

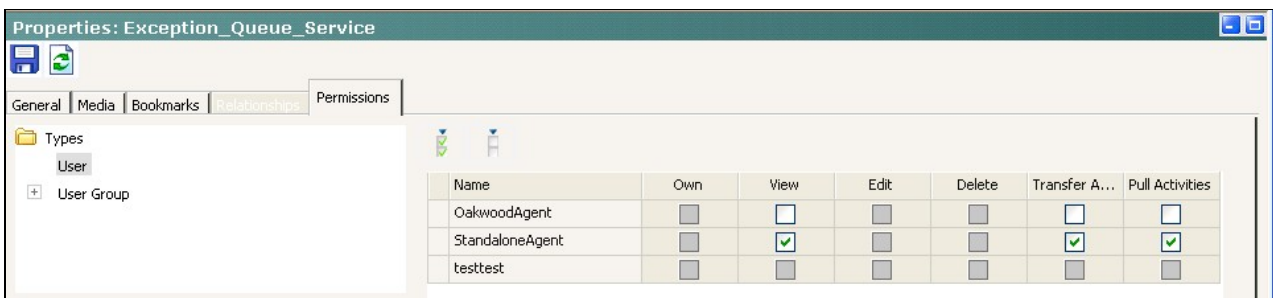
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## What is it?

The Exception Queue is a standalone queue in EIM that serves as a bucket for all emails meeting certain conditions such as Delivery Exceptions or system routing failures. Emails can be "Picked" from the Exception Queue by:

1. Standalone Users with the Administrator role
2. Integrated users with the Administrator role.
3. Standalone Users without the Administrator role, but with permissions for the Exception Queue:



- These users can also "Search" for activities in the Exception Queue if they know the activity\_id or case\_id.

# Exception\_Queue\_101

The screenshot shows a web browser window titled "Search - Windows Internet Explorer" with the URL "http://43web/system/web/view/platform/agent/toolbar.htm". The search criteria are set to "Object type: Activity". The search results table shows one result for activity 1237. The "Pick" button in the results table is highlighted with a red box. The "Properties: 1237" panel shows details for the activity, including Activity ID (1237), Priority (<Select>), Case ID (1121), Assigned to, and Contact point (testcust@dslab.cisco.com).

Type	Attribute	Operator	Value	Boolean
Activity	Department name	Exactly	Service	AND
Activity	Activity ID	=	1237	AND
Activity	Case ID	=		AND

Ac...	Su...	As...	Cr...	Du...	Pri...	Su...	Ca...	Qu...	De...	Ri...
1237	Abw...		5/30...			Assi...	1121	Exce...	Service	

Name	Value
Activity ID	1237
Priority	<Select>
Case ID	1121
Assigned to	
Contact point	testcust@dslab.cisco.com

- Note that without permission for the Exception Queue, the agent can only view the details of the activity.

This screenshot is identical to the one above, showing the search results for activity 1237. The "Pick" button in the results table is highlighted with a red box. The "Properties: 1237" panel shows details for the activity, including Activity ID (1237), Priority (<Select>), Case ID (1121), Assigned to, and Contact point (testcust@dslab.cisco.com).

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Ac...	Su...	As...	Cr...	Du...	Pri...	Su...	Ca...	Qu...	De...	Re...
1237	Abw...		5/30...			Assi...	1121	Exce...	Service	

Name	Value
Activity ID	1237
Priority	<Select>
Case ID	1121
Assigned to	
Contact point	testcust@dslab.cisco.com

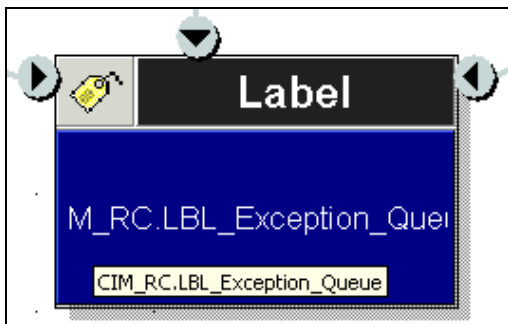
What is it?

## How is it different from nIPTA?

The Exception Queue is a purely standalone queue that is not mapped to anything in UCCE.

However, it can still be triggered in a similar way. If an integrated customer does not configure nIPTA Skill Groups/Queues, failed tasks will be sent to the Exception Queue.

Customers can also purposely script this logic by using the same concept described in the "nIPTA Basics" section. Tasks can be routed to LBL\_Exception\_Queue, and EIM will strip the LBL\_ and match Exception\_Queue.



## Delivery Exceptions

Think of Delivery Exceptions as EIM's fundamental spam filter. Out-of-the-box, EIM is configured to route mails with certain strings in the **sender's address or subject line** directly to the Exception Queue. For example, "postmaster@cisco.com" or "Warning - Delayed Mail". The 4.3 Administrator's Guide to Email describes the two types:

- **Permanent:** Indicates that an irreparable reason, such as an invalid email address, caused the email to bounce back. These are permanent failure conditions and any email sent to such email address would always bounce back.
- **Temporary:** Indicates that a temporary reason, such as an out of office reply or a temporary unavailability of the destination server caused the email to bounce back. The inference here is that should the emails be sent again, there is a chance that they may be delivered.

**These mails will have an activity\_sub\_type of 4 or 5**, which means that if they are transferred to an integrated queue, EAAS will not pick them up since activity\_sub\_type != 1. These mails will sit in the the queue on EIM indefinitely, and eventually raise concern with users that emails are "stuck."

Some pre-defined Delivery Exceptions are below. For the full list, reference the 4.3 Administrator's Guide to Email.

## Exception\_Queue\_101

Name	Phrase	Failure
Abwesenheitsnotiz	Abwesenheitsnotiz	Permanent
Address Unavailable	Address Unavailable	Temporary
Admin	Admin	Permanent
Adressänderung	Adressänderung	Permanent
Auto answer	Auto answer	Permanent
Auto Reply	Auto Reply	Permanent
Auto response	Auto response	Permanent
Auto-Reply	Auto-Reply	Permanent
Auto-response	Auto-response	Permanent

Examples from retriever logs:

```
2011-07-11 12:30:33.872 GMT-0400 <> WARN <> [73:RxInstance id : 999] <> ProcessId:4640 <> PID:
2011-07-11 12:31:05.950 GMT-0400 <> WARN <> [73:RxInstance id : 999] <> ProcessId:4640 <> PID:
```

## Routing Failure

One severe example of queued integrated emails going to the exception queue is a dual Router failure with no nIPTA labels/queues configured. When the router process fails, the activities will fail to a nIPTA label if defined. For customers that don't use nIPTA, the mails will instead go to the exception queue.

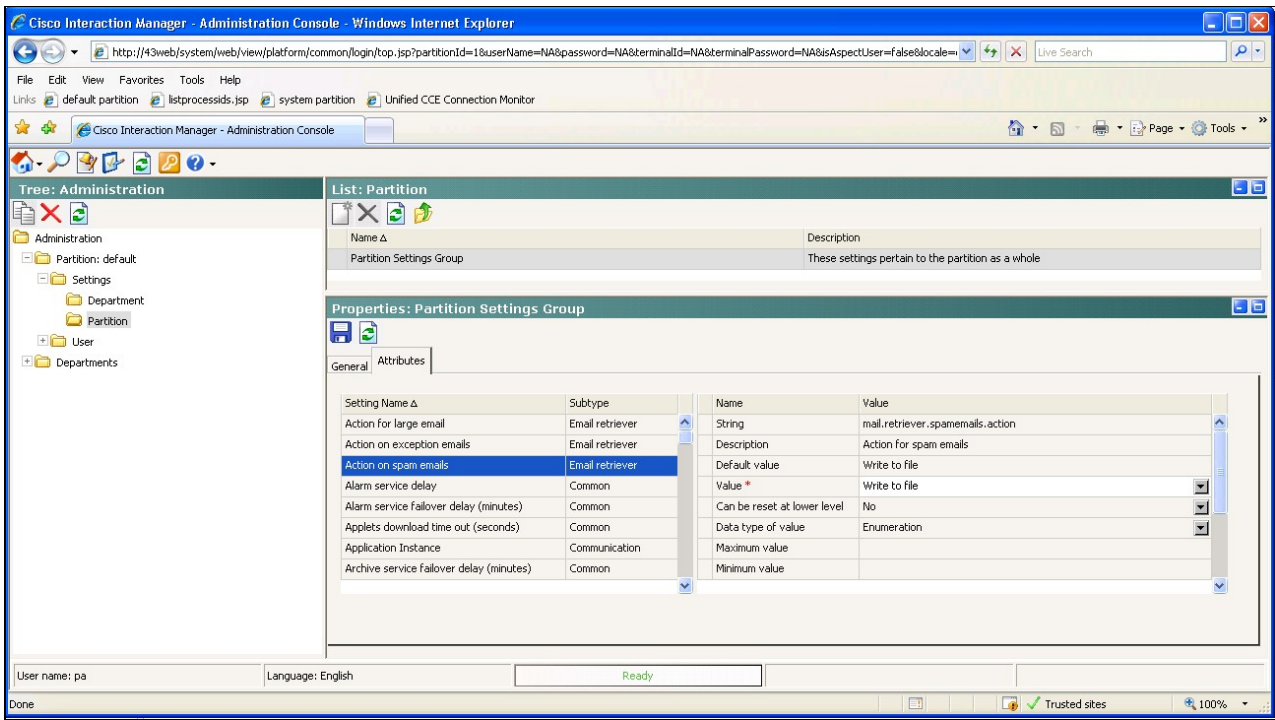
## Malformed Emails

Under certain conditions, spam or Exception emails are written to a file instead of the eGActiveDB.

- C:\CIM\eService\logs\RxBannedEmails.txt
  - ◆ Incoming messages with "From" addresses that match **blocked addresses** configured for the EIM department.
- C:\CIM\eService\storage\1\mail\Exception Emails\RxBannedEmails.txt
  - ◆ Messages are not according to RFC 822 message standards. For example:
    - ◆ Content type field is missing from the message header.
    - ◆ Message ID is missing.
    - ◆ There is no start boundary.
    - ◆ The mail header character set value is not recognized by Java Mail. For example, it contains characters like ?iso 8859-1? where as the correct format is ?iso-8859-1?.

The settings which decide how to handle these mails are at the Partition-level.

## Exception\_Queue\_101



## Getting Emails Out

Once you understand the reasons **why** an email enters the Exception Queue, you can determine how to get it out.

Where is it?	activity_sub_type from egpl_casemgmt_activity in eGActiveDB?	Why did it go there?	Using an Integrated or Standalone User to get it out?	Administrator Role?	Permission for Exception Queue?	Destination?
Queue	1	Routing Failure	Integrated	Yes	N/A	Integrated Queue
Queue	1	Routing Failure	Standalone	No	Yes	Standalone Queue

Exception\_Queue\_101

ueue	4 or 5	Delivery Exception	Integrated	Yes	N/A	Integrated Queue
ueue	4 or 5	Delivery Exception	Standalone	No	Yes	Standalone Queue
	1	Routing	Integrated	Yes	N/A	Integrated

Exception\_Queue\_101

		Failure				Queue
ice\logs\RxSpamEmails.txt	N/A - Not in DB	Blocked "From" address	N/A	N/A	N/A	Standalone or Integrated
ice\storage\1\mail\Exception epEmails.txt	N/A - Not in DB	Malformed email content	N/A	N/A	N/A	Standalone or Integrated