

## Contents

- [1 Centralized Reporting is NOT possible when EIM/WIM 4.3 is integrated with UCCE](#)
- [2 Why can't Webview/CUIC be used for Historical Reporting in 4.3?](#)
- [3 Where is EIM/WIM reporting data stored?](#)
- [4 EIM/WIM Summarization Jobs](#)
- [5 What Webview reports are relevant in the light of not having CIM Real-Time reports available?](#)
- [6 Recommendations for Reporting-related issues](#)
- [7 Example](#)
  - ◆ [7.1 From the Reports Guide:](#)
  - ◆ [7.2 From the Troubleshooting Guide:](#)
  - ◆ [7.3 SQL Queries to run against a static eGActiveDB:](#)

### Centralized Reporting is NOT possible when EIM/WIM 4.3 is integrated with UCCE

As of 4.3, the reporting capabilities can be summarized as follows:

Report type	Product
Real-time	Webview or CUIC
Historical	EIM/WIM

Reference the [4.4\(1\) Administrator's Guide to Reports Console](#) for details on reporting options available after 4.3.

### Why can't Webview/CUIC be used for Historical Reporting in 4.3?

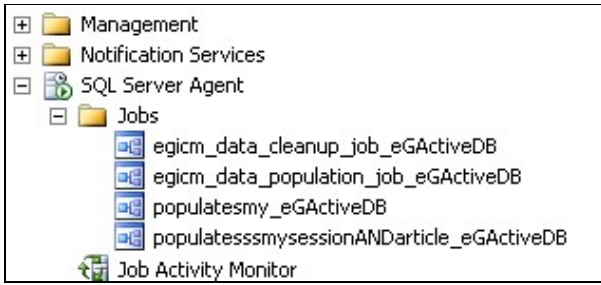
- When EIM submits a NEW\_TASK to UCCE for routing, UCCE has no way of knowing if it has already seen this particular task before. Therefore, every single task is counted uniquely.
- This becomes a problem in scenarios involving auto-pushback or a break in the connection between EAAS and MR PIM (failover, restart, etc).
- All emails being re-submitted for routing will be counted again, resulting in historical email volume being double, triple, quadruple-counted, etc.

### Where is EIM/WIM reporting data stored?

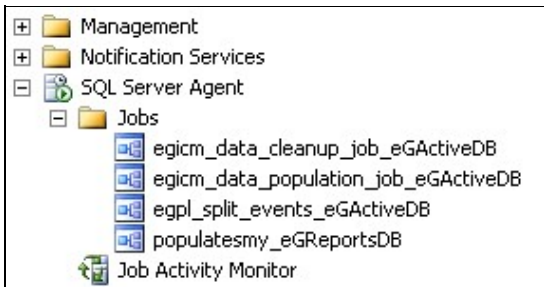
This depends on the version of SQL Server 2005 in use.

- In SQL Server 2005 Standard, reporting data is stored in the eGActiveDB.
  - ◆ A job named "populatesmy\_eGActiveDB" is created in SQL Server to summarize reporting data every 30 minutes.

## Reporting\_Basics



- In SQL Server 2005 Enterprise, reporting data can be stored in a separate eGReportsDB. This dedicated reporting database can be co-located with the other databases, or offloaded to a different server.
  - ◆ A job named "populatesmy\_eGReportsDB" is created in SQL Server to summarize reporting data every 30 minutes.



## EIM/WIM Summarization Jobs

- ALL EIM/WIM reports are Historical. They all run off of the "populatesmy\_" Summarization Job running every 30 minutes in SQL Server.
- Summarization Job history can be viewed from Properties > General > View Job History

Date	Step ID	Server	Job Name	Step Name	Notifications	Message
6/26/2011 7:04:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).
6/26/2011 7:04:01 PM	13	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	12	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	11	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	10	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	9	43DB	populatesmy_eGReportsDB	populatelvrs...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	8	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	7	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	6	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	5	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	4	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:01 PM	3	43DB	populatesmy_eGReportsDB	populatesmy...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:00 PM	2	43DB	populatesmy_eGReportsDB	populatesna...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 7:04:00 PM	1	43DB	populatesmy_eGReportsDB	mmt_data_m...		Executed as user: UCCE75\Administrator. The step succeeded.
6/26/2011 6:34:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).
6/26/2011 6:04:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).
6/26/2011 5:34:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).
6/26/2011 5:04:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).
6/26/2011 4:34:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).
6/26/2011 4:04:00 PM	0	43DB	populatesmy_eGReportsDB	(Job outcome)		The job succeeded. The Job was invoked by Schedule 4 (everyhalfhour).

- Note that the job may only take a minute to run, but the data will not be reflected in the reports immediately. This can sometimes take up to one hour after the job completes.
- The only "real-time" data that can be gathered from EIM/WIM is the use of Supervisor Monitors. However, in an integrated environment, these monitors are slightly crippled.
  - ◆ The supervisor monitor for email queues does not count activities in sub\_status 4105 - so it will ignore all emails waiting for UCCE routing.

## Reporting\_Basics

- ◆ Data adapters can be set up to work around this limitation, but to use these supervisors must have a separate Agent login.

## What Webview reports are relevant in the light of not having CIM Real-Time reports available?

The [4.3 Administrator's Guide to Reports Console](#) makes recommendations on what reports can be used.

- agent27: Agent Historical All Fields
- agent28: Agent Real Time All Fields
- caltyp23: Call Type Historical All Fields
- caltyp24: Call Type Real Time All Fields
- perskg28: Peripheral Skill Group Real Time All Fields

## Recommendations for Reporting-related issues

4.3(2) has a significant number of fixes in Engineering Specials that are a necessary baseline before troubleshooting any reporting-related issues. Also ensure that a nightly SQL job is scheduled to correct any incorrect reporting data (details in CSCt175037).

- If issues remain after that baseline is achieved, start by focusing on one item. For example, if the report in question is a "by Queue" report, focus on a single queue.
- Reference the Administrator's Guide to Reports Console for definitions of each column.
- Check the Troubleshooting Guide for activity\_status and activity\_sub\_status values that match that column's definition.
- Query egpl\_casemgmt\_activity in the eGActiveDB for activities in that particular queue matching the status criteria.
- Note that in a live system it will be impossible for the results of SQL queries to perfectly match the reports, as the activity counts are constantly changing.
  - ◆ The Retriever is always pulling in new emails.
  - ◆ Agents are always processing new activities.
- The ideal way around this is to halt EIM/WIM services after hours and make comparisons on a static system.

## Example

Assume we were focusing on QUEUE\_ID 1039. We could create queries to compare a report from the most recent summarization job with the current number of activities in the database.

Report Summary																
Report Name:	EVBQ						Time Frame:	05/27/2011 10:30:00 AM		To 05/28/2011 11:00:00 AM						
Template Name:	Email Volume By Queue						Time Increment:	1/2 Hr								
Description:							Service Level:	System								
Sort Order:	Descending						Sort By:	Queue Name								
Queue List:	EIM_INBOUND															
Queue	Incoming						Email						Percentage Emails		Average Time	
	At Start	New/ No Case	Existing Case	Transfer In	Transfer Out	Auto Reply	Manual Reply	Response	Completed	Assigned	Unassigned	Open	Responded Within SL	Not Responded	Response	Handle
Department:	Service															
<b>EIM_INBOUND</b>	46	10	4	0	0	0	1	1	2	0	58	58	100.00	100.00	00:05:49	00:04:54
<b>Total</b>	<b>46</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>58</b>	<b>58</b>	<b>100.00</b>	<b>100.00</b>	<b>00:05:49</b>	<b>00:04:54</b>
<b>Grand Total</b>	<b>46</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>58</b>	<b>58</b>	<b>100.00</b>	<b>100.00</b>	<b>00:05:49</b>	<b>00:04:54</b>

**From the Reports Guide:**

- **Unassigned:** Number of email activities in the queue that are in the unassigned state, at the end of the reporting time period. The column will also count email activities that got composed, save drafted, and transferred to a queue.
- **Assigned:** Number of email activities in the queue that are in the assigned state at the end of the reporting time period.
- **Open:** Number of email activities in the queue that are open at the end of the reporting time period. The column will also count email activities that got composed, save drafted, and transferred to a queue.

**From the Troubleshooting Guide:**

ACTIVITY_STATUS	Description	ACTIVITY_SUB_STATUS	Description
4000	Assignment		
		4100	Ready for internal assignment
		4105	Ready for Unified CCE routing
ACTIVITY_STATUS	Description	ACTIVITY_SUB_STATUS	Description
5000	Assigned		
		5100	New
		5900	In progress
ACTIVITY_MODE	Description		
100	Inbound		

**SQL Queries to run against a static eGActiveDB:**

```
SELECT count(*) as 'UNASSIGNED'
FROM egpl_casemgmt_activity
WHERE queue_id = 1039
AND activity_mode = 100
AND activity_status = 4000
AND activity_sub_status in(4100,4105)
```

```
SELECT count(*) as 'ASSIGNED'
FROM egpl_casemgmt_activity
WHERE queue_id = 1039
AND activity_mode = 100
AND activity_status = 5000
AND activity_sub_status in (5100, 5900)
```

```
SELECT count(*) as 'OPEN'
FROM egpl_casemgmt_activity
WHERE queue_id = 1039
AND activity_mode = 100
AND activity_status in (4000, 5000)
```