

Oracle® Universal Work Queue

Concepts and Procedures

Release 11*i*

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ORACLE®

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Oracle Universal Work Queue Concepts and Procedures, Release 11*i*

Part No. A95166-01

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

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

Preface

Audience for This Guide

Welcome to Release 11i of the Oracle Universal Work Queue Concepts and Procedures.

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, "Understanding Oracle Universal Work Queue"](#), provides overviews of the application and its components, explanations of key concepts, features, and functions.

- [Chapter 2, "Administering Oracle Universal Work Queue"](#), provides task-based procedures for configuring Oracle Universal Work Queue.
- [Chapter 3, "Using Oracle Universal Work Queue"](#), provides process-oriented, task-based procedures for using Oracle Universal Work Queue to perform essential business tasks.

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 user Oracle Universal Work Queue.

Oracle Advanced Inbound Implementation Guide

Use this guide to administer the inbound media setup for an interaction center.

Oracle Advanced Outbound Implementation Guide

Use this guide to administer the outbound media setup for an interaction center.

Oracle Interaction Center Implementation Guide

Use this guide to implement Interaction Center Server Manager.

Oracle Scripting Implementation Guide

Use this guide to use and administer Oracle Scripting.

Oracle Interaction Center Intelligence Implementation Guide

Use this guide to use and administer 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 Oracle8i 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.

Understanding Oracle Universal Work Queue

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

Oracle Universal Work Queue is a portal for accessing agent work within an interaction center. Agent work includes application work, such as service requests, and media work, such as inbound telephony calls. When you select a work item, Oracle Universal Work Queue launches the appropriate application and, if necessary, a media controller, such as a softphone.

The items on your desktop include:

- Universal Work Queue: Displays counts and summary lists of application and media work.
- icWork Controller: Displays tabs for “remote” control access to work items, application notices, Oracle Universal Work Queue server status, and a softphone.

See Also

- [Chapter 2, "Administering Oracle Universal Work Queue"](#)
- [Chapter 3, "Using Oracle Universal Work Queue"](#)

Administering Oracle Universal Work Queue

This topic group provides task-based procedures for configuring Oracle Universal Work Queue.

Topics include:

- [Section 2.1, "Configuring a Media Screen Pop for Oracle Universal Work Queue"](#)
- [Section 2.2, "Integrating with Oracle Interaction Blending"](#)
- [Section 2.3, "Integrating with Oracle Interaction Center Intelligence"](#)

See Also

- [Chapter 1, "Understanding Oracle Universal Work Queue"](#)
- [Chapter 3, "Using Oracle Universal Work Queue"](#)

2.1 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

UWQ HTML Administrator

Prerequisites

None

Steps

1. Select the Media Actions tab.
The Media Classification Action Association page appears.
2. In the Media Type field, select the type of media (for example, Inbound Telephony).
3. In the Classification field, type in the name of the media item classification that will trigger the media action (screen pop).

Note: Use a blank field in the Classification column to indicate the default media action for an unclassified media item.

4. In the Media Action field, select the business application that will be launched when a media item of the specified type with the specified classification is selected from a work node.
5. To clear a row, click the button in the Remove column to the left of the media classification action association.
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 2.2, "Integrating with Oracle Interaction Blending"](#)
- [Section 2.3, "Integrating with Oracle Interaction Center Intelligence"](#)

2.2 Integrating 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 nodes 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 Forced Blended. When media work blending is enabled for Oracle Universal Work Queue, the Media node is replaced with a Blended node.

See Also

- [Section 2.1, "Configuring a Media Screen Pop for Oracle Universal Work Queue"](#)
- [Section 2.3, "Integrating with Oracle Interaction Center Intelligence"](#)

2.3 Integrating 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 session 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 turn on data recording. The database parameter overrides the command line parameter.

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

- Agent login
- Agent logout

- Media item requests
- Media item deliveries

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

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

See Also

- [Section 2.1, "Configuring a Media Screen Pop for Oracle Universal Work Queue"](#)
- [Section 2.2, "Integrating with Oracle Interaction Blending"](#)

Using Oracle Universal Work Queue

This topic group provides process-oriented, task-based procedures for using Oracle Universal Work Queue to perform essential business tasks.

Topics include:

- [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)
- [Section 3.2, "Managing Your Work Items"](#)
- [Section 3.3, "Using the Softphone in the icWork Controller"](#)
- [Section 3.4, "Managing Notices in the icWork Controller"](#)
- [Section 3.5, "Taking a Break from Your Oracle Universal Work Queue Session"](#)
- [Section 3.6, "Ending Your Oracle Universal Work Queue Session"](#)

See Also

- [Chapter 1, "Understanding Oracle Universal Work Queue"](#)
- [Chapter 2, "Administering Oracle Universal Work Queue"](#)

3.1 Getting Started with Oracle Universal Work Queue

The Universal Work Queue window displays your work items. Use this procedure to access the Universal Work Queue window.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

For application work:

- You must be defined as an employee in Oracle Applications.
- Your employee record must be linked to your Oracle Applications user account.
- Oracle Universal Work Queue profile options must be configured for application work.
- You must be defined as a CRM resource in Oracle Applications.
- You must have the appropriate CRM roles in your CRM resource record.
- You should identify the refresh strategy for the work item count in Universal Work Queue.

Work item counts may be refreshed when the Universal Work Queue window opens, after each delivery of a media work item, or manually (see [Section 3.2.2, "Refreshing Work Counts"](#)). The refresh strategy is set by your system administrator using the IEU: Desktop: UI: Refresh Style profile option. The refresh strategy may be the same for all agents in your interaction center or it may differ based on application, responsibility, or even user account.

For media work:

- You must satisfy the prerequisites for application work.
- Oracle interaction center information must be defined in your CRM resource record.
- Oracle Universal Work Queue profile options must be configured for media work.
- Oracle TeleSales or Oracle TeleService profile options must be configured for media work.
- You should identify your phone extension. For example, if your phone number is 123-456-7890 and the length of internal extensions for your interaction center is set to five, then your phone extension is 67890.

You may have to enter it when you navigate to Universal Work Queue. If your system administrator has entered your phone extension in the IEU: Optional: Phone Extension profile option for your user account, then you will not have to enter your phone extension.

Steps

1. Navigate to the Universal Work Queue window.

Application	Procedure
TeleService (Support)	<ul style="list-style-type: none"> ■ In the Navigator window, on the Functions tab, choose Universal Work Queue.
TeleSales	<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 and the icWork Controller appear.

If you are enabled for media work, then the Phone Extension window may appear.

Note: If a phone extension is provided in the IEU: Optional: Phone Extension profile option for your user account, then Oracle Universal Work Queue uses that phone extension for media work and does not display the Phone Extension window.

2. If the Phone Extension window appears, enter the extension of your physical phone and then click **OK**. For example, if your phone number is 123-456-7890 and the length of internal extensions for your interaction center is set to five, then enter 67890.

The Oracle Universal Work Queue window has two panes. The left pane lists the available work nodes and the count, or number, of work items in each node. The right pane displays the details of the work items in a selected node.

Work item counts may be refreshed when the Universal Work Queue window opens, after each delivery of a media work item, or manually. The refresh strategy is set by your system administrator using the IEU: Desktop: UI: Refresh Style profile option. You may manually refresh work item counts at any time.

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

See Also

- [Section 3.2, "Managing Your Work Items"](#)

- [Section 3.3, "Using the Softphone in the icWork Controller"](#)
- [Section 3.4, "Managing Notices in the icWork Controller"](#)
- [Section 3.5, "Taking a Break from Your Oracle Universal Work Queue Session"](#)
- [Section 3.6, "Ending Your Oracle Universal Work Queue Session"](#)

3.2 Managing Your Work Items

Topics include:

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

See Also

- [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)
- [Section 3.3, "Using the Softphone in the icWork Controller"](#)
- [Section 3.4, "Managing Notices in the icWork Controller"](#)
- [Section 3.5, "Taking a Break from Your Oracle Universal Work Queue Session"](#)
- [Section 3.6, "Ending Your Oracle Universal Work Queue Session"](#)

3.2.1 Requesting the Next Priority Work Item

The WorkList node holds application work of all types that are owned by or assigned to you, or a group or team to which you belong. Each work item in the WorkList node is prioritized relative to other work items in the node -- regardless of type. The priority is determined not only by the details of the work item, but also by a global prioritization strategy for work of any type.

Use this procedure to request the next priority work item in your WorkList.

Note: To browse and select a specific application work item, see [Section 3.2.3, "Browsing Application Work Items"](#).

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, select the WorkList node and then click **Get Work**.

The appropriate application window opens and displays the details of the next priority work item. When your work is complete, save your work in the application window.

2. To request the next work item from the WorkList node, click **Get Work** in the Universal Work Queue window or **Next Work** in the icWork Controller.

See Also

- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.2 Refreshing Work Counts

Work item counts may be refreshed when the Universal Work Queue window opens, after each delivery of a media work item, or manually. You may manually refresh work item counts at any time.

The refresh strategy is set by your system administrator using the IEU: Desktop: UI: Refresh Style profile option. The refresh strategy may be the same for all agents in your interaction center or it may differ based on application, responsibility, or even user account.

The following table describes the possible refresh styles for Oracle Universal Work Queue.

Refresh Style	Description
Automatic	Work item counts are refreshed: <ul style="list-style-type: none">■ when the Universal Work Queue window opens■ after each delivery of a media work item
Login Only	Work item counts are refreshed when the Universal Work Queue window opens. Thereafter, you must manually refresh the work item counts.
Manual	Work item counts are not refreshed when the Universal Work Queue window opens. You must manually refresh the work item counts.

Use this procedure to manually refresh work item counts.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

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

You cannot use the Universal Work Queue window until after the count is refreshed.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.3 Browsing Application Work Items

The individual work item nodes allow you to browse lists of individual work items and select a specific item to work on.

Use this procedure to browse and select a work item.

Note: To work on items that have been prioritized, see [Requesting the Next Priority Work Item](#).

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, select a work item node. If necessary, expand the application node to access the work item nodes.

The work items are listed in the detail pane.

2. Select a work item and then click **Get Work**.

The appropriate application window opens and displays the details of the work item. When your work is complete, save your work in the application window.

3. To select another work item, select a work item and then click **Get Work** in the Universal Work Queue window.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.4 Receiving Inbound Telephone Calls

When the interaction center receives an inbound call, the call is classified and then routed to a pool of one or more agents. Your Inbound Telephony node displays the number of inbound calls that have been routed to agent groups to which you belong.

Inbound call counts are categorized by call classification. Only call classifications with available inbound calls are listed, even though you may be eligible to answer calls in other call classifications.

Other agents may be eligible to answer calls in a call classification. The inbound call count for a call classification will decrease when another agent answers a call. When the last remaining call for a call classification is answered, the call classification will disappear from your inbound telephony node.

Use this procedure to start receiving inbound calls.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Review the procedures for [using the softphone in the icWork Controller](#).
- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, expand the Media node and click **Inbound Telephony**.
Inbound calls counts are categorized by call classification in the detail pane.
2. To start receiving inbound calls, click a call classification and then click **Get Work**.
The appropriate application window opens and displays the details of the work item.
3. To end the call and complete your work in the current interaction:
 - a. Click **Release** on the softphone to hang up the call.
 - b. Click **Wrap Up** in the application window.
 - c. Complete your work.
4. To end the interaction and request another call of the same classification:
 - a. Click **End Interaction** in the application window.
 - b. Select a call outcome.

Note: You do not have to click **Next Call** in the icWork Controller.

You are now ready to receive inbound calls of the same classification.

5. To end the interaction and suspend call delivery:

- a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
- b. Click **End Interaction** in the application window.
- c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

6. To request calls of a different classification:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

- d. Click a different call classification and then click **Get Work** in the Universal Work Queue window.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.5 Making Outbound Telephone Calls

Use this procedure to start making outbound calls.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Review the procedures for [using the softphone in the icWork Controller](#).
- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, expand the Media node and click **Outbound Telephony**.
Outbound calls counts are categorized by campaign in the detail pane.
2. To start receiving outbound calls, click a campaign and then click **Get Work**.
The appropriate application window opens and displays the details of the work item.
3. If necessary, place the call using the softphone.
4. To end the call and complete your work in the current interaction:
 - a. Click **Release** on the softphone to hang up the call.
 - b. Click **Wrap Up** in the application window.
 - c. Complete your work.
5. To end the interaction and request another call of the same campaign:
 - a. Click **End Interaction** in the application window.
 - b. Select a call outcome.

Note: You do not have to click **Next Call** in the icWork Controller.

You are now ready to handle an outbound calls of the same campaign.

6. To end the interaction and suspend call delivery:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

7. To handle calls of a different campaign:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

- d. Click a different call campaign and then click **Get Work** in the Universal Work Queue window.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)

- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.6 Returning Web Callbacks

Typically a customer makes callback request through web page. The request is relayed to the interaction center and the customer is called back when an agent become available.

Use this procedure to start returning callbacks.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Review the procedures for [using the softphone in the icWork Controller](#).
- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, expand the Media node and click **Web Callback**.

Web callback counts are categorized by call classification in the detail pane.

2. To start returning web callbacks, click a call classification and then click **Get Work**.

The appropriate application window opens and displays the details of the work item.

3. To end the call and complete your work in the current interaction:
 - a. Click **Release** on the softphone to hang up the call.
 - b. Click **Wrap Up** in the application window.
 - c. Complete your work.
4. To end the interaction and request another call of the same classification:
 - a. Click **End Interaction** in the application window.

- b. Select a call outcome.

Note: You do not have to click **Next Call** in the icWork Controller.

You are now ready to receive inbound calls of the same classification.

5. To end the interaction and suspend call delivery:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

6. To request calls of a different classification:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

- d. Click a different call classification and then click **Get Work** in the Universal Work Queue window.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)

- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.7 Managing Blended Calls

The blending mode is set by your system administrator using the IEU: Blending Style profile option. When media work blending is enabled, the Media node is replaced with a Blended node.

Use this procedure to start handling blended calls.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Review the procedures for [using the softphone in the icWork Controller](#).
- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, click **Blended**.
Media work is categorized by type in the detail pane.
2. To start handling blended calls, click a node and then click **Get Work**.
The appropriate application window opens and displays the details of the work item.
3. To end the call and complete your work in the current interaction:
 - a. Click **Release** on the softphone to hang up the call.
 - b. Click **Wrap Up** in the application window.

- c. Complete your work.
- 4. To end the interaction and request another call of the same classification:
 - a. Click **End Interaction** in the application window.
 - b. Select a call outcome.

Note: You do not have to click **Next Call** in the icWork Controller.

You are now ready to receive inbound calls of the same classification.

- 5. To end the interaction and suspend call delivery:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

- 6. To request calls of a different classification:
 - a. Click **Cancel Media Request** in the Universal Work Queue window or **Cancel** in the icWork Controller.
 - b. Click **End Interaction** in the application window.
 - c. Select a call outcome.

Note: If a call is already on its way to you when you suspend call delivery, then you will receive one last call before your call delivery is suspended.

- d. Click a different call classification and then click **Get Work** in the Universal Work Queue window.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.8 Viewing Your Email Workload

You cannot launch Oracle eMail Center from Oracle Universal Work Queue. To launch Oracle eMail Center, you must go to the HTML Login URL and enter your username and password.

Use this procedure to view your email work load.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the Universal Work Queue window, expand the Media node and click Email.
A summary is displayed in the detail pane.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)

- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.9, "Modifying Your Node Order"](#)

3.2.9 Modifying Your Node Order

Use this procedure to change the order of your Universal Work Queue nodes.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Preferences

Prerequisites

None

Steps

1. Choose **Edit > Preferences > Profile Options**.

The Personal Profile Values window appear.

2. Choose **View > Query by Example > Enter (F11)**.

3. In the Profile Name field, enter **IEU%**.

4. Choose **View > Query by Example > Run (Ctrl + F11)**

The Oracle Universal Work Queue personal profile values are displayed.

5. In the IEU: Queue Order: <nodename> profile options, select a number between 1 through 26.

Nodes are displayed in ascending order in the Universal Work Queue window.

See Also

- [Section 3.2.1, "Requesting the Next Priority Work Item"](#)
- [Section 3.2.2, "Refreshing Work Counts"](#)
- [Section 3.2.3, "Browsing Application Work Items"](#)
- [Section 3.2.4, "Receiving Inbound Telephone Calls"](#)
- [Section 3.2.5, "Making Outbound Telephone Calls"](#)
- [Section 3.2.6, "Returning Web Callbacks"](#)
- [Section 3.2.7, "Managing Blended Calls"](#)
- [Section 3.2.8, "Viewing Your Email Workload"](#)

3.3 Using the Softphone in the icWork Controller

The softphone is a telephone user interface on your desktop. If one of the media work nodes is enabled, then the softphone is displayed in the Phone tab of the icWork Controller.

The color of the softphone line buttons (for example, Line 1) indicate the status of the line. Use the following table to interpret the color.

If the line color is...	Then the line is...
Gray	Selected
Green	In use
Yellow	Ringing

Use the following procedure to operate the softphone.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Verify whether softphone auto-hold is enabled:

- For the Lucent Avaya switch with Dialogic CT-Connect middleware, softphone auto-hold is enabled. Any current call will be placed on hold when you click another line button. To hang up the current call, click Release.
- If softphone auto-hold is not enabled, then the current call will end when you click another line button. To put any current call on hold, you must click Hold.
- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).
- Start handling telephone calls.

Steps

1. In the icWork Controller, click the Phone tab.

Use the following table to find procedures for operating the softphone.

To...	Do this...
Answer a call	<p>Click a yellow line button (for example, Line 1).</p> <p>Note: If the switch is set for auto-hold, then clicking another line button will place any current call on hold.</p> <p>If the switch is not set for auto-hold, then any current call, not on hold, will end when you click another line button.</p>
Place a call	<ol style="list-style-type: none"> 1. Click a gray line button (for example, Line 1). <p>Note: If the switch is set for auto-hold, then clicking another line button will place any current call on hold.</p> <p>If the switch is not set for auto-hold, then any current call, not on hold, will end when you click another line button.</p> <ol style="list-style-type: none"> 2. Click the number buttons, type the numbers using your keyboard, or select a previously entered number. 3. Click Dial.

To...	Do this...
Enter a response to a voice prompt	<ol style="list-style-type: none"> 1. Click the number buttons, type the numbers using your keyboard, or select a previously entered number. 2. Click Dial.
Place a call on hold	<p>Click Hold.</p> <p>The line button for a holding line blinks green.</p> <p>Note: If the switch is set for auto-hold, then clicking another line button (for example, Line 1) will also place the current call on hold.</p> <p>If the switch is not set for auto-hold, then any current call, not on hold, will end when you click another line button.</p>
Remove a call from hold	<p>The line button for a holding line blinks green.</p> <p>If only one line is holding, Click Hold.</p> <p>If multiple lines are holding, click the line button (for example, Line 1) for the holding line.</p>
Hang up a call	<p>Click Release or click another line button (Line 1)</p> <p>Note: If the switch is set for auto-hold, then clicking another line button will place the current call on hold and not release the call. You must return to the line and then click Release.</p> <p>If the switch is not set for auto-hold, then any current call, not on hold, will end when you click another line button.</p>

To...	Do this...
Transfer a call	<p>To transfer a call with the softphone on a <i>non-Aspect</i> switch:</p> <ol style="list-style-type: none"> 1. With the caller on the line, dial the number to which you want to transfer the call. 2. Click Transfer. The call is put on hold and the number is dialed. 3. When the call is answered, click Transfer again. <p>To transfer a call with the softphone on an <i>Aspect</i> switch:</p> <ol style="list-style-type: none"> 1. Click Hold to place the call on hold. 2. Select a gray line button. 3. Dial the number to which you want to transfer the call. 4. When the call is answered, click Transfer.
Conference a call	<p>To conference a call with the softphone on a <i>non-Aspect</i> switch:</p> <ol style="list-style-type: none"> 1. With the caller on the line, dial the number that you want to add to the conference call. 2. Click Conference. The call is put on hold and the number is dialed. 3. When the call is answered, click Conference again. <p>To conference a call with the softphone on an <i>Aspect</i> switch:</p> <ol style="list-style-type: none"> 1. Click Hold to place the call on hold. 2. Select a gray line button. 3. Dial the number that you want to add to the conference call. 4. When the call is answered, click Conference.

To...	Do this...
Forward calls	<p>When you are not on a call, click the number buttons, type the numbers using your keyboard, or select a previously entered number to enter the number to which calls are to be forwarded and then click Forward.</p> <p>The Forward button blinks green.</p>
Stop forwarding calls	<p>When calls are being forwarded, the Forward button blinks green.</p> <p>Click Forward.</p>
Indicate readiness for calls.	Click Next Call .
Suspend calls.	<p>Click Cancel.</p> <p>Note: If a call is already on its way to you before you click Cancel, then you will receive one more call before your calls are suspended.</p>
Request the next priority application work item from your WorkList	Click Next Work .
Take a break	<ol style="list-style-type: none"> 1. Click Break. 2. Select a break reason. 3. Click OK.

See Also

- [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)
- [Section 3.2, "Managing Your Work Items"](#)
- [Section 3.4, "Managing Notices in the icWork Controller"](#)
- [Section 3.5, "Taking a Break from Your Oracle Universal Work Queue Session"](#)
- [Section 3.6, "Ending Your Oracle Universal Work Queue Session"](#)

3.4 Managing Notices in the icWork Controller

Applications can send notices about work items or application events directly to you. Notices include assignment of a work item, change in status of a work item, or escalation of a work item.

Oracle Universal Work Queue checks for notices periodically based on the Oracle Universal Work Queue profile options. If Oracle Universal Work Queue find new messages, then icWork Controller will be brought to the top of your desktop.

Notices are displayed in the Notices tab of the icWork Controller. Use the following procedure to manage your notices.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the icWork Controller, click the Notices tab.

To...	Do this...
Navigate through your notices	Click the arrow buttons.
Acknowledge receipt of a new notice	Click ACK .
Clear a notice from the Notices tab	Click CLR .
Filter your notices	Select a filter from the Message Filter list.
Check for new notices	Click Refresh .

See Also

- [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)
- [Section 3.2, "Managing Your Work Items"](#)
- [Section 3.3, "Using the Softphone in the icWork Controller"](#)
- [Section 3.5, "Taking a Break from Your Oracle Universal Work Queue Session"](#)
- [Section 3.6, "Ending Your Oracle Universal Work Queue Session"](#)

3.5 Taking a Break from Your Oracle Universal Work Queue Session

Use this procedure to take a formal break.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. In the icWork Controller, click **Break**.
2. In the Break Reason window, select the reason for the break and then click **OK**.
3. To resume work, do one of the following:
 - In Universal Work Queue window, select a node and then click **Get Work**.
 - In the icWork Controller, click **Next Work** to receive the next priority application work item.
 - In the icWork Controller, click **Next Call** to handle the next media work item of the current type.

See Also

- [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)
- [Section 3.2, "Managing Your Work Items"](#)
- [Section 3.3, "Using the Softphone in the icWork Controller"](#)
- [Section 3.4, "Managing Notices in the icWork Controller"](#)
- [Section 3.6, "Ending Your Oracle Universal Work Queue Session"](#)

3.6 Ending Your Oracle Universal Work Queue Session

Use this procedure to close the Oracle Universal Work Queue window.

Login

Self Service Login URL

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Navigate to Universal Work Queue (see [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)).

Steps

1. Close the Universal Work Queue window or exit from Oracle Applications.
The Break Reason window appears.
2. In the Break Reason window, select the break reason and then click **OK**.

See Also

- [Section 3.1, "Getting Started with Oracle Universal Work Queue"](#)
- [Section 3.2, "Managing Your Work Items"](#)
- [Section 3.3, "Using the Softphone in the icWork Controller"](#)
- [Section 3.4, "Managing Notices in the icWork Controller"](#)
- [Section 3.5, "Taking a Break from Your Oracle Universal Work Queue Session"](#)