Oracle® Universal Work Queue

Implementation Guide

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Oracle Universal Work Queue Implementation Guide, Release 11*i*

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Part No. B10177-04

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Preface

Audience for This Guide

Welcome to Release 11*i* of the Oracle Universal Work Queue Implementation Guide.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Universal Work Queue

  If you have never used Oracle Universal Work Queue, Oracle suggests you attend one or more of the Interaction Center training classes available through Oracle University.
- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This document contains the information you need to understand and use Oracle Universal Work Queue.

Chapter 1, "Introduction", describes the components of the Interaction Center product family and the key features of Oracle Universal Work Queue. This chapter also lists any new or obsolete features in this release.

Chapter 2, "Product Description", describes the technology stack for Oracle Universal Work Queue and the architecture. This chapter also lists the minimum hardware and software configuration for Oracle Universal Work Queue.

Chapter 3, "Before You Begin", describes applications that are required for Oracle Universal Work Queue to function or that provide additional functionality.

Chapter 4, "Implementation Tasks", provides task-based procedures for implementing Oracle Universal Work Queue.

Chapter 5, "Administration Tasks", describes the administrative concepts and provides task-based procedures for administering Oracle Universal Work Queue.

Chapter 6, "Integration Tasks", describes how to integrate Oracle Universal Work Queue with Oracle Interaction Blending.

Chapter 7, "Implementation Verification", provides task-based procedures for verifying that the implementation of Oracle Universal Work Queue is successful.

Chapter 8, "Diagnostics and Troubleshooting", describes how to troubleshoot the implementation of Oracle Universal Work Queue.

Appendix A, "Implementation Worksheets", provides worksheets for recording implementation decisions.

Appendix B, "Profile Options", lists profile options for Oracle Universal Work Queue.

Appendix C, "Server Parameters", lists database server parameters for Oracle Universal Work Queue.

Appendix E, "Command Line Parameters", lists command line server parameters for Oracle Universal Work Queue.

Appendix D, "Navigation", lists navigation keys and keyboard shortcuts for Oracle Universal Work Queue.

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Other Information Sources

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If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Online help patches are available on Oracle*MetaLink*.

Related Documentation

Oracle Universal Work Queue shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle Universal Work Queue.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at `http://oraclestore.oracle.com`.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Universal Work Queue (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Oracle Universal Work Queue User Guide

Use this guide to administer and use Oracle Universal Work Queue.

Oracle Interaction Center Server Manager Implementation Guide

Use this guide to implement Interaction Center Server Manager.

Oracle Advanced Inbound Implementation Guide

Use this guide to implement inbound media for an interaction center.

Oracle Advanced Outbound Implementation Guide

Use this guide to implement outbound media for an interaction center.

Oracle Scripting Implementation Guide

Use this guide to implement Oracle Scripting.

Oracle eMail Center Implementation Guide

Use this guide to implement Oracle eMail Center.

Oracle Interaction Center Intelligence Implementation Guide

Use this guide to implement Oracle Interaction Center Intelligence.

Installation and System Administration

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle9 technology stack, and the Oracle9*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Oracle Applications Supplemental CRM Installation Steps

This guide contains specific steps needed to complete installation of a few of the CRM products. The steps should be done immediately following the tasks given in the Installing Oracle Applications guide.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6*i* forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Oracle*MetaLink*.

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to correctly implement CRM Application Foundation.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle Universal Work Queue and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization's structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Universal Work Queue working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle9*i* server, and your hardware and software environment.

Oracle*MetaLink*

Oracle*MetaLink* is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With Oracle*MetaLink*, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use Oracle*MetaLink*, register at `http://metalink.oracle.com`.

Alerts: You should check Oracle*MetaLink* alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

1 Introduction

This chapter describes the Interaction Center product family. It also describes what is new, modified, and obsolete in the current release.

Topics include:

- Oracle Interaction Center Overview
- New in this Release
- Changes in this Release
- Obsolete in this Release

1.1 Oracle Interaction Center Overview

Every customer interaction — a telephone call, an e-mail message, or a Web chat conversation — presents an opportunity to win new business or improve customer satisfaction. The Oracle Interaction Center supports the management and processing of customer relationship activity across all channels of customer contact.

The Oracle Interaction Center integrates with several customer relationship business applications in the Oracle eBusiness Suite. The Oracle Interaction Center consists of several modules. The modules relating to inbound telephony and outbound telephony are bundled separately.

The Oracle Interaction Center allows access to centralized customer information and business application functionality. Oracle Interaction Center integrates with front office applications (known as Customer Relationship Management or CRM), and back office applications (Enterprise Relationship Planning or ERP), thereby enabling a workflow powered, end-to-end strategic e-business solution.

The Oracle Interaction Center products include:

The Oracle Interaction Center products include:

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

See Also

- Section 1.2, New in this Release

1.1.1 Oracle Advanced Inbound Telephony

Oracle Advanced Inbound Telephony is designed to consistently and effectively handle customer interactions by intelligently routing, queuing and distributing media items. Oracle Advanced Inbound Telephony offers CTI support for market-leading traditional ACD/PBX and IP Telephony platforms, and provides enhanced screen pops on customer data into the Oracle E-Business suite application. Oracle Advanced Inbound Telephony is fully integrated with Oracle TeleSales, Oracle TeleService and Oracle Collections, thereby minimizing integration time and deployment costs. Oracle Advanced Inbound Telephony also provides the Oracle Telephony Adapter SDK, which can be used to integrate other PBX/ACD and CTI middleware combinations that are not supported by an Oracle telephony adapter.

Oracle Advanced Inbound Telephony is required to telephony enable business applications in the Oracle E-Business Suite. "Telephony-enabled" means that the application can communicate with a telephone system for inbound calls, outbound calls, or both by way of the CTI middleware that handles the messaging between the customer's PBX/ACD and the business application.

The Oracle Advanced Inbound Telephony bundle consists of the following products: Oracle Interaction Center Server Manager, Oracle Universal Work Queue,

Oracle Telephony Manager, Oracle Interaction Center Intelligence and Oracle Interaction Blending.

See Also

- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

1.1.2 Oracle Advanced Outbound Telephony

Oracle Advanced Outbound Telephony is another key part of the Oracle E-Business Suite of applications. It is the module of Oracle Interaction Center that addresses outbound telephony. Oracle Advanced Outbound Telephony consists of two main components:

- A tactical list manager, which determines who to call and when to call them
- An outbound dialing engine, which dials numbers and transfers live contacts to interaction center agents

Oracle Advanced Outbound Telephony integrates with and relies on Oracle Marketing Online to create campaigns and lists to execute. Oracle Advanced Outbound Telephony serves as the execution arm for these marketing lists to maximize both outbound list penetration and agent productivity. Oracle Advanced Outbound Telephony also integrates with desktop applications like Oracle TeleSales and Oracle Collections to handle the actual customer interactions. Oracle Advanced Outbound Telephony can be used any time agents need to contact parties via the telephone.

Oracle Advanced Outbound Telephony also integrates with Oracle Customer Interaction History to provide feedback that marketers can use to analyze and measure the success of the marketing campaign, thereby providing a closed-loop marketing process.

Oracle Advanced Outbound Telephony does not include any other telephony management modules, and thus requires the use of Oracle Advanced Inbound Telephony.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

1.1.3 Oracle Customer Interaction History

Oracle Customer Interaction History provides applications with a common framework for capturing and accessing all "interaction" data associated with customer contacts. Oracle Customer Interaction History acts as a central repository and provides a consistent framework for tracking all automated or agent-based customer interactions.

Applications record interactions through the Oracle Customer Interaction History framework itself, or through other applications that use Oracle Customer Interaction History. This information can be accessed by using the Oracle Customer Interaction History user interface, by using the user interface of an application that is integrated with Oracle Customer Interaction History, or by calling the Oracle Customer Interaction History APIs.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Email Center
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence

- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

1.1.4 Oracle Email Center

Oracle Email Center is designed to satisfy requirements for inbound customer support, e-mail interaction management, and outbound sales and marketing e-mail message processing.

Oracle Email Center helps your business respond to e-mail queries with clear and comprehensive replies in a much more efficient manner. Oracle Email Center automatically generates suggested responses and scores them according to how closely they match the requirements.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

1.1.5 Oracle Interaction Blending

Oracle Interaction Blending is a server in an interaction center server group that delivers media (inbound telephony, web callbacks, and outbound telephony) to agents through the Oracle Universal Work Queue work selector according to service levels set in a service plan.

Service levels define the goals for servicing contact channels. Service plans specify the desired level of service for a particular time of day. Service levels are assigned to time intervals in a service plan.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

1.1.6 Oracle Interaction Center Intelligence

Oracle Interaction Center Intelligence is a Web-based reporting solution that provides intelligent reports that facilitate day-to-day operational and long-term strategic decisions.

The data is presented to the user in a easy-to-use portal format. This format gives the user a unified, role-based, and easily customizable view of Interaction Center information. Data presented includes session information, agent productivity metrics and key performance indicators (e.g., speed to answer and abandon rate).

Oracle Interaction Center Intelligence is built on an Oracle proprietary Java-based technology stack (Oracle CRM Foundation, also known as JTT) and a three-tier architecture:

- The first tier consists of the front end (client) which presents the application through an Oracle Applications-compliant Web browser.
- The middle tier is comprised of the Apache Web server and application server, which included as part of the installation of Oracle Applications release 11*i*.
- The third tier represents the database, which is comprised of an Oracle 8*i* or 9*i* database.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History

- Oracle Email Center
- Oracle Interaction Blending
- Oracle One-to-One Fulfillment
- Oracle Scripting
- Oracle Universal Work Queue

1.1.7 Oracle One-to-One Fulfillment

Oracle One-to-One Fulfillment provides Oracle E-Business Suite applications with a centralized mechanism for managing fulfillment. Fulfillment is the process of compiling and distributing information to customers.

Oracle One-to-One Fulfillment consists of an API, a server, an administration user interface called the Administration Console, and an agent interface used by Oracle Sales Online. The Oracle One-to-One Fulfillment API is used by the E-Business Suite applications to initiate a request for fulfillment processing. The fulfillment request identifies the agent or server, the content, and the channel. The Oracle One-to-One Fulfillment server processes the request. It compiles the personalized content and determines the recipients of e-mail, fax, print and physical collateral.

Each business application has a unique interface for making a fulfillment request on behalf of one or more parties. Examples of outbound correspondence in E-Business Suite include:

- Notification letters
- Dunning letters
- Lease terms
- Product information
- Survey e-mail invitations
- Sales and marketing collateral

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center

- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle Scripting
- Oracle Universal Work Queue

1.1.8 Oracle Scripting

Oracle Scripting provides enterprises with scripts which guide customers, agents and employees through decision flows based on a series of questions and answers. Scripts can be used for a variety of purposes: as traditional interaction center scripts that guide agents through collection of information and provide proactive alerts; as Web-based surveys for customers, prospects, and employees; and as self-service Web scripts that integrate with enterprise Web pages and provide a mechanism to guide Web customers through decision processes. Oracle Scripting is composed of several components: Script Author, the Scripting Engine, the Scripting Administration console, and the Survey Administration console.

Script Author is the development tool with which customized business requirements are translated into miniature programs known as "scripts." Each implementation of Oracle Scripting employs at least one customized script built by Oracle Consulting, consulting partners, or the enterprise. There are various ways in which scripts can be employed to gather or distribute data for an enterprise. For example, a script can serve to unify an agent's desktop by integrating aspects of various applications, or as a survey questionnaire to solicit specific information from the sample or target population. Script Author offers two ways to create a script; a graphical layout tool and a Script Wizard component.

The Scripting Engine is responsible for displaying the script to the end user, interpreting the end user's responses to questions and answers, and processing custom code developed in support of the script. The Scripting Engine includes two interfaces (one for agents, and one for executing a script using a Web browser). Any script executed in the Web interface requires survey campaign administration.

The Scripting Administration console provides the user interface with which script developers can launch Script Author as a Java applet, and script administrators can administer Oracle Scripting files, as well as generate, view and analyze a panel footprint report.

The Survey Administration console provides the user interface with which survey administrators establish and maintain survey campaign information, define and manage survey deployments, and view responses from data received.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Universal Work Queue

1.1.9 Oracle Universal Work Queue

Oracle Universal Work Queue provides one click access to work. It brings media queues, prioritized application work queues, work items and messages together in a single access point. Applications integrate with Oracle Universal Work Queue to enable customer channels and to centralize access to application work items. Customer channels deliver media (inbound telephone calls, outbound telephone calls, web callbacks, web collaboration requests and e-mail) to applications through Oracle Universal Work Queue. Applications generate work items (e.g., service requests, leads, opportunities, tasks) and distribute them through assignment, queues and work pools. Oracle Universal Work Queue provides the unifying link between media queues, prioritized application work queues, application work items and Oracle E-Business applications.

See Also

- Oracle Advanced Inbound Telephony
- Oracle Advanced Outbound Telephony
- Oracle Customer Interaction History
- Oracle Email Center
- Oracle Interaction Blending
- Oracle Interaction Center Intelligence
- Oracle One-to-One Fulfillment
- Oracle Scripting

1.2 New in this Release

This release of Oracle Universal Work Queue includes the following enhancements:

- Work Queuing and Distribution
- Work Repository
- Work Queues
- Work Sources
- Work Launch and Work Distribution
- Configurable Application Work Launch
- Queued Work Access
- Enhanced Control for Direct Call Screenpop
- New Profile Options
- Next Work Control
- Launch Work from Notice Tab
- Configure Work Source
- Request Work
- Reschedule Work
- Show Progress Bar Added
- Ability to Access and Launch Email Center
- Agent Session Responsibility Maintained on UWQ Server

See Also

- Section 1.3, Changes in this Release

1.2.1 Work Queuing and Distribution

Work queuing and distribution builds upon the 'next work', continuous work delivery method of UWQ worklist. It can be used to distribute work evenly and within service levels and for the delivery of application work to agents in priority and schedule order, similar to the distribution of calls to agents from ACD queues based on service level goals.

The key components of work queuing and distribution are:

- work repository
- work sources
- work queues

1.2.2 Work Repository

The work repository is a central schema for all work items that are generated by business applications within the Oracle E-Business Suite that subscribe to it. Features of the work repository include:

- queued work access and delivery
- work distribution
- work priorities and scheduling enforcement
- extensible framework

It maintains a central reference to all qualified work items and maintains information about the priority, order for the work item as well as ensuring its timely delivery and distribution.

The work repository is a core component of the queued work distribution. It facilitates the enforcement and achievement of service level goals by delivering work items to the appropriate agent, in priority order.

It provides a single source for work access, management and distribution, allowing quick and easy access to information as well as the application of complex distribution rules across different work types.

1.2.3 Work Sources

A work source is an entity within the work repository that groups and manages work items, based on work type, inherent relationship, for example, a task created from a service request.

Work sources define work types based on primary work type (service request, task or lead) or association (parent-child) work type (e.g., service request task).

Work sources organize work into an accessible class which is used to maintain work item references, apply distribution rules, establish the basis for queued work access and work queues as well as the framework for the inherent relationship of work items. The work repository is accessed through work sources.

Work sources are seeded by applications. Tasks (primary task work source) is a part of the implementation of ATG foundation, as is Universal Work Queue. Oracle TeleService seeds the service request work source and the associated service request task work sources.

Work sources apply distribution rules and are the building block of the agent's work queue, just as individual nodes are the building block of the agent workplace.

The Work Source Implementation concurrent process is required for the work repository to be populated.

There are three work sources supported in this release of Universal Work Queue: Tasks, Service Requests, and Service Request Tasks.

1.2.4 Work Queues

Work queues support queued distribution and access to work. Each agent has a virtual queue comprised of selected, active work sources. By applying different rules to the work queue, we can effect either straight distribution, assignment of work to an agent from the queue or delivery of the next priority work item.

1.2.5 Work Launch and Work Distribution

Distribution assigns work to a single agent who is responsible for completing a task. Distributed work establishes accountability.

Work launch strategies determine the application that launches when an agent selects and opens work within Universal Work Queue. The ability to identify and control which application launches for which work items has been added to this release.

1.2.6 Configurable Application Work Launch

With this release of Universal Work Queue, the ability to configure the launching of work items for application work has been added. Unlike media channels, which require an associated launch function – all application work items have an associated launch behavior. The work launch feature and functionality allow you to override that default application behavior to apply your own set of work rules and criteria. It is based on the same approach as the media action association.

1.2.7 Queued Work Access

Queued work access is a virtual queue of qualified, actionable work for an agent. It enforces service levels foals based on the queue order and reduces the likelihood of two agents selecting the same work item at the same time. Queued distribution is more flexible in its support for work methods.

There are two queued work access methods:

- Direct delivery in priority and schedule order
- Request work

1.2.8 Enhanced Control for Direct Call Screenpop

With this release, you can configure the handling of inbound direct calls through the IEU: Desktop: Telephony: Direct Call Handling profile option. You can configure the screen pop for the inbound call as follows:

- Screen Pop on Ring
- Screen Pop on Answer
- Screen Pop on End Interaction after Answer

The Screen Pop on Ring option represents the current functionality in which a screen pop occurs, regardless of interaction state.

When the Screen Pop on Answer option is in use, a screen pop will only occur if the agent answers the inbound call. This allows agents to view the call information in the softphone before answering the call. An unanswered call receives the default PBX treatment for the agent's extension (e.g., rollover to voice mail or re-rerouted for special handling).

The Screen Pop on end Interaction after Answer option delays the screen pop until the agent is able to complete the current interaction before handling the direct inbound call. As with the Screen Pop on Answer option, the agent has the option of viewing the call information and only receiving the screen pop if the call is answered.

1.2.9 New Profile Options

New profile options have been added to this release to handle the new work distribution and queuing strategy, direct call handling and progress bar for the icWork Controller. The following is a list of the new options:

- IEU: Desktop: Telephony: Direct Call Handling

- IEU: Desktop: UI: Show Progress Bar
- IEU: Distribute: Amount for Distribute Only
- IEU: Distribute: Configure
- IEU: Distribute: Mode
- IEU: Distribute: Task: Work Source

1.2.10 Next Work Control

With this release, a new option has been added to the toolbar that allows an agent to request the next work item in the work queue. The Next Work control facilitates the delivery and distribution of the next priority queued work item, based on current work source configuration.

The Next Work control is available from the Actions menu and an icon on the toolbar in the agent workplace in Universal Work Queue. It is also available from the toolbar in the icWork Controller.

1.2.11 Launch Work from Notice Tab

With this release of Universal Work Queue, the ability to launch work directly from the Notice tab on the icWork Controller. Agents may launch a work item directly from a notice that includes work item information. When the Launch option is enabled and selected, the associated Oracle E-Business application form opens, allowing the agent to directly access the work item. Access to the work item through the use the launch feature is similar to the launching of the application and work item from a node in the agent workplace.

1.2.12 Configure Work Source

Agents may configure work sources included in their queues for next work distribution and delivery. This privilege is administered through a profile option. It allows agents to focus on a class of work by dynamically configuring their own queues from active and assigned work sources.

1.2.13 Request Work

Request work access allows an agent to request distribution of one or more queued work items from the work queue. The number of work item requests is controlled by administrators. The number of work items distributed is determined by the

request and the available work items for which the agent qualifies and that have been validated.

1.2.14 Reschedule Work

Agents use Reschedule Work to defer work delivered through queued access. If an agent cannot immediately work on a delivered item, they may reschedule it until later.

They may specify to reschedule the work item 'after' the set hour and minute or 'on' a particular date and time. Rescheduled work items return to the queue until they reach the rescheduling parameters.

1.2.15 Show Progress Bar Added

A new start up progress bar has been added. this provides feedback to agents on UWQ's login progress while connecting to media providers.

1.2.16 Ability to Access and Launch Email Center

With this release, Universal Work Queue provides full support for email. Agents may access email accounts and classifications from within Universal Work Queue to request new email and access unfinished responses from their inbox. Both access methods launch the HTML Email client.

1.2.17 Agent Session Responsibility Maintained on UWQ Server

UWQ Server now maintains agent session credentials (responsibility and application) to enforce application security rules within media channels.

1.3 Changes in this Release

Topics include:

- Worklist Replaced by Work Distribution
- Next Work Function
- Reschedule Work Function
- Addition of Responsibility-based Strategy Functionality to Media Launching
- Support for Multiple Break Reasons in Session Tracking

See Also

- Section 1.2, New in this Release
- Section 1.4, Obsolete in this Release

1.3.1 Worklist Replaced by Work Distribution

The worklist functionally of Universal Work Queue has been replaced in this release by work repository and work distribution framework.

1.3.2 Next Work Function

The Next Work function has been changed in this release to request distribution and delivery of the next priority work item, based on current and active work sources.

1.3.3 Reschedule Work Function

The Reschedule Work function has been changed to defer delivery of a distributed work item until a user specified time. The option is available from the Actions option on the toolbar and is accessible from an icon on the agent workplace.

1.3.4 Addition of Responsibility-based Strategy Functionality to Media Launching

Work launch strategies determine the application that launches when an agent selects and opens work within UWQ. The ability to identify and control which application launches for which work items has been added to this release.

1.3.5 Support for Multiple Break Reasons in Session Tracking

In this release of Universal Work Queue, session tracking has been enhanced to support multiple break reasons per break. A new break indicator on the icWork Controller and in the Universal Work Queue agent workplace shows agents their break state and reason.

This allows agents to record a change in break reason without unnecessarily returning from one break and immediately starting another break session.

1.4 Obsolete in this Release

The following Oracle Universal Work Queue features or functionality are obsolete in this release.

Topics include:

- Worklist Node
- Worklist Profile Options
- Worklist Access Features are Obsolete
- Stop Work Control and Change Use of Older Controls
- icWork Controller Work Management Controls
- All Tasks Node Retired

See Also

- Section 1.2, New in this Release
- Section 1.3, Changes in this Release

1.4.1 Worklist Node

The Worklist node is obsolete with this release. The node was used to list the number of available and qualified work items for an agent. The new work repository and work distribution functionality replaces this feature.

1.4.2 Worklist Profile Options

The IEU: Queue: Worklist and IEU: Queue Order: Worklist profile options are no longer valid with this release. New profile options have been added that address the new work repository and work distribution strategies.

1.4.3 Worklist Access Features are Obsolete

The introduction of work distribution required removing pooled access, its locking mechanism and the stop work access control. Queued work enforces unique access through distribution; therefore the locking mechanism inherent in pooled access has been removed from the work repository.

Worklist is no longer used to track the work access state for individual items because pooling is no longer supported. With exclusive distribution, agents only share access to undistributed work items.

1.4.4 Stop Work Control and Change Use of Older Controls

In prior releases of Universal Work Queue, the worklist included controls that allowed agents to request the next worklist item and stop worklist work cycles. These controls were accessible from the agent workplace as well as from the icWork Controller. The stop work control is no longer supported because queued work distribution replaces pooled work controls.

1.4.5 icWork Controller Work Management Controls

Previously, agents could request the next worklist item in the icWork Controller, reschedule a worklist item, or stop worklist access. This functionality from the icWork Controller is no longer supported with this release. Agents can request distribution and delivery of the next priority work item.

1.4.6 All Tasks Node Retired

The All Tasks node in Universal Work Queue is retired with this release. The node displayed all tasks owned by or assigned to an agent or an agent's group. Use of the Enterprise Task node can provide similar functionally to that of the All Tasks node and can be used as a replacement.

2

Product Description

This chapter describes the features and architecture of Oracle Universal Work Queue. It also describes the concepts required to understand the implementation and administration tasks. The concepts also appear in the product online help.

Topics include:

- Features
- Architecture
- Responsibilities
- Concepts

2.1 Features

Universal Work Queue is a flexible work presentation and access tool that provides centralized view and access to work. An agent can view, request, receive, access, and organize work, which enables efficiency and productivity.

Universal Work Queue integrates work from different works sources (application and media) and supports different work methods. It addresses work requirements for multi-skilled agents and agents for which work is queued. For example, multi-skilled agents handle work that is distributed across many different work item types and across business applications while other agents only handle and act on work that is delivered to them.

Work that originates from a business application, for example, Oracle TeleSales or Oracle TeleService is considered an application work item. Business applications are process centric and provide work management tools necessary to complete the work. Some application work items (i.e., tasks) exist only in the context of the other

application objects (e.g., service request task is created to track tasks that are associated with the resolution of the service request).

For multi-skilled agents – those whose job entails many different functions such as combined sales and support -- work is distributed across many different work item types that cross different application products. This makes work difficult to manage and track. The application work management component creates silos that "hides" work from agents.

2.1.1 Ability to Access Different Forms of Work from Different Sources

Work comes in many forms. As a work access tool, UWQ supports different sources of work. There is application work generated internally by organization requirements, externally by customers using self-help channels and through the Interaction Center through phone, e-mail and web collaboration requests.

UWQ integrates media channels that bring external work in the form of customer interactions into the eBusiness suite. These media channels are external work sources and queues that present special real-time and media control requirements such as inbound telephone queues and e-mail.

Application work is work created or completed through self-help channels (such as web sites), field organizations, events and store fronts, and completing media channel work.

2.1.2 Support for Different Forms of Work Methods

Business applications are designed to users target work methods (e.g., OTS supports telesales agent process which tend to be driven off of queues and targeted to meet service levels). Sales Online is targeted as the self-directed field agent who manages territories and accounts on a my personal basis.

As the single point of work access, UWQ must support different work methods driven by organization business rules, application process and the different roles agents may play. While originally targeted to interaction center agents, UWQ has grown to support the full range of eBusiness work methods that lie between the two extremes of "heads down worker" who is directed to queued work executed in priority order and the self-directed agent who manages, organizes and prioritizes his own work and work day.

It provides structure to an agent's work day by giving them a single point of access to all of their work. In its simplest utilization, it provides a view and access to all work items and gives agents work organization tools such as seeded nodes that segment by work item type and work item attributes, as well as sorting and filtering

so that agents may narrow their focus and set work priorities. In this sense It provides a stable, persistent page agents can use to launch work into an application and return to for the next work item.

To reduce the navigation effort and time necessary to complete simple work processes, UWQ supports Quick Actions which allow agents to perform minor updates such as setting work status or reassigning work on one or several selected work items. This provides additional details to help the agent make a better informed decision and focus on progressing through as set of work and still allows them to open some work items into the application to execute more complex efforts.

And a major new features to UWQ with this release: work distribution. This addresses the problem of how to queue and distribute unassigned work items in priority order to the next available qualified agent. Push distribution, which assigns work items to agents based on territory or other criteria cannot fairly distribute work load across enterprise agents. Manual distribution is too cumbersome and expensive and automated distribution is often inefficient in the delicate balance of work complexity, value, and other intangible considerations. Queued work distribution fairly disseminates work. (Over the long term of days, weeks or months.)

Features include:

- Centralized agent workplace
- Queued work distribution and delivery
- Work repository
- Plug-in Support for icWork Controller
- Flexible media screen pop configuration and support
- Flexible application work item, launch configuration and support
- Application and Interaction Integration
- Session Information
- Administration, Configuration, and Diagnostics

Through integration with Oracle Interaction Blending, agents are moved between media queues based on service levels for the interaction center.

See Also

- Concepts

2.2 Architecture

Universal Work Queue is comprised of following components:

2.2.0.1 UWQ Server

The Universal Work Queue Server incorporates customer channels into eBusiness Suite applications. It binds with media providers (services such as ACD telephony) to expose media channels and manages agents' real-time session state and their connections with media providers. The server architecture is expandable. Media providers such as Oracle Advanced Inbound and Oracle Advanced Outbound integrate through plug-ins.

When agents start UWQ they connect to the UWQ server to initiate their real-time session and connect with their assigned media providers. The UWQ server then acts as a conduit to plug-in desktop media controllers such as the Oracle softphone, delivering to applications media information (counts and classifications), items and events, and allowing the agent to control media.

2.2.0.2 Session Information

Agent session information records agent session lengths and activities to support historical and near real-time reports from Interaction Center Intelligence. Session tracking records: agent media requests, delivery and completion, application work item request and delivery, and break times and reasons. This supplements Interaction History information to create a complete picture of agents' session.

2.2.0.3 UWQ Agent Workplace (agent desktop)

The UWQ Agent Workplace (the desktop user interface), is a Forms application that serves as the central portal for agent work access. It dynamically displays media and application work nodes and summary items, launches work into the appropriate application Form, and provides work access controls. From the Workplace agents may browse through work sources, organize work summaries, select and open work items, or view work item details and execute quick actions upon selected work items.

Agents use work access controls to request queued work or media contacts and to open selected work items. Workplace features include UWQ cascade and tree navigation of nodes, work selection, the Work Panel for quick actions and Quick Filters to organize work.

2.2.0.4 Work Distribution - Work Repository and Queued Work Access

The Work Repository supports queued, prioritized distribution and delivery of work. It supports a number of "heads down" work methods, allowing agents to access application work from a queue just as they access media items. The Work Repository can maintain reference to all work objects and establish work relationships. Applications subscribe to the work repository for each supported work object type, recording work item references, and maintaining work relationships through work sources.

The Work Repository maintains work distribution state (ownership and assignment to groups and individual agents), priority and some additional information about work states and the customer. Agents access work for distribution or delivery or both through a virtual queue, which assembles qualified work in priority order for each agent. The Agent Workplace and icWork controller provide work access controls.

2.2.0.5 icWork Controller

The icWork Controller is an alternate user interface (UI) component that serves as a remote control for work access. It is an independent java component that provides a plug-in framework for media controllers and new user interface components, such as the Oracle softphone and the Notice Control. The icWork Controller displays activity times, better supports break reasons, and work access controls to support new requirements of work distribution.

2.2.0.6 Desktop Interactions (media, application and interaction integration)

Desktop Interactions provides an extensible framework that maintains a channel uniting applications, media providers (such as Advanced Inbound) and media controllers (such as the Oracle soft phone). Through the channel Desktop Interactions manage, track and control media and application interactions to handle sophisticated contact flows. It coordinates agent availability based on media state and application contact interaction state to control agents' availability, outstanding work requests, and to manage application screen pops.

2.2.0.7 Application Notices

Application Notices provide lightweight communication between applications and users. Applications send Notices to inform agents of work item events, such as assignment to the agent, an update or a change in status. The UWQ application notice facility polls for new notices and allows agents to view and manage notices from within the Notice Controller, an icWork plug-in component.

2.2.0.8 UWQ Application Interface Bean

The UWQ application interface bean links the server with interaction center applications. It delivers media events and information to interaction center applications and to media controllers. It acts a channel between the UWQ user-interface, media controllers, and applications to affect interactions.

The Application Interface Bean passes low-level media events and information from the media provider, through the UWQ server, to the media controller, such as the softphone. For example when an inbound call is received, the media provider (Oracle Telephony Manager) sends the inbound call event and call information (such as ANI and DNIS) to the server. The server passes this information to the icWork Controller softphone plug-in through the Application Interface Bean.

See Also

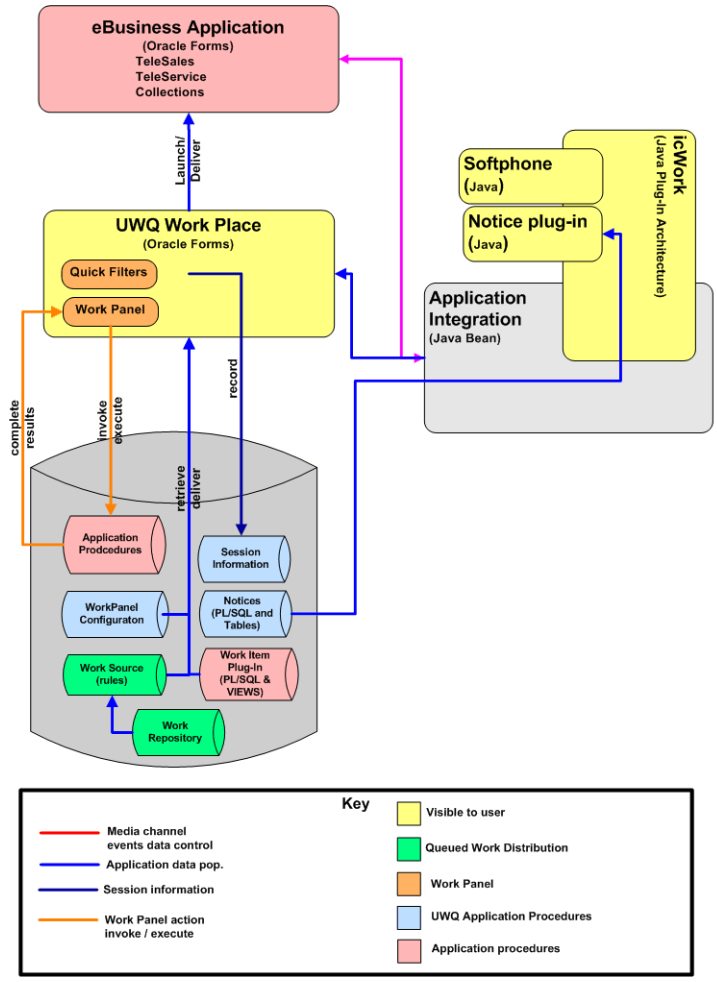
- Section 2.2.1, Universal Work Queue Desktop Architecture
- Section 2.2.2, Universal Work Queue Server Architecture

2.2.1 Universal Work Queue Desktop Architecture

Sites that use Universal Work Queue for application work only, use only the desktop component, which obtains application work from the Oracle Applications database.

Universal Work Queue Desktop Diagram

The following diagram provides an overview of the UWQ desktop architecture.

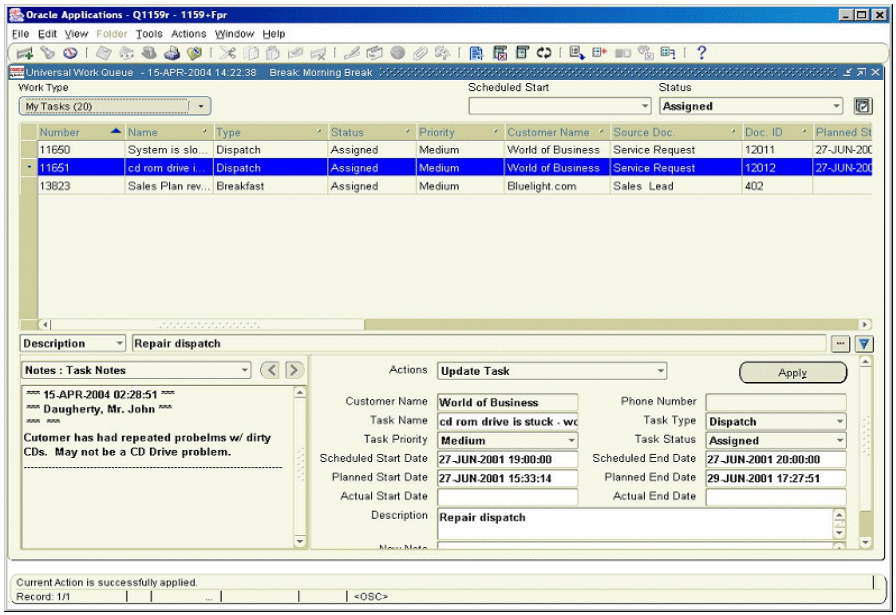


2.2.1.1 UWQ Agent Workplace

The UWQ Agent Workplace (the desktop user interface), is a Forms application that serves as the central portal for agent work access. It dynamically displays media and application work nodes and summary items, launches work into the appropriate application Form, and provides work access controls. From the Workplace agents may browse through work sources, organize work summaries, select and open work items, or view work item details and execute quick actions upon selected work items.

Agents use work access controls to request queued work or media contacts and to open selected work items. Workplace features include UWQ cascade and tree navigation of nodes, work selection, the Workplace for quick actions and Quick Filters to organize work.

The following is an example of the UWQ Agent Workplace.



2.2.1.2 icWork Controller

The icWork Controller is an alternate user interface (UI) component that serves as a remote control for work access. It is an independent java component that provides a plug-in framework for media controllers and new user interface components, such as the Oracle softphone and the Notice Control. The icWork Controller displays activity times, better supports break reasons, and work access controls to support new requirements of work distribution.

The following profile options control the appearance and launching of the icWork Controller:

- IEU: Session History Logging
- IEU: Queue: Work List

- IEU: Message: UI: UWQ Notices
- IEU: Queue: Inbound Telephony
- IEU: Queue: Advanced Outbound Telephony
- IEU: Controller: UI: Enable Event Viewer

If the IEU: Message: UI: UWQ Notices is set to Yes, the "large" icWork Controller appears with only the Notice tab being available. If the session history profiles are set to Yes and media profiles and notices are set to No, the icWork Controller will appear without tabs. The IEU: Queue: Advanced Outbound Telephony profile exists and is maintained for backward compatibility and is replaced by the profile IEU: Queue: Advanced Outbound Telephony profile. Either profile will launch the icWork Controller and load the Softphone plug-in. The Softphone plug-in supports speed dial for internal and external calling lists as well as the ability to configure the softphone display values based on media information (for example, ANI/DNIS).

See Also

- Section 2.2.2, Universal Work Queue Server Architecture

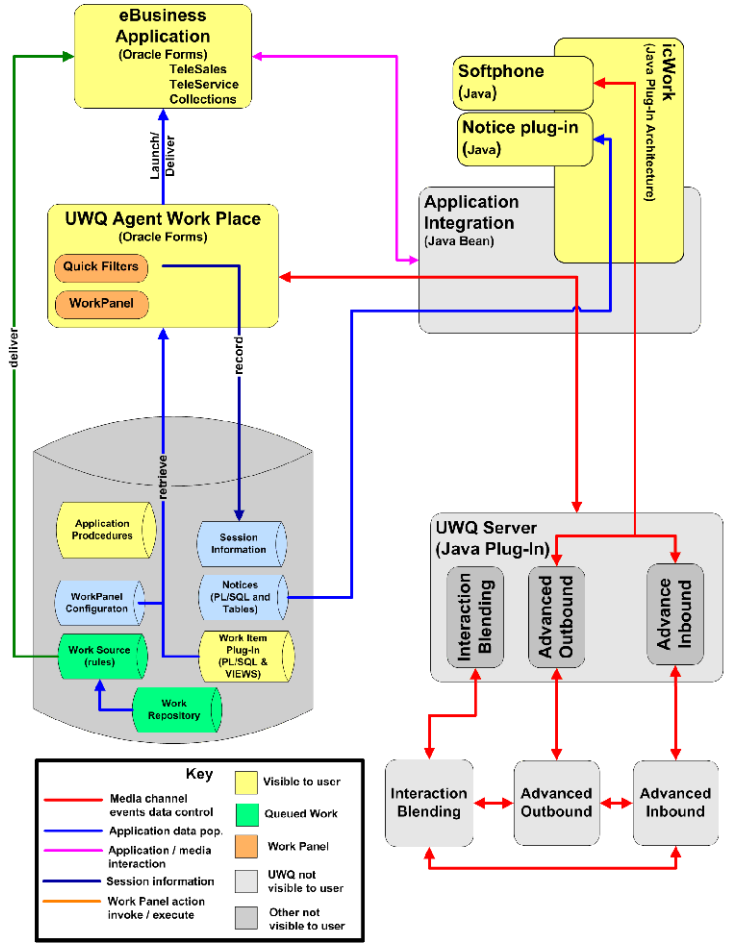
2.2.2 Universal Work Queue Server Architecture

The Universal Work Queue Server incorporates customer channels into eBusiness Suite applications. It binds with media providers (services such as ACD telephony) to expose media channels and manages agents' real-time session state and their connections with media providers. The server architecture is expandable. Media providers such as Oracle Advanced Inbound and Oracle Advanced Outbound integrate through plug-ins.

When agents start UWQ they connect to the UWQ server to initiate their real-time session and connect with their assigned media providers. The UWQ server then acts as a conduit to plug-in desktop media controllers such as the Oracle softphone, delivering to applications media information (counts and classifications), items and events, and allowing the agent to control media.

Universal Work Queue Server Diagram

The following diagram provides an overview of the UWQ server architecture.



The Universal Work Queue server passes instructions to media providers requesting delivery of the next item in an agent's queue. The server gets the media item metadata from the media provider and delivers it to the media enabler (for example, the Phone tab in the icWork Controller) and Oracle Applications.

When an agent requests a media item, the desktop bean communicates the request to the Universal Work Queue server, using a proprietary interface that supports HTTP or Sockets. Sockets is recommended for better server performance.

The Universal Work Queue desktop bean passes metadata delivered by the Universal Work Queue server to the appropriate Oracle Application and media enabler. The desktop bean also passes metadata between the Oracle Application and media enabler.

The PL/SQL programming interface is the bridge between the desktop Java bean, Universal Work Queue and Oracle Applications forms. Metadata for the media item is communicated from the desktop bean to the Universal Work Queue interface and Oracle Applications through the PL/SQL programming interface.

There are two types of events defined in Universal Work Queue:

- Universal Work Queue Events
- Client-side Media Controller Events

The Universal Work Queue events are related to screen pop information and server connection. Screen pop events include when a media item is initially delivered (e.g., a predictive customer ID, an inbound call, or an inbound email).

The Client-side Media Controller Events are sent by the application to the client-side media plug-in (e.g., Oracle Softphone) to either interject the current action that the plug-in wants to perform or to instruct the plug-in for an action to be performed (e.g., dial).

2.2.2.1 UWQ Application Interface Bean

The UWQ application interface bean links the server with interaction center applications. It delivers media events and information to interaction center applications and to media controllers. It acts a channel between the UWQ user-interface, media controllers, and applications to affect interactions.

The Application Interface Bean passes low-level media events and information from the media provider, through the UWQ server, to the media controller, such as the softphone. For example when an inbound call is received, the media provider (Oracle Telephony Manager) sends the inbound call event and call information (such as ANI and DNIS) to the server. The server passes this information to the icWork Controller softphone plug-in through the Application Interface Bean.

The Application Interface interacts with the application, passing media events and facilitating screen pop by giving applications media information in an accessible format. For example, to effect a screen pop, the Application Interface Bean sends a call event and name-value pair screen pop information to the appropriate application form. It also passes end interaction events and requests for the next

media item from the application to the UWQ server. The server then relays the request to the media provider.

See Also

- Section 2.2.1, Universal Work Queue Desktop Architecture

2.3 Responsibilities

Universal Work Queue ships with the following responsibilities:

- Universal Work Queue Agent
- Universal Work Queue Administration
- Universal Work Queue - Work Provider Site-Level Administration

The following is not a Universal Work Queue responsibility but is essential and required for the definition and administration of media actions:

- Call Center HTML Administration

The following table outlines the function of the various responsibilities that are used in the implementation and administration of Universal Work Queue.

Responsibility	Function	Type
System Administrator	Create user accounts.	Forms
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Forms
Call Center HTML Administration	Serves various functions: Implement Interaction Center Server Manager. Create a server group. Configure Universal Work Queue to produce an application screen pop for media work.	HTML
Universal Work Queue Administration	Run Universal Work Queue concurrent programs and configure lookups.	Forms
Universal Work Queue Agent	Agent access to Universal Work Queue.	Forms
Universal Work Queue - Work Provider Administration Site-Level Administration	Administer work providers and work sources.	HTML
CRM Resource Manager	Create a CRM resource.	Forms

Responsibility	Function	Type
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Forms
CRM HTML Administration	Run Universal Work Queue diagnostic tests.	HTML

2.3.1 Responsibility Assignment

Responsibilities provide access and privilege rights to work items and forms and do not directly correlate to skill sets. If an agent is assigned a responsibility with the expectation that they will work within a specific set of application forms or menus, the responsibility assignment will only provide access to the form or menu. Careful consideration should be given when assigning responsibilities and an agent must be granted responsibilities to encompass all work that may apply and be assigned, either directly or indirectly. For example as a member of a group. If not, the agent may be able to see a work item in Universal Work Queue or be delivered work, but unable to open the work item. For example, if an agent is assigned a service responsibility and attempts to open a task (lead or opportunity) that was created in Oracle Telesales, without being assigned responsibilities for eBusiness Center, Lead or Opportunity Center, the agent will receive errors, indicating the missing responsibility and to contact the system administrator.

2.4 Concepts

Universal Work Queue is a framework for accessing, organizing and acting upon different types of work generated in an interaction center. UWQ supports two types of work: media and application. Work that originates from an Oracle Application, such as a service request or task is called an application or non-media work item. Work that originates from a customer contact channel, such as a telephone call is called a media work item. In addition to the types of work UWQ supports, it also supports different work methods including: queued media access, queued work access, browse and select, alerts and distribution of work.

Concept topics include:

- Agent Workplace
- Work Selector
- Quick Filters
- Work Summary Panel
- Work Panel

- icWork Controller
- Phone Tab
- Notice Tab
- Phone Extension Window
- Screen Pop
- Interaction Blending
- Refresh Strategy
- Work Repository
- Work Source
- Work Item
- Work Distribution
- Work Assignment
- Work Delivery
- Queued Work Access and Distribution
- Media and Work Launch Strategies
- Media Action Association - Media Screen Pop
- Work Launch Rules for Application Work
- Navigating within Universal Work Queue

2.4.1 Agent Workplace

The Agent Workplace is the desktop user interface for Universal Work Queue and serves as the central portal for agent work access. It is a Forms application and displays media and application work nodes and summary items, launches work into the appropriate application form, and provides work access controls. From it, you can browse through work sources, organize work summaries, select and open work items, or view work item details and execute quick actions upon selected work items.

You can use work access controls to request queued work or media contacts and to open selected work items. Features include: UWQ cascade and tree navigation of nodes, work selection, the work panel for quick actions and quick filters to organize work.

The agent workplace is divided functionally into five major regions: Configuration and Work Access Controls, Work Selector, Quick Filters, Work Summary Panel, and the Work Panel.

2.4.1.1 Workplace Configuration and Work Access Controls

The Workplace provides special menu options and toolbar icons that allow you to configure the workplace and control work items selected within the Workplace.

Configuration Controls Using profile options, your site administrator, your supervisor or you may determine which work item types and customer channel sources are always available. From within the Workplace you may also change the work selector style (either as a tree along the left side of the Workplace or as a cascading menu at the top). From the tree work selector you may:

- show or hide node counts
- show, hide or set the display order of work nodes
- refresh individual nodes or subnodes

Work Access Controls Work Access Controls allow you to request work from a selected customer channel or open a selected work item. You may also request, reschedule or complete work. There are work access controls that quickly clear or reset quick filters, to refresh work information, and to reset the current application and customer channel interaction state.

2.4.2 Work Selector

The work selector in the agent workplace presents you with an overview of your workload. Work is organized into nodes (work providers) by work type (for example, Tasks, Leads, or Service Requests or customer channel, such as inbound call, outbound campaigns, or email). Some nodes comprise more specific work item types such as “My Leads” or “My Teams Leads”. Most nodes are further segmented into sub-nodes by attributes, such as application work type status, age or ownership. Some nodes have several sub-node segmentation tiers.

The tree work type selector displays along the left side of the workplace. It provides a quick overview of workload and its organization. The tree selector also enables you to turn counts on and off and to control the display and order of nodes.

The cascading work type selector displays as a drop down menu at the top left of the workplace, just below the menus and toolbars. It is more compact and affords a greater display area for the work summary panel. While it does not provide a

complete hierarchy of all work items, it is more compact and somewhat easier to navigate.

> **Note:** Certain functions cannot be performed from the cascade work type selector. They include: count refresh, hide counts, display or hide nodes, and change node order.

Your administrator may set the default (startup) display for the Work Selector. During your session you may use the Switch Display control to toggle the work selector display (tree or cascading).

2.4.3 Quick Filters

Quick Filters allow you to further refine and narrow the focus of work items displayed in the Work Summary Panel beyond the seeded work node segmentations. Not all application work item types support quick filters, and your administrator must configure your responsibility and nodes to activate quick filters.

When present, quick filter controls display across the top of the workplace, just below the menu and toolbars and to the right of the cascading work selector. Use the drop down filter control to set the attribute filter values, then press the Quick Filter apply button at the far right of the quick filter area. Once applied, Quick Filters remain in effect for the duration of the current session or until you change them; Quick Filters revert to the default setting at the start of each session.

Administrators may set a default Quick Filter value for each quick filter attribute. Use the "Default Filter" control or Tools->Default Filter to revert to the node's default Quick Filters. Use the "Clear Filter" toolbar icon of the Tools->Clear Filter to remove the current node's filters and view all work items unfiltered.

> **Note:** Use Node Counts. Node counts always show the current qualified work items for a given node regardless of applied filters. It is possible to set filter criteria the exclude all current work items. In the course of your work, you may close all of the qualified work that meets the current filter criteria.

2.4.4 Work Summary Panel

The Work Summary Panel lists summary information for work items. It allows an agent to view, organize, and sort qualified work (open work for you or your

groups). Not all work is immediately actionable. Some work is in a sleep state. It presents qualified work items in row format. Key work item information, for example, type, status, and displays in column format. The work summary panel is always present and will contain work item summary information when a node is selected and the node contains data. Each node presents different information within the work summary panel because of different work types and different node purposes. The information that appears for tasks will be different from that which appears for service requests. The same is true for group nodes versus individual nodes and owner versus assignee nodes. The use of quick filters may further refine and narrow the focus of work items that appear in the work summary panel beyond the seeded work node segmentations. Not all application work item types support quick filters.

The key functions of the work summary panel are:

- ability to review work items
- select work
- organize work
- view and act on one or more work items (when Work Panel is present)

From the work summary panel, an agent can:

- configure the display of information in the nodes
- hide or display information columns
- change column order
- apply filters
- save the display attributes across work sessions
- perform ad hoc changes to display attributes
- perform a quick sort on a single attribute
- toggle between ascending or descending sort order
- perform an ordered sort of one, two, or three columns simultaneously
- save individual or multi-attribute sort orders
- select a work item and open the item using the Get Work access control or by double-clicking the work item
- perform a search of work items in the work summary panel
- refresh the work summary panel

Note: Each attribute may be independently sorted in ascending or descending order.

Note: Saved settings last between session until you either change, save, or clear the new or customized settings.

2.4.5 Work Panel

The Work Panel allows you to perform quick actions on selected work items. It presents additional information in the form of special instructions, extended information, and detailed information about the work item selected in the Work Summary Panel.

The Work Panel is divided into three areas:

- **Special Instruction Area** - Displays special instructions based on work item attributes such as "customer is in collections." The objective is to present additional information to help you better understand the work item and if and how you should act upon it.
- **Extended Information Area** - Displays additional information gathered from other sources and linked together. This provides access to large amounts of information such as notes.
- **Action Area** - Allows users to select and execute actions on selected work items. It presents additional details and allows users to enter or change parameter values. The actions listed vary depending on the work item, the node configuration and the number of work items selected. The details and parameters vary depending upon the selected action, the node configuration and the number of work items selected.

Each display element in the work panel is configured independently, based on responsibility.

When present, the Work Panel appears in the lower-half of the Agent Workplace (beneath the tree work selector and the Work Summary Panel).

Not all nodes provide work panel actions; some application work item types do not include work panel information and actions in the work panel and your administrator may configure nodes to access the Work Panel.

2.4.6 icWork Controller

The icWork Controller is an independent window that provides a quick and easy way to control media items and monitor and control work state.

The icWork Controller consists of three parts:

- An icon toolbar and menu options allow you to control the controller display, your media and queued work requests and break status.
- Plug-in controllers that allow you to control real time services such as the softphone and the Notice control. These are tabbed inserts that take up most of the icWork Controller.
- Media access and work status timers at the bottom of icWork Controller.

The icWork Controller has two displays sizes if tabbed plug-ins are present: full size allows you to view and access all plug-in controller features, and collapsed which minimizes the icWork Controller to show only the toolbar, menu and media access and work status information. If no plug-ins are present, the icWork Controller will display collapsed.

The features of the icWork Controller depend upon your configuration and current working status. The following is a list of the features and the configurations and work status that active them:

2.4.6.1 Softphone

The softphone is a plug-in tab that is present if you are configured for any telephony services, inbound, outbound or web callback.

2.4.6.2 Notice Controller

The notice controller is a plug-in tab that is present if you are configured to receive notices. Use the notice controller to read and manager your notices.

2.4.6.3 Work Access Toolbar Icons and Menu Options

You may control your session status and outstanding work requests using toolbar icons and accessible Action menu options on the icWork Controller.

There are four types of work access controls:

- Call control icons and Action menu options. Call control icons are present if you are configured for inbound telephony, outbound telephony, or web callback queues. You must initiate a call request by selecting a media source and

classification and executing “Get Work” from the agent workplace to enable the controls on the icWork Controller.

- Queued Work Access icon and Action menu option. If you are configured for queued work Distribution and Delivery the “Next Work” icon and Action menu option are available.
- Break Control Icon and Action menu option. If you are configured for Session History tracking, then the icWork Controller activates its Break Request toolbar icon and Action menu option. There is an additional break change reason icon present in the status information area if you are on a break. The change break reason icon is enabled in the lower right hand corner of the icWork Controller.
- icWork Controller Sizing Control. This toolbar icon and Action menu option allow you to collapse and expand the icWork controller if there are plug-ins present.

2.4.6.4 Session Status

The icWork Controller shows your current media source and working status and time at the bottom of the controller.

2.4.7 Phone Tab

The softphone allows users to view call information and to control the call. Use the Phone tab to:

- Initiate (dial) a call.
- Place an active call on hold.
- Retrieve a call from hold.
- Hang-up an active call.
- Transfer a call to another agent.
- Conference another agent into an existing call.
- View call information such as call classification or campaign, customer information or IVR activities.
- View call state, for example, which line is ringing on hold.

2.4.8 Notice Tab

The notice control is a plug-in tab to the icWork Controller that allows you to read and manage one notice at a time. As you receive notices, the UWQ Notice schema retains all open notices. They are available in the notice controller as a set (or list) in the order you received them from most recent to oldest. The Notice control allows you to act upon and filter notices.

Using the notice controller you may:

- Read the current notice.
- Launch or open a related work item if the notice includes special work item information. Not all notices are related to a specific work item or include the special work item information.
- Navigate through your notices, step forward or backward and jump to the oldest or newest notice.
- Filter notices by age. A special filter allows you to view only new notices.
- Acknowledge notices. Once you have read a notice, acknowledge it so it does not appear with the new notices filter.
- Close a notice, once you have completed its task, so that it no longer appears in any of your notice lists.
- Check for new notices or refresh you notice list to apply a new filter.

The Notice controller supports two refresh strategies. Automatic refresh checks for new notices at regular intervals configured through profile options by your administrator. Manual refresh requires you to check for new Notices using the Refresh button on the Notice Controller. You may always use Refresh to check for new Notices, to refresh the current filter list after acknowledging or clearing notices or to apply a new filter.

2.4.9 Phone Extension Window

If you are enabled for media work, then the Phone Extension window may appear when you start Universal Work Queue. If the Phone Extension window appears, enter your assigned telephone extension and number for the teleset then click **OK**.

Note: If the Phone Extension window appears and you do not know the teleset number, contact your supervisor.

The Phone Extension window will not appear if your user profile has been configured with the teleset number.

2.4.10 Interaction Blending

Interaction Blending integrates work from different customer channels, based on defined service level rules (e.g., length of time a customer waits on an inbound call) and the number of agents available to handle the interaction. When Oracle Interaction Blending is enabled, a blending work source appears in the work selector. Each time you request a blending work item, blending considers your skills and where they are most required.

Through Universal Work Queue, Interaction Blending supports both inbound and outbound telephony and may blend across inbound classifications. Once blending assigns you to a work source it tries to continue giving you work from that source; however, if you are needed on another work source, blending will move you. For example, if a flood of inbound calls arrives around lunchtime, you may move from an outbound campaign to an inbound classification to help out; later blending may move you back to the outbound campaign.

2.4.11 Refresh Strategy

For Universal Work Queue to provide up-to-date work information, including counts for all work and channel types, it must refresh its counts and other information from the work source.

The following table describes the refresh methods.

Refresh Method	Description
Work Selector (Tree View)	Refreshes both the counts and contents for an active work node.
Node and Sub-Node Refresh	This refresh method allows you to manually update any work source node and sub-node counts and contents from the work selector tree.
Work Summary Panel Refresh	This method allows you to manually update and refresh contents by right-clicking in the work summary panel or by applying a filter.

Note: You cannot perform node or sub-node updates from the cascading work selector. You may or may not be enabled to refresh nodes and sub-nodes through the work selector tree depending on how you are configured.

The following are the refresh styles for Universal Work Queue.

Refresh Style	Description
Automatic Refresh	A full refresh is performed when you request the next work item. Most users do not need refresh updates so frequently and it can detract from their work flow. Therefore this setting is not recommended.
Refresh on Login	UWQ only performs a refresh on startup to get counts for all work nodes. You must use manual refresh for updates during the rest of your session.
Manual Refresh	You must manually request a refresh when you need to obtain the current counts.

Note: Typically users need to refresh at the start of their session, when they return from break, after a rush of work (for example after a number assignment notices), or after an hour or two of continuous work. Therefore, most users are configured for refresh on login or manual refresh.

2.4.12 Work Repository

The work repository is a central schema for all work items that are generated by an Oracle E-Business subscribing applications (such as Service Requests and Tasks). It is a core component of the queued work distribution. It facilitates the enforcement and achievement of service level goals by delivering work items to the appropriate agent, in priority order.

For work items to be maintained within the repository, the business application must subscribe to the framework component. The business application owns the work item within their schema (service request or task) and is responsible for the creation, updating and deletion of work items. For example, when you open a service request, all of the inherent information associated with the service request (history, activity, etc.) is maintained within the schema for the work item. The

business application maintains the work reference within the repository. Universal Work Queue provides global prioritization capability that the business applications use to translate the internal work item priority to a standard Universal Work Queue global priority, which is applied across all work items types.

The work repository provides a single source for work access, management and distribution. This allows quick and easy access to information as well as facilitating the application of complex distribution rules across different work types. For example, a task created from a service request is representative of an inherent work item. The service request represents the parent entity while the service request task represents the child entity. The service request task is inherently linked to the service request. In the example provided, the quick access benefit of the work repository ensures that the service request task will not be distributed before the service request. It also allows for applying a priorities-based order, common to all work for an agent or group, even work of different types. Because the repository maintains work distribution, it enforces accountability (See Queued Work Access).

2.4.13 Work Source

A work source identifies a unique work item type and its work distribution rules, delivery mechanism, and may establish work relationships. There are two types of work sources, primary and association work sources. Primary work sources are based on a work item type, such as a service request. The association work sources are based on work relationships. the association of the work source ensures that the service request task is distributed with the same rules as service requests with the addition of the parent-child distribution rules, such as closing service requests tasks before or at the same time as the service request.

Note: In this release of Universal Work Queue, association work sources only apply to tasks with a primary work source, i.e., a service request task.

There are three work sources in this release of Universal Work Queue.

- Tasks
- Service Requests
- Service Requests Tasks

2.4.14 Work Item

A work item is any application work such as a service request or a task. work items may be queued based on group membership. Users may view and access their own work items and work items owned by or assigned groups if the agent is a member of the group. Uses view items within UWQ nodes and they may open work directly into the appropriate application member of the group. Users view work items within UWQ nodes and they may open work directly into the appropriate application form based on configure UWQ application launch rules. Users may also access work items from work sources through queued work access, requesting delivery of the next work item or requesting distribution of group owned work. Work sources can maintain parent-child relationship between two work items, such as a service request task (a task with a parent service request work item).

2.4.15 Work Distribution

Work distribution is the process of disseminating work to agents. The distribution of work items can be done using different distribution methods, for example, manual distribution through an Oracle E-Business application or through the Assignment Manager and Scheduler.

Work distribution assigns work to a single agent who is responsible for completing a task. Work, when first created, is undistributed. There are basically two, distinct distribution models; push and pull. The push model, identifies a qualified agent and assigns the work item to them. In the pull model, an agent either selects or request work from a set of qualified work candidates. An example of the push model is the Assignment Manager, which may be automated through workflows to identify a qualified agent or used manually by a supervisor or co-worker to identify and assign work to an agent. Examples of the pull model include group nodes where an agent may find and select a pooled work item and work queues that distribute work to a requesting and available agent. The queue adds order, necessary to enforce service level rules.

There are two queued work access methods:

- Direct delivery in priority and schedule order, "Next Work"
- Request work

For example, an agent commences work and requests the first priority work item from their queue and works in a continuous fashion, requesting work items from the queue until they take a break or end the work session.

The request work method distributes one or more work items to an agent who then accesses them through work node in Universal Work Queue. This method facilitates

the distribution of work to self-directed agents who independently prioritize work assigned to them.

2.4.16 Work Assignment

Universal Work Queue can present all of your work. However, if you are not properly configured you may miss seeing some work. Work assignment explains how and why Universal Work Queue presents work items.

Work is organized into seeded nodes by work type. In order to see an assigned work item, your supervisor or administrator must configure you to access the work node. Customer channels are special work sources that queue and deliver work when you request it. Application work items are assigned to you or a group through a number of means:

- automatically through Assignment Manager and territories
- manually when another user assigns a work item
- automatically as the creator of the work item
- distributed on request from a queue

Work may either be assigned to you or owned by you. Assignment means you are responsible for completing the task, ownership means you are responsible for managing the task and making sure it is completed. Only tasks may be assigned and tasks may also be owned. All other work items, such as service requests, leads and opportunities are owned.

Work may either be assigned to or owned directly by you, so you are personally responsible for it. Work may also be assigned to or owned by a group to which you belong. Universal Work Queue provides a full view of all work, whether owned or assigned directly to you or to a group.

2.4.17 Queued Work Access and Distribution

Queued work access assembles a set of work items you qualify for based on your group memberships and assigned Work Sources.

Work within the queue is ordered by work item priority and scheduled date. You access work by requesting it from the queue. There are two queue access methods:

- Queued Deliver and Distribute: This delivers the next work item you qualify for in priority and schedule order by launching the appropriate application. If the highest priority work item has not been distributed, it is distributed to you

before delivery. If you have privileges, you may configure the Work Sources included in your distribution and delivery request.

- Queued Distribution Only: Queued work distribution assigns (distributes) an administrator configured amount of work upon request. When working in queued distribution mode, you request work from the queue. After the work is distributed, you manage it through the agent workplace nodes. This allows work to be distributed to agents upon request in priority order while allowing you to manage your assigned work priorities.

Your administrator may configure you for one, both or none of these queue access methods.

You may control access to the queue by configuring the Work Sources included in (or excluded from) a work request if your administrator grants you this privilege.

Queued work access and distribution replaces the 'pooled' worklist functionality of prior releases. Queued work provides the same prioritization and delivery advantages and adds accountability through work distribution and the flexibility to request work without immediately opening it into an application.

2.4.18 Work Delivery

Work delivery is the process of launching work so that it can it can be acted upon.

2.4.19 Media and Work Launch Strategies

Launching refers to the opening an application form and populating it with the selected or delivered work item.

Note: A work item may also pertain to a customer TCA record (Party).

The launch strategy associates the proper work item with the proper application based on work item type or classification and agent skills and responsibilities.

Launching occurs when:

- an agent opens an application work item (Get Work) in browse and select mode
- queued work delivers a work item
- agents launch a work item from the Notice Control

- when agents receive or answer an inbound call; this is called a "media screen pop."

2.4.20 Media Action Association - Media Screen Pop

Media screen pop configuration associates a launch rule with an application form through a launch function. Launch rules may be configured with a hierarchy of default values. This provides the flexibility to apply the most common actions and create default behaviors on anticipated situations and specialized application pops for special handling. By configuring a default application as a "fail-safe" agents will always receive a screen pop and be able to work within an application, even if the call was improperly classified or delivered by mistake.

Responsibility has been added to the existing launch rule. The key benefit to adding responsibility to media action association is the ability to handle inter-group transfers and misdirected calls. (for example, the customer press ‘0’ and exits out of the IVR). The new default feature is easy to administer. You can set the TeleService agent to receive all customer party calls and classification in the contact center (even if they are a sales call context) and target specific service requests to launch in to the service request form.

2.4.21 Screen Pop

A screen pop presents a fully populated application form or search screen based on media (call) information. Because the screen pop and phone call arrive nearly simultaneously you can begin helping the customer almost immediately. Universal Work Queue works with the application and customer channel to effect the screen pop. If you do not receive the screen pop immediately, use the softphone call information to start your conversation with the customer.

When you receive an interaction from a customer channel, Universal Work Queue launches the appropriate application form and delivers the media information (call information) to the application. The application populates the form with customer or work information or both.

2.4.22 Work Launch Rules for Application Work

Unlike media channels, which require an associated launch function -- all application work items have a native launch behavior. For example, service requests open into the Service Request form. The work launch feature and functionality allows you to override that default behavior to apply your own work launch application criteria. It is based on the same approach as the media action

association. A separate launch association mapping is necessary because application work items use different information for launching work. Within Universal Work Queue, the configuration of application and media work is segregated but the same, basic launch strategies apply to each work type.

- define/specify a launch rule for the application; the rule consists of
  - responsibility
  - work item type
  - task child
- specify/apply launch function

The seeded launch functions are:

- Task launch function
- TeleSales launch function
- Work relationship rules (parent-child work item relationship)

Application Work Launch Rules

The work launch association is optional, you can just accept the default work item launch strategy.

The following lists conditions and order in which work launch rules are applied:

1. Is there a work launch rule applied? If yes and the agent's responsibility has appropriate privileges UWQ uses the mapped function to open the work item.
2. If there is no launch rule applied or the agent does not have responsibility for the associated form, then UWQ attempts to open the work item with the default work item launch strategy. (The agent responsibility must have privileges on the default application form.)
3. FOR TASKS ONLY, UWQ will attempt to launch the task using Task Manager if the launch rule task flag is checked and the agent responsibility is configured to open the Task Manager.
4. If the agent responsibility cannot open the default application form (or Task Manager) then the agent will receive an error message. If this occurs you ma either: 1) correct agent’s responsibility or 2) add launch association or 3) determine why the agent was wrongfully assigned the work item.

2.4.23 Navigating within Universal Work Queue

This section provides you with information and shortcuts for navigating within Universal Work Queue.

Keyboard Navigation

In addition to being able to use the mouse to access and select work nodes and work items, you can accomplish the same tasks through the use of the keyboard.

Shortcut keys provide another means of navigating within the Universal Work Queue user-interface. See Menu Bar and Toolbar, Tools - Keyboard Shortcuts, Actions - Keyboard Shorts, and icWork Controller Keyboard Shortcuts for additional information. When using either the Tab key or Arrow keys to navigate within the interface, fields in which the information is predefined and available for selection only are denoted by a perforated line above and below the field. A blinking cursor appears in fields in which you are able to enter text.

The following table presents keyboard shortcuts for navigating in the Universal Work Queue user-interface.

Function	Shortcut Key
Activate keyboard operation and selection mode	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut key
Activate keyboard operation and selection mode	Alt
Navigate between menu bar options	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut key
Exit from a keyboard option	Esc
Exit from a keyboard operation mode	Esc
Navigate between fields in the interface	Tab

Function	Shortcut Key
Navigate between fields in the interface	■ Up Arrow ■ Down Arrow ■ Right Arrow ■ Left Arrow

Menu Bar and Toolbar

The menu bar and toolbar provide several ways for you to quickly access features and navigate within the Universal Work Queue user-interface. You can perform the following:

- switch responsibility
- clear the current quick filter setting
- reset quick filter settings to the default setting
- refresh all work
- reset an interaction
- toggle the Universal Work Queue display between cascade and Hgrid view respectively
- get work
- stop media work

Tools - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in the icWork Controller.

Function	Shortcut Key
Refresh All Work	Shift + R
Reset Interaction	Shift + S
Web Availability	Shift + W
Clear Filter	Shift + F
Default Filter	Shift + D
Switch Display to Cascade	Shift + C

Function	Shortcut Key
Switch Display to Hgrid	Shift + H

Actions - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in Universal Work Queue. If media is enabled, media handling actions can be performed from the icWork Controller, including the ability to access action options through the use of keyboard shortcuts.

Function	Shortcut Key
Get Work	Shift + G
Stop Media	Shift + S

icWork Controller - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in the icWork Controller.

Function	Shortcut Key
Next Work	Shift + N
Next Media	Shift + T
Stop Media	Shift + M
Break	Shift + K
Collapse	Shift + L

3

Before You Begin

This chapter describes related product documentation, products on which this product depends and system requirements for the product. It also provides guidelines for sizing, scalability, and performance. Finally, it describes how to access the administration of Oracle Universal Work Queue and agent interface.

Topics include:

- Section 3.1, Mandatory Dependencies
- Section 3.2, Conditional Dependencies
- Section 3.3, Minimum Software Requirements
- Section 3.4, Minimum Hardware Requirements
- Section 3.5, Installation and Dependency Verification
- Section 3.6, Related Documentation
- Section 3.7, Installing Oracle Universal Work Queue
- Section 3.8, Accessing Oracle Universal Work Queue

3.1 Mandatory Dependencies

From an implementation perspective, mandatory dependencies are applications or components which must be implemented prior to implementing Oracle Universal Work Queue, and are required in order for Oracle Universal Work Queue to function. Oracle Universal Work Queue has no mandatory implementation dependencies.

Technically, Oracle Universal Work Queue can be used as a standalone application work access tool (for Oracle Applications users to access tasks or escalations, for

example). This requires no operational dependencies other than Oracle Applications and the relative Foundation components.

Practically, however, Oracle Universal Work Queue is typically used as an application work provider (for business applications such as Oracle TeleSales, Oracle TeleService, or Oracle Collections), or a media work provider (for applications such as Oracle Telephony Manager, Oracle Advanced Inbound, Oracle Advanced Outbound, Oracle eMail Center or Oracle Web Collaboration), or both. Thus, from an operational perspective, applications used with Oracle Universal Work Queue can be considered dependencies. These are addressed in Section 3.2, Conditional Dependencies.

See Also

Section 3.2, Conditional Dependencies

3.2 Conditional Dependencies

Conditional dependencies provide desired functionality to Oracle Universal Work Queue but are not required for Oracle Universal Work Queue to function.

See Also

Section 3.1, Mandatory Dependencies

3.3 Minimum Software Requirements

With this release, Universal Work Queue requires at minimum, Oracle Applications 11*i* that was installed from any Oracle Applications 11*i* Rapid Install or Platinum and upgraded to this release.

Sites that only use Oracle Universal Work Queue as a work presentation tool for application work implement Oracle Universal Work Queue as part of Foundation. It is included in the Foundation installation; only the appropriate work nodes need to be configured using profile options.

It is part of Oracle Advanced Inbound and licensed with Interaction Center applications sites that implement media (Oracle Advanced Inbound, Oracle Advanced Outbound, Oracle eMail Center) must license Oracle Advanced Inbound and implement the Oracle Universal Work Queue server – an Oracle Advanced Inbound component.

Full License Installation Requirements

All implementations of Oracle Universal Work Queue require full license installation. *Do not install Oracle Universal Work Queue with the "Shared" option.* Shared mode, which sets the Install flag at "S" (**S**hared), is only used when an unlicensed application provides a key component to a licensed application. In order for Oracle Universal Work Queue to function appropriately, the Install flag must be set to "I" (fully **I**nstalled).

See Also

- Section 3.1, Mandatory Dependencies
- Section 3.2, Conditional Dependencies

3.4 Minimum Hardware Requirements

Universal Work Queue shares the same requirements for hardware as indicated by Oracle Applications release 11*i*. There are no Oracle Universal Work Queue specific hardware requirements.

3.5 Installation and Dependency Verification

Complete installation and implementation steps as outlined in the following documents:

- Installing Oracle Applications
- Oracle Applications Supplemental CRM Installation Steps
- Oracle System Administrator's Guide
- Create users and assign the appropriate responsibilities for Oracle Universal Work Queue

Note: This guide assumes that at a minimum you have performed the installation Oracle Applications (database, technology stack, and Oracle Application files), JInitiator, CRM Foundation Resource Manager, and optionally, Oracle Human Resource Management.

3.6 Related Documentation

Universal Work Queue shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Universal Work Queue.

> **Note:** If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

Online documentation is available in HTML and PDF formats. Online help patches are available on Oracle*MetaLink*. If you require printed guides, you can purchase them from the Oracle Store at `http://oraclestore.oracle.com`.

3.7 Installing Oracle Universal Work Queue

You have the following options for installing Universal Work Queue:

> **Note:** Prior to installation or upgrade, always review the readme and patch list for the Oracle Interaction Center Family Pack. The readme contains installation instructions, a summary of product changes, and a list of known issues for a family pack. The patch list contains a list of patches that are required or recommended for use with a family pack. The patch list for each Oracle Interaction Center Family Pack is available on Oracle*MetaLink* at `http://metalink.oracle.com`. Each patch list contains a hyperlink to the readme. (Perform an advanced search for Document ID 219238.1. Enter the document ID in the Search Field and select the Doc ID option.)

- Oracle Applications Rapid Install

  The Rapid Install is intended for customers who are installing Oracle Applications for the first time or upgrading to Release 11i from to Release 11.0 or Release 10.7. It contains the family packs or product minipacks for all products in Oracle Applications.

The Rapid Install is provided on CD-ROMs and is available from Oracle Store at `http://oraclestore.oracle.com`. For information about installing Oracle Applications using Rapid Install, see *Installing Oracle Applications*.

For information about upgrading Oracle Applications using Rapid Install, see *Upgrading Oracle Applications*.

- Oracle Applications Maintenance Pack

  The Maintenance Pack is intended for customers who have already installed Oracle Applications Release 11i. It contains the family packs or product minipacks for all products in Oracle Applications. The Maintenance Pack is provided as a patch and is available on Oracle*MetaLink* at `http://metalink.oracle.com`.

  For information about upgrading Oracle Applications Release 11i using the Maintenance Pack, see Maintenance Pack Release Instructions on Oracle*MetaLink* at `http://metalink.oracle.com`. (Perform an advanced search for Document ID 232834.1. Enter the document ID in the Search Field and select the Doc ID option.)

- Oracle Interaction Center Family Pack

  The Oracle Interaction Center Family Pack are intended for customers who have already installed or upgraded to Oracle Applications Release 11i and wish to upgrade only Oracle Interaction Center. The family pack is cumulative and contains only the minipacks for products in the Oracle Interaction Center family.

  Note: Oracle Interaction Center products integrate with other products in Oracle Applications. Therefore, you may have to install family packs, product minipacks, or individual product patches for *other* products before installing the Oracle Interaction Center Family Pack.

The Oracle Interaction Center Family Pack is provided as a patch and is available on OracleMetaLink at `http://metalink.oracle.com`. The readme and patch list for the Oracle Interaction Center Family Pack are available on Oracle*MetaLink* at `http://metalink.oracle.com`. (Perform an advanced search for Document ID 232834.1. Enter the document ID in the Search Field and select the Doc ID option.)

3.8 Accessing Oracle Universal Work Queue

You will need to access both HTML and Forms environments to administer Oracle Universal Work Queue. Certain tasks such as classifying media actions are accomplished from the Oracle Interaction Center page using the Call Center HTML Administration responsibility. See Section 2.3, Responsibilities. Other tasks which include the set up of profile options and running concurrent programs are achieved from Functions tab in the Navigator window, a "forms-based" interface.

The following table describes the areas that you will need to access to administer Oracle Universal Work Queue.

Area	Function	Type
UWQ Media Tab	Classify media actions for screen pops.	HTML
Work Actions Tab	Administer work actions for work providers.	HTML
Work Provider Tab	Create and administer work providers.	HTML
Functions Tab	Run concurrent programs.	Forms
Functions Tab	Perform the administration of Oracle Universal Work Queue lookups.	Forms
Functions Tab	Administer profile options.	Forms
Functions Tab	Manage users.	Forms
Functions Tab	Manage resources.	Forms

The Oracle Universal Work Queue desktop interface is a "forms-based" interface and is accessible from the following Oracle Applications:

- Oracle TeleSales
- Oracle TeleService
- Oracle Customer Care

4

Implementation Tasks

This chapter describes the sequence of the implementation.

Topics include:

- Section 4.1, "Implementation Task Sequence"
- Section 4.2, "Defining an Administrator"
- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.4, "Creating an Employee"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"
- Section 4.8, "Setting System Profile Options"
- Section 4.9, "Configuring the Oracle Universal Work Queue Server"

4.1 Implementation Task Sequence

This guide assumes that at a minimum, you have performed the following:

- Installed Oracle Applications (database, technology stack, and Oracle Applications files).
- Installed JInitiator on the agent desktop.
- Optionally, implemented Oracle Human Resources Management Systems.
- Implemented CRM Foundation Resource Manager.

- Implemented the Oracle Applications that will be used to create application work (for example, opportunities or service requests) or opened when a media item is delivered to the agent desktop.

The following table presents the steps and sequence in which they need to be followed to successfully implement Oracle Universal Work Queue.

Number	Required?	Description	Responsibility
❑ Step 1	Required	**Define an administrator for Oracle Universal Work Queue.** See: Section 4.2, "Defining an Administrator".	System Administrator
❑ Step 2	Required	**Create an interaction center agent.** See: Section 4.3, "Creating an Interaction Center Agent".	HRMS Manager (if Oracle Human Resource Management Systems is installed) CRM Resource Manager System Administrator
❑ Step 3	Required	**Configure system profile options for application work.** See: Section 4.8, "Setting System Profile Options" and Section 5.1.1, "Profile Options for Application Work".	System Administrator
❑ Step 4	Required	**Configure system profile options for media implementations.** See: Section 4.8, "Setting System Profile Options" and Section 5.2.1, "Profile Options for Media Work".	System Administrator
❑ Step 5	Required	**Implement an Interaction Center Server Manager node for media implementations.** Implementing an Interaction Center Server Manager node is an integral part of the Oracle Universal Work Queue server configuration. Step-by-step instruction is provided in the *Oracle Interaction Center Server Manager Implementation Guide.* See: *Oracle Interaction Center Server Manager Implementation Guide*.	Call Center HTML Administration

Number	Required?	Description	Responsibility
❑ Step 6	Required	**Implement a single-site or multi-site interaction center for media implementations.** Implementing a single-site or multi-site interaction center involves the creation of a server group or server groups. This is accomplished from the ICSM tab. Step-by-step instruction is provided in the *Oracle Interaction Center Server Manager Implementation Guide.* See: *Oracle Interaction Center Server Manager Implementation Guide*.	Call Center HTML Administration
❑ Step 7	Optional	**Implement Oracle Advanced Inbound.** This step is required for inbound or web callback. See: *Oracle Advanced Inbound Implementation Guide*.	Not Applicable
❑ Step 8	Optional	**Implement Oracle Advanced Outbound.** This step is required for outbound. See: *Oracle Advanced Outbound Implementation Guide.*	Not Applicable
❑ Step 9	Required	**Configure Oracle Universal Work Queue to produce an application screen pop for media work.** This step is required for media implementations. See: Section 5.3.1, "Configuring a Screen Pop".	Call Center HTML Administration
❑ Step 10	Required	**Configure Oracle Universal Work Queue for work launch configuration.**	Call Center HTML Administration
❑ Step 11	Optional	**Configure Oracle Universal Work Queue to blend inbound and outbound media work.** This step is required for implementations including Interaction Blending. See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator
❑ Step 12	Optional	**Integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.** See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator

See Also

- Chapter 2, "Product Description"
- Chapter 3, "Before You Begin"

4.2 Defining an Administrator

Use the following procedure to define an Interaction Center administrator.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*.

Steps

1. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

   The User window appears.

   Use the following guidelines to define usernames in Oracle Applications:

   - Use only one word.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').
   - Use only the set of characters that your operating system supports for filenames.

2. In the User Name field, enter the name of the user.

   The password is temporary. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.

   Use the following guidelines to define Oracle Applications passwords:

   - Use at least five characters and no more than 100 characters.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9').

3. In the Password field, enter the password for the user account and then press Tab.

   The cursor remains in the Password field.

4. Enter the password again to verify it.

5. In the Responsibilities tab, add the following responsibilities.

Responsibilities for Application Work

If the administrative user will be administering Universal Work Queue for application work, assign the following responsibilities:

Responsibility	Function	Type
System Administrator	Create user accounts.	Self-Service
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Self-Service
CRM Resource Manager	Create a CRM resource.	Self-Service
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Self-Service
Oracle Universal Work Queue Administration	Used to run Universal Work Queue concurrent programs and configure lookups.	Forms
Universal Work Queue Work Provider Site-Level Administrator	Used to administer Universal Work Queue.	Self-Service

Responsibilities for Media Work

If the administrative user will be administering Oracle Universal Work Queue for media work, assign the following responsibilities:

Responsibility	Function	Type
System Administrator	Create user accounts.	Self-Service
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Self-Service
CRM Resource Manager	Create a CRM resource.	Self-Service
CRM Task Manager	Create tasks to verify application work in Universal Work Queue.	Self-Service
Oracle Universal Work Queue Administration	Run Universal Work Queue concurrent programs and configure lookups.	Forms

Responsibility	Function	Type
Call Center HTML Administration	Serves various functions: Implement Interaction Center Server Manager. Create a server group. Configure Oracle Universal Work Queue to produce an application screen pop for media work.	HTML

Once you assign a responsibility and save the record, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

> **Note:** To deactivate a responsibility once it is assigned, set the "effective end date" to the "current date". This is accomplished in the Effective Dates - To field. To activate a responsibility once it is assigned, clear or reset the effective end date.

6. From the **File** menu, choose **Save**.

   You may close the Users window.

See Also

- Section 5.1, "Configuring Universal Work Queue for Application Work"
- Section 5.2, "Configuring Universal Work Queue for Media Work"

4.3 Creating an Interaction Center Agent

You will need to perform the following steps to create interaction center agents for Universal Work Queue.

> **Note:** An administrator must be defined for the interaction center. Once defined, that user will have all of the responsibilities necessary to create interaction center agents.

1. Create an employee.
2. Create an Oracle Applications user account.

3. Create a resource for the employee.
4. Configure system profile options.
5. Configure resource roles for the newly created resource.
6. Create group member roles and usage for an agent.

   This step applies to implementations that also include Oracle Telesales and is performed in CRM Resource Manager.
7. Configure interaction center parameters for the agent.

   This step applies to media work only and configuration must be performed for interaction center server group and telephony parameters. These parameters are defined using CRM Resource Manager.

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"
- *Oracle Interaction Center Server Manager Implementation Guide*

4.4 Creating an Employee

The agent who will be using Universal Work Queue must first be defined as an employee before they can be set up as a user on the system. This step is performed using Oracle Human Resource Management Systems (if installed) otherwise, it is accomplished through CRM Resource Manager.

Note: If you have a full Oracle HRMS license, you will be able to create employees using Oracle HRMS. If you have a shared Oracle HRMS license or if Oracle HRMS is not installed, you will need to use CRM Resource Manager. The navigation paths will vary depending on whether you have a full license or a shared license. If you have the full installation of Oracle Human Resources, which is a module of Oracle HRMS, you will perform this step using HRMS Manager responsibility. See *Managing People Using Oracle HRMS Release 11I* for additional information.

Login

Oracle Forms Applications

Responsibility

HRMS Manager

Prerequisites

None

Steps

1. In the Navigator window, on the Functions tab, choose **People** > **Enter and Maintain**.

   The Find Person window appears.

2. Click **New**.

   The People window appears.

3. Enter the appropriate information for the employee.

   Note: The Last (Name), Gender, and Category fields are required. Other fields may be required depending on how Oracle Human Resource Management Systems is set up for your enterprise. Make sure that you select "Employee" as the type from the list of values in the Type field. If the Employee (Number) field is unavailable for selection, then Oracle HRMS is set to automatically generate the employee number when the employee record is saved. If fields such as SSN and DOB are left blank, when you attempt to save the record, a message will display describing the consequences of their incompleteness.

4. From the **File** menu, choose **Save**.

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"

- *Managing People Using Oracle HRMS Release 11I*

4.5 Creating an Employee in CRM Resource Manager

Use this procedure to create an employee when you have a shared Oracle HRMS License or if Oracle HRMS is not installed. This procedure populates the same database tables as the **Enter and Maintain** procedure in Oracle Human Resource Management Systems.

> **Note:** If you have the full installation of Oracle HRMS license you will not be able to create employees using CRM Resource Manager and will receive an error message indicating that you must use Oracle HRMS.

Login

Oracle Forms Applications

Responsibility

CRM Resource Manager

Prerequisites

None

Steps

1. In the Navigator window, on the Functions tab, choose **Maintain Employee** > **Employee**.

   The Find Person window appears.

2. Click **New**.

   The People window appears.

3. Enter the appropriate information for the employee.

Note: The Last (Name), Gender, and Category fields are required. Other fields may be required depending on how Oracle Human Resource Management Systems is set up for your enterprise. Make sure that you select "Employee" as the type from the list of values in the Type field. If the Employee (Number) field is unavailable for selection, then Oracle HRMS is set to automatically generate the employee number when the employee record is saved. If fields such as SSN and DOB are left blank, when you attempt to save the record, a message will display describing the consequences of their incompleteness.

4. From the **File** menu, choose **Save**.

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.4, "Creating an Employee"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"

4.6 Setting Up Employees as Users

Use this procedure to create an Oracle Applications user for the employee. As discussed in Section 4.4, "Creating an Employee", an employee must be defined before a user account can be established. When a user account is created, in addition to the username and password being set, responsibilities have to be assigned to the user. Some Oracle applications require the assignment of roles in addition to responsibilities. Although responsibilities have the same names as roles, they perform different functions. Responsibilities are a general feature of all Oracle Applications and control what features of the application a user can access. By contrast, the roles that are set up in CRM Resource Manager control what information a user view and modify.

Note: If you have the full installation of Oracle HRMS license you will not be able to create employees using CRM Resource Manager and will receive an error message indicating that you must use Oracle HRMS.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

None

Steps

1. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

   The User window appears.

2. In the User Name field, enter a user name for the account. Use the following guidelines to define usernames in Oracle Applications:

   - Alphanumeric characters ('A' through 'Z', and '0' through '9'), underscore, space, or hyphen.
   - Character sets that are supported by your operating system.

3. In the Password field, enter a password for the user account. Use the following guidelines for creating passwords for user accounts.

   - Minimum of 5 characters.
   - Maximum of 100 characters.
   - Alphanumeric characters ('A' through 'Z', and '0' through '9'), underscore, space, or hyphen.

4. Press **Tab**.

   You will return to the Password field. You will need to reenter the password for validation purposes. Once you renter the password, press Tab again.

5. In the Person field, select the employee to be associated with the username and password.

6. In the Responsibilities tab, assign one or more responsibilities to the user. For example, Telesales agent or Collections agent.

   See the appropriate Oracle Applications Implementation Guide for details regarding the responsibilities that need to be defined for each application.

7. From the **File** menu, choose **Save**.

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.4, "Creating an Employee"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.7, "Importing a Resource"
- *Oracle Applications Systems Administrator's Guide*

4.7 Importing a Resource

Use this procedure to import an employee as a resource.

Login

Oracle Forms Applications

Responsibility

CRM Resource Manager

Prerequisites

- You must first set up the employee in Oracle HRMS or CRM Resource Manager. Review *CRM Foundation Concepts and Procedures*.

Steps

1. In the Navigator window, on the Functions tab, choose **Maintain Resources** > **Import Resources**.

   The Selection Criterion window appears.

2. In the **Resource Category** field, select **Employee**.

3. In the **Name** field, select the name of the employee you wish to import as a resource.

   If you are importing a single employee, select the employee from the list of values. For groups of employees, search by job title, competency, or other search criteria.

4. Click **Search**.

The employee or employees that match your search criteria will appear in the Search Results area. The Select box for those employees that meet the search criteria will automatically be selected.

5. Deselect the boxes for the employees that you do not want imported as a resource.
6. Click **Create Resource**.

   The Default Values window appears.
7. Click **OK**.

   The Selected Resources window appears. The Comments field indicates whether the resource is a new record, duplicate record, or duplicate record with a new role definition. The Select boxes are automatically selected.
8. Click **Save Resource**.
9. Click **Details**.
10. Click the Roles tab.
11. In the Roles Type field, select **Call Center**.
12. In the Role field, enter **Call Center Agent**.
13. Select the Interaction Center tab.
14. In the Interaction Center field, select the appropriate server group.
15. Enter the telephony parameters.

    The parameters that you enter will depend on which telephony parameters are required for the CTI middleware you are using.
16. Click **Save**.

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.4, "Creating an Employee"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"

4.8 Setting System Profile Options

Profile options are parameters that control and affect the way an application functions. The procedure for setting up and changing profile options is the same for all Oracle Applications.

Use this procedure to set system profile options for Universal Work Queue.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*
- Review Appendix B for a list of the profile options for Universal Work Queue.

Steps

1. In the Navigator window, on the Functions tab, choose **Profile** > **System**.

   The Find System Profile Values window appears. By default, the Site and Profiles with No Values boxes are selected.

2. Specify the level or levels at which you wish to view or set profile option values.

   Typically, profile options are set for the Oracle Applications instance (also referred to as site level). Then, if necessary, the profile options are modified for a user or a set of users working under a responsibility.

   - If you want to view or set profile options for **all** users, select the **Site** box.
   - If you want to view or set profile options for users working under responsibilities owned by a specific application, select the **Application** box.
   - If you want to view or set profile options for users working under a specific responsibility, select the **Responsibility** box and then select a responsibility from the list of values.
   - If you want to view or set profile options for a specific user, select the **User** box and then select a username from the list of values.

3. If you want to display profile options both with and without values, select the Profiles with No Values box.
4. If you want to display profile options that include a specific character string, enter the string in the Profile field.
5. In the Profile field, enter **IEU%** to locate all of the Oracle Universal Work Queue profiles.
6. Click **Find**.

   The System Profile Values window appears.
7. Set the values for the profile options at one or more levels.

   Tab to the user column to set profile options at the User level. When a profile option is set at more than one level, the value entered at the Site level is assigned the lowest priority and is superseded by any value entered at the Application level. Any value entered at the Responsibility level will supersede Application level settings. The value assigned at the User level is given the highest priority, overriding any values entered at other levels.
8. From the **File** menu, choose **Save**.

See Also

- Section 5.1.1, "Profile Options for Application Work"
- Section 5.2.1, "Profile Options for Media Work"

4.9 Configuring the Oracle Universal Work Queue Server

The Oracle Universal Work Queue server provides the infrastructure for real-time media availability. It delivers media information (counts and classifications), items and events. It controls media items through media controllers such as the Softphone.

Media providers (e.g., Oracle Telephony Manager, Oracle Advanced Outbound, and Oracle Interaction Blending) plug-in to the Oracle Universal Work Queue infrastructure for the delivery of the media information. It provides common functions to all media providers including the assignment of agents to the media provider, channeling of media items to applications, and the passing of control instruction between the application, media controller, and media provider. The Oracle Universal Work Queue server also integrates web collaboration through Oracle Telephony Manager.

The configuration of the Oracle Universal Work Queue server involves the creation of server groups. The server groups and server processes for Oracle Universal Work Queue are created from the ICSM tab in Interaction Center Server Manager (ICSM). You can create server groups for single or multi-site interaction centers. Server parameters are described in Appendix C.

The steps for creating server groups, single and multi-site interaction centers are covered in the *Oracle Interaction Center Server Manager Implementation Guide*. The Use the Call Center HTML Administrator responsibility is required to perform these tasks.

See Also

- Section 2.2.2, "Universal Work Queue Server Architecture"
- Section 2.3, "Responsibilities"
- Section 5.1, "Configuring Universal Work Queue for Application Work"
- Section 5.2, "Configuring Universal Work Queue for Media Work"
- *Oracle Interaction Center Server Manager Implementation Guide*
- *Oracle Advanced Inbound Implementation Guide*

5

Administration Tasks

This chapter contains task-based procedures for administering Oracle Universal Work Queue. These procedures will also appear in the product online help.

Topics include:

- Section 5.1, "Configuring Universal Work Queue for Application Work"
- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3, "Classifying Media Actions"
- Section 5.4, "Configuring Work Launching"
- Section 5.5, "Managing Work Providers at the Site-Level"
- Section 5.6, "Managing Quick Filters"
- Section 5.7, "Running Concurrent Processes"

5.1 Configuring Universal Work Queue for Application Work

The configuration of Oracle Universal Work Queue for application work involves creating an interaction center agent and the set up of profile options.

> **Note:** Once you have defined an administrator for Oracle Universal Work Queue, that user will have all the responsibilities necessary to implement Oracle Universal Work Queue for application work. See: Section 4.2, "Defining an Administrator".

Perform the steps in the following table. The table is comprised of 4 columns: Number, Required, Description, and Responsibility. The Number column indicates

the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

Number	Required?	Description	Responsibility
❑ Step 1	Required	**Create an interaction center agent.** See: Section 4.3, "Creating an Interaction Center Agent".	HRMS Manager (if Oracle Human Resource Management Systems is installed) CRM Resource Manager System Administrator
❑ Step 2	Required	**Configure system profile options for application work in Oracle Universal Work Queue.** See: Section 5.2.1, "Profile Options for Media Work".	System Administrator

See Also

- Section 4.2, "Defining an Administrator"
- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.8, "Setting System Profile Options"
- Section 5.1.1, "Profile Options for Application Work"
- Section 5.2, "Configuring Universal Work Queue for Media Work"

5.1.1 Profile Options for Application Work

A profile option is a parameter that controls and affects the way an application functions. The procedure for setting up and changing profile options is the same for all Oracle Applications. The administrative user must have the responsibility of System Administrator defined.

Each of the profile options that are used for application work in Oracle Universal Work Queue are fully described in Appendix B. The following profile options apply to the configuration of Universal Work Queue for application work.

Use this procedure to set system profiles for application work for Oracle Universal Work Queue.

Note: A complete list of profile options that are used for Universal Work Queue are fully described in Appendix B. Please refer to that section for additional information.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*
- Review Appendix B for a list of the profile options for Universal Work Queue.

Steps

1. In the Navigator window, on the Functions tab, choose **Profile** > **System**.

   The Find System Profile Values window appears. By default, the Site and Profiles with No Values boxes are selected.

2. Specify the level or levels at which you wish to view or set profile option values.

   Typically, profile options are set for the Oracle Applications instance (also referred to as site level). Then, if necessary, the profile options are modified for a user or a set of users working under a responsibility.

   - If you want to view or set profile options for **all** users, select the **Site** box.
   - If you want to view or set profile options for users working under responsibilities owned by a specific application, select the **Application** box.
   - If you want to view or set profile options for users working under a specific responsibility, select the **Responsibility** box and then select a responsibility from the list of values.
   - If you want to view or set profile options for a specific user, select the **User** box and then select a username from the list of values.

3. If you want to display profile options both with and without values, select the Profiles with No Values box.

4. In the Profile field, enter **IEU%** to locate all of the Oracle Universal Work Queue profiles.
5. Click **Find**.

   The System Profile Values window appears.
6. Set the values for the profile options at one or more levels.

   When a profile option is set at more than one level, the value entered at the Site level is assigned the lowest priority and is superseded by any value entered at the Application level. Any value entered at the Responsibility level will supersede Application level settings. The value assigned at the User level is given the highest priority, overriding any values entered at other levels.

   Note: It is recommended that you set the Universal Work Queue profile options at the responsibility level.
7. From the **File** menu, choose **Save**.

   The following table lists the Universal Work Queue profile options and corresponding values that can be defined for application work.

See Also

- Section 4.8, "Setting System Profile Options"
- Section 5.1, "Configuring Universal Work Queue for Application Work"
- Appendix B
- *Oracle Interaction Center Server Manager Implementation Guide*
- *Oracle Applications Systems Administrator's Guide*

5.2 Configuring Universal Work Queue for Media Work

The configuration of Oracle Universal Work Queue for media work involves the completion of several tasks, some of which are accomplished in administrative consoles in other Oracle Applications.

Note: Once you have defined an administrator for Oracle Universal Work Queue, that user will have all the responsibilities necessary to implement Oracle Universal Work Queue for media work. See: Section 4.2, "Defining an Administrator".

The following table presents the steps and sequence in which they need to be followed to successfully implement Oracle Universal Work Queue. The table is comprised of 4 columns: Number, Required, Description, and Responsibility. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

Number	Required?	Description	Responsibility
❑ Step 1	Required	**Configure Oracle Universal Work Queue for application work.** See: Section 5.1, "Configuring Universal Work Queue for Application Work".	System Administrator
❑ Step 2	Required	**Configure system profile options for media work.** See: Section 4.8, "Setting System Profile Options" and Section 5.2.1, "Profile Options for Media Work".	System Administrator
❑ Step 3	Required	**Implement an Interaction Center Server Manager node.** See: *Oracle Interaction Center Server Manager Implementation Guide*.	Call Center HTML Administration
❑ Step 4	Required	**Implement a single-site or multi-site interaction center.** See: *Oracle Interaction Center Server Manager Implementation Guide*.	Call Center HTML Administration
❑ Step 5	Optional	**Implement Oracle Advanced Inbound.** See: *Oracle Advanced Inbound Implementation Guide*.	Call Center HTML Administration
❑ Step 6	Optional	**Implement Oracle Advanced Outbound.** See: *Oracle Advanced Outbound Implementation Guide.*	Call Center HTML Administration

Number	Required?	Description	Responsibility
❑ Step 7	Required	**Configure Oracle Universal Work Queue to launch an application screen pop for media work.** Configuring a screen pop entails classifying media actions. This is accomplished from the UWQ Media Action tab. See: Section 5.3.1, "Configuring a Screen Pop".	Call Center HTML Administration
❑ Step 8	Optional	**Configure Oracle Universal Work Queue to blend inbound and outbound media work.** See: *Oracle Interaction Blending Implementation Guide*.	Call Center HTML Administration
❑ Step 9	Required	**Integrate Oracle Universal Work Queue with Oracle Interaction Center Intelligence.** See: *Oracle Interaction Center Intelligence Implementation Guide*.	System Administrator

See Also

- Section 4.2, "Defining an Administrator"
- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.8, "Setting System Profile Options"
- Section 5.1, "Configuring Universal Work Queue for Application Work"
- Section 5.2.1, "Profile Options for Media Work"
- Section 5.3.1, "Configuring a Screen Pop"

5.2.1 Profile Options for Media Work

Profile options are parameters that control and affect the way an application functions. The procedure for setting up and changing profile options is the same for all Oracle Applications. For information about how to configure profile options.

Profile options for Oracle Universal Work Queue are fully described in Appendix B. The following profile options apply to the configuration of Universal Work Queue for media work.

Use this procedure to set Universal Work Queue system profile options for media work.

Note: A complete list of profile options that are used for Universal Work Queue are fully described in Appendix B. Please refer to that section for additional information.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide.*
- Review *Oracle Interaction Center Server Manager Implementation Guide.*
- Review Appendix B for a list of the profile options for Universal Work Queue.

Steps

1. In the Navigator window, on the Functions tab, choose **Profile** > **System**.

   The Find System Profile Values window appears. By default, the Site and Profiles with No Values boxes are selected.

2. Specify the level or levels at which you wish to view or set profile option values.

   Typically, profile options are set for the Oracle Applications instance (also referred to as site level). Then, if necessary, the profile options are modified for a user or a set of users working under a responsibility.

   - If you want to view or set profile options for **all** users, select the **Site** box.
   - If you want to view or set profile options for users working under responsibilities owned by a specific application, select the **Application** box.
   - If you want to view or set profile options for users working under a specific responsibility, select the **Responsibility** box and then select a responsibility from the list of values.
   - If you want to view or set profile options for a specific user, select the **User** box and then select a username from the list of values.

3. If you want to display profile options both with and without values, select the Profiles with No Values box.
4. In the Profile field, enter **IEU%** to locate all of the Oracle Universal Work Queue profiles.
5. Click **Find**.

   The System Profile Values window appears.
6. Set the values for the profile options at one or more levels.

   When a profile option is set at more than one level, the value entered at the Site level is assigned the lowest priority and is superseded by any value entered at the Application level. Any value entered at the Responsibility level will supersede Application level settings. The value assigned at the User level is given the highest priority, overriding any values entered at other levels.

   Note: It is recommended that you set the Universal Work Queue profile options at the responsibility level.
7. From the **File** menu, choose **Save**.

   The following table lists the Universal Work Queue profile options and corresponding values that can be defined for media work.

See Also

- Section 4.8, "Setting System Profile Options"
- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3, "Classifying Media Actions"
- Appendix B
- *Oracle Interaction Center Server Manager Implementation Guide*
- *Oracle Applications Systems Administrator's Guide*

5.3 Classifying Media Actions

The UWQ Media Action tab is used to associate a media type (such as an inbound telephone call) with a media action (such as an Oracle Customer Care function). When the media item is delivered to an agent through the Oracle Universal Work

Queue window, the associated business application is launched. This "launching" of the business application is also referred to as a "screen pop."

Use the following procedure to administer and classify media actions.

Tasks

You can perform the following tasks:

- Configuring a Screen Pop

5.3.1 Configuring a Screen Pop

Use this procedure to associate a media action with the business application provided function.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- If you want to launch the business application for web callbacks by call classification, you will need to create call classifications using Oracle Advanced Inbound.
- For outbound screen pops, users must create and assign campaigns.

Steps

1. Select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. From the Media Type list, select the type of media that will trigger the media action (screen pop).

   Note: A media type must be defined for each classification; this includes classifications that are set to "no" or "null".

   The following is a list of the media types:

- Acquired Email
- Advanced Outbound Telephony
- Blended
- Inbound Telephony
- Outbound Telephony
- Web Callback

3. In the Classification field, type the name of the call classification that will trigger the media action (screen pop) for the media type.

   Note: To indicate the default media action for a media item without an assigned classification, leave the Classification field blank.

4. In the Media Action field, select the business application to use when launching a media item of the specified type with the specified classification is selected from a media node.

   The following is a list of the application provided functions:

   - Collections Email function
   - Collections Inbound Telephony function
   - Collections Outbound Telephony function
   - Customer Care Media function
   - Service Requests Media function
   - TeleSales Email function
   - TeleSales Inbound Telephony function
   - TeleSales Outbound Telephony function
   - Oracle Universal Work Queue Media Diagnostics function

   Note: The Service Requests Media function is reserved for future use.

5. To clear a row, select the Clear Row button, located to the left of the media type.

The selected row will be removed when you click **Update**.

6. To delete a media classification action association, select the Remove checkbox, located to the left of the media type and click **Update**.

   The selected row or rows will be removed when you click **Update**.

7. Click **Update** to save your work.

   The Media Classification Action Association page refreshes.

Guidelines

For example, if you want Oracle TeleService to launch when an inbound telephony call with a classification of "GoldSupport" is delivered to an agent through the Oracle Universal Work Queue window, you would set up the media action classification association as follows:

In the field...	Enter...
Media Type	Inbound Telephony
Classification	GoldSupport
Media Action	Customer Care Media function

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.2.1, "Profile Options for Media Work"

5.4 Configuring Work Launching

This section covers the administration and configuration of work launching rules which is accomplished from the Work Launch tab. Access to this tab requires the Universal Work Queue - Work Provider Site - Level Administration responsibility.

The following table represents a sample work launch configuration:

Responsibility	Work Document	Task Source	Launch Action
TeleSales Agent	Sales Lead	Enabled	Oracle TeleSales

Use the following procedures to configure and administer work launching.

Tasks

You can perform the following tasks:

- Accessing the Work Launch Tab
- Establishing Launch Rules for Work Launch
- Deleting a Launch Action

5.4.1 Accessing the Work Launch Tab

Use this procedure to access and use the Work Launch tab.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site - Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List tab appears.

2. Select the Work Launch tab.

   The Work Association page appears.

See Also

- Establishing Launch Rules for Work Launch
- Deleting a Launch Action

5.4.2 Establishing Launch Rules for Work Launch

Use this procedure to establish the action or function to occur for the launching of work.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select the Work Launch tab.

   The Work Association page appears.

3. In the Responsibility column, assign a responsibility to the launch action. For example, TeleSales Agent. You can also perform a lookup and select the responsibility.

4. Enter the work item type in the Work Document column or perform a lookup for the work document type. For example, Party.

5. Select the Task Source box to identify whether this setting applies to work item tasks. For example, if you are configuring the leads launch action, then you would select:

   a. responsibility: (as appropriate)

   b. work document: Leads

   c. task source: check this if you want the launch function to apply to leads tasks, otherwise not.

6. In the Launch Action column, identify the action or function to be performed. For example, Task Manager Launch Function.

7. Click **Update** to save your settings. Use **Restore** to undo any modifications that you have made to the launch action settings.

   A confirmation message will display, indicating successful creation of the launch action.

See Also

- Accessing the Work Launch Tab
- Deleting a Launch Action

5.4.3 Deleting a Launch Action

Use this procedure to delete a work launch action.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select the Work Launch tab.

   The Work Launch Association page appears.

3. Click the Remove box next to the line that contains the responsibility, work document, task source, and launch action you wish to delete.

4. Click **Update**.

   A confirmation message appears, indicating that the update of the launch action was successful.

See Also

- Accessing the Work Launch Tab
- Establishing Launch Rules for Work Launch

5.5 Managing Work Providers at the Site-Level

The management of work providers at the site-level involves the node-by-node definition and management of node attributes from the Work Providers List tab. The Universal Work Queue - Work Provider Site-Level Administration responsibility is required to access the Work Providers List tab and for the administration of work providers. For example, in managing the Task node, you can control the presentation of information to agents through the mapping of responsibilities. You can select special instruction content and tailor the field labels for the Action panel to meet business requirements and objectives. You can also create quick filters for a work provider node and assign labels to filter columns.

The following is a list of the node attributes in which you can administer:

- Work Panel Detail
- Responsibility Mapping
- Quick Filters

Use the following procedures to manage work providers at the site-level.

Tasks

You can perform the following tasks:

- Accessing and Using the Work Providers List Tab
- Managing Work Provider Nodes
- Managing Quick Filters

5.5.1 Accessing and Using the Work Providers List Tab

Use this procedure to access and use the Work Providers List tab.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List tab appears which features a list media and non-media work nodes.

   Note: You can sort the order for which work providers appear by selecting the Node Name column header. The list can be sorted to present the nodes in ascending or descending order.

2. Select a application node to administer. For example, Tasks.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Managing Quick Filters

5.5.2 Managing Work Provider Nodes

The managing of work provider nodes involves the configuration of work panel detail. Work panel detail encompasses the creation and sequencing of messages that appear in the Special Instruction panel, the actions that can be performed by work node, for a work item in the Action panel, as well as the type of information that appears in the extended area of the panel and the sequence with which it displays.

In addition, to the configuration of the order in which information displays and defining field labels, you can also manage and control the visibility of content in the work panel through the mapping of responsibilities.

Once you set the attributes for a work provider node, you can create quick filters which provide a quick and easy way to view work items, based on the filter parameters. Similarly to the field label definition for the Action panel, you can define the labels for the quick filter columns and the sequence in which the columns appear.

Note: The IEU: Desktop: UI: Show Work Panel profile option is used to control access and visibility of the work panel. If you want agents to view and have access to the work panel, you must enable the profile option.

Messages

Messages represent the special instruction that appears in the Work Panel. You can define the sequence with which the messages appear in the list. You can also map responsibilities to messages.

Work panel messages appear in the Special Instruction panel. The default message appears when the user selects a work item. If more than one message is associated to a work item, the user may select the message type from the message selector on the Special Instruction panel.

The Messages option on the Work Providers List tab allows you to determine which users will see the special instruction messages and the order in which application messages appear in the message selector.

Information

This represents the type of extended detail (e.g., notes) that appears for the work item in the extended area of the panel. You can define the sequence in which the extended detail appears and map the applicable responsibilities for each type.

Actions

The actions that can be performed for a work item vary based on the type of work item. The administration of actions for work items allows you to specify the label text that appear for the fields in the Action panel. Field labels are administered by work item. When an agent selects a work item for processing, the text that appears for each field in the Action panel will vary based on the work item and how you tailored it's appearance and the values to appear in the drop-down list (e.g., Reassign Lead). You can drill down within an action to manage action details. The parameter details for an action represent the label associated to the fields in the work panel when a work item is delivered in Universal Work Queue. Similarly to the work panel detail for messages and information, you can manage the visibility of actions through the mapping of responsibilities.

Quick Filters

Quick filters provide a quick and easy way for agents to organize work items in the summary work panel. The filtering process allows an agent to target and prioritize the handling and processing of work items.

The administration of quick filters involves system administration configuration, site administration, and the administration of work providers on a node-by-node basis. As a part of the configuration you can enable or disable filter columns and set

default values. You will need to define the IEU: Desktop: UI: Quick Filters profile option which controls the display of quick filters and accessibility.

Quick filters appear in up-to-three columns above the summary work panel in Oracle Universal Work Queue. You can create a new quick filter for a work node by copying the seeded values from one of the seeded quick filters. Once you identify the seeded quick filter to be used as the template, you will be able to specify the label and description for the new quick filter. You can further drill down to specify the number of filter columns and the label that will appear above each column.

Use the following procedures to manage work provider nodes.

Tasks

You can perform the following tasks:

- Configuring Messages and Special Instruction
- Mapping Responsibilities for Messages and Special Instruction
- Configuring Extended Detail Information
- Mapping Responsibilities for Extended Detail Information
- Configuring Actions for the Work Action Panel
- Creating an Action
- Editing Action Parameter Details
- Deleting an Action
- Mapping Responsibilities for Actions
- Managing Quick Filters
- Creating a Quick Filter
- Entering Filter Details and Assigning Properties
- Deleting a Quick Filter
- Mapping Responsibilities for Quick Filters

5.5.3 Configuring Messages and Special Instruction

Use this procedure to configure messages and special instruction.

Note: The Oracle Application that owns the work item is the source from which the special instruction or message originates.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail - Messages page appears. The Work Panel Detail – Messages page lists the order, message label, and description of the messages that are associated to the work item.

   You can also specify the sort order of the columns by selecting the column header. You can sort the columns in ascending or descending order.

3. The Ordering column lists the order in which the messages appear in Special Instruction panel in the Work Panel. Select the list to set the order in which the message appears. You can sort in ascending or descending order. The first message is the default message that appears when an agent selects a work item. Agents will use the list in the Special Instruction panel to view other messages assigned to their responsibility.

Note: When sequencing the order of messages, you can directly access responsibility mapping by clicking on a message. The Message Responsibility Mapping page allows you to control access to the message by user responsibility. All modifications made to messages will be saved prior to the Responsibility Mapping page being launched. For additional information, see Mapping Responsibilities for Messages.

4. Click **Update** to save your settings. Use **Restore** to undo any changes you have made to the message.
5. To edit another setting, select an option from the Work Panel Detail or Responsibility Mapping submenus.
6. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Mapping Responsibilities for Messages and Special Instruction

5.5.4 Mapping Responsibilities for Messages and Special Instruction

The Responsibility Mapping - Messages option allows you to determine which users will see the special instruction messages. When a user accesses the Work Panel in Oracle Universal Work Queue, all messages that have been mapped to their responsibility will be available for them to view. When more than one special instruction message is made available to them, they will be able to toggle between the messages in the Special Instruction panel.

Use this procedure to map responsibilities for messages and special instruction.

Note: Access to responsibility mapping can be accomplished during the sequencing of messages, by clicking on a message in the Work Panel Detail - Messages page.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, Service Requests.

   The Work Panel Detail – Messages page appears by default.

3. Select **Messages** from the Responsibility Mapping submenu option on the Work Providers List tab.

   The Responsibility Mapping – Messages page appears. The Responsibility Mapping – Messages page lists the Node Name field and the node for which the message applies. For example, Marketing Lists. It also lists the responsibilities that are defined for the message. The default is Any Responsibility.

4. In the Responsibility for field, select the message for which you want to map responsibilities.

5. Query the responsibility by performing a lookup and select the appropriate responsibility.

6. Click **Add**.

   The responsibilities that you assign to the message will appear.

7. Use the Remove check box to delete a responsibility.

8. Click **Update** to save your settings.

9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Messages and Special Instruction

5.5.5 Configuring Extended Detail Information

Information types are specific to work items and the detail associated to each appears in the Extended Detail area of the Work Panel, for example, notes. There may be several types of notes associated to a work item (recent lead notes or all notes for the lead). The label for the note type will appear in the list in the Extended Detail area. The extended information for the note will immediately appear below the Extended Detail area of the Work Panel. The agent can scroll through the text that has been entered for the work item.

The Information option on the Work Panel Detail submenu allows you to determine which users will see the information and the order in which they appear in the information selector.

Note: The information type (note) originates from the Oracle Application that owns the work item.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select a work provider from the list. For example, My Leads (Owner).

The Work Panel Detail - Messages page appears. The Work Panel Detail – Messages page lists the order, message label, and description of the messages that are associated to the work item.

You can also specify the sort order of the columns by selecting the column header. You can sort the columns in ascending or descending order.

3. The Ordering column lists the order in which the messages will appear in Special Instruction panel. From the list, you can set the order in which the message appears. You can sort in ascending or descending order. The first message is the default message that appears when an agent selects a work item. Agents will use the list in the Special Instruction panel to view other messages assigned to the agent's responsibility.

> **Note:** When sequencing the order of messages, you can directly access responsibility mapping by clicking on a message. The Message Responsibility Mapping page allows you to control access to the message by user responsibility. All modifications made to messages will be saved prior to the Responsibility Mapping page being launched.

4. Click **Update** to save your changes. Use the Restore button to abandon changes.
5. To edit another setting, select an option from the Work Panel Detail or Responsibility Mapping submenus.
6. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Mapping Responsibilities for Extended Detail Information

5.5.6 Mapping Responsibilities for Extended Detail Information

The Responsibility Mapping - Information option allows you to determine which users will have access to certain information types for the work item, for example

Recent Lead Notes. When a user selects a work item, all information types that have been mapped to the agent's responsibility will appear in the list in the extended area of the panel portion of the Work Panel.

> **Note:** Access to responsibility mapping can be accomplished during the sequencing of information, by clicking on an information type in the Work Panel Detail - Information page.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, My Leads (Sales Team).

   The Work Panel Detail – Messages page appears by default.

3. Select **Information** from the Responsibility Mapping submenu option on the Work Providers List tab.

   The Responsibility Mapping – Information page appears which lists the Node Name field and the node for which the information applies. For example, My Leads (Sales Team). It also lists the responsibilities that are defined for the information.

   The default is Any Responsibility.

4. In the Responsibility for field, select the information type for which you want to map responsibilities.

5. Query the responsibility by performing a lookup and select the appropriate responsibility.

6. Click **Add**.

The responsibilities that you assign to the information type will appear.

7. Use the Remove check box to delete a responsibility.
8. Click **Update** to save your settings.
9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Extended Detail Information

5.5.7 Configuring Actions for the Action Panel

The Work Panel Detail - Actions page is used to configure the actions that can be performed for a work item. Actions appear in the Action Panel area of the Work Panel. Actions will vary based on the work item type, for example, an action associated to My Leads (Owner) is Transfer Lead whereas an action associated to Marketing Lists is Duplicate Record.

The Actions option on the Work Panel Detail submenu allows you to specify the order in which the actions appear.

Use this procedure to configure actions for the Work Action panel.

Login

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List appears.

2. Select a work provider from the list. For example, Marketing Lists.

   The Work Panel Detail - Messages page appears by default.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

   The Work Panel Detail - Actions page appears which lists the node for which the actions apply and the following columns:

   - Remove
   - Ordering
   - Name
   - Description
   - Active

   Note: The Work Panel Detail - Actions page also features the Create From field. This field is used to create an action from an existing action. See Creating an Action for additional information.

4. The Ordering column lists the order in which the actions will appear in Action Panel area of the Work Panel. Select the list to set the order in which the action appears. You can sort in ascending or descending order. The first action is the default action that appears when an agent selects a work item. Agents will use the list in the Action Panel to view and access other actions assigned to their responsibility.

   Note: When sequencing the order of actions, you can directly access responsibility mapping by clicking on an action. The Responsibility Mapping - Actions page allows you to control access to the action or actions by user responsibility. All modifications made to actions will be saved prior to the Responsibility Mapping page being launched. See Mapping Responsibilities for Actions for additional information.

5. Use the Remove column to select the removal of a site-level administrator created work item action.

Note: Seeded actions are prefaced by an asterisk which indicate that they are unavailable for selection and removal. You will only be able to access the remove check box if the action is user-defined.

6. Use the Active column to specify if the action is active or inactive.
7. Click **Update** to save your settings. Use **Restore** to undo any changes you have made for the action.
8. To edit another setting, select an option from the Work Panel Detail or Responsibility Mapping submenus.
9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Creating an Action
- Editing Action Parameter Details
- Deleting an Action
- Mapping Responsibilities for Actions

5.5.8 Creating an Action

You can create a new action by copying an existing action and editing the copy. The parameters associated to the existing action are copied to the new action. You will need to define the action label and the action description for the new action.

Note: Parameters are the fields that appear in the Action Panel area of the Work Panel. The parameters that appear are determined by the action selected in the Actions list.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, My Leads (Owner).

   The Work Panel Detail – Messages page appears.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

   The Work Panel Detail – Actions page appears.

4. In the **Create From** field, choose the action from which you wish to copy. The following is an example of the available actions from which you can copy to create a new action:

Node	Action
My Leads (Owner)	■ New Task: Call Back ■ Reassign Lead ■ Convert Lead to Opportunity ■ Update Lead ■ Close Lead

5. Click **Go**.

   The Work Panel - Action Details page appears which contains the following fields:

   - Node Name
   - Action Key
   - Action Label
   - Action Description

- PL/SQL Procedure
- Action Multi Select Flag

The following columns list the parameter details for the action:

- Ordering
- Parameter Label
- Parameter Name
- Data Type
- Visible
- Required
- UI Component

6. In the Action Label field, enter a name for the action (e.g., Transfer Lead).
7. In the Action Description field, enter a description for the action (e.g., Transfer to Tier 2 Agent).
8. Click **Done**.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Actions for the Work Action Panel
- Editing Action Parameter Details
- Deleting an Action
- Mapping Responsibilities for Actions

5.5.9 Editing Action Parameter Details

After creating an action, you can edit the action parameter details by setting the parameter label, description, a default value, hint and tooltip text. You can also specify whether the action is visible. Not all edits are valid for all parameters. Some Oracle Applications may prevent you from altering parameters or parameter settings.

Parameters are the field labels that appear in the Action Panel in Oracle Universal Work Queue. The field label content will vary based on the action the agent selects. For example, if the agent selects the Convert Lead to Opportunity action, the field labels that would appear are as follows:

- Customer Name
- Contact Name
- Job Title
- Phone Number
- Lead Name
- Lead Rank
- Status
- Close Reason
- Budget Status
- Time Frame
- Accepted
- Qualified
- New Note

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, My Leads (Owner).

   The Work Panel Detail – Messages page appears.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

   The Work Panel Detail - Actions page appears.

4. Select an action from the Name column.

   The Work Panel – Action Details page appears which contains the following fields:

   - Node Name
   - Action Key
   - Action Label
   - Action Description
   - PL/SQL Procedure
   - Action Multi Select Flag

   Note: If the action is a seeded value, you will not be able to modify the Action Label and Action Description fields. You can modify these fields if the action is user-defined.

The following columns list the parameter details for the work panel action:

- Ordering
- Parameter Able
- Parameter Name
- Data Type
- Visible
- Required
- UI Component

5. Select a parameter to edit from the list in the Parameter Label column. For example, Lead Name.

   The Work Panel – Action Parameter Details page appears which contains the following fields:

   - Action Label

- Procedure Name
- Parameter Name
- Parameter Label
- Parameter Description

6. In the Parameter Label field, enter a name for the parameter.
7. In the Parameter Description field, enter a description for the parameter.
8. In the Parameter Properties section of the Work Panel - Actions Parameters Details page, enter the following properties:
   - Visible
   - Value Required
   - Keyboard Navigable
   - Hint Text
   - Tooltip Text
   - Default Value
9. In the Visible field, select whether the parameter will be visible in the Work Panel on the Oracle Universal Work Queue desktop.
10. In the Keyboard Navigable field, indicate if the user can navigate using the keyboard.
11. In the Hint Text field, enter text that will appear for the user in the Oracle Universal Work Queue desktop.
12. In the Tooltip Text field, enter text that will appear for the user in Oracle Universal Work Queue.

> **Note:** The Default Value option is not applicable.

13. Click **Update** to save your settings.
14. Click **Done**.

See Also

- Administering Work Providers
- Managing Work Provider Nodes

- Accessing and Using the Work Providers List Tab
- Configuring Messages and Special Instruction
- Mapping Responsibilities for Messages and Special Instruction
- Configuring Actions for the Work Action Panel
- Creating an Action
- Deleting an Action
- Mapping Responsibilities for Actions

5.5.10 Deleting an Action

You may only delete actions that you have created. Actions that are seeded by the Oracle Application cannot be deleted. Seeded actions are identified by an asterisk next to the check box in the Remove column on the Work Panel – Actions page. The Remove check box for the action will also be in a grayed-out state, indicating that is unavailable for selection.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list.

   The Work Panel Detail – Messages page appears.

3. Select **Actions** from the Work Panel Detail submenu option on the Work Providers List tab.

   The Work Panel Detail – Actions page appears.

4. Click the Remove check box for the action you wish to delete.
5. Click **Update**.

   A confirmation message appears, indicating that the action was successfully deleted.
6. Click **Done**.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Actions for the Work Action Panel
- Creating an Action
- Editing Action Parameter Details
- Mapping Responsibilities for Actions

5.5.11 Mapping Responsibilities for Actions

The Actions option on the Responsibility Mapping submenu allows you to determine which users will have access to certain actions. When a work item is delivered, all actions mapped to an agent's responsibility will appear in the list in the Action Panel area of the Work Panel.

Use this procedure to map responsibilities for actions for the Work Action panel.

> **Note:** Access to responsibility mapping can be accomplished during the sequencing of actions, by clicking on an action in the Work Panel Detail - Actions page.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, Marketing Lists.

   The Work Panel Detail – Messages page appears by default.

3. Select **Actions** from the Responsibility Mapping submenu option on the Work Providers List tab.

   The Responsibility Mapping – Actions page appears. The Responsibility Mapping – Actions page lists the Node Name field and the node for which the action applies. For example, Marketing Lists. It also lists the responsibilities that are defined for an action. The default is Any Responsibility.

4. In the Responsibility for field, select the action for which you want to map responsibilities.

5. Query the responsibility by performing a lookup and select the appropriate responsibility.

6. Click **Add**.

   The responsibilities that you assign to the action will appear.

7. Use the Remove check box to delete a responsibility.

8. Click **Update** to save your settings.

9. Click **Done**.

   You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Configuring Actions for the Work Action Panel
- Creating an Action

- Editing Action Parameter Details
- Deleting an Action

5.6 Managing Quick Filters

The administration of quick filters involves system administration configuration, site administration, and the administration of work providers on a node-by-node basis. As a part of the configuration you can enable or disable filter columns and set default values. You will need to define the IEU: Desktop: UI: Quick Filters profile option which controls the display of quick filters and accessibility.

Note: The ability to identify default settings is dependent on the type of filter and the data source.

Use the following procedures to manage quick filters.

Tasks

You can perform the following tasks:

- Creating a Quick Filter
- Entering Filter Details and Assigning Properties
- Deleting a Quick Filter
- Mapping Responsibilities for Quick Filters

5.6.1 Creating a Quick Filter

You can create a new quick filter for a work node by copying the seeded values from one of the seeded quick filters. Once you identify the seeded quick filter to be used as the template, you will be able to specify the label and description for the new quick filter. You can further drill down to specify the number of filter columns and the label that will appear above each column.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List tab appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail – Messages page appears.

3. Select **Quick Filter** from the Quick Filter submenu option on the Work Providers List tab.

   The Quick Filter Detail page appears.

4. In the **Create From** field, select the seeded quick filter to copy from. For example, Enterprise Tasks.

5. Click **Go**.

   The Create Quick Filter page appears which contains the following fields:

   - Node Name
   - Application Name
   - Filter Name
   - Filter Label
   - Filter Description
   - Data Source Name
   - Data Source Title

   Note: The Node Name, Application Name, Filter Name, Data Source Name, and Data Source Title fields are predefined and are unavailable for editing. The values that display in these fields are those that are derived from the seeded quick filter used to create the new filter.

6. In the Filter Label field, enter the label for the new quick filter. For example, Assigned Tasks.

7. In the Filter Description field, enter a description for the quick filter. For example, Tasks Assigned to Agent.
8. Click **Create**.

   The Quick Filter Detail page refreshes and is updated to include the newly created label.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Managing Quick Filters
- Entering Filter Details and Assigning Properties
- Deleting a Quick Filter
- Mapping Responsibilities for Quick Filters

5.6.2 Entering Filter Details and Assigning Properties

Once you create a quick filter, you will need to enter the details for the quick filter. The details include defining the label, description, a default value, hint and tooltip text. You can also specify whether the quick filter is visible.

Note: Not all parameters are eligible for editing. Some Oracle Applications amy prevent you from altering parameters or parameter settings. Parameters are the field labels that appear in the quick filter columns. The parameters that appear varies based on the action the agent performs.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List tab appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail – Messages page appears by default.

3. Select **Quick Filter** from the Quick Filter submenu option on the Work Providers List tab.

   The Quick Filters page appears.

4. Select the quick filter for which you want to enter or modify the properties.

   The Quick Filter Details page appears. The page is divided in to two-parts; the top section of the page presents a snapshot of the source for the detail that comprises the quick filter and the bottom section is a drill-down to the filter columns. The top section of the Quick Filter Details page is presented in a 'read-only' format while the Quick Filter Column Details section (which comprises the bottom section of the page) is available for the configuration of the filter columns. The Quick Filter Column Details section presents the sequence in which the filter column displays as well as the label, name, data type, and visibility indicator.

5. Select a filter column label to further define column properties.

   The Filter Column Details page appears. Similar to the Quick Filter Details page, the Filter Column Details page is divided in to two-parts; the top section of the page consists of the quick filter name, filter column name, filter column label, and description and the bottom section is the Filter Column Properties section. This section is where you will enter the properties that display above the filter column, in the tooltip, in the hint text, and whether the column is visible.

6. Select a filter column label from the list. For example, Scheduled Start.

   The Filter Column Details page appears which contains the following fields:

   - Quick Filter Name
   - Filter Column Name

- Filter Column Label
- Description

> **Note:** You will not be able to edit or modify the values in these fields as they are derived from the seeded quick filter. The Data Source Name and Title are derived from the enumerator procedure.

Filter column properties appear in the following fields:

- Prompt Text
- Visible
- Hint Text
- Tooltip Text
- Default Value

7. In the Prompt Text field, enter the label text that will display above the quick filter column in Oracle Universal Work Queue.
8. In the Visible field, select whether the filter will be visible.
9. In the Hint Text field, enter text that will appear for the agent when they mouse over the column in Oracle Universal Work Queue.
10. In the Tooltip Text field, enter text that will appear for the agent when they mouse over the column in Oracle Universal Work Queue.

> **Note:** The Default Value option is not applicable.

11. Click **Update** to save your definition.

    You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Managing Quick Filters

- Creating a Quick Filter
- Deleting a Quick Filter
- Mapping Responsibilities for Quick Filters

5.6.3 Deleting a Quick Filter

You may only delete 'user' created quick filters. Quick filters that are pre-seeded cannot be deleted. Seeded quick filters have an asterisk associated to them which appears to the left of the Remove column. The checkbox in the Remove column will also be unavailable for selection (grayed-out state).

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list.

   The Work Panel Detail – Messages page appears.

3. Select **Quick Filter** from the Quick Filter submenu option on the Work Providers List tab.

   The Quick Filter Details page appears.

4. Click the Remove check box for the quick filter you wish to delete.

5. Click **Update**.

   A confirmation message appears, indicating that the quick filter was successfully deleted.

6. Click **Done**.

You will return to the Work Providers List page.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Managing Quick Filters
- Creating a Quick Filter
- Entering Filter Details and Assigning Properties
- Mapping Responsibilities for Quick Filters

5.6.4 Mapping Responsibilities for Quick Filters

Use this procedure to map responsibilities to quick filters.

> **Note:** You can access the responsibility mapping option at any point during the configuration of quick filters.

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site-Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The Work Providers List page appears.

2. Select a work provider from the list. For example, Tasks.

   The Work Panel Detail – Messages page appears by default.

3. Select **Quick Filter** from the Responsibility Mapping submenu option on the Work Providers List tab.
4. Select the Responsibility Mapping - Actions option from the submenu on the Work Providers List tab. The Responsibility Mapping – Actions page appears.

   The Responsibility Mapping - Quick Filter appears which lists the Node Name field and the node for which the quick filter applies. For example, Tasks.

   The default is 'Any Responsibility'.
5. In the Responsibility for field, select the action for which you want to map responsibilities.
6. Query the responsibility by performing a lookup and select the appropriate responsibility.
7. Click **Add**.

   The responsibilities that you assign to the action will appear.
8. Use the Remove check box to delete a responsibility.
9. Click **Update** to save your settings.
10. Click **Done**.

    You will return to the Work Provider List.

See Also

- Administering Work Providers
- Managing Work Provider Nodes
- Accessing and Using the Work Providers List Tab
- Managing Quick Filters
- Creating a Quick Filter
- Entering Filter Details and Assigning Properties
- Deleting a Quick Filter

5.7 Running Concurrent Processes

Concurrent processes serve multiple purposes. Universal Work Queue uses concurrent processes to activate work sources and to clean up inactive session activity.

There are five concurrent processes in this release of Universal Work Queue.

- Synchronize and Activate Task Work Source
- UWQ Work Repository Purge Process
- UWQ Work Distribution Audit Log Purge Process
- UWQ Notices Purge Process
- UWQ Session History Crashed Session Cleanup

You should ensure that concurrent programs are set up to run periodically.

5.7.1 UWQ Session History Crashed Session Cleanup

The UWQ Session History Crashed Session Cleanup concurrent script is used to clean up UWQ Session History crashed sessions. It should be used if the Session History is turned ON at the customer site.

It accepts the following input parameters:

- Agent Login Name (Optional)
  - User Name of the resource for which the cleanup will be done. If left Null, it'll do it for all the existing resources.
- Application Name (Required)
  - UWQ, EMC and both. The default is UWQ.
- Timeout Value (Required)
- Value in hours. The default is 2 hours.

The UWQ Session History crashed session cleanup is done based on the following criteria.

- All Open (crashed) sessions and their activities, if any having last update time greater than the user input Timeout value are ended with logical and appropriately available end time values.

Note: This runs as a part of a request set 'Cleanup transaction tables for Interaction Center Intelligence' that calls the CCT session cleanup program before than the IEU session cleanup program to ensure the accuracy of some of the timings reported in the related ICI reports. If it's run standalone, the accuracy of the information may not be correct.

See Also

- Synchronize and Activate Task Work Source
- UWQ Work Repository Purge Process
- UWQ Work Distribution Audit Log Purge Process
- UWQ Notices Purge Process

5.7.2 UWQ Work Distribution Audit Log Purge Process

This concurrent script is used to purge old Work-Distribution Audit Log records and should be used if the UWQ Work-Distribution feature is used at the customer site and the Audit logging for the same has been turned ON.

It accepts the following input parameters.

- Work Item Object Code - Primary WorkSource object codes.
- Creation Date
  - Default - before 3 months.
  - Validation done to check the date to be prior to 3 months.

The Audit Trail log items will be purged based on the following criteria:

- All Closed/Deleted Work Item Audit log records for the specific Primary Work Source Object Code are considered for purging. This can span across to the appropriate Association Work Source code as well. For e.g. Work Items with Object code 'Task' would include Work Sources 'Task' and 'SR Task'.
- Audit log for the work items that are created before the 'Creation Date' input date would be deleted, except those work items that were reopened later than this date.

See Also

- Synchronize and Activate Task Work Source
- UWQ Work Repository Purge Process
- UWQ Notices Purge Process
- UWQ Session History Crashed Session Cleanup

5.7.3 UWQ Notices Purge Process

This concurrent script is used to purge the 'deleted' UWQ Notice messages based on the user input. It should be used if UWQ Notices is turned ON at the customer site.

It accepts the following input parameters.

- Last Update Date
  - Default - Yesterday
  - Validation done to check the date is prior to today.

The UWQ Notice messages will be purged based on the following criteria:

- 'Deleted' status Notices on or before the specified date will be purged.

See Also

- Synchronize and Activate Task Work Source
- UWQ Work Repository Purge Process
- UWQ Work Distribution Audit Log Purge Process
- UWQ Session History Crashed Session Cleanup

5.7.4 Synchronize and Activate Task Work Source

The Synchronize and Activate Task Work Source concurrent script serves two of the following purposes:

- Synch up any existing Tasks data at the Customer site.
- Upon successful completion, 'Activate' the 'Tasks' Work Source to be used with UWQ Distribution features (Request Work and Next Work.)

This should be used only if the customer wishes to use the UWQ Work-Distribution feature.

See Also

- Synchronize and Activate Task Work Source
- UWQ Work Repository Purge Process
- UWQ Work Distribution Audit Log Purge Process
- UWQ Notices Purge Process

- UWQ Session History Crashed Session Cleanup

5.7.5 UWQ Work Repository Purge Process

This concurrent script is used to purge old Work-Distribution work items and should be used only if the UWQ Work-Distribution feature is used at the customer site.

It accepts the following input parameters.

- Work Source Code
- Last Update Date
  - Default - before 6 months.
  - Validation done to check the date to be prior to 6 months.

The UWQ work items will be purged based on the following criteria:

- All Closed/Deleted work items for the Work Source code before the 'Last Update' date are considered for purging from the Audit log.
- Work Items having dependent (parent or child) open work items will not purged.
- Association work items can be purged only after the parent work items have been purged.

See Also

- Synchronize and Activate Task Work Source
- UWQ Work Distribution Audit Log Purge Process
- UWQ Notices Purge Process
- UWQ Session History Crashed Session Cleanup

6

Integration Tasks

This chapter contains task-based procedures for integrating the product with other products.

Topics include:

- Application Work Integration
- Media Channel Integration
- Interaction Blending Integration
- Interaction Center Intelligence Integration
- Oracle TeleSales Integration
- Oracle TeleService Integration
- Advanced Inbound Integration
- Advanced Outbound Integration
- Email Center Integration
- Oracle Customer Care Integration
- Web Callback Integration

6.1 Application Work Integration

Universal Work Queue acts as an integration framework for work item delivery ("screen pop") to applications. It provides the media plug-in and application work provider frameworks described above to incorporate media and work items. It also provides an application integration infrastructure that allows applications to receive screen pops through UWQ from media and application work providers. Only Oracle Forms based applications integrate with UWQ; they do so at the forms level.

Not all Forms applications integrate with UWQ. Only some application forms support UWQ screen pops.

An application work provider creates and manages one or more work item types. Not all Oracle E-Business applications use Universal Work Queue for the presentation and delivery of work items.

The following applications support UWQ screen pops:

- Oracle TeleSales
- Oracle TeleService
- Oracle Collections
- Oracle Task Manager
- Oracle Escalation Manager

The following table presents a matrix of the application and form launching.

Table 6–1 Application Integration Matrix

Application	Media Supported (form launched)	Screen Pop Forms	Work Items Supported
Oracle TeleSales	■ Advanced Outbound (eBusiness Center) ■ Advanced Inbound (eBusiness Center)	■ eBusiness Center	■ Tasks ■ Leads (work panel enabled) ■ Opportunities ■ Quotes ■ Marketing Lists (work panel enabled)
Oracle TeleService	■ Advanced Inbound (eBusiness Center) ■ Web Callback Request	■ Contact Center ■ Service Request	■ Service Request ■ Tasks ■ Escalations

Table 6–1 Application Integration Matrix

Application	Media Supported (form launched)	Screen Pop Forms	Work Items Supported
Oracle Collections	■ Advanced Outbound (eBusiness Center) ■ Advanced Inbound (eBusiness Center)	■ eBusiness Center	■ Delinquency Notice ■ Dunning Notice ■ Broken Promise to Pay ■ Collection Strategy ■ Tasks
Oracle Task Manager	Not supported	None	■ Tasks
Oracle Escalation Manager	Not supported	None	■ Escalations

6.1.1 Application Work Nodes

Application work providers expose work item lists through Universal Work Queue nodes.

- Nodes organize work by work type (task, service request, media), ownership or assignment and by distribution (groups or individuals).
- There may be more than one node for a given work object type: “My Leads” and “My Teams Leads”
- Nodes may include sub-nodes that further segment work by work item type.
- Nodes display summary information about each work item the agent may access.
- Nodes may include quick filters to refine summary information displayed.
- Nodes may include quick actions (Workpanel) to allow agents to act upon one or several selected work items.
- Agents may open work from the work summary; UWQ launches work into the appropriate application form based on work object action mapping implemented in this release.
- Summary information presented is different for each work object type.
- Sites customize nodes.

- Sites customize summary display. Each summary display consists of a spread table; sites may configure the order and visibility of columns in the spread table.
- Sites may set default sort order for summary display.
- Sites may set order of nodes within Agent Workplace.
- Sites may grant or deny access to nodes on a site-wide, responsibility and individual agent basis.
- Sites may control access to Workpanel on a site-wide, responsibility and individual agent basis.
- Sites may configure Workpanel commands, parameter display and notes on a responsibility basis through an HTML administration tool.
- Sites may configure Quick Filters for each node on a responsibility basis through an HTML administration tool.
- Allow agents to control node displays.
- Agents may customize the work selector.
- Agents may dynamically change node access method: tree control or cascading control.
- Agents may hide (or display) nodes for a single session.
- Agents may change node order for a single session.
- Agents may customize node summary display and save setting between sessions:
- Agents may change and save sort summary sort order.
- Agents may hide or display summary columns.
- Agents may change the order of summary columns.

6.1.2 Queued, Priority Work Distribution and Delivery

Work providers may include work items in the Work Repository to support queued, prioritized distribution and delivery of work items.

- Applications map work item priority to UWQ global priority.
- Applications maintain work item status.
- Applications define work sources and work distribution methods and rules.

- UWQ queues work items and supports distribution only upon request and focused, next work distribution and delivery.

6.1.3 Application Notices

Oracle E-Business applications provide notice of important events through Universal Work Queue's application notice framework.

- Individual applications may directly integrate with the Application Notice facility or they may supply workflows that send application notices upon specific events.
- The work provider (application or workflow) determines the actual events that trigger an application notice.
- Sites may create application notices through public APIs.
- Agents may launch work item directly from notice.

6.1.4 Tasks

Tasks integrate with UWQ for application work. Tasks provide two nodes for browse and select work, "My Tasks" and "Enterprise Tasks," "All Tasks" is no longer supported.

Tasks integrate with the Work Repository to support primary and relationship work sources. This means tasks may be distributed with independent rules for stand-alone tasks (such as agent appointments) or as dependent (child) work items based on the task source application.

Using the new work action associations in this release, sites may determine the task launch form based on user responsibility and task source document. This means that a service request task may be configured to launch the task manager, service request form or contact center depending on an agent's responsibility.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
■ My Tasks ■ Enterprise Tasks	■ Service Request ■ Contact Center ■ Oracle TeleSales ■ Leads Center ■ Opportunity Center ■ eBusiness Center ■ Oracle Collections	■ Special Instruction ■ Notes ■ Actions	■ Due Date ■ Status ■ Assignment/ Ownership	No prepackaged notices.	■ Tasks ■ Service Request Tasks

6.1.5 Escalations

Escalations identify work items, such as service requests, that have been escalated and therefore require special attention. Escalations supports a single node segmented by escalation level.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
Escalations	Escalations (segmented by escalation level)	Oracle Escalations	None	No prepackaged notices	No

6.1.6 Leads

Leads supports two nodes, “My Leads” for owned leads and “My Leads” for sales team associated node. Leads nodes support the work panel; neither supports quick filters. Leads does not subscribe to the Work Repository.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
■ My Leads (Owner) ■ My Leads (Sales Team)	■ Oracle TeleSales ■ Oracle Marketing	■ Notes ■ Actions	None	No	No

6.1.7 Opportunities

Opportunities supports two nodes, “My Opportunities Sales Credits” for owned opportunities and “My Opportunities Sales Team” where the agent is part of the sales team. Both support the work panel; neither supports quick filters. Opportunities does not subscribe to the Work Repository.

Oracle TeleSales supports a “Personal Lists” node driven off the Universal Search. This node supports contacts (like Marketing Lists) and Opportunities. Agents create personal lists by specifying selection criteria and executing a Universal Search, then categorizing it as either a Contact or an Opportunity. Agents may create a number of lists in each category. They may be used to track “hot” or failing opportunities, work that requires near-term follow-up, etc. For contacts it is a useful means of creating lists for recurring activities, such as a quarterly or monthly phone call. Personal Lists support Workpanel actions. Contact type lists support Marketing List actions, Opportunity type lists support Opportunity actions. Personal Lists also include the recent activity column and filter.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
■ My Opportunities Sales Credits ■ My Opportunities Sales Team	■ Oracle TeleSales	■ Special Instruction ■ Notes ■ Actions	■ Recent Activity Filter	No prepackaged notices	No

6.1.8 Quotes

There is a single quotes node. Quotes does not support Workpanel, Quick Filters or the Work Repository.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
■ Quotes	■ Oracle TeleSales	■ None	■ None	No prepackaged notices	No

6.1.9 Marketing Lists

Marketing lists allow agents to access marketing campaign schedules directly, for manual and list processing. Marketing Lists supports two nodes segmented by marketing campaign schedule (so that agents can access each campaign). Marketing lists supports Workpanel but neither Quick Filters nor Work Repository.

Oracle TeleSales supports a "Personal Lists" node driven off the Universal Search. This node supports both contacts (like Marketing Lists) and Opportunities. Agents create personal lists by specifying selection criteria and executing a Universal Search and categorizing it as either a Contact or an Opportunity. Agents may create a number of lists in each category. They may be used to track "hot" or failing opportunities, work that requires near-term follow-up, etc. For contacts this is a useful means of creating lists for recurring activities, such as a quarterly or monthly phone call.

Personal Lists support Workpanel actions. Contact type lists support Marketing List actions, Opportunity type lists support Opportunity actions. Personal Lists also include the recent activity column and filter.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
■ Marketing Lists ■ Marketing Lists Manual Assignments ■ Personal Lists	■ Oracle TeleSales - eBusiness Center - Task Manager	■ Special Instructions ■ Notes ■ Actions	■ None	No prepackaged notices	No

6.1.10 Collections

Collections applications support four major work objects:

- Delinquency – the debt that needs to be collected
- Broken Promises – a failed promise to pay in response to a collection effort.
- Strategies – a collection effort on behalf of a delinquency.
- Dunning – an attempt to collect a delinquency, generally in the form of a letter.

To assist collectors, Collections provides a number of nodes organized to view customer or account information. (See the node list below.) Collections does not support Workpanel, Quick Filters or Work Repository for any of these work item objects.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository and Work Source
■ My Delinquency ■ My Broken Promises ■ My Dunning ■ My Strategy Work Items ■ Account View Delinquencies ■ Account View Promises ■ Account View Strategies ■ Customer View Delinquencies ■ Customer View Promises ■ Customer View Strategies	■ Oracle Collections	■ None	■ None	No prepackaged notices	No

6.1.11 Service Requests

The service request node supports end-user customization through service provided utilities. This allows site administrators to set the segmentation of the service node. Service supports the new work repository for work distribution from service request and SR Task work sources. It does not support Workpanel or Quick Filters.

Nodes Provided	Applications Supported	Work Panel Features	Quick Filter Columns	Application Notices	Work Repository Work Sources
■ Service Requests	■ Oracle TeleService	■ None	■ None	■ Notice on assignment ■ Notice on service request change (by user) ■ Notice on service request closed (by user)	■ Service Request (primary) ■ Service Request Task (relationship)

Universal Work Queue also supports the following for service requests:

- Work Distribution
- SR Tasks distributed only after related service request has been distributed
- Distribute Only mode
- Distribute and Deliver framework

6.2 Media Channel Integration

Media work providers integrate through the UWQ media plug-in, a de-coupled, real-time media interface. Universal Work Queue provides media support for the following media providers.

6.2.1 Advanced Inbound

The following integration support is provided for Advanced Inbound:

- Active and passive mode OTM screen pops.
- Active mode, OTM classifies a call and routes it to and queues it for a specific agent or agent group.
- Passive mode, an ACD routes and queues the call, OTM provides only CTI services to pass call classifications, events and information through UWQ to the agent's softphone and application.

- Execute screen pop based on AI classification and Universal work Queue application action mapping.
- Direct and route point call transfers between agents with different responsibilities.
- Direct inbound call screen pop configuration: call received, on agent answer or on agent answer and end interaction.Universal Work Queue

6.2.2 Advanced Outbound

Universal Work Queue exposes Advanced Outbound campaigns and facilitates call delivery in:

- Predictive mode - voice and application screen pop delivered to agent simultaneously
- Progressive - Universal Work Queue coordinates dial when application work item is delivered from Advanced Outbound
- Preview - Universal Work Queue inserts phone number into the softphone when work is received from Advanced Outbound; agent dials call when ready.
- Time Preview - same as preview mode, except automatically places call if agent does not dial within a set time.
- AO manual mode - no CTI, only delivers application work item, agent dials phone manually.
- Interaction Blending supports multi-list campaigns.

6.2.3 Web Callback

Universal Work Queue supports web callback as an alternate inbound channel. Self-service applications expose a 'call me' button on their web pages. Users request a callback by select the button and entering the callback information (name, phone number, and reason). Oracle Telephony Manager classifies and queues the callback request and distributes it to the next available agent in standard (FIFO) order, by classification.

6.2.4 Email Center

With this release, Universal Work Queue provides full support for email. Agents may access email accounts and classifications from within Universal Work Queue to

request new email and access unfinished responses from their inbox. Both access methods launch the HTML Email client.

You can perform the following:

- Request next email - Email Center queues are accessed through the agent workplace in Universal Work Queue
- Open received email - Agents can access inbox from the agent workplace in Universal Work Queue

6.3 Interaction Blending Integration

Note: This procedure applies to the blending of media work. It is only required when implementing Oracle Interaction Blending. The System Administrator responsibility is required to define profile options.

Oracle Interaction Blending dynamically moves agents between queues and media types based on the service levels for the interaction center. Use the following procedure to integrate Universal Work Queue with Oracle Interaction Blending.

See Also

- *Oracle Interaction Blending Implementation Guide*
- Section 5.1, "Configuring Universal Work Queue for Application Work"

6.3.1 Set UWQ Profile Options for Oracle Interaction Blending

The IEU: Blending Style profile is used to enable the blending of media work. When an agent requests work from the Blended node, Universal Work Queue will deliver any of the media type for which an agent is enabled (e.g., inbound, web callbacks, or outbound), based on the service levels for the interaction center.

The following table features the four blending options:

Setting	Description
Full Forced Blended	Enables the blending of media work. A Blended node appears in the Universal Work Queue work selector. The media node or nodes (e.g., Inbound and Outbound) from which an agent can request work that is specific to the media do not appear.
Full Optional Blended	Enables media work blending and the appearance of a Blended node and media nodes (e.g., Inbound or Outbound) in the Universal Work Queue window. The media node or nodes (e.g., Inbound and Outbound) from which an agent can request work that is specific to the media also appears, allowing an agent to select between the nodes.
Not Blended	Media work blending is not enabled. A single blending node appears.
Simple Forced Blended	Provides the ability for passive blending.
Simple Optional Blended	Provides the ability for enhanced-passive blending. All media nodes appear.

See Also

- *Oracle Interaction Blending Implementation Guide*
- *Oracle Interaction Center Server Manager Implementation Guide*
- Appendix B
- Section 4.8, "Setting System Profile Options"

6.4 Interaction Center Intelligence Integration

Universal Work Queue tracks agent session and activity data and reports the information that has been gathered in Oracle Interaction Center Intelligence.

Note: This procedure applies to the session logging of media work and is only required when implementing Oracle Interaction Center Intelligence. Oracle Interaction Center Intelligence must be installed and configured prior to modifying any profiles and the Call Center HTML Administration responsibility must be assigned.

The Universal Work Queue server records the following information in the database:

- Agent login
- Agent logout
- Media item requests
- Media item deliveries

Use the following procedure to integrate Universal Work Queue with Oracle Interaction Center Intelligence.

Note: The additional server activity can affect the performance of the Universal Work Queue server.

See Also

- *Oracle Interaction Center Intelligence Implementation Guide*

6.4.1 Set UWQ Server Profile Options for Oracle Interaction Center Intelligence

To enable Universal Work Queue to provide information to be written to Interaction Center tables, you must enable the following Universal Work Queue profile:

Profile	Setting
IEU: Session History Logging	Yes

Note: The default setting for the profile option is No.

See Also

- *Oracle Interaction Center Intelligence Implementation Guide*
- *Oracle Interaction Center Server Manager Implementation Guide*
- Appendix C

6.5 Oracle TeleSales Integration

Note: This procedure is only required when implementing Oracle TeleSales.

Universal Work Queue can specifically integrate with the Lead and Opportunities modules in Oracle TeleSales. The steps required to integrate Oracle TeleSales include:

- Install Oracle TeleSales applications using Oracle Applications Rapid install
- Implement Oracle TeleSales modules, as determined by your enterprise and business requirements
- Assigning the appropriate user responsibilities to your agents that enable them to access Oracle Applications functionality related to the Oracle TeleSales modules to be used. For example, if the agent has the Customer Support responsibility assigned, they would be able to access and work items that have been assigned to them and are related their job, such as tasks and service requests.
- Setting related Universal Work Queue user profile options to enable or disable site or user access to the functionality provided by Oracle TeleSales module.

See Also

- *Oracle TeleSales Implementation Guide*
- *Installing Oracle Applications 11i*

6.5.1 Set UWQ Profile Options for Oracle TeleSales

When a user logs into Universal Work Queue, the user is enabled to work on the type of work items to which his or her assigned responsibilities provide access unless you limit user access to certain functionality by setting values for the Universal Work Queue profile options. Therefore, if the user's responsibilities

enable him or her to access Oracle TeleSales functionality, this profile option does not need to be set unless you want to disable a user's access to the functionality.

The following Universal Work Queue profile options can be set for users who handle Oracle TeleSales related work items:

Profile Option	Setting
IEU: Queue: Leads	Yes
IEU: Queue: Opportunities	Yes

See Also

- *Oracle TeleSales Implementation Guide*
- Appendix B
- Section 4.8, "Setting System Profile Options"

6.5.2 Create a Media Action for Oracle TeleSales

Use this procedure to create a media action for inbound telephony for Oracle TeleSales.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps

1. From the Oracle Interaction Center Server Manager, select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. Enter the following information for the media action.
   - In the Media Type field, select **Inbound Telephony**.

- In the Classification field, type in the name of the media item classification that will trigger the media action (screen pop).
- In the Media Action field, select the business application that will be launched when a media item of the specified type with the specified classification is selected from a work queue.

3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3.1, "Configuring a Screen Pop"

6.6 Oracle TeleService Integration

Note: This procedure is only required when implementing Oracle TeleService.

Universal Work Queue can specifically integrate with Oracle TeleService's Customer Support and Service Requests modules.

The steps required to integrate Universal Work Queue with the Oracle TeleService include:

- Installing Oracle TeleService applications using Oracle Applications Rapid install.
- Implementing the Oracle TeleService modules that will be used by your enterprise.
- Assigning the appropriate user responsibilities to your agents that enable them to access Oracle Applications functionality related to the Oracle TeleService modules to be used. Oracle Applications ship with certain defined user responsibilities which are set up to provide user access to product functionality.

  The Customer Support responsibility enable users to access Oracle TeleService product functionality. For example, if the agent has the Customer Support responsibility assigned, they would be able to work items that have been assigned to them and are related their job, such as tasks and service requests.
- Setting related Universal Work Queue profile options to enable or disable site or user access to the functionality provided by Oracle TeleService module.

Note: The ability to integrate telephony with Oracle TeleService requires the configuration of media classification using the Service Requests Media function. The Service Requests Media function will be available in a future release.

See Also

- *Oracle TeleService Implementation Guide*

6.6.1 Set UWQ Profile Options for Oracle TeleService

When a user logs into Universal Work Queue, the user is enabled to work on the type of work items to which his or her assigned responsibilities provide access unless you limit user access to certain functionality by setting values for the Universal Work Queue profile options. Therefore, if the user's responsibilities enable him or her to access Oracle TeleSales functionality, this profile option does not need to be set unless you want to disable a user's access to the functionality.

For example, if you are set up with a responsibility that allows you to access and work items, such as tasks or service requests, those items that are open and assigned to you will be delivered and presented in Universal Work Queue. If the profile option IEU: Queue Service Requests is not set to Yes at the user level, work items will not be delivered to the work queue for presentation to the agent.

The following Universal Work Queue profile option can be set for users who handle Oracle TeleService related work items:

Profile Option	Setting
IEU: Queue: Service Requests	Yes

See Also

- *Oracle TeleService Implementation Guide*
- Appendix B
- Section 4.8, "Setting System Profile Options"

6.7 Advanced Inbound Integration

Note: This procedure is only required when implementing Oracle Advanced Inbound.

Universal Work Queue channels media requests, events and information to the softphone and Oracle E-Business applications. Agents use this channel to log into the Oracle Telephony Manager and assign their extension for receipt of inbound calls.

Oracle Advanced Inbound is an Interaction Center module which is comprised of the following Interaction Center products:

- Oracle Telephony Manager
- Universal Work Queue
- Oracle Interaction Blending
- Oracle Routing Server
- Oracle Interactive Voice Response Integration

Together these products provide the base for managing customer interactions through multiple channels, delivering interactions to appropriate agents when ready.

Oracle Advanced Inbound is required to telephony enable business applications in the Oracle E-Business Suite. Telephony-enabled means that the product has the capability of communicating with a telephone system for both inbound and outbound calls via the Computer Telephony Integration (CTI) middleware that handles the messaging between a telephone switch and the user's application.

Oracle Advanced Inbound provides an enterprise with the means to improve interaction center productivity through CTI to it's PBX and IVR platforms for application screen pops in the Oracle Applications. It also ensures that the proper customer is routed to the correct agent for multi-media contacts.

The server architecture of Oracle Advanced Inbound is scalable to run interaction centers with a single physical site or multiple sites. It can also be configured to integrate IVR data. The integration points for Oracle Advanced Inbound to other Interaction Center Modules and products include Oracle Advanced Outbound, Universal Work Queue, and Oracle Interaction Blending.

In order for a screen pop to occur in Oracle Advanced Inbound, the following tasks need to be completed for Universal Work Queue:

- Configure Universal Work Queue Server
- Configure Universal Work Queue Screen Pop
- Create and Define Universal Work Queue Agents
- Set Universal Work Queue Profile Options

6.7.1 Advanced Inbound Media Support

The following integration support is provided for Advanced Inbound:

- Active and passive mode OTM screen pops.
- Active mode, OTM classifies a call and routes it to and queues it for a specific agent or agent group.
- Passive mode, an ACD routes and queues the call, OTM provides only CTI services to pass call classifications, events and information through UWQ to the agent's softphone and application.
- Execute screen pop based on AI classification and Universal work Queue application action mapping.
- Direct and route point call transfers between agents with different responsibilities.
- Direct inbound call screen pop configuration: call received, on agent answer or on agent answer and end interaction.Universal Work Queue

See Also

- Section 4.3, "Creating an Interaction Center Agent"
- Section 4.4, "Creating an Employee"
- Section 4.5, "Creating an Employee in CRM Resource Manager"
- Section 4.6, "Setting Up Employees as Users"
- Section 4.7, "Importing a Resource"
- Section 4.8, "Setting System Profile Options"
- Section 5.2, "Configuring Universal Work Queue for Media Work"
- *Oracle Advanced Inbound Implementation Guide*

- *Oracle Interaction Center Implementation Guide*
- *Oracle Advanced Inbound Implementation Guide*
- *Oracle Interaction Center Implementation Guide*

6.7.2 Configure UWQ Server for an Oracle Advanced Inbound Screen Pop

Use this procedure to configure the Universal Work Queue server for an Oracle Advanced Inbound screen pop.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Oracle Interaction Center Implementation Guide and Appendix C.

Steps

1. From the ICSM tab, select the Server Groups sub-option.

   The Server Group List page appears.

2. Select a server group from the available list in the Server Group Name column.
3. Click **Create**.

   The Server Details page appears.

4. In the Server Name field, enter the name of the Universal Work Queue server.
5. In the Server Type field, select **Universal Work Queue Server**.
6. Click **Save**.

Note: You can configure some of the runtime parameters for the Universal Work Queue server. See Appendix C for a list of the server parameters and values.

See Also

- *Oracle Advanced Inbound Implementation Guide*

- *Oracle Interaction Center Implementation Guide*
- Appendix C

6.7.3 Create a Media Action for Inbound Telephony

Use this procedure to create an inbound telephony media action.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps

1. In the Oracle Interaction Center page, select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. Enter the following information for the media action.
   - In the Media Type field, select **Inbound Telephony**.
   - In the Classification field, type in the name of the media item classification that will trigger the media action (screen pop).
   - In the Media Action field, select the business application that will be launched when a media item of the specified type with the specified classification is selected from a work queue.
3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3.1, "Configuring a Screen Pop"

6.7.4 Set UWQ Profile Options for Oracle Advanced Inbound

The following Universal Work Queue profile options need to be set:

Profile Option	Setting
IEU: Queue: Inbound Telephony	Yes
IEU: Queue: Media: Telephony	Yes

See Also

- Section 4.8, "Setting System Profile Options"
- Appendix B
- *Oracle Advanced Inbound Implementation Guide*

6.8 Advanced Outbound Integration

Note: This procedure is only required when implementing Oracle Advanced Outbound.

In order for a screen pop to occur for an outbound media item in Oracle Advanced Outbound, the following tasks need to be completed for Universal Work Queue:

- Creating a classification rule or rules for outbound media items
- Configuring the media actions by media classification

Call classifications are created as part of the Oracle Telephony Manager configuration. The call classifications and the media types are seeded data from the various Oracle Applications.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3.1, "Configuring a Screen Pop"
- *Oracle Advanced Outbound Implementation Guide*
- *Oracle Interaction Center Implementation Guide*

6.8.1 Advanced Outbound Media Support

Universal Work Queue exposes Advanced Outbound campaigns and facilitates call delivery in:

- Predictive mode - voice and application screen pop delivered to agent simultaneously
- Progressive - Universal Work Queue coordinates dial when application work item is delivered from Advanced Outbound
- Preview - Universal Work Queue inserts phone number into the softphone when work is received from Advanced Outbound; agent dials call when ready.
- Time Preview - same as preview mode, except automatically places call if agent does not dial within a set time.
- AO manual mode - no CTI, only delivers application work item, agent dials phone manually.
- Interaction Blending supports multi-list campaigns.

6.8.2 Set UWQ Profile Options for Oracle Advanced Outbound

The following profile options need to be set for users in Universal Work Queue:

Profile Option	Setting
IEU: Queue: Advanced Outbound Telephony	Yes
IEU: Queue: Media: Telephony	Yes

See Also

- Section 4.8, "Setting System Profile Options"
- Appendix B

6.9 Email Center Integration

With this release, Universal Work Queue provides full support for email. Agents may access email accounts and classifications from within Universal Work Queue to request new email and access unfinished responses from their inbox. Both access methods launch the HTML Email client.

You can perform the following:

- Request next email - Email Center queues are accessed through the agent workplace in Universal Work Queue

- Open received email - Agents can access inbox from the agent workplace in Universal Work Queue

Prior to this release read-only views of email queues and an agent's inbox were displayed in the Universal Work Queue. An agent could view the number of emails in each individual classification queue and also view the list of all emails in their inbox. However they could not either acquire the next message from the queue or open an email from the inbox.

6.9.1 Queued Emails

The "Queued Emails" view provides a count for the number of emails queued up for a given account. Only the email accounts to which the agent has been assigned are displayed here. The agent can drill down to view the count of emails queued up for each classification under a given account as well. The agent can acquire the next email message for a specific classification or the next email message across all classifications for that account by double-clicking on the appropriate row or by selecting the row and clicking on the "Get Work" icon in the menu bar. Emails are always delivered to the agent in a first-in-first-out (FIFO) ordering. The Email Center Message Component is launched in a separate browser window and the contents of the email along with suggested responses and matching customer data is displayed in the Reply screen. When the agent ends the interaction by either responding to the email, transferring, rerouting or deleting it, the Message Component window is automatically closed. The agent can have more than one email message open at the same time, since each of them are recorded as separate interactions.

6.9.2 My Inbox

The "My Inbox" view displays the lists of emails in an agents inbox. The agent can view emails across all account that he/she has been assigned to or list of emails for a specific account. The following details are displayed for each email in the agent's inbox:

- Read/New – This column indicates if the message has already been read by the agent or not. An email could get placed in the agent's inbox if it was automatically routed to the agent, transferred by another agent or assigned by a supervisor. In either case, the email would be marked as "New" until the agent views it.
- Account – The account name to which the email belongs is only displayed in a summary view of ALL emails in the agent's inbox. This column is not displayed when the agent drills down to a specific email account.

- Classification – The pre-defined into which the email got classified.
- From – Sender's email address
- Subject – Email subject
- Date – The date email was received
- Priority – While transferring an email to another agent, a "high" priority can be assigned to the email. Additionally, while transferring an email to a supervisor, an "Escalated" priority could be assigned as well. These priorities are displayed here for corresponding emails.
- Status – The current status of the email. Could be "Read", "Transferred", "Escalated", "Auto Routed" or "Assigned" or "Saved"

The agent can open an email from the inbox by double-clicking on the corresponding row in the view or selecting it and clicking on the "Get Work" icon in the menu bar. The eMail Center Message component is launched in a separate browser window and the contents of the email along with suggested responses and matching customer data is displayed in the Reply screen. When the agent ends the interaction by either responding to the email, transferring, rerouting or deleting it, the Message Component window is automatically closed. The agent can have more than one email message open at the same time, since each of them are recorded as separate interactions.

6.9.3 Enable Launching of Email Center Message Component from UWQ

Use this procedure to enable the launching of the Message Component from Universal Work Queue.

Login

Forms Login URL

Responsibility

System Administrator

Prerequisites

None

Steps

1. From the Application menu, select **Menu.**

The Menus window appears.

2. In the User Menu Name field, enter query mode and search for 'CSX_ CUSTOMER_SUPPORT'.

   The Menus field populates with records matching the query.

3. Click New in the toolbar to add a new row to the resulting set of functions.

   A new row appears.

4. In the new row, if the function IEM_MC_LAUNCHER is not already assigned, then in the Seq column, enter a unique sequence number.

5. In the new row, in the Function field, type 'IEM_MC_LAUNCHER' or select this option from the list.

6. Save the record and exit.

6.9.4 Enable Display of Email Media Counts in UWQ

Use this procedure to enable email media counts being displayed in UWQ.

Login

Forms Login URL

Responsibility

System Administrator

Prerequisites

None

Steps

1. From the Profile menu, select **System**.

2. The Find System Profile Values window appears.

3. In the Profile field, type 'IEU%Email%' and click **Find**.

   The System Profile Values window appears, displaying records that match your search criteria.

4. Set the IEU: Queue: Inbound Email profile to **Yes**.

Note: Depending on your site requirements, you can set this profile at 'Site', 'Application', or 'User' level.

6.10 Oracle Customer Care Integration

Note: This procedure is only required when implementing Oracle Customer Care.

The Oracle Customer Care application allows an organization to create profitable customer relationships by managing enterprise-wide customer interactions and information. This is accomplished from the Contact Center. The Contact Center provides a single interface for managing all customer transactions in an efficient. An agent can log a quick service request, search the knowledge base for solutions, assign tasks, and enter and view notes for a customer.

Customers can initiate media and non-media interactions with a company. Media interactions consist of inbound phone calls, emails, or web callbacks and non -media events may be items such as service requests or tasks. The agent can view the work items assigned, in Universal Work Queue. The agent selects the media or non-media work item to process in Universal Work Queue.

Integration with Oracle Telephony Manager through Universal Work Queue, facilitates the media interactions. Telephony Manager routes the call to the appropriate agent based upon availability. When the agent uses the softphone to accept the call, the Contact Center is populated with the customer information. The customer is identified based on the phone number, account number, or other call parameters that the caller enters in the Interactive Voice Recognition (IVR).

The function of a Contact Center with the integration of Oracle Telephony Manager through Universal Work Queue allow Oracle Customer Care to be interfaced with a telephone switch, which includes the added functionality of the softphone.

The integration of Universal Work Queue and Oracle Customer Care provide for the following features:

- Softphone is enabled.
- Telephone icon is highlighted.
- Instant access to customer information with call inputs screen.
- Message icon allows a message to be created and sent in Oracle Customer Care.

- Task icon opens the task window, allowing the creation of a new task.

See Also

- *Oracle Customer Care Implementation Guide*
- *Oracle Customer Care User Guide*

6.10.1 Create a Universal Work Queue Media Action for Oracle Customer Care

Use this procedure to create a Universal Work Queue media action for Oracle Customer Care.

Login

Oracle HTML Applications

Responsibility

Call Center HTML Administration

Prerequisites

- Review Section 5.2, "Configuring Universal Work Queue for Media Work"

Steps

1. Select the UWQ Media Action tab.

   The Media Classification Action Association page appears.

2. Enter the following information for the media action.
   - In the Media Type field, select **Web Collaboratio**n.
   - In the Classification field, leave blank to indicate "**unclassified**".
   - in the Media Action field, select **Customer Care Media Action**.
3. Click **Update**.

See Also

- Section 5.2, "Configuring Universal Work Queue for Media Work"
- Section 5.3.1, "Configuring a Screen Pop"

6.10.2 Set UWQ Profile Options for Oracle Customer Care

The following profile options need to be set for users in Universal Work Queue:

Profile Option	Setting
IEU: Queue: Web Callback	Yes
IEU: Queue: Web Collaboration	Yes

See Also

- Section 4.8, "Setting System Profile Options"
- Appendix B
- *Oracle Customer Care Implementation Guide*

6.11 Web Callback Integration

Universal Work Queue supports web callback as an alternate inbound channel. Self-service applications expose a 'call me' button on their web pages. Users request a callback by select the button and entering the callback information (name, phone number, and reason). Oracle Telephony Manager classifies and queues the callback request and distributes it to the next available agent in standard (FIFO) order, by classification.

7

Implementation Verification

This chapter contains task-based procedures for verifying the success of the implementation.

Topics include:

- Section 7.1, "Verifying Universal Work Queue Login Page"
- Section 7.2, "Verifying Application Work in Universal Work Queue"
- Section 7.3, "Verifying Media Work in Universal Work Queue"

7.1 Verifying Universal Work Queue Login Page

This topic provides procedures for verifying and testing the login page for Universal Work Queue.

Topics include:

- Section 7.1.1, "Testing Universal Work Queue Login Page"

7.1.1 Testing Universal Work Queue Login Page

Use this procedure to test the login page for a user in Universal Work Queue.

Login

Oracle Forms Applications

Responsibility

Universal Work Queue Agent, TeleSales or Customer Support

Prerequisites

- None

Steps

1. In the Navigator window, on the Functions tab, choose **Universal Work Queue**.

   The icWork Controller and Universal Work Queue window will both launch and appear. If either of the interfaces do not launch, the problem is with Universal Work Queue. Review the implementation steps and user set up for Universal Work Queue.

2. Click **Get Work**.

   If the Oracle Applications business application does not launch, perform the following steps.

3. To test whether the Oracle Forms Application login page is active:
   `http://hostname:port/html/<Oracle Application Client htm file>`

   If jtflogin.jsp does not display, then launch:
   `http://hostname:port/html/jtfmain.htm`

4. To test whether the Oracle Applications business application GUI is active:
   `http://hostname:port/html/<Oracle Application client htm file>`

   If the business application launches, the problem is with Oracle Universal Work Queue. Review the implementation steps and user set up.

7.1.2 Verifying Universal Work Queue Administration Login Page

Use this procedure to test the UWQ Administration login page (JTF/HTML login page).

Login

Oracle HTML Applications

Responsibility

Universal Work Queue - Work Provider Site - Level Administration

Prerequisites

None

Steps

1. Log in to Oracle HTML applications.

   The administrative page with the Work Providers List and Work Launch tabs appear. If this page does not appear or generates an error, the problem is with Universal Work Queue. Review the implementation steps and user set up.

7.2 Verifying Application Work in Universal Work Queue

This topic provides procedures for verifying the implementation of Universal Work Queue for application work.

Topics include:

- Section 7.2.1, "Creating a Task"
- Section 7.2.2, "Opening a Task from Universal Work Queue"

See Also

- Section 7.3, "Verifying Media Work in Universal Work Queue"

7.2.1 Creating a Task

Use this procedure to create a task for an Oracle Applications user.

Login

Oracle Forms Applications

Responsibility

CRM Task Manager or Customer Support

Prerequisites

- Review *Oracle CRM Foundation Concepts and Procedures*.

Steps

1. In the Navigator window, on the Functions tab, choose **Task Manager** > **Tasks**.

   The Find Tasks window appears.

2. Click **New**.

The Tasks window appears. By default the status is Open and the source document is Task Manager.

3. Enter the information for the new task.

   The following fields are required:

   - In the Name field, enter the name of the task.
   - In the Type field, select a task type.
   - In the Status field, select the task status
   - In the Owner Type field, select **Employee Resource**.
   - In the Owner field, set the task owner to yourself (current user employee name) or to a group in which the current user belongs. Alternatively, the user can assign the task to themselves or a group to which they belong.

     Note: Set a group owner for the task if you are testing work distribution as described in Section 7.2.2, Opening a Task from Universal Work Queue.

   - Enter a note for the task. This is beneficial for the testing of notes in the Work Panel.
   - In the Priority field, select the task priority.

4. From the **File** menu, choose **Save**.

   The task number and source are automatically generated. You may close the Task window.

5. Record the task number. You will use this to verify the presence of the task in the Universal Work Queue task node.

See Also

- Section 7.2.2, "Opening a Task from Universal Work Queue"

7.2.2 Opening a Task from Universal Work Queue

Use this procedure to open a task in Universal Work Queue.

Login

Oracle Forms Applications

Responsibility

Customer Support or TeleSales Agent

Prerequisites

- Create a task (see Section 7.2.1, "Creating a Task").
- Select or create a user with a task (either My Tasks or Enterprise Tasks) node enabled.
- Select or create a user with a responsibility capable of accessing UWQ or Task Manager.
- Optionally, turn on the work panel to validate the Work Panel.
- Optionally, turn task work source on and enable for queued work distribution and delivery to validate queued work access.
- Optionally, turn work source on and enable user for queued work distribution to test work distribution.

Steps

1. Navigate to the Universal Work Queue window.
2. Select the appropriate task node (My Tasks or Tasks). If Tasks, select the appropriate sub-node (My Owned or My Group).
3. Verify the task is present in the Work Summary Panel. You can sort on task number or name.
4. Select the task and click **Get Work.**
5. Optionally, if testing the Work Panel, verify that the correct information is populated and the correct default action is presented.
6. Optionally, if testing Quick Filters, run a filter status or date, and validate the work item is filtered in or out accordingly.
7. This should launch the Task Manager.

> **Note:** In this step, the assumption is made that the task created is a standalone task, as identified in Section 7.2.1, Creating a Task and no work action overrides are in place.

8. In the Status field, choose **Close**.

9. From the **File** menu, choose **Save**.

   You may close the Tasks window.

10. From the **Tools** menu, choose **Refresh All Work**.

    Verify that the task count has decreased.

11. To close the Oracle Universal Work Queue or Oracle Applications window:

    - If session history logging is not enabled, choose File > Close Form or File > Exit Oracle Applications.
    - If session history logging is enabled, choose File > Close Form or File > Exit Oracle Applications. If exiting Oracle Applications, click **OK**. The Break Reason window appears. Select a reason and then click **OK**.

See Also

- Section 7.2.1, "Creating a Task"

7.3 Verifying Media Work in Universal Work Queue

Inbound telephony work can be verified by simulating an inbound call to a switch simulator and handling the call in Oracle Universal Work Queue via Oracle Advanced Inbound. For information about verifying the implementation of Universal Work Queue for media work, see *Oracle Interaction Center Server Manager Implementation Guide*.

See Also

- Section 7.2, "Verifying Application Work in Universal Work Queue"

8

Diagnostics and Troubleshooting

This chapter describes guidelines for troubleshooting common implementation errors. It also describes common workarounds and steps for recovering from a product failure. Finally, it describes log files and error messages.

Topics include:

- Common Implementation Errors
- Log Files and Error Messages
- Oracle Universal Work Queue Diagnostics
- Verifying the Media Configuration
- Verifying Nodes
- Verifying Node Refresh
- Verifying View Validation
- Verifying Task Launching
- Running All Diagnostic Tests

8.1 Common Implementation Errors

Topics include:

- Section 8.1.1, "Types of Oracle Universal Work Queue Issues"
- Section 8.1.2, "Signing on to Oracle Applications"
- Section 8.1.3, "Launching the Universal Work Queue desktop from the Navigator"
- Section 8.1.4, "Viewing Work Items"

- Section 8.1.5, "Accessing Work Items"
- Section 8.1.6, "Unable to Associate Media Type, Classification and Action"
- Section 8.1.7, "Types of Events in Universal Work Queue"
- Section 8.1.8, "Planned Start Date for Task List Does Not Include Time Stamp"
- Section 8.1.9, "Database Connection Failed"
- Section 8.1.10, "Viewing Applets Output"

See Also

- Section 8.2, "Log Files and Error Messages"
- Section 8.3, "Oracle Universal Work Queue Diagnostics"

8.1.1 Types of Oracle Universal Work Queue Issues

Oracle Universal Work Queue issues generally fall into the following categories:

- Server startup
- Media login
- Non-media
- Media screen pop
- Special media flow
- Teleset/Softphone

Server Startup Issues

These involve not being able to start the Oracle Universal Work Queue server or starting the server as an NT service.

Can't Start Oracle Universal Work Queue Server

Problem: Cannot start Oracle Universal Work Queue server (pre-11.5.6/ICSM).

Cause/Solution: Check to make sure the DBC file is correct. Check to see if you can start other servers using the DBC file. Verify that the server name is properly specified on the command line. Check to see if another server is using the same port. Run the server with the following parameters and then check the error log:

```
-trace_level_debug -console_trace
```

Media Login Issues

Typically, these type of issues involve not being able to connect to the Oracle Universal Work Queue server or the inability to log into media providers. Also, issues surrounding the icWork Controller not starting properly fall in this category.

Cannot connect to Oracle Universal Work Queue Server

Problem: Cannot connect to Oracle Universal Work Queue server.

Cause/Solution: Check to make sure the Oracle Universal Work Queue server is running. Ensure that the agent is in the same Interaction Center Server Group as the Oracle Universal Work Queue server.

Can't log into telephony

Problem: Cannot log into telephony.

Cause/Solution: Verify that the Oracle Telephony Manager server is running. Ensure that the Oracle Telephony Manager server is in the same Interaction Center Server Group as the Oracle Universal Work Queue server.

Agent is configured for inbound telephony but no node appears in Oracle Universal Work Queue

Problem: The agent is configured for inbound telephony but the node does not appear in Oracle Universal Work Queue.

Cause/Solution: Verify that the Oracle Telephony Manager server is running. Ensure that the Oracle Telephony Manager server is in the same Interaction Center Server Group as the Oracle Universal Work Queue server. Run Diagnostics for media configuration and node enumeration.

Non-Media Issues

This would pertain to queues or queued items not appearing properly.

"Function not available to this responsibility" error messages

Problem: Receive "function not available to this responsibility" error messages.

Cause/Solution: You are using a responsibility that cannot open the form associated with the item. Switch to a different responsibility or create a user with the appropriate responsibilities.

Media Screen Pop Issues

Screen pops being slow, or blank or that cause FRM-92100 or other Forms errors are typically the types of issues that pertain to a media screen pop.

"No action defined for selected media type" error on screen pop

Problem: Receiving "no action defined for selected media type" error.

Cause/Solution: Use the administrative responsibilities described above to map your media type to an application. Make sure there is a default (no classification) action for each media type you are using.

Slow screen pop

Problem: Screen pop is slow to launch.

Cause/Solution: Run the UWQ Diagnostics. If there is no problem with the performance, the problem lies in the Oracle business application.

Screen pop causes FRM-92100 errors

Problem: Receiving FRM-92100 errors when a screen pop occurs.

Cause/Solution: Ensure you are running the most current Forms patchset. Run the UWQ Diagnostics. If the test runs successfully, the problem is related to the Oracle business application.

"Function not available to this responsibility" error messages

Problem: Receive "function not available to this responsibility" error messages.

Cause/Solution: You are using a responsibility that cannot open the form associated with the media type and classification. Switch to a different responsibility or create a user with the appropriate responsibilities.

Special Media Flow Issues

These fall into the category of transfer or conference cases that are not working as expected or media error-handling cases requiring logging on again.

"oracle.apps.jtf.base.resources.FrameworkException: BPP-10139" error message

Problem: Receive "oracle.apps.jtf.base.resources.FrameworkException: BPP-10139" error message.

Cause/Solution: This is a JTF issue. Ensure that the appropriate properties have been defined.

Teleset/Softphone Issues

The following issue pertains to an agent's inability to get work.

Problem: While media enabled, the agent used the teleset to access and perform certain features instead of using the softphone. Now, the agent is unable to get work.

Cause/Solution: Oracle does not support agents' use of the PBX/ACD physical teleset for access to features. Due to limitations of the PBX/ACD platform, features activated at the teleset are not passed through the PBX/ACD CTI interface, which desynchronizes the physical teleset and the Oracle CTI interfaces. If an agent uses the physical teleset rather than the softphone, and an unsynchronized condition occurs, then the agent will need to reset the application through Oracle Universal Work Queue.

8.1.2 Signing on to Oracle Applications

User can not sign on to Oracle Applications

Problem: User can not log into Oracle Applications.

Cause/Solution: Database is down. Verify that the database servers are running. Contact the system DBA to restart the database server.

No valid responsibility is available

Problem: The user attempts to log in to Oracle Applications and an error message appears which indicates that no valid responsibility is available. Or, the user is able to log in to Oracle Universal Work Queue but receives an error message when trying to access a particular work item. Note: This problem can occur because you intentionally set the user profiles so that they could not access certain types of tasks.

Cause/Solution: User profile/responsibilities are incorrectly set. The HRMS employee must be assigned as a resource for your business. The user must have responsibility to access all the forms that Oracle Universal Work Queue will open, or Forms will not allow the application to open.

IEU_UWQ_VALID_RES

Problem: User with customer support responsibility receives the following error messages when attempting to access Universal Work Queue:

"Message dictionary couldn't open IEU application message file. Cannot open file /u02/home/applmgr/ieu/11.5.0/mesg/US.msb for reading" followed by the error message, "IEU_UWQ_VALID_RES".

Cause/Solution: User is not set up as a resource. Import employees that have been assigned to FND_USERS (Oracle Apps users) as resources.

JInitiator Errors

Problem: Receiving JInitiator errors upon login.

Cause/Solution: Console is not enabled. Enable the console. If the error persists, reinstall JInitiator. The default cache should read 50MB.

8.1.3 Launching the Universal Work Queue desktop from the Navigator

Agent Resource ID not found

Problem: After the user logs in to Oracle Applications and selects Oracle Universal Work Queue, they receive an error message which indicates that the Resource ID for the agent could not be found.

Cause/Solution: The employee has not been defined as a CRM resource. Ensure that the Oracle Universal Work Queue user is set up correctly in Oracle HRMS and in Oracle Resource Manager.

Universal Work Queue desktop does not display

Problem: The user logs in to Oracle Applications and selects the Get Work button, the business application or the Oracle Universal Work Queue does not launch and does not appear.

Cause/Solution: Test to see if the business application can launch or if the problem lies with the launching of Oracle Universal Work Queue. Also, verify system profiles.

If the Oracle Applications business application does not launch, perform the following:

- To test whether the login page is active:
  `http://hostname:port/html/jtflogin.jsp`
- If jtflogin.jsp does not appear, then launch:
  `http://hostname:port/html/jtfmain.htm`

- To test whether the Oracle Applications business application GUI is active:
  `http://hostname:port/html/<Oracle Application client htm file>`

If the application launches, then the problem is with Oracle Universal Work Queue and you should review the steps followed for Oracle Universal Work Queue implementation and user set up.

Takes too long to launch the Universal Work Queue desktop

Problem: Users are experiencing a long delay in logging into Oracle Universal Work Queue, along with a delay in the counts appearing in the Queue and Count columns.

Cause/Solution: When using the "Login Only" value for the User Profile Option of IEU: Desktop: UI: Refresh Style, Oracle Universal Work Queue performs a count refresh when the user first logs on to Oracle Universal Work Queue, the refresh operation takes some time. Ensure that you are using the appropriate refresh strategy for your business.

If the Oracle Applications business application does not launch, perform the following steps:

1. Test whether the login page is active, launch the following:
   `http://hostname:port/html/jtflogin.jsp`

   If jtflogin.jsp does not appear, then launch:
   `http://hostname:port/html/jtfmain.htm`
2. Test whether the Oracle Applications business application GUI is active:
   `http://hostname:port/html/<Oracle Application client htm file>`

If the application launches, then the problem is with Oracle Universal Work Queue and you should review the steps followed for Oracle Universal Work Queue implementation and user set up.

8.1.4 Viewing Work Items

No work items displayed in Oracle Universal Work Queue work item summary area

Problem: When user selects a work type by selecting a node in the work selector area, no work item summary lines appear in the work item summary area. Work items fail to reach Oracle Universal Work Queue.

Cause/Solution: Ensure that work items are open and are assigned to the user. Also ensure that the user has performed a manual refresh of work items.

Missing source document

Problem: The user selects to view a Task work item in Oracle Universal Work Queue and receives a missing source document error message. Missing source document when accessing tasks.

Cause/Solution: This is almost always a problem with the "creation point" for the document, the business application that was used to create the source document such as a service request created from Oracle TeleService.

Work items displayed twice in the work item summary area

Problem: User sees double work item entries. When user selects a work type by selecting a node in the work selector area in the Queue column, double work items appear in the work item summary area. Oracle Universal Work Queue presents work items for tasks that are owned or assigned to a user.

Cause/Solution: This can occur when a task is both owned and assigned to the same user. This frequently occurs when a task is owned by a particular user and is assigned to be worked by a group or users, of which the particular user is a member.

Count values not displayed or refreshed

Problem: Count values do not appear in the Count column or counts do not update once work items are processed. The user logs in to Oracle Universal Work Queue and does not see count values in the Count column. Or, the user has completed processing work items and the Count column does not reflect new count values.

Cause/Solution: Ensure that you are using the appropriate refresh strategy for your business operations and that your users are aware of the procedures that they must follow to refresh their work item counts, if you are not using an "automatic" refresh strategy.

Cannot access task details fromUniversal Work Queue

Problem: User can see task in a read only state, but cannot access the task details.

Cause/Solution: Profile options have not been set for Oracle Universal Work Queue. Check that profile options are set for IEU. Double check your %task% profile options to ensure that views are not set to "No".

8.1.5 Accessing Work Items

No valid responsibility is available

Problem: The user attempts to log in to Oracle Applications and an error message appears, indicating that no valid responsibility is available. Or, the user is able to log in to Oracle Universal Work Queue but receives an error message when trying to access a particular work item. Note: This problem can occur because you intentionally set the user profiles so that they could not access certain types of tasks.

Cause/Solution: User profile/responsibilities are incorrectly set. The HRMS employee must be assigned as a resource for your business. The user must have responsibility to access all the forms that Oracle Universal Work Queue will open, or Forms will not allow the application to open.

Universal Work Queue desktop cannot "Get Work"

Problem: User can not perform "Get Work" for an open task work item. The user can view the task work item in Oracle Universal Work Queue, but receives a message indicating that "Get Work" cannot be performed for the open task work item.

Cause/Solution: Tasks is a multi-object schema which can store tasks as well as other objects, such as service requests. From the Tasks Detail panel, click **Details** to display the Task Manager window. Make sure that there is a valid value in the Source Document and the Source Number fields.

Note: When a valid source document is not referenced, the Task Manager window appears by default.

8.1.6 Unable to Associate Media Type, Classification and Action

The association of a media type, classification, and action for Oracle Universal Work Queue is accomplished through the UWQ Media Action tab. See Classifying Media Actions.

8.1.7 Types of Events in Universal Work Queue

Oracle Universal Work Queue defines two types of events:

- Oracle Universal Work Queue events: The types of events that occur are the screen pop and information pertaining to the connection. The screen pop includes information such as how a media item was delivered. For example, predictive customer ID, an inbound call, or an inbound email.

- Client-side media controller events: Client-side controller events are those that are sent by the application to the client-side media plug-in, (e.g., Softphone) to either interject the current action that the plug-in is trying to perform or to instruct the plug-in for an action to be performed (e.g., to dial).

8.1.8 Planned Start Date for Task List Does Not Include Time Stamp

Problem: Planned start date for Task List in Oracle Universal Work Queue does not include time stamp.

Cause/Solution: Display format needs to be changed for PLANNED_START_DATE column. Navigate to **Spreadtable > Spreadtable Metadata Administration**. Query the record with Datasource Name = IEU_UWQ_TASKS_DS. Open the Alignment and Formatting tab. Change the display format for the column PLANNED_START_DATE to DateTime.

8.1.9 Database Connection Failed

Problem: Database connection failure error message appears.

Cause/Solution: Check configuration.

8.1.10 Viewing Applets Output

Turn on Java console in JInitiator.

Cause/Solution: Start the Java Console. Go to:

Start > Programs > JInitiator > JInitiator > Show Java Console Universal Work Queue

8.2 Log Files and Error Messages

Universal Work Queue server trace function outputs detailed information about server activity to a console window or a file. By default, the trace function is off.

To turn on the trace function, set the appropriate Universal Work Queue server database parameters. Optionally, when you start the Universal Work Queue server, use the appropriate command line parameters. The database parameter overrides the command line parameter.

The following command line options set the trace level for the Universal Work Queue server.

Trace Level	Description
-trace_level_error	Server errors.
-trace_level_warn	Server warnings and errors.
-trace_level_info	Server events, warning, and errors.
-trace_level_debug	All server activity.

The Universal Work Queue server does not support enabling or changing trace levels at runtime. You must stop and restart the server for changes take place.

TRACE_LEVEL and TRACE_FILE_NAME

Problem: Problem with Universal Work Queue server logs.

Cause/Solution: Set only the TRACE_LEVEL parameter when collecting Oracle Universal Work Queue server logs. Do not set the TRACE_FILE_NAME parameter. Oracle Universal Work Queue will automatically choose a name and put the logs in the same directory where the Interaction Center Server Monitor (ICSM) places it's logs. This can be seen from the Advanced tab in ICSM.

Viewing Log Files

The log files for Oracle Universal Work Queue store information for non-media and media items. The log file for non-media items is "ieu.log" and the log file for media items is "ieus.log".

Virtual Memory

Set Virtual Memory to 180/180. On Windows NT agent desktop, set Virtual Memory to 180/180.

- Set the initial value large.
- Monitor the size to prevent it from growing.
- Maintain the second value so that it is identical to the first value.
- Restricting the growth will keep the virtual memory contiguous on the disk. It does not fragment.

Softphone and Connection to Telephony Service is Lost

When telephony services or connections are lost temporarily, agents receive a message in the softphone that indicates "Connection to telephony is lost. Please do not use the soft phone, instead use the physical phone".

After the message displays the softphone controls are disabled (grey state). When connection to telephony service is restored, the softphone and agent session will automatically reset. If this occurs during the course of the agent's current interaction, the agent will need to complete the interaction and request the next interaction in order to use the softphone. The agent will receive the following message in the softphone when connectivity is restored, "Connection to telephony service re-established." If you are not in an interaction, please select "Get Work" to get the next media work item.

See Also

- Section 8.1, "Common Implementation Errors"
- Section 8.3, "Oracle Universal Work Queue Diagnostics"

8.3 Oracle Universal Work Queue Diagnostics

Oracle Universal Work Queue allows you to perform a series of tests to identify and verify media configuration and set up issues. The types of tests that can be run include:

- Media_Eligibility
- Node_Enumeration
- Node_Refresh
- Views_Validation
- Task_Launching
- All Tests

Note: The "All Tests" diagnostic tool encompasses a comprehensive review and validation of media configuration which may require additional processing time.

See Also

Section 8.4, "Verifying the Media Configuration"

Section 8.5, "Verifying Nodes"

Section 8.6, "Verifying Node Refresh"

Section 8.7, "Verifying View Validation"

Section 8.8, "Verifying Task Launching"

Section 8.9, "Running All Diagnostic Tests"

8.4 Verifying the Media Configuration

From the Diagnostics page, you can perform the following tests for media configuration:

- Media Queue Test
- Media Eligibility Test

The tests will determine whether media is enabled for a user. The test will also determine if:

- media queues are enabled
- the user is in a valid server group (interaction center)
- the user's server group contains servers that can handle the configured media types
- there are multiple entries in IEU_UWQ_SEL_ENUMERATORS for the given media types

8.4.1 Testing Media Queues

Use the Media Queue Test to determine whether a user is properly configured for media work.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 5.2, "Configuring Universal Work Queue for Media Work".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page appears.

4. In the Media_Eligibility subtab, select Media Queue Test.

5. Click **Run Test**.

   The test status appears in the Results section of the page as well as the filename and path for the log file.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.4.2 Testing Media Eligibility

Use the Media Handler Test to determine the validity of registered handlers for a user for all enabled media types.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 5.2, "Configuring Universal Work Queue for Media Work".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

The Media_Eligibility - Media Queue Test page will appear.

4. Media_Eligibility subtab, select Media Handler Test.
5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.
6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.5 Verifying Nodes

From the Diagnostics page, you can perform the following tests to verify node enumeration:

- Profile Options Test
- Node Enumeration Test
- Valid Nodes Test

There are three tests that make up the Node_Enumeration category:

- Profile Options Test
- Node Enumeration Test
- Valid Nodes Test

Nodes are enumerated by the ENUMERATE_WORK_NOTES procedure in IEU_VB.pls. The attempt to call the enumeration procedure registered in IEU_UWQ_SEL_ENUMERATORS is made for all nodes configured for the users. Each node's enumeration procedure will populate IEU_UWQ_SEL_RT_NODES through the use of the UWQ APIs.

The diagnostic procedure for this step will perform the following:

- get a list of valid nodes for the user
- check each enumeration procedure for validity
- call each enumeration procedure, identify and note exceptions
- check validity of each view specified in IEU_UWQ_SEL_RT_NODES
- check registered profile options

8.5.1 Testing Profile Options

Use the Profile Options Test to validate the Enable and Display Order profile options for each Work Provider node that is enabled for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 4.8, "Setting System Profile Options".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the Node_Enumeration subtab, select **Profile Options Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.5.2 Testing Node Enumeration

Use the Node Enumeration Test to check the node enumeration procedures of all work providers enabled for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 4.8, "Setting System Profile Options".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the Node_Enumeration subtab, select **Node Enumeration Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report.**

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.5.3 Testing Valid Nodes

Use the Valid Nodes Test to determine the list of valid UWQ Selector run-time nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

Review Section 4.8, "Setting System Profile Options".

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the Node_Enumeration subtab, select **Valid Nodes Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.6 Verifying Node Refresh

From the Diagnostics page, you can perform the following test to verify node refreshing:

- Node Refresh Test

The Node Refresh Test when run, performs a refresh of each of the nodes created in the enumeration step. The REFRESH_WORK_NODE_COUNTS procedure performs this task. Nodes are refreshed using views or procedures and are checked for the following:

- validity
- exceptions, and if found, noted

For each of the nodes created in the enumeration step, a refresh

8.6.1 Testing Node Refreshing

Use the Node Refresh Test to validate the refresh mechanisms for all valid run-time nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the Node_Refresh subtab, select **Node Refresh Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.7 Verifying View Validation

From the Diagnostics page, you can perform the following test and validate the views associated with UWQ Selector run-time nodes:

- Run Time Node Datasource Views Test

There are two tests that make up the Views_Validation category:

- Run-Time Node
- Data-Source Views

For each node present in IEU_UWQ_SEL_rt_nodes, one row should be selected and presented.

8.7.1 Testing Run Time Nodes

Use the Run Time Nodes Test to determine UWQ Selector run-time nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the View_Validation subtab, select **Run Time Node Datasource View Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.7.2 Testing Datasource Views

Use the Datasource View Test to determine the validity of the view associated with UWQ Selector run-time nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the View_Validation subtab, select **Run Time Node Datasource View Test**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.8 Verifying Task Launching

From the Diagnostics page, you can perform the following test to verify the launching behavior of all enabled task nodes:

- Task Launching Test

If any of the three task nodes are enabled, the Task Launching Test will verify the launching behavior of each task present. The verification includes:

- check if rows are registered in the IE_UWQ_NOMEDIA_ACTIONS table for the source document type
- check the JTF_OBJECT record for the source document type, specifically, if the ENTER_FROM_TASK flag is set to N, and if so, that there is an object function registered for it.

8.8.1 Testing Task Launching

Use the Task Launching Test to validate the launching behavior of all enabled task nodes for a given user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the Task_Launching subtab, select **Task Launching Test.**

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.9 Running All Diagnostic Tests

From the Diagnostics page, you can run a complete test which will review all configuration and identify any issues:

- All Tests

8.9.1 Performing All Tests

The All Tests option goes sequentially through all the diagnostic tests (in a predetermined order) for a given user and presents all error, help and report messages. Use this procedure to perform a complete test of the configuration for a user.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

   The Media_Eligibility - Media Queue Test page will appear.

4. In the All Tests subtab, select **All Tests**.

5. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

6. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.10 Running Work Repository and Audit Tracking Diagnostics Reports

From the Diagnostics page, you can run the following diagnostic reports for the work repository and audit tracking:

- Work Item Activity

- Work Items Individual - Group Membership Report

8.10.1 Running the Work Item Activity Report

The Work Item Activity report presents the specific work item's life cycle to include date, distribution, updates and reassignment information.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.
3. In the Application field, select **Universal Work Queue** from the list of values.
4. Select **Work Item Activity**.
5. In the Work Document Code field, perform a lookup to select the code.
6. In the Work Item Number field, enter the appropriate number.
7. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

8. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.10.2 Running the Work Items Individual - Group Membership Report

The Work Items Individual - Group Membership report presents detail information for work items assigned to agents who are not members of the group. The date format "DD-MON-YY" is used for the 'From' and 'To' date fields.

Login
Oracle HTML Applications

Responsibility
CRM HTML Administration

Prerequisites
None

Steps
1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.
2. Select the Advanced tab.
3. In the Application field, select **Universal Work Queue** from the list of values.
4. Select **Work Items Individual - Group Membership Report**.
5. In the From Date field, enter the date using the DD-MON-YY format.
6. In the To Date field, enter the date using the DD-MON-YY format.
7. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.
8. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.11 Running Work Launching Diagnostics Reports

From the Diagnostics page, you can run the following diagnostic reports for work launching:

- Work Launch Test

8.11.1 Running the Work Launch Test

The Work Launch Test validates the work launching behavior for a given work document code and responsibility ID.

Login
Oracle HTML Applications

Responsibility
CRM HTML Administration

Prerequisites
None

Steps
1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.
2. Select the Advanced tab.
3. In the Application field, select **Universal Work Queue** from the list of values.
4. From the Work_Launching subtab, Select **Work Launch Test**.
5. In the Work Document Code field, perform a lookup to select the code.
6. In the Responsibility ID field, perform a lookup for the ID that will be used for the report.
7. In the Task Source field, identify whether the source for the task is the Task Manager. Enter ' Y' for Yes or 'N' for No.
8. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.
9. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

8.12 Running Task Launching Diagnostics Reports

From the Diagnostics page, you can run the following diagnostic reports for task launching:

- Work Launch Test

8.12.1 Running the Work Launch Test

The Work Launch Test validates the work launching behavior for a given work document code and responsibility ID.

Login

Oracle HTML Applications

Responsibility

CRM HTML Administration

Prerequisites

None

Steps

1. From the Oracle Applications page, select the Diagnostics tab.

   The Diagnostics page appears.

2. Select the Advanced tab.

3. In the Application field, select **Universal Work Queue** from the list of values.

4. From the Task_Launching subtab, select **Work Launch Test**.

5. In the Work Document Code field, perform a lookup to select the code.

6. In the Responsibility ID field, perform a lookup for the ID that will be used for the report.

7. In the Task Source field, identify whether the source for the task is the Task Manager. Enter ' Y' for Yes or 'N' for No.

8. Click **Run Test**.

   The status of the test as well as the file name and path of log file will appear.

9. Click **View Report**.

   The View Report page will appear. You can also view the details of the report by clicking the Report icon in the Results section of the page.

A

Implementation Worksheets

This appendix provides worksheets for common implementation procedures. Use these worksheets to gather information prior to actually performing the implementation procedures.

Topics include:

- Appendix A.1, "Universal Work Queue Administrator Worksheet"
- Appendix A.2, "Universal Work Queue Profile Application Options Worksheet"
- Appendix A.3, "Universal Work Queue Media Profile Options Worksheet"
- Appendix A.4, "Media Classification Action Association Worksheet"
- Appendix A.5, "Universal Work Queue Server Parameters Worksheet"

A.1 Universal Work Queue Administrator Worksheet

User Name:

Password:

> **Note:** The initial password is temporary. When you sign on to Oracle Applications for the first time, the message "Your password has expired" appears and you are prompted to set a new password.

Responsibilities:

- ❑ System Administrator
- ❑ HRMS Manager, for example US HRMS Manager

- ❏ CRM Resource Manager
- ❏ CRM Task Manager (to create tasks to verify application work in Oracle Universal Work Queue)
- ❏ Call Center HTML Administration (to configure Oracle Universal Work Queue to produce an application screen pop for media work)

For procedures, see Section 4.2, Defining an Administrator.

A.2 Universal Work Queue Profile Application Options Worksheet

Profile Option	Value
IEU: Desktop: UI: Refresh Style	❏ Automatic ❏ Login Only ❏ Manual
IEU: Desktop: UI: Show All Nodes	❏ No ❏ Yes
IEU: Desktop: UI: Option - Hide Work Queues	❏
IEU: Message: UI: Refresh Rate	❏ Manual ❏ On login ❏ On return ❏ 2 minutes ❏ 3 minutes ❏ 5 minutes ❏ 10 minutes ❏ 15 minutes ❏ 30 minutes ❏ 45 minutes ❏ 1 hour ❏ 2 hours ❏ 90 minutes
IEU: Message: UI: UWQ Notices	❏ No ❏ Yes

Profile Option	Value
IEU: Queue: Delinquencies	❑ No ❑ Yes
IEU: Queue: Dunning	❑ No ❑ Yes
IEU: Queue: Enterprise Tasks	❑ No ❑ Yes
IEU: Queue: Escalations	❑ No ❑ Yes
IEU: Queue: Forecasts	❑ No ❑ Yes
IEU: Queue: Leads	❑ No ❑ Yes
IEU: Queue: Marketing Lists	❑ No ❑ Yes
IEU: Queue: My Team Leads	❑ No ❑ Yes
IEU: Queue: My Team Opportunities	❑ No ❑ Yes
IEU: Queue: Opportunities	❑ No ❑ Yes
IEU: Queue: Promises	❑ No ❑ Yes
IEU: Queue: Quotes	❑ No ❑ Yes
IEU: Queue: Service Requests	❑ No ❑ Yes
IEU: Queue: Session History Logging	❑ No ❑ Yes

Profile Option	Value
IEU: Queue: Work List	❑ No ❑ Yes
IEU: Queue Order: Delinquencies	❑ No ❑ Yes
IEU: Queue Order: Dunning	❑ No ❑ Yes
IEU: Queue Order: Enterprise Tasks	❑ No ❑ Yes
IEU: Queue Order: Escalations	❑ No ❑ Yes
IEU: Queue Order: Forecasts	❑ No ❑ Yes
IEU: Queue Order: Leads	❑ No ❑ Yes
IEU: Queue Order: Marketing Lists	❑ No ❑ Yes
IEU: Queue Order: My Team Leads	❑ No ❑ Yes
IEU: Queue Order: My Team Opportunities	❑ No ❑ Yes
IEU: Queue Order: Opportunities	❑ No ❑ Yes

For additional information about profiles for application work, see Section 5.1.1, Profile Options for Application Work.

A.3 Universal Work Queue Media Profile Options Worksheet

Profile Option	Value
IEU: Blending Style	❑ Not Blended ❑ Full Forced Blended ❑ Full Optional Blended ❑ Simple Forced Blended ❑ Simple Optional Blended
IEU: Desktop: Network: Proxy Port	
IEU: Desktop: Network: Proxy Server	
IEU: Desktop: Network: Use Proxy	❑ No ❑ Yes
IEU: Desktop: Option - Hide Work Queues	
IEU: Desktop: UI: Refresh Style	❑ Automatic ❑ Login Only ❑ Manual
IEU: Desktop: UI: Show All Nodes	❑ No ❑ Yes
IEU: Desktop: Trace Level	❑ None ❑ Error ❑ Warning ❑ Informational ❑ Debug ❑ All
IEU: Optional: Phone Extension	
IEU: Queue: Advanced Outbound Telephony	❑ No ❑ Yes
IEU: Queue: Inbound Email	❑ No ❑ Yes
IEU: Queue: Inbound Telephony	❑ No ❑ Yes

Profile Option	Value
IEU: Queue: Advanced Outbound Telephony	❑ No ❑ Yes
IEU: Queue: Session History Logging	❑ No ❑ Yes
IEU: Queue: Web Callback	❑ No ❑ Yes
IEU: Queue: Web Collaboration	❑ No ❑ Yes
IEU: Queue Order: Inbound Email	❑ No ❑ Yes
IEU: Queue Order: Inbound Telephony	❑ No ❑ Yes
IEU: Queue Order: Media Nodes	❑ No ❑ Yes
IEU: Queue Order: Session History Logging	❑ No ❑ Yes
IEU: Queue Order: Web Callback	❑ No ❑ Yes
IEU: Queue Order: Web Collaboration	❑ No ❑ Yes

For information, see Section 5.2.1, Profile Options for Media Work.

A.4 Media Classification Action Association Worksheet

Media Type	Classification	Media Action
❑ Acquired Email ❑ Advanced Outbound Telephony ❑ Basic Telephony ❑ Blended ❑ Direct Email ❑ Inbound Email ❑ Inbound Telephony ❑ Outbound Email ❑ Web Callback ❑ Web Classification		❑ Collections Email function ❑ Collections Inbound Telephony function ❑ Collections Outbound Telephony function ❑ Customer Care Media function ❑ Service Requests Media function ❑ TeleSales Email function ❑ TeleSales Inbound Telephony function ❑ TeleSales Outbound Telephony function ❑ Universal Work Queue Diagnostics function

Media Type	Classification	Media Action
❑ Acquired Email ❑ Advanced Outbound Telephony ❑ Basic Telephony ❑ Blended ❑ Direct Email ❑ Inbound Email ❑ Inbound Telephony ❑ Outbound Email ❑ Web Callback ❑ Web Classification		❑ Collections Email function ❑ Collections Inbound Telephony function ❑ Collections Outbound Telephony function ❑ Customer Care Media function ❑ Service Requests Media function ❑ TeleSales Email function ❑ TeleSales Inbound Telephony function ❑ TeleSales Outbound Telephony function ❑ Universal Work Queue Diagnostics function

Media Type	Classification	Media Action
❑ Acquired Email ❑ Advanced Outbound Telephony ❑ Basic Telephony ❑ Blended ❑ Direct Email ❑ Inbound Email ❑ Inbound Telephony ❑ Outbound Email ❑ Web Callback ❑ Web Classification		❑ Collections Email function ❑ Collections Inbound Telephony function ❑ Collections Outbound Telephony function ❑ Customer Care Media function ❑ Service Requests Media function ❑ TeleSales Email function ❑ TeleSales Inbound Telephony function ❑ TeleSales Outbound Telephony function ❑ Universal Work Queue Diagnostics function

Media Type	Classification	Media Action
❑ Acquired Email ❑ Advanced Outbound Telephony ❑ Basic Telephony ❑ Blended ❑ Direct Email ❑ Inbound Email ❑ Inbound Telephony ❑ Outbound Email ❑ Web Callback ❑ Web Classification		❑ Collections Email function ❑ Collections Inbound Telephony function ❑ Collections Outbound Telephony function ❑ Customer Care Media function ❑ Service Requests Media function ❑ TeleSales Email function ❑ TeleSales Inbound Telephony function ❑ TeleSales Outbound Telephony function ❑ Universal Work Queue Diagnostics function

For procedures, see Section 5.3, Classifying Media Actions.

A.5 Universal Work Queue Server Parameters Worksheet

Parameter	Value
Enable Network Tracing	❑ true ❑ false
Enable Server Logger Utility	❑ true ❑ false
Enables Interaction Blending Communications	❑ true ❑ false
Network Layer Number of Sessions	
Network Layer Session Close Delay (seconds)	
Network Layer Trace File Name	
Network Layer Trace Level	❑ 0x000 = None ❑ 0x001 = Detail ❑ 0x002 = Info ❑ 0x004 = Minor ❑ 0x008 = Critical
Network Layer Session Timeout (minutes)	
Remote Operation Retry Interval	
Remote Operation Time Duration (seconds)	
Run AO Simulator (true/false)	❑ true ❑ false
Server Port (>1024 for UNIX and <64,000)	
Trace Level	❑ 0x0001 = Error ❑ 0x0003 = Warning ❑ 0x0007 = Info ❑ 0x000f = Trace ❑ 0xffff = All

B

Profile Options

This appendix provides a listing of the system profile options used by Universal Work Queue.

Topics include:

- Section B.1, Profile Values
- Section B.2, Setting System Profile Options
- Section B.3, Obsolete or Reserved Profile Options
- Section B.4, Profile Options by Category

B.1 Profile Values

When an Oracle Applications user performs a login or changes responsibility, Oracle Applications establishes a value for each option in a user's profile.

The profile option description includes the following information:

- **Required:** Indicates whether the profile option must be set.
- **Profile Levels:** There are two levels for which profile options can be set, personal and system.
  - **Personal Profile Levels:** Indicates whether a user can view or update the profile option. Oracle Applications users with the Preferences responsibility may use the Personal Profile Values window to set their own personal profile options at the user level. Not all profile options are visible to users and some profile options, while visible, may not be updated by users.
  - **System Profile Levels:** Indicates the levels at which a particular profile option can be set. System administrators can set profile options at the site,

application, responsibility, and user levels. Not all profile options have settings at all levels.

- **Profile Settings:** Lists available values, a description of each value, and any usage considerations.
- **Default Value:** Indicates the default profile option value if no value has been set. Depending on the how the profile option is used in the application, the default may be a predefined value or it may be determined dynamically at runtime.

B.2 Setting System Profile Options

The procedure for setting up and changing system profile options is the same for all Oracle Applications. For a detailed description of the procedures, refer to the *Oracle Application System Administrator's Guide*.

Use this procedure to set or change profile options.

Login

Oracle Forms Applications

Responsibility

System Administrator

Prerequisites

- Review *Oracle Applications Systems Administrator's Guide*.

Steps

1. In the Navigator window, on the Functions tab, choose **Profile** > **System**.

   The Find System Profile Values window appears.

2. Select the level or levels for which you want to set the profile option. The levels available are as follows:

Level	Description
Site	This level allows you to view or set profile options for all users.

Level	Description
Application	This level allows you to choose the application for which you will set the profile option. Select the application from the list.
Responsibility	This level allows you to choose the responsibility for which you will set the profile option. Select the application from the list.
User	This level allows you to select the user for which you will set the profile option. Select the application from the list.

3. In the Profile field, enter the profile name (e.g., IEU: Queue: Service Requests), or perform a lookup by entering the application prefix along with the percent symbol. For example, to locate all Universal Work Queue profiles, you would enter "IEU%".
4. Click **Find**.

   The profiles are displayed in the System Profile Values window.
5. Select a value from the list.

   A profile option may be set at more than one level. When this is performed, the value entered at the Site level has the lowest priority. The value entered at the Site level is superseded by any value entered at the Application level value and the value entered at the Application level is superseded by an value entered at the Responsibility level. The value entered at the User level has the highest priority and overrides values entered at any other level.
6. Verify or set the profile option at the levels you have selected.
7. Click **Save**.

B.3 Obsolete or Reserved Profile Options

The following Oracle Universal Work Queue profile options are either reserved for future use or are obsolete. Unless otherwise directed by Oracle, the value for reserved or obsolete profile options should be set to **No** or **null**.

Profile Option	Status	Description
IEU: Desktop: Network: Proxy Port	Obsolete	This profile option was previously used to specify the proxy port. See New in this Release, Changes in this Release, and Obsolete in this Release.
IEU: Desktop: Network: Proxy Server	Obsolete	This profile option was previously used to specify the proxy server. See New in this Release, Changes in this Release, and Obsolete in this Release.
IEU: Desktop: Network: Use Proxy	Obsolete	This profile option was previously used to specify the use of proxy settings. See New in this Release, Changes in this Release, and Obsolete in this Release.
IEU: Desktop: UI: Show Filter Panel	Obsolete	This profile option was previously used to control the display of the filter panel.
IEU: Desktop: UI: Show Tasks Detail Panel	Obsolete	This profile option was previously used to control the display of the tasks detail panel.
IEU: Media: Email	Obsolete	This profile option was previously used to force the eMail Center desktop to launch upon login to Oracle Universal Work Queue -- even when the Inbound Email node was not enabled. Email client cannot be launched from Oracle Universal Work Queue
IEU: Media: Telephony	Obsolete	This profile option was previously used to force the softphone to launch upon login to Oracle Universal Work Queue -- even when Advanced Outbound Telephony node was not enabled. Softphone automatically activated if use is enable for telephony.
IEU: Queue Order: Tasks	Obsolete	This profile option was previously used to display tasks owned by or assigned to the agent, or to a team or group to which the agent belongs in the Oracle Universal Work Queue window.

Profile Option	Status	Description
IEU: Queue: Tasks	Obsolete	This profile option was previously used to display tasks owned by or assigned to the agent, or to a team or group to which the agent belongs in the Oracle Universal Work Queue window.
IEU: Queue Order: My Work	Obsolete	The My Work node and all its profile options are obsolete. The IEU: Queue Order: Work List profile option replaced this option. With this release, it too is obsolete.
IEU: Queue Order: Work List	Obsolete	This profile option was used previously to display the agent worklist. This introduction of the work distribution and delivery framework with this release replaces this profile option. New profile options have been added that control work distribution, delivery and access.
IEU: Queue: Work List	Obsolete	This profile option was used previously to display the agent worklist. This introduction of the work distribution and delivery framework with this release replaces this profile option. New profile options have been added that control work distribution, delivery and access.
IEU: Queue Order: Advanced Outbound		This profile option is actually for pre-11.5.6 Campaign Plus and Predictive sites and remains in Oracle Applications for compatibility with earlier releases of Oracle Advanced Outbound. Use this profile option to determine the order of the Advanced Outbound Telephony node in the Universal Work Queue window. Outbound telephony work is created when Oracle Advanced Outbound (Oracle Campaign Plus and Predictive) assigns an outbound call to an agent.

Profile Option	Status	Description
IEU: Queue: Advanced Outbound		This profile option is actually for pre-11.5.6 Campaign Plus and Predictive sites and remains in Oracle Applications for compatibility with earlier releases of Oracle Advanced Outbound. Use this profile option to enable the Advanced Outbound Telephony node in the Universal Work Queue window. Outbound telephony work is created when Oracle Advanced Outbound (Oracle Campaign Plus and Predictive) assigns an outbound call to an agent.

B.4 Profile Options by Category

This section of the document features detailed profile option information. Profile options are grouped by category.

The categories are as follows:

- Media Profile Options
- Application Profile Options

B.4.1 Media Profile Options

Media profile options fall into the following categories:

- Blending Profile Options
- Diagnostic Profile Options
- Email Profile Options
- Telephony Profile Options

B.4.1.1 Blending Profile Options

The following Blending profile options are used set Blending mode (or style) and timeout (in seconds).

B.4.1.1.1 IEU: Blending Style Use this profile option to enable the blending of media work. When an agent requests work from the Blended node, Universal Work Queue

will deliver any of the media type for which an agent is enabled (e.g., inbound, web callbacks, or outbound), based on the service levels for the interaction center.

> **Note:** Only simple blending is used for Oracle Advanced Inbound configurations in either passive or enhanced passive modes.

Oracle Interaction Blending is required. For information, see *Oracle Interaction Blending Implementation Guide.*

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Full Forced Blended	Full pertains to service level for inbound and outbound. Forced pertains to Blending only. Only the blending media node displays; users cannot access individual media providers.
Full Optional Blended	Full pertains to service level for inbound and outbound. Optional pertains to agent choice. Agents may access media through blending or through individual media nodes

Setting	Description
Not Blended	Media work blending is not enabled. A single blending node appears.
Simple Forced Blended	Simple Forced Blended pertains to passive mode and inbound preferred (high priority with service level outbound). Force pertains to Blending only. Only the blending media node displays; users cannot access individual media providers.
Simple Optional Blended	Simple Optional Blended pertains to high priority inbound in passive mode or service level in outbound. Optional pertains to agent choice. Agents may access media through blending or through individual media nodes.

Default Value

Not Blended

B.4.1.1.2 IEU: Blending Timeout In simple blending mode, blending occurs by first looking for an inbound record and then, if not found for an outbound record. The integer that is set in this profile determines the duration of time to look for inbound and outbound records.

Use this Oracle Universal Work Queue profile to set the timeout value for simple blending.

Oracle Interaction Blending is required. For information, see *Oracle Interaction Blending Implementation Guide.*

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Enter a value in seconds to indicate the blending timeout threshold. For example, 60 to represent 60 seconds.

Default Value

60

B.4.1.2 Diagnostic Profile Options

The following Diagnostic profile option is used to allow agents to view connectivity diagnostics including available services and critical events.

B.4.1.2.1 IEU: Controller: UI: Enable Event Viewer Use this profile option to allow viewing of connectivity diagnostics.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	Yes	Yes

Profile Settings

Setting	Description
No	The Event View tab is not enabled in the icWork Controller.
Yes	The Event View tab is enabled in the icWork Controller.

Default Value

No

B.4.1.3 Email Profile Options

The following profile option is used to enable the Inbound Email node and indicate the placement of the node in the work selector.

B.4.1.3.1 IEU: Queue: Inbound Email

Use this profile to enable or disable the Inbound Email node in the Universal Work Queue window. Inbound e-mail is created when e-mail is sent to the user's e-mail account.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Inbound Email node is not displayed in the Universal Work Queue window.
Yes	The Inbound Email node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Inbound Email node.

Default Value
Null

B.4.1.3.2 IEU: Queue Order: Inbound Email

Use this profile option to indicate the placement of the Inbound Email node in the work selector.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.1.4 Telephony Profile Options

The following profile options is used to establish screen pop handling, assign a phone extension for an agent, enable media nodes and indicate node placement in the work selector in Universal Work Queue.

For each node profile option, there is a corresponding node order option. For example, IEU: Queue: Advanced Outbound Telephony and IEU: Queue Order: Advanced Outbound Telephony. The node order profile option is used to indicate the placement of the node in the work selector.

B.4.1.4.1 IEU: Desktop: Telephony: Direct Call Handling

This profile option is used to configure the handling of inbound, direct calls.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Pop on Answer	When the Screen Pop on Answer option is in use, a screen pop will only occur if the agent answers the inbound call. This allows agents to view the call information in the softphone before answering the call. An unanswered call receives the default PBX treatment for the agent's extension (e.g., rollover to voice mail or rerouted for special handling).
Pop on Call Arrival	The Screen Pop on Ring option represents the current functionality in which a screen pop occurs, regardless of interaction state.
Pop on End Interaction and Answer	The Screen Pop on end Interaction after Answer option delays the screen pop until the agent is able to complete the current interaction before handling the direct inbound call. As with the Screen Pop on Answer option, the agent has the option of viewing the call information and only receiving the screen pop if the call is answered.

Default Value

Pop on Call Arrival

B.4.1.4.2 IEU: Queue: Advanced Outbound Telephony

Use this profile to enable or disable the Advanced Outbound Telephony node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Advanced Outbound Telephony node is not displayed in the Universal Work Queue window.
Yes	The Advanced Outbound Telephony node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Advanced Outbound Telephony node.

Default Value

Null

B.4.1.4.3 IEU: Queue Order: Advanced Outbound Telephony

Use this profile to enable or disable the Advanced Outbound Telephony node in the work selector.

Use this profile option to indicate the placement of the Advanced Outbound Telephony node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Enter a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.1.4.4 IEU: Queue: Basic Telephony

Use this profile to enable or disable the Basic Telephony node in the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Basic Telephony node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Basic Telephony node is displayed in the Universal Work Queue window.

Default Value

Null

B.4.1.4.5 IEU: Queue Order: Basic Telephony

Use this profile option to indicate the placement of the Basic Telephony node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Select a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.1.4.6 IEU: Queue: Basic Web Callback

Use this profile to enable or disable the Basic Web Callback node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Basic Web Callback node is not displayed in the Universal Work Queue window.
Yes	The Basic Web Callback node is displayed in the Universal Work Queue window.

Default Value

Null

B.4.1.4.7 IEU: Queue Order: Basic Web Callback

Use this profile option to indicate the placement of the Basic Web Callback node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.1.4.8 IEU: Queue: Inbound Telephony

Use this profile to enable users to access inbound queued calls from Oracle Advanced Inbound.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No if users are not configured for inbound queued calls from Oracle Advanced Inbound.
Yes	Set to Yes to enable users to access inbound queued calls from Oracle Advanced Inbound.

Default Value

Null

B.4.1.4.9 IEU: Queue Order: Inbound Telephony

Use this profile option to indicate the placement of the Inbound Telephony node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.1.4.10 IEU: Queue: Web Callback Use this profile option to enable or disable the Web Callback node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to disable the Web Callback node.
Yes	Set to Yes to enable the Web Callback node.

Default Value

Null

B.4.1.4.11 IEU: Queue Order: Web Callback Use this profile option to indicate the placement of the Web Callback node in the list of nodes on the Universal Work Queue window.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.1.5 Phone Extension Profile Options

The following Profile Extension profile option is used for media work.

B.4.1.5.1 IEU: Optional: Phone Extension Use this profile option to specify the teleset number for the agent. If a value is defined at the user level, when a telephony-enabled agent logs in to Oracle Universal Work Queue, the value is passed to Oracle Telephony Manager and disables the Phone Extension window from appearing. If the value is not set, the Phone Extension window will appear and the agent will need to enter the teleset number.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
No	No	No	Yes

Profile Settings

The extension of the teleset for the agent.

Default Value

Null

B.4.2 Application Profile Options

Application profile options fall into the following categories:

- Agent Work Place Profile Options
- Collections Profile Options
- Diagnostic Profile Options
- Notices Profile Options
- Refresh Profile Options
- Sales Profile Options
- Service Profile Options
- Session Profile Options
- Tasks Profile Options
- Work Panel Profile Options
- Work Selector Profile Options
- Work Repository Profile Options

B.4.2.1 Agent Work Place Profile Options

The following profile options is used to enable the display of subnodes, show progress bar, enable quick filters, determine work selector style, enable Enterprise Task nodes for groups and teams, and to determine where a new application work item is opened within existing the existing application for or to open a new form.

- IEU: Desktop: UI: Refresh Style
- IEU: Desktop: UI: Show All Nodes
- IEU: Desktop: UI: Work-Selector Display Style
- IEU: Enterprise Tasks: Resource Types
- IEU: Non-Media: Navigate
- IEU: Desktop: UI: Show Progress Bar
- IEU: Desktop: UI: Show Quick Filter Panel

B.4.2.1.1 IEU: Desktop: UI: Refresh Style Use this profile option to control the automatic updating of counts in the work selector in Universal Work Queue.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Automatic	Work item counts are refreshed: ■ after the Oracle Universal Work Queue window opens ■ after each delivery of a media work item Automatic refresh may affect the performance of the Universal Work Queue server. After delivery of the work item, the Universal Work Queue window can not be used until the count is updated.
Login Only	Work item counts are refreshed after the Oracle Universal Work Queue window opens. Thereafter, you must manually refresh the work item counts.
Manual	Work item counts are not refreshed after the Oracle Universal Work Queue window opens. You must manually refresh the work item counts.

Default Value

Login Only

B.4.2.1.2 IEU: Desktop: UI: Show All Nodes Use this profile to enable or disable all nodes in the Universal Work Queue window, including nodes that do not contain work items.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Subnodes with a zero count are not displayed.
Yes	Subnodes with a zero count are displayed.

Default Value

No

B.4.2.1.3 IEU: Desktop: UI: Work-Selector Display Style Use this profile option to determine the display style for the presentation of work items.

> **Note:** Agents can toggle between display styles through the use of the "Switch Display to Cascade" or conversely the "Switch Display to Hgrid" option on the toolbar in Oracle Universal Work Queue.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Hgrid	Tree Selector panel
Cascade	Cascading (drop-down menu above Summary Table) work selector

Default Value

Hgrid

B.4.2.1.4 IEU: Enterprise Tasks: Resource Types Use this profile option to enable groups and teams for Enterprise Task nodes.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Show Groups and Teams	Shows groups and teams assigned or who own subnodes.
No Groups and Teams	Will show neither group or team assigned or owned subnodes.

Setting	Description
Show Groups Only	Will only show group assigned or group owned subnodes. Will not show team subnodes.
Show Teams Only	Will only show team assigned or team owned subnodes. Will not show group subnodes.

Default Value

Show Groups Only

B.4.2.1.5 IEU: Non-Media: Navigate Use this profile option to determine whether new application work item should open in an existing or new application form.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to not limit extra windows.
Yes	Set to Yes to limit extra windows.

Default Value

Null

B.4.2.1.6 IEU: Desktop: UI: Show Progress Bar Use this profile option to indicate that the progress bar will display during start up to provide viewing of connectivity to media providers.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to display the progress bar at start up.
Yes	Set to Yes to display the progress bar at start up.

Default Value

No

B.4.2.1.7 IEU: Desktop: UI: Show Quick Filter Panel Use this profile option to enable quick filters when present for a node.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to disable the quick filter panel.
Yes	Set to Yes to enable the quick filter panel.

Default Value

Null

B.4.2.2 Collections Profile Options

Oracle Universal Work Queue displays assigned work items in any node for which the agent is enabled – even if the agent's current responsibility does not permit access to the Oracle Application associated with the work item. The agent can view a summary of the work item, but cannot launch the related business application. If the agent has another responsibility that permits access to the work item, then the agent must end the session and switch responsibilities.

The following profile options is used to enable the display of subnodes, show progress bar, enable quick filters, determine work selector style, enable Enterprise Task nodes for groups and teams, and to determine where a new application work item is opened within existing the existing application for or to open a new form.

For each node profile option, there is a corresponding node order option. For example, IEU: Queue: Account View Delinquencies and IEU: Queue Order: Account View Delinquencies. The node order profile option is used to indicate the placement of the node in the work selector.

- IEU: Queue: Account View Delinquencies and IEU: Queue Order: Account View Delinquencies
- IEU: Queue: Account View Promises and IEU: Queue Order: Account View Promises
- IEU: Queue: Account View Strategies and IEU: Queue Order: Account View Strategies
- IEU: Queue: Customer View Delinquencies and IEU: Queue Order: Customer View Delinquencies
- IEU: Queue: Customer View Promises and IEU: Queue Order: Customer View Promises
- IEU: Queue: Customer View Strategies and IEU: Queue Order: Customer View Strategies
- IEU: Queue: Delinquencies and IEU: Queue Order: Delinquencies
- IEU: Queue: Promises and IEU: Queue Order: Promises
- IEU: Queue: Strategies and IEU: Queue Order: Strategies

B.4.2.2.1 IEU: Queue: Account View Delinquencies

Use this profile option to enable the Account View Delinquencies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Account View Delinquencies node is not displayed in the Universal Work Queue window.
Yes	The Account View Delinquencies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Account View Delinquencies node.

Default Value

Null

B.4.2.2.2 IEU: Queue Order: Account View Delinquencies Use this profile option to indicate the placement of the Account View Delinquencies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.2.3 IEU: Queue: Account View Promises Use this profile to enable or disable the Account View Promises node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Account View Promises node is not displayed in the Universal Work Queue window.
Yes	The Account View Promises node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Account View Promises node.

Default Value

Null

B.4.2.2.4 IEU: Queue Order: Account View Promises Use this profile option to indicate the placement of the Account View Promises node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.2.5 IEU: Queue: Account View Strategies Use this profile to enable or disable the Account View Strategies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Account View Strategies node is not displayed in the work selector in Universal Work Queue.
Yes	The Account View Strategies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Account View Strategies node.

Default Value

Null

B.4.2.2.6 IEU: Queue Order: Account View Strategies Use this profile option to indicate the placement of the Account View Strategies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.2.7 IEU: Queue: Customer View Delinquencies Use this profile to enable or disable the Customer View Delinquencies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Customer View Delinquencies node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Customer View Delinquencies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Customer View Delinquencies node.

Default Value

Null

B.4.2.2.8 IEU: Queue Order: Customer View Delinquencies Use this profile option to indicate the placement of the Customer View Delinquencies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.2.9 IEU: Queue: Customer View Promises Use this profile to enable or disable the Customer View Promises node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Customer View Promises node is not displayed in the Universal Work Queue window.
Yes	The Customer View Promises node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Customer View Promises node.

Default Value

Null

B.4.2.2.10 IEU: Queue Order: Customer View Promises Use this profile option to indicate the placement of the Customer View Promises node in the work selector.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value
Null

B.4.2.2.11 IEU: Queue: Customer View Strategies Use this profile to enable or disable the Customer View Strategies node in the work selector.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Customer View Strategies node is not displayed in the Universal Work Queue window.
Yes	The Customer View Strategies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Customer View Strategies node.

Default Value

Null

B.4.2.2.12 IEU: Queue Order: Customer View Strategies Use this profile option to indicate the placement of the Customer View Strategies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.2.13 IEU: Queue: Delinquencies Use this profile option to enable the Delinquencies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Delinquencies node is not displayed in the Universal Work Queue window.
Yes	The Delinquencies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Delinquencies node.

Default Value

Null

B.4.2.2.14 IEU: Queue Order: Delinquencies Use this profile option to indicate the placement of the Delinquencies node in the work selector.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value
Null

B.4.2.2.15 IEU: Queue: Promises Use this profile to enable or disable the Promises node in the work selector.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Promises node is not displayed in the Universal Work Queue window.
Yes	The Promises node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Promises node.

Default Value

Null

B.4.2.2.16 IEU: Queue Order: Promises Use this profile option to indicate the placement of the My Broken Promises node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.2.17 IEU: Queue: Strategies Use this profile to enable or disable the Strategies node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Strategies node is not displayed in the Universal Work Queue window.
Yes	The Strategies node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Strategies node.

Default Value

Null

B.4.2.2.18 IEU: Queue Order: Strategies Use this profile option to indicate the placement of the Strategies node in the work selector

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.3 Diagnostic Profile Options

The following profile option is used to set trace levels for user sessions.

- IEU: Desktop: Trace Level

B.4.2.3.1 IEU: Desktop: Trace Level Use this profile option to indicate whether Universal Work Queue server logs are displayed in the Oracle JInitiator Java console.

As the detail reported to the log increases, the performance of Universal Work Queue server slows. The most detailed output is typically used for comprehensive troubleshooting.

Required

No

Personal Profile Levels

View	Update
Yes	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
None	Tracing is not enabled.
Informational	Tracing is enabled. Events are reported in the Oracle JInitiator Java console.
Warning	Tracing is enabled. Warnings are reported in the Oracle JInitiator Java console.
Error	Tracing is enabled. Errors are reported in the Oracle JInitiator Java console.
Debug	Tracing is enabled. Detailed tracing information is reported in the Oracle JInitiator Java console.
All	Tracing is enabled. Information, warnings, errors, and detailed training information are reported in the Oracle JInitiator Java console.

Default Value

None

B.4.2.4 Notices Profile Options

The following profile option is used to set poll refresh mode and rate and to enable or disable notices.

- IEU: Message: UI: Refresh Rate
- IEU: Message: UI: UWQ Notices

B.4.2.4.1 IEU: Message: UI: Refresh Rate Applications can send notices about work items or application events directly to an agent. Notices include assignment of a work item, change in status of a work item, or escalation of a work item. Notices are stored an Universal Work Queue table in the Oracle Applications database.

Notices are displayed in the Notices tab in the icWork Controller. The Notices tab is enabled using the IEU: Message: UI: UWQ Notices profile option. Universal Work Queue can automatically check the database for notices. The list of notices in the Notices tab is refreshed periodically, on login, on return to the Oracle Universal Work Queue window, or manually. Agents can manually refresh notices at any time.

Use this profile option to set the poll refresh mode and rate to check for new notices.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
10 minutes	Universal Work Queue periodically checks the database for notices every ten minutes.
2 hours	Universal Work Queue periodically checks the database for notices every two hours.
15 minutes	Universal Work Queue periodically checks the database for notices every fifteen minutes.
2 minutes	Universal Work Queue periodically checks the database for notices every two minutes.

Setting	Description
3 minutes	Universal Work Queue periodically checks the database for notices every three minutes.
30 minutes	Universal Work Queue periodically checks the database for notices every thirty minutes.
45 minutes	Universal Work Queue periodically checks the database for notices every forty-five minutes.
5 minutes	Universal Work Queue periodically checks the database for notices every five minutes.
1 hour	Universal Work Queue periodically checks the database for notices every hour.
90 minutes	Universal Work Queue periodically checks the database for notices every ninety minutes.
Manual	Universal Work Queue periodically checks the database for notices every ten minutes. Work item counts are not refreshed after the Oracle Universal Work Queue window opens. You must manually refresh the work item counts
On login	Universal Work Queue checks the database for notices after the Oracle Universal Work Queue window opens. Thereafter, you must manually refresh notices.
On return	Universal Work Queue checks the database for notices every ten minutes. Work item counts are refreshed after the Oracle Universal Work Queue window opens. Thereafter, you must manually refresh the work item counts.

Default Value

Yes

B.4.2.4.2 IEU: Message: UI: UWQ Notices Applications can send notices about work items or application events directly to a Universal Work Queue agent. Notices include assignment of a work item, change in status of a work item, or escalation of a work item. Notices are stored in a Universal Work Queue table in the Oracle Applications database.

Notices are displayed in the Notices tab in the icWork Controller. Universal Work Queue periodically checks the database for notices based on the value of the IEU: Message: UI: Refresh Rate profile option.

Use this profile option to enable or disable UWQ notices. Desktop messages pop up through Notice tab in the icWork Controller.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No, the user will not receive or be able to view notices. The Notice tab not be present.
Yes	Set to Yes to enable the Notices tab in the icWork Controller.

Default Value

No

B.4.2.5 Refresh Profile Options

The following profile option is used to set refresh time when automatic refresh is enabled.

- IEU: Desktop: UI: Automatic Refresh

B.4.2.5.1 IEU: Desktop: UI: Automatic Refresh Use this profile option to determine the point at which a refresh is performed.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
Get Work	Refresh occurs when agent requests work by opening a work item or available in the media queue.
Select Work	Refresh occurs when an agent selects a work source.

Default Value

Get Work

B.4.2.6 Sales Profile Options

Oracle Universal Work Queue displays assigned work items in any node for which the agent is enabled – even if the agent's current responsibility does not permit access to the Oracle Application associated with the work item. The agent can view a summary of the work item, but cannot launch the related business application. If the agent has another responsibility that permits access to the work item, then the agent must end the session and switch responsibilities.

The profile options is used to enable or disable the display of Sales subnodes.

- IEU: Queue: Leads and IEU: Queue Order: Leads
- IEU: Queue: Marketing Lists and IEU: Queue Order: Marketing Lists
- IEU: Queue: My Tasks and IEU: Queue Order: My Tasks
- IEU: Queue: My Team Leads and IEU: Queue Order: My Team Leads
- IEU: Queue: My Team Opportunities and IEU: Queue Order: My Team Opportunities
- IEU: Queue: Quotes and IEU: Queue Order: Quotes

For each node profile option, there is a corresponding node order option. For example, IEU: Queue: Leads and IEU: Queue Order: Leads. The node order profile option is used to indicate the placement of the node in the work selector.

B.4.2.6.1 IEU: Queue: Leads Use this profile option to enable or disable the Leads node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Leads node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Leads node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Leads node.

Default Value

Null

B.4.2.6.2 IEU: Queue Order: Leads Use this profile option to indicate the placement of the My Leads (Owner) node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.6.3 IEU: Queue: Marketing Lists Use this profile option to enable the Marketing Lists node in the work selector.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Marketing Lists node is not displayed in the Universal Work Queue window.
Yes	The Marketing Lists node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Marketing Lists node.

Default Value
Null

B.4.2.6.4 IEU: Queue Order: Marketing Lists Use this profile option to indicate the placement of the Marketing Lists node in the work selector.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.6.5 IEU: Queue: My Tasks Use this profile option to enable the My Tasks node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The My Tasks node is not displayed in the Universal Work Queue window.
Yes	The My Tasks node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the My Tasks node.

Default Value

Null

B.4.2.6.6 IEU: Queue Order: My Tasks Use this profile option to indicate the placement of the My Tasks node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.6.7 IEU: Queue: My Team Leads Use this profile option to enable the My Team Leads node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The My Team Leads node is not displayed in the Universal Work Queue window.
Yes	The My Team Leads node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the My Team Leads node.

Default Value

Null

B.4.2.6.8 IEU: Queue Order: My Team Leads Use this profile option to indicate the placement of the My Leads (Sales Team) node in the work selector.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value
Null

B.4.2.6.9 IEU: Queue: My Team Opportunities Use this profile option to enable the My Team Opportunities node in the work selector.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The My Team Opportunities node is not displayed in the Universal Work Queue window.
Yes	The My Team Opportunities node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the My Team Opportunities node.

Default Value

Null

B.4.2.6.10 IEU: Queue Order: My Team Opportunities Use this profile option to indicate the placement of the My Opportunities (Sales Team) node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.6.11 IEU: Queue: Opportunities Use this profile option to enable the Opportunities node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Opportunities node is not displayed in the Universal Work Queue window.
Yes	The Opportunities node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Opportunities node.

Default Value

Null

B.4.2.6.12 IEU: Queue Order: Opportunities Use this profile option to indicate the placement of the My Opportunities (Sales Credits) node in the work selector.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value
Null

B.4.2.6.13 IEU: Queue: Quotes Use this profile option to enable the Quotes node in the work selector.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Quotes node is not displayed in the Oracle Universal Work Queue window.
Yes	The Quotes node is displayed in the Oracle Universal Work Queue window. If the user is configured as an interaction center agent and has the appropriate responsibilities, the user will be able to access work from the Quotes node.

Default Value

Null

B.4.2.6.14 IEU: Queue Order: Quotes Use this profile option to indicate the placement of the Quotes node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.7 Service Profile Options

Oracle Universal Work Queue displays assigned work items in any node for which the agent is enabled – even if the agent's current responsibility does not permit access to the Oracle Application associated with the work item. The agent can view a summary of the work item, but cannot launch the related business application. If the agent has another responsibility that permits access to the work item, then the agent must end the session and switch responsibilities.

The profile options is used to enable or disable the display of Service subnodes.

- IEU: Queue: Service Requests
- IEU: Queue Order: Service Requests

B.4.2.7.1 IEU: Queue: Service Requests Use this profile to enable or disable the Service Requests node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Service Requests node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Service Requests node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Service Requests node.

Default Value
Null

B.4.2.7.2 IEU: Queue Order: Service Requests Use this profile option to indicate the placement of the Service Requests node in the work selector.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value
Null

B.4.2.8 Session Profile Options

The profile options is used to timeout values for session in which connectivity has been lost and to enable or disable session history and break reason prompting and tracking.

- IEU: Desktop: Session Timeout (min)
- IEU: Session History Logging

B.4.2.8.1 IEU: Desktop: Session Timeout (min) This profile option is used to recover user connectivity for orphaned sessions. The integer that is set in this profile establishes the amount of time that passes without user activity before the user session times out.

Use this Oracle Universal Work Queue profile to set the user session timeout value.

Required

No

Personal Profile Levels

Update	View
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	No	No	Yes

Profile Settings

Enter a value in minutes to represent how long the user session will remain idle before timeout of the session occurs. The values available are:

- 30
- 60
- 90
- 120

- 150
- 180
- 210
- 240

Default Value

The default is 30 minutes.

B.4.2.8.2 IEU: Session History Logging This profile option is used to enable or disable session history and break reason prompting and tracking. When enabled, UWQ records log-in and log-out data for every session in the IEU_SH_SESSIONS and IEU_SH_ACTIVITIES tables.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	When this profile option is set to No, session related data is not captured in the Oracle Universal Work Queue tables.

Setting	Description
Yes	This profile when set to Yes, extends the capabilities of Oracle Interaction Center Intelligence by making this information available for Oracle Interaction Center Intelligence reporting. It also enables the Break button in the icWork Controller. In addition to the capturing and recording of logout and login session history, some of the other types of information captured includes agent break-related data and productivity as well as media and work related details.

Default Value

Yes

B.4.2.9 Tasks Profile Options

Oracle Universal Work Queue displays assigned work items in any node for which the agent is enabled – even if the agent's current responsibility does not permit access to the Oracle Application associated with the work item. The agent can view a summary of the work item, but cannot launch the related business application. If the agent has another responsibility that permits access to the work item, then the agent must end the session and switch responsibilities.

The profile options is used to enable or disable the display of Task subnodes.

- IEU: Queue: Enterprise Tasks and IEU: Queue Order: Enterprise Tasks
- IEU: Queue: Escalations and IEU: Queue Order: Escalations
- IEU: Tasks: Show Task Types

There is a corresponding node order option for the IEU: Queue: Enterprise Tasks and IEU: Queue: Escalations profile options. The node order profile option are used to indicate the placement of the node in the work selector.

B.4.2.9.1 IEU: Queue: Enterprise Tasks Use this profile option to enable or disable the Enterprise Tasks node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Enterprise Tasks node is not displayed in the Universal Work Queue window.
Yes	The Enterprise Tasks node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Enterprise Tasks node.

Default Value

Null

B.4.2.9.2 IEU: Queue Order: Enterprise Tasks Use this profile option to indicate the placement of the Enterprise Tasks node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Choose a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.9.3 IEU: Queue: Escalations Use this profile option to enable or disable the Escalations node in the work selector.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	The Escalations node is not displayed in the Universal Work Queue window.

Setting	Description
Yes	The Escalations node is displayed in the Universal Work Queue window. If the user is configured as a Universal Work Queue agent and has the appropriate responsibilities, the user will be able to access work from the Escalations node.

Default Value

Null

B.4.2.9.4 IEU: Queue Order: Enterprise Tasks Use this profile option to indicate the placement of the Escalations node in the work selector.

Required

No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Select a number to indicate the placement of the node in the work selector. You may enter from 1-78. Nodes are displayed in ascending order.

Default Value

Null

B.4.2.9.5 IEU: Tasks: UI: Show Tasks Types This profile option is used to control the display of task types in Oracle Universal Work Queue.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No, subnodes will not display under My Tasks and Enterprise Tasks.
Yes	Set to Yes, subnodes will display under My Tasks and Enterprise Tasks.

Default Value

Yes

B.4.2.10 Work Panel Profile Options

The profile options is used to enable or disable the display of Service subnodes.

- IEU: Auto Relate Task Note to Source Document
- IEU: Default Note Months
- IEU: Desktop: UI: Show Message Panel
- IEU: Desktop: UI: Show Work Panel

B.4.2.10.1 IEU: Auto Relate Task Note to Source Document Use this profile option to establish the relationship between a task note that is created in the work panel and the underlying or related source. It only applies to notes created as part of a task

action in work panel. It automatically relates task note to source work object. For example, if a note is added to a task and the task source is "lead", the association between the task note and lead is created when the profile is enabled.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to **No** to disable the auto relate task note feature.
Yes	Set to **Yes** to enable the auto relate task note feature.

Default Value

No

B.4.2.10.2 IEU: Default Note Months Use this profile option to define the number of months for which task notes display in the Extended Detail Information area of the Work Panel.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	No

Profile Settings

Enter a value for the number of months. You can enter any number between 1 and 6 months.

Default Value

Null

B.4.2.10.3 IEU: Desktop: UI: Show Message Panel The message panel is used to present messages (special instruction) to the agent. The message panel is independent of the work panel and can be displayed, even if the IEU: Desktop: UI: Show Work Panel profile option is set to No.

Use this profile option to enable the message panel.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	When set to No, it controls the display if work panel is off or not enabled. If work panel is on, message panel always displays on nodes that support work panel. If node does not support work panel, message panel does not display.
Yes	When set to Yes, it controls the display of the message panel on nodes that do not support work panel. It also controls the display of the message panel on all nodes, even if the work panel is off.

Default Value

Yes

B.4.2.10.4 IEU: Desktop: UI: Show Work Panel This profile option is used to control the display of the work panel and work summary panel.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No, the message panel will not appear in the agent workplace in Oracle Universal Work Queue.
Yes	Set to Yes, the message panel will appear in the agent workplace in Oracle Universal Work Queue.

Default Value

Yes

B.4.2.11 Work Selector Profile Options

The profile option is used to enable or disable the display of Service subnodes.

- IEU: Desktop: UI: Customize Work Queues

B.4.2.11.1 IEU: Desktop: UI: Customize Work Queues This profile option controls the visibility of the work queue feature in Oracle Universal Work Queue. Based on how the profile is set, the following features will or will not be accessible in the Tree Selector view:

- Individual node 'Hide'
- Window to 'Customize Work Queues'

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Set to No to enable the work queue.
Yes	Set to Yes to hide the work queue.

Default Value

No

B.4.2.12 Work Repository Profile Options

The profile options is used to enable or disable the display of Service subnodes.

- IEU: Distribute: Amount for Distribution
- IEU: Distribute: Configure
- IEU: Distribute: Mode
- IEU: Distribute: <work source name>:Work Source
- IEU: Distribute: Tasks: Work Source
- IEU: Distribute: Service Requests: Work Source
- IEU: Distribute: SR Tasks: Work Source

B.4.2.12.1 IEU: Distribute: Amount for Distribute Only This profile option is used to specify the number of work items to be delivered in request work mode.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings
Choose a number to indicated the number of work items to be delivered in request work mode. The recommended value is 3.

Default Value
3

B.4.2.12.2 IEU: Distribute: Configure This profile option is used to control agent privilege. It allows agents to configure work sources that are included or excluded in their work queue.

Required
No

Personal Profile Levels

View	Update
Yes	Yes

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	When this profile option is set to Magnets will not be able to configure their work source.
Yes	When set to Yes, this profile allows agents to configure work sources that are included or excluded in their work queue.

Default Value

No

B.4.2.12.3 IEU: Distribute: Mode This profile option is used to configure the delivery of work items for agents who handle work in a continuous, distributed fashion (e.g., next work).

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
All Modes	Assigns all modes of distribution to an agent.
Distribute and Deliver	This setting will: ■ deliver the next work item from the current configured queue (work sources) in priority order ■ if the work item has not be distributed, distribute it to this agent according to work sources distribution rules ■ if the work item has been distributed just deliver it. Note: Agent configure profile applies to distribution and delivery mode.
Distribute Only	Applies to request work. If you set the profile option to this value, you must specify the amount or number of work items to be distributed using the IEU: Distribute: Amount for Distribute Only profile option. Consideration should be given to the number of work items to deliver as an agent cannot modify the amount in the IEU: Distribute Amount for Distribute Only option.
None	This is the default setting. This profile when set to None, inhibits queued work access.

Default Value

None

B.4.2.12.4 IEU: Distribute: Service Request: Work Source This profile option is used to control the accessibility of the service request work source to agents. To access the Work Source agents must be configured for a queued distribution mode; IEU: Distribute: Mode must be set to all modes, distribute and delivery or distribute.

An agent may include work source when configuring distribution requests (if the IEU: Distribute: Configure profile option is set to Yes). An agent will receive work from this work source if the IEU: Distribute: Configure profile is set to No.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Agent distribution from the service request work source will not be enabled.
Yes	Setting this profile to Yes will enable the agent distribution from the service request work source.

Default Value
No

B.4.2.12.5 IEU: Distribute: Service Request Task: Work Source This controls access to the Service Request Task Work Source which includes all tasks created on behalf of service requests. To access the Work Source agent must be configured for a queued distribution mode; IEU: Distribute: Mode must be set to all modes, distribute and delivery or distribute.

Required
No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Agent distribution from the service request task work source will not be enabled.
Yes	Setting this profile to Yes will enable the agent distribution from the service request work task source.

Default Value

No

B.4.2.12.6 IEU: Distribute: Task: Work Source This controls access to queued Tasks. This will include either all Tasks or, if Service Request Tasks is enabled, all non-SR related tasks. To access the Work Source agent must be configured for a queued distribution mode. IEU: Distribute: Mode must be set to all modes, distribute and delivery or distribute.

Required

No

Personal Profile Levels

View	Update
No	No

System Profile Levels

Site	Application	Responsibility	User
Yes	Yes	Yes	Yes

Profile Settings

Setting	Description
No	Agent distribution from the task work source will not be enabled.
Yes	Setting this profile to Yes will enable the agent distribution from the task work source.

Default Value

No

C

Server Parameters

This appendix describes the server parameters for Oracle Universal Work Queue servers. Values for server parameters are set and maintained through the Interaction Center Server Manager interface, using the Call Center HTML Administration responsibility. These parameters are stored in the Oracle Applications database.

Topics include:

- Enable Network Tracing
- Enable Server Logger Utility
- Enables Interaction Blending Communications
- Network Layer Number of Sessions
- Network Layer Session Close Delay (Seconds)
- Network Layer Session Timeout (Minutes)
- Network Layer Trace File Name
- Network Layer Trace Level
- Remote Operation Retry Interval
- Remote Operation Timeout Duration (Seconds)
- Run AO Simulator (True/False)
- Server Port (>1024 for UNIX and <64,000)
- Trace Level

See Also

- *Oracle Interaction Center Server Manager Implementation Guide*

C.1 Enable Network Tracing

Flag which enables network tracing.

Type	Unit	Max Value	Min Value	Default
boolean	N/A	N/A	N/A	false

C.2 Enable Server Logger Utility

Flag which enables the server logging subsystem.

Type	Unit	Max Value	Min Value	Default
boolean	N/A	N/A	N/A	false

C.3 Enables Interaction Blending Communications

Deprecated (this is set and used based on data found in the database.)

Type	Unit	Max Value	Min Value	Default
boolean	N/A	N/A	N/A	false

C.4 Network Layer Number of Sessions

The default number of sessions the network layer is expected to maintain.

Type	Unit	Max Value	Min Value	Default
integer	N/A	65,536	0	200

C.5 Network Layer Session Close Delay (Seconds)

Time period (in seconds) to delay session removal after a session has been disconnected due to Client or Network failures. This prevents sessions from having to be completely reconstructed due to a brief network outage.

Type	Unit	Max Value	Min Value	Default
int	seconds	65,536	0	180

C.6 Network Layer Session Timeout (Minutes)

Default session inactivity (timeout period) in minutes. This setting may be overridden during client-side session creation.

Type	Unit	Max Value	Min Value	Default
Integer	minutes	65,536	0	1

C.7 Network Layer Trace File Name

String that represents the network trace file name.

Type	Unit	Max Value	Min Value	Default
String	N/A	N/A	N/A	UWQNetwork_ logs

C.8 Network Layer Trace Level

Trace level for network logs.

Type	Unit	Max Value	Min Value	Default
Integer	N/A	0xfffA	0	0

The following list provides additional information about the Network Trace Level settings:

- 0x000 = None (turns off all events)
- 0x001 = Detail (detailed transactions useful for performance monitor)
- 0x002 = Info (informational e.g., network connection regained)
- 0x004 = Minor (limited failures e.g., method call failed)
- 0x008 = Critical (catastrophic failure e.g., lost network connection)

C.9 Remote Operation Retry Interval

Default Session inactivity timeout period (in minutes). This may be overridden during client-side session creation.

Type	Unit	Max Value	Min Value	Default
Integer	minutes	65,536	0	1

C.10 Remote Operation Timeout Duration (Seconds)

Time after which retries are done in server threads. This applies to all server threads including reconnection threads.

Type	Unit	Max Value	Min Value	Default
Integer	seconds	65,536	0	20

C.11 Run AO Simulator (True/False)

Flag which enables the AO simulator.

Type	Unit	Max Value	Min Value	Default
Boolean	N/A	N/A	N/A	false

C.12 Server Port (>1024 for UNIX and <64,000)

The port for which the Oracle Universal Work Queue server is registered.

Refer to platform specific documentation regarding port usage. The Oracle Universal Work Queue server utilizes HTTP communications for access by web-based agents. If the server is to be accessed in this way, it is recommended that the default port 80 be used since many HTTP proxies won't forward HTTP requests to ports other than 80. Obviously, the server won't be able to run on the same machine as a web server if port 80 is selected.

On UNIX machines any port below 1024 cannot be accessed by a process which is non root owned.

Type	Unit	Max Value	Min Value	Default
Integer	N/A	65,536	0	80

C.13 Trace Level

This integer represents the level or levels assigned to items that are written to the trace file.

Type	Unit	Max Value	Min Value	Default
Integer	N/A	0xffff	0	0

Note: The '0xffff' setting represents 'all trace levels'.

The following list provides additional information about the Trace Level settings:

- 0x0001 = Error
- 0x0003 = Warning
- 0x0007 = Info
- 0x000f = Trace
- 0xffff = All

D

Navigation

Keyboard shortcuts provide a quick and easy way of navigating within the Agent Workplace in Universal Work Queue.

D.1 Keyboard Navigation

In addition to being able to use the mouse to access and select work nodes and work items, you can accomplish the same tasks through the use of the keyboard.

Shortcut keys provide another means for navigating within the Universal Work Queue interface. See Menu Bar and Toolbar, Tools - Keyboard Shortcuts, Actions - Keyboard Shorts, and icWork Controller Keyboard Shortcuts for additional information. When using either the Tab key or Arrow keys to navigate within the interface, fields in which the information is predefined and available for selection only are denoted by a perforated line above and below the field. A blinking cursor appears in fields in which you are able to enter text.

The following table presents keyboard shortcuts for navigating in the Universal Work Queue interface.

Function	Shortcut Key
Activate keyboard operation and selection mode	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut Key
Activate keyboard operation and selection mode	Alt

Function	Shortcut Key
Navigate between menu bar options	■ Left Arrow ■ Right Arrow ■ Shift + Shortcut Key
Exit from a keyboard option	Esc
Exit from keyboard operation mode	Esc
Navigate between fields in the interface	Tab
Navigate between fields in the interface	■ Up Arrow ■ Down Arrow ■ Right Arrow ■ Left Arrow

D.1.1 Menu Bar and Toolbar

The menu bar and toolbar in Universal Work Queue provide several ways for you to quickly access features and navigate within the interface. You can perform the following:

- switch responsibility
- clear the current quick filter setting
- reset quick filter settings to the default setting
- refresh all work
- reset an interaction
- toggle the work selector display in Oracle Universal Work Queue between cascade and Hgrid view
- get work
- reschedule work
- request next work
- stop media work

D.1.2 Tools Option - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Tools option on the menu bar in Universal Work Queue.

Function	Shortcut Key
Refresh All Work	Shift + R
Reset Interaction	Shift + S
Web Availability	Shift + W
Clear Filter	Shift + F
Default Filter	Shift + D
Switch display to Cascade	Shift + C
Switch display to Hgrid	Shift + H

D.1.3 Actions Option - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in Universal Work Queue. If media is enabled, media handling actions can be performed from the icWork Controller, including the ability to access action options through the use of keyboard shortcuts.

Function	Shortcut Key
Get Work	Shift + G
Stop Media	Shift + S

D.1.4 icWork Controller - Keyboard Shortcuts

The following table features keyboard shortcuts for functions available from the Actions option on the menu bar in the icWork Controller.

Function	Shortcut Key
Next Work	Shift + N
Next Media	Shift + T
Stop Media	Shift + M

Function	Shortcut Key
Break	Shift + K
Collapse	Shift + L

E

Command Line Parameters

Command line parameters are not typically used in implementing Oracle Universal Work Queue because these settings are set as a result of configuring your interaction center through Oracle Interaction Center Server Manager (ICSM). These command line parameters may be required, *in coordination with Oracle Support Services,* to debug potential problems (for example, if ICSM is down). For this reason, the Oracle Universal Work Queue command line parameters are documented below.

The following tables list and define the parameters that can be set using the Universal Work Queue server command line:

```
java oracle.apps.ieu.server.UWQServerLauncher [option <value>] [...]
```

Command line parameters (other than the required parameters and -console) may be overridden by the database parameter for the Oracle Universal Work Queue server.

Topics include:

- -console
- -port
- -name
- -dbc
- -trace_file_name
- -max_num_threads
- -min_num_threads
- -trace_level_debug
- -trace_level_warn

- -trace_level_info
- -trace_level_error
- -command

See Also

- *Oracle Interaction Center Server Manager Implementation Guide*

E.1 -console

Enables display of the Oracle Universal Work Queue server GUI control panel and console trace.

Value	Min Length	Max Length	Required	Default
N/A	N/A	N/A	NO	disabled

E.2 -port

Specifies the Port number the server will listen on.

Refer to platform specific documentation regarding port usage. The Oracle Universal Work Queue server utilizes HTTP communications for access by web-based agents. If the server is to be accessed in this way, it is recommended that the default port 80 be used since many HTTP proxies won't forward HTTP requests to ports other than 80. Obviously, the Oracle Universal Work Queue server won't be able to run on the same machine as a web server if port 80 is selected.

Value	Min Length	Max Length	Required	Default
Number	1	5	NO	80

E.3 -name

The name the Oracle Universal Work Queue server will utilize to query itself in the database.

The Oracle Universal Work Queue server name must be unique among all Oracle Universal Work Queue servers across the deployment. If the server detects another instance with the same name already running it will wait for the other instance to shutdown before completing initialization.

Value	Min Length	Max Length	Required	Default
String	1	6,6555	YES	N/A

E.4 -dbc

The file name appended by the file path where the `.dbc` file is located.

Refer to the Universal Installer documentation regarding creation/format of the `.dbc` file.

Value	Min Length	Max Length[1]	Required	Default
String	1	255	YES	N/A

[1] Refer to platform specific documentation regarding maximum allowable file path/name size.

E.5 -trace_file_name

The name of the trace file containing debug information.

Value	Min Length	Max Length[1]	Required	Default
String	1	255	NO	null (Output will only go to stdout.)

[1] Refer to platform specific documentation regarding maximum allowable file path/name size.

E.6 -max_num_threads

Defines the maximum number of threads that may be allocated to the Oracle Universal Work Queue server's internal thread pool.

The internal Oracle Universal Work Queue server thread pool does not control threads allocated for remote communications. This *does not* indicate the maximum number of threads that will be used by the Oracle Universal Work Queue server. It is recommended that this not be set as a command line parameter. The server will define the value in the database according to demand levels.

Value	Min Length	Max Length	Required	Default
Number	1	10	NO	50

E.7 -min_num_threads

Defines the minimum number of threads which will be allocated to the Oracle Universal Work Queue server's internal thread pool.

The internal Oracle Universal Work Queue server thread pool does not control threads allocated for remote communications. Thus, this by no means indicates the maximum number of threads that will be used by the server. It is recommended that this not be set as a command line parameter. The server will define the value in the database according to demand levels.

Value	Min Length	Max Length	Required	Default
Number	1	10	NO	5

E.8 -trace_level_debug

Turns on detailed tracing of all server activity.

Only one trace level parameter may be specified. If multiple trace level parameters are specified the parameter appearing first will be enforced and the others following will be ignored. WARNING!: The trace that is produced can be very verbose and affect performance.

Value	Min Length	Max Length	Required	Default
N/A	N/A	N/A	NO	disabled

E.9 -trace_level_warn

Turns on tracing of all server warnings and errors.

Only one trace level parameter may be specified. If multiple trace level parameters are specified the parameter appearing first will be enforced and the others following will be ignored. WARNING!: The trace that is produced can be very verbose and affect performance.

Value	Min Length	Max Length	Required	Default
N/A	N/A	N/A	NO	disabled

E.10 -trace_level_info

Turns on tracing of all server events, warnings and errors.

Only one trace level parameter may be specified. If multiple trace level parameters are specified the parameter appearing first will be enforced and the others following will be ignored. WARNING!: The trace that is produced can be very verbose and affect performance.

Value	Min Length	Max Length	Required	Default
N/A	N/A	N/A	NO	disabled

E.11 -trace_level_error

Turns on tracing of only server errors.

Only one trace level parameter may be specified. If multiple trace level parameters are specified the parameter appearing first will be enforced and the others following will be ignored. WARNING!: The trace that is produced can be very verbose and affect performance.

Value	Min Length	Max Length	Required	Default
N/A	N/A	N/A	NO	disabled

E.12 -command

Turns on display of the Oracle Universal Work Queue command prompt. This allows acceptance of control commands from the command line e.g., Shutdown

Value	Min Length	Max Length	Required	Default
N/A	N/A	N/A	NO	disabled