

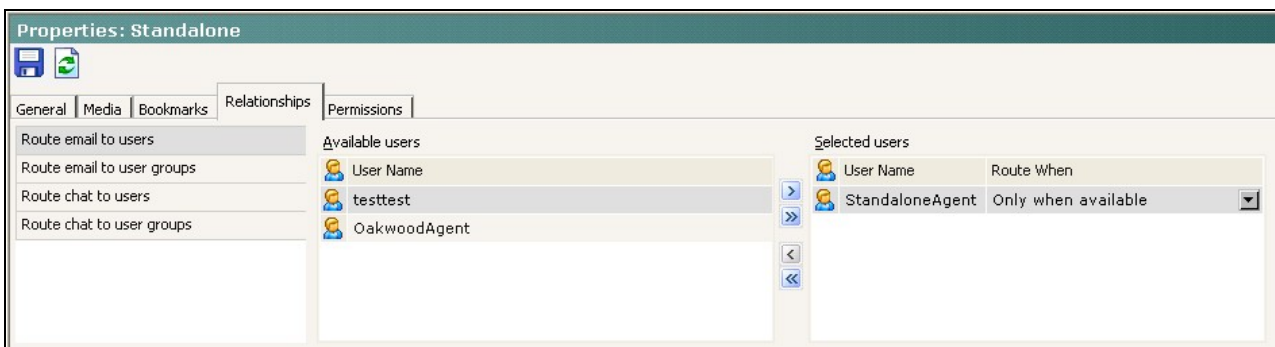
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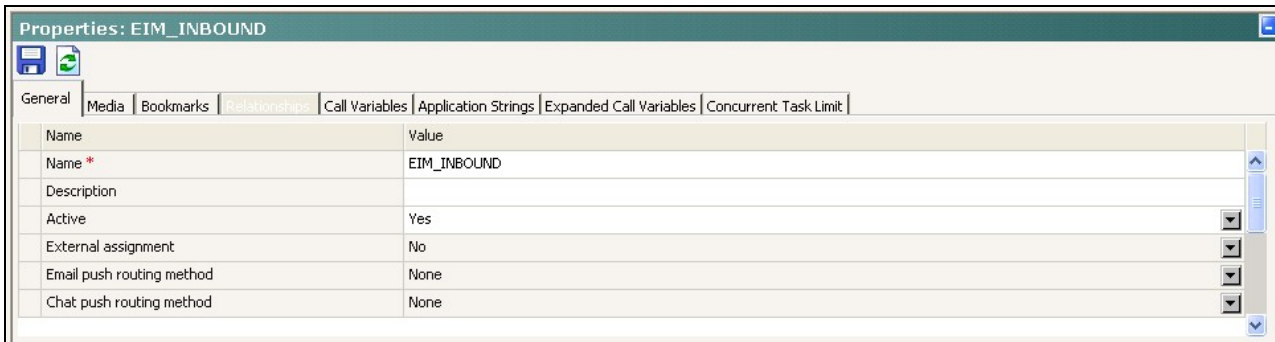
## Queue Differences

Integrated and Standalone queues will have different tabs in the property pane of the Administration Console.

- For Standalone Queues, users and groups can be associated through a Relationships tab

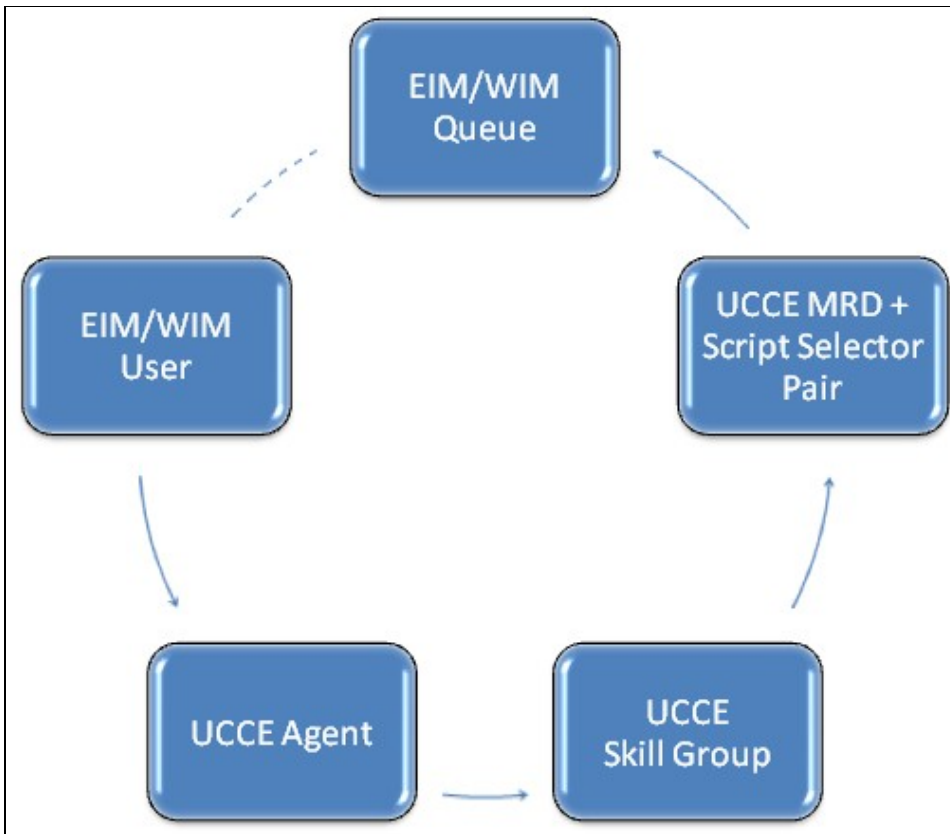


- With Integrated queues, the Relationships tab is greyed out.



## Integrated Relationships

## CIM\_to\_ICM\_Object\_Mappings



EIM/WIM		UCCE
Queue	Maps To	MRD + Script Selector pair ^ Skill Group (Belongs to MRD)
User (Queue relationship based on UCCE Skill Group membership)	Maps To	^^ Agent (Belongs to Skill Group)

- Queue = MRD + Script Selector pair
- Skill Group belongs to MRD
- UCCE Agent belongs to Skill Group
- EIM/WIM User = UCCE Agent
- **EIM/WIM User becomes associated with EIM/WIM queue based on UCCE Agent's Skill Group membership**

### Notes

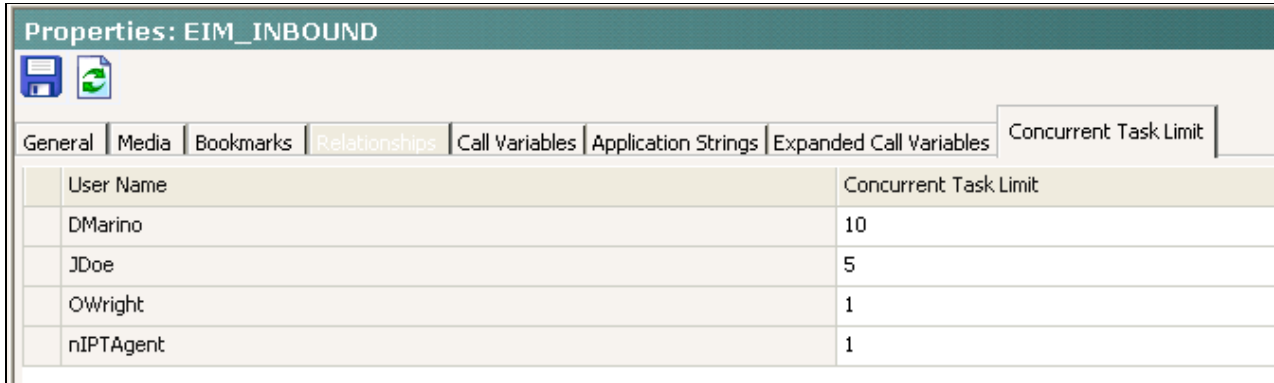
- An MRD can have multiple queues, because you can have multiple script selectors. A queue is a MRD and script selector pair.
- An application instance identifies the IP address of an EIM/WIM deployment that is integrated with UCCE. It is required for downloading configuration objects UCCE and mapping them to EIM/WIM.
- An application path is required to open a communication channel with a CTI server, associated with an Agent PG, for agent and task status reporting.
- A media class is required for creating Media Routing Domains (MRDs). It helps categorize the MRDs based on media type (i.e. email)

## CIM\_to\_ICM\_Object\_Mappings

- An MR PG handles new activity routing requests initiated by Cisco Unified Interaction Manager, over the connection established by the embedded MR PIM (side A or side B).

## Concurrent Task Limits in an Integrated Environment

- Concurrent task limits must be managed on a per queue, per user basis.



User Name	Concurrent Task Limit
DMarino	10
JDoe	5
OWright	1
nIPTAgent	1

- Concurrent Task Limit for agents in integrated queues is stored in the eGActiveDB:

```
select * from egicm_concurrent_task
```

- When an agent is skilled to a queue, their concurrent task limit is set to 1 by default. No entry is made in the egicm\_concurrent\_task table for this default.
- When an agent's concurrent task limit is adjusted to something other than 1, an entry is made in the egicm\_concurrent\_task\_table.

	QUEUE_ID	USER_ID	CONCURRENT_TASK_LIMIT
1	1007	1003	10
2	1007	1004	2
3	1007	1002	5

- If the agent's adjusted concurrent task limit is set back to 1 by the administrator, the entry of 1 will remain in the table.

	QUEUE_ID	USER_ID	CONCURRENT_TASK_LIMIT
1	1007	1003	10
2	1007	1004	1
3	1007	1002	5

- Note that if an agent is removed from a queue and then re-added to it, all entries for that agent's user\_id are deleted from this table, and all concurrent task limit mappings are lost.