Oracle® Universal Work Queue

Implementation Guide

Release 12.1

Part No. E13492-02

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Oracle Universal Work Queue Implementation Guide, Release 12.1

Part No. E13492-02

Contents

6 Diagnostics and Troubleshooting

A Implementation Worksheets

B Profile Options

C Server Parameters

D Command Line Parameters

Index

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Oracle Universal Work Queue Implementation Guide, Release 12.1

Part No. E13492-02

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Preface

Intended Audience

Welcome to Release 12.1 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

- Oracle Applications

- The Oracle Applications graphical user interface

To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide.*For a full list of documentation resources for Oracle Applications Release 12, see *Oracle Applications Documentation Resources, Release 12* , My Oracle Support Document 394692.1.

See Related Information Sources on page xii for more Oracle Applications product information.

TTY Relay Access to Oracle Support Services

To reach AT&T Customer Assistants, dial 711 or 1.800.855.2880. An AT&T Customer Assistant will relay information between the customer and Oracle Support Services at 1.800.223.1711. Complete instructions for using the AT&T relay services are available at http://www.consumer.att.com/relay/tty/standard2.html. After the AT&T Customer Assistant contacts Oracle Support Services, an Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process.

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Screen readers 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, some screen readers may not always read a line of text that consists solely of a bracket or brace.

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Structure

1 Introduction
2 Dependencies and Integration Points
3 Implementation Tasks
4 Administration Tasks
5 Integration Tasks
6 Diagnostics and Troubleshooting
A Implementation Worksheets
B Profile Options
C Server Parameters
D Command Line Parameters

Related 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.

Integration Repository

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF).

- **PDF** - PDF documentation is available for download from the Oracle Technology Network at http://otn.oracle.com/documentation.

- **Online Help** - Online help patches (HTML) are available on My Oracle Support.

- **About Documents and Release Notes** - Refer to the About Document or Release Notes for the mini-pack or family pack that you have installed to learn about new documentation or documentation patches that you can download. About Documents and Release Notes are available on My Oracle Support.

- **My Oracle Support Knowledge tab** - The My Oracle Support Knowledge tab lets you browse the knowledge base by technology, industry, integration, application, documentation, training, and services, to find all documents for a product area. Use the Knowledge Home to search for release-specific information, such as FAQs, recent patches, alerts, white papers, troubleshooting tips, and other archived documents.

- **Oracle E-Business Suite Electronic Technical Reference Manuals -** Each Electronic Technical 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 and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on My Oracle Support as part of Online Documentation.

Guides 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) of an Oracle Applications product. This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent programs.

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

Guides Related to This Product

Oracle Advanced Inbound Telephony Implementation Guide

Oracle Advanced Inbound Telephony enables telesales and teleservice agents and collectors to route, queue, and distribute callbacks for customer calls received over the phone and the web. It enables computer telephony integration to third-party telephony platforms. You can also transfer or conference a call and its application data from one agent to another.

Oracle Advanced Outbound Telephony Implementation Guide

Oracle Advanced Outbound Telephony provides multiple automated dialing methods and extensive list management controls that improve the penetration and efficiency of outbound calling campaigns and maximize the productivity of interaction center agents. It integrates with Oracle Customer Interaction History to provide feedback that marketing professionals can use to analyze and measure the success of the marketing campaign.

Oracle Interaction Blending Implementation Guide

Oracle Interaction Blending is a server that enables you to receive and make calls over the web and telephone according to your service plan. A service plan specifies inbound and outbound service levels and minimum agent availability for the service level. Inbound service levels specify the percentage of inbound calls that will be answered within a time threshold whereas outbound service levels specify the number of transactions that you can make within a time period.

Oracle Interaction Center Server Manager Implementation Guide

Oracle Interaction Center Server Manager is the Java server process that runs on every Oracle Interaction Center machine. It enables you to balance load by creating server groups and configuring multiple server processes for them or assign servers to a standby system of nodes that you create by installing and running Oracle Interaction Center Server Manager on computers. You can add IP addresses to a node, refresh parameters of servers and server groups while the server is working, and use the Unit Test Server utility to test the validity of the CTI and switch integration. This guide also describes how to diagnose and troubleshoot operational issues.

Oracle TeleSales Implementation Guide

This guide describes how you can set up Oracle TeleSales so telesales agents can convert a sales inquiry or a customer call into an order. You must set up agent and customer interaction tracking, enable web directory assistance for agents, enable web collaboration, set up opportunity forecasting so agents enter forecast amounts for a product line and receive sales credits, and set up marketing source codes to track the marketing activity responsible for a sale or a sales activity. Oracle TeleSales interacts with Oracle Scripting, Oracle Email Center, Oracle Marketing, Oracle Territory Manager, Oracle Product Lifecycle Management, Oracle One-to-One Fulfillment, Oracle Universal Work Queue, Oracle Sales, and Oracle Quoting.

Oracle TeleSales User Guide

Oracle TeleSales enables telesales agents manage the sales cycle, from prospects to booked orders. It offers a multi-channel selling solution that leverages all sales channels: whether selling over the phone, through the web or through mobile devices. Its E-Business Center offers a cross-application desktop for all Oracle call center applications, and provides elements of Service and Collections for a comprehensive customer view. You can use Oracle TeleSales for comprehensive customer management, list generation, lead, opportunity, and pipeline management, quote and order generation, event registration and collateral fulfillment.

Oracle TeleService Implementation and User Guide

This guide provides information on how to use Oracle TeleService. Oracle TeleService automates the call center and the resolution process from the time a customer calls in, sends an email, or enters a service request on the Web. Agents can use Oracle TeleService to update customer records, validate product ownership and contract coverage, provide proactive and personalized customer service, and resolve problems that arise from the initial contact using a knowledge base.

Installation and System Administration

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 Concepts

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12, or contemplating significant changes to a configuration. After describing the Oracle Applications architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

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 forms so that they integrate with Oracle Applications. In addition, this guide has information for customizations in features such as concurrent programs, flexfields, messages, and logging.

Oracle Applications Installation Guide: Using Rapid Install

This book is intended for use by anyone who is responsible for installing or upgrading Oracle Applications. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle Applications Release 12, or as part of an upgrade from Release 11*i* to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

Oracle Applications Maintenance Utilities

Use this guide to help you run the various Applications DBA (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 Documentation Set

This documentation set provides planning and reference information for the Oracle Applications System Administrator. *Oracle Applications System Administrator's Guide - Configuration* contains information on system configuration steps, including defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help. *Oracle Applications System Administrator's Guide - Maintenance* provides information for frequent tasks such as monitoring your system with Oracle Applications Manager, administering Oracle E-Business Suite Secure Enterprise Search, managing concurrent managers and reports, using diagnostic utilities including logging, managing profile options, and using alerts. *Oracle Applications System Administrator's Guide - Security* describes user management, data security, function security, auditing, and security configurations.

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 tells you how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle Projects implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This guide also provides information on creating custom reports on flexfields data.

Oracle Applications Multiple Organizations Implementation Guide

This guide describes how to set up multiple organizations and the relationships among them in a single installation of an Oracle Application such that transactions flow smoothly through and among organizations that can be ledgers, business groups, legal entities, operating units, or inventory organizations. You can use this guide to assign operating units to a security profile and assign this profile to responsibilities such that a user can access data for multiple operation units from a single responsibility. In addition, this guide describes how to set up reporting to generate reports at different levels and for different contexts. Reporting levels can be ledger or operating unit while reporting context is a named entity in the selected reporting level.

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 tells you how to apply this UI to the design of an application built by using Oracle Forms.

Oracle Approvals Management Implementation Guide

This guide describes transaction attributes, conditions, actions, and approver groups that you can use to define approval rules for your business. These rules govern the process for approving transactions in an integrated Oracle application. You can define approvals by job, supervisor hierarchy, positions, or by lists of individuals created either at the time you set up the approval rule or generated dynamically when the rule is invoked. You can learn how to link different approval methods together and how to run approval processes in parallel to shorten transaction approval process time.

Oracle E-Business Suite Diagnostics User's Guide

This guide contains information on implementing, administering, and developing diagnostics tests in the Oracle E-Business Diagnostics framework.

Oracle E-Business Suite Integrated SOA Gateway Implementation Guide

This guide explains the details of how integration repository administrators can manage and administer the entire service enablement process based on the service-oriented

architecture (SOA) for both native packaged public integration interfaces and composite services - BPEL type. It also describes how to invoke Web services from Oracle E-Business Suite by working with Oracle Workflow Business Event System, manage Web service security, and monitor SOAP messages.

Oracle E-Business Suite Integrated SOA Gateway User's Guide

This guide describes how users can browse and view the integration interface definitions and services that reside in Oracle Integration Repository.

Oracle iSetup User Guide

This guide describes how to use Oracle iSetup to migrate data between different instances of the Oracle E-Business Suite and generate reports. It also includes configuration information, instance mapping, and seeded templates used for data migration.

Oracle Product Lifecycle Management Implementation Guide

This guide describes how you can define hierarchies of items using structure types, catalogs, and catalog categories, and define change categories and configure them for revised items or request lines. Oracle Product Lifecycle Management provides several predefined catalogs such as the Product Catalog, Asset Catalog, and the Service Catalog and predefined change categories such as change orders and ideas. Use this guide to learn how to define additional catalogs for browsing and reporting purposes and new change categories specific to your business needs. You can then learn how to set up users and responsibilities that provide or restrict access to these catalogs, catalog items, and change management objects.

Oracle Product Lifecycle Management User Guide

This guide describes how to create and manage catalogs, create and maintain product attributes and attribute values, and manage item statuses and lifecycle phases. You can learn how to create change categories, create task templates for change orders, and create change management reports. In addition, you can use this guide to create roles, map roles to privileges, and maintain these roles.

Oracle Workflow Administrator's Guide

This guide explains how to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes, as well as how to monitor the progress of runtime workflow processes.

Oracle Workflow Developer's Guide

This guide explains how to define new workflow business processes and customize existing Oracle Applications-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

Oracle Workflow User's Guide

This guide describes how Oracle Applications users can view and respond to workflow notifications and monitor the progress of their workflow processes.

Oracle XML Publisher Administration and Developer's Guide

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing Oracle Applications report data, or you can use Oracle XML Publisher's data extraction engine to build your own queries. Oracle XML Publisher also provides a robust set of APIs to manage delivery of your reports via e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

Oracle XML Publisher Report Designer's Guide

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Using Microsoft Word or Adobe Acrobat as the design tool, you can create pixel-perfect reports from the Oracle E-Business Suite. Use this guide to design your report layouts.

Training and Support

Training

Oracle offers a complete set of training courses to help you master your product and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any 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 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 your product working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an

Oracle server, and your hardware and software environment.

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 an Oracle Applications form 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.

1

Introduction

This chapter covers the following topics:

- Architecture
- Responsibilities

Architecture

Oracle Universal Work Queue is comprised of the following components:

UWQ Server

The Oracle Universal Work Queue Server incorporates customer channels into eBusiness Suite applications. It binds with media providers (services such as ACD telephony) to expose media channels and manages agents' real-time session state and their connections with media providers. The server architecture is expandable. Media providers such as Oracle Advanced Inbound and Oracle Advanced Outbound integrate through plug-ins.

When agents start Oracle Universal Work Queue (UWQ), they connect to the UWQ server to initiate their real-time session and connect with their assigned media providers. The UWQ server then acts as a conduit to plug-in desktop media controllers, such as the Oracle softphone, delivering to applications the media information (counts and classifications), items, and events, and giving the agent control of media.

Session Information

The agent session information records the agent session lengths and activities to support historical and near real-time reports from Interaction Center Intelligence. Session tracking records the agent media requests, delivery and completion, application work item request and delivery, and break times and reasons. This supplements Oracle Interaction History information to create a complete picture of agents' sessions.

Work Distribution - Work Repository and Queued Work Access

The Work Repository supports queued, prioritized distribution and delivery of work. It supports a number of work methods that allow agents to access application work from a queue just as they access media items. The Work Repository can maintain reference to all work objects and establish work relationships. Applications subscribe to the work repository for each supported work object type, recording work item references, and maintaining work relationships through work sources.

The Work Repository maintains the work distribution state (ownership and assignment to groups and individual agents), priority and some additional information about work states and the customer. Agents access work for distribution or delivery or both through a virtual queue, which assembles qualified work in priority order for each agent. The Agent Workplace and icWork controller provide work access controls.

icWork Controller

The icWork Controller is an alternate user interface (UI) component that serves as a remote control for work access. 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 and the Notice Control. The icWork Controller displays activity times, supports break reasons, and work access controls to support new requirements of work distribution.

Desktop Interactions (media, application and interaction integration)

Desktop Interactions provides an extensible framework that maintains a channel uniting applications, media providers (such as Oracle Advanced Inbound Telephony) and media controllers (such as the Oracle soft phone). The channel Desktop Interactions can manage, track and control media and application interactions to handle sophisticated contact flows. It coordinates agent availability based on the media state and the application contact interaction state to control the availability of agents, outstanding work requests, and to manage application screen pops.

Application Notices

Application Notices provide lightweight communication between applications and users. Applications send Notices to inform agents of work item events, such as assignment to the agent, an update or a change in status. The UWQ application notice facility polls for new notices and allows agents to view and manage notices from within the Notice Controller, an icWork plug-in component.

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.

Universal Work Queue Desktop Diagram

The following diagram provides an overview of the UWQ desktop architecture.

Key

─── Media channel events data control (red)	▢ Visible to user (yellow)
─── Application data pop. (blue)	▢ Queued Work Distribution (green)
─── Session information (dark blue)	▢ Work Panel (orange)
─── Work Panel action invoke / execute (orange)	▢ UWQ Application Procedures (light blue)
	▢ Application procedures (pink)
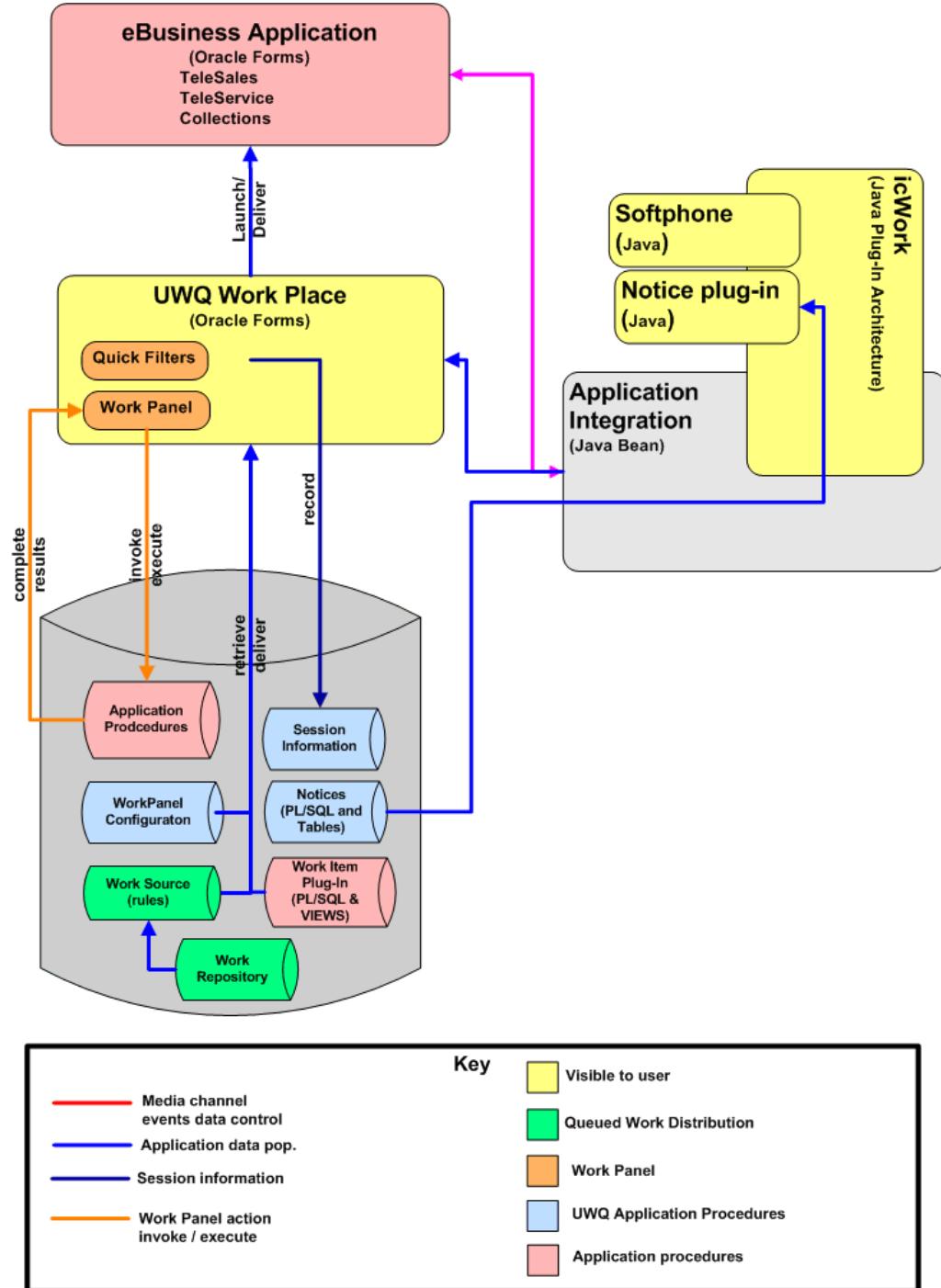
UWQ Agent Workplace

The UWQ Agent Workplace (the desktop user interface), is a Forms application that serves as the central portal for agent work access. It dynamically displays media and application work nodes and summary items, launches work into the appropriate application Form, and provides work access controls. From the Workplace agents may browse through work sources, organize work summaries, select and open work items,

or view work item details and execute quick actions upon selected work items.

Agents use work access controls to request queued work or media contacts and to open selected work items. Workplace features include UWQ cascade and tree navigation of nodes, work selection, the Workplace for quick actions and Quick Filters to organize work.

The following is an example of the UWQ Agent Workplace.
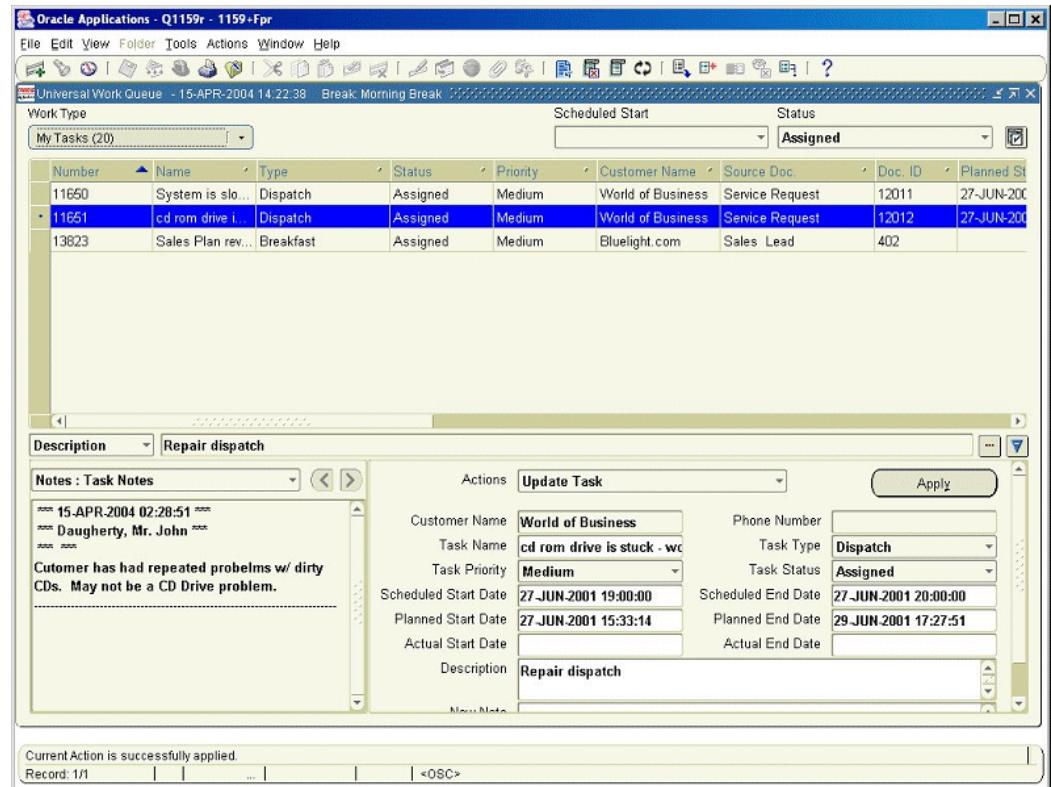
Universal Work Queue Server Architecture

The Universal Work Queue Server incorporates customer channels into eBusiness Suite applications. It binds with media providers (services such as ACD telephony) to expose media channels and manages agents' real-time session state and their connections with media providers. The server architecture is expandable. Media providers such as Oracle Advanced Inbound and Oracle Advanced Outbound integrate through plug-ins.

When agents start UWQ they connect to the UWQ server to initiate their real-time session and connect with their assigned media providers. The UWQ server then acts as a conduit to plug-in desktop media controllers such as the Oracle softphone, delivering to applications media information (counts and classifications), items and events, and allowing the agent to control media.

Universal Work Queue Server Diagram

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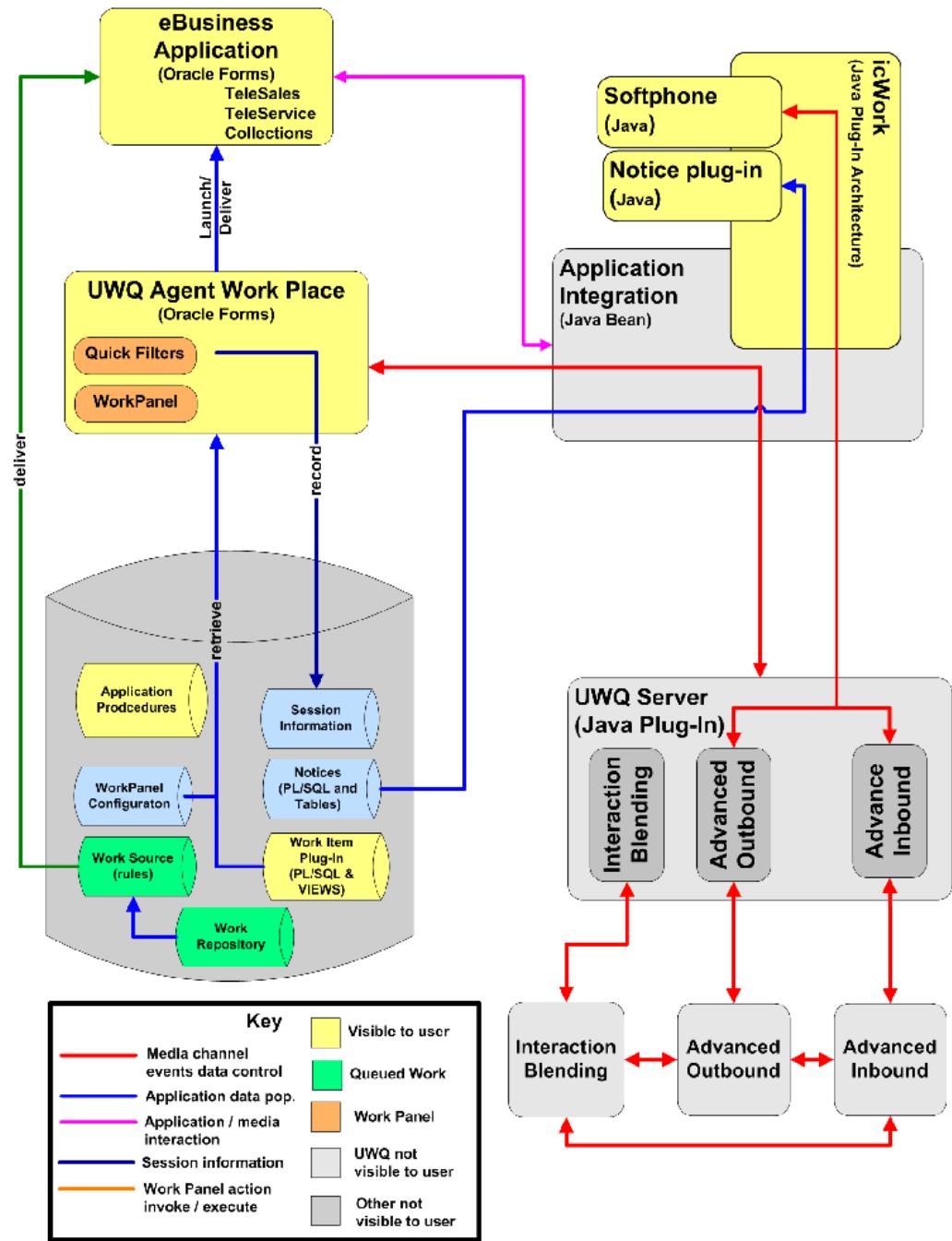
The Universal Work Queue server passes instructions to media providers requesting delivery of the next item in an agent's queue. The server gets the media item metadata from the media provider and delivers it to the media enabler (for example, the Phone tab in the icWork Controller) and Oracle Applications.

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

The Universal Work Queue desktop bean passes metadata delivered by the 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, Universal Work Queue and Oracle Applications forms. Metadata for the media item is communicated from the desktop bean to the Universal Work Queue interface and Oracle Applications through the PL/SQL programming interface.

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

- Universal Work Queue Events

- Client-side Media Controller Events

The Universal Work Queue events are related to screen pop information and server connection. Screen pop events include the time when a media item is initially delivered (for example, a predictive customer ID, an inbound call, or an inbound e-mail).

The application sends the Client-side Media Controller Events to the client-side media plug-in (for example, Oracle Softphone) to either interject the current action that the plug-in wants to perform or to instruct the plug-in for an action to be performed (for example, dial).

UWQ Application Interface Bean

The UWQ 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 UWQ 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 UWQ 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 plug-in through the Application Interface Bean.

The Application Interface interacts with the application, passing media events and facilitating screen pop by giving applications media information in an accessible format. For example, to effect a screen pop, the Application Interface Bean sends a call event and name-value pair screen pop information to the appropriate application form. It also passes end interaction events and requests for the next media item from the application to the UWQ server. The server then relays the request to the media provider.

Responsibilities

Oracle Universal Work Queue ships with the following responsibilities:

- Universal Work Queue Agent

- Universal Work Queue Administration

- Universal Work Queue - Work Provider Site-Level Administration

The following is not a Universal Work Queue responsibility but is 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	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 Site-Level Administration	Administer work providers and work sources.	HTML
CRM Resource Manager	Create a CRM resource.	Forms

Responsibility	Function	Type
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Forms
CRM HTML Administration	Run Universal Work Queue diagnostic tests.	HTML

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 the agent works within a specific set of application forms or menus, the responsibility assignment will only provide access to the form or menu. Give careful consideration when assigning responsibilities. Grant agent 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 Universal Work Queue or be delivered work, but the agent may be 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

Dependencies and Integration Points

This chapter covers the following topics:

- Mandatory Dependencies
- Conditional Dependencies
- Minimum Software Requirements
- Minimum Hardware Requirements
- Installation and Dependency Verification
- Installing Oracle Universal Work Queue
- Accessing Oracle Universal Work Queue

Mandatory Dependencies

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.

You can use Oracle Universal Work Queue 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.

Oracle Universal Work Queue is typically used as an application work provider (for business applications such as Oracle TeleSales, Oracle TeleService, or Oracle Advanced Collections), or a media work provider (for applications such as Oracle Advanced Inbound Telephony, Oracle Advanced Outbound Telephony , Oracle eMail Center or Oracle Web Collaboration), or both. From an operational perspective, applications used with Oracle Universal Work Queue can be considered dependencies.

Conditional Dependencies

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

Minimum Software Requirements

With this release, Oracle Universal Work Queue requires at minimum, Oracle Applications 12.0 that has been installed from any Oracle Applications 12.0 Rapid Install or Platinum and upgraded to this release.

Sites that only use Oracle Universal Work Queue as a work presentation tool for application work implement Oracle Universal Work Queue as part of Foundation. It is included in the Foundation installation; only the appropriate work nodes need to be configured using profile options.

Oracle Universal Work Queue is part of Oracle Advanced Inbound Telephony and licensed with Interaction Center applications sites that implement media (Oracle Advanced Inbound Telephony, Oracle Advanced Outbound Telephony, Oracle eMail Center) must license Oracle Advanced Inbound Telephony and implement the Oracle Universal Work Queue server – an Oracle Advanced Inbound Telephony 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. For Oracle Universal Work Queue to function appropriately, set the Install flag to "I" (fully **I**nstalled).

Minimum Hardware Requirements

Universal Work Queue shares the same requirements for hardware as indicated by Oracle Applications release 12.0. There are no Oracle Universal Work Queue specific hardware requirements.

Installation and Dependency Verification

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

• *Oracle Applications Installation Guide: Using Rapid Install*

• *Oracle Applications System Administrator's Documentation Set*

- 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 of Oracle Applications (database, technology stack, and Oracle Application files), JInitiator, CRM Foundation Resource Manager, and optionally, Oracle Human Resource Management.

Installing Oracle Universal Work Queue

You install Oracle Universal Work Queue by performing the Oracle Applications Rapid Install process.

The Rapid Install is intended for customers who are installing Oracle Applications for the first time or upgrading to Release 12.

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 *Oracle Applications Installation Guide: Using Rapid Install*. For information about upgrading Oracle Applications using Rapid Install, see *Oracle Applications Upgrade Guide: Release 11i to Release 12*.

Accessing Oracle Universal Work Queue

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. Other tasks, which include the set up of profile options and running concurrent programs, are achieved from the Functions tab in the Navigator window, a forms-based interface.

The following table describes the areas that you 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

Area	Function	Type
Functions Tab	Run concurrent programs.	Forms
Functions Tab	Administer 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

3

Implementation Tasks

This chapter covers the following topics:

- Implementation Task Sequence

- Defining an Administrator

- Creating an Interaction Center Agent

- Creating an Employee

- Creating an Employee in CRM Resource Manager

- Setting Up Employees as Users

- Importing a Resource

- Setting System Profile Options

- Configuring the Oracle Universal Work Queue Server

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.**	System Administrator
Step 2	Required	**Create 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.**	System Administrator
Step 4	Required	**Configure system profile options for media implementations.**	System Administrator

Number	Required?	Description	Responsibility
Step 5	Required	**Implement an Interaction Center Server Manager node for media implementations.** 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

Number	Required?	Description	Responsibility
Step 6	Required	**Implement a single-site or multi-site interaction center for media implementations.** 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
Step 7	Optional	**Implement Oracle Advanced Inbound.** This step is required for inbound or web callback. See: *Oracle Advanced Inbound Telephony Implementation Guide*.	Not Applicable
Step 8	Optional	**Implement Oracle Advanced Outbound Telephony.** This step is required for outbound. See: *Oracle Advanced Outbound Telephony Implementation Guide*.	Not Applicable

Number	Required?	Description	Responsibility
Step 9	Required	**Configure Oracle Universal Work Queue to produce an application screen pop for media work.** This step is required for media implementations.	Call Center HTML Administration
Step 10	Required	**Configure Oracle Universal Work Queue for work launch configuration.**	Call Center HTML Administration
Step 11	Optional	**Configure Oracle Universal Work Queue to blend inbound and outbound media work.** This step is required for implementations including Interaction Blending. See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator
Step 12	Optional	**Integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.** See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator

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 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
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
Universal Work Queue Work Provider Site-Level Administrator	Used to administer Universal Work Queue.	Self-Service

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

Responsibility	Function	Type
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: Implement Interaction Center Server Manager. Create a server group. Configure Oracle Universal Work Queue to produce an application screen pop for media work.	HTML

After 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 after 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 after it is assigned, clear or reset the effective end date.

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

You may close the Users window.

Creating an Interaction Center Agent

Do the following steps to create interaction center agents for Universal Work Queue.

> **Note:** Define an administrator for the interaction center. Administrators 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.

Creating an Employee

Before you can set up a user on the system, define as an employee the agent who will use Oracle Universal Work Queue. Do this by using Oracle Human Resource Management Systems (if installed) or in CRM Resource Manager.

> **Note:** If you have a full Oracle HRMS license, you can create employees using Oracle HRMS. If you have a shared Oracle HRMS license or if Oracle HRMS is not installed, use CRM Resource Manager. The navigation paths 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, do this step using the HRMS Manager responsibility. See *Managing People Using Oracle HRMS*
> .

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 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, then when you attempt to save the record,
   > a message appears describing the consequences of the blank fields.

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

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, then when you attempt to save the record, a message appears describing the consequences of blank fields..

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

Setting Up Employees as Users

Use this procedure to create an Oracle Applications user for the employee. Define an employee before establishing a user account. When you create a user account, in addition to setting the user name and password, assign responsibilities 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 which features of the application a user can access. By contrast, the roles that are set up in CRM Resource Manager control the information a user can view and modify.

> **Note:** If you have the full installation of Oracle HRMS license, you cannot create employees by using CRM Resource Manager, which will result in receiving 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**.

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**.

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.

   - To view or set profile options for **all** users, select the **Site** box.

   - To view or set profile options for users working under responsibilities owned by a specific application, select the **Application** box.

   - 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.

   - 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. To display profile options both with and without values, select the Profiles with No Values box.

4. 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**.

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 (for example, Oracle Advanced Inbound Telephony, Oracle Advanced Outbound Telephony, 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 passing control instruction between the application, media controller, and media provider. The Oracle Universal Work Queue server also integrates Web collaboration through Oracle Advanced Inbound Telephony.

The configuration of the Oracle Universal Work Queue server involves creating server groups. The server groups and server processes for Oracle Universal Work Queue are created from the ICSM tab in)the Call Center HTML Administration. You can create server groups for single or multi-site interaction centers.

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

4

Administration Tasks

This chapter covers the following topics:

- Configuring Universal Work Queue for Application Work
- Profile Options for Application Work
- Configuring Universal Work Queue for Media Work
- Profile Options for Media Work
- Classifying Media Actions
- Configuring a Screen Pop
- Configuring Work Launching
- Accessing the Work Launch Tab
- Establishing Launch Rules for Work Launch
- Deleting a Launch Action
- Managing Work Providers at the Site-Level
- Accessing and Using the Work Providers List Tab
- Managing Work Provider Nodes
- 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 Action Panel
- Creating an Action
- Editing Action Parameter Details
- Deleting an Action
- Mapping Responsibilities for Actions

- Managing Quick Filters

- Running Concurrent Processes

- UWQ Session History Crashed Session Cleanup

- UWQ Work Distribution Audit Log Purge Process

- UWQ Notices Purge Process

- Synchronize and Activate Task Work Source

- UWQ Work Repository Purge Process

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:** After 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.

Perform the steps in the following table. The table is comprised of four 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 that is required to complete the step.

Number	Required?	Description	Responsibility
Step 1	Required	**Create 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.**	System Administrator

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 defined the responsibility of System Administrator.

All 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.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*

- Review 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 user name 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.

   > **Note:** Oracle recommends that you set the Universal Work Queue profile options at the responsibility level.

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.

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:** After you define an administrator for Oracle Universal Work Queue, the user has all the responsibilities necessary to implement Oracle Universal Work Queue for media work.

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 four 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.**	System Administrator
Step 2	Required	**Configure system 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	Optional	**Implement Oracle Advanced Inbound Telephony.** See: *Oracle Advanced Inbound Telephony Implementation Guide*.	Call Center HTML Administration
Step 6	Optional	**Implement Oracle Advanced Outbound Telephony.** See: *Oracle Advanced Outbound Telephony Implementation Guide*.	Call Center HTML Administration

Number	Required?	Description	Responsibility
Step 7	Required	**Configure Oracle Universal Work Queue to launch an application screen pop for media work.** Configuring a screen pop entails classifying media actions. This is accomplished from the UWQ Media Action tab.	Call Center HTML Administration
Step 8	Optional	**Configure Oracle Universal Work Queue to blend inbound and outbound media work.** See: *Oracle Interaction Blending Implementation Guide*.	Call Center HTML Administration
Step 9	Required	**Integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.** See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator

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. 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:** A complete list of profile options that are used for Universal Work Queue are fully described in Appendix B.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

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

- Review *Oracle Interaction Center Server Manager Implementation Guide.*

- Review the appendix 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.

   - To view or set profile options for **all** users, select the **Site** box.

   - To view or set profile options for users working under responsibilities owned by a specific application, select the **Application** box.

   - 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.

   - To view or set profile options for a specific user, select the **User** box and then select a user name from the list of values.

3. 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.

> **Note:** Set the Universal Work Queue profile options at the responsibility level.

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.

Classifying Media Actions

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

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

- To launch the business application for Web callbacks by call classification, create call classifications by using Oracle Advanced Inbound Telephony.

- For outbound screen pops, users must create and assign campaigns.

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

   - Inbound Telephony

   - Outbound Telephony

   - Web Callback

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 to use when launching a media item of the specified type with the specified classification 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 check box, 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, to launch Oracle TeleService when an agent receives an inbound telephone call with a classification of "GoldSupport" through the Oracle Universal Work Queue window, set up the media action classification association as described in the following table..

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

Configuring Work Launching

This section covers the administration and configuration of work launching rules which is accomplished from the Work Launch tab. Access to this tab requires the Universal Work Queue - Work Provider Site - Level Administration responsibility.

The following table represents a sample work launch configuration:

Responsibility	Work Document	Task Source	Launch Action
TeleSales Agent	Sales Lead	Enabled	Oracle TeleSales

Use the following procedures to configure and administer work launching.

- Accessing the Work Launch Tab, page 4-11

- Establishing Launch Rules for Work Launch, page 4-11

- Deleting a Launch Action, page 4-13

Accessing the Work Launch Tab

Use this procedure to access and use the Work Launch 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.

2. Select the Work Launch tab.

   The Work Association page appears.

Establishing Launch Rules for Work Launch

Use this procedure to establish the action or function to occur for the launching of work.

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 the Work Launch tab.

   The Work Association page appears.

3. In the Responsibility column, assign a responsibility to the launch action. For example, TeleSales Agent. You can also perform a lookup and select the responsibility.

4. Enter the work item type in the Work Document column or perform a lookup for the work document type. For example, Party.

5. Select the Task Source box to identify whether this setting applies to work item tasks. For example, if you are configuring the leads launch action, then you would select:

6. responsibility: (as appropriate)

7. work document: Leads

8. task source: Check this to launch the function to apply to leads tasks.

9. In the Launch Action column, identify the action or function to be performed. For example, Task Manager Launch Function.

10. Click **Update** to save your settings. Use **Restore** to undo any modifications that you have made to the launch action settings.

    A confirmation message appears, indicating successful creation of the launch action.

Deleting a Launch Action

Use this procedure to delete a work launch action.

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 the Work Launch tab.

   The Work Launch Association page appears.

3. Click the Remove box next to the line that contains the responsibility, work document, task source, and launch action you wish to delete.

4. Click **Update**.

   A confirmation message appears, indicating that the update of the launch action was successful.

Managing Work Providers at the Site-Level

The management of work providers at the site-level involves the node-by-node definition and management of node attributes from the Work Providers List tab. The 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. For example, in managing the Task node, you can control the presentation of information to agents through the mapping of responsibilities. You can select 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

Use the following procedures to manage work providers at the site-level.

- Accessing and Using the Work Providers List Tab, page 4-14

- Managing Work Provider Nodes, page 4-14

- Managing Quick Filters, page 4-31

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 work 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 application node to administer. For example, Tasks.

Managing Work Provider Nodes

Managing work provider nodes involves configuring 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 area of the panel and the sequence in which it displays.

In addition to configuring 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 mapping responsibilities.

After 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. Similar 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. For agents to view and have access to the work panel, 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 be able to 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 area of the 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 varies based on the work item and how you tailored its appearance, and the values to appear in the drop-down list (for example, Reassign Lead). You can manage action details within an action. The parameter details for an action represent the label associated to the fields in the work panel when a work item is delivered in Universal Work Queue. Similar to the work panel detail for messages and information,

you can manage the visibility of actions through mapping responsibilities.

Quick Filters

Quick filters provide a quick and easy way for agents to organize 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, page 4-17

- Mapping Responsibilities for Messages and Special Instruction, page 4-18

- Configuring Extended Detail Information, page 4-19

- Mapping Responsibilities for Extended Detail Information, page 4-21

- Configuring Actions for the Work Action Panel, page 4-22

- Creating an Action, page 4-24

- Editing Action Parameter Details, page 4-26

- Deleting an Action, page 4-29

- Mapping Responsibilities for Actions, page 4-30

- Managing Quick Filters, page 4-31

- Creating a Quick Filter, page 4-32

- Entering Filter Details and Assigning Properties, page 4-33

- Deleting a Quick Filter, page 4-35

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.

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.

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.

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, all information types that have been mapped to the agent's responsibility will appear in the list in the extended area of the 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.

Configuring Actions for the 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 select the removal of a site-level administrator created work item action.

> **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.

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**.

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 Label

- Parameter Name

- Data Type

- Visible

- Required

- UI Component

1. 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

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

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

4. 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

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

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

keyboard.

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

8. 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.

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

10. Click **Done**.

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**.

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 work item is delivered, 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.

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.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Use the following procedures to manage quick filters.

• Creating a Quick Filter, page 4-32

- Entering Filter Details and Assigning Properties, page 4-33

- Deleting a Quick Filter, page 4-35

- Mapping Responsibilities for Quick Filters, page 4-36

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. After 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.

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.

Entering Filter Details and Assigning Properties

After you create a quick filter, you 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 may 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.

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 into 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 appears and 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 into 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

1. In the Prompt Text field, enter the label text that will display above the quick filter

column in Oracle Universal Work Queue.

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

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

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

5. To set the default value based on a Query, in the Status column details, for default values enter the following query:

```
select 'task_status_id = 2' from dual
```

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

   You will return to the Work Provider List.

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).

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.

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.

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.

Running Concurrent Processes

Concurrent processes serve multiple purposes. Universal Work Queue uses concurrent

processes to activate work sources and to clean up inactive session activity.

The current release of Oracle Universal Work Queue has five concurrent processes:

- Synchronize and Activate Task Work Source

- UWQ Work Repository Purge Process

- UWQ Work Distribution Audit Log Purge Process

- UWQ Notices Purge Process

- UWQ Session History Crashed Session Cleanup

Ensure that concurrent programs are set to run periodically.

UWQ Session History Crashed Session Cleanup

The UWQ Session History Crashed Session Cleanup concurrent script is used to clean up UWQ Session History crashed sessions. It should be used if the Session History is turned ON at the customer site.

It accepts the following input parameters:

- Agent Login Name (Optional):

  - User Name of the resource for which the cleanup will be done. If left Null, the User Name functions for all the existing resources.

- Application Name (Required)

  - UWQ, EMC and both. The default is UWQ.

- Timeout Value (Required)

- Value in hours. The default is 2 hours.

The UWQ Session History crashed session cleanup is done based on the following criteria.

- All Open (crashed) sessions and their activities, if any having last update time greater than the user input Timeout value are ended with logical and appropriately available end time values.

  > **Note:** This runs as a part of a request set 'Cleanup transaction tables for Interaction Center Intelligence' that calls the CCT session cleanup program before than the IEU session cleanup program to ensure the accuracy of some of the timings reported in the related

ICI reports. If it's run standalone, the accuracy of the information
may not be correct.

UWQ Work Distribution Audit Log Purge Process

This concurrent script is used to purge old Work-Distribution Audit Log records and
should be used if the UWQ Work-Distribution feature is used at the customer site and
the Audit logging for the same has been turned ON.

It accepts the following input parameters.

- Work Item Object Code - Primary Work Source object codes.

- Creation Date

    - Default - before 3 months.

    - Validation done to check the date to be prior to 3 months.

The Audit Trail log items will be purged based on the following criteria:

- All Closed/Deleted Work Item Audit log records for the specific Primary Work
  Source Object Code are considered for purging. This can span across to the
  appropriate Association Work Source code as well. For e.g. Work Items with Object
  code 'Task' would include Work Sources 'Task' and 'SR Task'.

- Audit log for the work items that are created before the 'Creation Date' input date
  would be deleted, except those work items that were reopened later than this date.

UWQ Notices Purge Process

This concurrent script is used to purge the 'deleted' UWQ Notice messages based on the
user input. It should be used if UWQ Notices is turned ON at the customer site.

It accepts the following input parameters.

- Last Update Date

    - Default - Yesterday

    - Validation done to check the date is prior to today.

The UWQ Notice messages will be purged based on the following criteria:

- 'Deleted' status Notices on or before the specified date will be purged.

Synchronize and Activate Task Work Source

The Synchronize and Activate Task Work Source concurrent script serves two of the following purposes:

- Synch up any existing Tasks data at the Customer site.

- Upon successful completion, 'Activate' the 'Tasks' Work Source to be used with UWQ Distribution features (Request Work and Next Work.)

This should be used only if the customer wishes to use the UWQ Work-Distribution feature.

UWQ Work Repository Purge Process

This concurrent script is used to purge old Work-Distribution work items and should be used only if the UWQ Work-Distribution feature is used at the customer site.

It accepts the following input parameters.

- Work Source Code

- Last Update Date
  - Default - before 6 months.

  - Validation done to check the date to be prior to 6 months.

The UWQ work items will be purged based on the following criteria:

- All Closed/Deleted work items for the Work Source code before the 'Last Update' date are considered for purging from the Audit log.

- Work Items having dependent (parent or child) open work items will not purged.

- Association work items can be purged only after the parent work items have been purged.

See Also

- Synchronize and Activate Task Work Source

- UWQ Work Distribution Audit Log Purge Process

- UWQ Notices Purge Process

- UWQ Session History Crashed Session Cleanup

5

Integration Tasks

This chapter covers the following topics:

- Application Work Integration
- Application Work Nodes
- Queued, Priority Work Distribution and Delivery
- Application Notices
- Tasks
- Escalations
- Leads
- Opportunities
- Quotes
- Marketing Lists
- Collections
- Service Requests
- Media Channel Integration
- Advanced Inbound Telephony
- Advanced Outbound
- Web Callback
- Email Center
- Interaction Blending Integration
- Set UWQ Profile Options for Oracle Interaction Blending
- Interaction Center Intelligence Integration
- Set UWQ Server Profile Options for Oracle Interaction Center Intelligence
- Oracle TeleSales Integration

- Set UWQ Profile Options for Oracle TeleSales

- Create a Media Action for Oracle TeleSales

- Oracle TeleService Integration

- Set UWQ Profile Options for Oracle TeleService

- Advanced Inbound Integration

- Advanced Inbound Media Support

- Configure UWQ Server for an Oracle Advanced Inbound Screen Pop

- Create a Media Action for Inbound Telephony

- Set UWQ Profile Options for Oracle Advanced Inbound

- Advanced Outbound Integration

- Advanced Outbound Media Support

- Set UWQ Profile Options for Oracle Advanced Outbound

- Email Center Integration

- Queued Emails

- My Inbox

- Enable Launching of Email Center Message Component from UWQ

- Enable Display of Email Media Counts in UWQ

- Oracle Customer Care Integration

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

- Set UWQ Profile Options for Oracle Customer Care

- Web Callback Integration

Application Work Integration

Oracle Universal Work Queue acts as an integration framework for work item delivery (screen pops) to applications. It provides the media plug-in and application work provider frameworks described above to incorporate media and work items. It also provides an application integration infrastructure that allows applications to receive screen pops through Oracle Universal Work Queue from media and application work providers. Only Oracle Forms-based applications integrate with Oracle Universal Work Queue and they integrate at the forms level. Not all Forms applications integrate with Oracle Universal Work Queue. Only some application forms support Oracle Universal Work Queue screen pops.

An application work provider creates and manages one or more work item types. Not all Oracle E-Business applications use Universal Work Queue for the presentation and delivery of work items.

The following applications support Oracle Universal Work Queue screen pops:

- Oracle TeleSales

- Oracle TeleService

- Oracle Advanced Collections

- Oracle Task Manager

- Oracle Escalation Manager

The following table presents a matrix of the application and form launching.

Application Integration Matrix

Application	Media Supported (form launched)	Screen Pop Forms	Work Items Supported
Oracle TeleSales	• Advanced Outbound (eBusiness Center) • Advanced Inbound (eBusiness Center)	• eBusiness Center	• Tasks • Leads (work panel enabled) • Opportunities • Quotes • Marketing Lists (work panel enabled)
Oracle TeleService	• Advanced Inbound (eBusiness Center) • Web Callback Request	• Contact Center • Service Request	• Service Request • Tasks • Escalations

Application	Media Supported (form launched)	Screen Pop Forms	Work Items Supported
Oracle Advanced Collections	• Advanced Outbound (eBusiness Center) • Advanced Inbound (eBusiness Center)	• eBusiness Center	• Delinquency Notice • Dunning Notice • Broken Promise to Pay • Collection Strategy • Tasks
Oracle Task Manager	Not supported	None	• Tasks
Oracle Escalation Manager	Not supported	None	• Escalations

Application Work Nodes

Application work providers expose work item lists through Universal Work Queue nodes.

- Nodes organize work by work type (task, service request, media), ownership or assignment and by distribution (groups or individuals).

- There may be more than one node for a given work object type: "My Leads" and "My Teams Leads"

- Nodes may include sub-nodes that further segment work by work item type.

- Nodes display summary information about each work item the agent may access.

- Nodes may include quick filters to refine summary information displayed.

- Nodes may include quick actions (Workpanel) to allow agents to act upon one or several selected work items.

- Agents may open work from the work summary; UWQ launches work into the appropriate application form based on work object action mapping implemented in this release.

- Summary information presented is different for each work object type.

- Sites customize nodes.

- Sites customize summary display. Each summary display consists of a spread table; sites may configure the order and visibility of columns in the spread table.

- Sites may set default sort order for summary display.

- Sites may set order of nodes within Agent Workplace.

- Sites may grant or deny access to nodes on a site-wide, responsibility and individual agent basis.

- Sites may control access to Workpanel on a site-wide, responsibility and individual agent basis.

- Sites may configure Workpanel commands, parameter display and notes on a responsibility basis through an HTML administration tool.

- Sites may configure Quick Filters for each node on a responsibility basis through an HTML administration tool.

- Allow agents to control node displays.

- Agents may customize the work selector.

- Agents may dynamically change node access method: tree control or cascading control.

- Agents may hide (or display) nodes for a single session.

- Agents may change node order for a single session.

- Agents may customize node summary display and save setting between sessions:

- Agents may change and save sort summary sort order.

- Agents may hide or display summary columns.

- Agents may change the order of summary columns.

Queued, Priority Work Distribution and Delivery

Work providers may include work items in the Work Repository to support queued, prioritized distribution and delivery of work items.

- Applications map work item priority to UWQ global priority.

- Applications maintain work item status.

- Applications define work sources and work distribution methods and rules.

- UWQ queues work items and supports distribution only upon request and focused, next work distribution and delivery.

Application Notices

Oracle E-Business applications provide notice of important events through Universal Work Queue's application notice framework.

- Individual applications may directly integrate with the Application Notice facility or they may supply workflows that send application notices upon specific events.

- The work provider (application or workflow) determines the actual events that trigger an application notice.

- Sites may create application notices through public APIs.

- Agents may launch work item directly from notice.

Tasks

Tasks integrate with UWQ for application work. Tasks provide two nodes for browse and select work, "My Tasks" and "Enterprise Tasks," "All Tasks" is no longer supported.

Tasks integrate with the Work Repository to support primary and relationship work sources. This means tasks may be distributed with independent rules for stand-alone tasks (such as agent appointments) or as dependent (child) work items based on the task source application.

Using the new work action associations in this release, sites may determine the task launch form based on user responsibility and task source document. This means that a service request task may be configured to launch the task manager, service request form or contact center depending on an agent's responsibility.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources

• My Tasks • Enterprise Tasks	• Service Request • Contact Center • Oracle TeleSales • Leads Center • Opportunity Center • eBusiness Center • Oracle Collection	• Special Instruction • Notes • Actions	• Due Date • Status • Assignment/ Ownership	• No prepackaged notices. • No prepackaged notices.	• Tasks • Service Request Tasks

Escalations

Escalations identify work items, such as service requests, that have been escalated and therefore require special attention. Escalations supports a single node segmented by escalation level.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
• Escalations	• Escalations (segmented by escalation level)	• Oracle Escalations	• None	• No prepackaged notices.	• No

Leads

Leads supports two nodes, "My Leads" for owned leads and "My Leads" for sales team associated node. Leads nodes support the work panel; neither supports quick filters.

Leads does not subscribe to the Work Repository.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
• My Leads (Owner) • My Leads (Sales Team)	• Oracle TeleSales • Oracle Marketing	• Notes • Actions	• None	• No	• No

Opportunities

Opportunities supports two nodes, "My Opportunities Sales Credits" for owned opportunities and "My Opportunities Sales Team" where the agent is part of the sales team. Both support the work panel; neither supports quick filters. Opportunities does not subscribe to the Work Repository.

Oracle TeleSales supports a "Personal Lists" node driven off the Universal Search. This node supports contacts (like Marketing Lists) and Opportunities. Agents create personal lists by specifying selection criteria and executing a Universal Search, then categorizing it as either a Contact or an Opportunity. Agents may create a number of lists in each category. They may be used to track "hot" or failing opportunities, work that requires near-term follow-up, etc. For contacts it is a useful means of creating lists for recurring activities, such as a quarterly or monthly phone call. Personal Lists support Workpanel actions. Contact type lists support Marketing List actions, Opportunity type lists support Opportunity actions. Personal Lists also include the recent activity column and filter.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
• My Opportunities Sales Credits • My Opportunities Sales Team	• Oracle TeleSales	• Special Instruction • Notes • Actions	• Recent Activity Filter	• No prepackaged notices.	• No

Quotes

There is a single quotes node. Quotes does not support Workpanel, Quick Filters or the Work Repository.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
• Quotes	• Oracle TeleSales	• None	• None	• No prepackaged notices.	• No

Marketing Lists

Marketing lists allow agents to access marketing campaign schedules directly, for manual and list processing. Marketing Lists supports two nodes segmented by marketing campaign schedule (so that agents can access each campaign). Marketing lists supports Workpanel but neither Quick Filters nor Work Repository.

Oracle TeleSales supports a "Personal Lists" node driven off the Universal Search. This node supports both contacts (like Marketing Lists) and Opportunities. Agents create personal lists by specifying selection criteria and executing a Universal Search and categorizing it as either a Contact or an Opportunity. Agents may create a number of lists in each category. They may be used to track "hot" or failing opportunities, work that requires near-term follow-up, etc. For contacts this is a useful means of creating lists for recurring activities, such as a quarterly or monthly phone call.

Personal Lists support Workpanel actions. Contact type lists support Marketing List actions, Opportunity type lists support Opportunity actions. Personal Lists also include the recent activity column and filter.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
• Marketing Lists • Marketing Lists Manual Assignments • Personal Lists	• Oracle TeleSales • eBusiness Center • Task Manager	• Special Instructions • Notes • Actions	• None	• No prepackaged notices.	• No

Collections

Collections applications support four major work objects:

- Delinquency – the debt that needs to be collected

- Broken Promises – a failed promise to pay in response to a collection effort.

- Strategies – a collection effort on behalf of a delinquency.

- Dunning – an attempt to collect a delinquency, generally in the form of a letter.

To assist collectors, Collections provides a number of nodes organized to view customer or account information. (See the node list below.) Collections does not support Workpanel, Quick Filters or Work Repository for any of these work item objects.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources

• My Delinquency • My Broken Promises • My Dunning • My Strategy Work Items • Account View Delinquencies • Account View Promises • Account View Strategies • Customer View Delinquencies • Customer View Promises • Customer View Strategies	• Oracle Advanced Collections	• None	• None	• No prepackaged notices.	• No

Service Requests

The service request node supports end-user customization through service provided utilities. This allows site administrators to set the segmentation of the service node. Service supports the new work repository for work distribution from service request and SR Task work sources. It does not support Workpanel or Quick Filters.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
• Service Requests	• Oracle TeleService	• None	• None	• Notice on assignment • Notice on service request change (by user) • Notice on service request closed (by user)	• Service Request (primary) • Service Request Task (relationship)

Universal Work Queue also supports the following for service requests:

- Work Distribution

- SR Tasks distributed only after related service request has been distributed

- Distribute Only mode

- Distribute and Deliver framework

Media Channel Integration

Media work providers integrate through the UWQ media plug-in, a de-coupled, real-time media interface. Universal Work Queue provides media support for the following media providers.

Advanced Inbound Telephony

The following integration support is provided for Oracle Advanced Inbound Telephony:

- Active and passive mode OTM screen pops.

- Active mode, OTM classifies a call and routes it to and queues it for a specific agent or agent group.

- Passive mode, an ACD routes and queues the call, OTM provides only CTI services to pass call classifications, events and information through UWQ to the agent's softphone and application.

- Execute screen pop based on AI classification and Universal work Queue application action mapping.

- Direct and route point call transfers between agents with different responsibilities.

- Direct inbound call screen pop configuration: call received, on agent answer or on agent answer and end interaction.

> **Note:** Always use the softphone when it is present. Never use your physical telephone unless directed to by either a warning message or your supervisor.

Advanced Outbound

Universal Work Queue exposes Advanced Outbound campaigns and facilitates call delivery in:

- Predictive mode - voice and application screen pop delivered to agent simultaneously

- Progressive - Universal Work Queue coordinates dial when application work item is delivered from Advanced Outbound

- Preview - Universal Work Queue inserts phone number into the softphone when work is received from Advanced Outbound; agent dials call when ready.

- Time Preview - same as preview mode, except automatically places call if agent does not dial within a set time.

- AO manual mode - no CTI, only delivers application work item, agent dials phone manually.

- Interaction Blending supports multi-list campaigns.

Web Callback

Universal Work Queue supports web callback as an alternate inbound channel. Self-service applications expose a 'call me' button on their web pages. Users request a callback by select the button and entering the callback information (name, phone number, and reason). Oracle Telephony Manager classifies and queues the callback request and distributes it to the next available agent in standard (FIFO) order, by

classification.

Email Center

With this release, Universal Work Queue provides full support for email. Agents may access email accounts and classifications from within Universal Work Queue to request new email and access unfinished responses from their inbox. Both access methods launch the HTML Email client.

You can perform the following:

- Request next email - Email Center queues are accessed through the agent workplace in Universal Work Queue

- Open received email - Agents can access inbox from the agent workplace in Universal Work Queue

Interaction Blending Integration

> **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 Universal Work Queue with Oracle Interaction Blending.

Related Topics

Oracle Interaction Blending Implementation Guide

Set UWQ 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 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 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.

Related Topics

- *Oracle Interaction Blending Implementation Guide*

- *Oracle Interaction Center Server Manager Implementation Guide*

- Appendix B

- Setting System Profile Options

Interaction Center Intelligence Integration

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 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*

Set UWQ Server Profile Options for Oracle Interaction Center Intelligence

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

Oracle TeleSales Integration

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

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

Set UWQ Profile Options for Oracle TeleSales

When a user logs into 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 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 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

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 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**.

Oracle TeleService Integration

> **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 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 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*

Set UWQ Profile Options for Oracle TeleService

When a user logs into 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 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 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 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

Advanced Inbound Integration

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

Universal Work Queue channels media requests, events and information to the softphone and Oracle E-Business applications. Agents use this channel to log into the Oracle Telephony Manager and assign their extension for receipt of inbound calls.

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

- Oracle Telephony Manager

- 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, 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 Universal Work Queue:

- Configure Universal Work Queue Server

- Configure Universal Work Queue Screen Pop

- Create and Define Universal Work Queue Agents

- Set Universal Work Queue Profile Options

Advanced Inbound Media Support

The following integration support is provided for Advanced Inbound:

- Active and passive mode OTM screen pops.

- Active mode, OTM classifies a call and routes it to and queues it for a specific agent or agent group.

- Passive mode, an ACD routes and queues the call, OTM provides only CTI services to pass call classifications, events and information through UWQ to the agent's softphone and application.

- Execute screen pop based on AI classification and Universal work Queue application action mapping.

- Direct and route point call transfers between agents with different responsibilities.

- Direct inbound call screen pop configuration: call received, on agent answer or on agent answer and end interaction.Universal Work Queue

Configure UWQ Server for an Oracle Advanced Inbound Screen Pop

Use this procedure to configure the 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 Universal Work Queue server.

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

6. Click **Save**.

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

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 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**.

Set UWQ Profile Options for Oracle Advanced Inbound

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

Profile Option	Setting
IEU: Queue: Inbound Telephony	Yes
IEU: Queue: Media: Telephony	Yes

Advanced Outbound Integration

> **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 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.

Advanced Outbound Media Support

Universal Work Queue exposes Advanced Outbound campaigns and facilitates call

delivery in:

- Predictive mode - voice and application screen pop delivered to agent simultaneously

- Progressive - Universal Work Queue coordinates dial when application work item is delivered from Advanced Outbound

- Preview - Universal Work Queue inserts phone number into the softphone when work is received from Advanced Outbound; agent dials call when ready.

- Time Preview - same as preview mode, except automatically places call if agent does not dial within a set time.

- AO manual mode - no CTI, only delivers application work item, agent dials phone manually.

- Interaction Blending supports multi-list campaigns.

Set UWQ 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

Email Center Integration

With this release, Universal Work Queue provides full support for email. Agents may access email accounts and classifications from within Universal Work Queue to request new email and access unfinished responses from their inbox. Both access methods launch the HTML Email client.

You can perform the following:

- Request next email - Email Center queues are accessed through the agent workplace in Universal Work Queue

- Open received email - Agents can access inbox from the agent workplace in Universal Work Queue

Prior to this release read-only views of email queues and an agent's inbox were

displayed in the Universal Work Queue. An agent could view the number of emails in each individual classification queue and also view the list of all emails in their inbox. However they could not either acquire the next message from the queue or open an email from the inbox.

Queued Emails

The "Queued Emails" view provides a count for the number of e-mail messages queued for a specific account. This view displays only the e-mail accounts to which the agent has been assigned. The agent can also drill down to view the count of e-mail messages queued for each classification under a specific account. The agent can acquire the next -email message for a specific classification or the next -email message across all classifications for that account by double-clicking the appropriate row or by selecting the row and clicking the "Get Work" icon in the menu bar. E-mail messages are always delivered to the agent in a first-in-first-out (FIFO) order. The Email Center Message Component is launched in a separate browser window and the contents of the e-mail message along with suggested responses and matching customer data are displayed in the Reply screen. When the agent ends the interaction by responding to the e-mail message, transferring, rerouting, or deleting it, the Message Component window closes automatically. Because each e-mail message is recorded as a separate interaction, the agent can have more than one message open at the same time.

My Inbox

The "My Inbox" view displays the lists of e-mail messages in an agent's inbox. Agents can view e-mail across all accounts to which they are assigned or a list of e-mail messages for a specific account. The following details are displayed for each e-mail message in the agent's inbox:

- Read/New – This column indicates whether the message has already been read by the agent or not. An e-mail message could get placed in the agent's inbox if it was automatically routed to the agent, transferred by another agent or assigned by a supervisor. The e-mail message is marked as "New" until the agent views it.

- Account – The account name to which the e-mail message belongs is only displayed in a summary view of ALL e-mail ,essagess in the agent's inbox. This column is not displayed when the agent drills down to a specific e-mail account.

- Classification – The predefined group into which the e-mail is classified.

- From – Sender's -email address

- Subject – E-mail message subject

- Date – The date the e-mail message was received

- Priority – While transferring an e-mail message to another agent, a "high" priority can be assigned to the email. Additionally, while transferring an e-mail message to a supervisor, an "Escalated" priority could be assigned as well. These priorities are displayed here for corresponding e-mail messagess.

- Status – The current status of the e-mail message, which includes "Read", " Transferred", "Escalated", "Auto Routed" or "Assigned" or "Saved"

The agent can open an e-mail message from the inbox by double-clicking the corresponding row in the view or selecting it and clicking the "Get Work" icon in the menu bar. The eMail Center Message component is launched in a separate browser window and the contents of the email along with suggested responses and matching customer data is displayed in the Reply screen. When the agent ends the interaction by either responding to the email, transferring, rerouting or deleting it, the Message Component window is automatically closed. The agent can have more than one e-mail message open at the same time because each one is recorded as a separate interaction.

Enable Launching of Email Center Message Component from UWQ

Use this procedure to enable the launching of the Message Component from Universal Work Queue.

Login

Forms Login URL

Responsibility

System Administrator

Prerequisites

None

Steps

1. From the Application menu, select **Menu.**

   The Menus window appears.

2. In the User Menu Name field, enter query mode and search for 'CSX_CUSTOMER_SUPPORT'.

   The Menus field populates with records matching the query.

3. Click New in the toolbar to add a new row to the resulting set of functions.

   A new row appears.

4. In the new row, if the function IEM_MC_LAUNCHER is not already assigned, then in the Seq column, enter a unique sequence number.

5. In the new row, in the Function field, type 'IEM_MC_LAUNCHER' or select this option from the list.

6. Save the record and exit.

Enable Display of Email Media Counts in UWQ

Use this procedure to enable email media counts being displayed in UWQ.

Login

Forms Login URL

Responsibility

System Administrator

Prerequisites

None

Steps

1. From the Profile menu, select **System**.

2. The Find System Profile Values window appears.

3. In the Profile field, type 'IEU%Email%' and click **Find**.

   The System Profile Values window appears, displaying records that match your search criteria.

4. Set the IEU: Queue: Inbound Email profile to **Yes**.

   > **Note:** Depending on your site requirements, you can set this profile at 'Site', 'Application', or 'User' level.

Oracle Customer Care Integration

> **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 Universal Work Queue. The agent selects the media or non-media work item to process in Universal Work Queue.

Integration with Oracle Telephony Manager through 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 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 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*

Create a 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 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 Collaboration**

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

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

3. Click **Update**.

Set UWQ Profile Options for Oracle Customer Care

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

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

Web Callback Integration

Universal Work Queue supports web callback as an alternate inbound channel. Self-service applications expose a 'call me' button on their web pages. Users request a callback by select the button and entering the callback information (name, phone number, and reason). Oracle Telephony Manager classifies and queues the callback

request and distributes it to the next available agent in standard (FIFO) order, by classification.

6

Diagnostics and Troubleshooting

This chapter covers the following topics:

- Common Implementation Errors
- Types of Oracle Universal Work Queue Issues
- Signing on to Oracle Applications
- Launching the Universal Work Queue desktop from the Navigator
- Viewing Work Items
- Accessing Work Items
- Unable to Associate Media Type, Classification and Action
- Types of Events in Universal Work Queue
- Planned Start Date for Task List Does Not Include Time Stamp
- Database Connection Failed
- Viewing Applets Output
- Log Files and Error Messages
- Oracle Universal Work Queue Diagnostics
- Verifying the Media Configuration
- Testing Media Queues
- Testing Media Eligibility
- Verifying Nodes
- Testing Profile Options
- Testing Node Enumeration
- Testing Valid Nodes
- Verifying Node Refresh
- Testing Node Refreshing

- Verifying View Validation

- Testing Run Time Nodes

- Testing Datasource Views

- Verifying Task Launching

- Testing Task Launching

- Running All Diagnostic Tests

- Performing All Tests

- Running Work Repository and Audit Tracking Diagnostics Reports

- Running the Work Item Activity Report

- Running the Work Items Individual - Group Membership Report

- Running Work Launching Diagnostics Reports

- Running the Work Launch Test

- Running Task Launching Diagnostics Reports

- Running the Work Launch Test

Common Implementation Errors

This section explains how to resolve common errors.

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.

Signing on to Oracle Applications

User cannot sign on to Oracle Applications

Problem: User cannot 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.

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.

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".

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.

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.

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).

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.

Database Connection Failed

Problem: Database connection failure error message appears.

Cause/Solution: Check configuration.

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

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.

Softphone and Connection to Telephony Service is Lost

When telephony services or connections are lost temporarily, agents receive a message in the softphone that indicates "Connection to telephony is lost. Please do not use the soft phone, instead use the physical phone".

After the message displays the softphone controls are disabled (grey state). When connection to telephony service is restored, the softphone and agent session will automatically reset. If this occurs during the course of the agent's current interaction, the agent will need to complete the interaction and request the next interaction in order to use the softphone. The agent will receive the following message in the softphone when connectivity is restored, "Connection to telephony service reestablished." If you are not in an interaction, please select "Get Work" to get the next media work item.

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.

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

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 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 appears.

4. In the Media_Eligibility subtab, select Media Queue Test.

5. Click **Run Test**.

    The test status appears in the Results section of the page as well as the filename and path for the log file.

6. 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.

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 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.

5. Click **Run Test**.

    The status of the test as well as the file name and path of log file will appear.

6. 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.

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

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 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**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. 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.

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 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 **Node Enumeration Test**.

5. Click **Run Test**.

    The status of the test as well as the file name and path of log file will appear.

6. 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.

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 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 **Valid Nodes Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. 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.

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

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**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. 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.

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.

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**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. 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.

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**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. 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.

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.

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.**

5. Click **Run Test**.

    The status of the test as well as the file name and path of log file will appear.

6. 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.

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

Performing All Tests

The All Tests option goes sequentially 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**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. 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.

Running Work Repository and Audit Tracking Diagnostics Reports

From the Diagnostics page, you can run the following diagnostic reports for the work repository and audit tracking:

• Work Item Activity

• Work Items Individual - Group Membership Report

Running the Work Item Activity Report

The Work Item Activity report presents the specific work item's life cycle to include date, distribution, updates and reassignment information.

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.

4. Select **Work Item Activity**.

5. In the Work Document Code field, perform a lookup to select the code.

6. In the Work Item Number field, enter the appropriate number.

7. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

8. 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.

Running the Work Items Individual - Group Membership Report

The Work Items Individual - Group Membership report presents detail information for work items assigned to agents who are not members of the group. The date format "DD-MON-YY" is used for the 'From' and 'To' date fields.

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.

4. Select **Work Items Individual - Group Membership Report**.

5. In the From Date field, enter the date using the DD-MON-YY format.

6. In the To Date field, enter the date using the DD-MON-YY format.

7. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

8. 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.

Running Work Launching Diagnostics Reports

From the Diagnostics page, you can run the following diagnostic reports for work launching:

• Work Launch Test

Running the Work Launch Test

The Work Launch Test validates the work launching behavior for a given work document code and responsibility ID.

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.

4. From the Work_Launching subtab, Select **Work Launch Test**.

5. In the Work Document Code field, perform a lookup to select the code.

6. In the Responsibility ID field, perform a lookup for the ID that will be used for the report.

7. In the Task Source field, identify whether the source for the task is the Task Manager. Enter ' Y' for Yes or 'N' for No.

8. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

9. 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.

Running Task Launching Diagnostics Reports

From the Diagnostics page, you can run the following diagnostic reports for task launching:

- Work Launch Test

Running the Work Launch Test

The Work Launch Test validates the work launching behavior for a given work document code and responsibility ID.

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.

4. From the Task_Launching subtab, select **Work Launch Test**.

5. In the Work Document Code field, perform a lookup to select the code.

6. In the Responsibility ID field, perform a lookup for the ID that will be used for the report.

7. In the Task Source field, identify whether the source for the task is the Task Manager. Enter ' Y' for Yes or 'N' for No.

8. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

9. 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 covers the following topics:

- Universal Work Queue Administrator Worksheet
- Universal Work Queue Profile Application Options Worksheet
- Universal Work Queue Media Profile Options Worksheet
- Media Classification Action Association Worksheet
- Universal Work Queue Server Parameters Worksheet

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)

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

Profile Option	Value
IEU: Message: UI: UWQ Notices	• 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
IEU: Queue: Marketing Lists	• No
	• Yes
IEU: Queue: My Team Leads	• No
	• Yes

Profile Option	Value
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
IEU: Queue: Work List	• No • Yes
IEU: Queue Order: Delinquencies	• No • Yes
IEU: Queue Order: Dunning	• No • Yes

Profile Option	Value
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 Profile Options for Application Work.

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

Profile Option	Value
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
IEU: Queue: Advanced Outbound Telephony	- No - Yes
IEU: Queue: Session History Logging	- No - Yes
IEU: Queue: Web Callback	- No - Yes

Profile Option	Value
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.

Media Classification Action Association Worksheet

Media Type	Classification	Media Action
• Acquired Email		• Collections Email function
• Advanced Outbound Telephony		• Collections Inbound Telephony function
• Basic Telephony		• Collections Outbound Telephony function
• Blended		• Customer Care Media function
• Direct Email		• Service Requests Media function
• Inbound Email		• TeleSales Email function
• Inbound Telephony		• TeleSales Inbound Telephony function
• Outbound Email		• TeleSales Outbound Telephony function
• Web Callback		• Universal Work Queue Diagnostics function
• Web Classification		

Media Type	Classification	Media Action
• Acquired Email		• Collections Email function
• Advanced Outbound Telephony		• Collections Inbound Telephony function
• Basic Telephony		• Collections Outbound Telephony function
• Blended		• Customer Care Media function
• Direct Email		• Service Requests Media function
• Inbound Email		• TeleSales Email function
• Inbound Telephony		• TeleSales Inbound Telephony function
• Outbound Email		• TeleSales Outbound Telephony function
• Web Callback		
• Web Classification		• 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		• Customer Care Media function
• Direct Email		• Service Requests Media function
• Inbound Email		• TeleSales Email function
• Inbound Telephony		• TeleSales Inbound Telephony function
• Outbound Email		• TeleSales Outbound Telephony function
• Web Callback		• Universal Work Queue Diagnostics function
• Web Classification		

Media Type	Classification	Media Action
• Acquired Email		• Collections Email function
• Advanced Outbound Telephony		• Collections Inbound Telephony function
• Basic Telephony		• Collections Outbound Telephony function
• Blended		• Customer Care Media function
• Direct Email		• Service Requests Media function
• Inbound Email		
• Inbound Telephony		• TeleSales Email function
• Outbound Email		• TeleSales Inbound Telephony function
• Web Callback		• TeleSales Outbound Telephony function
• Web Classification		• Universal Work Queue Diagnostics function

For procedures, see Classifying Media Actions.

Universal Work Queue Server Parameters Worksheet

Parameter	Value
Enable Network Tracing	• true • false
Enable Server Logger Utility	• true • false

Parameter	Value
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)	

Parameter	Value
Trace Level	• 0x0001 = Error
	• 0x0003 = Warning
	• 0x0007 = Info
	• 0x000f = Trace
	• 0xffff = All

B

Profile Options

This appendix covers the following topics:

- Profile Values
- Setting System Profile Options
- Obsolete or Reserved Profile Options
- Profile Options by Category
- Media Profile Options
- Application Profile Options

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.

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.
Application	This level allows you to choose the application for which you will set the profile option. Select the application from the list.

Level	Description
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: Service Requests), 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**.

Obsolete or Reserved Profile Options

The following Oracle Universal Work Queue profile options are either reserved for 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.

Profile Option	Status	Description
IEU: Desktop: Network: Proxy Server	Obsolete	This profile option was previously used to specify the proxy server.
IEU: Desktop: Network: Use Proxy	Obsolete	This profile option was previously used to specify the use of proxy settings..
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.

Profile Option	Status	Description
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 replaced this option. With this release, it too is obsolete.
IEU: Queue Order: Work List	Obsolete	This profile option was used previously to display the agent worklist. This introduction of the work distribution and delivery framework with this release replaces this profile option. New profile options have been added that control work distribution, delivery and access.

Profile Option	Status	Description
IEU: Queue: Work List	Obsolete	This profile option was used previously to display the agent worklist. This introduction of the work distribution and delivery framework with this release replaces this profile option. New profile options have been added that control work distribution, delivery and access.
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.

Profile Option	Status	Description
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 Options by Category

This section of the document features detailed profile option information. Profile options are grouped by category.

Media Profile Options

Media profile options fall into the following categories.

Blending Profile Options

The following Blending profile options are used set Blending mode (or style) and timeout (in seconds).

IEU: Blending Style

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	Full pertains to service level for inbound and outbound.
	Forced pertains to Blending only. Only the blending media node displays; users cannot access individual media providers.
Full Optional Blended	Full pertains to service level for inbound and outbound.
	Optional pertains to agent choice. Agents may access media through blending or through individual media nodes
Not Blended	Media work blending is not enabled. A single blending node appears.

Setting	Description
Simple Forced Blended	Simple Forced Blended pertains to passive mode and inbound preferred (high priority with service level outbound).
	Force pertains to Blending only. Only the blending media node displays; users cannot access individual media providers.
Simple Optional Blended	Simple Optional Blended pertains to high priority inbound in passive mode or service level in outbound.
	Optional pertains to agent choice. Agents may access media through blending or through individual media nodes.

Default Value

Not Blended

IEU: Blending Timeout

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.

Default Value

60

Diagnostic Profile Options

The following Diagnostic profile option is used to allow agents to view connectivity diagnostics including available services and critical events.

IEU: Controller: UI: Enable Event Viewer

Use this profile option to allow viewing of connectivity diagnostics.

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

Email Profile Options

The following profile option is used to enable the Inbound Email node and indicate the placement of the node in the work selector.

IEU: Queue: Inbound Email

Use this profile to enable or disable 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

Null

IEU: Queue Order: Inbound Email

Use this profile option to indicate the placement of the Inbound Email node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

Telephony Profile Options

The following profile options is used to establish screen pop handling, assign a phone extension for an agent, enable media nodes and indicate node placement in the work selector in Universal Work Queue.

For each node profile option, there is a corresponding node order option. For example, IEU: Queue: Advanced Outbound Telephony and IEU: Queue Order: Advanced Outbound Telephony. The node order profile option is used to indicate the placement of the node in the work selector.

IEU: Desktop: Telephony: Direct Call Handling

This profile option is used to configure the handling of inbound, direct calls.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Pop on Answer	When the Screen Pop on Answer option is in use, a screen pop will only occur if the agent answers the inbound call. This allows agents to view the call information in the softphone before answering the call. An unanswered call receives the default PBX treatment for the agent's extension (e.g., rollover to voice mail or rerouted for special handling).
Pop on Call Arrival	The Screen Pop on Ring option represents the current functionality in which a screen pop occurs, regardless of interaction state.
Pop on End Interaction and Answer	The Screen Pop on end Interaction after Answer option delays the screen pop until the agent is able to complete the current interaction before handling the direct inbound call. As with the Screen Pop on Answer option, the agent has the option of viewing the call information and only receiving the screen pop if the call is answered.

Default Value

Pop on Call Arrival

IEU: Queue: Advanced Outbound Telephony

Use this profile to enable or disable the Advanced Outbound Telephony node in the work selector.

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

Null

IEU: Queue Order: Advanced Outbound Telephony

Use this profile to enable or disable the Advanced Outbound Telephony node in the work selector.

Use this profile option to indicate the placement of the Advanced Outbound Telephony node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Enter a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Basic Telephony

Use this profile to enable or disable 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

Null

IEU: Queue Order: Basic Telephony

Use this profile option to indicate the placement of the Basic Telephony node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Basic Web Callback

Use this profile to enable or disable the Basic Web Callback node in the work selector.

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 Web Callback node is not displayed in the Universal Work Queue window.
Yes	The Basic Web Callback node is displayed in the Universal Work Queue window.

Default Value

Null

IEU: Queue Order: Basic Web Callback

Use this profile option to indicate the placement of the Basic Web Callback node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Inbound Telephony

Use this profile to enable users to access inbound queued calls from Oracle Advanced Inbound.

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 if users are not configured for inbound queued calls from Oracle Advanced Inbound.
Yes	Set to Yes to enable users to access inbound queued calls from Oracle Advanced Inbound.

Default Value

Null

IEU: Queue Order: Inbound Telephony

Use this profile option to indicate the placement of the Inbound Telephony node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Web Callback

Use this profile option to enable or disable the Web Callback node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to disable the Web Callback node.
Yes	Set to Yes to enable the Web Callback node.

Default Value

Null

IEU: Queue Order: Web Callback

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 the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

Phone Extension Profile Options

The following Profile Extension profile option is used for media work.

IEU: Optional: Phone Extension

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

Null

Application Profile Options

Application profile options fall into the following categories.

Agent Work Place Profile Options

The following profile options is used to enable the display of subnodes, show progress bar, enable quick filters, determine work selector style, enable Enterprise Task nodes for groups and teams, and to determine where a new application work item is opened within existing the existing application for or to open a new form.

- IEU: Desktop: UI: Refresh Style

- IEU: Desktop: UI: Show All Nodes

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

- IEU: Enterprise Tasks: Resource Types

- IEU: Non-Media: Navigate

- IEU: Desktop: UI: Show Progress Bar

- IEU: Desktop: UI: Show Quick Filter Panel

IEU: Desktop: UI: Refresh Style

Use this profile option to control the automatic updating of counts in the work selector in 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
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.
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

Login Only

IEU: Desktop: UI: Show All Nodes

Use this profile to enable or disable 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

No

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 Selector panel
Cascade	Cascading (drop-down menu above Summary Table) work selector

Default Value

Hgrid

IEU: Enterprise Tasks: Resource Types

Use this profile option to enable groups and teams for Enterprise Task nodes.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Show Groups and Teams	Shows groups and teams assigned or who own subnodes.
No Groups and Teams	Will show neither group or team assigned or owned subnodes.
Show Groups Only	Will only show group assigned or group owned subnodes. Will not show team subnodes.
Show Teams Only	Will only show team assigned or team owned subnodes. Will not show group subnodes.

Default Value

Show Groups Only

IEU: Non-Media: Navigate

Use this profile option to determine whether new application work item should open in an existing or new application form.

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 not limit extra windows.
Yes	Set to Yes to limit extra windows.

Default Value

Null

IEU: Desktop: UI: Show Progress Bar

Use this profile option to indicate that the progress bar will display during start up to provide viewing of connectivity to media providers.

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 display the progress bar at start up.
Yes	Set to Yes to display the progress bar at start up.

Default Value

No

IEU: Desktop: UI: Show Quick Filter Panel

Use this profile option to enable quick filters when present for a node.

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 disable the quick filter panel.
Yes	Set to Yes to enable the quick filter panel.

Default Value

Null

Collections Profile Options

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.

The following profile options is used to enable the display of subnodes, show progress bar, enable quick filters, determine work selector style, enable Enterprise Task nodes for groups and teams, and to determine where a new application work item is opened within existing the existing application for or to open a new form.

For each node profile option, there is a corresponding node order option. For example, IEU: Queue: Account View Delinquencies and IEU: Queue Order: Account View Delinquencies. The node order profile option is used to indicate the placement of the node in the work selector.

- IEU: Queue: Account View Delinquencies and IEU: Queue Order: Account View Delinquencies

- IEU: Queue: Account View Promises and IEU: Queue Order: Account View Promises

- IEU: Queue: Account View Strategies and IEU: Queue Order: Account View Strategies

- IEU: Queue: Customer View Delinquencies and IEU: Queue Order: Customer View Delinquencies

- IEU: Queue: Customer View Promises and IEU: Queue Order: Customer View Promises

- IEU: Queue: Customer View Strategies and IEU: Queue Order: Customer View Strategies

- IEU: Queue: Delinquencies and IEU: Queue Order: Delinquencies

- IEU: Queue: Promises and IEU: Queue Order: Promises

- IEU: Queue: Strategies and IEU: Queue Order: Strategies

IEU: Queue: Account View Delinquencies

Use this profile option to enable the Account View Delinquencies node in the work selector.

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 Account View Delinquencies node.

Default Value

Null

IEU: Queue Order: Account View Delinquencies

Use this profile option to indicate the placement of the Account View Delinquencies node in the work selector.

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 the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Account View Promises

Use this profile to enable or disable the Account View Promises node in the work selector.

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 Account View Promises node.

Default Value

Null

IEU: Queue Order: Account View Promises

Use this profile option to indicate the placement of the Account View Promises node in the work selector.

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 the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Account View Strategies

Use this profile to enable or disable the Account View Strategies node in the work selector.

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 work selector in Universal Work Queue.
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 Account View Strategies node.

Default Value

Null

IEU: Queue Order: Account View Strategies

Use this profile option to indicate the placement of the Account View Strategies node in the work selector.

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 the work selector. You may

enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Customer View Delinquencies

Use this profile to enable or disable the Customer View Delinquencies node in the work selector.

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 Customer View Delinquencies node.

Default Value

Null

IEU: Queue Order: Customer View Delinquencies

Use this profile option to indicate the placement of the Customer View Delinquencies node in the work selector.

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 the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Customer View Promises

Use this profile to enable or disable the Customer View Promises node in the work selector.

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 Customer View Promises node.

Default Value

Null

IEU: Queue Order: Customer View Promises

Use this profile option to indicate the placement of the Customer View Promises node in the work selector.

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 the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Customer View Strategies

Use this profile to enable or disable the Customer View Strategies node in the work selector.

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.
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 Customer View Strategies node.

Default Value

Null

IEU: Queue Order: Customer View Strategies

Use this profile option to indicate the placement of the Customer View Strategies node in the work selector.

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 the work selector. You may

enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Delinquencies

Use this profile option to enable the Delinquencies node in the work selector.

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

Null

IEU: Queue Order: Delinquencies

Use this profile option to indicate the placement of the Delinquencies node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Promises

Use this profile to enable or disable the Promises node in the work selector.

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

Null

IEU: Queue Order: Promises

Use this profile option to indicate the placement of the My Broken Promises node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Strategies

Use this profile to enable or disable the Strategies node in the work selector.

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

Null

IEU: Queue Order: Strategies

Use this profile option to indicate the placement of the Strategies node in the work selector

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

Diagnostic Profile Options

The following profile option is used to set trace levels for user sessions.

- IEU: Desktop: Trace Level

IEU: Desktop: Trace Level

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.

Setting	Description
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

Notices Profile Options

The following profile option is used to set poll refresh mode and rate and to enable or disable notices.

- IEU: Message: UI: Refresh Rate

- IEU: Message: UI: UWQ Notices

IEU: Message: UI: Refresh Rate

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 set the poll refresh mode and rate to check for new notices.

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

IEU: Message: UI: UWQ Notices

Applications can send notices about work items or application events directly to a 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.

Use this profile option to enable or disable UWQ notices. Desktop messages pop up through Notice 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, the user will not receive or be able to view notices. The Notice tab not be present.
Yes	Set to Yes to enable the Notices tab in the icWork Controller.

Default Value

No

Refresh Profile Options

The following profile option is used to set refresh time when automatic refresh is enabled.

• IEU: Desktop: UI: Automatic Refresh

IEU: Desktop: UI: Automatic Refresh

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 occurs when agent requests work by opening a work item or available in the media queue.
Select Work	Refresh occurs when an agent selects a work source.

Default Value

Get Work

Sales Profile Options

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.

The profile options is used to enable or disable the display of Sales subnodes.

- IEU: Queue: Leads and IEU: Queue Order: Leads

- IEU: Queue: Marketing Lists and IEU: Queue Order: Marketing Lists

- IEU: Queue: My Tasks and IEU: Queue Order: My Tasks

- IEU: Queue: My Team Leads and IEU: Queue Order: My Team Leads

- IEU: Queue: My Team Opportunities and IEU: Queue Order: My Team Opportunities

- IEU: Queue: Quotes and IEU: Queue Order: Quotes

For each node profile option, there is a corresponding node order option. For example, IEU: Queue: Leads and IEU: Queue Order: Leads. The node order profile option is used to indicate the placement of the node in the work selector.

IEU: Queue: Leads

Use this profile option to enable or disable the Leads node in the work selector.

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

Null

IEU: Queue Order: Leads

Use this profile option to indicate the placement of the My Leads (Owner) node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Marketing Lists

Use this profile option to enable the Marketing Lists node in the work selector.

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

Null

IEU: Queue Order: Marketing Lists

Use this profile option to indicate the placement of the Marketing Lists node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: My Tasks

Use this profile option to enable the My Tasks node in the work selector.

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 Tasks node is not displayed in the Universal Work Queue window.
Yes	The My 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 My Tasks node.

Default Value

Null

IEU: Queue Order: My Tasks

Use this profile option to indicate the placement of the My Tasks node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: My Team Leads

Use this profile option to enable the My Team Leads node in the work selector.

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

Null

IEU: Queue Order: My Team Leads

Use this profile option to indicate the placement of the My Leads (Sales Team) node in

the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: My Team Opportunities

Use this profile option to enable the My Team Opportunities node in the work selector.

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

Null

IEU: Queue Order: My Team Opportunities

Use this profile option to indicate the placement of the My Opportunities (Sales Team) node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Opportunities

Use this profile option to enable the Opportunities node in the work selector.

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.

Setting	Description
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

Null

IEU: Queue Order: Opportunities

Use this profile option to indicate the placement of the My Opportunities (Sales Credits) node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Quotes

Use this profile option to enable the Quotes node in the work selector.

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

Null

IEU: Queue Order: Quotes

Use this profile option to indicate the placement of the Quotes node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

Service Profile Options

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.

The profile options is used to enable or disable the display of Service subnodes.

- IEU: Queue: Service Requests

- IEU: Queue Order: Service Requests

IEU: Queue: Service Requests

Use this profile to enable or disable the Service Requests node in the work selector.

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.
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

Null

IEU: Queue Order: Service Requests

Use this profile option to indicate the placement of the Service Requests node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

Session Profile Options

The profile options is used to timeout values for session in which connectivity has been lost and to enable or disable session history and break reason prompting and tracking.

- IEU: Desktop: Session Timeout (min)

- IEU: Session History Logging

IEU: Desktop: Session Timeout (min)

This profile option is used to recover user connectivity for orphaned sessions. 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. The values available are:

- 30

- 60

- 90

- 120

- 150

- 180

- 210

- 240

Default Value

The default is 30 minutes.

IEU: Session History Logging

This profile option is used to enable or disable session history and break reason prompting and tracking. When enabled, UWQ 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.
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

Yes

Tasks Profile Options

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.

The profile options is used to enable or disable the display of Task subnodes.

- IEU: Queue: Enterprise Tasks and IEU: Queue Order: Enterprise Tasks

- IEU: Queue: Escalations and IEU: Queue Order: Escalations

- IEU: Tasks: Show Task Types

There is a corresponding node order option for the IEU: Queue: Enterprise Tasks and IEU: Queue: Escalations profile options. The node order profile option are used to indicate the placement of the node in the work selector.

IEU: Queue: Enterprise Tasks

Use this profile option to enable or disable the Enterprise Tasks node in the work selector.

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.

Setting	Description
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

Null

IEU: Queue Order: Enterprise Tasks

Use this profile option to indicate the placement of the Enterprise Tasks node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Queue: Escalations

Use this profile option to enable or disable the Escalations node in the work selector.

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

Null

IEU: Queue Order: Enterprise Tasks

Use this profile option to indicate the placement of the Escalations node in the work selector.

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 work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

IEU: Tasks: UI: Show Tasks 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, subnodes will not display under My Tasks and Enterprise Tasks.
Yes	Set to Yes, subnodes will display under My Tasks and Enterprise Tasks.

Default Value

Yes

Work Panel Profile Options

The profile options is used to enable or disable the display of Service subnodes.

- IEU: Auto Relate Task Note to Source Document

- IEU: Default Note Months

- IEU: Desktop: UI: Show Message Panel

- IEU: Desktop: UI: Show Work Panel

IEU: Auto Relate Task Note to Source Document

This profile option is only applicable to SALES objects -- LEADS & OPPORTUNITY source document notes. Service items do not support this type of note association.

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. It only applies to notes created as part of a task action in work panel. It automatically relates task note to source work object. 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
No	Set to **No** to disable the auto relate task note feature.
Yes	Set to **Yes** to enable the auto relate task note feature.

Default Value

No

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

Null

IEU: Desktop: UI: Show Message Panel

The message panel is used to present messages (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.

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	When set to No, it controls the display if work panel is off or not enabled. If work panel is on, message panel always displays on nodes that support work panel. If node does not support work panel, message panel does not display.

Setting	Description
Yes	When set to Yes, it controls the display of the message panel on nodes that do not support work panel. It also controls the display of the message panel on all nodes, even if the work panel is off.

Default Value

Yes

IEU: Desktop: UI: Show 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.

Setting	Description
Yes	Set to Yes, the message panel will appear in the agent workplace in Oracle Universal Work Queue.

Default Value

Yes

Work Selector Profile Options

The profile option is used to enable or disable the display of Service subnodes.

- IEU: Desktop: UI: Customize Work Queues

IEU: Desktop: UI: Customize 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 be accessible in the Tree Selector view:

- Individual node 'Hide'

- Window to 'Customize Work Queues'

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

Work Repository Profile Options

The profile options is used to enable or disable the display of Service subnodes.

- IEU: Distribute: Amount for Distribution

- IEU: Distribute: Configure

- IEU: Distribute: Mode

- IEU: Distribute: <work source name>:Work Source

- IEU: Distribute: Tasks: Work Source

- IEU: Distribute: Service Requests: Work Source

- IEU: Distribute: SR Tasks: Work Source

IEU: Distribute: Amount for Distribute Only

This profile option is used to specify the number of work items to be delivered in request work mode.

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 indicated the number of work items to be delivered in request work mode. The recommended value is 3.

Default Value

3

IEU: Distribute: Configure

This profile option is used to control agent privilege. It allows agents to configure work sources that are included or excluded in their work queue.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	When this profile option is set to Magnets will not be able to configure their work source.
Yes	When set to Yes, this profile allows agents to configure work sources that are included or excluded in their work queue.

Default Value

No

IEU: Distribute: Mode

This profile option is used to configure the delivery of work items for agents who handle work in a continuous, distributed fashion (e.g., next work).

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
All Modes	Assigns all modes of distribution to an agent.

Setting	Description
Distribute and Deliver	This setting will:
	• deliver the next work item from the current configured queue (work sources) in priority order
	• if the work item has not be distributed, distribute it to this agent according to work sources distribution rules
	• if the work item has been distributed just deliver it.
	Note: Agent configure profile applies to distribution and delivery mode.
Distribute Only	Applies to request work. If you set the profile option to this value, you must specify the amount or number of work items to be distributed using the IEU: Distribute: Amount for Distribute Only profile option. Consideration should be given to the number of work items to deliver as an agent cannot modify the amount in the IEU: Distribute Amount for Distribute Only option.
None	This is the default setting. This profile when set to None, inhibits queued work access.

Default Value

None

IEU: Distribute: Service Request: Work Source

This profile option is used to control the accessibility of the service request work source to agents. To access the Work Source agents must be configured for a queued distribution mode; IEU: Distribute: Mode must be set to all modes, distribute and delivery or distribute.

An agent may include work source when configuring distribution requests (if the IEU: Distribute: Configure profile option is set to Yes). An agent will receive work from this work source if the IEU: Distribute: Configure profile is set to No.

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	Agent distribution from the service request work source will not be enabled.
Yes	Setting this profile to Yes will enable the agent distribution from the service request work source.

Default Value

No

IEU: Distribute: Service Request Task: Work Source

This controls access to the Service Request Task Work Source which includes all tasks created on behalf of service requests. To access the Work Source agent must be configured for a queued distribution mode; IEU: Distribute: Mode must be set to all modes, distribute and delivery or distribute.

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	Agent distribution from the service request task work source will not be enabled.
Yes	Setting this profile to Yes will enable the agent distribution from the service request work task source.

Default Value

No

IEU: Distribute: Task: Work Source

This controls access to queued Tasks. This will include either all Tasks or, if Service Request Tasks is enabled, all non-SR related tasks. To access the Work Source agent must be configured for a queued distribution mode. IEU: Distribute: Mode must be set to all modes, distribute and delivery or distribute.

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	Agent distribution from the task work source will not be enabled.
Yes	Setting this profile to Yes will enable the agent distribution from the task work source.

Default Value

No

C

Server Parameters

This appendix covers the following topics:

- 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

Enable Network Tracing

Flag which enables network tracing.

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

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

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

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

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

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

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

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)

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

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

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

Server Port (>1024 for UNIX and <64,000)

This is 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 uses HTTP communications for access by Web-based agents. To access the server in this way, use default port 80, because many HTTP proxies forward HTTP requests only to port 80. If port 80 is the selected port, then the server cannot run on the same machine as a Web server.

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

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

This appendix covers the following topics:

- Introduction
- -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

Introduction

The command line parameters are set as a result of configuring your interaction center through Oracle Interaction Center Server Manager. These command line parameters may be required, in coordination with Oracle Support Services, to debug potential problems (for example, if Oracle Interaction Center Server Manager 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>] [...]
```

You can override command line parameters (other than the required parameters and -console) by using the database parameter for the Oracle Universal Work Queue server.

Related Topics

Oracle Interaction Center Server Manager Implementation Guide

-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

-port

Specifies the Port number the server will listen on.

Refer to platform-specific documentation regarding port usage. The Oracle Universal Work Queue server uses HTTP communications for access by Web-based agents. To access the server in this way, use default port 80, because many HTTP proxies forward HTTP requests only to port 80. If port 80 is the selected port, then the server cannot run on the same machine as a Web server.

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

-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 is already running, then it will wait for the other instance to shut down before completing initialization.

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

-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

Note: [1]

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

-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.)

Note: [1]

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

-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. Oracle recommends 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

-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. This does not indicate the maximum number of threads that the server uses. Oracle recommends that you do not set this as a command line parameter. The server defines the value in the database according to demand levels.

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

-trace_level_debug

Turns on detailed tracing of all server activity.

You can specify only one trace level parameter. If you specify multiple trace level parameters, then the parameter that appears first os enforced and the following parameters are ignored.

> **Caution:** The resulting trace can be very verbose and slow down performance.

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

-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

-trace_level_info

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

You can specify only one trace level parameter. If you specify multiple trace level parameters, then the parameter that appears first os enforced and the following parameters are ignored.

> **Caution:** The resulting trace can be very verbose and slow down performance.

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

-trace_level_error

Turns on tracing of only server errors.

You can specify only one trace level parameter. If you specify multiple trace level parameters, then the parameter that appears first os enforced and the following parameters are ignored.

> **Caution:** The resulting trace can be very verbose and slow down performance.

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

-command

Turns on display of the Oracle Universal Work Queue command prompt. This allows acceptance of control commands from the command line, for example, Shutdown

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

Index

E

I

M

P

R