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## Database-Intensive Application

When troubleshooting issues with activities in the EIM/WIM database, it is important to know the various states, types, and modes an activity can have. For example, when troubleshooting email routing issues, note that EAAS will only submit NEW\_TASK messages for emails with ACTIVITY\_SUB\_TYPE=1.

**Run the following query against the eGActiveDB to follow along with this content page:**

```
select * from egpl_casemgmt_activity
```

The below values were taken from the 4.3 Troubleshooting Guide; reference that guide for the latest revision of these tables. Activity values can be found in the egpl\_casemgmt\_activity table, and case values can be found in the egpl\_casemgmt\_case table.

## Activity Status and Sub\_Status

| ACTIVITY_STATUS | Description  | ACTIVITY_SUB_STATUS | Description                 |
|-----------------|--------------|---------------------|-----------------------------|
| 1000            | New          |                     |                             |
|                 |              | 1900                | In progress                 |
| ACTIVITY_STATUS | Description  | ACTIVITY_SUB_STATUS | Description                 |
| 2000            | Pre workflow |                     |                             |
|                 |              | 2100                | Ready for custom processing |
|                 |              | 2200                | Ready for virus scanning    |
|                 |              | 2900                | In progress                 |
| ACTIVITY_STATUS | Description  | ACTIVITY_SUB_STATUS | Description                 |
| 3000            | Workflow     |                     |                             |
|                 |              | 3100                | Ready for inbound workflow  |
|                 |              | 3200                | Ready for outbound workflow |
|                 |              | 3300                | Ready for general workflow  |
|                 |              | 3400                | Ready for transfer workflow |

Activity\_Statues,\_Types,\_and\_Modes

|                        |                    |                            |                               |
|------------------------|--------------------|----------------------------|-------------------------------|
|                        |                    | 3800                       | Error                         |
|                        |                    | 3900                       | Progress                      |
| <b>ACTIVITY_STATUS</b> | <b>Description</b> | <b>ACTIVITY_SUB_STATUS</b> | <b>Description</b>            |
| 4000                   | Assignment         |                            |                               |
|                        |                    | 4100                       | Ready for internal assignment |
|                        |                    | 4105                       | Ready for Unified CCE routing |
|                        |                    | 4106                       | Ready for NIPTA assignment    |
|                        |                    | 4107                       | Listener picks nIPTA agent    |
|                        |                    | 4200                       | In progress                   |
|                        |                    | 4300                       | Ready for external assignment |
|                        |                    | 4900                       | Error                         |
| <b>ACTIVITY_STATUS</b> | <b>Description</b> | <b>ACTIVITY_SUB_STATUS</b> | <b>Description</b>            |
| 5000                   | Assigned           |                            |                               |
|                        |                    | 5100                       | New                           |
|                        |                    | 5200                       | Pending                       |
|                        |                    | 5300                       | Wrap up                       |
|                        |                    | 5800                       | Error                         |
|                        |                    | 5900                       | In progress                   |
| <b>ACTIVITY_STATUS</b> | <b>Description</b> | <b>ACTIVITY_SUB_STATUS</b> | <b>Description</b>            |
| 7000                   | Pre Completion     |                            |                               |
|                        |                    | 7100                       | Ready for email dispatch      |
|                        |                    | 7200                       | Ready for fax dispatch        |
|                        |                    | 7300                       | Email dispatch in progress    |
|                        |                    | 7800                       | Error                         |
|                        |                    | 7900                       | In progress                   |
| <b>ACTIVITY_STATUS</b> | <b>Description</b> | <b>ACTIVITY_SUB_STATUS</b> | <b>Description</b>            |
| 9000                   | Completed          |                            |                               |
|                        |                    | 9100                       | Done                          |
|                        |                    | 9200                       | Abandoned                     |

**Activity Type and Sub\_Type**

| <b>ACTIVITY_TYPE</b> | <b>Description</b> | <b>ACTIVITY_SUB_TYPE</b> | <b>Description</b>      |
|----------------------|--------------------|--------------------------|-------------------------|
| 1                    | Email              |                          |                         |
|                      |                    | 1                        | General                 |
|                      |                    | 2                        | Web form                |
|                      |                    | 3                        | Secure                  |
|                      |                    | 4                        | Permanent Undeliverable |
|                      |                    | 5                        | Temporary Undeliverable |
|                      |                    | 6                        | Reply                   |
|                      |                    | 7                        | Forward                 |
|                      |                    | 8                        | Compose                 |
|                      |                    | 9                        | Auto reply              |
|                      |                    | 10                       | Auto acknowledge        |
|                      |                    | 11                       | Group reply             |
|                      |                    | 12                       | Redirect                |
|                      |                    | 13                       | Undispatch              |
|                      |                    | 14                       | Supervisory accept      |
|                      |                    | 15                       | Supervisory reject      |
|                      |                    | 16                       | Supervisory reattempt   |
|                      |                    | 17                       | Chat Transcript         |
| <b>ACTIVITY_TYPE</b> | <b>Description</b> | <b>ACTIVITY_SUB_TYPE</b> | <b>Description</b>      |
| 2000                 | Chat               |                          |                         |
|                      |                    | 2001                     | General                 |
|                      |                    | 2002                     | Callback                |
|                      |                    | 2003                     | Delayed Callback        |
|                      |                    | 2004                     | Blended Collaboration   |
| <b>ACTIVITY_TYPE</b> | <b>Description</b> | <b>ACTIVITY_SUB_TYPE</b> | <b>Description</b>      |
| 5000                 | Phone              |                          |                         |
|                      |                    | 5001                     | General                 |
| <b>ACTIVITY_TYPE</b> | <b>Description</b> | <b>ACTIVITY_SUB_TYPE</b> | <b>Description</b>      |
| 10000                | Task               |                          |                         |
|                      |                    | 10001                    | General                 |

## Activity Mode

| <b>ACTIVITY_MODE</b> | <b>Description</b> |
|----------------------|--------------------|
| 100                  | Inbound            |
| 200                  | Outbound           |
| 500                  | None               |

## Case Status

| <b>CASE_STATUS</b> | <b>Description</b> |
|--------------------|--------------------|
| 0                  | Open               |
| 1                  | Closed             |
| 2                  | Ready for Closure  |

## Very Useful!

These tables are extremely helpful in troubleshooting issues with activities.