

Contents

- 1 nIPTA?
 - ◆ 1.1 nIPTA is typically a Failure path
- 2 LBL <nIPTA SG Enterprise Name>
- 3 EAAS logs (only available at DEBUG level):
- 4 Database Query
- 5 Matrix

nIPTA?

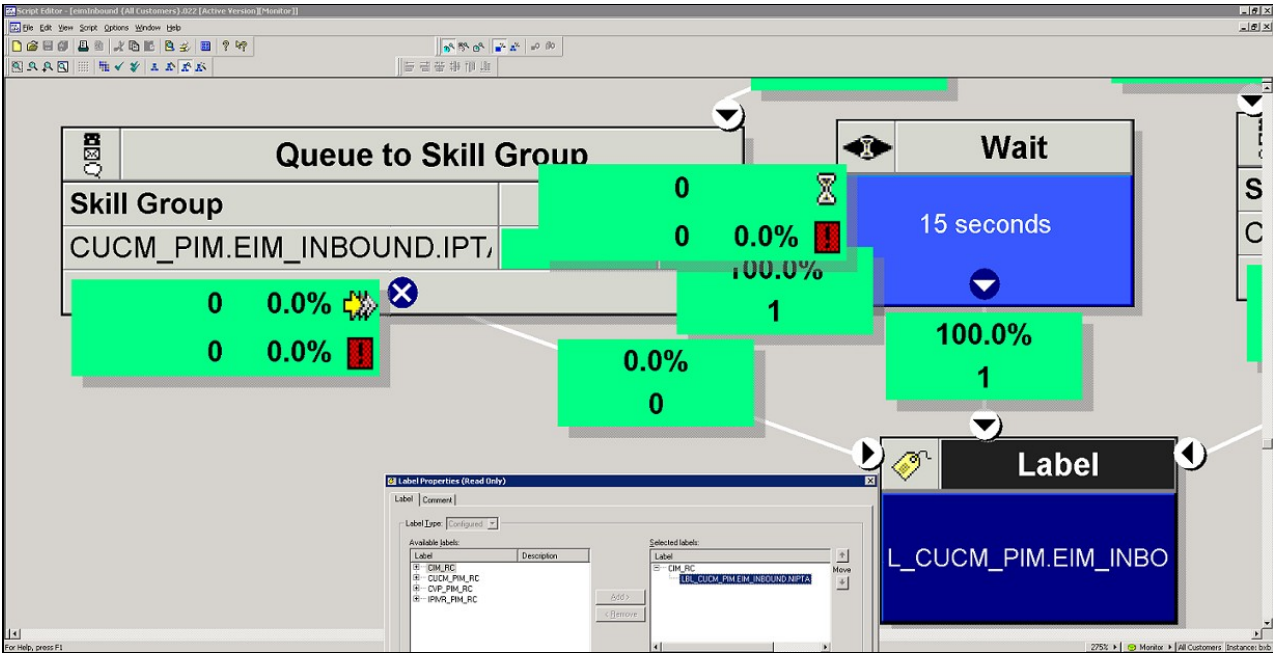
nIPTA = Non-ICM-Picks-The-Agent.

- Allows an ICM agent to handle tasks that are not routed by ICM. (In other words, EIM/WIM is the routing engine)
- Skill Groups are set as IPTA or nIPTA, and then the agents are associated on the ICM side.
- Agents can NOT belong to both IPTA and nIPTA skill groups at the same time.

Skill Group Members	Subgroup Mask	Sub skill groups
Skill Group		Advanced
Media routing domain:	* MRD_EIM	
Peripheral number:	* 101	Peripheral name:* nIPTA_EIM
Name:	* UCUM.MRD_EIM.nIPTA_EIM	
Available holdoff delay (sec):	Use Peripheral Default	Priority 0
Extension:		ICM picks the agent <input type="checkbox"/>

nIPTA is typically a Failure path

nIPTA_Basics



LBL_<nIPTA_SG_Enterprise_Name>

nIPTA is based off UCCE sending LBL_<nIPTA_SG_Enterprise_Name> to EIM.

Skill Group Members	Subgroup Mask	Sub skill groups	Attributes
Skill Group Media routing domain: *MRD_EIM Peripheral number: *101 Peripheral name: *nIPTA_EIM Name: *UCUM.MRD_EIM.nIPTA_EIM Available holdoff delay (sec): Use Peripheral Default Priority 0 Extension: ICM picks the agent <input type="checkbox"/>			Routing client: *MR_PG Label: *LBL_UCUM.MRD_EIM.nIPTA_EIM Label type: *Normal Network Target: Target type (filter): Network VRU Network target: MR_NVRU Customer: <None> Description: Label for nIPTA EIM Skill Group

EIM strips the LBL_ off the front, and matches the SG to a Queue.

Name	Description	Active	Default chat transfer queue	Unified CCE Media Routing Domain
MRD_WIM	MRD for Chat	Yes	No	MRD_WIM
Standalone	Standalone Queue	Yes	No	N/A
UCUM.MRD_EIM.nIPTA_EIM_Service		Yes	No	N/A
UCUM.MRD_OUTBOUND.nIPTA_Outbound_Se...		Yes	No	N/A
UCUM.MRD_WIM.nIPTA_Chat_Service		Yes	No	N/A

Note that EIM appends "_Service" to the end but does not consider this when matching the label.

In the below example, we can see a DO_THIS_WITH_TASK sent with a nIPTA label. The task is destined for a nIPTA queue.

nIPTA is typically a Failure path

EAAS logs (only available at DEBUG level):

```

2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
2011-06-12 23:17:23.747 GMT-0400 <@> DEBUG <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1
activity_sub_type = 1 : Type = java.lang.Integer
do_this_with_task_type = 1 : Type = java.lang.Integer
skill_group_enterprise_name = CUCM_PIM.EIM_INBOUND.NIPTA : Type = java.lang.String
new_task = com.cisco.ipcc.mr.message.NewTaskMsg@fa3be0 : Type = com.cisco.ipcc.mr.message.NewTaskM
activity_id = 1302 : Type = java.lang.Long
do_this_with_task = com.cisco.ipcc.mr.message.DoThisWithTaskMsg@710110 : Type = com.cisco.ipcc.mr.
; activityId = 1302; subType = 1 <@>
    
```

Note that this would not appear in INFO-level logs, which would only display the below:

```

2011-06-12 23:17:24.466 GMT-0400 <@> INFO <@> [803:pool-4-thread-1] <@> ProcessId:5840 <@> PID:1 <
activity_sub_type = 1 : Type = java.lang.Integer
do_this_with_task_type = 1 : Type = java.lang.Integer
skill_group_enterprise_name = CUCM_PIM.EIM_INBOUND.NIPTA : Type = java.lang.String
new_task = com.cisco.ipcc.mr.message.NewTaskMsg@fa3be0 : Type = com.cisco.ipcc.mr.message.NewTaskM
activity_id = 1302 : Type = java.lang.Long
do_this_with_task = com.cisco.ipcc.mr.message.DoThisWithTaskMsg@710110 : Type = com.cisco.ipcc.mr.
    
```

Database Query

The following query can be used to show the results of the Label being sent. Note the 4107 below - "Listener picks nIPTA agent"

```
select egpl_routing_queue.queue_name,* from egpl_casemgmt_activity LEFT OUTER JOIN egpl_routing_qu
```

queue_name	ACTIVITY_ID	CASE_ID	DEPARTMENT_ID	ACTIVITY_MODE	ACTIVITY_TYPE	ACTIVITY_SUB_TYPE	ACTIVITY_STATUS	ACTIVITY_SUB_STATUS	ACTIVITY_PRIORITY	WHEN_CREATED	WHO_CREATED	WHEN_MODIFIED
CUCM_PIM.EIM_INBOUND.NIPTA_Service	1302	1157	999	100	1	1	4000	4107	NULL	2011-06-13 03:16:18:187	12	2011-06-13 03:17:33:123

Matrix

	IPTA	nIPTA	Standalone
Where Configured	ICM	ICM	EIM/WIM
Where associated with SG or User Group	ICM	ICM	EIM/WIM
Status in EIM/WIM	Read Only	Read Only	Read/Write
Routed Emails from	ICM	nIPTA queue in EIM/WIM	Standalone queue in EIM/WIM
Activity reported on Webview Reports?	Y	Y	N
Can pick from Cisco ICM/IPTA queue?	N	N	N

NIPTA_Basics

Can pull from Cisco ICM/IPTA queue with Administrator role?	Y	N	N
Can pull from nIPTA queue?	N	Y	N
Can pull from Standalone queue?	N	N	Y

Notes:

- Integrated agents always configured in ICM
- Webview does not report on standalone agents
- No agent type can pull from IPTA queues