

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

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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	-

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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.