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The bridge to possible

ECE Email Routing Walkthrough

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TACCOL-2001

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Agenda

- Introduction
- System Overview
- Logging Basics and Configuration
- Email Flow
- Conclusion

Introduction



Enterprise Chat and Email (ECE)



ECE provides routing for multichannel contact centers



Email routing contains workflow routing with the ability to send auto-replies and route emails to the correct agent based on multiple factors



Chat features allow embedded chat forms in customer websites with routing to agents



Web Callback/Delayed Callback provides capabilities for customers to receive calls from an agent through CUCM

System Overview

Deployment Types

ECE uses reference designs for deployment

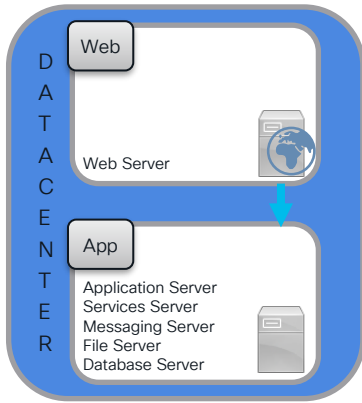
Two general deployment types

- 400 Agent or Coresident
- 401+ Agent or Fully Distributed

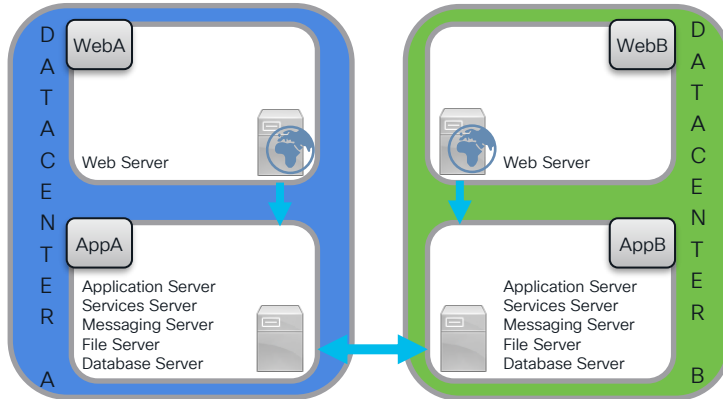
Starting with version 12.0 each of these support high availability or geo-redundancy

ECE 12.6 ES3 introduced new 2500 agent deployment model with updated OVAs

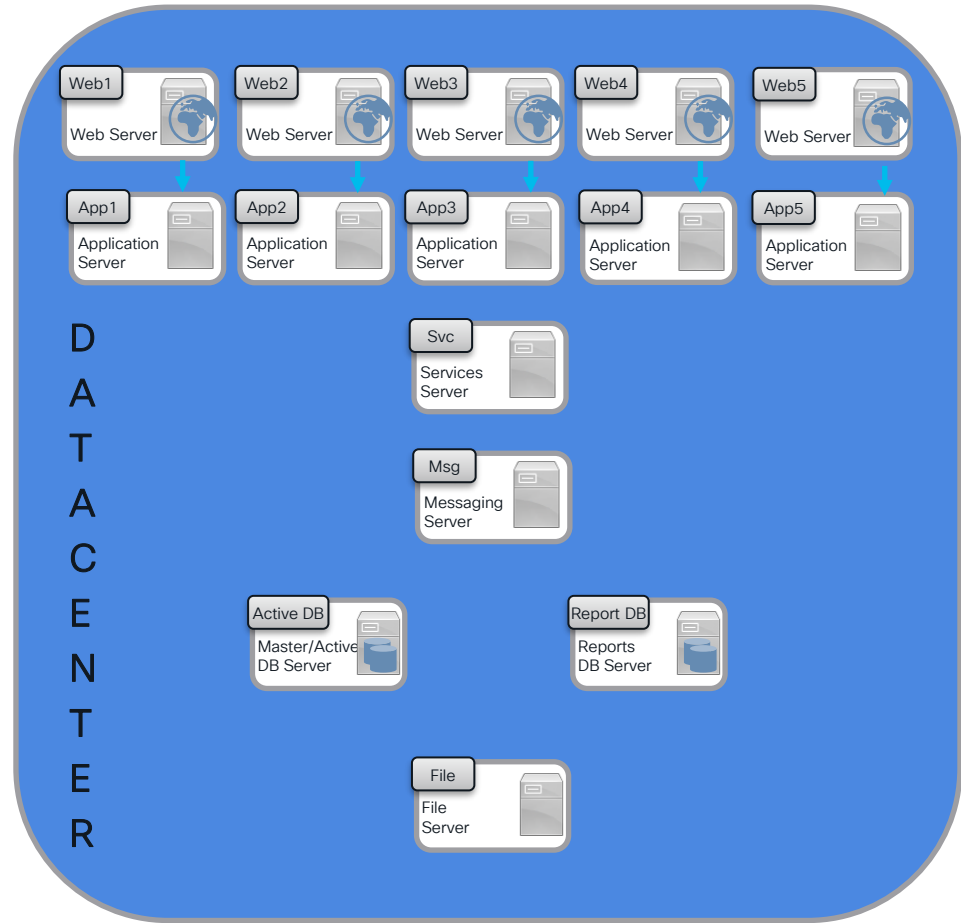
Deployment Options



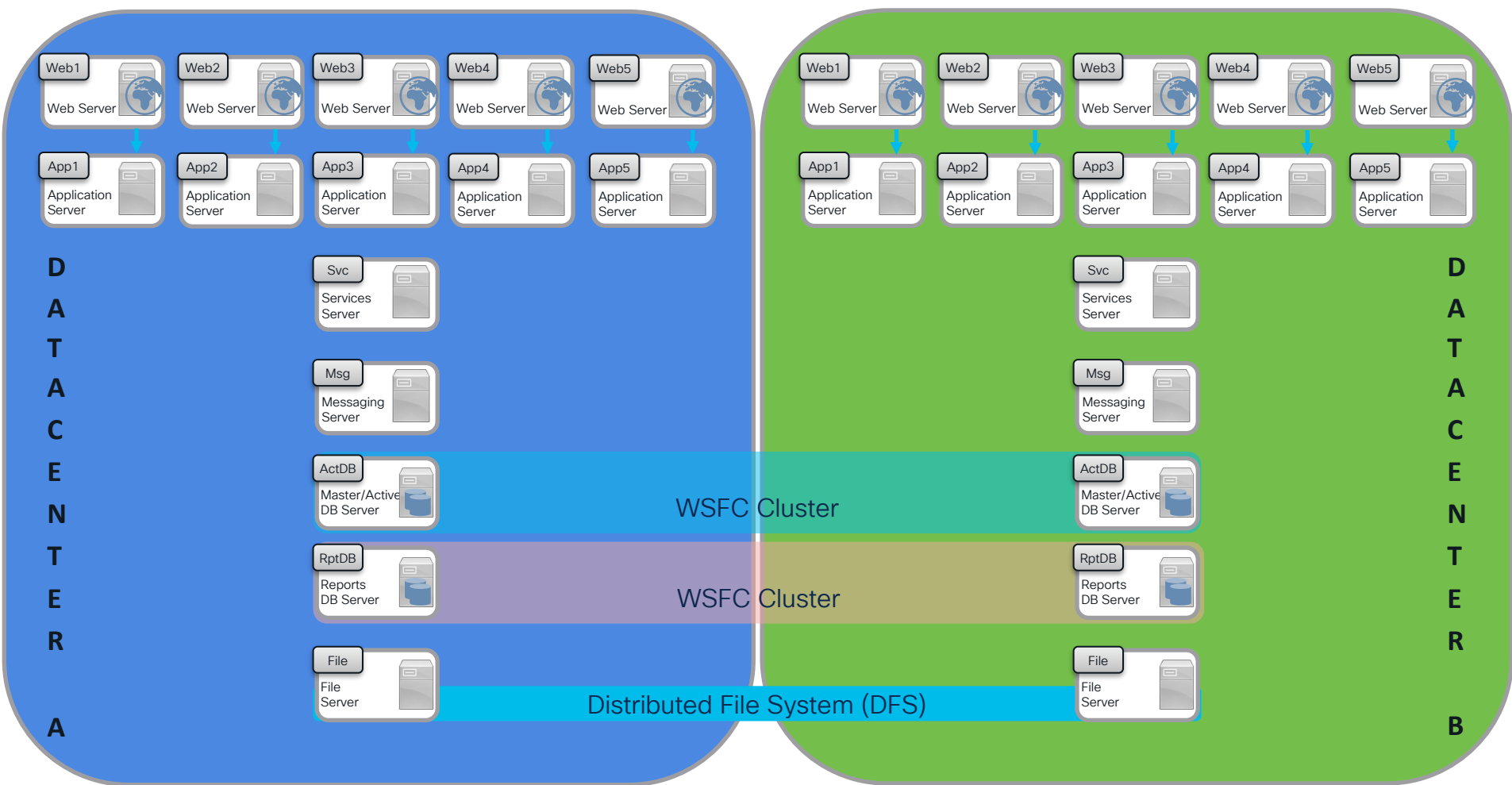
400 Agent Standalone



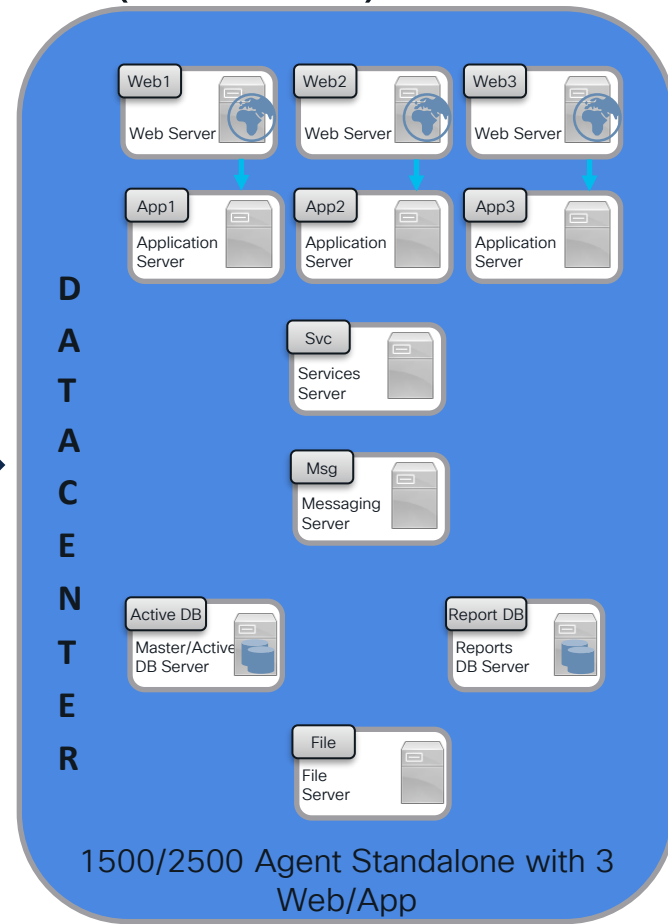
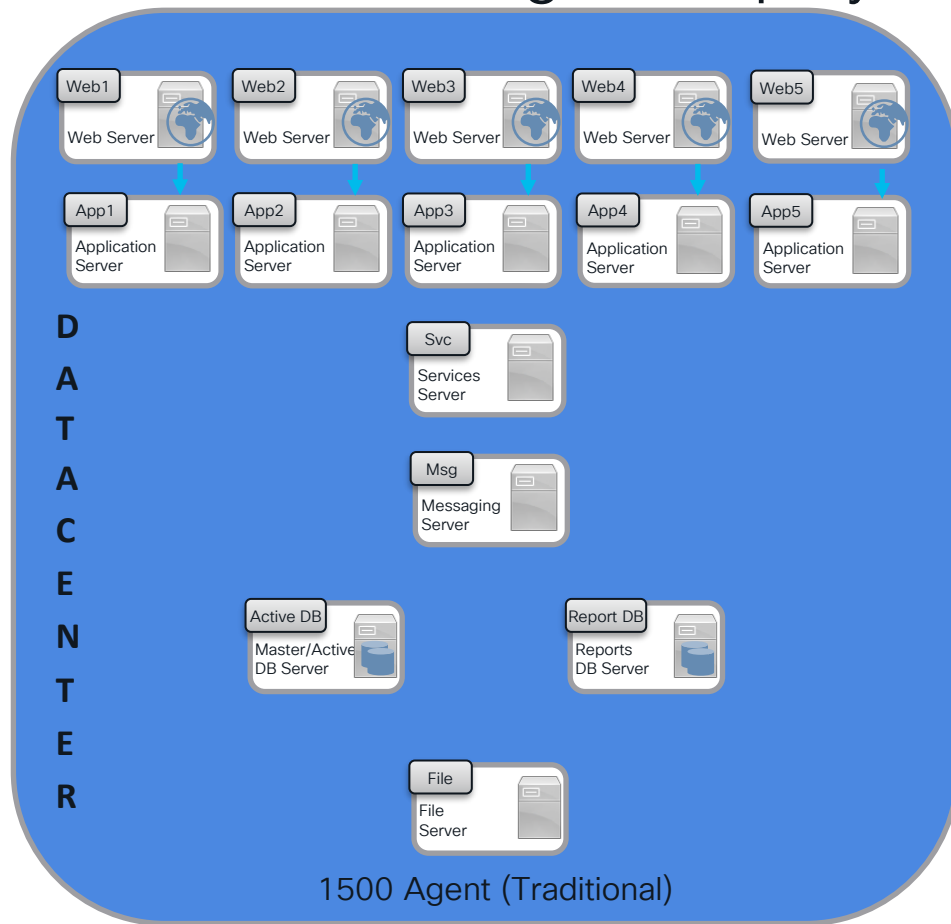
400 Agent High-Availability



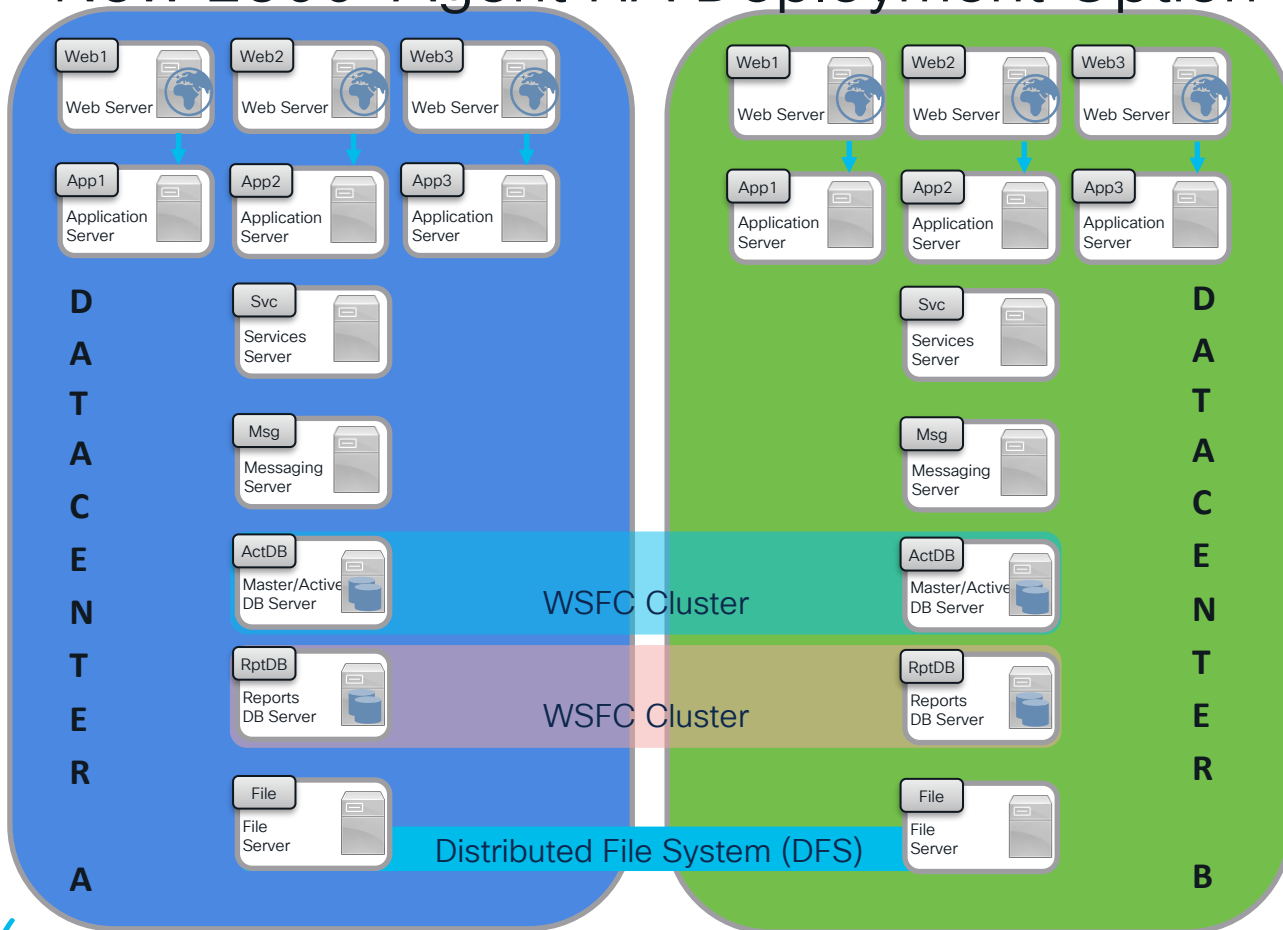
1500 Agent Standalone



1500 Agent Deployment Option (non-HA)



New 2500-Agent HA Deployment Option

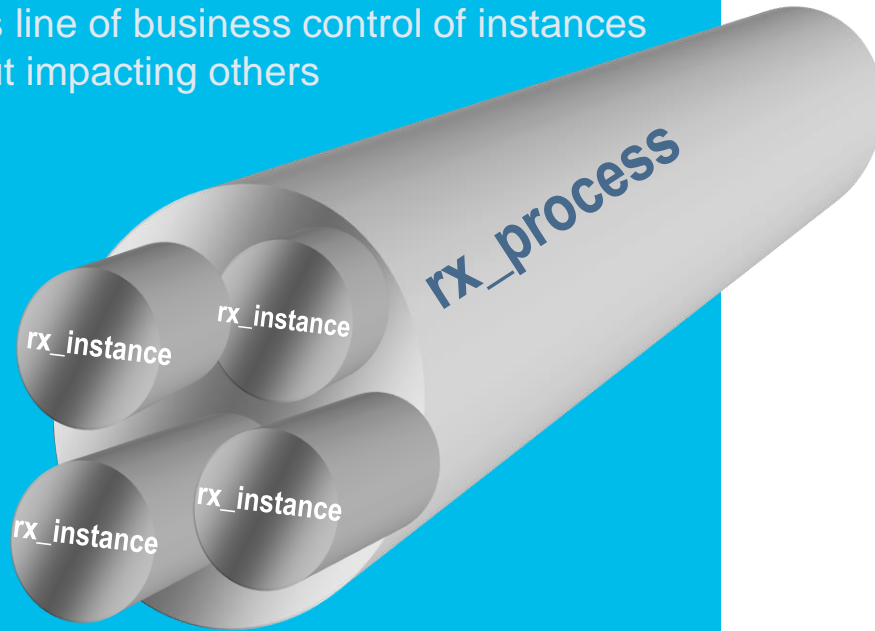


ECE Process Terminology

Term	Role/Context	Notes
External Agent Assignment Service (EAAS)	ECE process the MR PIM communicates with	Sends ECE Queue route requests to CCE via PG
External Agent Messaging Service (EAMS) - <i>Listener</i>	CTI Link to Agent PG CTI Server – CTI = ARM	You'll configure Agent Routing Management (ARM) on the Agent PG
Retriever	Retrieves emails for ECE	Uses POP or IMAP, secure
Dispatcher	Sends emails for ECE	Uses SMTP or secure
Workflow	How contacts are assigned to ECE queues	You'll set up workflow rules to determine “what” goes “where”

Process and Instance Relationship

Allows line of business control of instances without impacting others



Service Processes

- Run on the Services Server
- Perform specialized system functions
- Support one or more instances

Instance

- Is a derivative of a service process
- May have specific mappings
e.g. Mail aliases are mapped to an RX-instance.
- Must be assigned to a single Process

Logging Basics and Configuration

Process Logs

- ECE Logs are always located on the server where the process is running
- ECE 12.0 introduced a change which affects where the logs are in a collocated deployment

- Logs are written at the process level
- Multiple instances are written to the process log in sequential order
- The latest log can be identified using *.log* extension
- Old file are renamed as *.log.x*

Log Locations

ECE Logs are in different places based on the deployment model chosen

400 Agent

- Standalone
 - Install Logs: <ECE_HOME>\eService\logs
 - Process Logs: <ECE_HOME>\eService_RT\logs
- Georedundant (HA)
 - Install Logs: <DFS_SHARE>\eService\logs
 - Process Logs: <ECE_HOME>\eService\logs

1500 and 2500 Agents

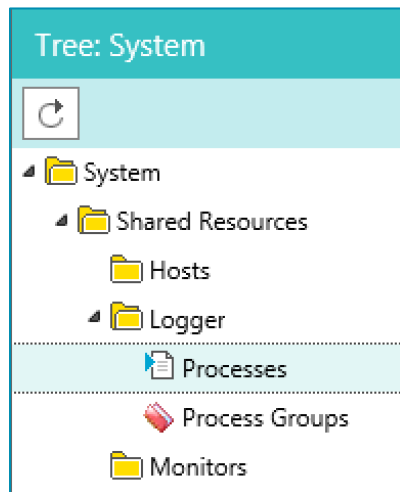
- Install Logs
 - File Server: <FS_HOME>\eService\logs
 - Components: <FS_HOME>\eService\installation\logs
- Process logs
 - <ECE_HOME>\eService\logs

<ECE_HOME> = Installation directory

<DFS_SHARE> = DFS UNC path

<FS_HOME> = File Server home directory


Logging – Partition 0 – Process list





List: Processes

	Name ^	Description
	CCLAB12ECEAPPA:ApplicationServer	CCLAB12ECEAPPA:ApplicationServer
	CCLAB12ECEAPPA:component-status	CCLAB12ECEAPPA:component-status
	CCLAB12ECEAPPA:eGainInstaller	CCLAB12ECEAPPA:eGainInstaller
	CCLAB12ECEAPPA:ProcessLauncher	CCLAB12ECEAPPA:ProcessLauncher
	CCLAB12ECEAPPA:upgrade-installer	CCLAB12ECEAPPA:upgrade-installer
	CCLAB12ECEAPPB:ApplicationServer	CCLAB12ECEAPPB:ApplicationServer
	CCLAB12ECEAPPB:component-status	CCLAB12ECEAPPB:component-status
	CCLAB12ECEAPPB:eGainInstaller	CCLAB12ECEAPPB:eGainInstaller
	CCLAB12ECEAPPB:ProcessLauncher	CCLAB12ECEAPPB:ProcessLauncher

Logging – Process list

 Enterprise Chat and Email

  System Administrator ▾

Partition ▾

Apps

Departments

Integration

Language Tools

Security

Services

Storage

System Resources

Tools

User

Audit Log

Host

Monitors

Process Logs

Settings

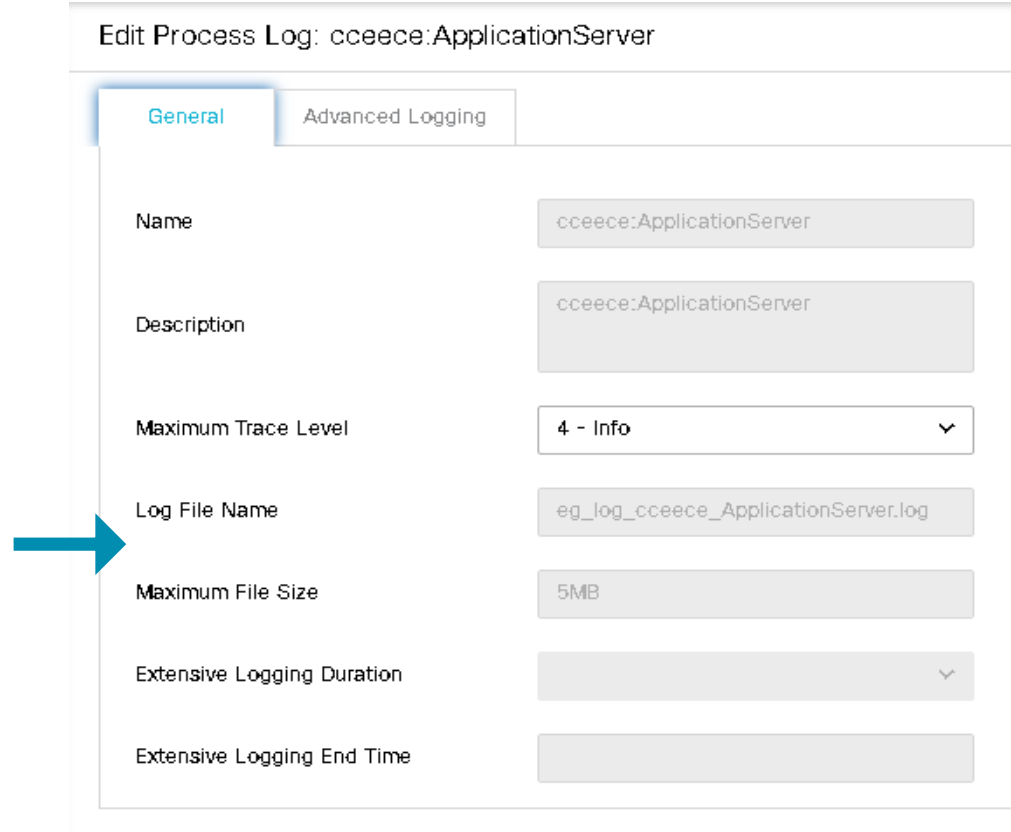
Users

Utilities

Name	Description
cceece:alarm-rules-process	cceece:alarm-rules-process
cceece:ApplicationServer	cceece:ApplicationServer
cceece:archive-enterprise-process	cceece:archive-enterprise-process
cceece:archive-process	cceece:archive-process
cceece:component-status	cceece:component-status
cceece:DatabaseMonitoring	cceece:DatabaseMonitoring
cceece:DSMController	cceece:DSMController
cceece:DSMControllerLaunchHelper	cceece:DSMControllerLaunchHelper
cceece:dsm-registry	cceece:dsm-registry
cceece:dx-process	cceece:dx-process

Log Properties – General Tab

- Log file name – this will be the format of the file name on the server
- Extensive logging duration – only required for trace level 7 or higher
- Trace level returns to level set before extensive tracing



Edit Process Log: cceece:ApplicationServer

General Advanced Logging

Name cceece:ApplicationServer

Description cceece:ApplicationServer

Maximum Trace Level 4 - Info ▼

Log File Name eg_log_cceece_ApplicationServer.log

Maximum File Size 5MB

Extensive Logging Duration ▼

Extensive Logging End Time

Log Properties – Advanced Logging

Edit Process Log: cceeece:EAMS-process

General

Advanced Logging

User

Enable Advanced Logging

☒

User IDs (comma separated)*

1018, 1041

Maximum Trace Level

6 - Dbquery

Log File Name

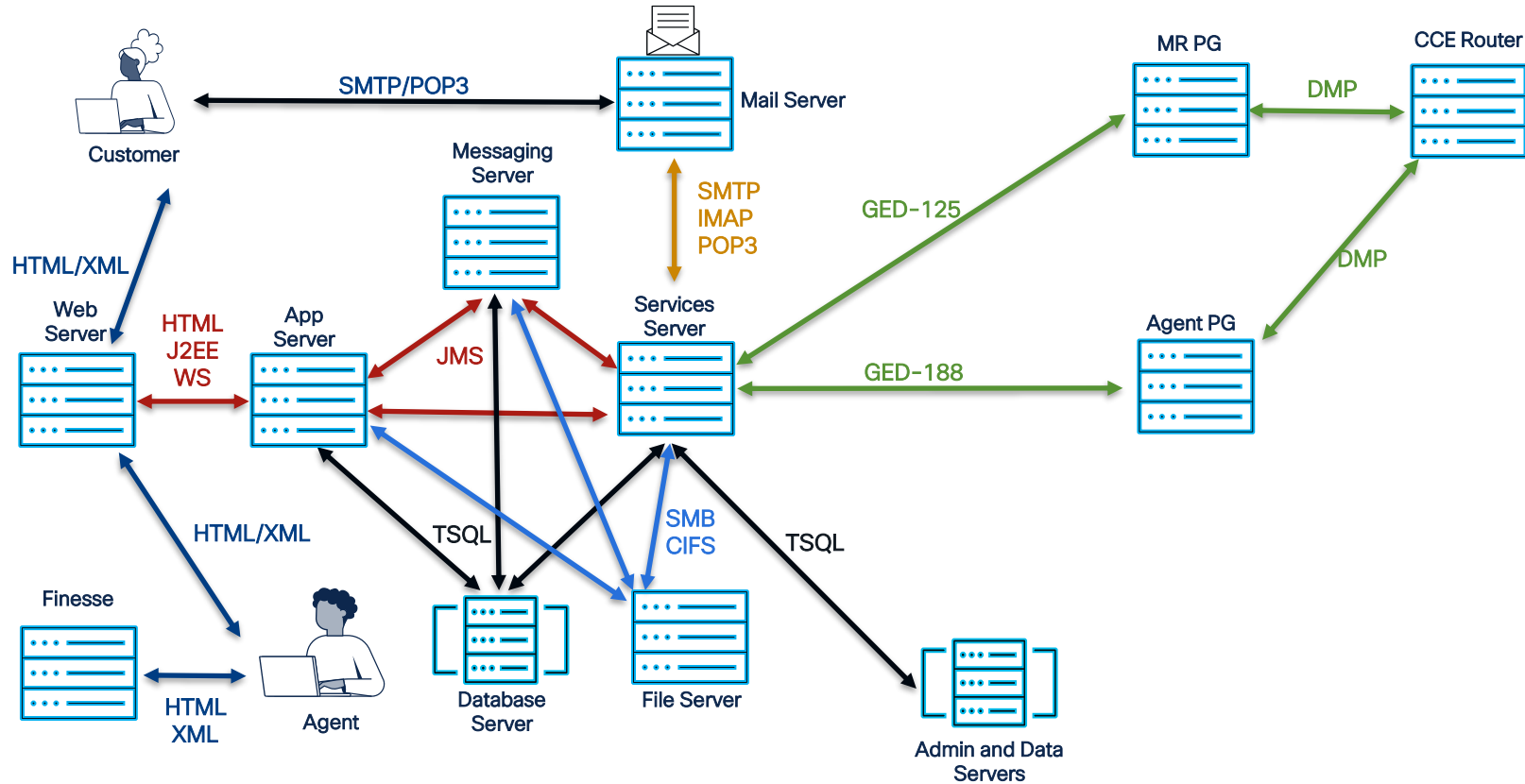
Maximum Log File Size (KB)

Extensive Logging Duration

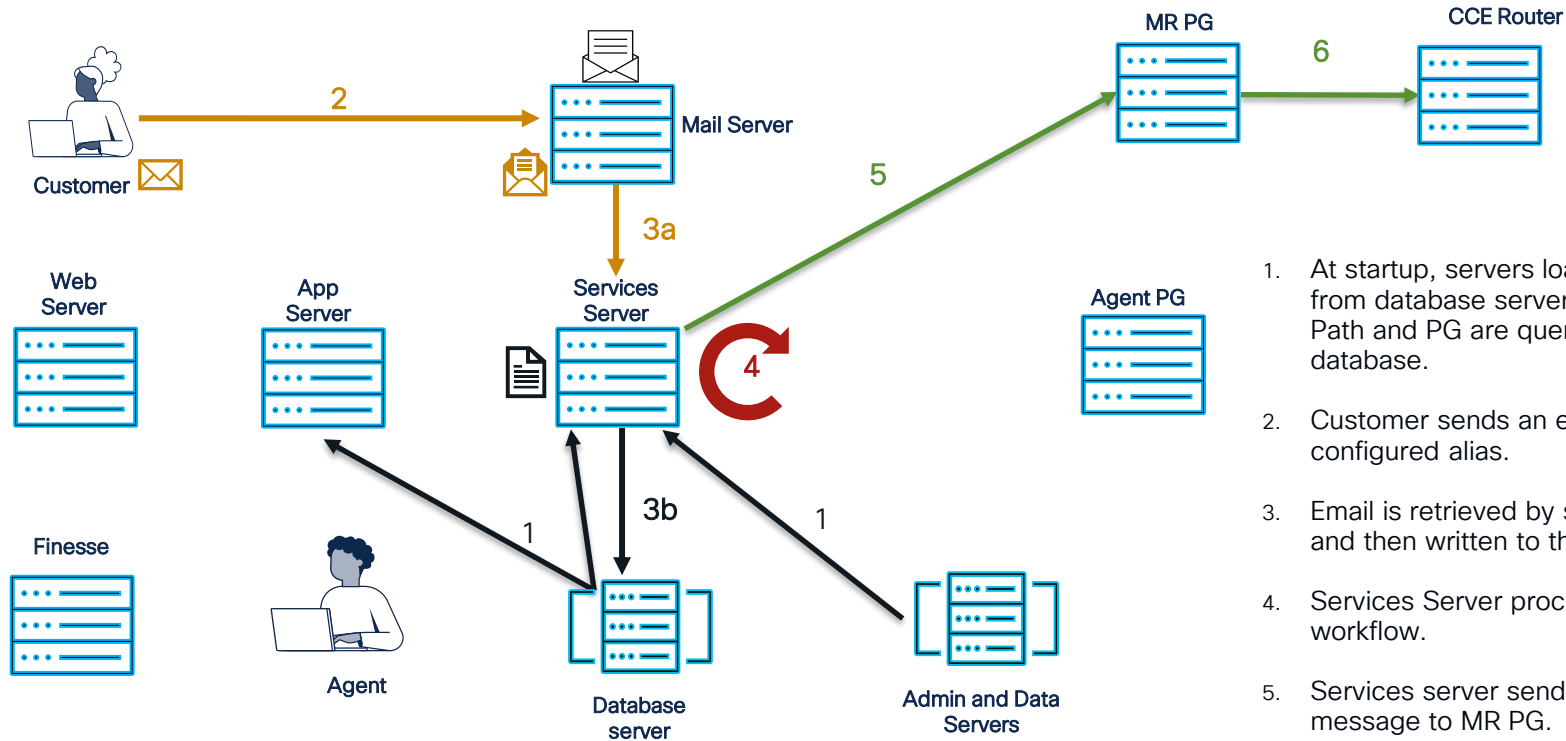
Extensive Logging End Time

Email Flow

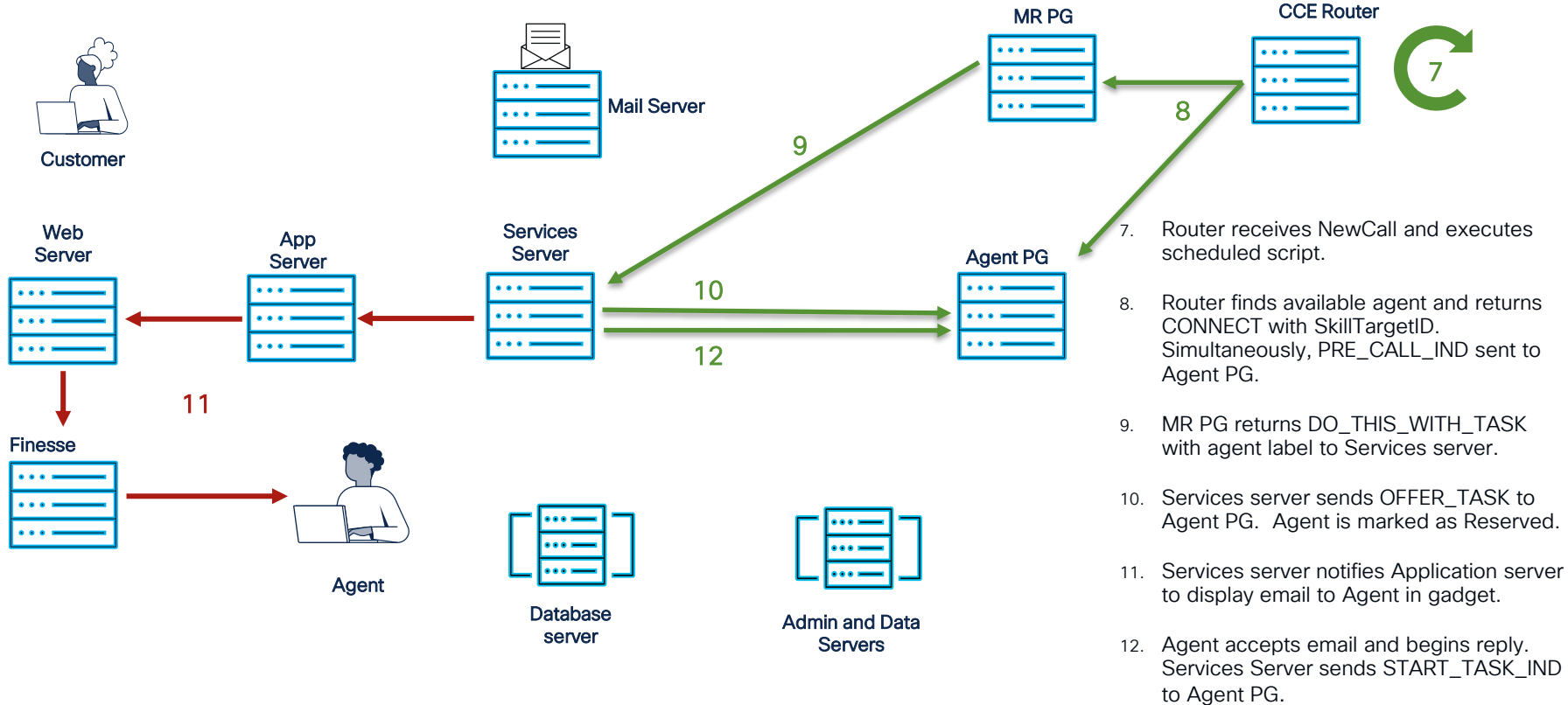
ECE Server Interactions and Protocols



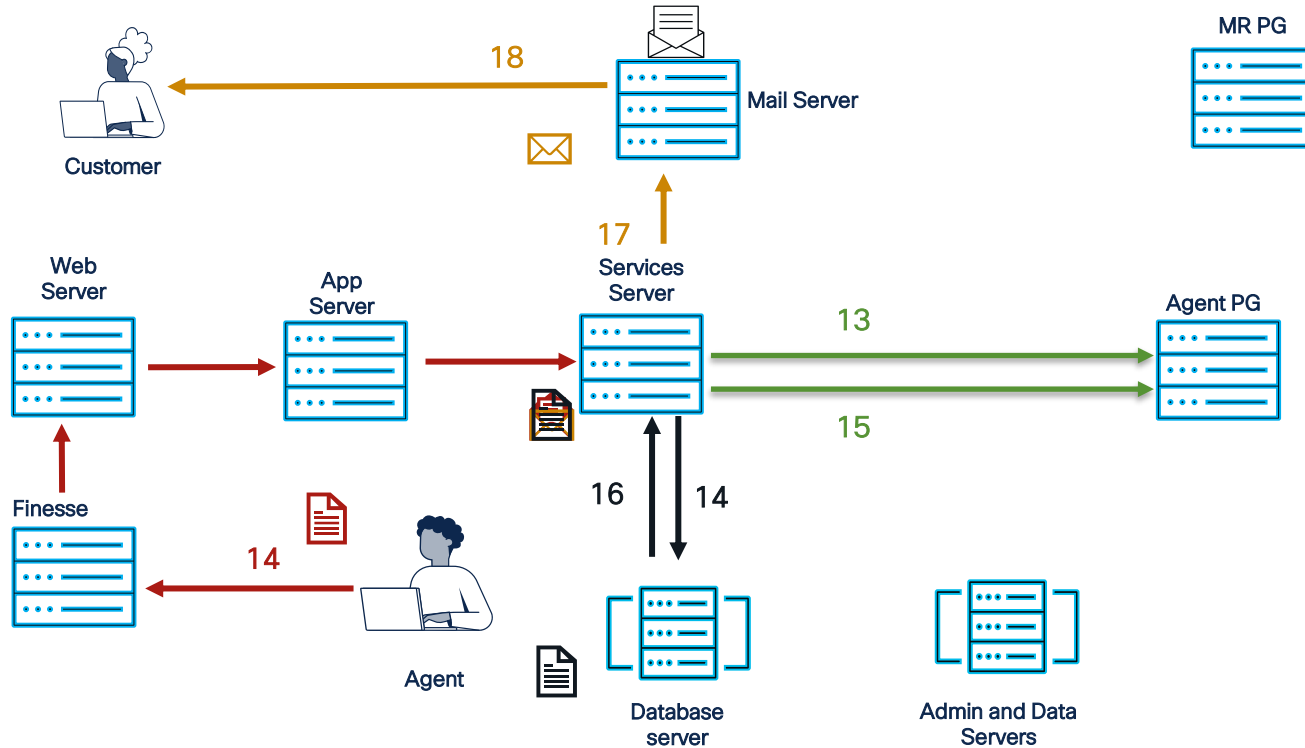
ECE Component Email Message Flow



ECE Component Email Message Flow

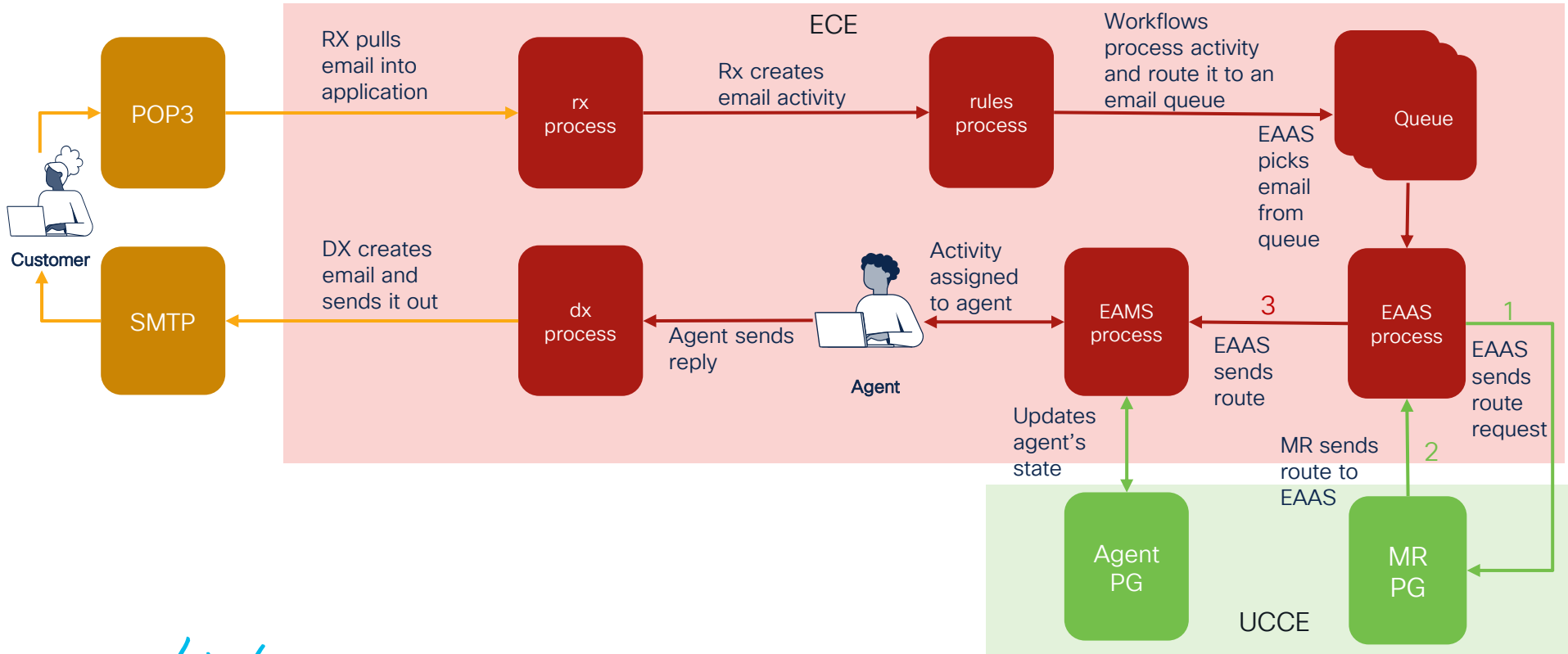


ECE Component Email Message Flow

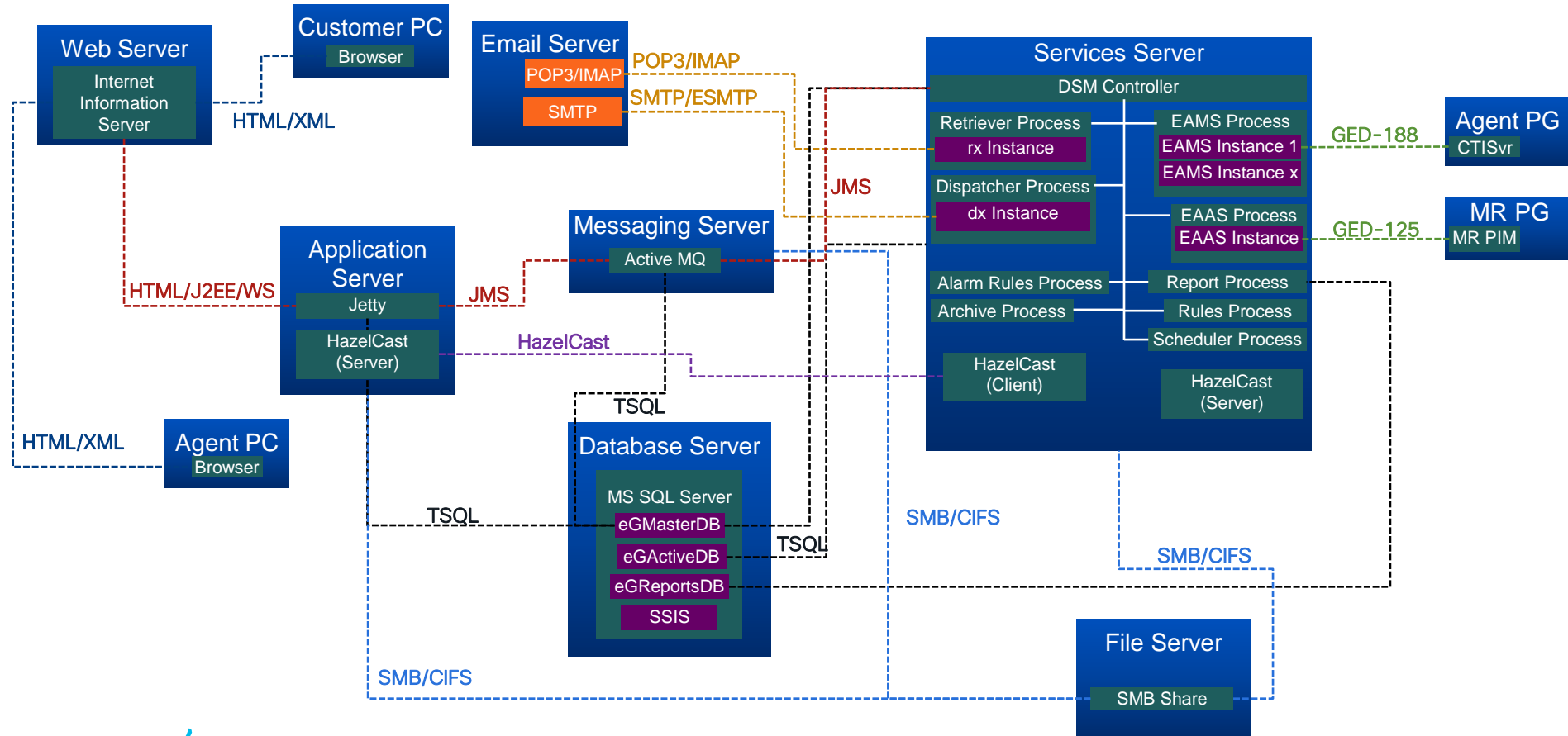


13. If Agent switches to another task, Services server sends PAUSE_TASK and RESUME_TASK to Agent PG.
14. Agent completes reply, then clicks either Send or Send & Complete. Email is written to the database.
15. Services server sends END_TASK_IND to Agent PG.
16. Services Server creates outbound email from database.
17. Services server sends email to the SMTP server configured for alias.
18. Mail server sends email to customer.

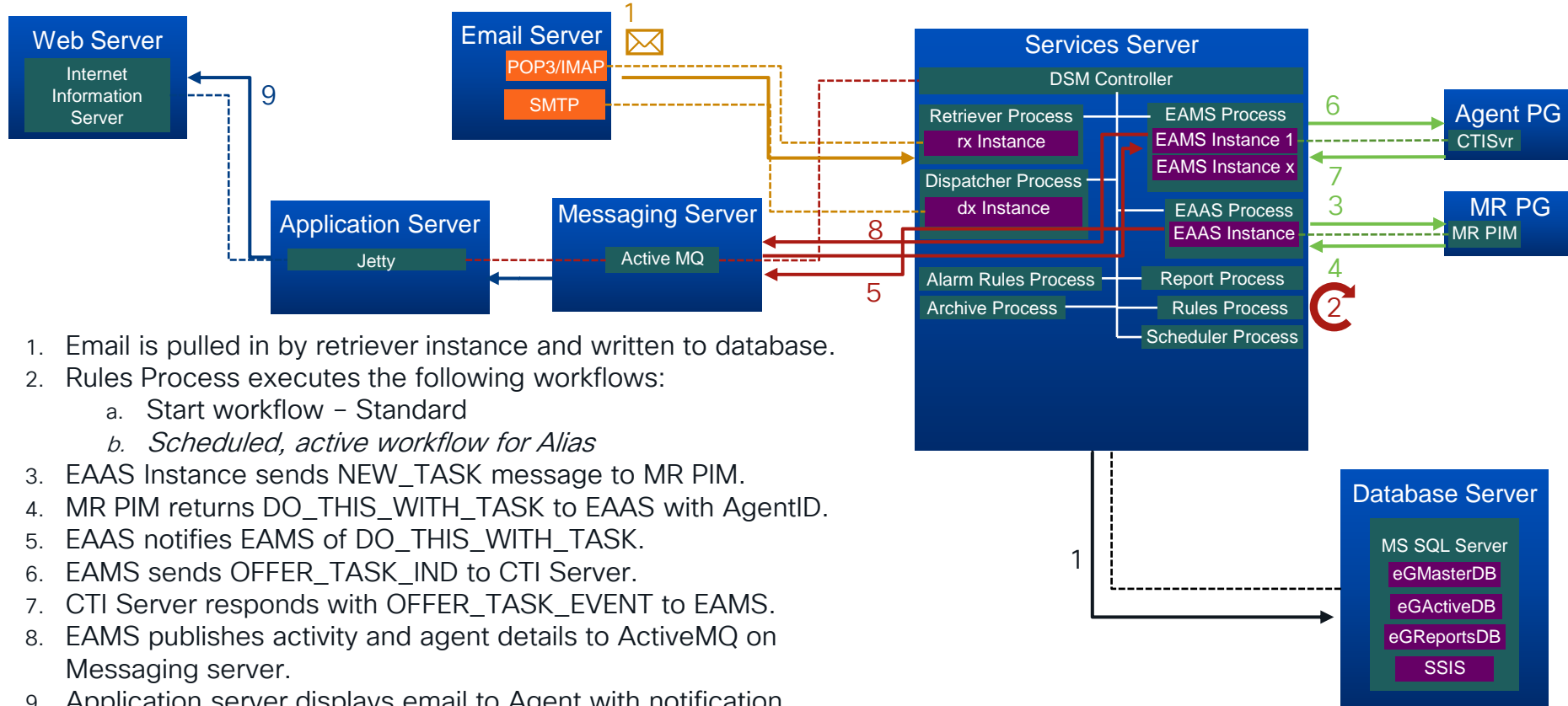
ECE eMail Logical Process Flow



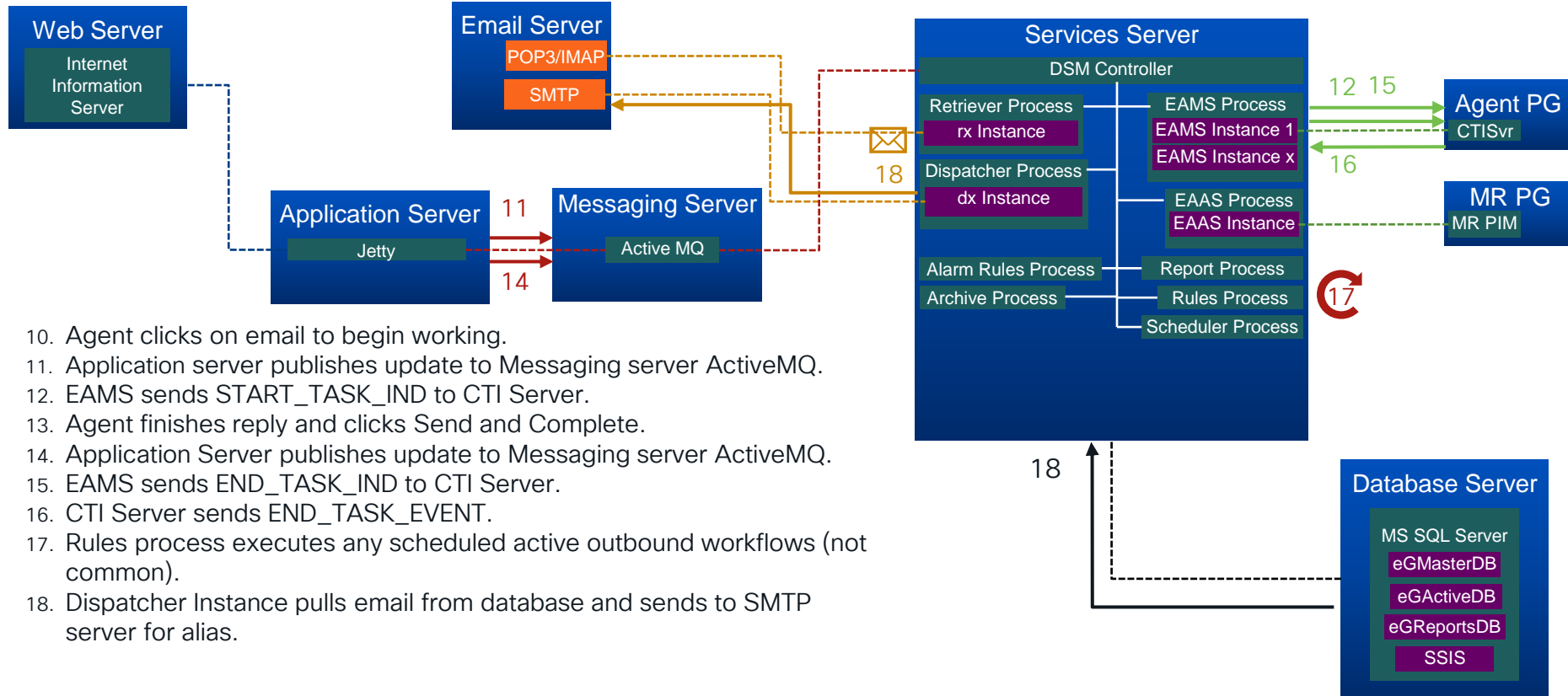
ECE Inter-process Communications and Protocols



Email Process Flow (Abbreviated)



Email Process Flow (Abbreviated)



10. Agent clicks on email to begin working.
11. Application server publishes update to Messaging server ActiveMQ.
12. EAMS sends START_TASK_IND to CTI Server.
13. Agent finishes reply and clicks Send and Complete.
14. Application Server publishes update to Messaging server ActiveMQ.
15. EAMS sends END_TASK_IND to CTI Server.
16. CTI Server sends END_TASK_EVENT.
17. Rules process executes any scheduled active outbound workflows (not common).
18. Dispatcher Instance pulls email from database and sends to SMTP server for alias.

Conclusion

Conclusion

- ECE adds multichannel capabilities to UCCE solution
- It can be integrated with UCCE, PCCE or HCS
- ECE supports High Availability option
- Solution supports up to 2500 agents with 12.6 ES3 onwards
- Reduced footprint with updated OVA templates

Fill out your session surveys!



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Attendees will also earn 100 points in the Cisco Live Challenge for every survey completed.



These points help you get on the leaderboard and increase your chances of winning daily and grand prizes

Q&A

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Thank you

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