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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
ACTIVITY_STATUS	Description	ACTIVITY_SUB_STATUS	Description
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
ACTIVITY_STATUS	Description	ACTIVITY_SUB_STATUS	Description
5000	Assigned		
		5100	New
		5200	Pending
		5300	Wrap up
		5800	Error
		5900	In progress
ACTIVITY_STATUS	Description	ACTIVITY_SUB_STATUS	Description
7000	Pre Completion		
		7100	Ready for email dispatch
		7200	Ready for fax dispatch
		7300	Email dispatch in progress
		7800	Error
		7900	In progress
ACTIVITY_STATUS	Description	ACTIVITY_SUB_STATUS	Description
9000	Completed		
		9100	Done
		9200	Abandoned

Activity Type and Sub_Type

ACTIVITY_TYPE	Description	ACTIVITY_SUB_TYPE	Description
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
ACTIVITY_TYPE	Description	ACTIVITY_SUB_TYPE	Description
2000	Chat		
		2001	General
		2002	Callback
		2003	Delayed Callback
		2004	Blended Collaboration
ACTIVITY_TYPE	Description	ACTIVITY_SUB_TYPE	Description
5000	Phone		
		5001	General
ACTIVITY_TYPE	Description	ACTIVITY_SUB_TYPE	Description
10000	Task		
		10001	General

Activity Mode

ACTIVITY_MODE	Description
100	Inbound
200	Outbound
500	None

Case Status

CASE_STATUS	Description
0	Open
1	Closed
2	Ready for Closure

Very Useful!

These tables are extremely helpful in troubleshooting issues with activities.