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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