is launched.

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.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

None

Steps

1. Select the Media Actions tab.
The Media Classification Action Association page appears.
2. In the Media Type field, select Inbound Telephony.
3. Leave the Classification field blank.

Note: The call classification triggers the media action (screen pop). A blank field in the Classification column is used to indicate the default media action for an unclassified media item.

4. In the Media Action field, select the **Customer Care media function** or **TeleSales Inbound Telephony** function.

This determines the application that will be launched when a media item of the specified type with the specified classification is selected from a work node.

5. To clear a row, select the Remove checkbox to the left of the media classification action association. Selected rows will be removed when you click **Update**.
6. To save your work, click **Update**.
The Media Classification Action Association page appears.
7. To delete a media classification action association, select the Remove checkbox to the left of the media type and click **Update**.

See Also

- [Section 5.3.2, Configuring Profile Options for Media Work](#)

5.3.2 Configuring Profile Options for Media Work

Use this procedure to set system profile options.

Login

Self Service Login URL

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*.
- Review [Appendix B, "Oracle Universal Work Queue Profile Options"](#).

Steps

1. 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.
2. 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.
3. If you want to display profile options both with and without values, select the Profiles with No Values checkbox.
 4. 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%**.

5. Click **Find**.

The System Profile Values window appears.

6. 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.

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
IEU: Desktop: Trace Level	None
IEU: Desktop: UI: Refresh Style	Automatic
IEU: Desktop: UI: Show All Nodes	Yes
IEU: Desktop: UI: Refresh Rate	Null

Profile Option	Value
IEU: Message: UI: UWQ Notice	No
IEU: Optional: Phone Extension	Null
IEU: Queue Order: Advanced Outbound Telephony	Null
IEU: Queue Order: Blended	Null
IEU: Queue Order: Enterprise Tasks	Null
IEU: Queue Order: Escalations	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: Opportunities	Null
IEU: Queue Order: Outbound Telephony	Null
IEU: Queue Order: Service Requests	Null
IEU: Queue Order: Work List	Null
IEU: Queue: Advanced Outbound Telephony	Null
IEU: Queue Enterprise Tasks	Yes
IEU: Queue: Escalations	Yes
IEU: Queue: Forecasts	Yes
IEU: Queue: Inbound Email	No
IEU: Queue: Inbound Telephony	Yes
IEU: Queue: Leads	Yes
IEU: Queue: Opportunities	Yes
IEU: Queue: Outbound Telephony	No
IEU: Queue: Service Requests	Yes
IEU: Queue: Work List	Yes
IEU: Session History Logging	No

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

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

See Also

- [Section 5.3.1, Configuring a Media Screen Pop for Oracle Universal Work Queue](#)

Verifying the Implementation

Topics include:

- [Section 6.1, Oracle Universal Work Queue Implementation Verification Tasks](#)
- [Section 6.2, Testing Application Work in Oracle Universal Work Queue](#)
- [Section 6.3, Testing Media Work in Oracle Universal Work Queue](#)

6.1 Oracle Universal Work Queue Implementation Verification Tasks

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

Topics include:

- [Section 6.2, Testing Application Work in Oracle Universal Work Queue](#)
- [Section 6.3, Testing Media Work in Oracle Universal Work Queue](#)

6.2 Testing Application Work in Oracle Universal Work Queue

This section contains topics that allow you to test the implementation of Oracle Universal Work Queue for application work.

Topics include:

- [Section 6.2.1, Creating a Task](#)
- [Section 6.2.2, Opening a Task from Oracle Universal Work Queue](#)

See Also

- [Section 6.3, Testing Media Work in Oracle Universal Work Queue](#)

6.2.1 Creating a Task

Use this procedure to create a task for an Oracle Applications user.

Login

Self Service Login URL

Responsibility

CRM Task Manager

Prerequisites

- Review *Oracle CRM Foundation Concepts and Procedures*.

Steps

1. In the Navigator window, on the Functions tab, choose **Tasks > Tasks**.

The Find Tasks window appears.

2. Click **New**.

The Tasks window appears. By default the status is Open and the source document is Task Manager.

3. Enter the information for the new task.

The following fields are required:

- In the Name field, enter the name of the task.
- In the Type field, select a task type.
- In the Status field, select the task status
- In the Owner Type field, select **Employee Resource**.
- In the Owner, enter the employee name.
- In the Priority field, select the task priority.

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

The task number and source value are automatically generated. You may close the Task window.

See Also

- [Section 6.2.2, Opening a Task from Oracle Universal Work Queue](#)

6.2.2 Opening a Task from Oracle Universal Work Queue

Use this procedure to verify your implementation of Oracle Universal Work Queue for application work.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Create a task (see [Section 6.2.1, Creating a Task](#)).

Steps

1. Navigate to the Universal Work Queue window.

Responsibility	Procedure
Customer Support	<ul style="list-style-type: none"> ■ In the Navigator window, on the Functions tab, choose Universal Work Queue.
TeleSales Agent	<ol style="list-style-type: none"> 1. In the Navigator window, on the Functions tab, choose eBusiness Center. 2. From the Tools menu, choose Universal Work Queue.

- If you are enabled for application work only, then the Universal Work Queue window appears. Please be patient.

If the following profile options are set to Yes, then the icWork Controller appears:

- IEU: Session History Logging. Enables the Break button in the icWork Controller.
- IEU: Queue: Work List. Enables the Next Work button in the icWork Controller.
- IEU: Message: UI: UWQ Notices. Enables the Notices tab in the icWork Controller.
- IEU: Queue: Inbound Telephony or IEU: Queue: Outbound Telephony. Enables the Phone tab in the icWork Controller.

The icWork Controller is a "floating" window. You can move the icWork Controller window anywhere on your desktop — even outside the Oracle Applications window.

For information about using the icWork Controller, review *Oracle Universal Work Queue Concepts and Procedures*.

2. To manually refresh work counts in the Universal Work Queue window, from the **Tools** menu, choose **Refresh**.

The left pane of the Oracle Universal Work Queue window lists the available work nodes and the count, or number, of work items in each node.

3. If necessary, expand the **Tasks** node, then expand **My Owned**.
4. Click a task type.

The right pane displays a summary of the work items by task type.

5. To work on the item, click the item in the right pane and then click **Get Work**.

The Tasks window appears with the details of the work item.

6. In the Status field, choose **Close**.
7. From the **File** menu, choose **Save**.

You may close the Tasks window.

8. From the **Tools** menu, choose **Refresh**.

Verify that the task count has decreased.

9. To close the Universal Work Queue or Oracle Applications window:

- If session history logging is not enabled, choose File > Close Form or File > Exit Oracle Applications.
- If session history logging is enabled, choose File > Close Form or File > Exit Oracle Applications. If exiting Oracle Applications, click **OK**. The Break Reason window appears. Select a reason and then click **OK**.

See Also

- [Section 6.2.1, Creating a Task](#)

6.3 Testing Media Work in Oracle Universal Work Queue

This section contains reference to tasks that allow you to test that implementation steps to implement media work from UWQ were successful. In order to test media work in UWQ, perform the following:

- Simulate an Inbound Call to the Interaction Center
- Handle an Inbound Call in Oracle Universal Work Queue

Since these steps are common to implementation of products other than UWQ, the detailed descriptions are included in the *Oracle Applications Interaction Center Implementation Guide*.

See Also

- [Section 6.1, Oracle Universal Work Queue Implementation Verification Tasks](#)
- [Section 6.2, Testing Application Work in Oracle Universal Work Queue](#)

Diagnostics and Troubleshooting

7.1 Common Implementation Errors

Topics include:

- [Section 7.1.1, Signing On to Oracle Applications](#)
- [Section 7.1.2, Launching the Oracle Universal Work Queue desktop from the Navigator](#)
- [Section 7.1.3, Viewing Work Items](#)
- [Section 7.1.4, Accessing Work Items](#)

See Also

- [Section 7.2, Log Files and Error Messages](#)
- [Section 7.3, UWQ Diagnostic Form](#)

7.1.1 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.

7.1.2 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.

Takes 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.

7.1.3 Viewing Work Items

No work items displayed in Oracle Universal Work Queue work item summary area

Indication: When user selects a work type by selecting a node in the work selector area, no work item summary lines appear in the work item summary area.

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 the work item summary area

Indication: When user selects a work type by selecting a node in the work selector area in the Queue column, double work items display in the work item summary area. 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.

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.

7.1.4 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.

7.2 Log Files and Error Messages

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

- [Section 7.1, Common Implementation Errors](#)
- [Section 7.3, UWQ Diagnostic Form](#)

7.3 UWQ Diagnostic Form

Universal Work Queue has a diagnostic form that can be used to get a screen pop without any full business applications (TeleSales, TeleService, Collections, etc.) having been implemented. To use the diagnostic form, associate the media action "**Universal Work Queue Media Diagnostics function**" with a media type on the UWQ Media Action screen.

Once this is configured, a media "Get Work" request from the UWQ selector form will cause the UWQ diagnostic form to pop. The "Universal Work Queue Selector" responsibility is typically used when testing with the UWQ diagnostic form.

See Also

- [Section 7.1, Common Implementation Errors](#)
- [Section 7.2, Log Files and Error Messages](#)

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.

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*.

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

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 server, use the `enable_session_history` command line parameter to 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*.

Oracle Universal Work Queue Implementation Worksheets

This appendix includes worksheets that you can use to identify information required for your implementation. Some information required for implementation and configuration steps may not be identified in these worksheets.

Complete each worksheet in advance of your implementation to reduce interruptions in establishing the appropriate implementation and configuration requirements.

Topics include:

- [Section A.1, Oracle Universal Work Queue Administrator Worksheet](#)
- [Section A.2, Employee Worksheet](#)
- [Section A.3, Employee User Account Worksheet](#)
- [Section A.4, Oracle Universal Work Queue Profile Options Worksheet](#)
- [Section A.5, CRM Resource Worksheet](#)
- [Section A.6, CRM Group Worksheet for TeleSales Agents](#)
- [Section A.7, Single-Site Server Group Worksheet](#)
- [Section A.8, Middleware Configuration Worksheet](#)
- [Section A.9, Server Parameters Worksheet](#)
- [Section A.10, Teleset Worksheet](#)
- [Section A.11, Media Classification Action Association Worksheet](#)
- [Section A.12, CRM Resource Parameters Worksheet](#)

A.1 Oracle Universal Work Queue Administrator Worksheet

User Name:

Password:

Responsibilities:

- System Administrator
- CRM Resource Manager
- HRMS Manager, for example US HRMS Manager (if Oracle Human Resources Management Systems is installed)
- CRM Task Manager (to test application work in Oracle Universal Work Queue for application work)

A.2 Employee Worksheet

Last:

Gender:

Type: Employee

Employee (Number):

A.3 Employee User Account Worksheet

User Name:

Password:

Person (Employee):

Responsibilities:

- Preferences (to access personal profile options for Oracle Universal Work Queue)
- Customer Support
- TeleSales Agent
- Collections Agent
- Senior Collections Agent
- Custom (specify):

A.4 Oracle Universal Work Queue Profile Options Worksheet

Profile Option	Value
IEU: Blending Style	<input type="checkbox"/> Not Blended <input type="checkbox"/> Full Forced Blended <input type="checkbox"/> Full Optional Blended
IEU: Desktop: Network: Proxy Port	
IEU: Desktop: Network: Proxy Server	
IEU: Desktop: Network: Use Proxy	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Desktop: Trace Level	<input type="checkbox"/> None <input type="checkbox"/> Error <input type="checkbox"/> Warning <input type="checkbox"/> Informational <input type="checkbox"/> Debug <input type="checkbox"/> All
IEU: Desktop: UI: Refresh Style	<input type="checkbox"/> Automatic <input type="checkbox"/> Login Only <input type="checkbox"/> Manual
IEU: Desktop: UI: Show All Nodes	<input type="checkbox"/> No <input type="checkbox"/> Yes

Profile Option	Value
IEU: Message: UI: Refresh Rate	<input type="checkbox"/> Manual <input type="checkbox"/> On login <input type="checkbox"/> On return <input type="checkbox"/> 2 minutes <input type="checkbox"/> 3 minutes <input type="checkbox"/> 5 minutes <input type="checkbox"/> 10 minutes <input type="checkbox"/> 15 minutes <input type="checkbox"/> 30 minutes <input type="checkbox"/> 45 minutes <input type="checkbox"/> 1 hour <input type="checkbox"/> 2 hours <input type="checkbox"/> 90 minutes
IEU: Message: UI: UWQ Notices	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Optional: Phone Extension	
IEU: Queue Order: Advanced Outbound Telephony	1 - 26
IEU: Queue Order: Blended	1 - 26
IEU: Queue Order: Enterprise Tasks	1 - 26
IEU: Queue Order: Escalations	1 - 26
IEU: Queue Order: Forecasts	1 - 26
IEU: Queue Order: Inbound Email	1 - 26
IEU: Queue Order: Inbound Telephony	1 - 26
IEU: Queue Order: Leads	1 - 26
IEU: Queue Order: Media Nodes	1 - 26
IEU: Queue Order: Opportunities	1 - 26
IEU: Queue Order: Outbound Telephony	1 - 26
IEU: Queue Order: Service Requests	1 - 26
IEU: Queue Order: Web Collaboration	1 - 26

Profile Option	Value
IEU: Queue Order: Work List	1 - 26
IEU: Queue: Advanced Outbound Telephony	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Enterprise Tasks	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Escalations	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Forecasts	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Inbound Email	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Inbound Telephony	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Leads	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Opportunities	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Outbound Telephony	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Service Requests	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Queue: Work List	<input type="checkbox"/> No <input type="checkbox"/> Yes
IEU: Session History Logging	<input type="checkbox"/> No <input type="checkbox"/> Yes

A.5 CRM Resource Worksheet

Name (Employee):

Transaction Number:

Resource Number:

A.6 CRM Group Worksheet for TeleSales Agents

Group Number:

Group Name:

Usages: Sales and Telesales

A.7 Single-Site Server Group Worksheet

Server Group Name:

Location:

Description:

Server Type	Server Name	Node Assignment
Interaction Queueing and Distribution		
Inbound Telephony Server		
Routing Server		
Telephony Manager		
Switch Simulator		
Universal Work Queue		

A.8 Middleware Configuration Worksheet

Server Group:

Middleware Configuration Name:

IP Address:

Port:

Middleware Type

- Connectors for CT-Connect
- Connectors for Cisco ICM

Parameter	Value
PBX Name	
PBX Type	
Route Point Set 1	
Route Point Set 2	
Route Point Set 3	
Route Point Set 4	
Route Point Set 5	
CTI Enabler Server IP Address	
Middleware Server Info 1	
Middleware Server Info 2	
Middleware Server Info 3	
Middleware Server Info 4	
Middleware Server Info 5	
Middleware Server Info 6	
Outgoing Prefix	
International Dialing Prefix	
Site Area Code	
Site Country Code	
Site Internal Number Length	
Site Local Number Maximum Length	
Site Overlay	
IVR Host	
IVR Port	
IVR Info 1	
IVR Info 2	
IVR Info 3	
IVRI Mode	

Parameter	Value
IVRI Abandon Threshold	
Domestic Dialing Prefix	
Passive Mode	
Use Advanced Outbound	
Predictive Transfer Flag	
Predictive Transfer Wait Time	
Predictive Answer Flag	
Predictive Answer Wait Time	

A.9 Server Parameters Worksheet

Topics include:

- [Section A.9.1, Interaction Queueing and Distribution Parameters](#)
- [Section A.9.2, Telephony Manager Parameters](#)
- [Section A.9.3, Inbound Telephony Server Parameters](#)
- [Section A.9.4, Routing Server Parameters](#)
- [Section A.9.5, Switch Simulator Parameters](#)
- [Section A.9.6, Universal Work Queue Parameters](#)

A.9.1 Interaction Queueing and Distribution Parameters

Server Name:

Node Assignment:

Parameter	Value
DATABASE_LOGGING	
DEFAULT_TIMEOUT	
IH_JDBC_CONNECTIONS	
JDBC_CONNECTIONS	
TRACE_LEVEL	

A.9.2 Telephony Manager Parameters

Server Name:

Node Assignment:

No parameters.

A.9.3 Inbound Telephony Server Parameters

Server Name:

Node Assignment:

Parameter	Value
DATABASE_LOGGING	
TELE_MIDDLEWARE_CONFIG	
TRACE_LEVEL	
WEB_CALL_PORT	

A.9.4 Routing Server Parameters

Server Name:

Node Assignment:

Parameter	Value
TRACE_LEVEL	

A.9.5 Switch Simulator Parameters

Server Name:

Node Assignment:

Parameter	Value
EXTENSION_RANGE_1_BEGIN	
EXTENSION_RANGE_1_END	
EXTENSION_RANGE_2_BEGIN	

Parameter	Value
EXTENSION_RANGE_2_END	
EXTENSION_RANGE_3_BEGIN	
EXTENSION_RANGE_3_END	
ROUTE_POINT_1	
ROUTE_POINT_2	
ROUTE_POINT_3	
TELE_MIDDLEWARE_CONFIG	
TRACE_LEVEL	

A.9.6 Universal Work Queue Parameters

Server Name:

Node Assignment:

Parameter	Value
ENABLE_INTERACTION_BLENDED	
ENABLE_LOGGING_AND_ALERTING	
LNA_SPILLOVER_FILE	
LOAD_CALC_RATE	
MAX_ACTIVE_DB_CONNECTIONS	
MAX_TIMEOUT_DURATION	
MCM_TIMEOUT_DURATION	
NETWORK_OBJECT_NUMBER	
NETWORK_TRACE	
NETWORK_TRACE_FILE	
NETWORK_TRACE_LEVEL	
NETWORK_USER_NUMBER	
RECONN_WAIT_TIME	
RUN_AO_IN_SIMULATION	

Parameter	Value
SERVER_PORT	
SESSION_CLOSE_DELAY	
SESSION_TIMEOUT	
TIMEOUT_WAIT_TIME	
TRACE_FILE_NAME	
TRACE_LEVEL	
USE_AOLJ	

A.10 Teleset Worksheet

Teleset Name:

Hardware Number:

Teleset Type

- Alcatel
- Aspect
- Cisco
- Ericsson
- Lucent [Avaya]
- Nortel
- Rockwell
- Siemens
- Other [Specify:]

Server Group Name:

Middleware Name:

A.11 Media Classification Action Association Worksheet

Media Type	Classification	Media Action
<input type="checkbox"/> Acquired Email		<input type="checkbox"/> Customer Care Media
<input type="checkbox"/> Advanced Outbound Telephony		<input type="checkbox"/> Service Requests Media
<input type="checkbox"/> Blended		<input type="checkbox"/> TeleSales Email
<input type="checkbox"/> Direct Email		<input type="checkbox"/> TeleSales Inbound Telephony
<input type="checkbox"/> Inbound Email		<input type="checkbox"/> TeleSales Outbound Telephony
<input type="checkbox"/> Inbound Telephony		<input type="checkbox"/> Universal Work Queue Media
<input type="checkbox"/> Outbound Email		<input type="checkbox"/> Diagnostics
<input type="checkbox"/> Outbound Telephony		
<input type="checkbox"/> Web Callback		
<input type="checkbox"/> Web Classification		
<input type="checkbox"/> Outbound Telephony		

A.12 CRM Resource Parameters Worksheet

Name (Employee):

Transaction Number:

Resource Number:

Interaction Center:

Middleware:

Agent Middleware Parameters:

Parameter	Value
ACD Data 1	
ACD Data 2	

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:** Indicates whether the profile option must be set.
- **Personal Profile Values:** Indicates whether a user can view or update the profile option. Oracle applications users with Preferences responsibility 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 determined 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 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.

Profile options include:

- [Appendix B.1, Obsolete or Reserved Profile Options](#)
- [Appendix B.2, Blending Profile Options](#)

- [Appendix B.3, Network Profile Options](#)
- [Appendix B.4, Log Profile Options](#)
- [Appendix B.5, Desktop Profile Options](#)
- [Appendix B.6, Notices Profile Options](#)
- [Appendix B.7, Phone Extension Profile Options](#)
- [Appendix B.8, Queue Order Profile Options](#)
- [Appendix B.9, Queue Profile Options](#)

B.1 Obsolete or Reserved Profile Options

The following IEU profile options are either reserved for Oracle Support Services, reserved for future use, or obsolete. The value of these profile option should be No or null, unless otherwise directed by Oracle.

Profile Option	Status	Description
IEU: Blending: Timeout	Future Use	Use to timeout simple blending on the last item in list of work item types to be blended.
IEU: Controller: UI: Enable Event Viewer	Support Use	Displays the Status tab in icWork Controller. The Status tab displays server events, such as login to a media provider and server status.
IEU: Desktop: UI: Show Filter Panel	Future Use	This enables the filter feature for the All Tasks node for the IEU: Queue: Tasks node. When activated, this allows filtering the task summary lines based on task assignment ownership, or both.
IEU: Desktop: UI: Show Tasks Detail Panel	Obsolete	
IEU: Media Email	Obsolete	This profile option was used 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 Email client cannot be launched from UWQ
IEU: Media: Telephony	Obsolete	This profile options was used to force the soft phone to launch upon login to Oracle Universal Work Queue -- even when Outbound Telephony node is not enabled. Soft phone automatically activated if use is enable for telephony.

Profile Option	Status	Description
IEU: Non-Media: Navigate	Obsolete	This profile option was used to open a separate application window for each application work item selected from the Oracle Universal Work Queue desktop.
IEU: Queue Order: Defects IEU: Queue: Defects	Future Use	These profile options will be used to display a Defects node in the Universal Work Queue window.
IEU: Queue Order: Enhancements IEU: Queue: Enhancements	Future Use	These profile options will be used to display a Enhancements node in the Universal Work Queue window.
IEU: Queue Order: My Tasks IEU: Queue: My Tasks	Obsolete	These profile options display agent owned tasks in the Universal Work Queue window.
IEU: Queue Order: Tasks IEU: Queue: Tasks	Obsolete	These profile options display tasks owned by or assigned to the agent, or to a team or group to which the agent belongs in the Universal Work Queue window.
IEU: Queue Order: Web Collaboration IEU: Queue: Web Collaboration	Future Use	These profile options will be used to display a Web Collaboration node in the Universal Work Queue window.
IEU: Queue Order: Work List IEU: Queue: Work List	Future Use	These profile options will be used to display a Work List node in the Universal Work Queue window. Items published to the Work list node are dependent on integrated applications support.
IEU: Queue Order: My Work	Removed	The My Work node and all its profile options are obsolete. My Work is replaced with Work List.

B.2 Blending Profile Options

Topics include:

- [Appendix B.2.1, IEU: Blending Style](#)

B.2.1 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.

The IEU: Blending Style profile option now has five options in the drop down list of values. The old "Forced Blended" value has been renamed "Full Forced Blended." The "Not Blended" value remains unchanged. The only other value that has relevance is "Full Optional Blended." If this value is selected the agent will be allowed to select media work from either the Blended node or individual media nodes.

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

- Full Forced Blended

- Not Blended
- Full Optional Blended
- Simple Forced Blended
- Simple Optional Blended

Default Value

Not Blended

B.3 Network Profile Options

Topics include:

- [Appendix B.3.1, IEU: Desktop: Network: Proxy Port](#)
- [Appendix B.3.2, IEU: Desktop: Network: Proxy Server](#)
- [Appendix B.3.3, IEU: Desktop: Network: Use Proxy](#)

B.3.1 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.

B.3.2 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.

B.3.3 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

B.4 Log Profile Options

Topics include:

- [Appendix B.4.1, IEU: Desktop: Trace Level](#)

B.4.1 IEU: Desktop: Trace Level

Controls the output to the Java console.

Required

No

Personal Profile Values

View?	No
Update?	No

System Profile Values

Site?	Yes
Application?	Yes
Responsibility?	Yes
User?	Yes

Settings

None
Error
Warning
Informational
Debug
All

Default Value

No

B.5 Desktop Profile Options

Topics include:

- [Appendix B.5.1, IEU: Desktop: UI: Refresh Style](#)
- [Appendix B.5.2, IEU: Desktop: UI: Show All Nodes](#)

B.5.1 IEU: Desktop: UI: Refresh Style

Note: This profile option applies to application 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	<p>The Oracle Universal Work Queue desktop refreshes:</p> <ul style="list-style-type: none"> ■ upon login to the Oracle Universal Work Queue desktop ■ after each delivery of media work <p>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.</p>
Login Only	<p>The Oracle Universal Work Queue desktop is refreshed once upon login. After login, the Oracle Universal Work Queue desktop must be refreshed manually.</p>

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

B.5.2 IEU: Desktop: UI: Show All Nodes

Note: This profile option applies to application and media work.

Use this profile option to display subnodes that have a zero count 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

B.6 Notices Profile Options

Topics include:

- [Appendix B.6.2, IEU: Message: UI: Refresh Rate](#)
- [Appendix B.6.1, IEU: Message: UI: UWQ Notices](#)

B.6.1 IEU: Message: UI: UWQ Notices

This will enable the user for notices, causing the Notices tab to display on the icWork Controller.

Note: UWQ notices also require the IEU: Message: UI: Refresh Rate profile option to be set. See [B.6.2](#).

Required

No

Personal Profile Values

View?	No
-------	----

Update?	No
---------	----

System Profile Values

Site?	Yes
-------	-----

Application?	Yes
--------------	-----

Responsibility?	Yes
-----------------	-----

User?	Yes
-------	-----

Settings

No

Yes

Default Value

Yes

B.6.2 IEU: Message: UI: Refresh Rate

Use this profile option to set the time increments to check for new notices. UWQ notices must be enabled for this refresh rate to function.

Note: This profile option must be administered to refresh notices at an appropriate refresh rate. Otherwise, agents will not be aware of notices in a timely fashion. To determine the appropriate refresh rate, refer to your interaction center systems administrator.

Note: This profile option applies to application and media work.

Use this profile option to display subnodes that have a zero count 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

-
- 10 minutes
 - 2 hours
 - 15 minutes
 - 2 minutes
 - 3 minutes

30 minutes

45 minutes

5 minutes

1 hour

90 minutes

Manual

On login

On return

Default Value

Yes

B.7 Phone Extension Profile Options

Topics include:

- [Appendix B.7.1, IEU: Optional: Phone Extension](#)

B.7.1 IEU: Optional: Phone Extension

Note: This profile option applies to media work only.

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

B.8 Queue Order Profile Options

Topics include:

- [Appendix B.8.1, IEU: Queue Order: Advanced Outbound Telephony](#)
- [Appendix B.8.2, IEU: Queue Order: Blended](#)
- [Appendix B.8.3, IEU: Queue Order: Enterprise Tasks](#)
- [Appendix B.8.4, IEU: Queue Order: Escalations](#)
- [Appendix B.8.5, IEU: Queue Order: Forecasts](#)
- [Appendix B.8.6, IEU: Queue Order: Inbound Email](#)
- [Appendix B.8.7, IEU: Queue Order: Inbound Telephony](#)
- [Appendix B.8.8, IEU: Queue Order: Leads](#)
- [Appendix B.8.9, IEU: Queue Order: Media Nodes](#)
- [Appendix B.8.10, IEU: Queue Order: Opportunities](#)
- [Appendix B.8.11, IEU: Queue Order: Outbound Telephony](#)
- [Appendix B.8.12, IEU: Queue Order: Service Requests](#)

B.8.1 IEU: Queue Order: Advanced Outbound Telephony

Use this profile option to specify the order of the Advanced Outbound 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

B.8.2 IEU: Queue Order: 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

B.8.3 IEU: Queue Order: Enterprise 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

B.8.4 IEU: Queue Order: Escalations

Use this profile option to specify the order of the Escalations 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

B.8.5 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

B.8.6 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

B.8.7 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

B.8.8 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

B.8.9 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

B.8.10 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

B.8.11 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

B.8.12 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

B.9 Queue Profile Options

Topics include:

- [Appendix B.9.1, IEU: Queue: Advanced Outbound](#)
- [Appendix B.9.2, IEU: Queue: Enterprise Tasks](#)
- [Appendix B.9.3, IEU: Queue: Escalations](#)
- [Appendix B.9.4, IEU: Queue: Forecasts](#)
- [Appendix B.9.5, IEU: Queue: Inbound Email](#)
- [Appendix B.9.6, IEU: Queue: Inbound Telephony](#)
- [Appendix B.9.7, IEU: Queue: Leads](#)
- [Appendix B.9.8, IEU: Queue: Opportunities](#)
- [Appendix B.9.9, IEU: Queue: Outbound Telephony](#)
- [Appendix B.9.10, IEU: Queue: Service Requests](#)

B.9.1 IEU: Queue: Advanced Outbound

Note: This profile option applies to media work only.

Use this profile option to display the Advanced Outbound node 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

No	The Advanced Outbound Telephony node is not displayed in the Oracle Universal Work Queue desktop.
----	---

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.

B.9.2 IEU: Queue: Enterprise Tasks

Note: This profile option applies to application work only.

Use this profile option to display the Tasks node 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

No	The Enterprise Tasks node is not displayed in the Oracle Universal Work Queue desktop.
Yes	The Enterprise 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 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.

B.9.3 IEU: Queue: Escalations

Note: This profile option applies to application work only.

Use this profile option to display the Escalations node 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

No	The Escalations node is not displayed in the Oracle Universal Work Queue desktop.
Yes	The Escalations 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.

B.9.4 IEU: Queue: Forecasts

Note: This profile option applies to application work only.

Use this profile option to display the Forecasts node 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

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.

B.9.5 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 e-mail is created when e-mail is sent to the user's e-mail 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.

B.9.6 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.

B.9.7 IEU: Queue: Leads

Note: This profile option applies to application 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.

B.9.8 IEU: Queue: Opportunities

Note: This profile option applies to application 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.

B.9.9 IEU: Queue: Outbound Telephony

Note: This profile option applies to media work only.

This profile option is actually for pre-11.5.6 Campaign Plus and Predictive sites and remains in Oracle Applications for compatibility with earlier releases of Oracle Advanced Outbound.

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.

B.9.10 IEU: Queue: Service Requests

Note: This profile option applies to application 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 TeleService.

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.

B.10 Session Logs

Topics include:

- [Section B.10.1, IEU: Session History Logging](#)

B.10.1 IEU: Session History Logging

There is an Oracle Universal Work Queue session history table for ICI reporting.

This activates UWQ Session Information. Session Information extends the capabilities of Interaction Center Intelligence to support agent productivity reports. Session information tracks session login time, session logout time, and session exit reason. It also tracks agent break request time, agent break reason, and the end break time when agents resume work following a break. In addition, session information records media item request, delivery, and completion times; worklist request delivery and completion times; and work item request and delivery times.

Activating session information enables icWork and activates the **Break** control.

Required

No

Personal Profile Values

View?	No
Update?	No

System Profile Values

Site?	Yes
Application?	Yes
Responsibility?	Yes
User?	Yes

Settings

No

 Yes

Default Value

No

B.11 Non-UWQ Profile Options

Topics include:

- [Section B.11.1, Apps Servlet Agent](#)

B.11.1 Apps Servlet Agent

This profile option is not owned by UWQ. This setting contains the URL to connect to the Servlet Zone of the Apache Web server, which is required for UWQ agents to use the icWork Controller. Set this profile option at the site level to the base URL for the Web server used for the JTF login page, including the port number.

Syntax: `http://<machine name.domain>:<Apache Web server port>/<servlet_zone>`.

Example:`http://server01.yourcompany.com:7777/oa_servlets`

Required

Yes

Personal Profile Values

View?	No
Update?	No

System Profile Values

Site?	Yes
Application?	No
Responsibility?	No
User?	No

Settings

No

Yes

Default Value

No

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.

C.1 ENABLE_INTERACTION_BLENDED

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

C.2 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

C.3 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

C.4 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

C.5 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

C.6 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

C.7 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	

C.8 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

C.9 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

C.10 NETWORK_TRACE_FILE

The network trace file name.

Type	Unit	Max Value	Min Value	Default
String	N/A	N/A	N/A	UWQNetwork_ logs

C.11 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	0xFF	0	0

C.12 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

C.13 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

C.14 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

C.15 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

C.16 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

C.17 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

C.18 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

C.19 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

C.20 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

Oracle Universal Work Queue Command Line Parameters

Command line parameters are not typically used in implementing Oracle Universal Work Queue because these settings are set as a result of configuring your interaction center through Oracle Interaction Center Server Manager (ICSM). These command line parameters may be required, *in coordination with Oracle Support Services*, to debug potential problems (for example, if ICSM is down). For this reason, the UWQ command line parameters are documented below.

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.

D.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

D.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

D.3 - name

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

The UWQ Server name must be unique among 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	6,655	YES	N/A

D.4 - dbc

The file name prepended 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 Length¹	Required	Default
String	1	255	YES	N/A

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

D.5 - 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.

D.6 - 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 *does not* indicate 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

D.7 - 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

D.8 - 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

D.9 - 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

D.10 - 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

D.11 - 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

D.12 - 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

- command
