

## Contents

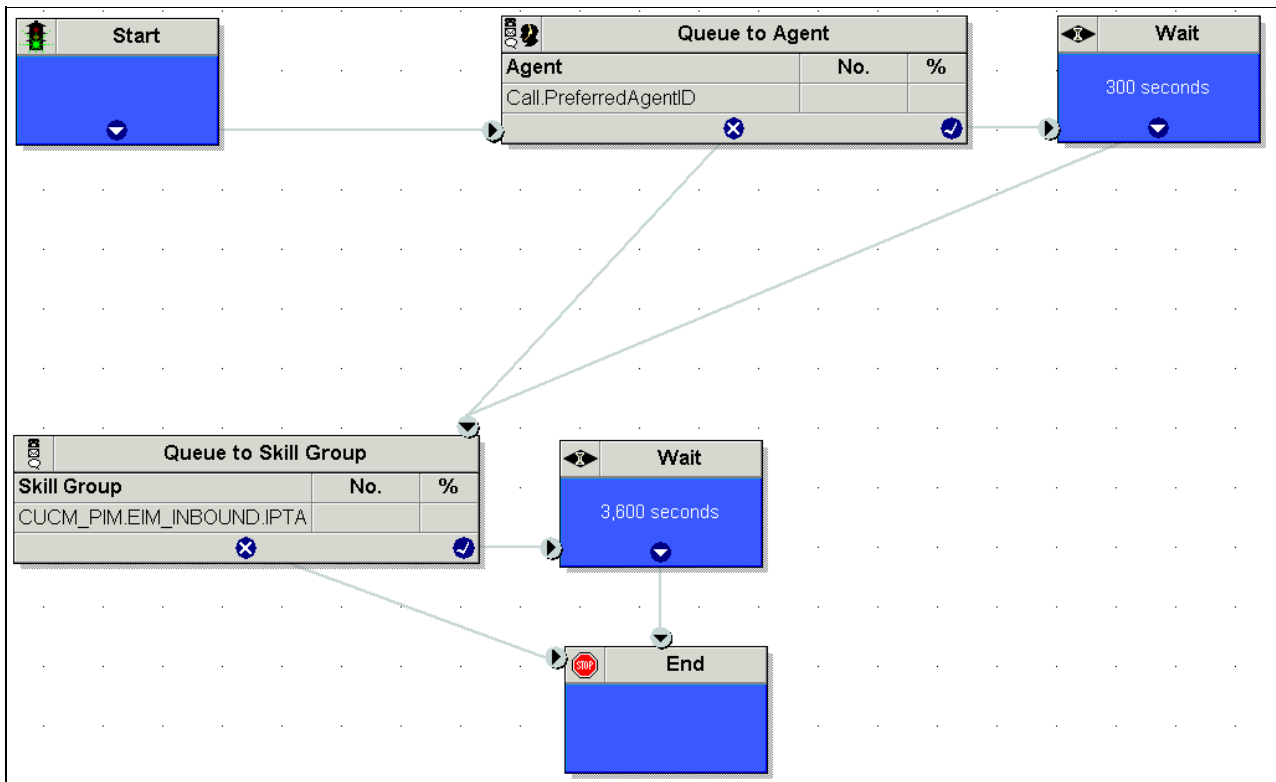
- [1 Scenario Setup](#)
- [2 How do I set up and properly configure Preferred Agent / Sticky Agent?](#)
- [3 CCE-side Configuration](#)
  - ◆ [3.1 Enterprise Skill Group](#)
  - ◆ [3.2 Queue to Agent node Properties](#)
  - ◆ [3.3 nIPTA Labels](#)
- [4 EIM/WIM Configuration](#)
- [5 Validation](#)
- [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.

Attributes	
Name *	StickyAgent
Business entity *	Default
Description	
Skill groups	
Name	Description
CUCM_PIM.EIM_INBOUND.IPTA	

2. Create an Enterprise Route which includes necessary Routes.

Attributes	
Name *	StickyAgentRoute
Business entity *	Default
Description	
Routes	
Name	Description
EIM_INBOUND_IPTA_Route	

### 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.

## Sticky\_Agent\_Configuration

	Peripheral	Agent Expression	Consider If	Enterprise Skill Group	Enterprise Route	F
1	<Select Agent by SkillTargetID>	Call.PreferredAgentID	1=1	Default\StickyAgent	StickyAgentRoute	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						

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!

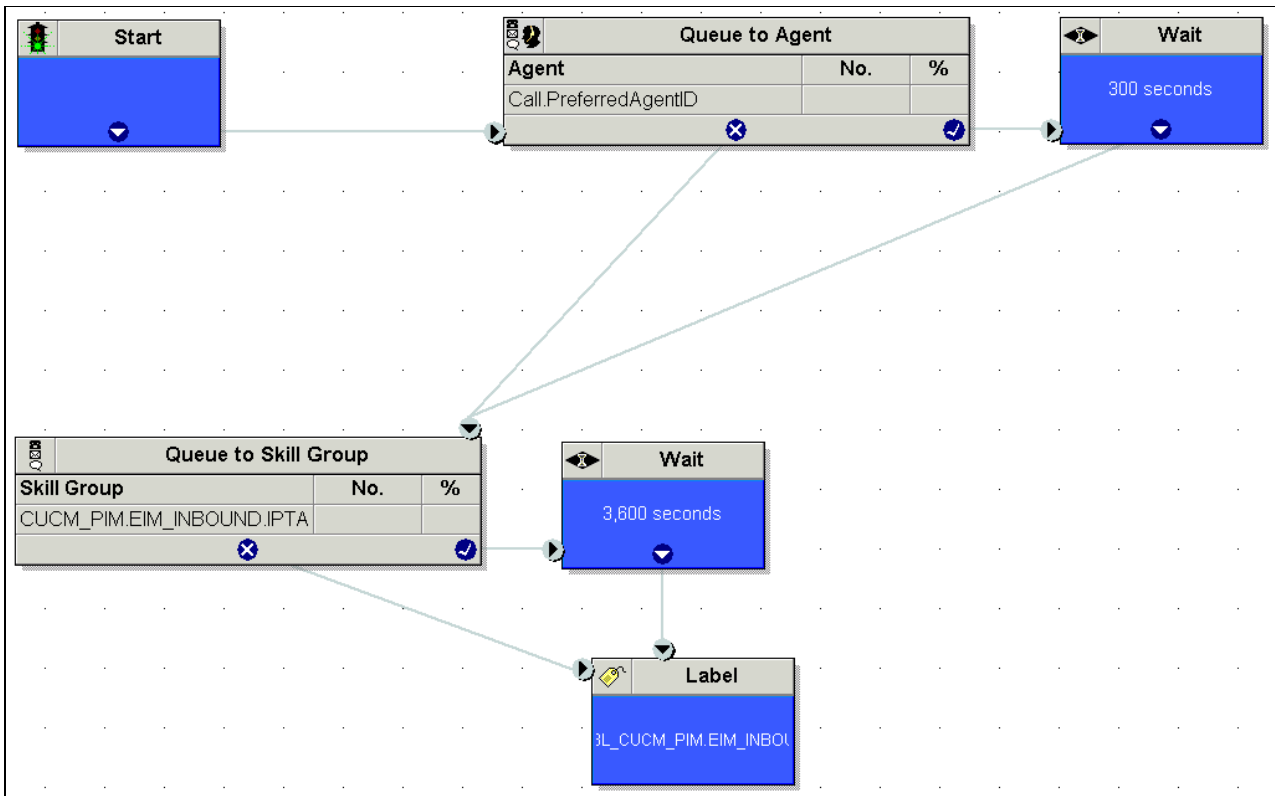
### nIPTA Labels

- 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."

Properties: Department Settings Group			
General		Attributes	
Setting Name Δ	Subtype	Name	Value
Personalized activity assignment	Queue	String	common.queue.personalizedactivityassignment
Login name minimum length	Security	Description	Personalized activity assignment
Login password maximum length	Security	Default value	Logged in
Login password minimum length	Security	Value *	Logged in
Login password allowed characters	Security	Can be reset at lower level *	No
Login password disallowed characters	Security	Data type of value	Enumeration
Login password must have characters	Security	Maximum value	
Login password case sensitive	Security	Minimum value	

Value	Can be reset at lower level	Agent NOT logged in.	Agent logged in.
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## Sticky\_Agent\_Configuration

		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.

CSCt157151	6	Sticky email default routes if agent has been reskilled out of Ent SG
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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

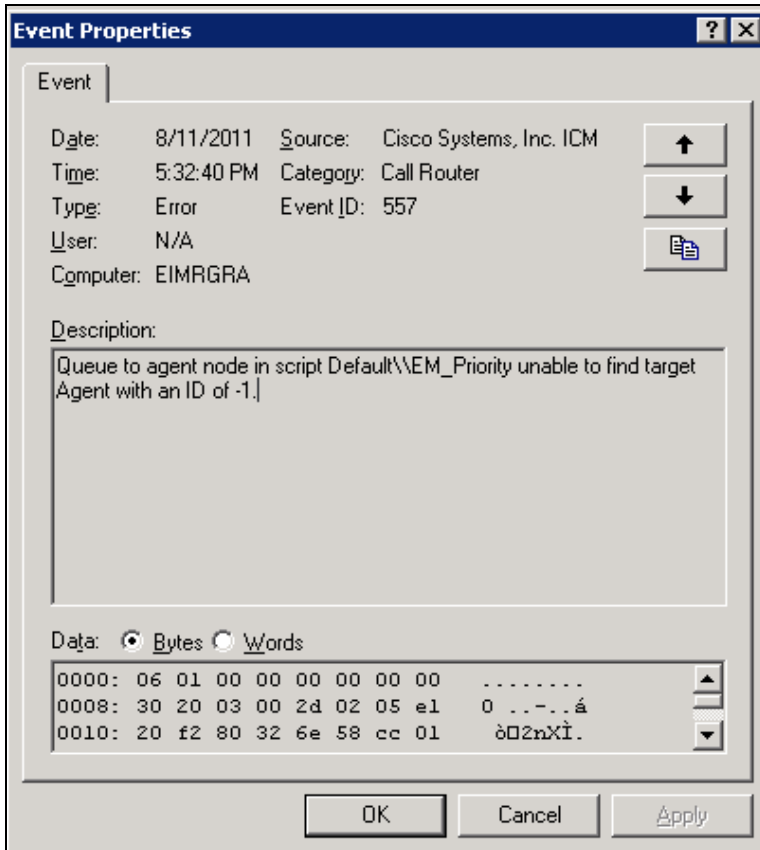
After a fresh Router restart, Sticky Agent emails will fail if the NEW\_TASK is sent before the PreferredAgent has logged in to the MRD.

CSCtk95583	2	Queue to Agent fails even though QIfAgentNotLoggedIn enabled
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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.

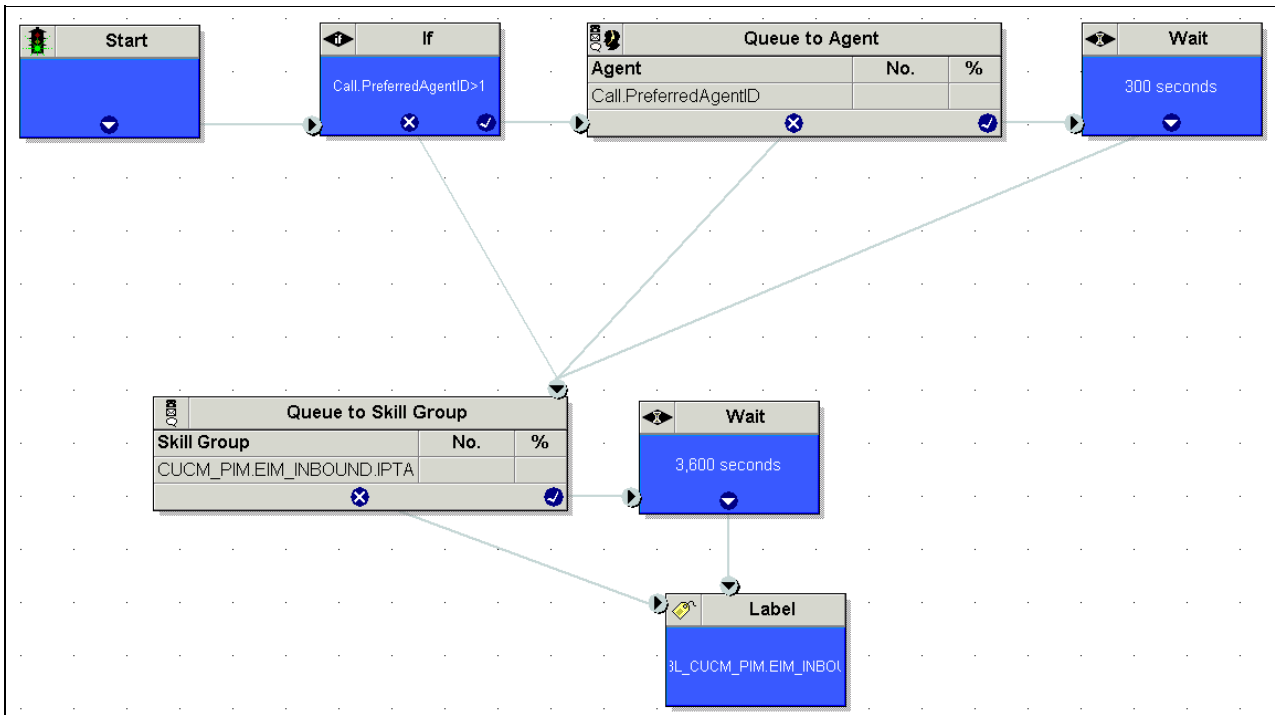
## Warnings In Router Logs

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.

