

# Troubleshoot Emails Going to Default Exception Queue in ECE

## Contents

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### [Introduction](#)

### [Prerequisites](#)

[Requirements](#)

[Components Used](#)

### [Background Information](#)

### [Procedure](#)

### [Verification](#)

[Workflow Engine: Verify Process and Instance Status](#)

[Verify Email Channel Agent Availability](#)

[Verify Workflow Status](#)

[Workflow Activity Processing Validation](#)

[No Active Inbound Workflows in the Department Verification](#)

### [Configure and Troubleshoot Alarm Workflows](#)

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## Introduction

This document describes how to isolate and fix issues related to emails routed to default exception queue in Cisco Enterprise Chat and Email (ECE).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6.X
- Cisco Packaged Contact Center Enterprise (PCCE) Release 12.6.X
- Enterprise Chat and Email (ECE) Release 12.6.X

### Components Used

The information in this document is based on these software and hardware versions:

- UCCE Release 12.6.2
- Enterprise Chat and Email (ECE) 12.6.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

# Background Information

Queues hold incoming customer service activities such as emails and chat sessions that are waiting to be assigned to agents.

ECE comes equipped with a Default Exception Queue already available. More queues can be added to the application by importing MRDs. This creates a Unified CCE type of queue and the routing of activities from this queue is done by Unified CCE.

Exception Queue by default, an exception queue is created in every department. Activities are routed to the exception queue when:

- There are no active inbound workflows in the department.
- A workflow faces an error while processing activities.
- The queue used in a workflow is made inactive. All the activities coming to the inactive queue are routed to the exception queue.
- Emails are bounced back.
- A `new_task_failure` message is returned by Unified CCE, once EAAS receives the `New_Task_Failure` response 3 times post first failure response (that is, first failure response + 3 retry attempt) then EAAS routes such activities to the Exception queue.
- If a connection is lost with the Cisco routing system; for example, if the MR PIM machine temporarily shuts down or restarts.

## Procedure

This document shows the steps required to troubleshoot and isolate issues with inbound emails that were routed to default exception queue. It is a procedural checklist that helps engineers in order to isolate or resolve relevant issues faster.

To effectively troubleshoot ECE, you are going to divide the flow into three legs. This is similar to how you would approach a voice call flow. These three legs are as follows:

1. Ingress Leg – Getting from the customer to ECE.
2. Treatment Leg – Getting from ECE to UCCE.
3. Agent Leg – Connecting the customer with an agent.

## Verification

This document focuses mainly on Treatment Leg by verifying these points:

### **Workflow Engine: Verify Process and Instance Status**

Partition				
Apps Departments Integration Language Tools Security <u>Services</u> Storage System Resources Tools User				
Q Items that contain...		Processes	Q Items that contain...	
Email	Name	State	Description	Actions
General	rules-process	Running	Rules process	...
Unified CCE				
<b>Workflow</b>				
Activity Pushback				
Alarm				
Workflow Cache				
<b>Workflow Engine</b>				

Partition				
Apps Departments Integration Language Tools Security <u>Services</u> Storage System Resources Tools User				
Q Items that contain...		Instances	Q Items that contain...	
Email	Name	State	Description	Actions
General	workflow-instance	Running	Workflow engine instance	...
Unified CCE				
<b>Workflow</b>				
Activity Pushback				
Alarm				
Workflow Cache				
<b>Workflow Engine</b>				

 **Note:** Verify EAAS and EAMS processes if they are active, and they must be active.

## Verify Email Channel Agent Availability

There are many ways to verify if the agents are logged in but you can utilize **rttest**.

```
<#root>
```

```
## The agent does not log in.
```

```
rttest: agent_status /agent 5001
```

```
domain: Email_MRD (5001),
```

```
state = [off],
```

```
239 secs
```

```
C off Inbound_SG (5011, periph# 3)
```

```
off agent_peripheral.Email_MRD.14828 (5008, periph# 58660)
```

```
domain: OutboundEmail_MRD (5002), state = [off], 239 secs
```

```
C off Outbound_SG (5012, periph# 4)
```

```
off agent_peripheral.OutboundE.30541 (5009, periph# 74372)
```

```
## The agent does log in to ECE but the agent is not marked as available for email channel.
```

```
domain: Email_MRD (5001),
```

```
state = [nr-0:1[0],R]
```

```
, 9 secs
CL nr Inbound_SG (5011, periph# 3)
L nr agent_peripheral.Email_MRD.14828 (5008, periph# 58660)
domain: OutboundEmail_MRD (5002), state = [nr-0:1[0],R], 9 secs
CL nr Outbound_SG (5012, periph# 4)
L nr agent_peripheral.OutboundE.30541 (5009, periph# 74372)
```

## The agent does log in to ECE as well as the agent is marked as available for email channel.

```
domain: Email_MRD (5001),
state = [na-0:1[0],RA],

4 secs
CL na Inbound_SG (5011, periph# 3)
L na agent_peripheral.Email_MRD.14828 (5008, periph# 58660)
domain: OutboundEmail_MRD (5002), state = [na-0:1[0],RA], 4 secs
CL na Outbound_SG (5012, periph# 4)
L na agent_peripheral.OutboundE.30541 (5009, periph# 74372)
```

## Here you can find more explanation for rttest output regarding agent's availability.

off

- NotLoggedIn

nr

- NotReady

na

- NotActive

0:1

- AciteTasks

(0)

:ConcurentTaskLimit

(1)

RA

- R is routable (if set),

A

indicated the router considers the agent available for new work in this domain.

## Verify Workflow Status

You must see the workflow name in the audit page of the activity as you see it in the image.

The screenshot shows the 'Activity Details' section with a 'Notes' area containing 'No notes' and a 'Delete' button. Below it is the 'Audit' log, which is highlighted with a red box. The audit log contains the following entries:

Timestamp	System Services	Description
07/21/2024 02:01:59 AM	System Services	New incoming mail
07/21/2024 02:02:32 AM	System Services	New case created By Start Workflow - Standard Workflow
07/21/2024 02:02:32 AM	System Services	Activity assigned to new case 6073 By Start Workflow - Standard Workflow
07/21/2024 02:02:32 AM	System Services	Assigned to queue TAC Queue By Inbound WF Workflow
07/21/2024 02:02:36 AM	System Services	Sent to Unified CCE for routing
07/21/2024 02:02:38 AM	System Services	Unified CCE identified agent1 for assignment

And then, you can verify if that workflow is being active. Navigate to **service > workflow**.

The screenshot shows the 'Workflow' configuration page. The 'Inbound WF' workflow is highlighted with a red box, indicating it is active. The table below shows the configuration for various workflows:

Business Calendars	Name	Description	Active	Type	Actions
Call Variables	Finish Workflow	This workflow will execute if no defined inbound email wo...	Yes	Email	...
Codes and Classifications	Inbound WF		Yes	Email	...
Macros	Start Workflow - Standard	This workflow will execute before the defined inbound wo...	Yes	Email	...
Queues	Start Workflow - Transfer	This workflow will execute on email, task activities transfe...	No	Email	...

## Workflow Activity Processing Validation

Rules-process logs at INFO level can give you useful information in order to isolate and troubleshoot the relevant issues. In order to ensure the proper trace level, navigate to **Partition > System Resources > rules process**.

Enterprise Chat and Email

Partition Administrator

System Resources

Name	Description
ece alarm-rules-process	ece alarm-rules-process
ece ApplicationServer	ece ApplicationServer
ece component-status	ece component-status
ece DatabaseMonitoring	ece DatabaseMonitoring
ece DSMController	ece DSMController
ece DSMControllerLaunchHelper	ece DSMControllerLaunchHelper
ece dtm-registry	ece dtm-registry
ece dx-process	ece dx-process
ece EAAS-process	ece EAAS-process
ece EAMS-process	ece EAMS-process
ece MessagingServer	ece MessagingServer
ece monitor-process	ece monitor-process
ece ProcessLauncher	ece ProcessLauncher
ece purge-process	ece purge-process
ece report-process	ece report-process
ece rules-cache-process	ece rules-cache-process
<b>ece.rules-process</b>	<b>ece.rules-process</b>

Ensure the **Maximum Trace Level** is set to **4-Info**.

Enterprise Chat and Email

Partition

Items that contain...

**Edit Process Log: ece:rules-process**

Process Logs

General | Advanced Logging

Name: ece:rules-process

Description: ece:rules-process

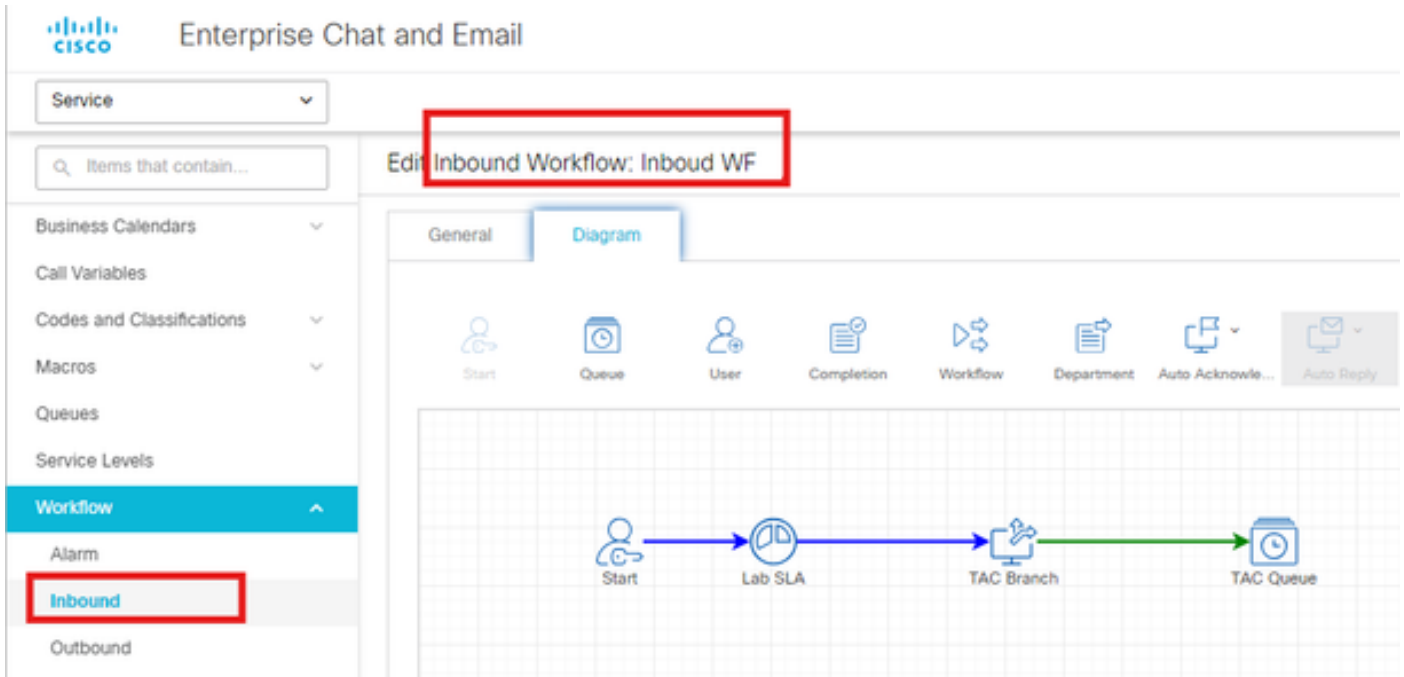
**Maximum Trace Level: 4 - Info**

Log File Name: eg\_log\_ece\_rules-process.log

Maximum File Size: 5MB

Extensive Logging Duration

This workflow demonstrates how to manage emails coming into a company. First, a service level is set for the emails. Then, based on branch condition, it routes the activity to the respective queue.



At start node, you can map the alias to the inbound workflow. In this example, it is [info@ucceLAB.tac](mailto:info@ucceLAB.tac).

Service levels allow you to set up response time expectations for incoming customer service interactions. Service level can be defined for cases and all activities other than chat activities. Once defined, they are used in workflows to influence activity routing. This example explains SLA node Lab SLA that is associated with the rule Lab SLA Rule that specifies all incoming emails to [info@ucceLAB.tac](mailto:info@ucceLAB.tac), specifically, which is evaluated and true actions executed since the incoming email was to [info@ucceLAB.tac](mailto:info@ucceLAB.tac).

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
workflow item: 1032 -
```

```
Activity Id: 6081 <@>
```

```
2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
Executing Workflow item: Lab SLA
```

```
- Activity Id: 6081 <@>
```

```
2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

Rule Evaluated: Lab SLA Rule -

Activity Id: 6081 <@>

2024-06-06 15:50:49.186 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

egml\_email.to\_or\_cc\_email\_address -

Comparing: [Ljava.lang.String;@6a6230a5 == info@ucclab.ta

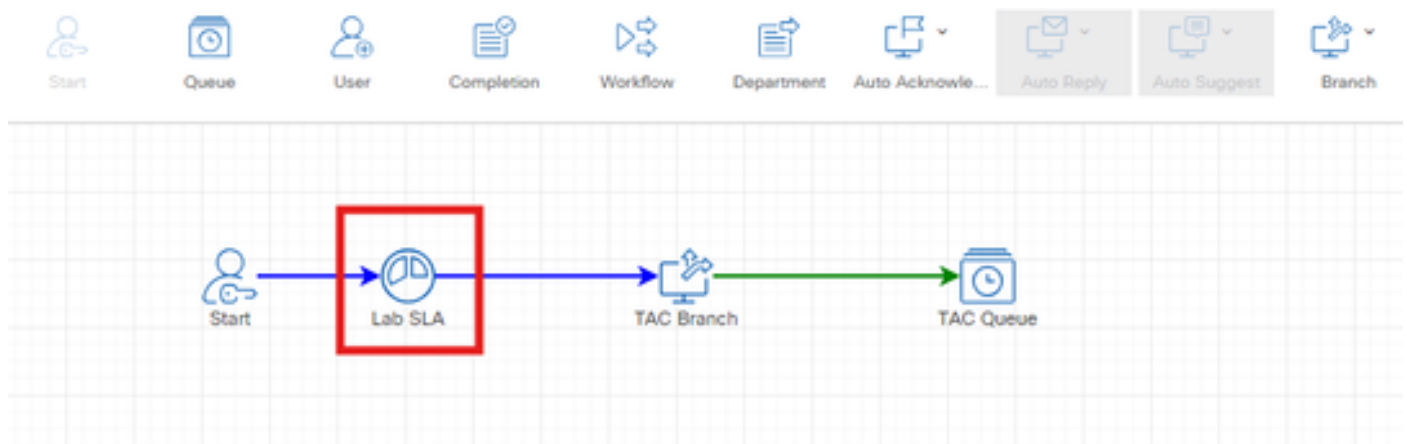
c

- Activity Id: 6081 <@>

2024-06-06 15:50:49.202 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

True action executed for the Rule: Lab SLA Rule

- Activity Id: 6081 <@>





# Service Level Rule Configuration

Name of the New Node \*:

Create new rules below; processing ends when a TRUE rule is found.

This rule is always true.  
 This rule is TRUE under the following conditions:

Specify the condition for the rule.

Object	Attribute	Operator	Value	Boolean	
<input type="text" value="Lab SLA Rule"/>	Email	To or cc e_	==	info@ucce...	AND

If the rule is TRUE, then set activity service level:

If the rule is TRUE, then set case service level:

If no TRUE rule is found, then set activity service level:

If no TRUE rule is found, then set case service level:

Branch node is a decision point where you decide what kind of work is to be routed to which resource. Using rules, you can automatically route work to the resources capable of handling it. Activities can be routed to users, queues, departments, or another workflow. This example explains branch node TAC Branch that associated with the rule TAC Rule which specifies all incoming emails with title that contains SR#, specifically, which is evaluated and true actions executed since the incoming email with title SR#123456789.

<#root>

```
## log path -> C:\ECE\eservice_RT\logs\eg_log_ece_rules-process
```

internal workflow item: 1033

- Activity Id: 6081 <@>  
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

Executing Workflow item: TAC Branch

- Activity Id: 6081 <@>  
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

Rule Evaluated: TAC Rule

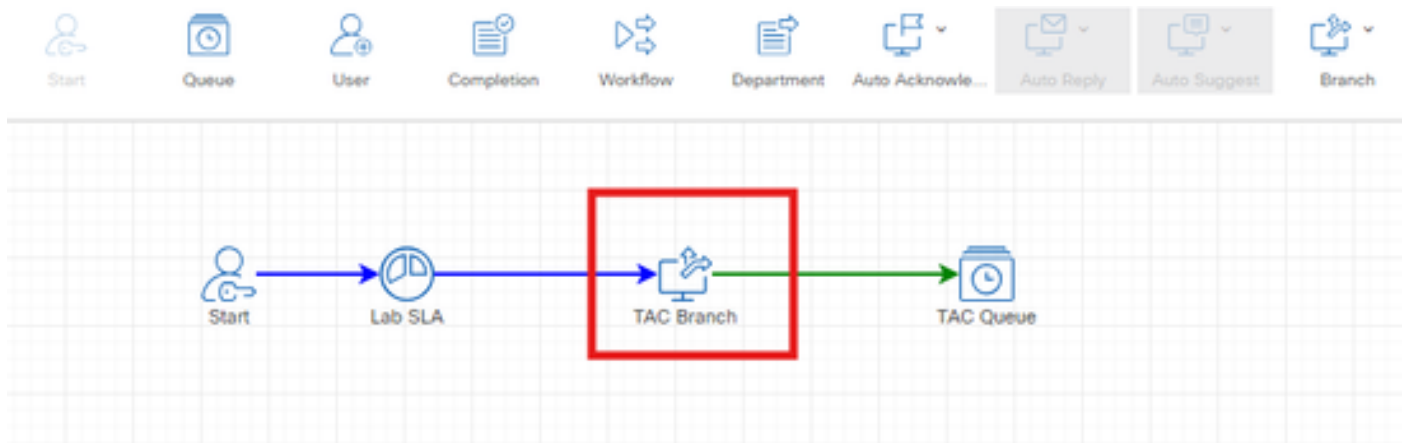
- Activity Id: 6081 <@>  
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

egml\_email.subject - Comparing: SR#123456789 contains SR#

- Activity Id: 6081 <@>  
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

True action executed for the Rule:

TAC Rule - Activity Id: 6081 <@>



## Branch Rule Configuration ? ↗ ✕

Name of the New Node \*:

TAC Branch

---

Create new rules below; processing ends when a TRUE rule is found.

This rule is always true.  
 This rule is TRUE under the following conditions:

Specify the condition for the rule.

Object	Attribute	Operator	Value	Boolean	
TAC Rule ✕	Email ▾	Subject ▾	Contains ▾	SR#	AND ▾ ✕

If the rule is TRUE, route to this target:

If no TRUE rule is found, route to this target:

This log line explains that activity moved to queue as per workflow design.

```
<#root>
```

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:
```

```
Activity moved to Queue Id:
```

```
1008 - Activity Id: 6081 - approval_type configured for the queue: <@>
```

The same example explains branch node, TAC Branch, that is associated with the TAC Rule which specifies all incoming emails with title that contains SR# specifically which is evaluated, and False action executed for the Rule since the incoming email was with title that contains case#123456789, and it did not contain any SR# in the title. Based on that, activity was not processed and moved to default exception queue.

<#root>

## log path -> C:\ECE\eservice\_RT\logs\eg\_log\_ece\_rules-process

2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:  
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

**Executing Workflow item: TAC Branch**

- Activity Id: 6086 <@>  
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

**Rule Evaluated: TAC Rule**

- Activity Id: 6086 <@>  
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

evaluate() <@> Condition Attribute is : egml\_email.subject - Comparing: case#123456789 contains SR#

- Activity Id: 6086 <@>  
2024-06-06 16:14:20.504 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:


**False action executed for the Rule: TAC Rule**

- Activity Id: 6086 <@>  
2024-06-06 16:14:20.535 GMT+0000 <@> ERROR <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

checkAndMoveStuckActivitiesToException() <@> Activity is not processed, moving to exception queue

: Property = ActivityId & value = 6086  
Property = CaseId & value = 6052  
Property = DepartmentId & value = 999  
Property = ActivityType & value = 1  
Property = ActivityMode & value = 100  
Property = ActivitySubType & value = 1  
Property = ActivityStatus & value = 4000  
Property = ActivitySubStatus & value = 4100  
Property = ActivityPriority & value = 0  
Property = DateCreated & value = 2024-06-06 16:14:09  
Property = CreatedBy & value = 12  
Property = DateModified & value = 2024-06-06 16:14:20  
Property = DueDate & value = 06/06/2024 16:24:09

---

 Tip: If the activity is routed to exception queue before sending New\_task, you need to focus on workflow configuration and workflow rules, and If the activity is routed to exception queue after sending New\_task, you need to focus in EAAS process .

---

## No Active Inbound Workflows in the Department Verification

In this example, it shows the difference from logs perspective when there is inbound active workflow compared to the case when there are no active workflows.



Sales Department

Business Calendars

Call Variables

Codes and Classifications

Macros

Queues

Service Levels

**Workflow**

Alarm

Inbound

Name	Description	Active
Finish Workflow	This workflow will execute if no defined inbound email workflow ...	Yes
<b>Sales Inbound WF</b>		<b>Yes</b>
Start Workflow - Standard	This workflow will execute before the defined inbound workflow...	Yes
Start Workflow - Transfer	This workflow will execute on email, task activities transferred to...	No

Sales Department is configured with active Sales Inbound WF workflow, as you can see, the activity routed to the queue normally after inbound workflow triggered.

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-08-08 18:02:05.323 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

**Executing Workflow: Sales Inbound WF**

- Activity Id: 6139 <@>

```
2024-08-08 18:02:05.323 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

**Executing Workflow item: Sales Queue**

- Activity Id: 6139 <@>

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

**Routing to external queue**

: 1023 - Activity Id: 6139 <@>

```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

On the other hand, if there is no any active inbound workfkow, ECE triggers Finish Workflow. This workflow is executed if no defined inbound email workflow exists for the department.

Enterprise Chat and Email

Sales Department

Items that contain...

Business Calendars	Name	Description	Active
Call Variables	Finish Workflow	This workflow will execute if no defined inbound email workflow ...	Yes
Codes and Classifications	Sales Inbound WF		No
Macros	Start Workflow - Standard	This workflow will execute before the defined inbound workflow...	Yes
Queues	Start Workflow - Transfer	This workflow will execute on email, task activities transferred to...	No
Service Levels			
Workflow			
Alarm			
Inbound			
Outbound			

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_rules-process
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
Executing Workflow: Finish Workflow
```

```
- Activity Id: 6140 <@>
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
Finished execution of Workflow: Finish Workflow
```

```
- Activity Id: 6140. Time taken = 0 seconds. <@>
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
2024-08-08 18:14:35.831 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
2024-08-08 18:14:35.858 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
2024-08-08 18:14:35.867 GMT+0000 <@> ERROR <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> P
```

```
checkAndMoveStuckActivitiesToException() <@> Activity is not processed, moving to exception queue
```

```
: Property = ActivityId & value = 6140
```

```
Property = CaseId & value = 6086
```

```
Property = DepartmentId & value = 1002
```

## Configure and Troubleshoot Alarm Workflows

Alarm workflow is more practical when there are huge numbers of emails in the default exception queue. Alarm workflow is configured to send notifications when activities are routed to the exception queue because of workflow errors encountered while processing activities.

You can complete emails activities in default exception queue in alarm workflow as you see in this example. This workflow checks for email activities in the default exception queue that are about to be due in 30 minutes to route them back to the TAC queue. You have to avoid all activities to be routed back to the TAC queue. Configure this flow: **Start > Alarm > TAC Queue**.



Service ▼

Items that contain...

Edit Alarm Workflow: Alarm WF

Business Calendars ▼

Call Variables

Codes and Classifications ▼

Macros ▼

Queues

Service Levels

Workflow ▲

Alarm

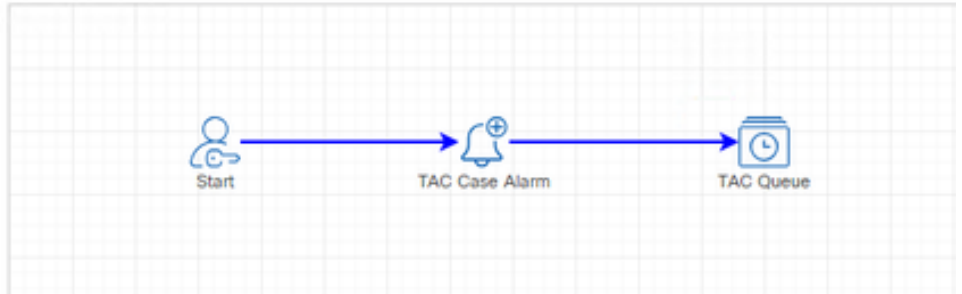
Inbound

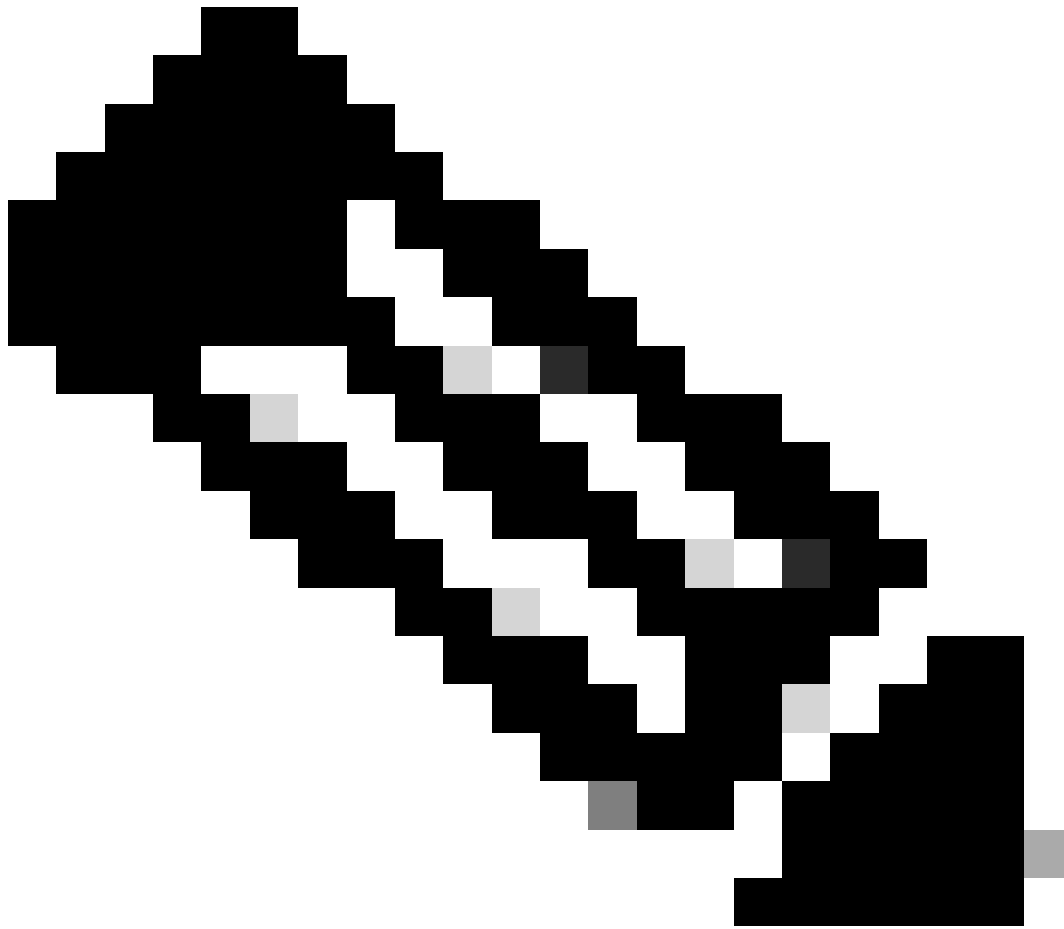
Outbound

General **Diagram**



Au



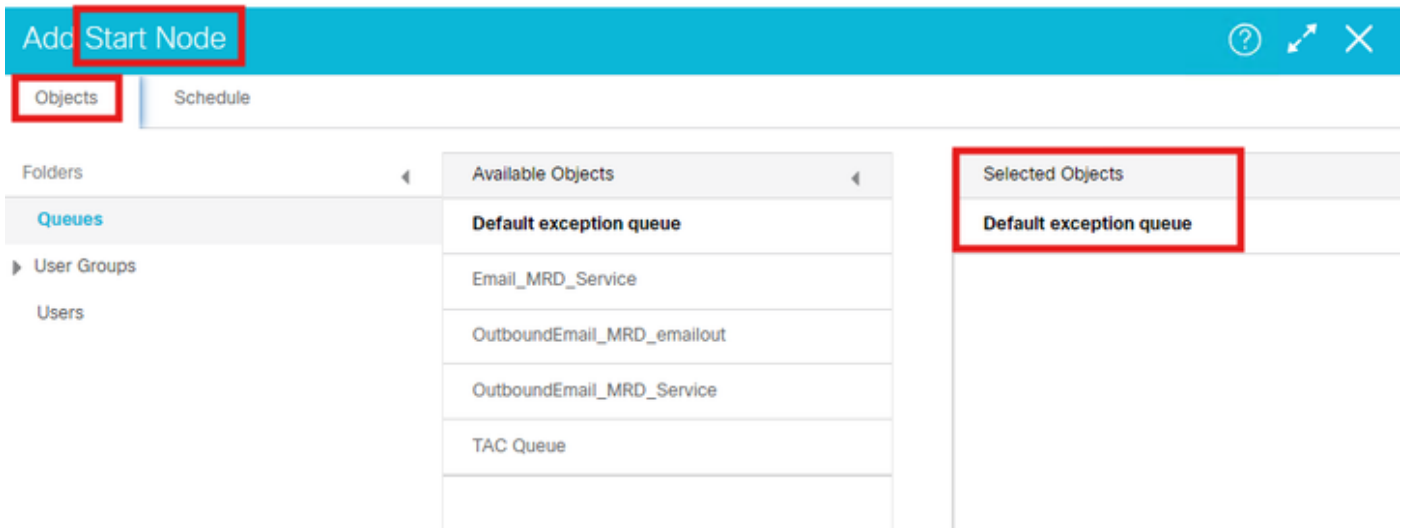


**Note:** Alarms rules logs at INFO level provides useful information in order to isolate and troubleshoot the relevant issues. In order to ensure the proper trace level, navigate to **Partition > System Resources > alarm-rules process**.

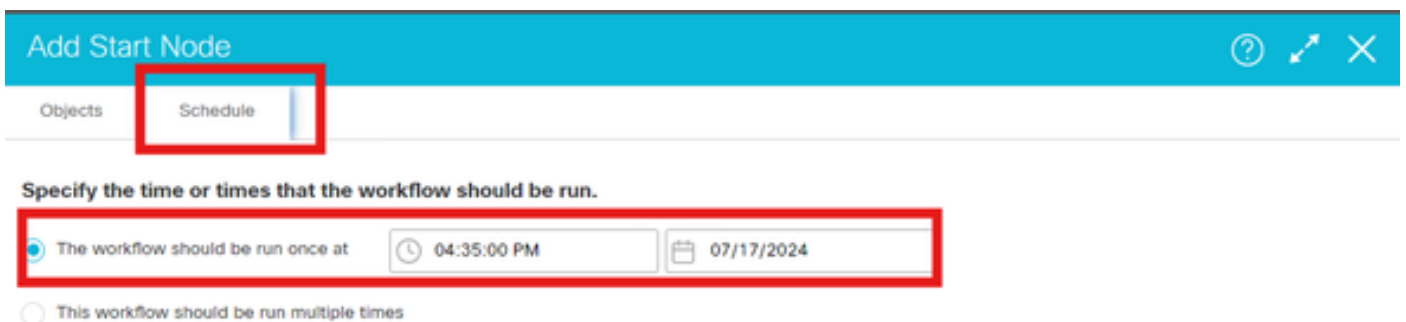
---

From start node, you must select default exception queue.

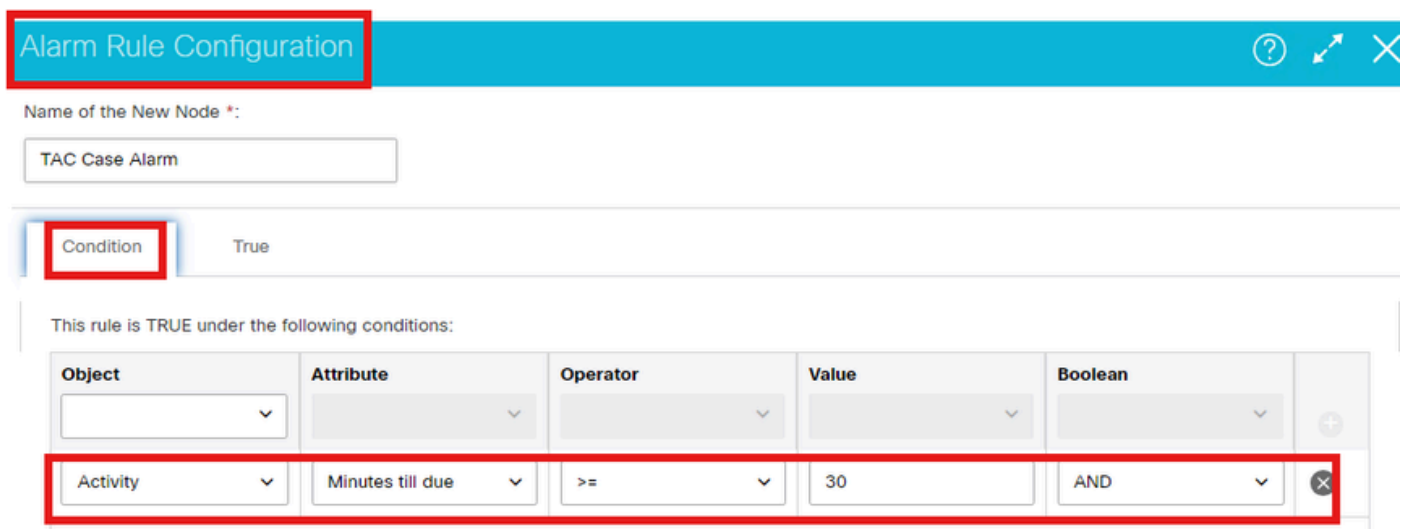




There is a schedule tab where you can configure that alarm workflow. In this example, it has been triggered once at a certain time.



In alarm rule configuration condition, you must configure what conditions match your specific business need. For this case, it has been configured for email activities that are in default exception queue, which their SLA are still not lost for more than 30 minutes.



<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_alarm-rules-process
```

```
2024-07-17 16:37:23.303 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
Executing Workflow item: TAC Case Alarm
```

```
<@>
```

```
2024-07-17 16:37:23.303 GMT+0000 <@> INFO <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
```

```
....
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> PERF <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> INFO <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
```

```
Condition String : mins_tilldue >= 30
```

```
<@>
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> INFO <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> PI
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
2024-07-17 16:37:23.307 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
2024-07-17 16:37:23.308 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
```

```
workflow_id = 1029 : Type = java.lang.Long
```

Also, in alarm configuration true condition, you have to be more specific for those emails that have be routed from default exception queue to TAC queue to avoid having unnecessary emails routed to agent and then wasting their time. In this example, the subject condition is specified if it contains case instead of SR as specified in inbound workflow, so emails are routed again to TAC queue.

# Alarm Rule Configuration



Name of the New Node \*:

TAC Case Alarm

Condition

True

Specify the objects to create or modify when this rule is TRUE.

Action	Object
<input type="text"/>	<input type="text"/>
Filter	Activity

Specify the criteria of the activities to be further processed by this workflow.

Basic

Advanced

Relationships

Type	Attribute	Operator	Value	Boolean
activities	Department name	=	Service	AND
activities	Activity ID	=		AND
activities	Case ID	=		AND
activities	Subject	Contains	case	AND
activities	Assigned to (username)	Contains		AND
activities	Created on	=	Choose a date	AND
activities	Activity priority	=		AND
activities	Queue name	Contains		AND

Cancel

Done

<#root>

```
## log path -> C:\ECE\eService_RT\logs\eg_log_ece_alarm-rules-process
```

```
2024-07-17 16:37:23.366 GMT+0000 <@> DEBUG <@> [73:AlarmRuleInstance id : 989] <@> ProcessId:8632 <@> P
classwhereclause = null
deptwhereclause = ( egpl_department.department_name = N'Service' ) : Type = java.lang.String
caseownerwhereclause = null
contactpointemailwhereclause = null
emailattachmentdatawhereclause = null
userwhereclause = null
```

```
emaildatawhereclause = null
toemailaddresswhereclause = null
custdeptwhereclause = null
ccemailaddresswhereclause = null
contactpointwhereclause = null
customerattributeswhereclause = null
```

```
whereclause =
```

```
(
```

```
egpl_casemgmt_activity.subject like N'%case%'
```

```
ESCAPE '\\' ) : Type = java.lang.String
```

```
contactpointsocialwhereclause = null
```

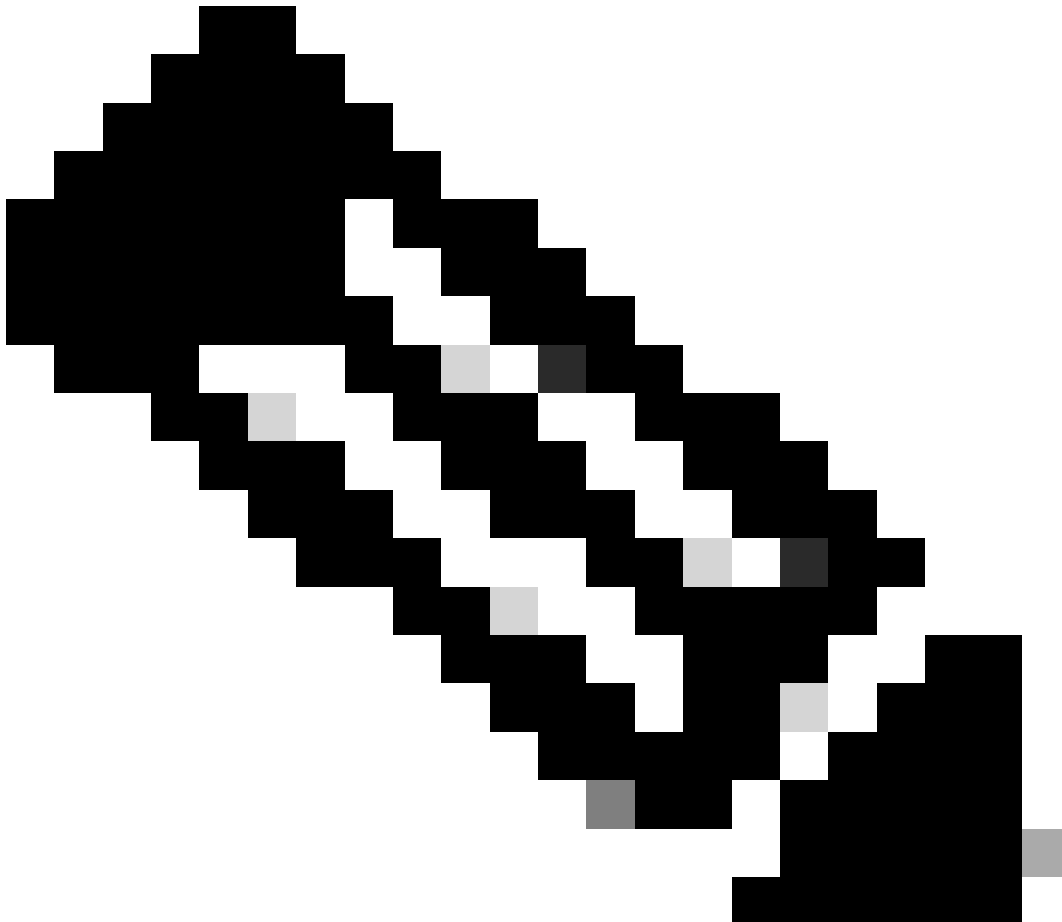
```
routingnodewhereclause = null
```

```
contactpersonwhereclause = null
```

```
emailwhereclause = null
```

```
customerwhereclause = null
```

```
contactpointpostalwhereclause = null
```



**Note:** Restart Cisco service on ECE to have the configured alarm is usually not required. However,

---

in some cases, if you face issues related to that alarm workflow, it is not triggered, then restart Cisco service on ECE. That sometimes helps to get it triggered.

Finally, you see here in these images how the activity was routed from the default exception queue to the available agent in TAC queue after the configured workflow has been triggered.

Activity ID	Case ID	Contact point	Subject	Created on	Due on	Queue name
6119	6072	customer1@uccelab.tac	case#123456789	07/17/2024 06:35 PM	07/17/2024 07:10 PM	Default exception queue

Now, the agents are able to see the activities with subject contains **case#** instead of **SR#**.

The screenshot shows the 'Email' interface. On the left, an activity card is visible with the subject 'case#123456789' and 'Activity ID 6119' highlighted. The main email view shows the subject 'Re: case#123456789 [#6072]' and the activity ID '6119' highlighted in the 'Activity Details' pane.