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## ICMAgentID?

EIM/WIM logs that reference the ICMAgentID are actually using the AgentSTID.

## AgentID?

EIM/WIM agents all have their own AgentID. For the discussion in this class, we will refer to this AgentID as the eGain AgentID or "eGAgentID" to distinguish from "ICMAgentID".

## Integrated vs Standalone

Agent Type	eGAgentID?	ICMAgentID/AgentSTID?
Standalone	Yes	No
Integrated	Yes	Yes

## EIM/WIM Database validation

### Integrated Only

- Query eGActiveDB to return the eGAgentID and ICMAgentID of Integrated agents:

```
select * from egicm_user LEFT OUTER JOIN egpl_user on egpl_user.user_id = egicm_user.user_id
```

	USER_ID	SKILL_TARGET_ID	AGENT_CHANGE_TERMINAL	TERMINAL_ID	TERMINAL_PASSWORD	USER_ID	SALUTATION	FIRST_NAME
1	1002	5005	-1	NULL	NULL	1002		John
2	1003	5003	-1	NULL	NULL	1003		Dan
3	1004	5004	-1	NULL	NULL	1004		Orville
4	1013	5053	-1	NULL	NULL	1013		nIPTA

## ICMAgentID\_vs\_AgentID

### Integrated AND Standalone

- Query eGActiveDB to return all eGAgentIDs (so standalone AND integrated), and ICMAgentID when applicable:

```
select * from egicm_user RIGHT OUTER JOIN egpl_user on egpl_user.user_id = egicm_user.user_id
```

	USER_ID	SKILL_TARGET_ID	AGENT_CHANGE_TERMINAL	TERMINAL_ID	TERMINAL_PASSWORD	USER_ID	SALUTATION	FIRST_NAME
1	NULL	NULL	NULL	NULL	NULL	1	NULL	Partition
2	NULL	NULL	NULL	NULL	NULL	12	NULL	System
3	NULL	NULL	NULL	NULL	NULL	17	NULL	SS Customer
4	NULL	NULL	NULL	NULL	NULL	18	NULL	SS Anonymous Customer
5	NULL	NULL	NULL	NULL	NULL	1000		Standalone
6	1002	5005	-1	NULL	NULL	1002		John
7	1003	5003	-1	NULL	NULL	1003		Dan
8	1004	5004	-1	NULL	NULL	1004		Orville
9	1013	5053	-1	NULL	NULL	1013		niPTA
10	NULL	NULL	NULL	NULL	NULL	1019		test
11	NULL	NULL	NULL	NULL	NULL	1020		Oakwood

### System Administrators

- Note that Partition and System Administrators are essentially Standalone users. Partition Admin will appear in the above query of eGActiveDB. To return the eGAgentID of System Administrators, query the eGMasterDB:

```
select * from egpl_user
```

	USER_ID	SALUTATION	FIRST_NAME	FIRST_NAME_FURIGAMA	MIDDLE_NAME	MIDDLE_NAME_FURIGAMA	LAST_NAME	LAST_NAME_FURIGAMA	SUFFIX	USER_NAME
1	1	NULL	Install	NULL	NULL	NULL	Administrator	NULL	NULL	sa
2	12	Mr	System	NULL	NULL	NULL	Services	NULL	NULL	system

### UCCE Database Validation

- Query AWDB to return the AgentSTID and AgentID/PeripheralNumber

```
select * from t_Agent
```

	SkillTargetID	PersonID	AgentDeskSettingsID	ScheduleID	PeripheralID	EnterpriseName	PeripheralNumber
1	5003	5000	NULL	NULL	5000	CUCM.Marino_Dan	21
2	5004	5001	NULL	NULL	5000	CUCM.Wright_Orville	22
3	5005	5002	NULL	NULL	5000	CUCM.Doe_John	20
4	5053	5004	5001	NULL	5000	CUCM_PIM.Agent_nIPTA	23
5	5054	5005	NULL	NULL	5000	CUCM.Lewis_Ray	24