

## Activity\_Chart

**Note:**

The table below gives the interpretations of various status and sub-status values in the EGPL\_CASEMGMT\_ACTIVITY table for a given activity that resides in the system. It will be very helpful for debugging retriever, workflow, dispatcher, and other activity based issues when you run SELECT queries (with filters) on this table to determine whether an activity actually made it into the system or why the activity failed to get processed, dispatched, etc.

| Activity Status | Activity Substatus | Action                        | Activity Mode | Activity Type | Activity Subtype | Last Action              |
|-----------------|--------------------|-------------------------------|---------------|---------------|------------------|--------------------------|
| Assigned(5000)  | in_progress(5900)  | Forward Original(a1)          | 100           | 1             | 1                | Forwarded                |
| Assigned(5000)  | in_progress(5900)  | Redirect Original(a1)         | 100           | 1             | 1                | Redirected               |
| Assigned(5000)  | in_progress(5900)  | Reply Original(a1)            | 100           | 1             | 1                | Replied                  |
| Assigned(5000)  | in_progress(5900)  | Reply Reply Save Original(a1) | 100           | 1             | 1                | Replied                  |
| Assigned(5000)  | in_progress(5900)  | Reply Save Original(a1)       | 100           | 1             | 1                | Saved Draft              |
| Assigned(5000)  | in_progress(5900)  | Reply Save(a2)                | 100           | 1             | 6                | -                        |
| Assigned(5000)  | in_progress(5900)  | Accept Save Draft Changes     | 200           | 1             | 6                | Save draft to supervise  |
| Assigned(5000)  | in_progress(5900)  | Reject first Outgoing Compose | 200           | 1             | 6                | Waiting for Approval     |
| Assigned(5000)  | in_progress(5900)  | Compose Save                  | 200           | 1             | 8                | -                        |
| Assigned(5000)  | in_progress(5900)  | OutBound Original Changes     | -             | -             | -                | Waiting for Approval     |
| Assigned(5000)  | new(5100)          | Reject second Outgoing        | 200           | 1             | 15               | Rejected                 |
| Assigned(5000)  | new(5100)          | Assign Task To User           | -             | 10000         | 10001            | -                        |
| Assigned(5000)  | new(5100)          | Task Save                     | -             | 10000         | 10001            | Saved Draft              |
| Assigned(5000)  | new(5100)          | InBound User Assignment       | -             | -             | -                | assigned_by              |
| Assigned(5000)  | new(5100)          | OutBound User Assignment      | -             | -             | -                | Assigned for Supervision |

Activity\_Chart

|                      |                                     |                             |     |       |       |                          |
|----------------------|-------------------------------------|-----------------------------|-----|-------|-------|--------------------------|
| Assigned(5000)       | new(5100)                           | Pull                        | -   | -     | -     | -                        |
| Assigned(5000)       | new(5100)                           | Queue Transfer              | -   | -     | -     | Transferred              |
| Assigned(5000)       | new(5100)                           | Skill Based Module          | -   | -     | -     | -                        |
| Assigned(5000)       | new(5100)                           | User Transfer               | -   | -     | -     | Transferred              |
| Assignment(4000)     | ready_for_internal_assignment(4100) | Assign Task To Queue        | -   | 10000 | 10001 | -                        |
| Assignment(4000)     | ready_for_internal_assignment(4100) | InBound Queue Assignment    | -   | -     | -     | -                        |
| Assignment(4000)     | ready_for_internal_assignment(4100) | OutBound Queue Assignment   | -   | -     | -     | Assigned for Supervision |
| completed(9000)      | done(9100)                          | Accept first Outgoing(a2)   | 200 | 1     | 6     | -                        |
| completed(9000)      | done(9100)                          | Reattempt first Outgoing    | 200 | 1     | 6     | Assigned for Supervision |
| completed(9000)      | done(9100)                          | Reject first Outgoing Reply | 200 | 1     | 6     | -                        |
| completed(9000)      | done(9100)                          | Undispatch                  | 200 | 1     | 13    | -                        |
| completed(9000)      | done(9100)                          | Activity Completion         | -   | -     | -     | -                        |
| completed(9000)      | done(9100)                          | Dispatcher                  | -   | -     | -     | -                        |
| pre_completion(7000) | email_dispatch_in_progress(7300)    | Dispatcher Processing       | -   | -     | -     | -                        |
| pre_completion(7000) | in_progress(7900)                   | Reply complete Original(a1) | 200 | 1     | 6     | Replied                  |
| pre_completion(7000) | ready_for_email_dispatch(7100)      | Forward Outgoing(a2)        | 200 | 1     | 7     | -                        |
| pre_completion(7000) | ready_for_email_dispatch(7100)      | Auto Reply                  | 200 | 1     | 9     | -                        |
| pre_completion(7000) | ready_for_email_dispatch(7100)      | Auto Ack                    | 200 | 1     | 10    | -                        |
| pre_completion(7000) | ready_for_email_dispatch(7100)      | Redirect Outgoing(a2)       | 200 | 1     | 12    | -                        |
| pre_completion(7000) | ready_for_email_dispatch(7100)      | Default OutBound Rule       | -   | -     | -     | Replied                  |
| workflow(3000)       | in_progress(3900)                   | InBound Rules               | 100 | 1     | 1     | -                        |
| workflow(3000)       | ready_for_general_workflow(3300)    | Assign Task To System       | -   | 10000 | 10001 | -                        |

### Activity\_Chart

|                |                                   |                             |     |   |    |                          |
|----------------|-----------------------------------|-----------------------------|-----|---|----|--------------------------|
| workflow(3000) | ready_for_inbound_workflow(3100)  | Retriever                   | 100 | 1 | 1  | -                        |
| workflow(3000) | ready_for_inbound_workflow(3100)  | Permanent Undeliver         | 100 | 1 | 4  | -                        |
| workflow(3000) | ready_for_inbound_workflow(3100)  | Temporary Undeliver         | 100 | 1 | 5  | -                        |
| workflow(3000) | ready_for_inbound_workflow(3100)  | Department Transfer         | -   | - | -  | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Reply complete Outgoing(a2) | 200 | 1 | 6  | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Reply Outgoing(a2)          | 200 | 1 | 6  | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Reply Reply Save(a2)        | 200 | 1 | 6  | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Compose send                | 200 | 1 | 8  | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Compose send complete       | 200 | 1 | 8  | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Group Reply                 | 200 | 1 | 11 | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Accept second Outgoing(a3)  | 200 | 1 | 14 | -                        |
| workflow(3000) | ready_for_outbound_workflow(3200) | Reattempt second outgoing   | 200 | 1 | 16 | Assigned for Supervision |

◇ **NOTE:** This list does not contain special sub-status codes used during integration with IPCC.