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## Scenario Setup

### UCCE

1. Change Wait nodes in UCCE EIM script to be 15 seconds
2. In Config Manager, add nIPTA agent to nIPTA skill groups

### Agent PC

1. Log IPTA agent out.
2. Log in as nIPTA agent "minnie"
3. Send new email to EIM alias.

Throughout the life of the mail, use the below query to follow the activity:

```
select top(10) egpl_routing_queue.queue_name, * from egpl_casemgmt_activity LEFT OUTER JOIN egpl_r
```

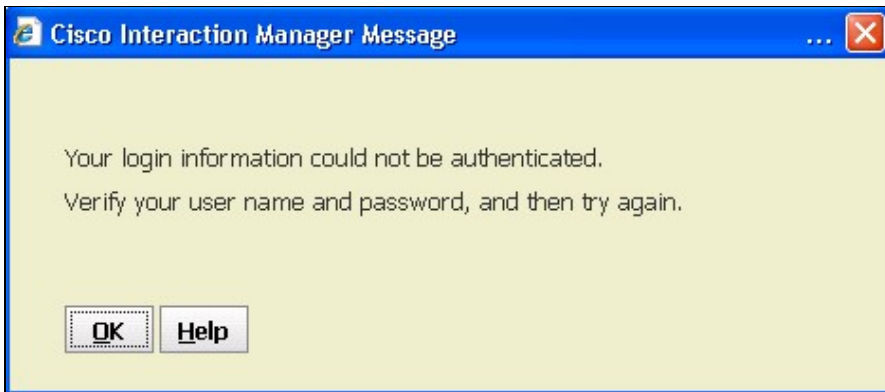
## Problem Statement

Understand how nIPTA email messages are routed.

## Why can't the nIPTA agent log in?

Login attempts for the nIPTA agent result in a failure pop-up.

## NIPTA\_Email

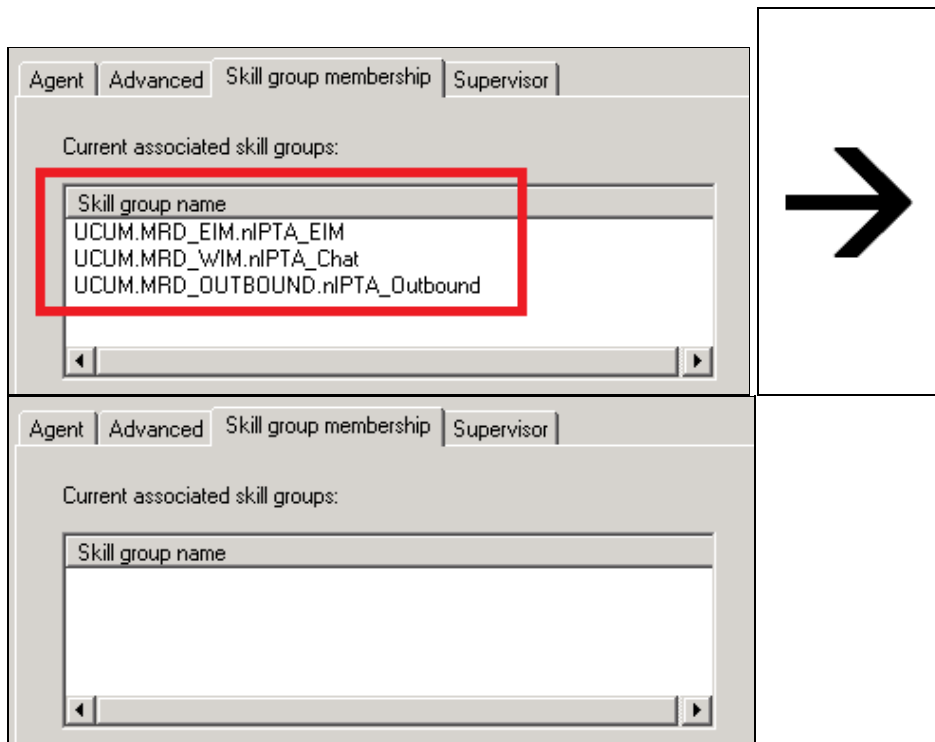


The Application Server logs confirm that the agent is enabled and not deleted, but report some sort of USER\_LOGIN\_PARAMS exception.

```
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.794 GMT-0400 <@> INFO <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
2011-08-29 12:21:33.840 GMT-0400 <@> ERROR <@> [278:ajp-eimApp.eim.lab%2F14.104.48.16-15006-1] <@>
com.egain.platform.common.exception.PlatformException: EGICM_ERROR-USER_LOGIN_PARAMS :: EGICM_ERRC
```

## Where are nIPTA agents configured?

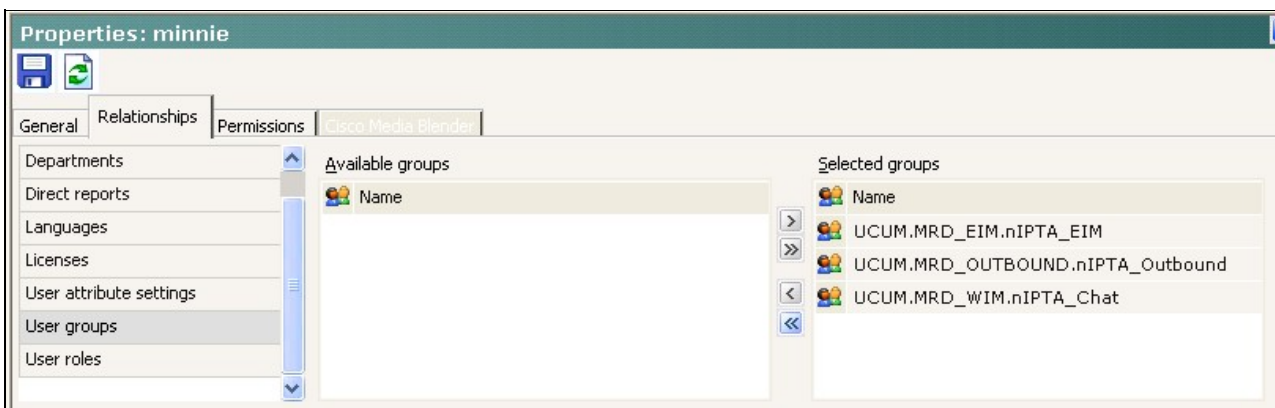
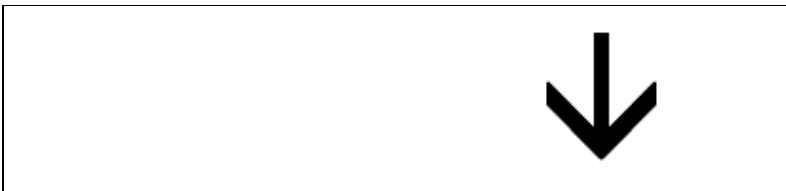
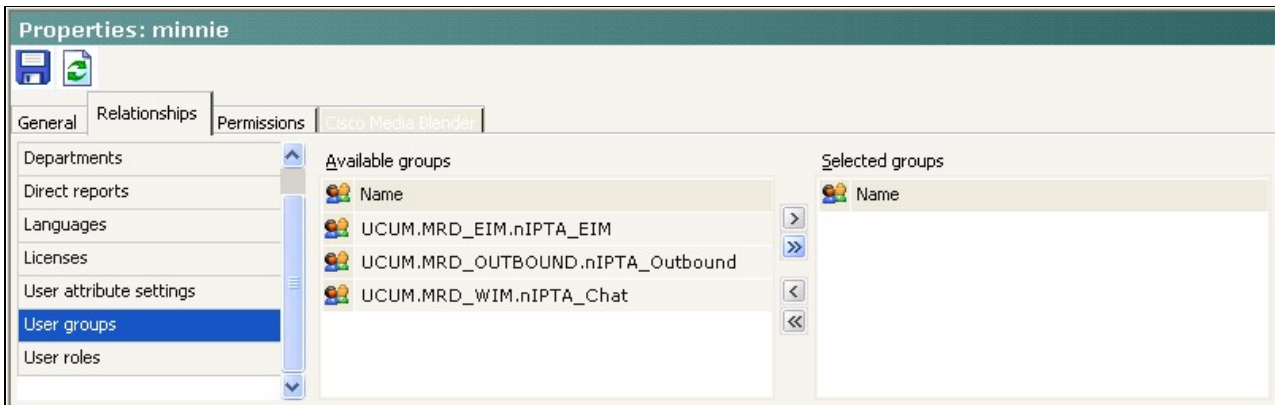
nIPTA agents are created in ICM and associated with a user in EIM/WIM, but they are **not** added to nIPTA skill groups in ICM. In this case, we can see that our agent was incorrectly skilled in ICM Agent Explorer:



Why can't the nIPTA agent log in?

## NIPTA\_Email

nIPTA agents are instead associated with a User Group in EIM/WIM's Administration Console > Users section:

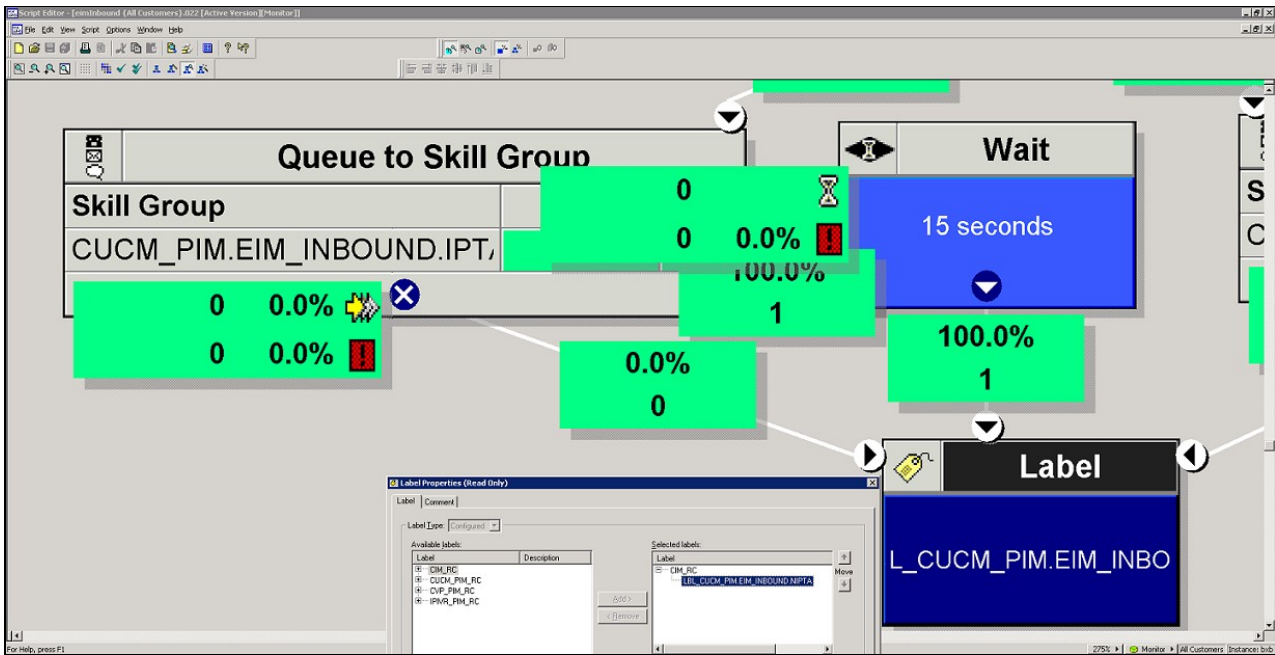


Once your agent is correctly skilled, they should be able to log in to the agent console.

## nIPTA Email

Watch the email enter the ICM script editor and wait in queue. Once the wait time expires, the task will fail to a label that consists of LBL\_<nIPTA\_SG\_Enterprise\_Name>.

## NIPTA\_Email



## EAAS will match the label to a nIPTA queue...

```

2011-05-12 10:12:30.880 GMT-0400 <@> DEBUG <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> PID:1
2011-05-12 10:12:30.880 GMT-0400 <@> DEBUG <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> PID:1
2011-05-12 10:12:30.880 GMT-0400 <@> DEBUG <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> PID:1
2011-05-12 10:12:30.880 GMT-0400 <@> DEBUG <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> PID:1
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2011-05-12 10:12:30.880 GMT-0400 <@> DEBUG <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> PID:1
2011-05-12 10:12:30.880 GMT-0400 <@> DEBUG <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> PID:1

```

```

2011-05-12 10:12:31.661 GMT-0400 <@> INFO <@> [2923:pool-4-thread-1] <@> ProcessId:5584 <@> 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@d8d3a5 : Type = com.cisco.ipcc.mr.message.NewTaskM
activity_id = 1176 : Type = java.lang.Long
do_this_with_task = com.cisco.ipcc.mr.message.DoThisWithTaskMsg@12f36b2 : Type = com.cisco.ipcc.mr

```

## ...Activity\_Status will be 4000 and Activity\_Sub\_Status will change to 4107 ("Listener picks nIPTA agent")...

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	DUE_DATE
CUCM_PIM.EIM_INBOUND.NIPTA_Service	1176	1059	999	100	1	1	4000	4107	NULL	2011-05-05 20:35:20.723	12	2011-05-10 22:26:53.093	NULL

## ...and the email will be routed to the available nIPTA agent.

Priority	Activity ID	Case ID	Contact point	Subject	Created on	Due on	Queue name
	1176	1080	testcust@dslab.cisco.com	nIPTA Email	5/12/2011 10:11:37 AM		CUCM_PIM.EIM_INBOUND.NIPTA_Service

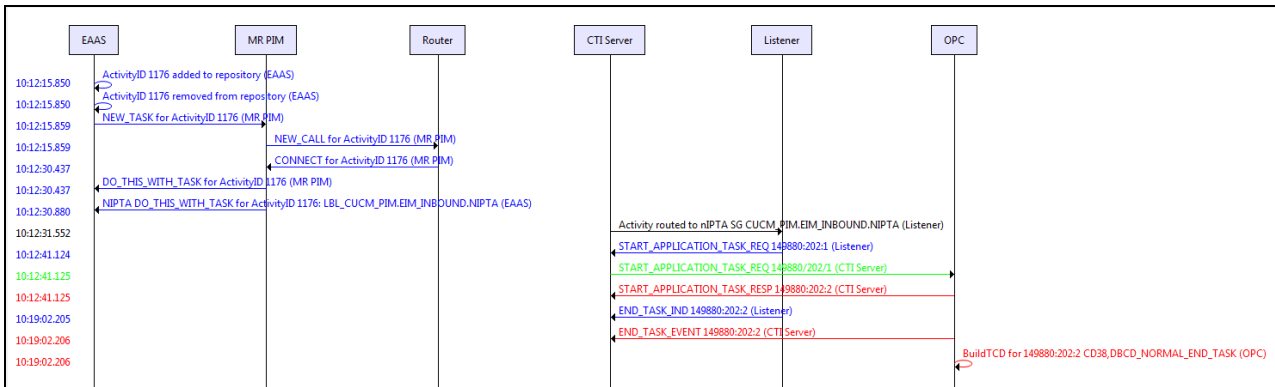
## Audit Trail

Properties: 1176		
Actor	Action	Date
system	New incoming mail	5/12/2011 10:11:37 AM
system	New case created	5/12/2011 10:12:09 AM
system	Activity assigned to new case 1080	5/12/2011 10:12:09 AM
system	Assigned to queue EIM_INBOUND	5/12/2011 10:12:09 AM
system	Applied inbound workflow D\$Lab Inbound Workflow	5/12/2011 10:12:09 AM
system	Assigned to nIPTAgent	5/12/2011 10:12:41 AM
nIPTAgent	Read in progress	5/12/2011 10:12:52 AM
nIPTAgent	Replied	5/12/2011 10:19:02 AM
nIPTAgent	Activity completed	5/12/2011 10:19:02 AM

## Call Flow

Note the differences from the IPTA diagram:

1. No OFFER\_TASK with nIPTA
2. START\_APPLICATION\_TASK\_REQ/START\_APPLICATION\_TASK\_RESP with nIPTA compared to START\_TASK\_IND/START\_TASK\_EVENT with IPTA



## Resolution

- nIPTA routing should only be triggered when IPTA routing fails.
- EIM matches the LBL\_ sent from UCCE and sends the task to the corresponding queue.
- EIM then becomes the routing engine.