

# Blended Agents are not Assigned Email Activities from ICM

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Problem**

**Solution**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

If an agent belongs to a blended skill group that the agent is able to log in to Cisco Interaction Manager, but that agent is not shown as logged in ICM through script editor. As a result, the email is not assigned to this agent from ICM. This document discusses the workaround for this issue.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Interaction Manager (CIM)
- IP Contact Center Enterprise

### Components Used

The information in this document is based on the CIM 4.2(4) .

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, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

Blended agents are not assigned email activities from ICM.

*Condition:* Cisco Interaction Manager 4.2(4) integrated with Unified Contact Center Hosted/Enterprise. Blended agents were associated with both email and voice skill groups.

# Solution

Complete this procedure in order to determine if a customer needs to deploy the ES on top of their Cisco Interaction Manager 4.2(4) system for Contact Center Enterprise:

1. Navigate to the <CIM>/eService/lib/int directory on the file server.
2. Right-click the `egpl_application_server.jar` file, and choose **Properties**.
3. Check the value of the Size property.

- ◆ If the Size property is not 12,187,451 bytes, the customer must deploy CIM 4.2(4) ES1:

<http://www.cisco.com/cgi-bin/tablebuild.pl/e1728968fe17d5995867d3cd1e9156f4>

- ◆ If the Size property is 12,187,451 bytes, no action is required. Engineering has provided a new release to resolve this issue. This release is version 4.2(4)a and replaces the 4.2(4) release posted on May 09, 2008.

**Note:** The size of the `egpl_application_server.jar` file in the old 4.2(4) patch installer is 12,187,420 bytes. Please follow the instructions outlined in the release notes to complete the installation.

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## Related Information

- **Associated Cisco Bug: CSCsq41621** ( registered customers only)
- **Software Downloads**
- **Technical Support & Documentation – Cisco Systems**

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