Contents

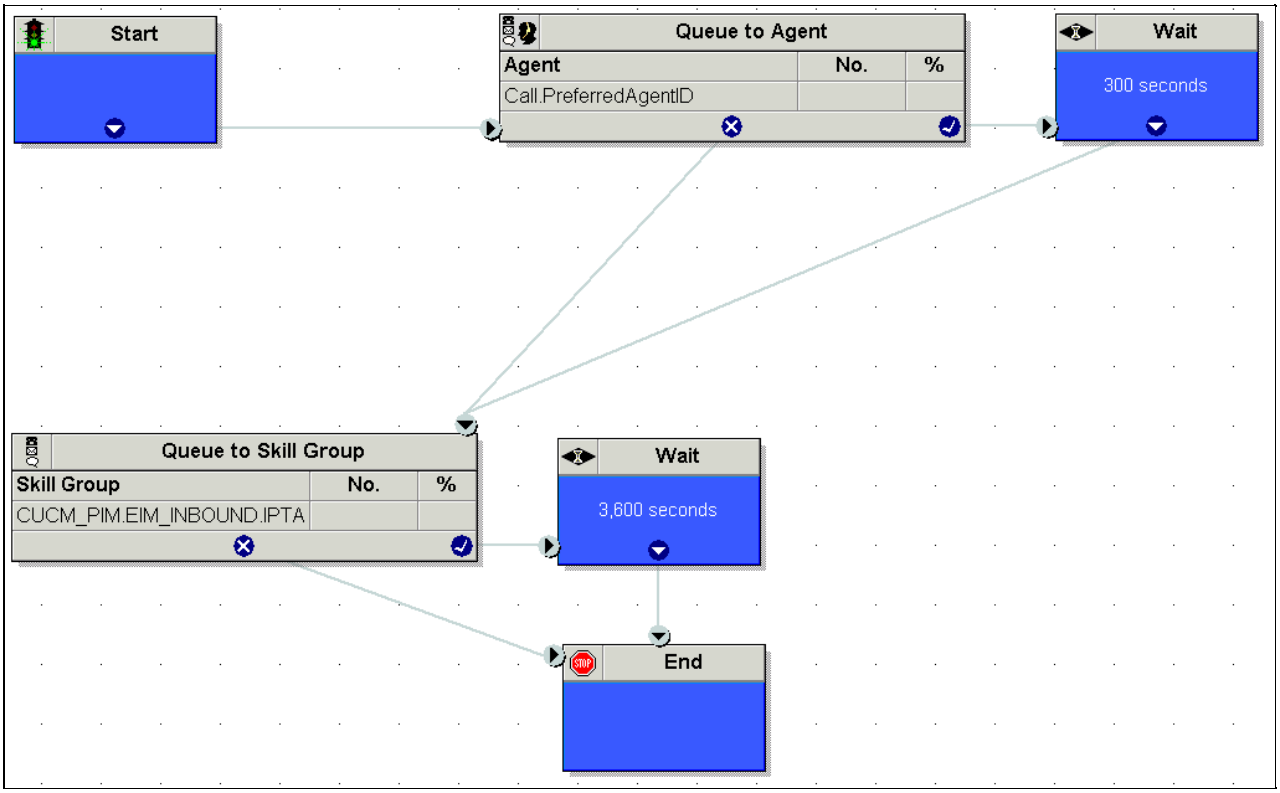
- 1 Scenario Setup
- 2 How do I set up and properly configure Preferred Agent / Sticky Agent?
- 3 CCE-side Configuration
  - 3.1 Enterprise Skill Group
  - 3.2 Queue to Agent node Properties
  - 3.3 nIPTA Labels
- 4 EIM/WIM Configuration
- 5 Validation
- 6 Known Caveats
  - 6.1 Reskilling & Enterprise Skill Groups
  - 6.2 All Sticky Emails Fail After Router Restart
  - 6.3 Warnings In Router Logs
  - 6.4 Webview Shows Less Emails In Queue Than ICM Script Editor

Scenario Setup

Basic IPTA routing must be set up and working properly. This assumes that the **IPTA Email** Scenario has been completed.

How do I set up and properly configure Preferred Agent / Sticky Agent?

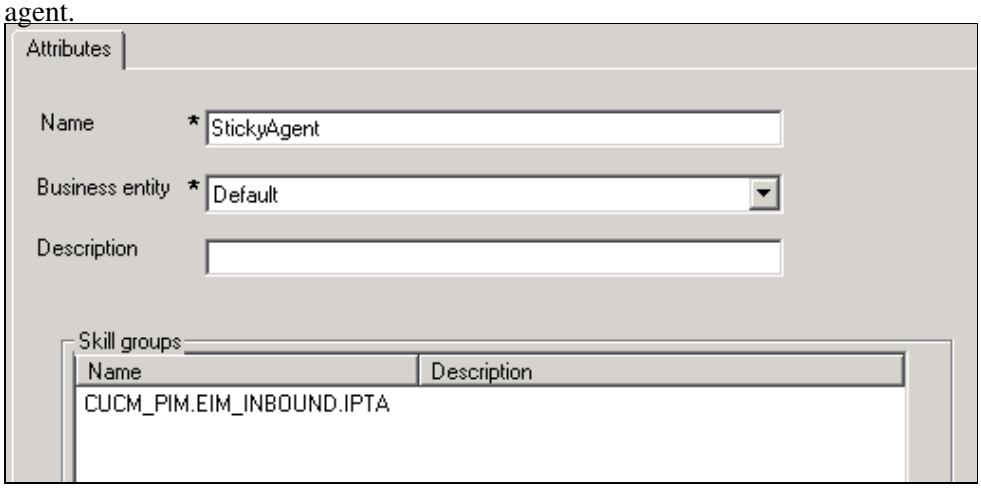
Set up the following nodes for an extremely basic EIM script with Preferred Agent:



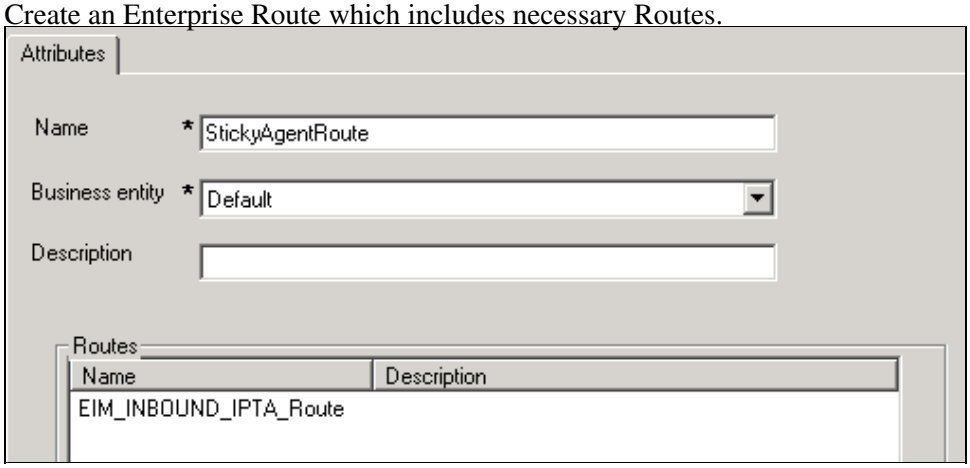
CCE-side Configuration

Enterprise Skill Group

1. Create an Enterprise Skill Group. Include appropriate Skill Groups relevant to Email MRD for that agent.

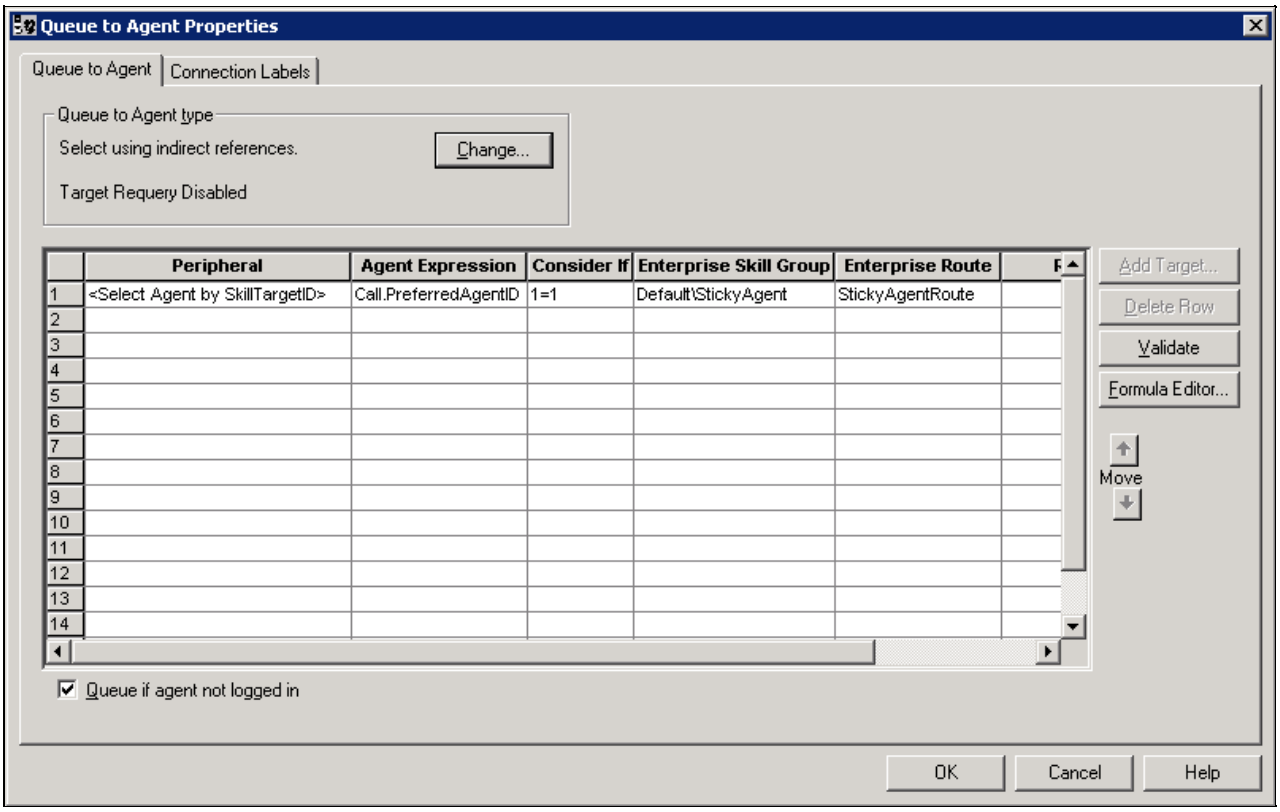


2. Create an Enterprise Route which includes necessary Routes.



Queue to Agent node Properties

1. The Peripheral column controls how the Agent Expression column is evaluated. There are two options.
    1. <Select Agent by SkillTargetID>: the Agent Expression column is evaluated as an ICM ID. **Use this option for Sticky Agent.**
    2. Peripherals (PIMs) configured: the Agent Expression column is evaluated as an Agent Peripheral number.
2. Agent Expression: Call.PreferredAgentID (found in the PreferredAgentID field of the NEW_TASK message)
3. Consider If: 1=1 (always true)
4. Create an Enterprise Skill Group. Include appropriate Skill Groups relevant to Email MRD for that agent.
5. Create an Enterprise Route which includes necessary Routes.
6. Check the box for "Queue if agent not logged in" if sticky emails should queue while an agent is not available.



When a fresh email comes into the system with no case number, the Preferred Agent field of the NEW_TASK will be undefined. The task will take the Queue to Agent node's failure path for call routing, which should lead directly to the Queue to Skill Group node. The failure path should not lead to a wait node!

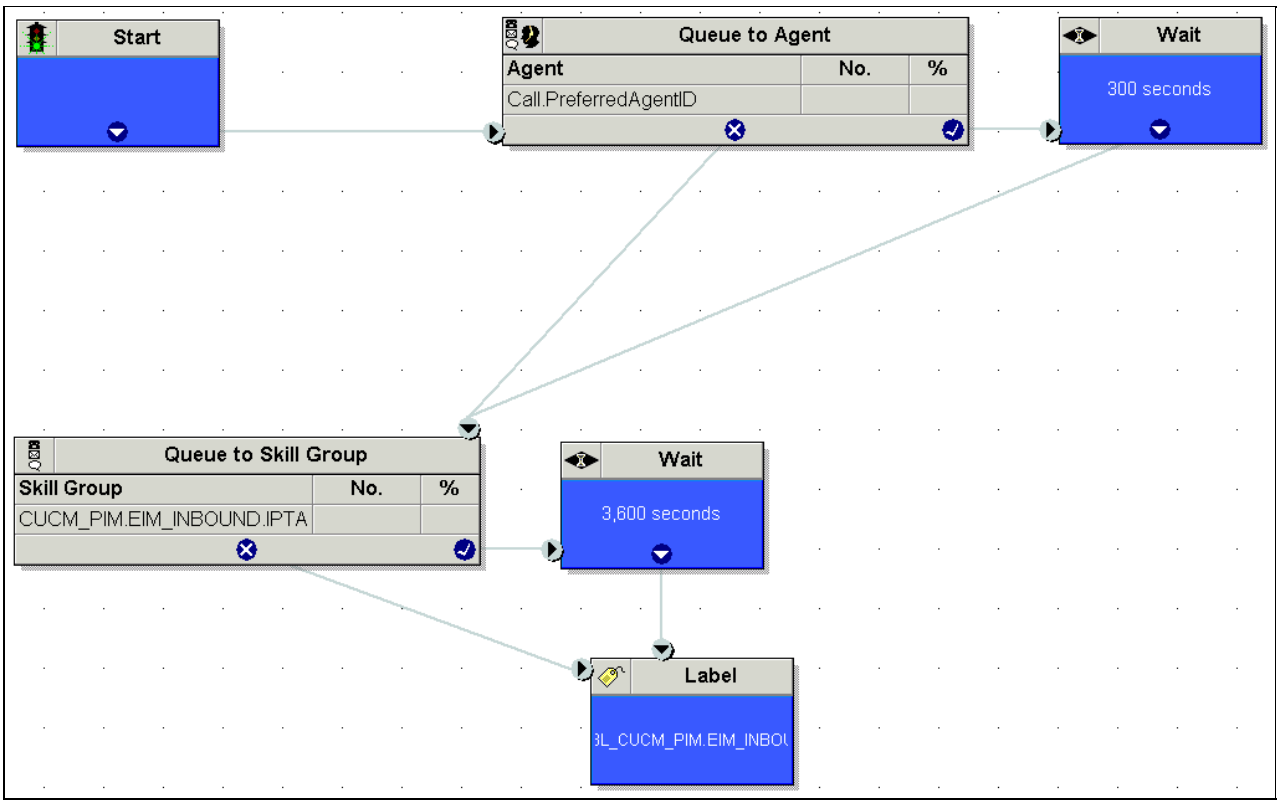
nIPTA Labels

- Note that your ICM script should end with a Label and not an End or Release Call node. This is where nIPTA queues come into play. The label should correspond to a nIPTA queue configured on EIM which will receive the mail as a sort of "catch-all" that is specific to that particular IPTA queue (i.e. an IPTA and nIPTA "Customer Returns" queue).
- When ICM sends a Label, CIM takes this label, removes the preceding LBL_ from it, and matches the rest to a queue name. With this knowledge, those customers that absolutely despise nIPTA queues can instead redirect all failing emails to the Exception Queue using this same logic by naming the label "LBL_Exception_Queue".

```
02 Nov 2010 15:38:18,723 <@> DEBUG <@> [915:pool-9-thread-5] <@> ProcessId:5248 <@> PID:1 <@> UID:
02 Nov 2010 15:38:18,723 <@> DEBUG <@> [915:pool-9-thread-5] <@> ProcessId:5248 <@> PID:1 <@> UID:
02 Nov 2010 15:38:18,723 <@> DEBUG <@> [915:pool-9-thread-5] <@> ProcessId:5248 <@> PID:1 <@> UID:
```

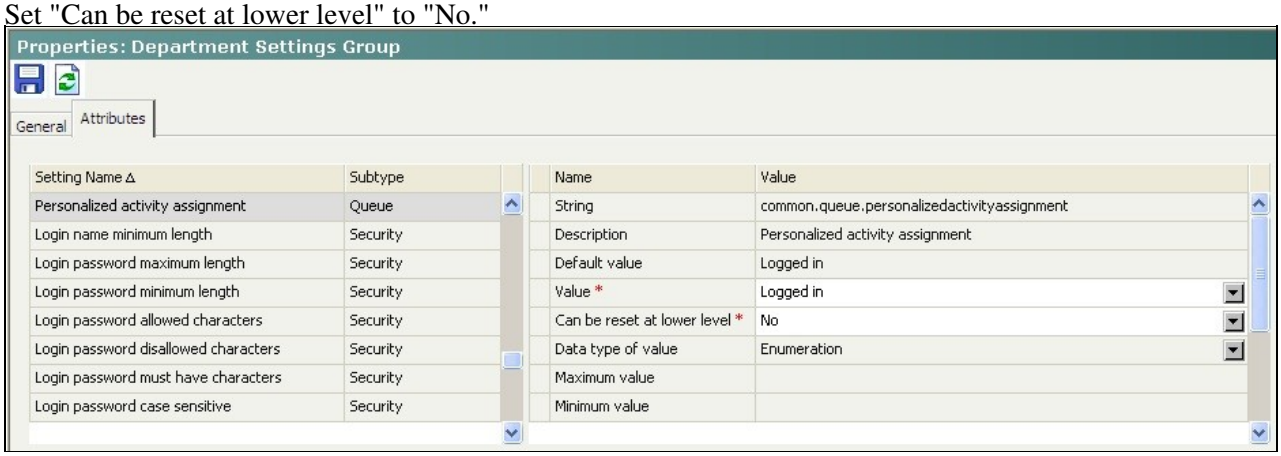
With a nIPTA label now in place, our script looks like this:

Sticky_Agent_Configuration



EIM/WIM Configuration

1. Log in to Partition Admin console as pa
2. Navigate to Administration > Partition: default > Settings > Department > Department Setting Groups > Attributes tab > Personalized activity assignment
3. Set "Value":
    1. "Logged In" - the Preferred Agent variable is only populated when the agent is logged in.
    2. "Always" - the Preferred Agent variable is populated regardless of agent login status.
4. Set "Can be reset at lower level" to "No."



Value	Can be reset at lower level	Agent NOT logged in.	Agent logged in.

		PreferredAgent field in NEW_TASK message populated?	PreferredAgent field in NEW_TASK message populated?
Logged in	No	No	Yes
Always	No	Yes	Yes
Disabled	No	No	No

Validation

1. Log in two EIM agents and go Ready for other channels
2. Send an email from customer to EIM
3. "Send and Complete" a reply to customer email from Agent1
4. Customer should then reply to Agent1's mail.
5. When EAAS submits the NEW_TASK message to MR PIM, the PreferredAgent variable should be populated with the SkillTargetID of the sticky agent.

```
14:28:20 pg2A-pim3 Trace: Application->PG:
Message = NEW_TASK; Length = 136 bytes
   DialogueID = (38) Hex 00000026
   SendSeqNo = (1) Hex 00000001
   MRDomainID = (5001) Hex 00001389
   PreviousTask = -1:-1:-1
   PreferredAgent = (5321) Hex 000014c9
   Service = (0) Hex 00000000
   CiscoReserved = (0) Hex 00000000
   ScriptSelector: CS_Returns_EE
ECC Variable Name: user.cim.activity.id
Value: 638088
```

6. Agent1 should receive the customer mail even though Agent2 is also logged in and ready.

Known Caveats

Reskilling & Enterprise Skill Groups

Enterprise Skill Groups are very important when dealing with Sticky Agent.

CSCtl57151	6	Sticky email default routes if agent has been reskilled out of Ent SG

If a PreferredAgent NEW_TASK comes in but the Agent has been reskilled to a Skill Group outside of the Enterprise Skill Group, the email will default route.

All Sticky Emails Fail After Router Restart

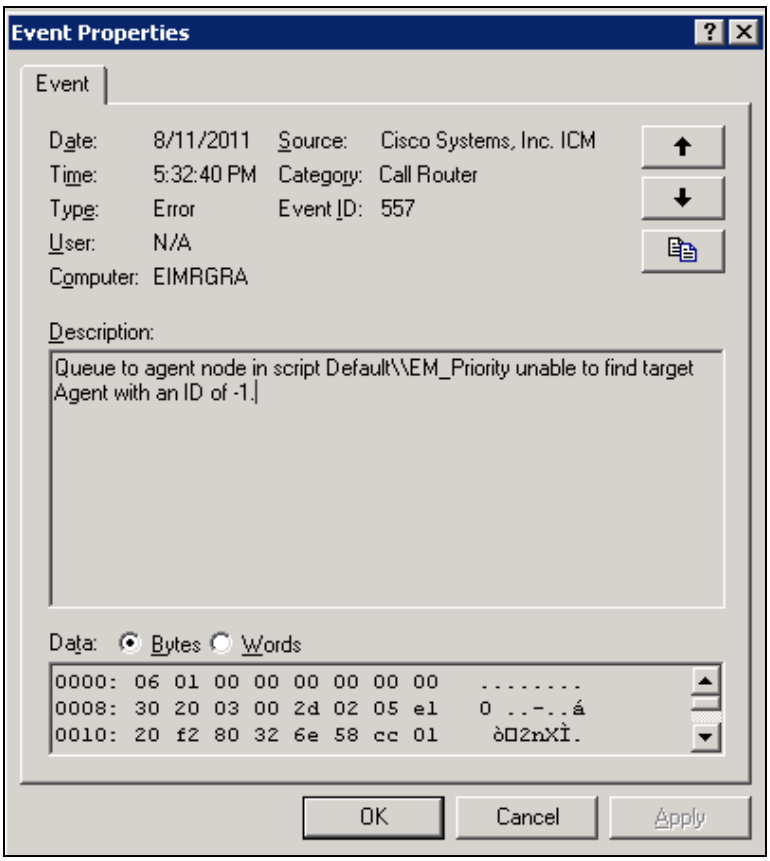
After a fresh Router restart, Sticky Agent emails will fail if the NEW_TASK is sent before the PreferredAgent has logged in to the MRD.

CSCtk95583	2	Queue to Agent fails even though QIfAgentNotLoggedIn enabled

To quickly work around this issue, restart the EAAS instance on CIM once agents have logged in to re-submit all NEW_TASK messages for routing.

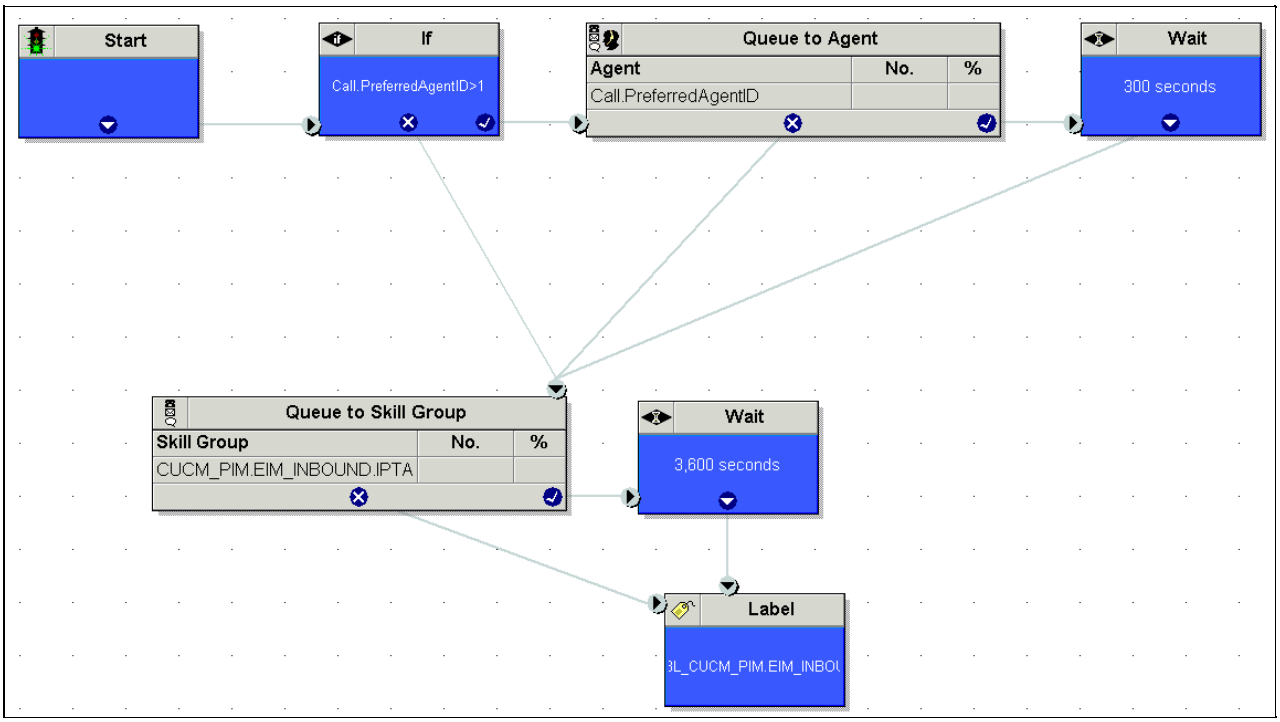
Warnings In Router Logs

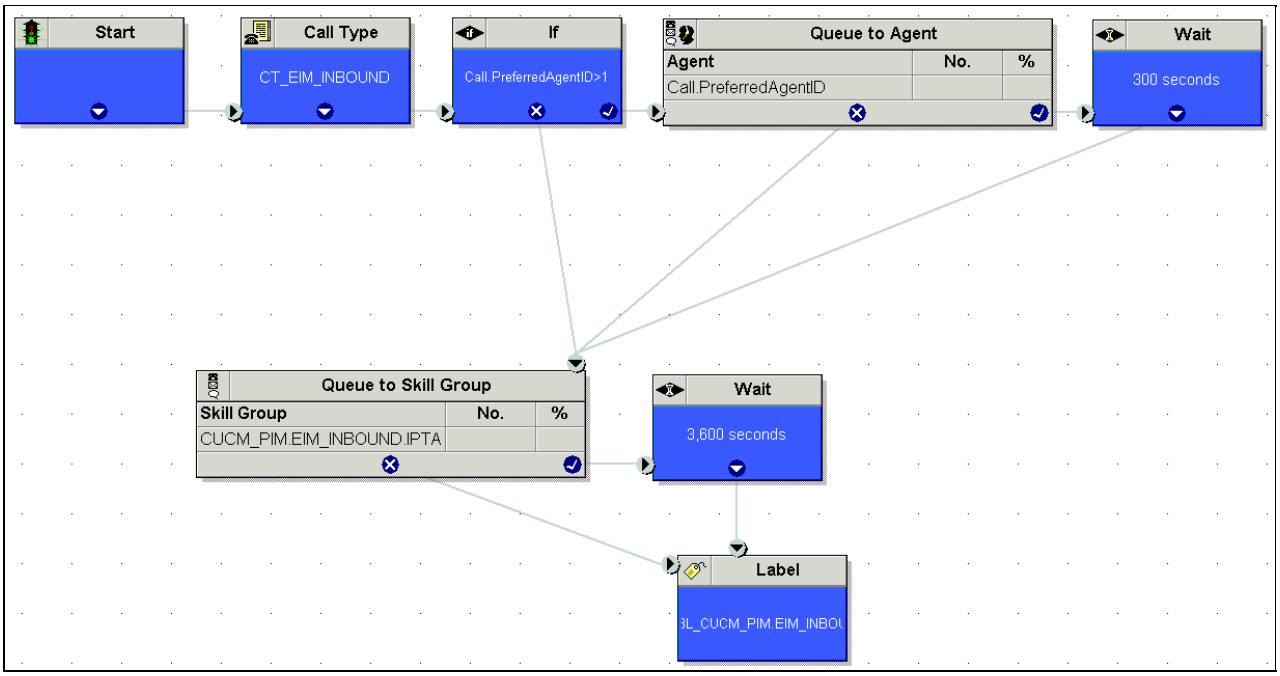
If Default Labels are not being used, warnings may be seen in the router logs for all fresh (Undefined PreferredAgentID) emails such as: *22:52:19 ra-rtr No default label available for dialed number CIM_RC.INBOUND.8000 (ID 5002)*. Errors may also be seen in the Application Event Viewer logs:



If these become excessive or undesired, a simple IF node can be added to the ICM script that checks if the Call.PreferredAgentID variable is > 1 and fails to the Queue to Skill Group node.

Sticky_Agent_Configuration



Webview Shows Less Emails In Queue Than ICM Script Editor

Emails queued at the Queue to Agent node will NOT count as being Queued to the Skill Group in Webview reports even though EIM sees them as all belonging to the same queue. This is no different than the voice world. EIM has no clue what ICM scripting does with the email while it's waiting in queue. Customers should make use of Call Type variables to get the total number of emails queued for a particular script, and then report off the Call Type. Remember: Call Type = SG + Sticky.