Oracle® Universal Work Queue

Implementation Guide

Release 11*i*

Part No. B10177-03

April 2003

ORACLE®

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

Part No. B10177-03

Contents

2   Product Description

3   Before You Begin

4   Implementation Tasks

5   Administration Tasks

6   Integration Tasks

7   Implementation Verification

8   Diagnostics and Troubleshooting

A   Implementation Worksheets

B   Profile Options

C   Server Parameters

D   Command Line Parameters

E   Navigation

Send Us Your Comments

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

Part No. B10177-03

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.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us in the following ways:

- Postal service:
  Oracle Corporation
  Oracle Universal Work Queue Documentation
  1900 Oracle Way
  Reston, VA 20190
  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, "Product Description", describes the technology stack for Oracle Universal Work Queue and the architecture. This chapter also lists the minimum hardware and software configuration for Oracle Universal Work Queue.

Chapter 3, "Before You Begin", describes applications that are required for Oracle Universal Work Queue to function or that provide additional functionality.

Chapter 4, "Implementation Tasks", provides task-based procedures for implementing Oracle Universal Work Queue.

Chapter 5, "Administration Tasks", describes the administrative concepts and provides task-based procedures for administering Oracle Universal Work Queue.

Chapter 6, "Integration Tasks", describes how to integrate Oracle Universal Work Queue with Oracle Interaction Blending.

Chapter 7, "Implementation Verification", provides task-based procedures for verifying that the implementation of Oracle Universal Work Queue is successful.

Chapter 8, "Diagnostics and Troubleshooting", describes how to troubleshoot the implementation of Oracle Universal Work Queue.

Appendix A, "Implementation Worksheets", provides worksheets for recording implementation decisions.

Appendix B, "Profile Options", lists profile options for Oracle Universal Work Queue.

Appendix C, "Server Parameters", lists database server parameters for Oracle Universal Work Queue.

Appendix D, "Command Line Parameters", lists command line server parameters for Oracle Universal Work Queue.

Appendix E, "Navigation", lists navigation keys and keyboard shortcuts 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 Oracle*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 User Guide
Use this guide to administer and use Oracle Universal Work Queue.

Oracle Interaction Center Server Manager 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 Oracle9 technology stack, and the Oracle9*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 Oracle*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 Oracle9*i* server, and your hardware and software environment.

Oracle*MetaLink*

Oracle*MetaLink* 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 Oracle*MetaLink*, 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 Oracle*MetaLink*, register at `http://metalink.oracle.com`.

Alerts: You should check Oracle*MetaLink* 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.

1

Introduction

This chapter describes the Interaction Center product family. It also describes what is new, modified, and obsolete in the current release.

Topics include:

- Oracle Interaction Center Overview
- New in this Release
- Changes in this Release
- Obsolete 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:

The Oracle Interaction Center products include:

- Oracle Advanced Inbound
- Oracle Advanced Outbound
- Oracle eMail Center
- Oracle Scripting
- Oracle Universal Work Queue
- Oracle Interaction Center Intelligence
- Oracle Interaction History

See Also

- Section 1.2, New in this Release

1.1.1 Oracle Advanced Inbound

Oracle Advanced Inbound is designed to consistently and effectively handle customer interactions by intelligently routing, queuing and distributing media items. Oracle Advanced Inbound offers CTI support for market-leading traditional ACD/PBX and IP Telephony platforms, and provides enhanced screen pops on customer data into the Oracle e-Business suite application. Oracle Advanced Inbound is fully integrated with Oracle TeleSales, Oracle TeleService and Oracle Collections, thereby minimizing integration time and deployment costs. Oracle Advanced Inbound also provides the Oracle Telephony Adapter SDK, which can be used to integrate other PBX/ACD and CTI middleware combinations that are not supported by an Oracle telephony adapter.

Oracle Advanced Inbound is required to telephony enable business applications in the Oracle eBusiness Suite. "Telephony-enabled" means that the application can communicate with a telephone system for inbound calls, outbound calls, or both by way of the CTI middleware that handles the messaging between the customer's PBX/ACD and the business application.

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

See Also

- Oracle Advanced Outbound

- Oracle eMail Center

- Oracle Scripting

- Oracle Universal Work Queue

- Oracle Interaction Center Intelligence

- Oracle Interaction History

1.1.2 Oracle Advanced Outbound

Oracle Advanced Outbound is another key part of the Oracle eBusiness Suite of applications. It is the module of Oracle Interaction Center that addresses outbound telephony. Oracle Advanced Outbound 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 interaction center agents

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

Oracle Advanced Outbound 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

- Oracle Universal Work Queue

- Oracle Interaction Center Intelligence

- Oracle Interaction History

1.1.3 Oracle eMail Center

Oracle eMail Center 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. Oracle eMail Center 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 Universal Work Queue

- Oracle Interaction Center Intelligence

- Oracle Interaction History

1.1.4 Oracle Scripting

Oracle Scripting is a set of tools to facilitate the process of gathering of information for the benefit of the enterprise. Oracle Scripting is composed of several components: the Script Author, the Scripting Engine, the Scripting Administration console, and the Survey Administration console.

The Script Author is the development tool with which customized business requirements are translated into miniature programs known as "scripts." Each implementation of Oracle Scripting employs at least one customized script built by Oracle Consulting, consulting partners, or the enterprise. There are various ways in which scripts can be employed to gather or distribute data for an enterprise. For example, a script can serve to unify an agent's desktop by integrating aspects of various applications, or as a survey questionnaire to solicit specific information from the sample or target population. The Script Author offers two ways to create a script, including graphical layout tools and a Script Wizard component.

The Scripting Engine is responsible for displaying the script to the end user, interpreting the end user's responses to questions and answers, and processing custom code developed in support of the script. The Scripting Engine includes two

interfaces (one for agents, and one for executing a script using a Web browser). Any script executed in the Web interface requires survey campaign administration.

The Scripting Administration console provides the user interface with which script developers can launch the Script Author as a Java applet, and script administrators can administer Oracle Scripting files, as well as generate, view and analyze a panel footprint report.

The Survey Administration console provides the user interface with which survey administrators establish and maintain survey campaign information, define and manage survey deployments, and view responses from data received.

See Also

- Oracle Advanced Inbound
- Oracle Advanced Outbound
- Oracle eMail Center
- Oracle Universal Work Queue
- Oracle Interaction Center Intelligence
- Oracle Interaction History

1.1.5 Oracle Universal Work Queue

Oracle Universal Work Queue is an agent portal that presents and delivers work items generated through customer contact channels or 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 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

- Oracle Advanced Inbound
- Oracle Advanced Outbound
- Oracle eMail Center
- Oracle Scripting

- Oracle Interaction Center Intelligence

- Oracle Interaction History

1.1.6 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, and easily customizable view of Interaction Center information. Data presented includes session information, agent productivity metrics and key performance indicators (e.g., speed to answer and abandon rate).

Oracle Interaction Center Intelligence is built on an Oracle proprietary Java-based technology stack (Oracle CRM Foundation, also known as JTT) and a three-tier architecture:

- The first tier consists of the front end (client) which presents the application through an Oracle Applications-compliant Web browser.

- The middle tier is comprised of the Apache Web server and application server, which included as part of the installation of Oracle Applications release 11*i*.

- The third tier represents the database, which is comprised of an Oracle 8*i* or 9*i* database.

See Also

- Oracle Advanced Inbound

- Oracle Advanced Outbound

- Oracle eMail Center

- Oracle Scripting

- Oracle Universal Work Queue

- Oracle Interaction History

1.1.7 Oracle Interaction History

Oracle Interaction History provides a real-time repository for recording contact interactions and relevant business events between businesses and customers.

Interaction History also provides a user interface for administrative set up and as well as for the viewing and querying of interactions and events.

See Also

- Oracle Advanced Inbound

- Oracle Advanced Outbound

- Oracle eMail Center

- Oracle Scripting

- Oracle Universal Work Queue

- Oracle Interaction Center Intelligence

1.2 New in this Release

This release of Oracle Universal Work Queue includes the following enhancements:

- Work Panel

- User-Definable Work Selection Controls

- Get Work Access Control

- Customize Queues

- Proxy Settings

- Keyboard Navigation

- Classification-Action

- Configuration of Network Time-out for Idle Agents

- Quick Filters

See Also

- Section 1.3, Changes in this Release

- Section 1.4, Obsolete in this Release

1.2.1 Work Panel

The work panel administration tools allow you to create different configurations of work panel elements -- special instructions, extended information types and actions

-- based on user responsibilities on a node-by-node basis. For example, in managing the Task node work panel, you can decide which note types (customer, contact or task) should task) should be displayed by mapping their visibility to specific user responsibilities.

You may also create special commands by inheriting and modifying parameter settings of the seeded actions. For example, to create a "create callback" action, you can inherit the full functionality of the "update task" action and set a read only task type of "callback".

 The work panel comprises three areas of the Oracle Universal Work Queue desktop interface:

- Special Instruction panel

- Work Action Detail panel

- Extended Detail panel

For example, in managing the Task node, you can control the presentation of information to agents through the mapping of responsibilities. You can determine special instruction content and tailor the field labels for the Action panel to meet business requirements and objectives.

Access and visibility of the work panel is controlled through the use of the IEU: Desktop: UI: Show Work Panel profile option.

For detailed information on the configuration of the work panel see Administering Work Providers.

1.2.2 User-Definable Work Selection Controls

Agents can determine and select how they wish to view and present work in the Oracle Universal Work Queue desktop interface. They can choose between the Cascade or Hgrid selection controls.

The Switch Display to Cascade control presents work providers and work items in a cascading menu, which allows for a more comprehensive view of work summary information. The Switch Display to Hgrid control presents work providers and work items and a tiered, tree-like format. For example, the agent selects Tools > Switch Display to Hgrid, the work selector changes from being available in a drop-down cascading format to a linear tree-like format.

In prior releases of Oracle Universal Work Queue, work providers and work items were presented in the Hgrid view. Both controls and views present the same

information based on user preference. The agent selects the format for viewing work from an option or control in the toolbar in Oracle Universal Work Queue.

The options available from the Tools option on the toolbar in Oracle Universal Work Queue include:

- Refresh All Work

- Reset Interaction

- Web Availability

- Clear Filter

- Default Filter

- Switch to Cascade / Hgrid

1.2.3 Get Work Access Control

With this release, a new option has been added to the toolbar that allows an agent to get work items on command. The Get Work Access control replaces the Get Work button. As with other access controls (e.g., Request Break, Next Call), it can also be accessed from the Actions menu.

This new control modifies the behavior associated with the Reset option which was selected from the Tools menu option. Previously, the Reset option was used to simply reset an agent's interaction state, causing the agent to be return to a state in which they were able to select a media queue and perform the "Get Work" function. With this release, the agent's media state is also reset as well as the state of the softphone.

1.2.4 Customize Queues

The ability to customize queues from the Oracle Universal Work Queue desktop is included with this release. This functionality is controlled by the following desktop profile options:

- IEU: Desktop: UI: Work-Selector Display Style

- IEU: Desktop: Customize Queues

When the IEU: Desktop: UI: Work-Selector Display Style profile option is set to "Hgrid" and the IEU: Desktop: UI: Customize Queues profile option is set to "Yes", an agent can refresh, customize, or restore queues as well as hide work counts.

The IEU: Desktop: Customize Queues profile option allows an agent to control which nodes display in Oracle Universal Work Queue. The visibility of nodes can be controlled on a node-by-node basis. In addition, it allows for the refreshing of counts for a particular node.

1.2.5 Proxy Settings

Oracle Universal Work Queue now automatically detects proxy settings from the user's JInitiator. JInitiator may be configured with its own proxy settings or to use the browser's proxy settings. The following examples detail how proxy settings are configured.

Example A: If the User Browser Settings checkbox is enabled in JInitiator, Oracle Universal Work Queue will detect and use the client browser settings for the proxy server configuration.

Example B: In JInitiator, if the User Browser Settings checkbox is not selected, Oracle Universal Work Queue will use the proxy settings defined in JInitiator, (if they are defined).

Because Oracle Universal Work Queue now determines its browser settings from JInitiator users no longer need to maintain separate proxy configuration through profile options.

The following profile options have been retired:

- IEU: Network Proxy Server
- IEU: Network Proxy Port
- IEU: Network Use Proxy

1.2.6 Keyboard Navigation

Keyboard shortcuts have been added to Oracle Universal Work Queue to facilitate quick and easy navigation within the work panel. See Appendix E for a list of keyboard shortcuts and associated set up keys.

1.2.7 Classification-Action

The classification determines the application screen pop that will launch. As the administrator, you will map a media item type and purpose (the media source and classification) to an application form.

Previously with Oracle Universal Work Queue, you as the administrator would need to manually enter the classifications. If a classification were misspelled or contained some other type of error, it would prevent the action of launching an application screen pop.

With this release, Oracle Universal Work Queue allows you to select from a list of classifications. The customer-channel providers (e.g., Oracle Advanced Inbound) expose classifications, making them appear and available for selection. They appear in a drop-down list on the Media Classification Action Association page. See Section 5.3, Classifying Media Actions.

> **Note:** If the media source does not expose its classification, you will need to manually enter the classifications.

Media providers that expose the classification list include:

- Inbound Email
- Web Callback
- Web Collaboration
- Inbound Telephony
- Advanced Outbound Telephony

> **Note:** Media providers provide the API to populate the classification list with valid classifications or campaigns.

In the Oracle Universal Work Queue desktop, the classification and action setting dictates the application screenpop that will launch.

1.2.8 Configuration of Network Time-out for Idle Agents

Oracle Universal Work Queue terminates user sessions for users who do not log out and to handle failed log outs due network outages. The network time-out setting establishes the maximum time a session remains "alive" with no activity. This helps free up resources and enforces security for users who do not log out. By configuring the network time-out, administrators can enforce a policy while factoring center and network requirements.

1.2.9 Quick Filters

Quick Filters allow users to control the work items displayed in a node's summary detail panel. They extend the seeded node hierarchy with a second, more flexible and immediate organization method. This helps agents focus on work items with common attributes. For example, when viewing all callback tasks, users can filter on date to view only current callbacks or filter on status to focus on open, active tasks.

The quick filter framework allows for one, two or three active filter values per node. Administrators have great flexibility in selecting filterable columns for each node. Different filter settings may be applied for different responsibilities. Using the seeded filters, administrators may select up to three filter columns per node. They may copy and apply filter packages to create different filter configurations for different responsibilities. Administrators may also establish default filter values.

Using the quick filter controls, users may select and apply filter column attributes, clear the current filter settings or revert to the default (administrator configured) filter values. Agent filter settings last throughout the current sessions. Filter settings always revert to the default values at the start of each user session.

The task filter panel has been retired. Quick Filters duplicate its capabilities through a more flexible and powerful filtering framework.

1.3 Changes in this Release

Topics include:

- Label Changes in Oracle Universal Work Queue Interface
- Decommissioning of Proxy Profile Options
- Task Filter Panel No Longer Supported

See Also
- Section 1.2, New in this Release
- Section 1.4, Obsolete in this Release

1.3.1 Label Changes in Oracle Universal Work Queue Interface

Changes to two labels have been made with this release, they include the Name column and the Task Name field.

Name Column

When viewing tasks in the summary pane in Oracle Universal Work Queue, the label in the **Name** column has been changed. The new label for the column is **Subject**.

Task Name Field

In the Work Actions panel, the **Task Name** field has been changed to **Task Subject**.

1.3.2 Decommissioning of Proxy Profile Options

The profile options that were used for proxy configuration are no longer required as Oracle Universal Work Queue automatically detects a user's proxy settings based on their JInitiator proxy values.

The following profile options are no longer required or supported:

- IEU: Network Proxy Server
- IEU: Network Proxy Port
- IEU: Network Use Proxy

For additional information see Appendix B.3, Obsolete or Reserved Profile Options and New in this Release.

1.3.3 Task Filter Panel No Longer Supported

The All Tasks Filter panel has been retired because Quick Filters duplicate its function. The All Tasks Filter panel allowed users to filter on owned or assigned work within the All Tasks Node. Oracle Universal Work Queue seeds an "Ownership" filter column that allows users to filter all task nodes on Owned or Assigned work items. Sites that use the All Tasks Filter panel will automatically migrate to enable the Ownership filter on the All Tasks node.

The All Task Filter panel profile option, IEU: Desktop: UI: Show Filter Panel is no longer required and has been retired.

For additional information see Appendix B.3, Obsolete or Reserved Profile Options and New in this Release.

1.4 Obsolete in this Release

The following Oracle Universal Work Queue features or functionality are obsolete in this release.

Topics include:

- Proxy Profile Options No Longer Supported

- Task Detail Panel Decommissioned

- Show Filter Panel Profile Option

See Also

- Section 1.2, New in this Release

- Section 1.3, Changes in this Release

1.4.1 Proxy Profile Options No Longer Supported

The proxy configuration profile options are no longer required because Oracle Universal Work Queue automatically identifies a user's proxy settings based on their JInitiator proxy values. Therefore the following profile options have been removed:

- IEU: Desktop: Network: Proxy Port

- IEU: Desktop: Network: Proxy Server

- IEU: Desktop: Network: Use Proxy

For additional information regarding the profiles, see Appendix B.3, Obsolete or Reserved Profile Options and New in this Release.

1.4.2 Task Detail Panel Decommissioned

The IEU: Desktop: Show Tasks Detail Panel profile option is being decommissioned with this release. The profile option controlled access and visibility of the Tasks Detail panel in Oracle Universal Work Queue. The Tasks Detail panel appears in the area below the work selector in Grid view. This functionality is being migrated to the work panel with this release. Profile values at the site, application, responsibility, and user-levels will automatically be set based on prior profile settings.

For additional information regarding the profiles, see Appendix B.3, Obsolete or Reserved Profile Options, New in this Release, and Changes in this Release.

1.4.3 Show Filter Panel Profile Option

The show filter panel functionality was previously controlled through the IEU: Desktop: UI: Show Filter Panel profile option. This profile option is being retired with this release and the ability to filter all tasks is migrating to the Quick Filter panel which is being introduced with this release. The values established at the site, application, responsibility, and user-levels will automatically be transferred and set ability to filter all tasks is being migrated to the new Quick Filter panel. The site, application, responsibility, and user settings will be automatically transferred and set for the new profile option.

For additional information regarding the profiles, see Appendix B.3, Obsolete or Reserved Profile Options, New in this Release, and Changes in this Release.

2

Product Description

This chapter describes the features and architecture of Oracle Universal Work Queue. It also describes the concepts required to understand the implementation and administration tasks. The concepts also appear in the product online help.

Topics include:

- Features
- Architecture
- Responsibilities
- Concepts

2.1 Features

Universal Work Queue is a flexible work presentation and access framework that provides a centralized view and access to interaction center work. From the Universal Work Queue desktop, a user can access and update work items. Work that originates from a customer contact channel, such as a telephone call or an e-mail, is considered a media work item. Work which originates from an Oracle Application, such as a task or lead, is called an application work item. You can set up Universal Work Queue to handle both application and media work items, or only application work items.

By providing a single point of access for all agent work, Universal Work Queue minimizes the complexity of agent interactions across multiple contact channels and across Oracle Applications. Agents interact with application and media work through a consistent interface.

Universal Work Queue also provides a standard programming interface for Oracle Applications and media enablers to request, receive, and display agent work

information. Work providers use this framework for the delivery and presentation of work items to agents for processing. The customer channel framework includes the support for multiple and simultaneous interactions. For example, handling an unsolicited call while processing another interaction type. Simultaneous interaction handling and processing is reliant on the framework being supported by the work provider.

Features include:

- Oracle Universal Work Queue Desktop Interface

- Oracle Universal Work Queue Server

- Oracle Universal Work Queue Application Integration Bean

- icWork Controller

- Prioritized Work Delivery

- Application Notices

- Application and Interaction Integration

- Session Information

- Administration, Configuration, and Diagnostics

Through integration with Oracle Interaction Blending, agents are moved between media queues based on service levels for the interaction center.

See Also

- Section 1.1, Oracle Interaction Center Overview

- Section 1.2, New in this Release

2.2 Architecture

Oracle Universal Work Queue is comprised of following components:

- **Oracle Universal Work Queue Server**

  The Oracle Universal Work Queue server provides the infrastructure for real-time media availability. It delivers media information (counts and classifications), items and events, and controls media items through media controllers such as the Oracle Softphone and the integration of web collaboration through Oracle Telephony Manager.

- **Oracle Universal Work Queue Application Integration Bean**

The Oracle Universal Work Queue Application Integration Bean is a desktop Java bean that links the Oracle Universal Work Queue server with interaction center applications. It delivers media events and information applications.

- **Oracle Universal Work Queue Desktop**

  The Oracle Universal Work Queue desktop user interface is a Oracle Forms application that serves as the central portal for agent work access. It dynamically displays media and application work nodes and summary items; it launches work into the appropriate application form and in the case of media items, the media controller.

- **icWork Controller**

  The Interaction Center Work Controller (icWork Controller) is an alternate user interface component that serves as a "remote control" for work. It is an independent Java component that provides a plug-in framework for media controllers and new user interface components, such as the Oracle Softphone or the Application Notice Control.

- **Session information**

  Session information provides enhanced agent productivity for Oracle 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.

- **Notices**

  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.

- **Worklist**

  The Worklist is a PL/SQL API and database component that enables prioritized, serial, queue-like delivery of work items.

See Also

- Section 2.2.1, Oracle Universal Work Queue Desktop Architecture
- Section 2.2.2, Oracle Universal Work Queue Server Architecture
- Section 2.2.3, Oracle Universal Work Queue Application Interface Bean

2.2.1 Oracle Universal Work Queue Desktop Architecture

Sites that use Universal Work Queue for application work only, use only the desktop component, which obtains application work from the Oracle Applications database.

Oracle Universal Work Queue Desktop Diagram

The following diagram provides an overview of the Oracle Universal Work Queue desktop architecture.
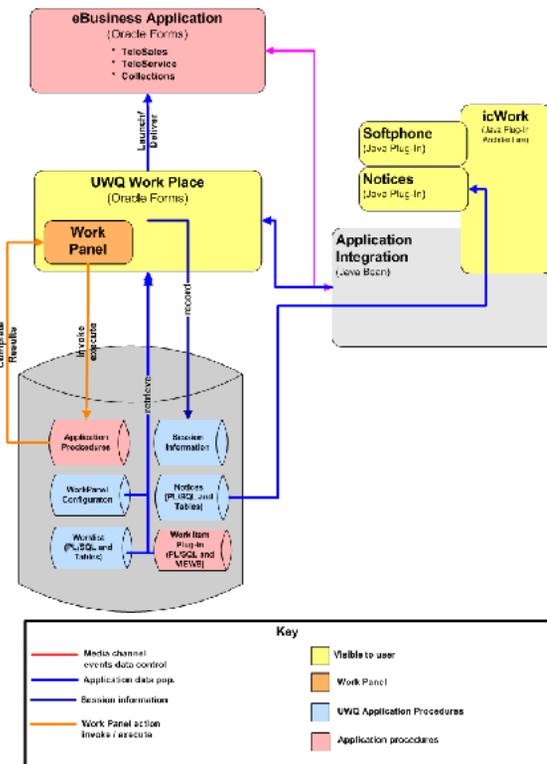
The Oracle Universal Work Queue desktop comprises:

- Universal Work Queue User Interface

- icWork Controller

- Universal Work Queue Desktop Bean

See Also
- Section 2.2.2, Oracle Universal Work Queue Server Architecture

- Section 2.2.3, Oracle Universal Work Queue Application Interface Bean

- Section 2.2.4, Oracle Universal Work Queue Session Information

- Section 2.2.5, Worklist

- Section 2.2.6, Notices

2.2.1.1 Oracle Universal Work Queue Workplace

The Oracle Universal Work Queue workplace is an Oracle Forms application that serves as the central portal for agent work access, information and quick actions. It dynamically displays media and application work nodes and summary items; it agents to filter and organize work; it launches work into the appropriate application for, and in the case of media items, the media controller.

Application work providers plug-in work item nodes, views, and application launch functions. They also provide quick filters and work panel actions. Quick filters allow agents to refine work summary content. The Work Panel provides more detailed work item information and exposes application quick actions.

Within the work source nodes, agents may select work items and launch the application form. Agents may also use the worklist to access work in a queue-like manner to request the next work item.

From a media provider node, agents select channel sources and classifications, view current channel counts and request the next-queued media item.

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 Oracle Universal Work Queue server media plug-in. The Oracle Universal Work Queue user interface also records important session events in the session information component.

The following figure provides an example of the Oracle Universal Work Queue workplace.
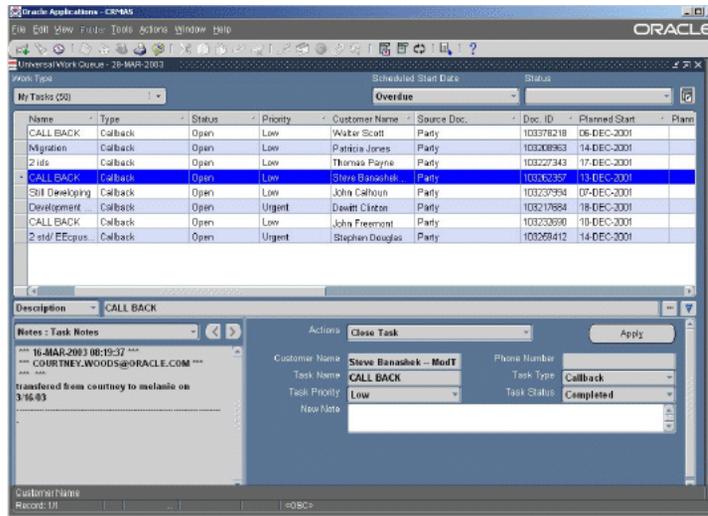
Work Selection Controls

Users can select how they wish to view work as it is presented to the Oracle
Universal Work Queue desktop. They can choose between the Cascade and the
Hgrid selection controls.

The Cascade selection control presents a cascading menu from which the user can
select work. It provides for a full view of work item information in the work
summary panel.

The Hgrid selection control presents work in a linear, tiered format.

Both selection controls present the same content.

2.2.1.2 icWork Controller

The icWork Controller is an additional and optional user interface. It is a "floating
window" that you can move anywhere on your desktop — even outside the Oracle
Applications window. Agents must have a resource created and be assigned to an
interaction center with middleware assigned for the icWork Controller to launch.
The Notices tab and the Phone tab are Java plug-ins to the icWork Controller. It is
also launched if the user is media eligible. To be media eligible, the Media queue
has to be enabled (e.g., Inbound Telephony) and an instance of the corresponding
service provider (e.g., Oracle Telephony Manager) must be defined in the same
server group for which the agent is a member. For any media types requiring
Softphone (e.g., Outbound, Advanced Outbound, Inbound), the Softphone plug-in

is loaded. The Softphone plugin supports speed dial for internal and external calling lists as well as the ability to configure the softphone display values based on media information (for example, ANI/DNIS).

The following figure is a representation of the Notice and Phone tabs in the icWork Controller.
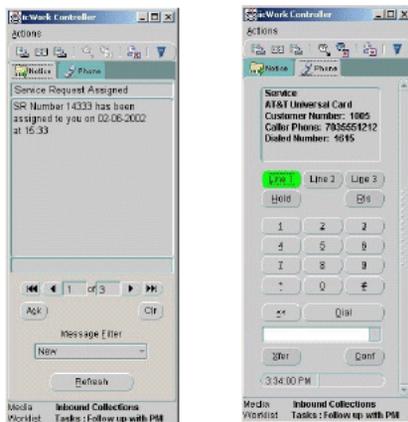
The following profile options control the appearance and launching of the icWork Controller:

- IEU: Session History Logging

- IEU: Queue: Work List

- IEU: Message: UI: UWQ Notices

- IEU: Queue: Inbound Telephony

- IEU: Queue: Advanced Outbound Telephony

- IEU: Controller: UI: Enable Event Viewer

If the IEU: Message: UI: UWQ Notices is set to Yes, the "large" icWork Controller appears with only the Notice tab being available. If the session history or worklist profiles are set to Yes and media profiles and notices are set to No, the icWork Controller will appear without tabs. The IEU: Queue: Advanced Outbound Telephony profile exists and is maintained for backward compatibility and is

replaced by the profile IEU: Queue: Advanced Outbound Telephony profile. Either profile will launch the icWork Controller and load the Softphone plugin. The Softphone plugin supports speed dial for internal and external calling lists as well as the ability to configure the softphone display values based on media information (for example, ANI/DNIS).

2.2.2 Oracle Universal Work Queue Server Architecture

The Oracle Universal Work Queue server provides the infrastructure for real-time media availability. It delivers media information (counts and classifications), items and events. It controls media items through media controllers such as Oracle Softphone.

Media providers, such as Oracle Telephony Manager, Oracle Advanced Outbound and Oracle Interaction Blending "plug into" the Oracle Universal Work Queue server infrastructure to deliver media counts and media items to agents and applications through Oracle Universal Work Queue. 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. It also integrates web collaboration through Oracle Telephony Manager.

Sites that use Oracle Universal Work Queue for application and media work, use both the desktop and server components.

Oracle Universal Work Queue Server Diagram
The following diagram provides an overview of the server architecture.

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

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

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

The PL/SQL programming interface is the bridge between the desktop Java bean, Oracle Universal Work Queue and Oracle Applications forms. Metadata for the

media item is communicated from the desktop bean to the Oracle Universal Work Queue interface and Oracle Applications by means of the PL/SQL programming interface.

There are two types of events defined in Oracle Universal Work Queue:

- Oracle Universal Work Queue Events
- Client-side Media Controller Events

The Oracle Universal Work Queue events are related to screen pop information and server connection. Screen pop events include when a media item is initially delivered (e.g., a predictive customer ID, an inbound call, or an inbound email).

The Client-side Media Controller Events are sent by the application to the client-side media plugin (e.g., Oracle Softphone) to either interject the current action that the plugin wants to perform or to instruct the plugin for an action to be performed (e.g., dial).

See Also

- Section 2.2.1, Oracle Universal Work Queue Desktop Architecture
- Section 2.2.3, Oracle Universal Work Queue Application Interface Bean
- Section 2.2.4, Oracle Universal Work Queue Session Information
- Section 2.2.5, Worklist
- Section 2.2.6, Notices

2.2.3 Oracle Universal Work Queue Application Interface Bean

The Oracle Universal Work Queue Application Interface bean links the server with interaction center applications. It delivers media events and information to interaction center applications and to media controllers. It acts a channel between the Oracle Universal Work Queue user-interface, media controllers, and applications to affect interactions.

The Application Interface Bean passes low-level media events and information from the media provider, through the Oracle Universal Work Queue server, to the media controller, such as the softphone. For example when an inbound call is received, the media provider (Oracle Telephony Manager) sends the inbound call event and call information (such as ANI and DNIS) to the server. The server passes this information to the icWork Controller softphone plugin 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 Oracle Universal Work Queue server. The server then relays the request to the media provider.

See Also

- Section 2.2.1, Oracle Universal Work Queue Desktop Architecture

- Section 2.2.2, Oracle Universal Work Queue Server Architecture

- Section 2.2.4, Oracle Universal Work Queue Session Information

- Section 2.2.5, Worklist

- Section 2.2.6, Notices

2.2.4 Oracle Universal Work Queue Session Information

The session information component extends Oracle 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.

See Also

- Section 2.2.1, Oracle Universal Work Queue Desktop Architecture

- Section 2.2.2, Oracle Universal Work Queue Server Architecture

- Section 2.2.3, Oracle Universal Work Queue Application Interface Bean

- Section 2.2.5, Worklist

- Section 2.2.6, Notices

2.2.5 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.

See Also

- Section 2.2.1, Oracle Universal Work Queue Desktop Architecture

- Section 2.2.2, Oracle Universal Work Queue Server Architecture

- Section 2.2.3, Oracle Universal Work Queue Application Interface Bean

- Section 2.2.4, Oracle Universal Work Queue Session Information

- Section 2.2.6, Notices

2.2.6 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 plugin 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.

See Also

- Section 2.2.1, Oracle Universal Work Queue Desktop Architecture

- Section 2.2.2, Oracle Universal Work Queue Server Architecture

- Section 2.2.3, Oracle Universal Work Queue Application Interface Bean

- Section 2.2.4, Oracle Universal Work Queue Session Information

2.3 Responsibilities

Universal Work Queue ships with the following responsibilities:

■ Universal Work Queue Agent

■ Universal Work Queue Work Provider Administration

■ Universal Work Queue Administration

The following is not a Universal Work Queue responsibility but is essential and required for the definition and administration of media actions:

■ Call Center HTML Administration

The following table outlines the function of the various responsibilities that are used in the implementation and administration of Universal Work Queue.

Responsibility	Function	Type
System Administrator	Create user accounts.	Forms
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Forms
Call Center HTML Administration	Serves various functions: Implement Interaction Center Server Manager. Create a server group. Configure Universal Work Queue to produce an application screen pop for media work.	HTML
Universal Work Queue Administration	Run Universal Work Queue concurrent programs and configure lookups.	Forms
Universal Work Queue Agent	Agent access to Universal Work Queue.	Forms
Universal Work Queue Work Provider Administration	Create and administer work providers.	HTML
CRM Resource Manager	Create a CRM resource.	Forms
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Forms
CRM HTML Administration	Run Oracle Universal Work Queue diagnostic tests.	HTML

2.3.1 Responsibility Assignment

Responsibilities provide access and privilege rights to work items and forms and do not directly correlate to skill sets. If an agent is assigned a responsibility with the expectation that they will work within a specific set of application forms or menus, the responsibility assignment will only provide access to the form or menu. Careful consideration should be given when assigning responsibilities and an agent must be granted responsibilities to encompass all work that may apply and be assigned, either directly or indirectly. For example as a member of a group. If not, the agent may be able to see a work item in Oracle Universal Work Queue or be delivered a work item from the worklist, but unable to open the work item. For example, if an agent is assigned a service responsibility and attempts to open a task (lead or opportunity) that was created in Oracle Telesales, without being assigned responsibilities for eBusiness Center, Lead or Opportunity Center, the agent will receive errors, indicating the missing responsibility and to contact the system administrator.

2.4 Concepts

Universal Work Queue is an interface for accessing, organizing and acting upon different types of work generated in an interaction center. Work that originates from an Oracle Application, such as a service request or task is called an application work item or non-media work item. Work that originates from a customer contact channel, such as a telephone call is called a media work item.

You can select a customer channel and request work from it; this sets you available for the next media item that is in the queue for you. You can select and open an application work item. When Oracle Universal Work Queue delivers a work item, it launches the appropriate business application form.

Concepts include:

- Agent Workplace

- Work Selector

- Quick Filters

- Work Summary Panel

- Work Panel

- Interaction Center Work Controller - icWork

- Worklist

- Softphone Tab

- Notice Tab

- Interaction Blending

- Refresh Strategy

- Phone Extension Window

- Screen Pop

- Work Assignment

- Work Delivery

- Navigating UWQ

2.4.1 Agent Workplace

The Agent Workplace provides a single point of access for all interaction center work. Within the Workplace you may view, organize, act upon and open your work. The Workplace is designed so you may quickly focus on a broad overview of your workload, a list of work item summaries or the details of individual work items. You may configure your Workplace to display information to best suit your work style.

The Agent Workplace is divided functionally into five major sections. Workplace Configuration and Work Access Controls, Work Selector, Quick Filters, Work Summary Panel, and the Work Panel.

2.4.1.1 Workplace Configuration and Work Access Controls

The Workplace provides special menu options and toolbar icons that allow you to configure the workplace and control work items selected within the Workplace.

Configuration Controls   Using profile options, you, your supervisor or your site administrator may determine which work item types and customer channel sources are always available. From within the Workplace you may also change the work selector style (either as a tree along the left side of the Workplace or as a cascading menu at the top). From the tree work selector you may:

- show or hide node counts

- show, hide or set the display order of work nodes

- refresh individual nodes or subindex

Work Access Controls   Work Access Controls allow you to request work from a selected customer channel or open a selected work item. You may also request, reschedule or complete work from the worklist. There are work access controls that quickly clear or reset the Quick Filters, to refresh work information, and to reset the current application and customer channel interaction state.

2.4.2 Work Selector

Use the Work Selector to review your workload and select a work source. The Work Selector provides an overview of your workload; it is organized into work source nodes by application work type (such as Tasks, Leads, Service Requests, etc.) and customer channel source (such as Inbound Telephone calls, Outbound Campaigns, eMail, etc.) Some nodes comprise more specific work item types such as "My Leads" or "My Teams Leads".   Most nodes are further segmented into sub-nodes by attributes, such as application work type status, age or ownership. Some nodes have several sub-node segmentation tiers.

The tree work selector displays along the left side of the workplace. It provides a quick overview of workload and its organization. The tree selector also enables you to turn counts on and off and to control the display and order of nodes.

The cascading work selector displays as a drop down menu at the top left of the workplace, just below the menus and toolbars. It is more compact and affords a great display area for the work summary panel. While it does not provide a complete hierarchy of all work items, it is more compact and somewhat easier to navigate.

Use the Switch Work Selector control or menu option to toggle between the tree and cascading work selector display styles. The profile option IEU: Desktop: UI: Work Selector Display Style sets the default Work Selector display style; HGRIID displays the tree work selector and cascade displays the cascading work selector.

2.4.3 Quick Filters

Use Quick Filters to further refine and narrow the focus of work items displayed in the work summary panel beyond the seeded work node segmentations. Not all application work item types support quick filters, and your administrator must configure your responsibility and nodes to activate quick filters.

When present, quick filter controls display across the top of the workplace, just below the menu and toolbars and to the right of the cascading work selector. Use the drop down filter control to set the attribute filter values, then press the Quick Filter apply button at the far right of the quick filter area. Once applied, Quick

Filters remain in effect for the duration of the current session or until you change them; Quick Filters revert to the default setting at the start of each session.

Administrators may set a default Quick Filter value for each quick filter attribute. Use the "Default Filter" control or Tools->Default Filter to revert to the node's default Quick Filters. Use the "Clear Filter" toolbar icon of the Tools->Clear Filter to remove the current node's filters and view all work items unfiltered.

2.4.4 Work Summary Panel

The Work Summary Panel is a table that lists and presents summary information about each work item in the current selected. (Quick Filters may further refine the work items listed.) The Work Summary Panel displays to the right of the tree work selector and below the cascading work selector and the Quick Filters selection controls.

The Work Summary Panel is always present whenever a node is selected. When Oracle Universal Work Queue starts, there is no selected node; therefore the Work Summary Panel is empty (blank). If the Work Summary Panel is empty:

1. Check to be sure you have selected the node.

2. Check the counts and make sure there is work in the selected node or sub-node.

3. Check the applied Quick Filters, some Quick Filter combinations may not include any work (for example filtering on "closed" status).

Use the Work Summary Panel to review current work items, select, open and act on one work item or select and act upon two or more work items:

■ Select one work item

■ Select and open a work item

■ Select two or more work items

You may customize the work summary panel in the following ways:

■ Hide or display attributes (columns)

■ Set the order of columns in the table

■ Sort the list work items on one, two or three attributes

> **Note:** Each attribute may be independently sorted in ascending or descending order.

- Save your customized settings

  > **Note:** Saved settings last between session until you either change, save, or clear the new or customized settings.

- Clear saved customized settings

Use Quick Filters to further refine and narrow the focus of work items displayed in the work summary panel beyond the seeded work node segmentations. Not all application work item types support quick filters, and your administrator must configure your responsibility and nodes to activate quick filters.

2.4.5 Work Panel

Use the Work Panel to perform quick actions on selected work items. It presents additional information in the form of special instructions, extended information, and detailed information about the work item selected in the Work Summary Panel.

When present, the Work Panel displays in the lower half of the workplace form, beneath the tree work selector and the Work Summa Panel. Not all nodes support the work panel; some application work item types do not support the work panel and your administrator may configure nodes to access the Work Panel.

The Work Panel is divided into three areas:

- **Special Instruction Area** - Displays special instruction based on work item attributes such as "customer is in collections." The objective is to present additional information to help you better understand the work item and if and how you should act upon it.

- **Extended Information Area** - Displays additional information gathered from other sources and linked together. This provides access to large amounts of information such as notes.

- **Action Area** - Allows users to select and execute actions on selected work items. It presents additional details and allows users to enter or change parameter values. The actions listed vary depending on the work item, the node configuration and the number of work items selected. The details and parameters vary depending upon the selected action, the node configuration and the number of work items selected.

2.4.6 Interaction Center Work Controller - icWork

icWork provides a "remote control" for work. It is an independent window with a small footprint that provides interaction and work control, such as the softphone, interaction control and notices. icWork can be positioned anywhere on the screen. Use the icWork menu and toolbar options to control your work state; you may request work or breaks, complete or reschedule. It provides information about current active interactions; and has a tabbed area that imbeds media controllers, such as the softphone and the notices control.

icWork is only enabled and present if you are enabled for one or more of the following:

- If any customer channel node is enabled - inbound or outbound telephony. For example, used to cancel and request queued media work and to control media items through the embedded softphone.

- If the worklist is enabled. For example, used to request the next work item, reschedule work and complete work.

- If session tracking is enabled. For example, used to request a break.

- If application notices are enabled. For example, used to read, acknowledge, delete and navigate through notices.

2.4.7 Worklist

The worklist provides queued access to application work items ordered by priority and scheduled start date. Each work item is assigned a standard priority. The worklist can combine work of all types, although not all work items support the worklist. Currently you may only access Tasks through the worklist.

Use the menu and toolbar options in the workplace or icWork Controller to:

- Request the next worklist item.

  If you have an open worklist item, it is closed and a new work item is launched into the appropriate application.

- Reschedule a worklist item.

  This will pop up a control you may use to defer the worklist item. From the reschedule control you may also request the next worklist item or complete worklist work.

- Complete worklist.

Return and close the current worklist item and stop receiving work from the worklist.

2.4.8 Softphone Tab

The softphone allows users to view call information and to control the call. Use the softphone to:

- Initiate a call (dial a number)

- Answer an inbound call (Your phone may be configured for "auto answer". If it is you do not need to answer incoming calls.)

- Place an active call on hold

- Hang-up an active call

- Transfer a call to another agent

- Conference another agent into an existing call

- View call information such as call classification or campaign, customer information or IVR activities.

- View call state, for example, which line is ringing on hold, etc.

2.4.9 Notice Tab

Notices inform users about important events. For example, application work items can send a notice when a work item is assigned, a customer updates a work item through a self-service application, or when a work item closes.

The Notice Control allows you to:

- Read notices

- Acknowledge notices

- Close a notice (no longer appears in the Notice control)

- Filter notices by age (e.g., all new notices, today's notices)

- Check for new notices ("refresh")

- Navigate forward, backward, to the beginning or end of the current notice list (based on the applied filter)

2.4.10 Phone Extension Window

If you are enabled for media work, then the Phone Extension window may appear when you start Universal Work Queue. If the Phone Extension window appears, enter the teleset number for the teleset and then click **OK**.

> **Note:** If the Profile Extension window appears and you do not know the teleset number, contact your supervisor.
>
> The Phone Extension window will not appear if your user profile has been configured with the teleset number.

2.4.11 Screen Pop

A screen pop presents a fully populated application form or search screen based on media (call) information. Because the screen pop and phone call arrive nearly simultaneously you can begin helping the customer almost immediately. Oracle Universal Work Queue works with the application and customer channel to effect the screen pop. When you receive an interaction from a customer channel, Oracle Universal Work Queue launches the appropriate application form and delivers the media information (call information) to the application. The application populates the form with customer or work information or both.

2.4.12 Interaction Blending

Oracle Interaction Blending mixes work from different customer channels according to service level rules such as the length of time a customer wait on an inbound call and the number of agents available to handle the interaction. When Oracle Interaction Blending is enabled, a blending work source appears in the work selector. Each time you request a blending work item, blending considers your skills and where they are most required.

Oracle Interaction Blending through Oracle Universal Work Queue supports both inbound and outbound telephony and may blend across inbound classifications. Once blending assigns you to a work source it tries to continue giving you work from that source; however, if you are needed on another work source, blending will move you. For example, if a flood of inbound calls arrives around lunchtime, you may move from an outbound campaign to an inbound classification to help out; later blending may move you back to the outbound campaign.

All work you perform on behalf of a customer can be divided into two categories: interactions and general work, sometimes called maintenance or off-line work. An

interaction is any work you perform when communicating across a customer channel such as an inbound or outbound telephone call, through e-mail or across a web collaboration session. General work is any other work, especially work performed on behalf of a customer without a customer channel.

2.4.13 Refresh Strategy

In order for Oracle Universal Work Queue to provide up-to-date work information, including counts for all work and channel types, it must refresh its information from the work source.

Oracle Universal Work Queue provides a number of work refresh methods:

- Full refresh

- Node refresh

- Sub-node refresh

> **Note:** You cannot perform node or sub-node updates from the cascading work selector. You may or may not be enabled to refresh nodes and sub-nodes through the work selector tree depending on how you are configured.

The following table describes the refresh methods.

Refresh Style	Description
Full Refresh	Refreshes both the counts and contents of all work sources. Oracle Universal Work Queue may be configured for automatic or manual full fresh. See the table below that details refresh strategies.
Node Refresh	This refresh method allows you to manually update any work source node counts and contents from the work selector tree.
Sub-node Refresh	This method allows you to manually update any work source sub-node counts and contents from the work selector tree.

The refresh for some work sources can be lengthy. Oracle Universal Work Queue supports the refresh strategies by providing the following refresh styles:

- Automatic Refresh

- Refresh on Login

- Manual Refresh

> **Note:** Because refreshing work source contents and counts takes a long time, it is "expensive", most users are configured for refresh on login or manual refresh. Typically users need to refresh at the start of their session, when they return from break, after a rush of work (for example after a number assignment notices), or after an hour or two of continuous work.

The following table refresh styles for Universal Work Queue.

Refresh Style	Description
Automatic Refresh	A full refresh is performed when you request the next work item. This is not recommended since it can take some time for some nodes to refresh.
Refresh on Login	Performs a refresh when you first log in. This is recommended, however it may delay the time to start working. After this first update, you must manually refresh work when appropriate.
Manual Refresh	You must manually request a refresh when you need to obtain the current counts.

2.4.14 Work Assignment

Oracle Universal Work Queue can present all of your work. However, if you are not properly configured you may miss seeing some work. Work assignment explains how and why Oracle Universal Work Queue presents work items.

Work is organized into seeded nodes called work sources. In order to see an assigned work item, your supervisor or administrator must configure you to access the work source (node). Customer channels are special work sources that queue and deliver work when you request it. Application work items are assigned to you or a group through a number of means:

- automatically through Assignment Manager and territories
- manually when another user assigns a work item
- automatically as the creator of the work item

Work may either be assigned to you or owned by you. Assignment means you are responsible for completing the task, ownership means you are responsible for managing the task and making sure it is completed. Only tasks may be assigned

and tasks may also be owned. All other work items, such as service requests, leads and opportunities are owned.

Work may either be assigned to or owned directly by you, so you are personally responsible for it. Work may also be assigned to or owned by a group to which you belong. Oracle Universal Work Queue provides a full view of all work, whether owned or assigned directly to you or to a group.

2.4.15 Delivery of Work Items

Oracle Universal Work Queue delivers work to an application by executing a screen pop into an application form. The method of delivery differs for application work items and customer channel work items. For example, if a channel item does not contain complete information you may receive an intermediary search or decision screen. For example, a call on behalf of an account with two customers will launch a decision screen where you can select which customer is calling. A call from a pay phone may not include any customer information; in this case the application will screen pop a search screen and you will need to gather the customer information.

No matter whether you are working within an interaction or performing general work, Oracle Universal Work Queue provides tools that allow you to view, manage, organize, act upon, and control your work.

The main Oracle Universal Work Queue components are:

- Agent workplace -- this allows you to view, manage, organize and act upon work. The workplace manages connections to all your work sources, allows you to navigate your work sources and individual work items, selecting, reviewing and organizing information to best suit your work methods.

- icWork Controller – this interaction center work controller allows you to control open interactions, imbeds media controllers such as the softphone, and presents real-time notice of important work item events.

2.4.16 Navigating Oracle Universal Work Queue

This section provides you with information and shortcuts for navigating within Oracle Universal Work Queue.

Keyboard Navigation

In addition to being able to use the mouse to access and select work nodes and work items, you can accomplish the same tasks through the use of the keyboard.

Shortcut keys provide another means of navigating within the Oracle Universal Work Queue interface. See Menu Bar and Toolbar, Tools - Keyboard Shortcuts, Actions - Keyboard Shorts, and icWork Controller Keyboard Shortcuts for additional information. When using either the Tab key or Arrow keys to navigate within the interface, fields in which the information is predefined and available for selection only are denoted by a perforated line above and below the field. A blinking cursor appears in fields in which you are able to enter text.

The following table presents keyboard shortcuts for navigating in the Oracle Universal Work Queue interface.

Function	Shortcut Key
Activate keyboard operation and selection mode	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut key
Activate keyboard operation and selection mode	Alt
Navigate between menu bar options	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut key
Exit from a keyboard option	Esc
Exit from a keyboard operation mode	Esc
Navigate between fields in the interface	Tab
Navigate between fields in the interface	■ Up Arrow ■ Down Arrow ■ Right Arrow ■ Left Arrow

Menu Bar and Toolbar

The menu bar and toolbar in Oracle Universal Work Queue provide several ways for you to quickly access features and navigate within the Oracle Universal Work Queue interface. You can perform the following:

- switch responsibility

- clear the current quick filter setting

- reset quick filter settings to the default setting

- refresh all work

- reset an interaction

- toggle the Oracle Universal Work Queue display between cascade and Hgrid view respectively

- get work

- stop media work

Tools - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in the icWork Controller.

Function	Shortcut Key
Refresh All Work	Shift + R
Reset Interaction	Shift + S
Web Availability	Shift + W
Clear Filter	Shift + F
Default Filter	Shift + D
Switch Display to Cascade	Shift + C
Switch Display to Hgrid	Shift + H

Actions - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in Oracle Universal Work Queue. If media is enabled, media handling actions can be performed from the icWork Controller, including the ability to access action options through the use of keyboard shortcuts.

Function	Shortcut Key
Get Work	Shift + G

Function	Shortcut Key
Stop Media	Shift + S

icWork Controller - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in the icWork Controller.

Function	Shortcut Key
Next Media	Shift + T
Stop Media	Shift + M
Break	Shift + K
Collapse	Shift + L

3

Before You Begin

This chapter describes related product documentation, products on which this product depends and system requirements for the product. It also provides guidelines for sizing, scalability, and performance. Finally, it describes how to access the administration of Oracle Universal Work Queue and agent interface.

Topics include:

- Section 3.1, Mandatory Dependencies
- Section 3.2, Conditional Dependencies
- Section 3.3, Minimum Software Requirements
- Section 3.4, Minimum Hardware Requirements
- Section 3.5, Installation and Dependency Verification
- Section 3.6, Related Documentation
- Section 3.7, Installing Oracle Universal Work Queue
- Section 3.8, Accessing Oracle Universal Work Queue

3.1 Mandatory 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. Oracle Universal Work Queue has no mandatory implementation dependencies.

Technically, Oracle Universal Work Queue can be used as a standalone 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, Oracle Universal Work Queue 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 Oracle Universal Work Queue 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 Task Manager, Oracle TeleSales, Oracle TeleService
Escalations	Oracle 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 Oracle Applications provide application work items which can be requested through Universal Work Queue.

Media Work Items

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

Media Work Item	Conditional Dependency
Inbound Telephony	Oracle Advanced Inbound
Outbound Telephony	Oracle Advanced Outbound

See Also

3.3 Minimum Software Requirements

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

Sites that only use Oracle Universal Work Queue as a work presentation tool for Oracle TeleSales and Oracle TeleService application work (leads, opportunities, service requests and tasks), implement Oracle Universal Work Queue as part of Foundation. It is included in the Foundation installation; they only need to configure the appropriate work nodes using profile options. It is part of Oracle Advanced Inbound and licensed with Interaction Center applications sites that do implement media (Oracle Advanced Inbound, Oracle Advanced Outbound, Oracle eMail Center) must license Oracle Advanced Inbound and implement the Oracle Universal Work Queue server – an Oracle Advanced Inbound component.

Full License Installation Requirements

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

See Also

- Section 3.1, Mandatory Dependencies

- Section 3.2, Conditional Dependencies

3.4 Minimum Hardware Requirements

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

3.5 Installation and Dependency Verification

Complete installation and implementation steps as outlined in the following documents:

- Installing Oracle Applications

- Oracle Applications Supplemental CRM Installation Steps

- Oracle System Administrator's Guide

- Create users and assign the appropriate responsibilities for Oracle Universal Work Queue

> **Note:** This guide assumes that at a minimum you have performed the installation Oracle Applications (database, technology stack, and Oracle Application files), JInitiator, CRM Foundation Resource Manager, and optionally, Oracle Human Resource Management.

3.6 Related Documentation

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 Universal Work Queue.

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

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.

Online documentation is available in HTML and PDF formats. Online help patches are available on Oracle*MetaLink*. If you require printed guides, you can purchase them from the Oracle Store at `http://oraclestore.oracle.com`.

3.7 Installing Oracle Universal Work Queue

You have the following options for installing Universal Work Queue:

> **Note:**   Prior to installation or upgrade, always review the readme and patch list for the Oracle Interaction Center Family Pack. The readme contains installation instructions, a summary of product changes, and a list of known issues for a family pack. The patch list contains a list of patches that are required or recommended for use with a family pack. The patch list for each Oracle Interaction Center Family Pack is available on Oracle*MetaLink* at `http://metalink.oracle.com`. Each patch list contains a hyperlink to the readme. (Perform an advanced search for Document ID 219238.1. Enter the document ID in the Search Field and select the Doc ID option.)

- Oracle Applications Rapid Install

  The Rapid Install is intended for customers who are installing Oracle Applications for the first time or upgrading to Release 11i from to Release 11.0 or Release 10.7. It contains the family packs or product minipacks for all products in Oracle Applications.

  The Rapid Install is provided on CD-ROMs and is available from Oracle Store at `http://oraclestore.oracle.com`. For information about installing Oracle Applications using Rapid Install, see *Installing Oracle Applications*.

  For information about upgrading Oracle Applications using Rapid Install, see *Upgrading Oracle Applications*.

- Oracle Applications Maintenance Pack

  The Maintenance Pack is intended for customers who have already installed Oracle Applications Release 11i. It contains the family packs or product minipacks for all products in Oracle Applications. The Maintenance Pack is provided as a patch and is available on Oracle*MetaLink* at `http://metalink.oracle.com`.

  For information about upgrading Oracle Applications Release 11i using the Maintenance Pack, see Maintenance Pack Release Instructions on Oracle*MetaLink* at `http://metalink.oracle.com`. (Perform an advanced search for Document ID 232834.1. Enter the document ID in the Search Field and select the Doc ID option.)

- Oracle Interaction Center Family Pack

  The Oracle Interaction Center Family Pack are intended for customers who have already installed or upgraded to Oracle Applications Release 11i and wish to upgrade only Oracle Interaction Center. The family pack is cumulative and contains only the minipacks for products in the Oracle Interaction Center family.

  > **Note:** Oracle Interaction Center products integrate with other products in Oracle Applications. Therefore, you may have to install family packs, product minipacks, or individual product patches for *other* products before installing the Oracle Interaction Center Family Pack.

The Oracle Interaction Center Family Pack is provided as a patch and is available on OracleMetaLink at `http://metalink.oracle.com`. The readme and patch list for the Oracle Interaction Center Family Pack are available on Oracle*MetaLink* at `http://metalink.oracle.com`. (Perform an advanced search for Document ID 232834.1. Enter the document ID in the Search Field and select the Doc ID option.)

3.8 Accessing Oracle Universal Work Queue

You will need to access both HTML and Forms environments to administer Oracle Universal Work Queue. Certain tasks such as classifying media actions are accomplished from the Oracle Interaction Center page using the Call Center HTML Administration responsibility. See Section 2.3, Responsibilities. Other tasks which include the set up of profile options and running concurrent programs is achieved from Functions tab in the Navigator window, a "forms-based" interface.

The following table describes the areas that you will need to access to administer Oracle Universal Work Queue.

Area	Function	Type
UWQ Media Tab	Classify media actions for screen pops.	HTML
Work Actions Tab	Administer work actions for work providers.	HTML
Work Provider Tab	Create and administer work providers.	HTML
Functions Tab	Run concurrent programs.	Forms
Functions Tab	Perform the administration of Oracle Universal Work Queue lookups.	Forms
Functions Tab	Administer profile options.	Forms
Functions Tab	Manage users.	Forms
Functions Tab	Manage resources.	Forms

The Oracle Universal Work Queue desktop interface is a "forms-based" interface and is accessible from the following Oracle Applications:

- Oracle TeleSales
- Oracle TeleService
- Oracle Customer Care

4

Implementation Tasks

This chapter describes the sequence of the implementation.

Topics include:

4.1 Implementation Task Sequence

This guide assumes that at a minimum, you have performed the following:

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

- Installed JInitiator on the agent desktop.

- Optionally, implemented Oracle Human Resources Management Systems.

- Implemented CRM Foundation Resource Manager.

■ Implemented the Oracle Applications that will be used to create application work (for example, opportunities or service requests) or opened when a media item is delivered to the agent desktop.

The following table presents the steps and sequence in which they need to be followed to successfully implement Oracle Universal Work Queue.

Number	Required?	Description	Responsibility
❏ Step 1	Required	**Define an administrator for Oracle Universal Work Queue.** See: Section 4.2, "Defining an Administrator".	System Administrator
❏ Step 2	Required	**Create an interaction center agent.** See: Section 4.3, "Creating an Interaction Center Agent".	HRMS Manager (if Oracle Human Resource Management Systems is installed) CRM Resource Manager System Administrator
❏ Step 3	Required	**Configure system profile options for application work.** See: Section 4.8, "Setting System Profile Options" and Section 5.1.1, "Profile Options for Application Work".	System Administrator
❏ Step 4	Required	**Configure system profile options for media work.** See: Section 4.8, "Setting System Profile Options" and Section 5.2.1, "Profile Options for Media Work".	System Administrator
❏ Step 5	Required	**Implement an Interaction Center Server Manager node.** Implementing an Interaction Center Server Manager node is an integral part of the Oracle Universal Work Queue server configuration. Step-by-step instruction is provided in the *Oracle Interaction Center Server Manager Implementation Guide.* See: *Oracle Interaction Center Server Manager Implementation Guide.*	Call Center HTML Administration
❏ Step 6	Required	**Implement a single-site or multi-site interaction center.** Implementing a single-site or multi-site interaction center involves the creation of a server group or server groups. This is accomplished from the ICSM tab. Step-by-step instruction is provided in the *Oracle Interaction Center Server Manager Implementation Guide.* See: *Oracle Interaction Center Server Manager Implementation Guide.*	Call Center HTML Administration

Number		Required?	Description	Responsibility
❏	Step 7	Required	**Implement Oracle Advanced Inbound.**	Not Applicable
			See: *Oracle Advanced Inbound Implementation Guide*.	
❏	Step 8	Required	**Implement Oracle Advanced Outbound.**	Not Applicable
			See: *Oracle Advanced Outbound Implementation Guide*.	
❏	Step 9	Required	**Configure Oracle Universal Work Queue to produce an application screen pop for media work.**	Call Center HTML Administration
			See: Section 5.3.1, "Configuring a Screen Pop".	
❏	Step 10	Required	**Configure Oracle Universal Work Queue to blend inbound and outbound media work.**	System Administrator
			See: *Oracle Interaction Blending Implementation Guide*.	
❏	Step 11	Required	**Integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.**	System Administrator
			See: *Oracle Interaction Center Intelligence Implementation Guide*.	

See Also

- Chapter 2, "Product Description"

- Chapter 3, "Before You Begin"

4.2 Defining an Administrator

Use the following procedure to define an Interaction Center administrator.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

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

Steps

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

   The User window appears.

   Use the following guidelines to define usernames in Oracle Applications:

   - Use only one word.

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

   - Use only the set of characters that your operating system supports for filenames.

2. In the User Name field, enter the name of the user.

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

   Use the following guidelines to define Oracle Applications passwords:

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

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

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

   The cursor remains in the Password field.

4. Enter the password again to verify it.

5. In the Responsibilities tab, add the following responsibilities.

   Responsibilities for Application Work

   If the administrative user will be administering Oracle Universal Work Queue for application work, assign the following responsibilities:

Responsibility	Function	Type
System Administrator	Create user accounts.	Self-Service
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Self-Service
CRM Resource Manager	Create a CRM resource.	Self-Service

Responsibility	Function	Type
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Self-Service
Oracle Universal Work Queue Administration	Used to run Universal Work Queue concurrent programs and configure lookups.	Forms

Responsibilities for Media Work

If the administrative user will be administering Oracle Universal Work Queue for media work, assign the following responsibilities:

Responsibility	Function	Type
System Administrator	Create user accounts.	Self-Service
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Self-Service
CRM Resource Manager	Create a CRM resource.	Self-Service
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Self-Service
Oracle Universal Work Queue Administration	Run Universal Work Queue concurrent programs and configure lookups.	Forms
Call Center HTML Administration	Serves various functions:	HTML
	Implement Interaction Center Server Manager.	
	Create a server group.	
	Configure Oracle Universal Work Queue to produce an application screen pop for media work.	

Once you assign a responsibility and save the record, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

> **Note:** To deactivate a responsibility once it is assigned, set the "effective end date" to the "current date". This is accomplished in the Effective Dates - To field. To activate a responsibility once it is assigned, clear or reset the effective end date.

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

   You may close the Users window.

See Also

- Section 5.1, "Configuring Universal Work Queue for Application Work"

- Section 5.2, "Configuring Universal Work Queue for Media Work"

4.3 Creating an Interaction Center Agent

You will need to perform the following steps to create interaction center agents for Universal Work Queue.

> **Note:** An administrator must be defined for the interaction center. Once defined, that user will have all of the responsibilities necessary to create interaction center agents.

1. Create an employee.

2. Create an Oracle Applications user account.

3. Create a resource for the employee.

4. Configure system profile options.

5. Configure resource roles for the newly created resource.

6. Create group member roles and usage for an agent.

   This step applies to implementations that also include Oracle Telesales and is performed in CRM Resource Manager.

7. Configure interaction center parameters for the agent.

   This step applies to media work only and configuration must be performed for interaction center server group and telephony parameters. These parameters are defined using CRM Resource Manager.

See Also

- Section 4.3, "Creating an Interaction Center Agent"

- Section 4.5, "Creating an Employee in CRM Resource Manager"

- Section 4.6, "Setting Up Employees as Users"

- Section 4.7, "Importing a Resource"

- *Oracle Interaction Center Server Manager Implementation Guide*

4.4 Creating an Employee

The agent who will be using Universal Work Queue must first be defined as an employee before they can be set up as a user on the system. This step is performed using Oracle Human Resource Management Systems (if installed) otherwise, it is accomplished through CRM Resource Manager.

> **Note:** If you have a full Oracle HRMS license, you will be able to create employees using Oracle HRMS. If you have a shared Oracle HRMS license or if Oracle HRMS is not installed, you will need to use CRM Resource Manager. The navigation paths will vary depending on whether you have a full license or a shared license. If you have the full installation of Oracle Human Resources, which is a module of Oracle HRMS, you will perform this step using HRMS Manager responsibility. See *Managing People Using Oracle HRMS Release 11I* for additional information.

Login
Oracle Forms Applications

Responsibility
HRMS Manager

Prerequisites
None

Steps
1. In the Navigator window, on the Functions tab, choose **People** > **Enter and Maintain**.

   The Find Person window appears.

2. Click **New**.

   The People window appears.

3. Enter the appropriate information for the employee.

> **Note:** The Last (Name), Gender, and Category fields are required. Other fields may be required depending on how Oracle Human Resource Management Systems is set up for your enterprise. Make sure that you select "Employee" as the type from the list of values in the Type field. If the Employee (Number) field is unavailable for selection, then Oracle HRMS is set to automatically generate the employee number when the employee record is saved. If fields such as SSN and DOB are left blank, when you attempt to save the record, a message will display describing the consequences of their incompleteness.

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

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"
- *Managing People Using Oracle HRMS Release 11I*

4.5 Creating an Employee in CRM Resource Manager

Use this procedure to create an employee when you have a shared Oracle HRMS License or if Oracle HRMS is not installed. This procedure populates the same database tables as the **Enter and Maintain** procedure in Oracle Human Resource Management Systems.

> **Note:** If you have the full installation of Oracle HRMS license you will not be able to create employees using CRM Resource Manager and will receive an error message indicating that you must use Oracle HRMS.

Login

Oracle Forms Applications

Responsibility

CRM Resource Manager

Prerequisites

None

Steps

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

   The Find Person window appears.

2. Click **New**.

   The People window appears.

3. Enter the appropriate information for the employee.

   > **Note:** The Last (Name), Gender, and Category fields are required. Other fields may be required depending on how Oracle Human Resource Management Systems is set up for your enterprise. Make sure that you select "Employee" as the type from the list of values in the Type field. If the Employee (Number) field is unavailable for selection, then Oracle HRMS is set to automatically generate the employee number when the employee record is saved. If fields such as SSN and DOB are left blank, when you attempt to save the record, a message will display describing the consequences of their incompleteness.

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

See Also

- Section 4.3, "Creating an Interaction Center Agent"

- Section 4.4, "Creating an Employee"

- Section 4.6, "Setting Up Employees as Users"

- Section 4.7, "Importing a Resource"

4.6 Setting Up Employees as Users

Use this procedure to create an Oracle Applications user for the employee. As discussed in Section 4.4, "Creating an Employee", an employee must be defined before a user account can be established. When a user account is created, in addition to the username and password being set, responsibilities have to be assigned to the user. Some Oracle applications require the assignment of roles in addition to responsibilities. Although responsibilities have the same names as roles, they perform different functions. Responsibilities are a general feature of all Oracle Applications and control what features of the application a user can access. By contrast, the roles that are set up in CRM Resource Manager control what information a user view and modify.

> **Note:** If you have the full installation of Oracle HRMS license you will not be able to create employees using CRM Resource Manager and will receive an error message indicating that you must use Oracle HRMS.

Login
Oracle Forms Applications

Responsibility
System Administrator

Prerequisites
None

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

   The User window appears.

2. In the User Name field, enter a user name for the account. Use the following guidelines to define usernames in Oracle Applications:

   - Alphanumeric characters ('A' through 'Z', and '0' through '9'), underscore, space, or hyphen.

   - Character sets that are supported by your operating system.

3. In the Password field, enter a password for the user account. Use the following guidelines for creating passwords for user accounts.

   ■ Minimum of 5 characters.

   ■ Maximum of 100 characters.

   ■ Alphanumeric characters ('A' through 'Z', and '0' through '9'), underscore, space, or hyphen.

4. Press **Tab**.

   You will return to the Password field. You will need to reenter the password for validation purposes. Once you renter the password, press Tab again.

5. In the Person field, select the employee to be associated with the username and password.

6. In the Responsibilities tab, assign one or more responsibilities to the user. For example, Telesales agent or Collections agent.

   See the appropriate Oracle Applications Implementation Guide for details regarding the responsibilities that need to be defined for each application.

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

See Also

■ Section 4.3, "Creating an Interaction Center Agent"

■ Section 4.4, "Creating an Employee"

■ Section 4.5, "Creating an Employee in CRM Resource Manager"

■ Section 4.7, "Importing a Resource"

■ *Oracle Applications Systems Administrator's Guide*

4.7 Importing a Resource

Use this procedure to import an employee as a resource.

Login

Oracle Forms Applications

Responsibility

CRM Resource Manager

Prerequisites

■ You must first set up the employee in Oracle HRMS or CRM Resource Manager. Review *CRM Foundation Concepts and Procedures*.

Steps

1. In the Navigator window, on the Functions tab, choose **Maintain Resources** > **Import Resources**.

   The Selection Criterion window appears.

2. In the **Resource Category** field, select **Employee**.

3. In the **Name** field, select the name of the employee you wish to import as a resource.

   If you are importing a single employee, select the employee from the list of values. For groups of employees, search by job title, competency, or other search criteria.

4. Click **Search**.

   The employee or employees that match your search criteria will appear in the Search Results area. The Select box for those employees that meet the search criteria will automatically be selected.

5. Deselect the boxes for the employees that you do not want imported as a resource.

6. Click **Create Resource**.

   The Default Values window appears.

7. Click **OK**.

   The Selected Resources window appears. The Comments field indicates whether the resource is a new record, duplicate record, or duplicate record with a new role definition. The Select boxes are automatically selected.

8. Click **Save Resource**.

9. Click **Details**.

10. Click the Roles tab.

11. In the Roles Type field, select **Call Center**.

12. In the Role field, enter **Call Center Agent**.

13. Select the Interaction Center tab.

14. In the Interaction Center field, select the appropriate server group.

15. Enter the telephony parameters.

   The parameters that you enter will depend on which telephony parameters are required for the CTI middleware you are using.

16. Click **Save**.

See Also

- Section 4.3, "Creating an Interaction Center Agent"

- Section 4.4, "Creating an Employee"

- Section 4.5, "Creating an Employee in CRM Resource Manager"

- Section 4.6, "Setting Up Employees as Users"

4.8 Setting System Profile Options

Profile options are parameters that control and affect the way an application functions. The procedure for setting up and changing profile options is the same for all Oracle Applications.

Use this procedure to set system profile options for Universal Work Queue.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*

- Review Appendix B for a list of the profile options for Universal Work Queue.

Steps

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

   The Find System Profile Values window appears. By default, the Site and Profiles with No Values boxes are selected.

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

   Typically, profile options are set for the Oracle Applications instance (also referred to as site level). Then, if necessary, the profile options are modified for a user or a set of users working under a responsibility.

   - If you want to view or set profile options for **all** users, 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.

   - 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 list of values.

   - If you want to view or set profile options for a specific user, select the **User** box and then select a username from the list of values.

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

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

5. In the Profile field, enter **IEU%** to locate all of the Oracle Universal Work Queue profiles.

6. Click **Find**.

   The System Profile Values window appears.

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

   Tab to the user column to set profile options at the User level. When a profile option is set at more than one level, the value entered at the Site level is assigned the lowest priority and is superseded by any value entered at the Application level. Any value entered at the Responsibility level will supersede Application level settings. The value assigned at the User level is given the highest priority, overriding any values entered at other levels.

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

See Also

- Section 5.1.1, "Profile Options for Application Work"

- Section 5.2.1, "Profile Options for Media Work"

4.9 Configuring the Oracle Universal Work Queue Server

The Oracle Universal Work Queue server provides the infrastructure for real-time media availability. It delivers media information (counts and classifications), items and events. It controls media items through media controllers such as the Softphone.

Media providers (e.g., Oracle Telephony Manager, Oracle Advanced Outbound, and Oracle Interaction Blending) plug-in to the Oracle Universal Work Queue infrastructure for the delivery of the media information. It provides common functions to all media providers including the assignment of agents to the media provider, channeling of media items to applications, and the passing of control instruction between the application, media controller, and media provider. The Oracle Universal Work Queue server also integrates web collaboration through Oracle Telephony Manager.

The configuration of the Oracle Universal Work Queue server involves the creation of server groups. The server groups and server processes for Oracle Universal Work Queue are created from the ICSM tab in Interaction Center Server Manager (ICSM). You can create server groups for single or multi-site interaction centers. Server parameters are described in Appendix C.

The steps for creating server groups, single and multi-site interaction centers are covered in the *Oracle Interaction Center Server Manager Implementation Guide*. The Use the Call Center HTML Administrator responsibility is required to perform these tasks.

See Also

- Section 2.2.2, "Oracle Universal Work Queue Server Architecture"

- Section 2.3, "Responsibilities"

- Section 5.1, "Configuring Universal Work Queue for Application Work"

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- *Oracle Interaction Center Server Manager Implementation Guide*

- *Oracle Advanced Inbound Implementation Guide*

5

Administration Tasks

This chapter contains task-based procedures for administering Oracle Universal Work Queue. These procedures will also appear in the product online help.

Topics include:

5.1 Configuring Universal Work Queue for Application Work

The configuration of Oracle Universal Work Queue for application work involves creating an interaction center agent and the set up of profile options.

> **Note:**   Once you have defined an administrator for Oracle Universal Work Queue, that user will have all the responsibilities necessary to implement Oracle Universal Work Queue for application work. See Section 4.2, "Defining an Administrator".

Perform the steps in the following table. The table is comprised of 4 columns: Number, Required, Description, and Responsibility. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a

reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

Number	Required?	Description	Responsibility
❏ Step 1	Required	**Create an interaction center agent.** See: Section 4.3, "Creating an Interaction Center Agent".	HRMS Manager (if Oracle Human Resource Management Systems is installed) CRM Resource Manager System Administrator
❏ Step 2	Required	**Configure system profile options for application work in Oracle Universal Work Queue.** See: Section 5.2.1, "Profile Options for Media Work".	System Administrator

See Also

- Section 4.2, "Defining an Administrator"

- Section 4.3, "Creating an Interaction Center Agent"

- Section 4.8, "Setting System Profile Options"

- Section 5.1.1, "Profile Options for Application Work"

- Section 5.2, "Configuring Universal Work Queue for Media Work"

5.1.1 Profile Options for Application Work

A profile option is a parameter that controls and affects the way an application functions. The procedure for setting up and changing profile options is the same for all Oracle Applications. The administrative user must have the responsibility of System Administrator defined.

Each of the profile options that are used for application work in Oracle Universal Work Queue are fully described in Appendix B. The following profile options apply to the configuration of Universal Work Queue for application work.

Use this procedure to set system profiles for application work for Oracle Universal Work Queue.

> **Note:** If an Universal Work Queue profile option is not listed below, it is either intended for use by Oracle Support Services, reserved for future use, or obsolete. Verify that the value of an Universal Work Queue profile option that is not in use is set to No or null.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*
- Review Appendix B for a list of the profile options for Universal Work Queue.

Steps

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

   The Find System Profile Values window appears. By default, the Site and Profiles with No Values boxes are selected.

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

   Typically, profile options are set for the Oracle Applications instance (also referred to as site level). Then, if necessary, the profile options are modified for a user or a set of users working under a responsibility.

   - If you want to view or set profile options for **all** users, 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.
   - 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 list of values.
   - If you want to view or set profile options for a specific user, select the **User** box and then select a username from the list of values.

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

4. In the Profile field, enter **IEU%** to locate all of the Oracle Universal Work Queue profiles.

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 is set at more than one level, the value entered at the Site level is assigned the lowest priority and is superseded by any value entered at the Application level. Any value entered at the Responsibility level will supersede Application level settings. The value assigned at the User level is given the highest priority, overriding any values entered at other levels.

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

   The following table lists the Universal Work Queue profile options and corresponding values that can be defined for application work.

Profile Option	Value
IEU: Desktop: UI: Automatic Refresh Type	❏ Get Work
	❏ Select Work
IEU: Desktop: UI: Refresh Style	❏ Automatic
	❏ Login Only
	❏ Manual
	❏ None
IEU: Desktop: UI: Show All Nodes	❏ No
	❏ Yes
IEU: Desktop: UI: Show Quick Filter Panel	❏ No
	❏ Yes
IEU: Desktop: UI: Option - Hide Work Queues	❏ No
	❏ Yes

Profile Option	Value	
IEU: Message: UI: Refresh Rate	❏	Manual
	❏	On login
	❏	On return
	❏	2 minutes
	❏	3 minutes
	❏	5 minutes
	❏	10 minutes
	❏	15 minutes
	❏	30 minutes
	❏	45 minutes
	❏	1 hour
	❏	2 hours
	❏	90 minutes
IEU: Message: UI: UWQ Notices	❏	No
	❏	Yes
IEU: Queue: Defects	❏	No
	❏	Yes
IEU: Queue: Delinquencies	❏	No
	❏	Yes
IEU: Queue: Dunning	❏	No
	❏	Yes
IEU: Queue: Enterprise Tasks	❏	No
	❏	Yes
IEU: Queue: Escalations	❏	No
	❏	Yes
IEU: Queue: Forecasts	❏	No
	❏	Yes
IEU: Queue: Leads	❏	No
	❏	Yes

Profile Option	Value
IEU: Queue: Marketing Lists	❏ No
	❏ Yes
IEU: Queue: My Team Leads	❏ No
	❏ Yes
IEU: Queue: My Team Opportunities	❏ No
	❏ Yes
IEU: Queue: Opportunities	❏ No
	❏ Yes
IEU: Queue: Promises	❏ No
	❏ Yes
IEU: Queue: Quotes	❏ No
	❏ Yes
IEU: Queue: Service Requests	❏ No
	❏ Yes
IEU: Queue: Tasks	❏ No
	❏ Yes
IEU: Queue: Worklist	❏ No
	❏ Yes
IEU: Queue: Service Requests	❏ No
	❏ Yes

See Also

- Section 4.8, "Setting System Profile Options"

- Section 5.1, "Configuring Universal Work Queue for Application Work"

- Appendix B

- *Oracle Interaction Center Server Manager Implementation Guide*

- *Oracle Applications Systems Administrator's Guide*

5.2 Configuring Universal Work Queue for Media Work

The configuration of Oracle Universal Work Queue for media work involves the completion of several tasks, some of which are accomplished in administrative consoles in other Oracle Applications.

> **Note:** Once you have defined an administrator for Oracle Universal Work Queue, that user will have all the responsibilities necessary to implement Oracle Universal Work Queue for application work. See Section 4.2, "Defining an Administrator".

The following table presents the steps and sequence in which they need to be followed to successfully implement Oracle Universal Work Queue. The table is comprised of 4 columns: Number, Required, Description, and Responsibility. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

Number	Required?	Description	Responsibility
❏ Step 1	Required	**Configure Oracle Universal Work Queue for application work.** See: Section 5.1, "Configuring Universal Work Queue for Application Work".	System Administrator
❏ Step 2	Required	**Configure system profile options for media work.** See: Section 4.8, "Setting System Profile Options" and Section 5.2.1, "Profile Options for Media Work".	System Administrator
❏ Step 3	Required	**Implement an Interaction Center Server Manager node.** See: *Oracle Interaction Center Server Manager Implementation Guide*.	Call Center HTML Administration
❏ Step 4	Required	**Implement a single-site or multi-site interaction center.** See: *Oracle Interaction Center Server Manager Implementation Guide*.	Call Center HTML Administration
❏ Step 5	Required	**Implement Oracle Advanced Inbound.** See: *Oracle Advanced Inbound Implementation Guide*.	Not Applicable

Number		Required?	Description	Responsibility
❑	Step 6	Required	**Implement Oracle Advanced Outbound.** See: *Oracle Advanced Outbound Implementation Guide*.	Not Applicable
❑	Step 7	Required	**Configure Oracle Universal Work Queue to produce an application screen pop for media work.** Configuring a screen pop entails classifying media actions. This is accomplished from the UWQ Media Action tab. See: Section 5.3.1, "Configuring a Screen Pop".	Call Center HTML Administration
❑	Step 8	Required	**Configure Oracle Universal Work Queue to blend inbound and outbound media work.** See: *Oracle Interaction Blending Implementation Guide*.	System Administrator
❑	Step 9	Required	**Integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.** See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator

See Also

- Section 4.2, "Defining an Administrator"

- Section 4.3, "Creating an Interaction Center Agent"

- Section 4.8, "Setting System Profile Options"

- Section 5.1, "Configuring Universal Work Queue for Application Work"

- Section 5.2.1, "Profile Options for Media Work"

- Section 5.3.1, "Configuring a Screen Pop"

5.2.1 Profile Options for Media Work

Profile options are parameters that control and affect the way an application functions. The procedure for setting up and changing profile options is the same for all Oracle Applications. For information about how to configure profile options.

Profile options for Oracle Universal Work Queue are fully described in Appendix B. The following profile options apply to the configuration of Universal Work Queue for media work.

Use this procedure to set Universal Work Queue system profile options for media work.

> **Note:** If an Universal Work Queue profile option is not listed
> below, it is either intended for use by Oracle Support Services,
> reserved for future use, or obsolete. Verify that the value of an
> Universal Work Queue profile option that is not in use is set to No
> or null.

Login
Oracle Forms Applications

Responsibility
System Administrator

Prerequisites
- Review *Oracle Applications Systems Administrator's Guide.*
- Review *Oracle Interaction Center Server Manager Implementation Guide.*
- Review Appendix B for a list of the profile options for Universal Work Queue.

Steps
1. In the Navigator window, on the Functions tab, choose **Profile** > **System**.

   The Find System Profile Values window appears. By default, the Site and
   Profiles with No Values boxes are selected.

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

   Typically, profile options are set for the Oracle Applications instance (also
   referred to as site level). Then, if necessary, the profile options are modified for a
   user or a set of users working under a responsibility.

   - If you want to view or set profile options for **all** users, 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.
   - 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 list of values.

■ If you want to view or set profile options for a specific user, select the **User** box and then select a username from the list of values.

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

4. In the Profile field, enter **IEU%** to locate all of the Oracle Universal Work Queue profiles.

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 is set at more than one level, the value entered at the Site level is assigned the lowest priority and is superseded by any value entered at the Application level. Any value entered at the Responsibility level will supersede Application level settings. The value assigned at the User level is given the highest priority, overriding any values entered at other levels.

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

The following table lists the Universal Work Queue profile options and corresponding values that can be defined for media work.

Profile Option	Value
IEU: Blending Style	❏ Not Blended
	❏ Full Forced Blended
	❏ Full Optional Blended
	❏ Simple Forced Blended
	❏ Simple Optional Blended
IEU: Blending: Timeout	❏ 60
IEU: Desktop: Option - Hide Work Queues	❏ No
	❏ Yes
IEU: Desktop: UI: Automatic Refresh Type	❏ Get Work
	❏ Select Work

Profile Option	Value	
IEU: Desktop: UI: Refresh Style	❏	Automatic
	❏	Login Only
	❏	Manual
	❏	None
IEU: Desktop: UI: Show All Nodes	❏	No
	❏	Yes
IEU: Desktop: UI: Show Quick Filter Panel	❏	No
	❏	Yes
IEU: Desktop: UI: iMeeting Display Name	❏	Live Help Agent
IEU: Desktop: UI: iMeeting Password		
IEU: Desktop: UI: iMeeting User ID		
IEU: Desktop: UI: Work-Selector Display Style	❏	Cascade
	❏	Hgrid
IEU: Desktop: Trace Level	❏	None
	❏	Error
	❏	Warning
	❏	Informational
	❏	Debug
	❏	All
IEU: Desktop: Customize Queues	❏	No
	❏	Yes
IEU: Optional: Phone Extension		
IEU: Queue: Advanced Outbound Telephony	❏	No
	❏	Yes
IEU: Queue: Inbound Email	❏	No
	❏	Yes
IEU: Queue: Inbound Telephony	❏	No
	❏	Yes
IEU: Queue: Advanced Outbound Telephony	❏	No
	❏	Yes

Profile Option	Value	
IEU: Queue: Web Callback	❏	No
	❏	Yes
IEU: Queue: Web Collaboration	❏	No
	❏	Yes
IEU: Queue Order: Advanced Outbound Telephony	❏	No
	❏	Yes
IEU: Queue Order: Blended	❏	No
	❏	Yes
IEU: Queue Order: Inbound Email	❏	No
	❏	Yes
IEU: Queue Order: Inbound Telephony	❏	No
	❏	Yes
IEU: Queue Order: Media Nodes	❏	No
	❏	Yes
IEU: Queue Order: Outbound Telephony	❏	No
	❏	Yes
IEU: Queue Order: Web Collaboration	❏	No
	❏	Yes
IEU: Session History Logging	❏	No
	❏	Yes

See Also

- Section 4.8, "Setting System Profile Options"

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- Section 5.3, "Classifying Media Actions"

- Appendix B

- *Oracle Interaction Center Server Manager Implementation Guide*

- *Oracle Applications Systems Administrator's Guide*

5.3 Classifying Media Actions

The UWQ Media Action tab is used to associate a media type (such as an inbound telephone call) with a media action (such as an Oracle Customer Care function). When the media item is delivered to an agent through the Oracle Universal Work Queue window, the associated business application is launched. This "launching" of the business application is also referred to as a "screen pop."

Use the following procedure to administer and classify media actions.

Tasks

You can perform the following tasks:

- Configuring a Screen Pop

5.3.1 Configuring a Screen Pop

Use this procedure to associate a media action with the business application provided function.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- If you want to launch the business application for inbound telephone calls by call classification, you will need to create call classifications using Oracle Advanced Inbound.

Steps

1. Select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. From the Media Type list, select the type of media that will trigger the media action (screen pop).

> **Note:** A media type must be defined for each classification; this includes classifications that are set to "no" or "null".

The following is a list of the media types:

- Acquired Email
- Advanced Outbound Telephony
- Blended
- Direct Email
- Inbound Email
- Inbound Telephony
- Outbound Email
- Outbound Telephony
- Web Callback
- Web Collaboration

3. In the Classification field, type the name of the call classification that will trigger the media action (screen pop) for the media type.

> **Note:** To indicate the default media action for a media item without an assigned classification, leave the Classification field blank.

4. In the Media Action field, select the business application that will open when a media item of the specified type with the specified classification is selected from a media node.

The following is a list of the application provided functions:

- Collections Email function
- Collections Inbound Telephony function
- Collections Outbound Telephony function
- Customer Care Media function
- Service Requests Media function

- TeleSales Email function

- TeleSales Inbound Telephony function

- TeleSales Outbound Telephony function

- Oracle Universal Work Queue Media Diagnostics function

> **Note:** The Service Requests Media function is reserved for future use.

5. To clear a row, select the Clear Row button, located to the left of the media type.

The selected row will be removed when you click **Update**.

6. To delete a media classification action association, select the Remove checkbox, located to the left of the media type and click **Update**.

The selected row or rows will be removed when you click **Update**.

7. Click **Update** to save your work.

The Media Classification Action Association page refreshes.

Guidelines

For example, if you want Oracle TeleService to launch when an inbound telephony call with a classification of "GoldSupport" is delivered to an agent through the Oracle Universal Work Queue window, you would set up the media action classification association as follows:

In the field...	Enter...
Media Type	Inbound Telephony
Classification	GoldSupport
Media Action	Customer Care Media function

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- Section 5.2.1, "Profile Options for Media Work"

5.4 Administering Work Providers

The administration of work providers involves the node-by-node definition and management of node attributes. For example, in managing the Task node, you can control the presentation of information to agents through the mapping of responsibilities. You can determine special instruction content and tailor the field labels for the Action panel to meet business requirements and objectives. You can also create quick filters for a work provider node and assign labels to filter columns.

The following is a list of the node attributes in which you can administer:

- Work Panel Detail
- Responsibility Mapping
- Quick Filters

You can access work providers from the Work Providers List which is available from the Work Providers List tab. The Oracle Universal Work Queue - Work Provider Site - Level Administration responsibility is required to access the Work Providers List tab and for the administration of work providers.

Use the following procedures to administer work providers.

Tasks

You can perform the following tasks:

- Accessing and Using the Work Providers List Tab
- Managing Work Provider Nodes
- Managing Quick Filters

5.4.1 Accessing and Using the Work Providers List Tab

Use this procedure to access and use the Work Providers List tab.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site - Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

    The Work Providers List tab appears which features a list media and non-media nodes.

    > **Note:**   You can sort the order for which work providers appear by selecting the Node Name column header. The list can be sorted to present the nodes in ascending or descending order.

2. Select a node to administer. For example, Tasks.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Managing Quick Filters

5.4.2 Managing Work Provider Nodes

The managing of work provider nodes involves the configuration of work panel detail. Work panel detail encompasses the creation and sequencing of messages that appear in the Special Instruction panel, the actions that can be performed by work node, for a work item in the Action panel, as well as the type of information that appears in the Extended Detail panel and the sequence with which it displays.

In addition, to the configuration of the order in which information displays and defining field labels, you can also manage and control the visibility of content in the work panel through the mapping of responsibilities.

Once you set the attributes for a work provider node, you can create quick filters which provide a quick and easy way to view work items, based on the filter parameters. Similarly to the field label definition for the Action panel, you can define the labels for the quick filter columns and the sequence in which the columns appear.

> **Note:** The IEU: Desktop: UI: Show Work Panel profile option is used to control access and visibility of the work panel. If you want agents to view and have access to the work panel, you must enable the profile option.

Messages

Messages represent the special instruction that appears in the Work Panel. You can define the sequence with which the messages appear in the list. You can also map responsibilities to messages.

Work panel messages appear in the Special Instruction panel. The default message appears when the user selects a work item. If more than one message is associated to a work item, the user may select the message type from the message selector on the Special Instruction panel.

The Messages option on the Work Providers List tab allows you to determine which users will see the special instruction messages and the order in which application messages appear in the message selector.

Information

This represents the type of extended detail (e.g., notes) that appears for the work item in the Extended Detail panel. You can define the sequence in which the extended detail appears and map the applicable responsibilities for each type.

Actions

The actions that can be performed for a work item vary based on the type of work item. The administration of actions for work items allows you to specify the label text that appear for the fields in the Action panel. Field labels are administered by work item. When an agent selects a work item for processing, the text that appears for each field in the Action panel will vary based on the work item and how you tailored it's appearance and the values to appear in the drop-down list (e.g., Reassign Lead). You can drill down within an action to manage action details. The parameter details for an action represent the label associated to the fields in the work panel when a work item is selected from the worklist in Oracle Universal Work Queue. Similarly to the work panel detail for messages and information, you can manage the visibility of actions through the mapping of responsibilities.

Quick Filters

Quick filters provide a quick and easy way for agents to sort work items in the summary work panel. The filtering process allows an agent to target and prioritize the handling and processing of work items.

The administration of quick filters involves system administration configuration, site administration, and the administration of work providers on a node-by-node basis. As a part of the configuration you can enable or disable filter columns and set default values. You will need to define the IEU: Desktop: UI: Quick Filters profile option which controls the display of quick filters and accessibility.

Quick filters appear in up-to-three columns above the summary work panel in Oracle Universal Work Queue. You can create a new quick filter for a work node by copying the seeded values from one of the seeded quick filters. Once you identify the seeded quick filter to be used as the template, you will be able to specify the label and description for the new quick filter. You can further drill down to specify the number of filter columns and the label that will appear above each column.

Use the following procedures to manage work provider nodes.

Tasks

You can perform the following tasks:

- Configuring Messages and Special Instruction

- Mapping Responsibilities for Messages and Special Instruction

- Configuring Extended Detail Information

- Mapping Responsibilities for Extended Detail Information

- Configuring Actions for the Work Action Panel

- Creating an Action

- Editing Action Parameter Details

- Deleting an Action

- Mapping Responsibilities for Actions

- Managing Quick Filters

- Creating a Quick Filter

- Entering Filter Details and Assigning Properties

- Deleting a Quick Filter

■ Mapping Responsibilities for Quick Filters

5.4.3 Configuring Messages and Special Instruction

Use this procedure to configure messages and special instruction.

> **Note:**   The Oracle Application that owns the work item is the source from which the special instruction or message originates.

Login
Oracle HTML Applications

Responsibility
Universal Work Queue - Work Provider Site-Level Administration

Prerequisites
None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail - Messages page appears. The Work Panel Detail – Messages page lists the order, message label, and description of the messages that are associated to the work item.

   You can also specify the sort order of the columns by selecting the column header. You can sort the columns in ascending or descending order.

3. The Ordering column lists the order in which the messages appear in Special Instruction panel in the Work Panel. Select the list to set the order in which the message appears. You can sort in ascending or descending order. The first message is the default message that appears when an agent selects a work item. Agents will use the list in the Special Instruction panel to view other messages assigned to their responsibility.

> **Note:** When sequencing the order of messages, you can directly access responsibility mapping by clicking on a message. The Message Responsibility Mapping page allows you to control access to the message by user responsibility. All modifications made to messages will be saved prior to the Responsibility Mapping page being launched. For additional information, see Mapping Responsibilities for Messages.

4. Click **Update** to save your settings. Use **Restore** to undo any changes you have made to the message.

5. To edit another setting, select an option from the Work Panel Detail or Responsibility Mapping submenus.

6. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Mapping Responsibilities for Messages and Special Instruction

5.4.4 Mapping Responsibilities for Messages and Special Instruction

The Responsibility Mapping - Messages option allows you to determine which users will see the special instruction messages. When a user accesses the Work Panel in Oracle Universal Work Queue, all messages that have been mapped to their responsibility will be available for them to view. When more than one special instruction message is made available to them, they will be able to toggle between the messages in the Special Instruction panel.

Use this procedure to map responsibilities for messages and special instruction.

> **Note:** Access to responsibility mapping can be accomplished during the sequencing of messages, by clicking on a message in the Work Panel Detail - Messages page.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, Service Requests.

   The Work Panel Detail – Messages page appears by default.

3. Select **Messages** from the Responsibility Mapping submenu option on the Work Providers List tab.

   The Responsibility Mapping – Messages page appears. The Responsibility Mapping – Messages page lists the Node Name field and the node for which the message applies. For example, Marketing Lists. It also lists the responsibilities that are defined for the message. The default is Any Responsibility.

4. In the Responsibility for field, select the message for which you want to map responsibilities.

5. Query the responsibility by performing a lookup and select the appropriate responsibility.

6. Click **Add**.

   The responsibilities that you assign to the message will appear.

7. Use the Remove check box to delete a responsibility.

8. Click **Update** to save your settings.

9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Configuring Messages and Special Instruction

5.4.5 Configuring Extended Detail Information

Information types are specific to work items and the detail associated to each appears in the Extended Detail area of the Work Panel, for example, notes. There may be several types of notes associated to a work item (recent lead notes or all notes for the lead). The label for the note type will appear in the list in the Extended Detail area. The extended information for the note will immediately appear below the Extended Detail area of the Work Panel. The agent can scroll through the text that has been entered for the work item.

The Information option on the Work Panel Detail submenu allows you to determine which users will see the information and the order in which they appear in the information selector.

> **Note:** The information type (note) originates from the Oracle Application that owns the work item.

Login
Oracle HTML Applications

Responsibility
Universal Work Queue - Work Provider Site-Level Administration

Prerequisites
None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select a work provider from the list. For example, My Leads (Owner).

The Work Panel Detail - Messages page appears. The Work Panel Detail – Messages page lists the order, message label, and description of the messages that are associated to the work item.

You can also specify the sort order of the columns by selecting the column header. You can sort the columns in ascending or descending order.

3. The Ordering column lists the order in which the messages will appear in Special Instruction panel. From the list, you can set the order in which the message appears. You can sort in ascending or descending order. The first message is the default message that appears when an agent selects a work item. Agents will use the list in the Special Instruction panel to view other messages assigned to the agent's responsibility.

Note: When sequencing the order of messages, you can directly access responsibility mapping by clicking on a message. The Message Responsibility Mapping page allows you to control access to the message by user responsibility. All modifications made to messages will be saved prior to the Responsibility Mapping page being launched.

---

4. Click **Update** to save your changes. Use the Restore button to abandon changes.

5. To edit another setting, select an option from the Work Panel Detail or Responsibility Mapping submenus.

6. Click **Done**.

You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Mapping Responsibilities for Extended Detail Information

5.4.6 Mapping Responsibilities for Extended Detail Information

The Responsibility Mapping - Information option allows you to determine which users will have access to certain information types for the work item, for example Recent Lead Notes. When a user selects a work item from the worklist in the Oracle

Universal Work Queue desktop, all information types that have been mapped to the agent's responsibility will appear in the list in the Extended Detail panel portion of the Work Panel.

> **Note:** Access to responsibility mapping can be accomplished during the sequencing of information, by clicking on an information type in the Work Panel Detail - Information page.

Login
Oracle HTML Applications

Responsibility
Universal Work Queue - Work Provider Site-Level Administration

Prerequisites
None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, My Leads (Sales Team).

   The Work Panel Detail – Messages page appears by default.

3. Select **Information** from the Responsibility Mapping submenu option on the Work Providers List tab.

   The Responsibility Mapping – Information page appears which lists the Node Name field and the node for which the information applies. For example, My Leads (Sales Team). It also lists the responsibilities that are defined for the information.

   The default is Any Responsibility.

4. In the Responsibility for field, select the information type for which you want to map responsibilities.

5. Query the responsibility by performing a lookup and select the appropriate responsibility.

6. Click **Add**.

The responsibilities that you assign to the information type will appear.

7. Use the Remove check box to delete a responsibility.

8. Click **Update** to save your settings.

9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Extended Detail Information

5.4.7 Configuring Actions for the Work Action Panel

The Work Panel Detail - Actions page is used to configure the actions that can be performed for a work item. Actions appear in the Action Panel area of the Work Panel. Actions will vary based on the work item type, for example, an action associated to My Leads (Owner) is Transfer Lead whereas an action associated to Marketing Lists is Duplicate Record.

The Actions option on the Work Panel Detail submenu allows you to specify the order in which the actions appear.

Use this procedure to configure actions for the Work Action panel.

Login

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select a work provider from the list. For example, Marketing Lists.

The Work Panel Detail - Messages page appears by default.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

The Work Panel Detail - Actions page appears which lists the node for which the actions apply and the following columns:

- Remove
- Ordering
- Name
- Description
- Active

> **Note:** The Work Panel Detail - Actions page also features the Create From field. This field is used to create an action from an existing action. See Creating an Action for additional information.

4. The Ordering column lists the order in which the actions will appear in Action Panel area of the Work Panel. Select the list to set the order in which the action appears. You can sort in ascending or descending order. The first action is the default action that appears when an agent selects a work item. Agents will use the list in the Action Panel to view and access other actions assigned to their responsibility.

> **Note:** When sequencing the order of actions, you can directly access responsibility mapping by clicking on an action. The Responsibility Mapping - Actions page allows you to control access to the action or actions by user responsibility. All modifications made to actions will be saved prior to the Responsibility Mapping page being launched. See Mapping Responsibilities for Actions for additional information.

5. Use the Remove column to indicate the removal of an action for a work item.

> **Note:** Seeded actions are prefaced by an asterisk which indicate that they are unavailable for selection and removal. You will only be able to access the remove check box if the action is user-defined.

6. Use the Active column to specify if the action is active or inactive.

7. Click **Update** to save your settings. Use **Restore** to undo any changes you have made for the action.

8. To edit another setting, select an option from the Work Panel Detail or Responsibility Mapping submenus.

9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Creating an Action

- Editing Action Parameter Details

- Deleting an Action

- Mapping Responsibilities for Actions

5.4.8 Creating an Action

You can create a new action by copying an existing action and editing the copy. The parameters associated to the existing action are copied to the new action. You will need to define the action label and the action description for the new action.

> **Note:** Parameters are the fields that appear in the Action Panel area of the Work Panel. The parameters that appear are determined by the action selected in the Actions list.

Login
Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

    The Work Providers List page appears.

2. Select a work provider from the list. For example, My Leads (Owner).

    The Work Panel Detail – Messages page appears.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

    The Work Panel Detail – Actions page appears.

4. In the **Create From** field, choose the action from which you wish to copy. The following is an example of the available actions from which you can copy to create a new action:

Node	Action
My Leads (Owner)	■ New Task: Call Back
	■ Reassign Lead
	■ Convert Lead to Opportunity
	■ Update Lead
	■ Close Lead

5. Click **Go**.

    The Work Panel - Action Details page appears which contains the following fields:

    - Node Name

    - Action Key

    - Action Label

    - Action Description

- PL/SQL Procedure
- Action Multi Select Flag

The following columns list the parameter details for the action:

- Ordering
- Parameter Label
- Parameter Name
- Data Type
- Visible
- Required
- UI Component

6. In the Action Label field, enter a name for the action (e.g., Transfer Lead).

7. In the Action Description field, enter a description for the action (e.g., Transfer to Tier 2 Agent).

8. Click **Done**.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Actions for the Work Action Panel
- Editing Action Parameter Details
- Deleting an Action
- Mapping Responsibilities for Actions

5.4.9 Editing Action Parameter Details

After creating an action, you can edit the action parameter details by setting the parameter label, description, a default value, hint and tooltip text. You can also specify whether the action is visible. Not all edits are valid for all parameters. Some Oracle Applications may prevent you from altering parameters or parameter settings.

Parameters are the field labels that appear in the Action Panel in Oracle Universal Work Queue. The field label content will vary based on the action the agent selects. For example, if the agent selects the Convert Lead to Opportunity action, the field labels that would appear are as follows:

- Customer Name

- Contact Name

- Job Title

- Phone Number

- Lead Name

- Lead Rank

- Status

- Close Reason

- Budget Status

- Time Frame

- Accepted

- Qualified

- New Note

Login
Oracle HTML Applications

Responsibility
Universal Work Queue - Work Provider Site-Level Administration

Prerequisites
None

Steps
1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, My Leads (Owner).

The Work Panel Detail – Messages page appears.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

   The Work Panel Detail - Actions page appears.

4. Select an action from the Name column.

   The Work Panel – Action Details page appears which contains the following fields:

   - Node Name
   - Action Key
   - Action Label
   - Action Description
   - PL/SQL Procedure
   - Action Multi Select Flag

   > **Note:** If the action is a seeded value, you will not be able to modify the Action Label and Action Description fields. You can modify these fields if the action is user-defined.

The following columns list the parameter details for the work panel action:

   - Ordering
   - Parameter Able
   - Parameter Name
   - Data Type
   - Visible
   - Required
   - UI Component

5. Select a parameter to edit from the list in the Parameter Label column. For example, Lead Name.

   The Work Panel – Action Parameter Details page appears which contains the following fields:

- ■ Action Label

- ■ Procedure Name

- ■ Parameter Name

- ■ Parameter Label

- ■ Parameter Description

6. In the Parameter Label field, enter a name for the parameter.

7. In the Parameter Description field, enter a description for the parameter.

8. In the Parameter Properties section of the Work Panel - Actions Parameters Details page, enter the following properties:

   - ■ Visible

   - ■ Value Required

   - ■ Keyboard Navigable

   - ■ Hint Text

   - ■ Tooltip Text

   - ■ Default Value

9. In the Visible field, select whether the parameter will be visible in the Work Panel on the Oracle Universal Work Queue desktop.

10. In the Keyboard Navigable field, indicate if the user can navigate using the keyboard.

11. In the Hint Text field, enter text that will appear for the user in the Oracle Universal Work Queue desktop.

12. In the Tooltip Text field, enter text that will appear for the user in Oracle Universal Work Queue.

> **Note:** The Default Value option is not applicable.

13. Click **Update** to save your settings.

14. Click **Done**.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Configuring Messages and Special Instruction

- Mapping Responsibilities for Messages and Special Instruction

- Configuring Actions for the Work Action Panel

- Creating an Action

- Deleting an Action

- Mapping Responsibilities for Actions

5.4.10 Deleting an Action

You may only delete actions that you have created. Actions that are seeded by the Oracle Application cannot be deleted. Seeded actions are identified by an asterisk next to the check box in the Remove column on the Work Panel – Actions page. The Remove check box for the action will also be in a grayed-out state, indicating that is unavailable for selection.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list.

   The Work Panel Detail – Messages page appears.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

   The Work Panel Detail – Actions page appears.

4. Click the Remove check box for the action you wish to delete.

5. Click **Update**.

   A confirmation message appears, indicating that the action was successfully deleted.

6. Click **Done**.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Configuring Actions for the Work Action Panel

- Creating an Action

- Editing Action Parameter Details

- Mapping Responsibilities for Actions

5.4.11 Mapping Responsibilities for Actions

The Actions option on the Responsibility Mapping submenu allows you to determine which users will have access to certain actions. When a user selects a work item from the worklist in Oracle Universal Work Queue, all actions mapped to an agent's responsibility will appear in the list in the Action Panel area of the Work Panel.

Use this procedure to map responsibilities for actions for the Work Action panel.

> **Note:** Access to responsibility mapping can be accomplished during the sequencing of actions, by clicking on an action in the Work Panel Detail - Actions page.

Login
Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, Marketing Lists.

   The Work Panel Detail – Messages page appears by default.

3. Select **Actions** from the Responsibility Mapping submenu option on the Work Providers List tab.

   The Responsibility Mapping – Actions page appears. The Responsibility Mapping – Actions page lists the Node Name field and the node for which the action applies. For example, Marketing Lists. It also lists the responsibilities that are defined for an action. The default is Any Responsibility.

4. In the Responsibility for field, select the action for which you want to map responsibilities.

5. Query the responsibility by performing a lookup and select the appropriate responsibility.

6. Click **Add**.

   The responsibilities that you assign to the action will appear.

7. Use the Remove check box to delete a responsibility.

8. Click **Update** to save your settings.

9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab

- Configuring Actions for the Work Action Panel

- Creating an Action

- Editing Action Parameter Details

- Deleting an Action

5.5 Managing Quick Filters

The administration of quick filters involves system administration configuration, site administration, and the administration of work providers on a node-by-node basis. As a part of the configuration you can enable or disable filter columns and set default values. You will need to define the IEU: Desktop: UI: Quick Filters profile option which controls the display of quick filters and accessibility.

> **Note:** The ability to identify default settings is dependent on the type of filter and the data source.

Use the following procedures to manage quick filters.

Tasks

You can perform the following tasks:

- Creating a Quick Filter

- Entering Filter Details and Assigning Properties

- Deleting a Quick Filter

- Mapping Responsibilities for Quick Filters

5.5.1 Creating a Quick Filter

You can create a new quick filter for a work node by copying the seeded values from one of the seeded quick filters. Once you identify the seeded quick filter to be used as the template, you will be able to specify the label and description for the new quick filter. You can further drill down to specify the number of filter columns and the label that will appear above each column.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List tab appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail – Messages page appears.

3. Select **Quick Filter** from the Quick Filter submenu option on the Work Providers List tab.

   The Quick Filter Detail page appears.

4. In the **Create From** field, select the seeded quick filter to copy from. For example, Enterprise Tasks.

5. Click **Go**.

   The Create Quick Filter page appears which contains the following fields:

   - Node Name

   - Application Name

   - Filter Name

   - Filter Label

   - Filter Description

   - Data Source Name

   - Data Source Title

   > **Note:**   The Node Name, Application Name, Filter Name, Data Source Name, and Data Source Title fields are predefined and are unavailable for editing. The values that display in these fields are those that are derived from the seeded quick filter used to create the new filter.

6. In the Filter Label field, enter the label for the new quick filter. For example, Assigned Tasks.

7. In the Filter Description field, enter a description for the quick filter. For example, Tasks Assigned to Agent.

8. Click **Create**.

The Quick Filter Detail page refreshes and is updated to include the newly created label.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Managing Quick Filters

- Entering Filter Details and Assigning Properties

- Deleting a Quick Filter

- Mapping Responsibilities for Quick Filters

5.5.2 Entering Filter Details and Assigning Properties

Once you create a quick filter, you will need to enter the details for the quick filter. The details include defining the label, description, a default value, hint and tooltip text. You can also specify whether the quick filter is visible.

> **Note:** Not all parameters are eligible for editing. Some Oracle Applications amy prevent you from altering parameters or parameter settings. Parameters are the field labels that appear in the quick filter columns. The parameters that appear varies based on the action the agent performs.

Login
Oracle HTML Applications

Responsibility
Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List tab appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail – Messages page appears by default.

3. Select **Quick Filter** from the Quick Filter submenu option on the Work Providers List tab.

   The Quick Filters page appears.

4. Select the quick filter for which you want to enter or modify the properties.

   The Quick Filter Details page appears. The page is divided in to two-parts; the top section of the page presents a snapshot of the source for the detail that comprises the quick filter and the bottom section is a drill-down to the filter columns. The top section of the Quick Filter Details page is presented in a 'read-only' format while the Quick Filter Column Details section (which comprises the bottom section of the page) is available for the configuration of the filter columns. The Quick Filter Column Details section presents the sequence in which the filter column displays as well as the label, name, data type, and visibility indicator.

5. Select a filter column label to further define column properties.

   The Filter Column Details page appears. Similar to the Quick Filter Details page, the Filter Column Details page is divided in to two-parts; the top section of the page consists of the quick filter name, filter column name, filter column label, and description and the bottom section is the Filter Column Properties section. This section is where you will enter the properties that display above the filter column, in the tooltip, in the hint text, and whether the column is visible.

6. Select a filter column label from the list. For example, Scheduled Start.

   The Filter Column Details page appears which contains the following fields:

   - Quick Filter Name

   - Filter Column Name

   - Filter Column Label

■ Description

> **Note:** You will not be able to edit or modify the values in these fields as they are derived from the seeded quick filter. The Data Source Name and Title are derived from the enumerator procedure.

Filter column properties appear in the following fields:

- ■ Prompt Text
- ■ Visible
- ■ Hint Text
- ■ Tooltip Text
- ■ Default Value

7. In the Prompt Text field, enter the label text that will display above the quick filter column in Oracle Universal Work Queue.

8. In the Visible field, select whether the filter will be visible.

9. In the Hint Text field, enter text that will appear for the agent when they mouse over the column in Oracle Universal Work Queue.

10. In the Tooltip Text field, enter text that will appear for the agent when they mouse over the column in Oracle Universal Work Queue.

> **Note:** The Default Value option is not applicable.

11. Click **Update** to save your definition.

You will return to the Work Provider List.

See Also

- ■ Administering Work Providers
- ■ Managing Work Provider Nodes
- ■ Accessing and Using the Work Providers List Tab
- ■ Managing Quick Filters
- ■ Creating a Quick Filter

- Deleting a Quick Filter

- Mapping Responsibilities for Quick Filters

5.5.3 Deleting a Quick Filter

You may only delete 'user' created quick filters. Quick filters that are pre-seeded cannot be deleted. Seeded quick filters have an asterisk associated to them which appears to the left of the Remove column. The checkbox in the Remove column will also be unavailable for selection (grayed-out state).

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list.

   The Work Panel Detail – Messages page appears.

3. Select **Quick Filter** from the Quick Filter submenu option on the Work Providers List tab.

   The Quick Filter Details page appears.

4. Click the Remove check box for the quick filter you wish to delete.

5. Click **Update**.

   A confirmation message appears, indicating that the quick filter was successfully deleted.

6. Click **Done**.

   You will return to the Work Providers List page.

See Also

-

-

-

-

-

-

-

5.5.4 Mapping Responsibilities for Quick Filters

Use this procedure to map responsibilities to quick filters.

> **Note:** You can access the responsibility mapping option at any
> point during the configuration of quick filters.

Login
Oracle HTML Applications

Responsibility
Universal Work Queue - Work Provider Site-Level Administration

Prerequisites
None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail – Messages page appears by default.

3. Select **Quick Filter** from the Responsibility Mapping submenu option on the
   Work Providers List tab.

4. Select the Responsibility Mapping - Actions option from the submenu on the Work Providers List tab. The Responsibility Mapping – Actions page appears.

   The Responsibility Mapping - Quick Filter appears which lists the Node Name field and the node for which the quick filter applies. For example, Tasks.

   The default is 'Any Responsibility'.

5. In the Responsibility for field, select the action for which you want to map responsibilities.

6. Query the responsibility by performing a lookup and select the appropriate responsibility.

7. Click **Add**.

   The responsibilities that you assign to the action will appear.

8. Use the Remove check box to delete a responsibility.

9. Click **Update** to save your settings.

10. Click **Done**.

    You will return to the Work Provider List.

See Also

- Administering Work Providers

- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab

- Managing Quick Filters

- Creating a Quick Filter

- Entering Filter Details and Assigning Properties

- Deleting a Quick Filter

5.6 Running Concurrent Processes

Oracle Universal Work Queue uses the Session History - UWQ Cleanup Process to clean up inactive sessions and activities that might be left in an "active" state. For example, in the event of system or power failure. You should ensure that the concurrent program is set up to run periodically.

5.6.1 Performing Inactive Session and Activity Cleanup

Use this procedure to verify the set up of the Session History - UWQ Cleanup Process and run the concurrent program.

Login

Oracle Forms Applications

Responsibility

Universal Work Queue Administration

Prerequisites

None

Steps

1. In the Navigator window, from the Functions tab, choose **Concurrent Requests** > **Run**.

    The Submit a New Request dialog box appears.

2. Click **Single Request**.

3. Click **OK**.

    The Submit Request page appears. The Submit Request page consists of three sections:

    - Run the Requests...

    - At these Times...

    - Upon Completion...

    The Run the Requests... section allows you to select the request, enter parameters, establish the language, and copy from a previous run.

4. In the Name field, click the ellipsis and perform a lookup.

    The Report page appears.

5. Select **Sessions History-UWQ Cleanup Process**.

6. Click **OK**.

7. Click **OK.**

8. In the At these Times... section, select **Schedule.** You can specify when the request will run. Click **OK** when finished.

To Schedule...	Select this...
ASAP	As Soon As Possible
One time only	Once
Periodic runs	Periodically
Select days	On Specific Days
Other	Advanced

9. In the Upon Completion... section, click **Options** to specify the output conditions for the request. You can specify who to notify upon completion as well as print output (print to file or device) and language. Click **OK** when finished.

10. Click **Submit**.

   This will run the concurrent program. It is recommended that you monitor the log files after each run to ensure the requests completed successfully.

See Also

■ *Oracle Interaction Center Intelligence Implementation Guide*

6

Integration Tasks

This chapter contains task-based procedures for integrating the product with other products.

Topics include:

- Integrating Oracle Universal Work Queue with Oracle Interaction Blending
- Integrating Oracle Universal Work Queue with Oracle Interaction Center Intelligence
- Integrating Oracle Universal Work Queue with Oracle TeleSales
- Integrating Oracle Universal Work Queue with Oracle TeleService
- Integrating Oracle Universal Work Queue with Oracle Advanced Inbound
- Integrating Oracle Universal Work Queue with Oracle Advanced Outbound
- Integrating Oracle Universal Work Queue with Oracle Customer Care
- Integrating Oracle Universal Work Queue with Oracle iMeeting

6.1 Integrating Oracle Universal Work Queue with Oracle Interaction Blending

> **Note:** This procedure applies to the blending of media work. It is only required when implementing Oracle Interaction Blending. The System Administrator responsibility is required to define profile options.

Oracle Interaction Blending dynamically moves agents between queues and media types based on the service levels for the interaction center. Use the following procedure to integrate Oracle Universal Work Queue with Oracle Interaction Blending.

See Also

- *Oracle Interaction Blending Implementation Guide*
- Section 5.1, "Configuring Universal Work Queue for Application Work"

6.1.1 Set Oracle Universal Work Queue Profile Options for Oracle Interaction Blending

The IEU: Blending Style profile is used to enable the blending of media work. When an agent requests work from the Blended node, Universal Work Queue will deliver any of the media type for which an agent is enabled (e.g., inbound, web callbacks, or outbound), based on the service levels for the interaction center.

The following table features the four blending options:

Setting	Description
Full Forced Blended	Enables the blending of media work.
	A Blended node appears in the Oracle Universal Work Queue work selector.
	The media node or nodes (e.g., Inbound and Outbound) from which an agent can request work that is specific to the media do not appear.
Full Optional Blended	Enables media work blending and the appearance of a Blended node and media nodes (e.g., Inbound or Outbound) in the Oracle Universal Work Queue window.
	The media node or nodes (e.g., Inbound and Outbound) from which an agent can request work that is specific to the media also appears, allowing an agent to select between the nodes.
Not Blended	Media work blending is not enabled. A single blending node appears.
Simple Forced Blended	Provides the ability for passive blending.

Setting	Description
Simple Optional Blended	Provides the ability for enhanced-passive blending. All media nodes appear.

See Also

- *Oracle Interaction Blending Implementation Guide*

- *Oracle Interaction Center Server Manager Implementation Guide*

- Appendix B

- Section 4.8, "Setting System Profile Options"

6.2 Integrating Oracle Universal Work Queue with Oracle Interaction Center Intelligence

Oracle Universal Work Queue tracks agent session and activity data and reports the information that has been gathered in Oracle Interaction Center Intelligence.

> **Note:** This procedure applies to the session logging of media work and is only required when implementing Oracle Interaction Center Intelligence. Oracle Interaction Center Intelligence must be installed and configured prior to modifying any profiles and the Call Center HTML Administration responsibility must be assigned.

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

- Agent login

- Agent logout

- Media item requests

- Media item deliveries

Use the following procedure to integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.

> **Note:** The additional server activity can affect the performance of the Universal Work Queue server.

See Also

- *Oracle Interaction Center Intelligence Implementation Guide*

6.2.1 Set Oracle Universal Work Queue Server Profile Options for Oracle Interaction Center Intelligence

To enable Oracle Universal Work Queue to provide information to be written to Interaction Center tables, you must enable the following Oracle Universal Work Queue profile:

Profile	Setting
IEU: Session History Logging	Yes

> **Note:** The default setting for the profile option is No.

See Also

- *Oracle Interaction Center Intelligence Implementation Guide*
- *Oracle Interaction Center Server Manager Implementation Guide*
- Appendix C

6.3 Integrating Oracle Universal Work Queue with Oracle TeleSales

> **Note:** This procedure is only required when implementing Oracle TeleSales.

Oracle Universal Work Queue can specifically integrate with the Lead and Opportunities modules in Oracle TeleSales. The steps required to integrate Oracle TeleSales include:

- Install Oracle TeleSales applications using Oracle Applications Rapid install

- Implement Oracle TeleSales modules, as determined by your enterprise and business requirements

- Assigning the appropriate user responsibilities to your agents that enable them to access Oracle Applications functionality related to the Oracle TeleSales

modules to be used. For example, if the agent has the Customer Support responsibility assigned, they would be able to access and work items that have been assigned to them and are related their job, such as tasks and service requests.

- Setting related Oracle Universal Work Queue user profile options to enable or disable site or user access to the functionality provided by Oracle TeleSales module.

See Also

- *Oracle TeleSales Implementation Guide*
- *Installing Oracle Applications 11i*

6.3.1 Set Oracle Universal Work Queue Profile Options for Oracle TeleSales

When a user logs into Oracle Universal Work Queue, the user is enabled to work on the type of work items to which his or her assigned responsibilities provide access unless you limit user access to certain functionality by setting values for the Oracle Universal Work Queue profile options. Therefore, if the user's responsibilities enable him or her to access Oracle TeleSales functionality, this profile option does not need to be set unless you want to disable a user's access to the functionality.

The following Oracle Universal Work Queue profile options can be set for users who handle Oracle TeleSales related work items:

Profile Option	Setting
IEU: Queue: Leads	Yes
IEU: Queue: Opportunities	Yes

See Also

- *Oracle TeleSales Implementation Guide*
- Appendix B
- Section 4.8, "Setting System Profile Options"

6.3.2 Create a Media Action for Oracle TeleSales

Use this procedure to create a media action for inbound telephony for Oracle TeleSales.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps

1. From the Oracle Interaction Center Server Manager, select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. Enter the following information for the media action.

   - In the Media Type field, select **Inbound Telephony**.

   - In the Classification field, type in the name of the media item classification that will trigger the media action (screen pop).

   - In the Media Action field, select the business application that will be launched when a media item of the specified type with the specified classification is selected from a work queue.

3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- Section 5.3.1, "Configuring a Screen Pop"

6.4 Integrating Oracle Universal Work Queue with Oracle TeleService

> **Note:** This procedure is only required when implementing Oracle TeleService.

Universal Work Queue can specifically integrate with Oracle TeleService's Customer Support and Service Requests modules.

The steps required to integrate Oracle Universal Work Queue with the Oracle TeleService include:

- Installing Oracle TeleService applications using Oracle Applications Rapid install.

- Implementing the Oracle TeleService modules that will be used by your enterprise.

- Assigning the appropriate user responsibilities to your agents that enable them to access Oracle Applications functionality related to the Oracle TeleService modules to be used. Oracle Applications ship with certain defined user responsibilities which are set up to provide user access to product functionality.

  The Customer Support responsibility enable users to access Oracle TeleService product functionality. For example, if the agent has the Customer Support responsibility assigned, they would be able to work items that have been assigned to them and are related their job, such as tasks and service requests.

- Setting related Oracle Universal Work Queue profile options to enable or disable site or user access to the functionality provided by Oracle TeleService module.

> **Note:** The ability to integrate telephony with Oracle TeleService requires the configuration of media classification using the Service Requests Media function. The Service Requests Media function will be available in a future release.

See Also

- *Oracle TeleService Implementation Guide*

6.4.1 Set Oracle Universal Work Queue Profile Options for Oracle TeleService

When a user logs into Oracle Universal Work Queue, the user is enabled to work on the type of work items to which his or her assigned responsibilities provide access unless you limit user access to certain functionality by setting values for the Oracle Universal Work Queue profile options. Therefore, if the user's responsibilities enable him or her to access Oracle TeleSales functionality, this profile option does not need to be set unless you want to disable a user's access to the functionality.

For example, if you are set up with a responsibility that allows you to access and work items, such as tasks or service requests, those items that are open and assigned to you will be delivered and presented in Oracle Universal Work Queue. If

the profile option IEU: Queue Service Requests is not set to Yes at the user level, work items will not be delivered to the work queue for presentation to the agent.

The following Oracle Universal Work Queue profile option can be set for users who handle Oracle TeleService related work items:

Profile Option	Setting
IEU: Queue: Service Requests	Yes

See Also

- *Oracle TeleService Implementation Guide*
- Appendix B
- Section 4.8, "Setting System Profile Options"

6.5 Integrating Oracle Universal Work Queue with Oracle Advanced Inbound

> **Note:**   This procedure is only required when implementing Oracle Advanced Inbound.

Oracle Advanced Inbound is an Interaction Center module which is comprised of the following Interaction Center products:

- Oracle Telephony Manger
- Oracle Universal Work Queue
- Oracle Interaction Blending
- Oracle Routing Server
- Oracle Interactive Voice Response Integration

Together these products provide the base for managing customer interactions through multiple channels, delivering interactions to appropriate agents when ready.

Oracle Advanced Inbound is required to telephony enable business applications in the Oracle E-Business Suite. Telephony-enabled means that the product has the capability of communicating with a telephone system for both inbound and

outbound calls via the Computer Telephony Integration (CTI) middleware that handles the messaging between a telephone switch and the user's application.

Oracle Advanced Inbound provides an enterprise with the means to improve interaction center productivity through CTI to it's PBX and IVR platforms for application screen pops in the Oracle Applications. It also ensures that the proper customer is routed to the correct agent for multi-media contacts.

The server architecture of Oracle Advanced Inbound is scalable to run interaction centers with a single physical site or multiple sites. It can also be configured to integrate IVR data. The integration points for Oracle Advanced Inbound to other Interaction Center Modules and products include Oracle Advanced Outbound, Oracle Universal Work Queue, and Oracle Interaction Blending.

In order for a screen pop to occur in Oracle Advanced Inbound, the following tasks need to be completed for Oracle Universal Work Queue:

- Configure Oracle Universal Work Queue Server.

- Configure Oracle Universal Work Queue Screen Pop.

- Create and Define Oracle Universal Work Queue Agents.

- Set Oracle Universal Work Queue Profile Options.

See Also
- Section 4.3, "Creating an Interaction Center Agent"

- Section 4.4, "Creating an Employee"

- Section 4.5, "Creating an Employee in CRM Resource Manager"

- Section 4.6, "Setting Up Employees as Users"

- Section 4.7, "Importing a Resource"

- Section 4.8, "Setting System Profile Options"

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- *Oracle Advanced Inbound Implementation Guide*

- *Oracle Interaction Center Implementation Guide*

- *Oracle Advanced Inbound Implementation Guide*

- *Oracle Interaction Center Implementation Guide*

6.5.1 Configure Oracle Universal Work Queue Server for an Oracle Advanced Inbound Screen Pop

Use this procedure to configure the Oracle Universal Work Queue server for an Oracle Advanced Inbound screen pop.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Oracle Interaction Center Implementation Guide and Appendix C.

Steps

1. From the ICSM tab, select the Server Groups sub-option.

   The Server Group List page appears.

2. Select a server group from the available list in the Server Group Name column.

3. Click **Create**.

   The Server Details page appears.

4. In the Server Name field, enter the name of the Oracle Universal Work Queue server.

5. In the Server Type field, select **Oracle Universal Work Queue Server**.

6. Click **Save**.

   > **Note:** You can configure some of the runtime parameters for the Oracle Universal Work Queue server. See Appendix C for a list of the server parameters and values.

See Also

- *Oracle Advanced Inbound Implementation Guide*
- *Oracle Interaction Center Implementation Guide*
- Appendix C

6.5.2 Create a Media Action for Inbound Telephony

Use this procedure to create an inbound telephony media action.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps

1. In the Oracle Interaction Center page, select the UWQ Media Action tab.

    The Media Classification Action Association page appears.

2. Enter the following information for the media action.

    - In the Media Type field, select **Inbound Telephony**.

    - In the Classification field, type in the name of the media item classification that will trigger the media action (screen pop).

    - In the Media Action field, select the business application that will be launched when a media item of the specified type with the specified classification is selected from a work queue.

3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- Section 5.3.1, "Configuring a Screen Pop"

6.5.3 Set Oracle Universal Work Queue Profile Options for Oracle Advanced Inbound

The following Oracle Universal Work Queue profile options need to be set:

Profile Option	Setting
IEU: Queue: Inbound Telephony	Yes

Profile Option	Setting
IEU: Queue: Media: Telephony	Yes

See Also

- Section 4.8, "Setting System Profile Options"

- Appendix B

- *Oracle Advanced Inbound Implementation Guide*

6.6 Integrating Oracle Universal Work Queue with Oracle Advanced Outbound

> **Note:** This procedure is only required when implementing Oracle Advanced Outbound.

In order for a screen pop to occur for an outbound media item in Oracle Advanced Outbound, the following tasks need to be completed for Oracle Universal Work Queue:

- Creating a classification rule or rules for outbound media items

- Configuring the media actions by media classification

Call classifications are created as part of the Oracle Telephony Manager configuration. The call classifications and the media types are seeded data from the various Oracle Applications.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- Section 5.3.1, "Configuring a Screen Pop"

- *Oracle Advanced Outbound Implementation Guide*

- *Oracle Interaction Center Implementation Guide*

6.6.1 Set Oracle Universal Work Queue Profile Options for Oracle Advanced Outbound

The following profile options need to be set for users in Universal Work Queue:

Profile Option	Setting
IEU: Queue: Advanced Outbound Telephony	Yes
IEU: Queue: Media: Telephony	Yes

See Also

- Section 4.8, "Setting System Profile Options"
- Appendix B

6.7 Integrating Oracle Universal Work Queue with Oracle Customer Care

> **Note:** This procedure is only required when implementing Oracle Customer Care.

The Oracle Customer Care application allows an organization to create profitable customer relationships by managing enterprise-wide customer interactions and information. This is accomplished from the Contact Center. The Contact Center provides a single interface for managing all customer transactions in an efficient. An agent can log a quick service request, search the knowledge base for solutions, assign tasks, and enter and view notes for a customer.

Customers can initiate media and non-media interactions with a company. Media interactions consist of inbound phone calls, emails, or web callbacks and non-media events may be items such as service requests or tasks. The agent can view the work items assigned, in Oracle Universal Work Queue. The agent selects the media or non-media work item to process in Oracle Universal Work Queue.

Integration with Oracle Telephony Manager through Oracle Universal Work Queue, facilitates the media interactions. Telephony Manager routes the call to the appropriate agent based upon availability. When the agent uses the softphone to accept the call, the Contact Center is populated with the customer information. The customer is identified based on the phone number, account number, or other call parameters that the caller enters in the Interactive Voice Recognition (IVR).

The function of a Contact Center with the integration of Oracle Telephony Manager through Oracle Universal Work Queue allow Oracle Customer Care to be interfaced with a telephone switch, which includes the added functionality of the softphone.

The integration of Oracle Universal Work Queue and Oracle Customer Care provide for the following features:

- Softphone is enabled.

- Telephone icon is highlighted.

- Instant access to customer information with call inputs screen.

- Message icon allows a message to be created and sent in Oracle Customer Care.

- Task icon opens the task window, allowing the creation of a new task.

See Also
- *Oracle Customer Care Implementation Guide*

- *Oracle Customer Care User Guide*

6.7.1 Create a Oracle Universal Work Queue Media Action for Oracle Customer Care

Use this procedure to create a Universal Work Queue media action for Oracle Customer Care.

Login
Oracle HTML Applications

Responsibility
Call Center HTML Administration

Prerequisites
- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps
1. Select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. Enter the following information for the media action.

   - In the Media Type field, select **Web Collaboratio**n.

   - In the Classification field, leave blank to indicate "**unclassified**".

   - in the Media Action field, select **Customer Care Media Action**.

3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- Section 5.3.1, "Configuring a Screen Pop"

6.7.2 Set Oracle Universal Work Queue Profile Options for Oracle Customer Care

The following profile options need to be set for users in Oracle Universal Work Queue:

Profile Option	Setting
IEU: Queue: Web Callback	Yes
IEU: Queue: Web Collaboration	Yes

See Also

- Section 4.8, "Setting System Profile Options"

- Appendix B

- *Oracle Customer Care Implementation Guide*

6.8 Integrating Oracle Universal Work Queue with Oracle iMeeting

> **Note:** This procedure is only required when implementing Oracle iMeeting.

When a customer clicks the Live Help button, a screen pop appears that allows the customer to enter their name, phone number, and nature of the problem. The customer can choose between web collaboration or web collaboration and phone interaction. Once the request submitted, the Oracle iMeeting API is invoked, creating the meeting.

The type of interaction, along with the necessary information is passed to the agent. When the agent processes the request for web collaboration, the phone call (if selected by the customer) is initiated along with the web collaboration and the Oracle TeleSales application is launched. The agent and the customer will

collaborate via Live Help until they conclude the collaboration and the agent performs a wrap-up.

See Also

- *Oracle TeleSales Implementation Guide*
- *Oracle TeleSales User Guide*

6.8.1 Configure Oracle Universal Work Queue for an Oracle iMeeting Screen Pop

The following components need to be set up and configured:

- Install, set up and start Interaction Center Server Manager
- Configure a server group
- Configure middleware
- Configure telesets
- Configure route points
- Create Oracle Telephony Manager, Interaction Queuing and Distribution, Oracle TeleSales, Oracle Universal Work Queue and routing servers
- Configure relevant parameters in Oracle Telephony Manager, Interaction Queuing and Distribution, Oracle TeleSales, Oracle Universal Work Queue and routing servers
- Create and Define telephony-enabled agents
- Create user accounts
- Configure route rules and routing agent groups
- Start Oracle Telephony Manager, Interaction Queuing and Distribution, Oracle TeleSales, Oracle Universal Work Queue and routing servers

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.4, "Creating an Employee"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"

- Section 5.2, "Configuring Universal Work Queue for Media Work"

- *Oracle Interaction Center Implementation Guide*

- *Oracle TeleSales Implementation Guide*

6.8.2 Set Oracle Universal Work Queue Profile Options for Oracle iMeeting

The following profile options to control how users are logged into iMeeting and how they are displayed during the collaboration:

Profile Option	Setting
IEU: Desktop: UI: iMeeting User ID	Unique Value
IEU: Desktop: UI: iMeeting Password	Unique Value
IEU: Desktop: UI: iMeeting Display Name	Live Help Agent

> **Note:** The values entered for the iMeeting user ID and password must match exactly to those administered in Oracle iMeeting.

See Also

- Section 4.8, "Setting System Profile Options"

- Appendix B

6.8.3 Creating a Media Action for Oracle iMeeting in Oracle Universal Work Queue

Use this procedure to create a media action for Oracle iMeeting in Oracle Universal Work Queue.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps

1. Select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. Enter the appropriate information for the media action.

   To create a media action for **Customer Care**; enter the information as outlined in the following table:

In the field...	Enter...
Media Type	Web Collaboration
Classification	Leave the field blank to denote the classification as "unclassified"
Media Action	Customer Care

   To create a media action for **TeleSales Inbound Telephony**; enter the information as outlined in the following table:

In the field...	Enter...
Media Type	Web Collaboration
Classification	Leave the field blank to denote the classification as "unclassified"
Media Action	Telesales Inbound Telephony

3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3.1, "Configuring a Screen Pop"

7

Implementation Verification

This chapter contains task-based procedures for verifying the success of the implementation.

Topics include:

7.1 Verifying Universal Work Queue Login Page

This topic provides procedures for verifying and testing the login page for Universal Work Queue.

Topics include:

7.1.1 Testing Universal Work Queue Login Page

Use this procedure to test the login page for a user in Universal Work Queue.

Login

Oracle Forms Applications

Responsibility

Universal Work Queue Agent, TeleSales or Customer Support

Prerequisites

■   None

Steps

1. In the Navigator window, on the Functions tab, choose **Universal Work Queue**.

    The icWork Controller and Oracle Universal Work Queue window appears.

2. Click **Get Work**.

    If the Oracle Applications business application does not launch, perform the following steps.

3. To test whether the login page is active:
    `http://hostname:port/html/jtflogin.jsp`

    If jtflogin.jsp does not display, then launch:
    `http://hostname:port/html/jtfmain.htm`

4. To test whether the Oracle Applications business application GUI is active:
    `http://hostname:port/html/<Oracle Application client htm file>`

    If the business application launches, the problem is with Oracle Universal Work Queue. Review the implementation steps and user set up for Oracle Universal Work Queue.

7.2 Verifying Application Work in Universal Work Queue

This topic provides procedures for verifying the implementation of Universal Work Queue for application work.

Topics include:

■   Section 7.2.1, "Creating a Task"

■   Section 7.2.2, "Opening a Task from Universal Work Queue"

See Also

■   Section 7.3, "Verifying Media Work in Universal Work Queue"

7.2.1 Creating a Task

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

Login

Oracle Forms Applications

Responsibility

CRM Task Manager or Customer Support

Prerequisites

- Review *Oracle CRM Foundation Concepts and Procedures*.

Steps

1. In the Navigator window, on the Functions tab, choose **Task Manager** > **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 7.2.2, "Opening a Task from Universal Work Queue"

7.2.2 Opening a Task from Universal Work Queue

Use this procedure to open a task in Universal Work Queue.

Login

Oracle Forms Applications

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Create a task (see Section 7.2.1, "Creating a Task").

Steps

1. Navigate to the Universal Work Queue window.

Responsibility	Procedure
Customer Support	■ In the Navigator window, on the Functions tab, choose **Universal Work Queue**.
TeleSales Agent	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.

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

    - IEU: Session History Logging

    - IEU: Queue: Work List

    - IEU: Message: UI: UWQ Notices

    - IEU: Queue: Inbound Telephony

    - IEU: Queue: Advanced Outbound Telephony

    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 User Guide.*

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

   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 All Work**.

   Verify that the task count has decreased.

9. To close the Oracle 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 7.2.1, "Creating a Task"

7.3 Verifying Media Work in Universal Work Queue

Inbound telephony work can be verified by simulating an inbound call to a switch simulator and handling the call in Oracle Universal Work Queue via Oracle Advanced Inbound. For information about verifying the implementation of Universal Work Queue for media work, see *Oracle Interaction Center Server Manager Implementation Guide*.

See Also

- Section 7.2, "Verifying Application Work in Universal Work Queue"

8

Diagnostics and Troubleshooting

This chapter describes guidelines for troubleshooting common implementation errors. It also describes common workarounds and steps for recovering from a product failure. Finally, it describes log files and error messages.

Topics include:

- Common Implementation Errors
- Log Files and Error Messages
- Oracle Universal Work Queue Diagnostics
- Verifying the Media Configuration
- Verifying Nodes
- Verifying Node Refresh
- Verifying View Validation
- Verifying Task Launching
- Running All Diagnostic Tests

8.1 Common Implementation Errors

Topics include:

- Section 8.1.1, "Types of Oracle Universal Work Queue Issues"
- Section 8.1.2, "Signing on to Oracle Applications"
- Section 8.1.3, "Launching the Universal Work Queue desktop from the Navigator"
- Section 8.1.4, "Viewing Work Items"

-

-

-

-

-

-

See Also
-
-

8.1.1 Types of Oracle Universal Work Queue Issues

Oracle Universal Work Queue issues generally fall into the following categories:

- Server startup
- Media login
- Non-media
- Media screen pop
- Special media flow
- Teleset/Softphone

Server Startup Issues

These involve not being able to start the Oracle Universal Work Queue server or starting the server as an NT service.

Can't Start Oracle Universal Work Queue Server

Problem: Cannot start Oracle Universal Work Queue server (pre-11.5.6/ICSM).

Cause/Solution: Check to make sure the DBC file is correct. Check to see if you can start other servers using the DBC file. Verify that the server name is properly specified on the command line. Check to see if another server is using the same port. Run the server with the following parameters and then check the error log:

```
-trace_level_debug -console_trace
```

Media Login Issues

Typically, these type of issues involve not being able to connect to the Oracle Universal Work Queue server or the inability to log into media providers. Also, issues surrounding the icWork Controller not starting properly fall in this category.

Cannot connect to Oracle Universal Work Queue Server

Problem: Cannot connect to Oracle Universal Work Queue server.

Cause/Solution: Check to make sure the Oracle Universal Work Queue server is running. Ensure that the agent is in the same Interaction Center Server Group as the Oracle Universal Work Queue server.

Can't log into telephony

Problem: Cannot log into telephony.

Cause/Solution: Verify that the Oracle Telephony Manager server is running. Ensure that the Oracle Telephony Manager server is in the same Interaction Center Server Group as the Oracle Universal Work Queue server.

Agent is configured for inbound telephony but no node appears in Oracle Universal Work Queue

Problem: The agent is configured for inbound telephony but the node does not appear in Oracle Universal Work Queue.

Cause/Solution: Verify that the Oracle Telephony Manager server is running. Ensure that the Oracle Telephony Manager server is in the same Interaction Center Server Group as the Oracle Universal Work Queue server. Run Diagnostics for media configuration and node enumeration.

Non-Media Issues

This would pertain to queues or queued items not appearing properly.

"Function not available to this responsibility" error messages

Problem: Receive "function not available to this responsibility" error messages.

Cause/Solution: You are using a responsibility that cannot open the form associated with the item. Switch to a different responsibility or create a user with the appropriate responsibilities.

Media Screen Pop Issues

Screen pops being slow, or blank or that cause FRM-92100 or other Forms errors are typically the types of issues that pertain to a media screen pop.

"No action defined for selected media type" error on screen pop

Problem: Receiving "no action defined for selected media type" error.

Cause/Solution: Use the administrative responsibilities described above to map your media type to an application. Make sure there is a default (no classification) action for each media type you are using.

Slow screen pop

Problem: Screen pop is slow to launch.

Cause/Solution: Run the UWQ Diagnostics. If there is no problem with the performance, the problem lies in the Oracle business application.

Screen pop causes FRM-92100 errors

Problem: Receiving FRM-92100 errors when a screen pop occurs.

Cause/Solution: Ensure you are running the most current Forms patchset. Run the UWQ Diagnostics. If the test runs successfully, the problem is related to the Oracle business application.

"Function not available to this responsibility" error messages

Problem: Receive "function not available to this responsibility" error messages.

Cause/Solution: You are using a responsibility that cannot open the form associated with the media type and classification. Switch to a different responsibility or create a user with the appropriate responsibilities.

Special Media Flow Issues

These fall into the category of transfer or conference cases that are not working as expected or media error-handling cases requiring logging on again.

"oracle.apps.jtf.base.resources.FrameworkException: BPP-10139" error message

Problem: Receive "oracle.apps.jtf.base.resources.FrameworkException: BPP-10139" error message.

Cause/Solution: This is a JTF issue. Ensure that the appropriate properties have been defined.

Teleset/Softphone Issues

The following issue pertains to an agent's inability to get work.

Problem: While media enabled, the agent used the teleset to access and perform certain features instead of using the softphone. Now, the agent is unable to get work.

Cause/Solution: Oracle does not support agents' use of the PBX/ACD physical teleset for access to features. Due to limitations of the PBX/ACD platform, features activated at the teleset are not passed through the PBX/ACD CTI interface, which desynchronizes the physical teleset and the Oracle CTI interfaces. If an agent uses the physical teleset rather than the softphone, and an unsynchronized condition occurs, then the agent will need to reset the application through Oracle Universal Work Queue.

8.1.2 Signing on to Oracle Applications

User can not sign on to Oracle Applications

Problem: User can not log into Oracle Applications.

Cause/Solution: Database is down. Verify that the database servers are running. Contact the system DBA to restart the database server.

No valid responsibility is available

Problem: The user attempts to log in to Oracle Applications and an error message appears which indicates that no valid responsibility is available. Or, the user is able to log in to Oracle Universal Work Queue 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.

Cause/Solution: User profile/responsibilities are incorrectly set. The HRMS employee must be assigned as a resource for your business. The user must have responsibility to access all the forms that Oracle Universal Work Queue will open, or Forms will not allow the application to open.

IEU_UWQ_VALID_RES

Problem: User with customer support responsibility receives the following error messages when attempting to access Universal Work Queue:

"Message dictionary couldn't open IEU application message file. Cannot open file /u02/home/applmgr/ieu/11.5.0/mesg/US.msb for reading" followed by the error message, "IEU_UWQ_VALID_RES".

Cause/Solution: User is not set up as a resource. Import employees that have been assigned to FND_USERS (Oracle Apps users) as resources.

JInitiator Errors

Problem: Receiving JInitiator errors upon login.

Cause/Solution: Console is not enabled. Enable the console. If the error persists, reinstall JInitiator. The default cache should read 50MB.

8.1.3 Launching the Universal Work Queue desktop from the Navigator

Agent Resource ID not found

Problem: After the user logs in to Oracle Applications and selects Oracle Universal Work Queue, they receive an error message which indicates that the Resource ID for the agent could not be found.

Cause/Solution: The employee has not been defined as a CRM resource. Ensure that the Oracle Universal Work Queue user is set up correctly in Oracle HRMS and in Oracle Resource Manager.

Universal Work Queue desktop does not display

Problem: The user logs in to Oracle Applications and selects the Get Work button, the business application or the Oracle Universal Work Queue does not launch and does not appear.

Cause/Solution: Test to see if the business application can launch or if the problem lies with the launching of Oracle Universal Work Queue. Also, verify system profiles.

If the Oracle Applications business application does not launch, perform the following:

- To test whether the login page is active:
  `http://hostname:port/html/jtflogin.jsp`

- If jtflogin.jsp does not appear, then launch:
  `http://hostname:port/html/jtfmain.htm`

- To test whether the Oracle Applications business application GUI is active:
  ```
  http://hostname:port/html/<Oracle Application client htm
  file>
  ```

If the application launches, then the problem is with Oracle Universal Work Queue and you should review the steps followed for Oracle Universal Work Queue implementation and user set up.

Takes too long to launch the Universal Work Queue desktop

Problem: Users are experiencing a long delay in logging into Oracle Universal Work Queue, along with a delay in the counts appearing in the Queue and Count columns.

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

If the Oracle Applications business application does not launch, perform the following steps:

1. Test whether the login page is active, launch the following:
   ```
   http://hostname:port/html/jtflogin.jsp
   ```

   If jtflogin.jsp does not appear, then launch:
   ```
   http://hostname:port/html/jtfmain.htm
   ```

2. Test whether the Oracle Applications business application GUI is active:
   ```
   http://hostname:port/html/<Oracle Application client htm
   file>
   ```

If the application launches, then the problem is with Oracle Universal Work Queue and you should review the steps followed for Oracle Universal Work Queue implementation and user set up.

8.1.4 Viewing Work Items

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

Problem: 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. Work items fail to reach Oracle Universal Work Queue.

Cause/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

Problem: The user selects to view a Task work item in Oracle Universal Work Queue and receives a missing source document error message. Missing source document when accessing tasks.

Cause/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

Problem: User sees double work item entries. When user selects a work type by selecting a node in the work selector area in the Queue column, double work items appear in the work item summary area. Oracle Universal Work Queue presents work items for tasks that are owned or assigned to a user.

Cause/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 worked by a group or users, of which the particular user is a member.

Count values not displayed or refreshed

Problem: Count values do not appear in the Count column or counts do not update once work items are processed. The user logs in to Oracle Universal Work Queue and does not see count values in the Count column. Or, the user has completed processing work items and the Count column does not reflect new count values.

Cause/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.

Cannot access task details fromUniversal Work Queue

Problem: User can see task in a read only state, but cannot access the task details.

Cause/Solution: Profile options have not been set for Oracle Universal Work Queue. Check that profile options are set for IEU. Double check your %task% profile options to ensure that views are not set to "No".

8.1.5 Accessing Work Items

No valid responsibility is available

Problem: The user attempts to log in to Oracle Applications and an error message appears, indicating that no valid responsibility is available. Or, the user is able to log in to Oracle Universal Work Queue 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.

Cause/Solution: User profile/responsibilities are incorrectly set. The HRMS employee must be assigned as a resource for your business. The user must have responsibility to access all the forms that Oracle Universal Work Queue will open, or Forms will not allow the application to open.

Universal Work Queue desktop cannot "Get Work"

Problem: User can not perform "Get Work" for an open task work item. The user can view the task work item in Oracle Universal Work Queue, but receives a message indicating that "Get Work" cannot be performed for the open task work item.

Cause/Solution: Tasks is a multi-object schema which can store tasks as well as other objects, such as service requests. From the Tasks Detail panel, click **Details** to display the Task Manager window. Make sure that there is a valid value in the Source Document and the Source Number fields.

Note: When a valid source document is not referenced, the Task Manager window appears by default.

8.1.6 Unable to Associate Media Type, Classification and Action

The association of a media type, classification, and action for Oracle Universal Work Queue is accomplished through the UWQ Media Action tab. See Classifying Media Actions.

8.1.7 Types of Events in Universal Work Queue

Oracle Universal Work Queue defines two types of events:

- Oracle Universal Work Queue events: The types of events that occur are the screen pop and information pertaining to the connection. The screen pop includes information such as how a media item was delivered. For example, predictive customer ID, an inbound call, or an inbound email.

■ Client-side media controller events: Client-side controller events are those that are sent by the application to the client-side media plug-in, (e.g., Softphone) to either interject the current action that the plug-in is trying to perform or to instruct the plug-in for an action to be performed (e.g., to dial).

8.1.8 Planned Start Date for Task List does not include Time Stamp

Problem: Planned start date for Task List in Oracle Universal Work Queue does not include time stamp.

Cause/Solution: Display format needs to be changed for PLANNED_START_DATE column. Navigate to spreadtable > Spreadtable Metadata Administration. Query the record with Datasource Name = IEU_UWQ_TASKS_DS. Open the Alignment and Formatting tab. Change the display format for the column PLANNED_START_DATE to DateTime.

8.1.9 Database Connection Failed

Problem: Database connection failure error message appears.

Cause/Solution: Check configuration.

8.1.10 Viewing Applets Output

Turn on Java console in JInitiator.

Cause/Solution: Start the Java Console. Go to:

Start > Programs > JInitiator > JInitiator > Show Java Console Universal Work Queue

8.2 Log Files and Error Messages

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 Universal Work Queue server database parameters. Optionally, when you start the 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 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 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.

TRACE_LEVEL and TRACE_FILE_NAME

Problem: Problem with Universal Work Queue server logs.

Cause/Solution: Set only the TRACE_LEVEL parameter when collecting Oracle Universal Work Queue server logs. Do not set the TRACE_FILE_NAME parameter. Oracle Universal Work Queue will automatically choose a name and put the logs in the same directory where the Interaction Center Server Monitor (ICSM) places it's logs. This can be seen from the Advanced tab in ICSM.

Viewing Log Files

The log files for Oracle Universal Work Queue store information for non-media and media items. The log file for non-media items is "ieu.log" and the log file for media items is "ieus.log".

Virtual Memory

Set Virtual Memory to 180/180. On Windows NT agent desktop, set Virtual Memory to 180/180.

- Set the initial value large.

- Monitor the size to prevent it from growing.

- Maintain the second value so that it is identical to the first value.

- Restricting the growth will keep the virtual memory contiguous on the disk. It does not fragment.

See Also

- Section 8.1, "Common Implementation Errors"

- Section 8.3, "Oracle Universal Work Queue Diagnostics"

8.3 Oracle Universal Work Queue Diagnostics

Oracle Universal Work Queue allows you to perform a series of tests to identify and verify media configuration and set up issues. The types of tests that can be run include:

- Media_Eligibility

- Node_Enumeration

- Node_Refresh

- Views_Validation

- Task_Launching

- All Tests

> **Note:**   The "All Tests" diagnostic tool encompasses a comprehensive review and validation of media configuration which may require additional processing time.

See Also

Section 8.4, "Verifying the Media Configuration"

Section 8.5, "Verifying Nodes"

Section 8.6, "Verifying Node Refresh"

Section 8.7, "Verifying View Validation"

Section 8.8, "Verifying Task Launching"

Section 8.9, "Running All Diagnostic Tests"

8.4 Verifying the Media Configuration

From the Diagnostics page, you can perform the following tests for media configuration:

- Media Queue Test

- Media Eligibility Test

The tests will determine whether media is enabled for a user. The test will also determine if:

- media queues are enabled

- the user is in a valid server group (interaction center)

- the user's server group contains servers that can handle the configured media types

- there are multiple entries in IEU_UWQ_SEL_ENUMERATORS for the given media types

8.4.1 Testing Media Queues

Use the Media Queue Test to determine whether a user is properly configured for media work.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 5.2, "Configuring Universal Work Queue for Media Work".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list.

   The Media_Eligibility - Media Queue Test page appears.

4. In the Media_Eligibility subtab, select Media Queue Test.

   The test status appears in the Results section of the page as well as the filename and path for the log file.

5. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.4.2 Testing Media Eligibility

Use the Media Handler Test to determine the validity of registered handlers for a user for all enabled media types.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 5.2, "Configuring Universal Work Queue for Media Work".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. Media_Eligibility subtab, select Media Handler Test.

   The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.5 Verifying Nodes

From the Diagnostics page, you can perform the following tests to verify node enumeration:

- Profile Options Test
- Node Enumeration Test
- Valid Nodes Test

There are three tests that make up the Node_Enumeration category:

- Profile Options Test

- Node Enumeration Test

- Valid Nodes Test

Nodes are enumerated by the ENUMERATE_WORK_NOTES procedure in IEU_ VB.pls. The attempt to call the enumeration procedure registered in IEU_UWQ_ SEL_ENUMERATORS is made for all nodes configured for the users. Each node's enumeration procedure will populate IEU_UWQ_SEL_RT_NODES through the use of the UWQ APIs.

The diagnostic procedure for this step will perform the following:

- get a list of valid nodes for the user

- check each enumeration procedure for validity

- call each enumeration procedure, identify and note exceptions

- check validity of each view specified in IEU_UWQ_SEL_RT_NODES

- check registered profile options

8.5.1 Testing Profile Options

Use the Profile Options Test to validate the Enable and Display Order profile options for each Work Provider node that is enabled for a given user.

Login
Oracle HTML Applications

Responsibility
CRM HTML Administration

Prerequisites
Review Section 4.8, "Setting System Profile Options".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

The Media_Eligibility - Media Queue Test page will appear.

4. In the Node_Enumeration subtab, select **Profile Options Test**.

The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.5.2 Testing Node Enumeration

Use the Node Enumeration Test to check the node enumeration procedures of all work providers enabled for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 4.8, "Setting System Profile Options".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

The Media_Eligibility - Media Queue Test page will appear.

4. n the Node_Enumeration subtab, select **Node Enumeration Test**.

The status of the test as well as the file name and path of log file will appear.

5. Click **View Report.**

The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.5.3 Testing Valid Nodes

Use the Valid Nodes Test to determine the list of valid UWQ Selector run-time nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 4.8, "Setting System Profile Options".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. n the Node_Enumeration subtab, select **Valid Nodes Test**.

   The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.6 Verifying Node Refresh

From the Diagnostics page, you can perform the following test to verify node refreshing:

■ Node Refresh Test

The Node Refresh Test when run, performs a refresh of each of the nodes created in the enumeration step. The REFRESH_WORK_NODE_COUNTS procedure

performs this task. Nodes are refreshed using views or procedures and are checked for the following:

- validity
- exceptions, and if found, noted

For each of the nodes created in the enumeration step, a refresh

8.6.1 Testing Node Refreshing

Use the Node Refresh Test to validate the refresh mechanisms for all valid run-time nodes for a given user.

Login
Oracle HTML Applications

Responsibility
CRM HTML Administration

Prerequisites
None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

    The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

    The Media_Eligibility - Media Queue Test page will appear.

4. In the Node_Refresh subtab, select **Node Refresh Test**.

    The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

    The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.7 Verifying View Validation

From the Diagnostics page, you can perform the following test and validate the views associated with UWQ Selector run-time nodes:

- Run Time Node Datasource Views Test

There are two tests that make up the Views_Validation category:

- Run-Time Node
- Data-Source Views

For each node present in IEU_UWQ_SEL_rt_nodes, one row should be selected and presented.

8.7.1 Testing Run Time Nodes

Use the Run Time Nodes Test to determine UWQ Selector run-time nodes for a given user.

Login
Oracle HTML Applications

Responsibility
CRM HTML Administration

Prerequisites
None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the View_Validation subtab, select **Run Time Node Datasource View Test**.

   The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.7.2 Testing Datasource Views

Use the Datasource View Test to determine the validity of the view associated with UWQ Selector run-time nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

    The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

    The Media_Eligibility - Media Queue Test page will appear.

4. In the View_Validation subtab, select **Run Time Node Datasource View Test**.

    The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

    The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.8 Verifying Task Launching

From the Diagnostics page, you can perform the following test to verify the launching behavior of all enabled task nodes:

■   Task Launching Test

If any of the three task nodes are enabled, the Task Launching Test will verify the launching behavior of each task present. The verification includes:

- check if rows are registered in the IE_UWQ_NOMEDIA_ACTIONS table for the source document type
- check the JTF_OBJECT record for the source document type, specifically, if the ENTER_FROM_TASK flag is set to N, and if so, that there is an object function registered for it.

8.8.1 Testing Task Launching

Use the Task Launching Test to validate the launching behavior of all enabled task nodes for a given user.

Login
Oracle HTML Applications

Responsibility
CRM HTML Administration

Prerequisites
None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

    The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

    The Media_Eligibility - Media Queue Test page will appear.

4. In the Task_Launching subtab, select **Task Launching Test.**

    The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

    The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.9 Running All Diagnostic Tests

From the Diagnostics page, you can run a complete test which will review all configuration and identify any issues:

- All Tests

8.9.1 Performing All Tests

The All Tests option sequentially goes through all the diagnostic tests (in a predetermined order) for a given user and presents all error, help and report messages. Use this procedure to perform a complete test of the configuration for a user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select Universal Work Queue from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the All Tests subtab, select **All Tests**.

   The status of the test as well as the file name and path of log file will appear.

5. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

A

Implementation Worksheets

This appendix provides worksheets for common implementation procedures. Use these worksheets to gather information prior to actually performing the implementation procedures.

Topics include:

- Appendix A.1, "Universal Work Queue Administrator Worksheet"
- Appendix A.2, "Universal Work Queue Profile Application Options Worksheet"
- Appendix A.3, "Universal Work Queue Media Profile Options Worksheet"
- Appendix A.4, "Media Classification Action Association Worksheet"
- Appendix A.5, "Universal Work Queue Server Parameters Worksheet"

A.1 Universal Work Queue Administrator Worksheet

User Name:

Password:

> **Note:** The initial password is temporary. When you sign on to Oracle Applications for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

Responsibilities:

❏ System Administrator

❏ HRMS Manager, for example US HRMS Manager

❏ CRM Resource Manager

❏ CRM Task Manager (to create tasks to verify application work in Oracle
Universal Work Queue)

❏ Call Center HTML Administration (to configure Oracle Universal Work Queue
to produce an application screen pop for media work)

For procedures, see Section 4.2, Defining an Administrator.

A.2 Universal Work Queue Profile Application Options Worksheet

Profile Option	Value	
IEU: Desktop: UI: Refresh Style	❏	Automatic
	❏	Login Only
	❏	Manual
IEU: Desktop: UI: Show All Nodes	❏	No
	❏	Yes
IEU: Desktop: UI: Option - Hide Work Queues	❏	
IEU: Message: UI: Refresh Rate	❏	Manual
	❏	On login
	❏	On return
	❏	2 minutes
	❏	3 minutes
	❏	5 minutes
	❏	10 minutes
	❏	15 minutes
	❏	30 minutes
	❏	45 minutes
	❏	1 hour
	❏	2 hours
	❏	90 minutes
IEU: Message: UI: UWQ Notices	❏	No
	❏	Yes

Profile Option	Value	
IEU: Queue: Delinquencies	❏	No
	❏	Yes
IEU: Queue: Dunning	❏	No
	❏	Yes
IEU: Queue: Enterprise Tasks	❏	No
	❏	Yes
IEU: Queue: Escalations	❏	No
	❏	Yes
IEU: Queue: Forecasts	❏	No
	❏	Yes
IEU: Queue: Leads	❏	No
	❏	Yes
IEU: Queue: Marketing Lists	❏	No
	❏	Yes
IEU: Queue: My Team Leads	❏	No
	❏	Yes
IEU: Queue: My Team Opportunities	❏	No
	❏	Yes
IEU: Queue: Opportunities	❏	No
	❏	Yes
IEU: Queue: Promises	❏	No
	❏	Yes
IEU: Queue: Quotes	❏	No
	❏	Yes
IEU: Queue: Service Requests	❏	No
	❏	Yes
IEU: Queue: Session History Logging	❏	No
	❏	Yes

Profile Option	Value	
IEU: Queue: Work List	❏	No
	❏	Yes
IEU: Queue Order: Delinquencies	❏	No
	❏	Yes
IEU: Queue Order: Dunning	❏	No
	❏	Yes
IEU: Queue Order: Enterprise Tasks	❏	No
	❏	Yes
IEU: Queue Order: Escalations	❏	No
	❏	Yes
IEU: Queue Order: Forecasts	❏	No
	❏	Yes
IEU: Queue Order: Leads	❏	No
	❏	Yes
IEU: Queue Order: Marketing Lists	❏	No
	❏	Yes
IEU: Queue Order: My Team Leads	❏	No
	❏	Yes
IEU: Queue Order: My Team Opportunities	❏	No
	❏	Yes
IEU: Queue Order: Opportunities	❏	No
	❏	Yes

For additional information about profiles for application work, see Section 5.1.1, Profile Options for Application Work.

A.3 Universal Work Queue Media Profile Options Worksheet

Profile Option	Value	
IEU: Blending Style	❏	Not Blended
	❏	Full Forced Blended
	❏	Full Optional Blended
	❏	Simple Forced Blended
	❏	Simple Optional Blended
IEU: Desktop: Network: Proxy Port		
IEU: Desktop: Network: Proxy Server		
IEU: Desktop: Network: Use Proxy	❏	No
	❏	Yes
IEU: Desktop: Option - Hide Work Queues		
IEU: Desktop: UI: Refresh Style	❏	Automatic
	❏	Login Only
	❏	Manual
IEU: Desktop: UI: Show All Nodes	❏	No
	❏	Yes
IEU: Desktop: Trace Level	❏	None
	❏	Error
	❏	Warning
	❏	Informational
	❏	Debug
	❏	All
IEU: Optional: Phone Extension		
IEU: Queue: Advanced Outbound Telephony	❏	No
	❏	Yes
IEU: Queue: Inbound Email	❏	No
	❏	Yes
IEU: Queue: Inbound Telephony	❏	No
	❏	Yes

Profile Option	Value	
IEU: Queue: Advanced Outbound Telephony	❏	No
	❏	Yes
IEU: Queue: Session History Logging	❏	No
	❏	Yes
IEU: Queue: Web Callback	❏	No
	❏	Yes
IEU: Queue: Web Collaboration	❏	No
	❏	Yes
IEU: Queue Order: Inbound Email	❏	No
	❏	Yes
IEU: Queue Order: Inbound Telephony	❏	No
	❏	Yes
IEU: Queue Order: Media Nodes	❏	No
	❏	Yes
IEU: Queue Order: Session History Logging	❏	No
	❏	Yes
IEU: Queue Order: Web Callback	❏	No
	❏	Yes
IEU: Queue Order: Web Collaboration	❏	No
	❏	Yes

For information, see Section 5.2.1, Profile Options for Media Work.

A.4 Media Classification Action Association Worksheet

Media Type	Classification	Media Action
❏ Acquired Email		❏ Collections Email function
❏ Advanced Outbound Telephony		❏ Collections Inbound Telephony function
❏ Basic Telephony		
❏ Blended		❏ Collections Outbound Telephony function
❏ Direct Email		
❏ Inbound Email		❏ Customer Care Media function
❏ Inbound Telephony		❏ Service Requests Media function
❏ Outbound Email		❏ TeleSales Email function
❏ Web Callback		❏ TeleSales Inbound Telephony function
❏ Web Classification		
		❏ TeleSales Outbound Telephony function
		❏ Universal Work Queue Diagnostics function

Media Type	Classification	Media Action
❏ Acquired Email		❏ Collections Email function
❏ Advanced Outbound Telephony		❏ Collections Inbound Telephony function
❏ Basic Telephony		
❏ Blended		❏ Collections Outbound Telephony function
❏ Direct Email		
❏ Inbound Email		❏ Customer Care Media function
❏ Inbound Telephony		❏ Service Requests Media function
❏ Outbound Email		❏ TeleSales Email function
❏ Web Callback		❏ TeleSales Inbound Telephony function
❏ Web Classification		
		❏ TeleSales Outbound Telephony function
		❏ Universal Work Queue Diagnostics function

Media Type	Classification	Media Action
❏ Acquired Email		❏ Collections Email function
❏ Advanced Outbound Telephony		❏ Collections Inbound Telephony function
❏ Basic Telephony		❏ Collections Outbound Telephony function
❏ Blended		
❏ Direct Email		❏ Customer Care Media function
❏ Inbound Email		❏ Service Requests Media function
❏ Inbound Telephony		
❏ Outbound Email		❏ TeleSales Email function
❏ Web Callback		❏ TeleSales Inbound Telephony function
❏ Web Classification		❏ TeleSales Outbound Telephony function
		❏ Universal Work Queue Diagnostics function

Media Type	Classification	Media Action
❏ Acquired Email		❏ Collections Email function
❏ Advanced Outbound Telephony		❏ Collections Inbound Telephony function
❏ Basic Telephony		❏ Collections Outbound Telephony function
❏ Blended		
❏ Direct Email		❏ Customer Care Media function
❏ Inbound Email		❏ Service Requests Media function
❏ Inbound Telephony		
❏ Outbound Email		❏ TeleSales Email function
❏ Web Callback		❏ TeleSales Inbound Telephony function
❏ Web Classification		❏ TeleSales Outbound Telephony function
		❏ Universal Work Queue Diagnostics function

For procedures, see Section 5.3, Classifying Media Actions.

A.5 Universal Work Queue Server Parameters Worksheet

Parameter	Value	
Enable Network Tracing	❏	true
	❏	false
Enable Server Logger Utility	❏	true
	❏	false
Enables Interaction Blending Communications	❏	true
	❏	false
Network Layer Number of Sessions		
Network Layer Session Close Delay (seconds)		
Network Layer Trace File Name		
Network Layer Trace Level	❏	0x000 = None
	❏	0x001 = Detail
	❏	0x002 = Info
	❏	0x004 = Minor
	❏	0x008 = Critical
Network Layer Session Timeout (minutes)		
Remote Operation Retry Interval		
Remote Operation Time Duration (seconds)		
Run AO Simulator (true/false)	❏	true
	❏	false
Server Port (>1024 for UNIX and <64,000)		
Trace Level	❏	0x0001 = Error
	❏	0x0003 = Warning
	❏	0x0007 = Info
	❏	0x000f = Trace
	❏	0xffff = All

B

Profile Options

This appendix provides a listing of the system profile options used by Universal Work Queue.

Topics include:

-

-

-

-

-

B.1 Profile Values

When an Oracle Applications user performs a login or changes responsibility, Oracle Applications establishes a value for each option in a user's profile.

The profile option description includes the following information:

- **Required:** Indicates whether the profile option must be set.

- **Profile Levels:** There are two levels for which profile options can be set, personal and system.

    - **Personal Profile Levels:** Indicates whether a user can view or update the profile option. Oracle Applications users with the 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 users.

- **System Profile Levels:** Indicates the levels at which a particular profile option can be set. System administrators can set profile options at the site, application, responsibility, and user levels. Not all profile options have settings at all levels.

- **Profile Settings:** Lists available values, a description of each value, and any usage considerations.

- **Default Value:** Indicates the default profile option value if no value has been set. Depending on the how the profile option is used in the application, the default may be a predefined value or it may be determined dynamically at runtime.

B.2 Setting System Profile Options

The procedure for setting up and changing system profile options is the same for all Oracle Applications. For a detailed description of the procedures, refer to the *Oracle Application System Administrator's Guide*.

Use this procedure to set or change profile options.

Login
Oracle Forms Applications

Responsibility
System Administrator

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

Steps
1. In the Navigator window, on the Functions tab, choose **Profile** > **System**.

   The Find System Profile Values window appears.

2. Select the level or levels for which you want to set the profile option. The levels available are as follows:

Level	Description
Site	This level allows you to view or set profile options for all users.

Level	Description
Application	This level allows you to choose the application for which you will set the profile option. Select the application from the list.
Responsibility	This level allows you to choose the responsibility for which you will set the profile option. Select the application from the list.
User	This level allows you to select the user for which you will set the profile option. Select the application from the list.

3. In the Profile field, enter the profile name (e.g., IEU: Queue: Worklist), or perform a lookup by entering the application prefix along with the percent symbol. For example, to locate all Universal Work Queue profiles, you would enter "IEU%".

4. Click **Find**.

   The profiles are displayed in the System Profile Values window.

5. Select a value from the list.

   A profile option may be set at more than one level. When this is performed, 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 an 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.

6. Verify or set the profile option at the levels you have selected.

7. Click **Save**.

B.3 Obsolete or Reserved Profile Options

The following Oracle Universal Work Queue profile options are either reserved for Oracle Support Services, future use, or are obsolete. Unless otherwise directed by Oracle, the value for reserved or obsolete profile options should be set to **No** or **null**.

Profile Option	Status	Description
IEU: Desktop: Network: Proxy Port	Obsolete	This profile option was previously used to specify the proxy port. See New in this Release, Changes in this Release, and Obsolete in this Release.
IEU: Desktop: Network: Proxy Server	Obsolete	This profile option was previously used to specify the proxy server. See New in this Release, Changes in this Release, and Obsolete in this Release.
IEU: Desktop: Network: Use Proxy	Obsolete	This profile option was previously used to specify the use of proxy settings. See New in this Release, Changes in this Release, and Obsolete in this Release.
IEU: Desktop: UI: Show Filter Panel	Obsolete	This profile option was previously used to control the display of the filter panel.
IEU: Desktop: UI: Show Tasks Detail Panel	Obsolete	This profile option was previously used to control the display of the tasks detail panel.
IEU: Media: Email	Obsolete	This profile option was previously used to force the eMail Center desktop to launch upon login to Oracle Universal Work Queue -- even when the Inbound Email node was not enabled. Email client cannot be launched from Oracle Universal Work Queue
IEU: Media: Telephony	Obsolete	This profile option was previously used to force the softphone to launch upon login to Oracle Universal Work Queue -- even when Advanced Outbound Telephony node was not enabled. Softphone automatically activated if use is enable for telephony.
IEU: Non-Media: Navigate	Obsolete	This profile option was previously used to open a separate application window for each application work item selected from the Oracle Universal Work Queue desktop.
IEU: Queue Order: My Tasks	Obsolete	This profile option was previously used to display agent owned tasks in the Oracle Universal Work Queue window.

Profile Option	Status	Description
IEU: Queue: My Tasks	Obsolete	This profile option was used to display agent owned tasks in the Oracle Universal Work Queue window.
IEU: Queue Order: Tasks	Obsolete	This profile option was previously used to display tasks owned by or assigned to the agent, or to a team or group to which the agent belongs in the Oracle Universal Work Queue window.
IEU: Queue: Tasks	Obsolete	This profile option was previously used to display tasks owned by or assigned to the agent, or to a team or group to which the agent belongs in the Oracle Universal Work Queue window.
IEU: Queue Order: My Work	Obsolete	The My Work node and all its profile options are obsolete. The IEU: Queue Order: Work List profile option replaces this option.
IEU: Queue Order: Advanced Outbound		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 determine the order of the Advanced Outbound Telephony node in the Universal Work Queue window. Outbound telephony work is created when Oracle Advanced Outbound (Oracle Campaign Plus and Predictive) assigns an outbound call to an agent.
IEU: Queue: Advanced Outbound		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 enable the Advanced Outbound Telephony node in the Universal Work Queue window. Outbound telephony work is created when Oracle Advanced Outbound (Oracle Campaign Plus and Predictive) assigns an outbound call to an agent.

Profile Option	Status	Description
IEU: Queue Order: Marketing Lists - Manual Assignments and IEU: Queue: Marketing Lists - Manual Assignments	Future Use	These profile options are used to indicate the placement and enabling of the Marketing Lists - Manual Assignments node.
IEU: Queue Order: Account View Dunning and IEU: Queue: Account View Dunning	Future Use	These profile options are used to indicate the placement and enabling of the Account View Dunning node.
IEU: Queue Order: Customer View Dunning and IEU: Queue: Customer View Dunning	Future Use	These profile options are used to indicate the placement and enabling of the Customer View Dunning node.
IEU: Queue Order: Defects and IEU: Queue: Defects	Future Use	These profile options are used to indicate the placement and enabling of the Defects node.
IEU: Queue Order: Dunning and IEU: Queue: Dunning	Future Use	These profile options are used to indicate the placement and enabling of the Dunning node.
IEU: Queue Order: Enhancements and IEU: Queue: Enhancements	Future Use	These profile options are used to indicate the placement and enabling of the Enhancements node.
IEU: Queue Order: My Opps (Sales Credit) and IEU: Queue: My Opps (Sales Credit)	Future Use	These profile options are used to indicate the placement and enabling of the My Opps (Sales Credit) node.
IEU: Queue Order: My Opps (Sales Team) and IEU: Queue: My Opps (Sales Team)	Future Use	These profile options are used to indicate the placement and enabling of the My Opps (Sales Team) node.

B.4 Quick Reference - Options at a Glance

The following table provides a quick reference of the Oracle Universal Work Queue system profile options. The table consists of three columns (Profile Option, Category, and Status). The Profile Option column is a list of the profile options in alphabetical order. The Category column presents the category in which the profile options are grouped. See Profile Options by Category. The Status column lists the current status of the profile option. See Obsolete or Reserved Profile Options.

Profile Option	Category	Status
Apps Servlet Agent	icWork Controller	Active
IEU: Auto Relate Task Note To Source Document	Work Panel	Active
IEU: Blending Style	Blending	Active

Profile Option	Category	Status
IEU: Blending Timeout	Blending	Active
IEU: Controller: UI: Enable Event Viewer	icWork Controller	Active
IEU: Default Note Months	Work Panel	Active
IEU: Desktop: Session Timeout (min)	Desktop	Active
IEU: Desktop: Trace Level	Log	Active
IEU: Desktop: UI: Automatic Refresh Type	Desktop	Active
IEU: Desktop: UI: Customize Work Queues	Desktop	Active
IEU: Desktop: UI: Network: Proxy Port	Network	**Obsolete**
IEU: Desktop: UI: Network: Proxy Server	Network	**Obsolete**
IEU: Desktop: UI: Network: Use Proxy	Network	**Obsolete**
IEU: Desktop: UI: Refresh Style	Desktop	Active
IEU: Desktop: UI: Show All Nodes	Desktop	Active
IEU: Desktop: UI: Show Filter Panel	Desktop	**Obsolete**
IEU: Desktop: UI: Show Tasks Detail Panel	Desktop	**Obsolete**
IEU: Desktop: UI: Show Message Panel	Work Panel	Active
IEU: Desktop: UI: Show Quick Filter Panel	Quick Filter	Active
IEU: Desktop: UI: Show Work Panel	Work Panel	Active
IEU: Desktop: UI: Work-Selector Display Style	Desktop	Active
IEU: Desktop: UI: iMeeting Display Name	iMeeting	Future Use
IEU: Desktop: UI: iMeeting Password	iMeeting	Future Use
IEU: Desktop: UI: iMeeting User ID	iMeeting	Future Use
IEU: Media: Email	Media	**Obsolete**
IEU: Media: Telephony	Media	**Obsolete**
IEU: Message: UI: Refresh Rate	icWork Controller	Active
IEU: Message: UI: UWQ Notices	icWork Controller	Active
IEU: Non-Media: Navigate	Non-Media	**Obsolete**
IEU: Optional: Phone Extension	Phone Extension	Active
IEU: Queue Order: Account View Delinquencies	Node Order	Active

Profile Option	Category	Status
IEU: Queue Order: Account View Dunning	Node Order	Future Use
IEU: Queue Order: Account View Promises	Node Order	Active
IEU: Queue Order: Account View Strategies	Node Order	Active
IEU: Queue Order: Advanced Outbound	Node Order	**Obsolete**
IEU: Queue Order: Advanced Outbound Telephony	icWork Controller Node Order	Active
IEU: Queue Order: Basic Telephony	Node Order	Active
IEU: Queue Order: Blended	Node Order	Active
IEU: Queue Order: Customer View Delinquencies	Node Order	Active
IEU: Queue Order: Customer View Dunning	Node Order	Future Use
IEU: Queue Order: Customer View Promises	Node Order	Active
IEU: Queue Order: Customer View Strategies	Node Order	Active
IEU: Queue Order: Defects	Node Order	Future Use
IEU: Queue Order: Delinquencies	Node Order	Active
IEU: Queue Order: Dunning	Node Order	Future Use
IEU: Queue Order: Enhancements	Node Order	Future Use
IEU: Queue Order: Enterprise Tasks	Node Order	Active
IEU: Queue Order: Escalations	Node Order	Active
IEU: Queue Order: Forecasts	Node Order	Active
IEU: Queue Order: Inbound Email	Node Order	Active
IEU: Queue Order: Inbound Telephony	Node Order	Active
IEU: Queue Order: Leads	Node Order	Active
IEU: Queue Order: Marketing Lists	Node Order	Active
IEU: Queue Order: Marketing Lists - Manual Assignment	Node Order	Future Use
IEU: Queue Order: Media Nodes	Node Order	Active
IEU: Queue Order: My Opps (Sales Credit)	Node Order	Future Use
IEU: Queue Order: My Opps (Sales Team)	Node Order	Future Use

Profile Option	Category	Status
IEU: Queue Order: My Tasks	Node Order	**Obsolete**
IEU: Queue Order: My Team Leads	Node Order	Active
IEU: Queue Order: My Team Opportunities	Node Order	Active
IEU: Queue Order: My Work	Node Order	**Obsolete**
IEU: Queue Order: Opportunities	Node Order	Active
IEU: Queue Order: Promises	Node Order	Active
IEU: Queue Order: Quotes	Node Order	Active
IEU: Queue Order: Service Requests	Node Order	Active
IEU: Queue Order: Strategies	Node Order	Active
IEU: Queue Order: Tasks	Node Order	**Obsolete**
IEU: Queue Order: Web Callback	Node Order	Active
IEU: Queue Order: Web Collaboration	Node Order	Active
IEU: Queue Order: Work List	Node Order	Active
IEU: Queue: Account View Delinquencies	Node Display	Active
IEU: Queue: Account View Dunning	Node Display	Future Use
IEU: Queue: Account View Promises	Node Display	Active
IEU: Queue: Account View Strategies	Node Display	Active
IEU: Queue: Advanced Outbound	Node Display	**Obsolete**
IEU: Queue: Advanced Outbound Telephony	Node Display	Active
IEU: Queue: Basic Telephony	Node Display	Active
IEU: Queue: Customer View Delinquencies	Node Display	Active
IEU: Queue: Customer View Dunning	Node Display	Future Use
IEU: Queue: Customer View Promises	Node Display	Active
IEU: Queue: Customer View Strategies	Node Display	Active
IEU: Queue: Defects	Node Display	Future Use
IEU: Queue: Delinquencies	Node Display	Active
IEU: Queue: Dunning	Node Display	Future Use
IEU: Queue: Enhancements	Node Display	Future Use

Profile Option	Category	Status
IEU: Queue: Enterprise Tasks	Node Display	Active
IEU: Queue: Escalations	Node Display	Active
IEU: Queue: Forecasts	Node Display	Active
IEU: Queue: Inbound Email	Node Display	Active
IEU: Queue: Inbound Telephony	icWork Controller Node Display	Active
IEU: Queue: Leads	Node Display	Active
IEU: Queue: Marketing Lists	Node Display	Active
IEU: Queue: Marketing Lists - Manual Assignment	Node Display	Future Use
IEU: Queue: My Opps (Sales Credit)	Node Display	Active
IEU: Queue: My Opps (Sales Team)	Node Display	Active
IEU: Queue: My Tasks	Node Display	**Obsolete**
IEU: Queue: My Team Leads	Node Display	Active
IEU: Queue: My Team Opportunities	Node Display	Active
IEU: Queue: Opportunities	Node Display	Active
IEU: Queue: Promises	Node Display	Active
IEU: Queue: Quotes	Node Display	Active
IEU: Queue: Service Requests	Node Display	Active
IEU: Queue: Strategies	Node Display	Active
IEU: Queue: Tasks	Node Display	**Obsolete**
IEU: Queue: Web Callback	Node Display	Active
IEU: Queue: Web Collaboration	Node Display	Active
IEU: Queue: Work List	Node Display	Active
IEU: Session History Logging	icWork Controller	Active
IEU: Tasks: Show Task Types	Desktop	Active

B.5 Profile Options by Category

This section of the document features detailed profile option information. Profile options are grouped by category.

The categories are as follows:

- Blending Profile Options
- Log Profile Options
- Desktop Profile Options
- Phone Extension Profile Options
- Node Display Profile Options
- Node Order Profile Options
- Session Logs Profile Options
- icWork Controller Profile Options
- Work Panel Profile Options
- Quick Filter Profile Options
- iMeeting Profile Options

B.5.1 Blending Profile Options

Profiles options include:

- IEU: Blending Style
- IEU: Blending Timeout

B.5.1.1 IEU: Blending Style

Note: This profile option applies to media work.

Use this profile option to enable the blending of media work. When an agent requests work from the Blended node, Universal Work Queue will deliver any of the media type for which an agent is enabled (e.g., inbound, web callbacks, or outbound), based on the service levels for the interaction center.

> **Note:** Only simple blending is used for Oracle Advanced Inbound configurations in either passive or enhanced passive modes.

Oracle Interaction Blending is required. For information, see *Oracle Interaction Blending Implementation Guide.*

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Full Forced Blended	Enables the blending of media work.
	A Blended node appears in the Oracle Universal Work Queue work selector.
	The media node or nodes (e.g., Inbound and Outbound) from which an agent can request work that is specific to the media do not appear.

Setting	Description
Full Optional Blended	Enables media work blending and the appearance of a Blended node and media nodes (e.g., Inbound or Outbound) in the Oracle Universal Work Queue window.
	The media node or nodes (e.g., Inbound and Outbound) from which an agent can request work that is specific to the media also appears, allowing an agent to select between the nodes.
Not Blended	Media work blending is not enabled. A single blending node appears.
Simple Forced Blended	Provides the ability for passive blending.
Simple Optional Blended	Provides the ability for enhanced-passive blending. All media nodes appear.

B.5.1.2 IEU: Blending Timeout

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

In simple blending mode, blending occurs by first looking for an inbound record and then, if not found for an outbound record. The integer that is set in this profile determines the duration of time to look for inbound and outbound records.

Use this Oracle Universal Work Queue profile to set the timeout value for simple blending.

Oracle Interaction Blending is required. For information, see *Oracle Interaction Blending Implementation Guide.*

Required
No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Enter a value in seconds to indicate the blending timeout threshold. For example, 60 to represent 60 seconds.

B.5.2 Log Profile Options

Profile options include:

- IEU: Desktop: Trace Level

B.5.2.1 IEU: Desktop: Trace Level

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

Use this profile option to indicate whether Universal Work Queue server logs are displayed in the Oracle JInitiator Java console.

As the detail reported to the log increases, the performance of Universal Work Queue server slows. The most detailed output is typically used for comprehensive troubleshooting.

Required

No

Personal Profile Levels

View	Update
Yes	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
None	Tracing is not enabled.
Informational	Tracing is enabled. Events are reported in the Oracle JInitiator Java console.
Warning	Tracing is enabled. Warnings are reported in the Oracle JInitiator Java console.
Error	Tracing is enabled. Errors are reported in the Oracle JInitiator Java console.
Debug	Tracing is enabled. Detailed tracing information is reported in the Oracle JInitiator Java console.
All	Tracing is enabled. Information, warnings, errors, and detailed training information are reported in the Oracle JInitiator Java console.

Default Value

None

B.5.3 Desktop Profile Options

Profile options include:

- IEU: Desktop: UI: Refresh Style

- IEU: Desktop: UI: Automatic Refresh Type

- IEU: Desktop: UI: Option - Hide Work Queues

- IEU: Desktop: UI: Work-Selector Display Style

- IEU: Desktop: UI: Show All Nodes

- IEU: Desktop: UI: Customize Queues

- IEU: Desktop: Session Timeout (min)

- IEU: Tasks: UI: Show Tasks Types

B.5.3.1 IEU: Desktop: UI: Refresh Style

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

Use this profile option to control the automatic updating of counts in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Automatic	Work item counts are refreshed: ■ after the Oracle Universal Work Queue window opens ■ after each delivery of a media work item Automatic refresh may affect the performance of the Universal Work Queue server. After delivery of the work item, the Universal Work Queue window can not be used until the count is updated.

Setting	Description
Login Only	Work item counts are refreshed after the Oracle Universal Work Queue window opens. Thereafter, you must manually refresh the work item counts.
Manual	Work item counts are not refreshed after the Oracle Universal Work Queue window opens. You must manually refresh the work item counts.

Default Value

Manual

B.5.3.2 IEU: Desktop: UI: Automatic Refresh Type

Note: This profile option applies to application work.

Use this profile option to determine the point at which a refresh is performed.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Get Work	Refresh of application work is performed when the agent uses the "get work" function.
Select Work	Refresh of work takes place when the agent selects work.

Default Value

No

B.5.3.3 IEU: Desktop: UI: Option - Hide Work Queues

This profile option controls the visibility of the work queue feature in Oracle Universal Work Queue. Based on how the profile is set, the following features will or will not appear in Hgrid view:

- Individual node 'Hide'

- Window to 'Customize Work Queues'

Additionally, a URL string is passed from Forms to Hgrid, so that the URL is registered with DALDriverManager at all times (particularly when the icWork Controller may not be initialized).

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to enable the work queue.
Yes	Set to Yes to hide the work queue.

Default Value

No

B.5.3.4 IEU: Desktop: UI: Work-Selector Display Style

Use this profile option to determine the display style for the presentation of work items.

> **Note:** Agents can toggle between display styles through the use of the "Switch Display to Cascade" or conversely the "Switch Display to Hgrid" option on the toolbar in Oracle Universal Work Queue.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Hgrid	Tree-style (linear format) work selector
Cascade	Cascading (drop-down format) work selector

Default Value

Hgrid

B.5.3.5 IEU: Desktop: UI: Show All Nodes

> **Note:** This profile option applies to application work and the appearance of nodes.

Use this profile option enable all nodes in the Universal Work Queue window, including nodes that do not contain work items.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Subnodes with a zero count are not displayed.
Yes	Subnodes with a zero count are displayed.

Default Value
Yes

B.5.3.6 IEU: Desktop: UI: Customize Queues
Use this profile option to allow agents to control which nodes display and the refreshing of nodes on a node-by-node basis in Oracle Universal Work Queue.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Yes	Set to Yes to allow agent control of node display.
No	Set to No to not allow agent control of node display.

Default Value

None

B.5.3.7 IEU: Desktop: Session Timeout (min)

The integer that is set in this profile establishes the amount of time that passes without user activity before the user session times out.

Use this Oracle Universal Work Queue profile to set the user session timeout value.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	No	Yes

Profile Settings

Enter a value in minutes to represent how long the user session will remain idle before timeout of the session occurs.

Default Value

The default is 30 minutes.

B.5.3.8 IEU: Tasks: UI: Show Tasks Types

> **Note:** This profile option applies to application work and the appearance task types.

This profile option is used to control the display of task types in Oracle Universal Work Queue.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No, task types will not appear in Oracle Universal Work Queue.
Yes	Set to Yes, task types will appear in Oracle Universal Work Queue.

Default Value

Yes

B.5.4 Phone Extension Profile Options

Profile options include:

- IEU: Optional: Phone Extension

B.5.4.1 IEU: Optional: Phone Extension

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

Use this profile option to specify the teleset number for the agent. If a value is defined at the user level, when a telephony-enabled agent logs in to Oracle

Universal Work Queue, the value is passed to Oracle Telephony Manager and disables the Phone Extension window from appearing. If the value is not set, the Phone Extension window will appear and the agent will need to enter the teleset number.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
No	No	No	Yes

Profile Settings

The extension of the teleset for the agent.

Default Value

Not applicable

B.5.5 Node Display Profile Options

Profile options include:

- IEU: Queue: Account View Delinquencies

- IEU: Queue: Account View Promises

- IEU: Queue: Account View Strategies

- IEU: Queue: Advanced Outbound Telephony

- IEU: Queue: Basic Telephony

- IEU: Queue: Customer View Delinquencies

- IEU: Queue: Customer View Promises

- IEU: Queue: Customer View Strategies

- IEU: Queue: Delinquencies

- IEU: Queue: Enterprise Tasks

- IEU: Queue: Escalations

- IEU: Queue: Forecasts

- IEU: Queue: Inbound Email

- IEU: Queue: Leads

- IEU: Queue: Marketing Lists

- IEU: Queue: My Team Leads

- IEU: Queue: My Team Opportunities

- IEU: Queue: Opportunities

- IEU: Queue: Promises

- IEU: Queue: Quotes

- IEU: Queue: Service Requests

- IEU: Queue: Strategies

- IEU: Queue: Web Callback

- IEU: Queue: Web Collaboration

- IEU: Queue: Work List

B.5.5.1 IEU: Queue: Account View Delinquencies

> **Note:** This profile option applies to application work only.

Use this profile option enable the Account View Delinquencies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Account View Delinquencies node is not displayed in the Universal Work Queue window.
Yes	The Account View Delinquencies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.2 IEU: Queue: Account View Promises

> **Note:**   This profile option applies to application work only.

Use this profile option enable the Account View Promises node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Account View Promises node is not displayed in the Universal Work Queue window.
Yes	The Account View Promises node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.3 IEU: Queue: Account View Strategies

> **Note:**   This profile option applies to application work only.

Use this profile option enable the Account View Strategies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Account View Strategies node is not displayed in the Universal Work Queue window.
Yes	The Account View Strategies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.4 IEU: Queue: Advanced Outbound Telephony

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

Use this profile option enable the Advanced Outbound Telephony node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Advanced Outbound Telephony node is not displayed in the Universal Work Queue window.
Yes	The Advanced Outbound Telephony node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Advanced Outbound Telephony node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.5 IEU: Queue: Basic Telephony

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

Use this profile option enable the Basic Telephony node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Basic Telephony node is not displayed in the Universal Work Queue window.
Yes	The Basic Telephony node is displayed in the Universal Work Queue window.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.6 IEU: Queue: Customer View Delinquencies

Note: This profile option applies to application work only.

Use this profile option enable the Customer View Delinquencies node in the
Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Customer View Delinquencies node is not displayed in the Universal Work Queue window.
Yes	The Customer View Delinquencies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.7 IEU: Queue: Customer View Promises

> **Note:** This profile option applies to application work only.

Use this profile option enable the Customer View Promises node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Customer View Promises node is not displayed in the Universal Work Queue window.
Yes	The Customer View Promises node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.8 IEU: Queue: Customer View Strategies

> **Note:** This profile option applies to application work only.

Use this profile option enable the Customer View Strategies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Customer View Strategies node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Customer View Strategies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.9 IEU: Queue: Delinquencies

> **Note:** This profile option applies to Oracle Collections application work.

Use this profile option to enable the Delinquencies node in the Universal Work Queue window.

Oracle Universal Work Queue displays assigned work items in any node for which the agent is enabled – even if the agent's current responsibility does not permit access to the Oracle Application associated with the work item. The agent can view a summary of the work item, but cannot launch the related business application. If the agent has another responsibility that permits access to the work item, then the agent must end the session and switch responsibilities.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Delinquencies node is not displayed in the Universal Work Queue window.
Yes	The Delinquencies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Delinquencies node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.10 IEU: Queue: Enterprise Tasks

> **Note:** This profile option applies to application work only.

Use this profile option enable the Enterprise Tasks node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Enterprise Tasks node is not displayed in the Universal Work Queue window.
Yes	The Enterprise Tasks node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.11 IEU: Queue: Escalations

> **Note:** This profile option applies to application work only.

Use this profile option enable the Escalations node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Escalations node is not displayed in the Universal Work Queue window.
Yes	The Escalations node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Escalations node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.12 IEU: Queue: Forecasts

> **Note:** This profile option applies to application work only.

Use this profile option enable the Forecasts node in the Universal Work Queue window. If Oracle Sales and Oracle Marketing are not installed, you need to set this profile to "No" to disable the Forecasts node from displaying. If you have Oracle Sales or Oracle Marketing installed, please refer to the respective implementation guide.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

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

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.13 IEU: Queue: Inbound Email

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

Use this profile option enable the Inbound Email node in the Universal Work Queue window. Inbound e-mail is created when e-mail is sent to the user's e-mail account.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

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

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.14 IEU: Queue: Leads

> **Note:** This profile option applies to application work only.

Use this profile option enable the Leads node in the Universal Work Queue window. Leads are created in Oracle TeleSales. At the user level, this profile determines if a user can work on lead work items.

If Oracle Sales and Oracle Marketing are not installed, you need to set this profile to "No" to disable the Lead node from displaying. If you have Oracle Sales or Oracle Marketing installed, please refer to the respective Implementation Guide.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

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

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.15 IEU: Queue: Marketing Lists

> **Note:** This profile option applies to application work.

Use this profile option enable the Marketing Lists node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Marketing Lists node is not displayed in the Universal Work Queue window.
Yes	The Marketing Lists node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Marketing Lists node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.16 IEU: Queue: My Team Leads

> **Note:**   This profile option applies to Oracle TeleSales application work.

Use this profile option enable the My Team Leads node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The My Team Leads node is not displayed in the Universal Work Queue window.
Yes	The My Team Leads node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the My Team Leads node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.17 IEU: Queue: My Team Opportunities

> **Note:**   This profile option applies to Oracle TeleSales application work.

Use this profile option enable the My Team Opportunities node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The My Team Opportunities node is not displayed in the Universal Work Queue window.
Yes	The My Team Opportunities node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the My Team Opportunities node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.18 IEU: Queue: Opportunities

> **Note:** This profile option applies to application work only.

Use this profile option enable the Opportunities node in the Universal Work Queue window. Opportunities are created in Oracle TeleSales. At the user level, this profile determines if a user can work on opportunity work items.

If Oracle Sales and Oracle Marketing are not installed, you need to set this profile to "No" to disable the Opportunities node from displaying.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Opportunities node is not displayed in the Universal Work Queue window.
Yes	The Opportunities node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Opportunities node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.19 IEU: Queue: Promises

> **Note:** This profile option applies to Oracle Collections application work.

Use this profile option enable the Promises node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Promises node is not displayed in the Universal Work Queue window.
Yes	The Promises node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Promises node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.20 IEU: Queue: Quotes

> **Note:**   This profile option applies to Oracle TeleSales application work.

Use this profile option enable the Quotes node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Quotes node is not displayed in the Oracle Universal Work Queue window.
Yes	The Quotes node is displayed in the Oracle Universal Work Queue window. If the user is configured as an interaction center agent and has the appropriate responsibilities, the user will be able to access work from the Quotes node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.21 IEU: Queue: Service Requests

> **Note:** This profile option applies to Oracle TeleService application work.

Use this profile option enable the Service Requests node in the Universal Work Queue window. Service requests are created in Oracle TeleService. At the user level, this profile determines if a user can work on service request work items.

If Oracle TeleService is not installed, you need to set this profile to "No" to disable the Service Request node from displaying. If you have Oracle TeleService installed, please refer to the Oracle TeleService Implementation Guide.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Service Requests node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Service Requests node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Service Requests node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.22 IEU: Queue: Strategies

Use this profile option enable the Strategies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Strategies node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Strategies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Strategies node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.5.23 IEU: Queue: Web Callback

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

Use this profile option to indicate the placement of the Web Callback node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.5.24 IEU: Queue: Web Collaboration

Note: This profile option applies to media work.

Use this profile option enable a Web Collaboration node in the Oracle Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.5.25 IEU: Queue: Work List

Use this profile option to indicate the placement of the Work List node in the list of nodes on the Universal Work Queue window. Items published to the Work List node are dependent on integrated applications support.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6 Node Order Profile Options

Profile options include:

- IEU: Queue Order: Account View Delinquencies
- IEU: Queue Order: Account View Promises
- IEU: Queue Order: Account View Strategies
- IEU: Queue Order: Advanced Outbound Telephony
- IEU: Queue Order: Basic Telephony
- IEU: Queue Order: Blended
- IEU: Queue Order: Customer View Delinquencies
- IEU: Queue Order: Customer View Promises
- IEU: Queue Order: Customer View Strategies

- IEU: Queue Order: Delinquencies
- IEU: Queue Order: Enterprise Tasks
- IEU: Queue Order: Escalations
- IEU: Queue Order: Forecasts
- IEU: Queue Order: Inbound Email
- IEU: Queue Order: Inbound Telephony
- IEU: Queue Order: Leads
- IEU: Queue Order: Marketing Lists
- IEU: Queue Order: Media Nodes
- IEU: Queue Order: My Team Leads
- IEU: Queue Order: My Team Opportunities
- IEU: Queue Order: Opportunities
- IEU: Queue Order: Promises
- IEU: Queue Order: Quotes
- IEU: Queue Order: Service Requests
- IEU: Queue Order: Strategies
- IEU: Queue Order: Web Callback
- IEU: Queue Order: Web Collaboration
- IEU: Queue Order: Work List

B.5.6.1 IEU: Queue Order: Account View Delinquencies

> **Note:**   This profile option applies to application work.

Use this profile option to indicate the placement of the Account View Delinquencies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value
Not applicable

B.5.6.2 IEU: Queue Order: Account View Promises

> **Note:** This profile option applies to application work.

Use this profile option to indicate the placement of the Account View Promises node in the Universal Work Queue window.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.3 IEU: Queue Order: Account View Strategies

> **Note:** This profile option applies to application work.

Use this profile option to indicate the placement of the Account View Strategies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.4 IEU: Queue Order: Advanced Outbound Telephony

Use this profile option to indicate the placement of the Advanced Outbound Telephony node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Select a number to indicate the placement of the node in the list of nodes on the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.5 IEU: Queue Order: Basic Telephony

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

Use this profile option enable the Basic Telephony node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Basic Telephony node is not displayed in the Universal Work Queue window.
Yes	The Basic Telephony node is displayed in the Universal Work Queue window.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.6.6 IEU: Queue Order: Blended

Use this profile option to indicate the placement of the Blended node in the list of nodes on the Universal Work Queue window.

> **Note:**   The Blended node appears in the Oracle Universal Work Queue window when the IEU: Blending Style profile option value is Full Forced Blended or Full Optional Blended.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the list of nodes on the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.7 IEU: Queue Order: Customer View Delinquencies

> **Note:** This profile option applies to application work.

Use this profile option to indicate the placement of the Customer View Delinquencies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.8 IEU: Queue Order: Customer View Promises

> **Note:**   This profile option applies to application work.

Use this profile option to indicate the placement of the Customer View Promises node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.9 IEU: Queue Order: Customer View Strategies

> **Note:** This profile option applies to application work.

Use this profile option to indicate the placement of the Customer View Strategies node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.10 IEU: Queue Order: Delinquencies

Use this profile option to indicate the placement of the Delinquencies node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.11 IEU: Queue Order: Enterprise Tasks

Use this profile option to indicate the placement of the Enterprise Tasks node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.12 IEU: Queue Order: Escalations

Use this profile option to indicate the placement of the Escalations node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Select a number to indicate the placement of the node in the list of nodes on the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.13 IEU: Queue Order: Forecasts

> **Note:** This profile option applies to application work only.

Use this profile option enable the Forecasts node in the Universal Work Queue window. If Oracle Sales and Oracle Marketing are not installed, you need to set this profile to "No" to disable the Forecasts node from displaying. If you have Oracle Sales or Oracle Marketing installed, please refer to the respective implementation guide.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Forecasts node is not displayed in the Oracle Universal Work Queue window.
Yes	The Forecasts node is displayed in the Oracle Universal Work Queue window. If the user is configured as an interaction center agent and has the appropriate responsibilities, the user will be able to access work from the Forecasts node.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.6.14 IEU: Queue Order: Inbound Email

Use this profile option to indicate the placement of the Inbound Email node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.15 IEU: Queue Order: Inbound Telephony

Use this profile option to indicate the placement of the Inbound Telephony node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.16 IEU: Queue Order: Leads

Use this profile option to indicate the placement of the My Leads (Owner) node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.17 IEU: Queue Order: Marketing Lists

Use this profile option to indicate the placement of the Marketing Lists node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.18 IEU: Queue Order: Media Nodes

Use this profile option to indicate the placement of the Media node in the list of nodes on the Universal Work Queue window.

> **Note:** When the IEU: Blending Style profile option is set to "Full Forced Blended", only the Blended node appears. The Media node or nodes will only appear when the profile option is set to "Full Optional Blended".

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.19 IEU: Queue Order: My Team Leads

Use this profile option to indicate the placement of the My Leads (Sales Team) node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.20 IEU: Queue Order: My Team Opportunities

Use this profile option to indicate the placement of the My Opportunities (Sales Team) node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.21 IEU: Queue Order: Opportunities

Use this profile option to indicate the placement of the My Opportunities (Sales Credits) node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.22 IEU: Queue Order: Promises

Use this profile option to indicate the placement of the My Broken Promises node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.23 IEU: Queue Order: Quotes

Use this profile option to indicate the placement of the Quotes node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.24 IEU: Queue Order: Service Requests

Use this profile option to indicate the placement of the Service Requests node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.25 IEU: Queue Order: Strategies

Use this profile option to indicate the placement of the Strategies node in the list of nodes on the Oracle Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.26 IEU: Queue Order: Web Callback

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

Use this profile option to indicate the placement of the Web Callback node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.27 IEU: Queue Order: Web Collaboration

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

Use this profile option enable a Web Collaboration node in the Oracle Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

Default Value

Not applicable

B.5.6.28 IEU: Queue Order: Work List

Use this profile option to indicate the placement of the Work List node in the list of nodes on the Universal Work Queue window. Items published to the Work List node are dependent on integrated applications support.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in node list in the Universal Work Queue window. Nodes are displayed in ascending order.

B.5.7 Session Logs Profile Options

Profile options include:

- Section B.5.7.1, IEU: Session History Logging

B.5.7.1 IEU: Session History Logging

This profile option is used to specify whether Oracle Universal Work Queue records log-in and log-out data for every session in the IEU_SH_SESSIONS and IEU_SH_ACTIVITIES tables.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	When this profile option is set to No, session related data is not captured in the Oracle Universal Work Queue tables.

Setting	Description
Yes	This profile when set to Yes, extends the capabilities of Oracle Interaction Center Intelligence by making this information available for Oracle Interaction Center Intelligence reporting. It also enables the Break button in the icWork Controller.
	In addition to the capturing and recording of logout and login session history, some of the other types of information captured includes agent break-related data and productivity as well as media and work related details.

Default Value

No

B.5.8 icWork Controller Profile Options

Profile options include:

- Apps Servlet Agent
- IEU: Controller: UI: Enable Event Viewer
- IEU: Message: UI: Refresh Rate
- IEU: Message: UI: UWQ Notices
- IEU: Queue: Inbound Telephony
- IEU: Queue: Advanced Outbound Telephony
- IEU: Session History Logging

See Also

- Section B.5.7, Session Logs Profile Options

B.5.8.1 Apps Servlet Agent

This profile option is not owned by Oracle Universal Work Queue. This setting contains the URL to connect to the Servlet Zone of the Apache Web server, which is required for Oracle Universal Work Queue 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
```

> **Note:** This profile option applies to the icWork Controller.

Required

Yes

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	No	No

Profile Settings

The profile option can be set to Yes or No at the site level.

Default Value

No

B.5.8.2 IEU: Controller: UI: Enable Event Viewer

This profile option enables the Event View tab in the icWork Controller.

> **Note:** This profile option applies to the icWork Controller.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	Yes	Yes

Profile Settings

Setting	Description
No	The Event View tab is not enabled in the icWork Controller.
Yes	The Event View tab is enabled in the icWork Controller.

Default Value

No

B.5.8.3 IEU: Message: UI: Refresh Rate

Note: This profile option applies to the icWork Controller.

Applications can send notices about work items or application events directly to an agent. Notices include assignment of a work item, change in status of a work item, or escalation of a work item. Notices are stored an Universal Work Queue table in the Oracle Applications database.

Notices are displayed in the Notices tab in the icWork Controller. The Notices tab is enabled using the IEU: Message: UI: UWQ Notices profile option. Universal Work Queue can automatically check the database for notices. The list of notices in the Notices tab is refreshed periodically, on login, on return to the Oracle Universal Work Queue window, or manually. Agents can manually refresh notices at any time.

Use this profile option to determine the polling rate of notices to be refreshed in the icWork Controller.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
10 minutes	Universal Work Queue periodically checks the database for notices every ten minutes.
2 hours	Universal Work Queue periodically checks the database for notices every two hours.
15 minutes	Universal Work Queue periodically checks the database for notices every fifteen minutes.
2 minutes	Universal Work Queue periodically checks the database for notices every two minutes.
3 minutes	Universal Work Queue periodically checks the database for notices every three minutes.
30 minutes	Universal Work Queue periodically checks the database for notices every thirty minutes.
45 minutes	Universal Work Queue periodically checks the database for notices every forty-five minutes.
5 minutes	Universal Work Queue periodically checks the database for notices every five minutes.
1 hour	Universal Work Queue periodically checks the database for notices every hour.

Setting	Description
90 minutes	Universal Work Queue periodically checks the database for notices every ninety minutes.
Manual	Universal Work Queue periodically checks the database for notices every ten minutes.
	Work item counts are not refreshed after the Oracle Universal Work Queue window opens. You must manually refresh the work item counts
On login	Universal Work Queue checks the database for notices after the Oracle Universal Work Queue window opens. Thereafter, you must manually refresh notices.
On return	Universal Work Queue checks the database for notices every ten minutes.
	Work item counts are refreshed after the Oracle Universal Work Queue window opens. Thereafter, you must manually refresh the work item counts.

Default Value

Yes

B.5.8.4 IEU: Message: UI: UWQ Notices

Note: This profile option applies to the icWork Controller.

Applications can send notices about work items or application events directly to a Oracle Universal Work Queue agent. Notices include assignment of a work item, change in status of a work item, or escalation of a work item. Notices are stored in a Universal Work Queue table in the Oracle Applications database.

Notices are displayed in the Notices tab in the icWork Controller. Universal Work Queue periodically checks the database for notices based on the value of the IEU: Message: UI: Refresh Rate profile option.

When this profile option is set to Yes, it activates the Notices tab in the icWork Controller.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to disable the Notices tab in the icWork Controller.
Yes	Set to Yes to enable the Notices tab in the icWork Controller.

Default Value

No

B.5.8.5 IEU: Queue: Inbound Telephony

> **Note:**   This profile option applies to media work and the icWork Controller.

Use this profile option enable the Phone tab in the icWork Controller.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to disable the Phone tab in the icWork Controller.
Yes	Set to Yes to enable the Phone tab in the icWork Controller.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.8.6 IEU: Queue: Advanced Outbound Telephony

Note: This profile option applies to media work and the icWork Controller.

Use this profile option enable the Phone tab in the icWork Controller.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to disable the Phone tab in the icWork Controller.
Yes	Set to Yes to enable the Phone tab in the icWork Controller.

Default Value

Yes, if the application user responsibilities and resource configuration for the agent provide access to the work item as well as access to the Oracle Application.

B.5.8.7 IEU: Session History Logging

This profile option is used to specify whether Oracle Universal Work Queue records login and logout data for every session in the IEU_SH_SESSIONS and IEU_SH_ACTIVITIES tables. It also enables the Break button in the icWork Controller. It also extends the capabilities of Oracle Interaction Center Intelligence by making this information available for Oracle Interaction Center Intelligence reporting, when set to Yes. In addition to the capturing and recording of logout and login session history, some of the other types of information captured includes agent break-related data and productivity as well as media and work related details.

When this profile is set to No, session related data is not captured in the Oracle Universal Work Queue tables.

See Also

- Section B.5.7, Session Logs Profile Options

B.5.9 Work Panel Profile Options

Profiles options include:

- IEU: Desktop: UI: Show Message Panel

- IEU: Desktop: UI: Show Work Panel

- IEU: Auto Relate Task Note to Source Document

- IEU: Default Note Months

B.5.9.1 IEU: Desktop: UI: Show Message Panel

> **Note:** This profile option applies to the message panel that appears in the work panel.

The message panel is used to present special instruction to the agent. The message panel is independent of the work panel and can be displayed, even if the IEU: Desktop: UI: Show Work Panel profile option is set to No.

See Section 5.4, Administering Work Providers and Section 5.4.3, Configuring Messages and Special Instruction for additional information about the message (special instruction) panel.

Use this profile option to enable the message panel.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No, the message panel will not appear in the agent workplace in Oracle Universal Work Queue.
Yes	Set to Yes, the message panel will appear in the agent workplace in Oracle Universal Work Queue.

Default Value

Yes

B.5.9.2 IEU: Desktop: UI: Show Work Panel

> **Note:** This profile option applies to application work and the appearance of the work panel.

This profile option is used to control the display of the work panel and work summary panel.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No, the message panel will not appear in the agent workplace in Oracle Universal Work Queue.
Yes	Set to Yes, the message panel will appear in the agent workplace in Oracle Universal Work Queue.

Default Value

Yes

B.5.9.3 IEU: Auto Relate Task Note to Source Document

Use this profile option to establish the relationship between a task note that is created in the work panel and the underlying or related source. For example, if a note is added to a task and the task source is "lead", the association between the task note and lead is created when the profile is enabled.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Yes	Set to **Yes** to enable the auto relate task note feature.
No	Set to **No** to disable the auto relate task note feature.

Default Value

No

B.5.9.4 IEU: Default Note Months

Use this profile option to define the number of months for which task notes display in the Extended Detail Information area of the Work Panel.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	No

Profile Settings

Enter a value for the number of months. You can enter any number between 1 and 6 months.

Default Value

Not applicable

B.5.10 Quick Filter Profile Options

Profiles options include:

- IEU: Desktop: UI: Show Quick Filter Panel

B.5.10.1 IEU: Desktop: UI: Show Quick Filter Panel

Use this profile option to enable quick filter panels.

> **Note:** This profile option applies to the appearance of the quick filter panel in the agent workplace. See the following sections for additional information on quick filter panels: Section 2.4, Concepts and Section 5.5, Managing Quick Filters.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Yes	Set to Yes to enable the quick filter panel.
No	Set to No to disable the quick filter panel.

Default Value

None

B.5.11 iMeeting Profile Options

Profile options include:

- IEU: Desktop: UI: iMeeting User ID
- IEU: Desktop: UI: iMeeting Password
- IEU: Desktop: UI: iMeeting Display Name

B.5.11.1 IEU: Desktop: UI: iMeeting User ID

This profile option is used to control user access to iMeeting. An iMeeting user ID is required to log into iMeeting.

The appropriate value set at either Site, Responsibility or User level will be used as User ID and password and must match what is administered for iMeeting.

The User ID/Password must be configured for the site that intends to use LiveHelp.

Required

Yes

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

The setting for this profile option is determined and set by the user.

Default Value

No

B.5.11.2 IEU: Desktop: UI: iMeeting Password

This profile option controls how users are logged into iMeeting.

The appropriate value set at either Site, Responsibility or User level will be used as User ID and password and must match what is administered for iMeeting.

The User ID/Password must be configured for the site that intends to use LiveHelp.

Required

Yes

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	Yes	Yes

Profile Settings

The setting for this profile option is determined and set by the user.

Default Value

No

B.5.11.3 IEU: Desktop: UI: iMeeting Display Name

This profile option controls how users are displayed while logged into iMeeting.

The appropriate value set at either Site, Responsibility or User level will be used as User ID and password and must match what is administered for iMeeting. The display name profile option contains the descriptive name shown for the user while they are logged onto an iMeeting session.
The User ID/Password must be configured for the site that intends to use LiveHelp.

Required

No

Personal Profile Levels

Update	View
Yes	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	Yes	Yes

Profile Settings

The setting for this profile option is determined and set by the user.

Default Value

Live Help Agent

C

Server Parameters

This appendix describes the server parameters for Oracle Universal Work Queue servers. Values for server parameters are set and maintained through the Interaction Center Server Manager interface, using the Call Center HTML Administration responsibility. These parameters are stored in the Oracle Applications database.

Topics include:

- Enable Network Tracing
- Enable Server Logger Utility
- Enables Interaction Blending Communications
- Network Layer Number of Sessions
- Network Layer Session Close Delay (Seconds)
- Network Layer Session Timeout (Minutes)
- Network Layer Trace File Name
- Network Layer Trace Level
- Remote Operation Retry Interval
- Remote Operation Timeout Duration (Seconds)
- Run AO Simulator (True/False)
- Server Port (>1024 for UNIX and <64,000)
- Trace Level

See Also

- *Oracle Interaction Center Server Manager Implementation Guide*

C.1 Enable Network Tracing

Flag which enables network tracing.

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

C.2 Enable Server Logger Utility

Flag which enables the server logging subsystem.

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

C.3 Enables Interaction Blending Communications

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.4 Network Layer Number of Sessions

The default number of sessions the network layer is expected to maintain.

Type	Unit	Max Value	Min Value	Default
integer	N/A	65,536	0	200

C.5 Network Layer Session Close Delay (Seconds)

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.6 Network Layer Session Timeout (Minutes)

Default session inactivity (timeout period) in minutes. This setting may be overridden during client-side session creation.

Type	Unit	Max Value	Min Value	Default
Integer	minutes	65,536	0	1

C.7 Network Layer Trace File Name

String that represents the network trace file name.

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

C.8 Network Layer Trace Level

Trace level for network logs.

Type	Unit	Max Value	Min Value	Default
Integer	N/A	0xfffA	0	0

The following list provides additional information about the Network Trace Level settings:

- 0x000 = None (turns off all events)
- 0x001 = Detail (detailed transactions useful for performance monitor)
- 0x002 = Info (informational e.g., network connection regained)
- 0x004 = Minor (limited failures e.g., method call failed)
- 0x008 = Critical (catastrophic failure e.g., lost network connection)

C.9 Remote Operation Retry Interval

Default Session inactivity timeout period (in minutes). This may be overridden during client-side session creation.

Type	Unit	Max Value	Min Value	Default
Integer	minutes	65,536	0	1

C.10 Remote Operation Timeout Duration (Seconds)

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
Integer	seconds	65,536	0	20

C.11 Run AO Simulator (True/False)

Flag which enables the AO simulator.

Type	Unit	Max Value	Min Value	Default
Boolean	N/A	N/A	N/A	false

C.12 Server Port (>1024 for UNIX and <64,000)

The port for which the Oracle Universal Work Queue server is registered.

Refer to platform specific documentation regarding port usage. The Oracle Universal Work Queue 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 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
Integer	N/A	65,536	0	80

C.13 Trace Level

This integer represents the level or levels assigned to items that are written to the trace file.

Type	Unit	Max Value	Min Value	Default
Integer	N/A	0xffff	0	0

> **Note:** The '0xffff' setting represents 'all trace levels'.

The following list provides additional information about the Trace Level settings:

- 0x0001 = Error
- 0x0003 = Warning
- 0x0007 = Info
- 0x000f = Trace
- 0xffff = All

D

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 Oracle Universal Work Queue command line parameters are documented below.

The following tables list and define the parameters that can be set using the 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.

Topics include:

- -console
- -port
- -name
- -dbc
- -trace_file_name
- -max_num_threads
- -min_num_threads
- -trace_level_debug
- -trace_level_warn

- -trace_level_info

- -trace_level_error

- -command

See Also

- *Oracle Interaction Center Server Manager Implementation Guide*

D.1 -console

Enables display of the Oracle Universal Work Queue 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 Oracle Universal Work Queue 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 Oracle Universal Work Queue 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 Oracle Universal Work Queue server will utilize to query itself in the database.

The Oracle Universal Work Queue server name must be unique among all Oracle Universal Work Queue servers across the deployment. If the server detects another instance with the same name already running it will wait for the other instance to shutdown before completing initialization.

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

D.4 -dbc

The file name appended by the file path where the .dbc file is located.

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

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

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

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 that may be allocated to the Oracle Universal Work Queue server's internal thread pool.

The internal Oracle Universal Work Queue server thread pool does not control threads allocated for remote communications. This *does not* indicate the maximum number of threads that will be used by the Oracle Universal Work Queue server. It is recommended that this not be set as a command line parameter. The server will define the value in the database according to demand levels.

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 the Oracle Universal Work Queue server's internal thread pool.

The internal Oracle Universal Work Queue server thread pool does not control threads allocated for remote communications. Thus, this by no means indicates the maximum number of threads that will be used by the server. It is recommended that this not be set as a command line parameter. The server will define the value in the database according to demand levels.

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 Oracle Universal Work Queue 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

E

Navigation

Keyboard shortcuts provide a quick and easy way of navigating within the Oracle Universal Work Queue workspace.

E.1 Keyboard Navigation

In addition to being able to use the mouse to access and select work nodes and work items, you can accomplish the same tasks through the use of the keyboard.

Shortcut keys provide another means for navigating within the Oracle Universal Work Queue interface. See Menu Bar and Toolbar, Tools - Keyboard Shortcuts, Actions - Keyboard Shorts, and icWork Controller Keyboard Shortcuts for additional information. When using either the Tab key or Arrow keys to navigate within the interface, fields in which the information is predefined and available for selection only are denoted by a perforated line above and below the field. A blinking cursor appears in fields in which you are able to enter text.

The following table presents keyboard shortcuts for navigating in the Oracle Universal Work Queue interface.

Function	Shortcut Key
Activate keyboard operation and selection mode	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut Key
Activate keyboard operation and selection mode	Alt

Function	Shortcut Key
Navigate between menu bar options	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut Key
Exit from a keyboard option	Esc
Exit from keyboard operation mode	Esc
Navigate between fields in the interface	Tab
Navigate between fields in the interface	■ Up Arrow ■ Down Arrow ■ Right Arrow ■ Left Arrow

E.1.1 Menu Bar and Toolbar

The menu bar and toolbar in Oracle Universal Work Queue provide several ways for you to quickly access features and navigate within the Oracle Universal Work Queue interface. You can perform the following:

- switch responsibility

- clear the current quick filter setting

- reset quick filter settings to the default setting

- refresh all work

- reset an interaction

- toggle the work selector display in Oracle Universal Work Queue between cascade and Hgrid view

- get work

- stop media work

E.1.2 Tools Option - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Tools option on the menu bar in Oracle Universal Work Queue.

Function	Shortcut Key
Refresh All Work	Shift + R
Reset Interaction	Shift + S
Web Availability	Shift + W
Clear Filter	Shift + F
Default Filter	Shift + D
Switch display to Cascade	Shift + C
Switch display to Hgrid	Shift + H

E.1.3 Actions Option - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in Oracle Universal Work Queue. If media is enabled, media handling actions can be performed from the icWork Controller, including the ability to access action options through the use of keyboard shortcuts.

Function	Shortcut Key
Get Work	Shift + G
Stop Media	Shift + S

E.1.4 icWork Controller - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in the icWork Controller.

Function	Shortcut Key
Next Media	Shift + T
Stop Media	Shift + M
Break	Shift + K
Collapse	Shift + L