

Table of Contents

<u>Email Messages Routed to externalRoutingError Skill Group Queue</u>	1
<u>Document ID: 63855</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Background Information</u>	2
<u>Problem</u>	2
<u>Solution</u>	3
<u>NetPro Discussion Forums – Featured Conversations</u>	3
<u>Related Information</u>	4

Email Messages Routed to externalRoutingError Skill Group Queue

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Background Information

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason why email messages are routed to the externalRoutingError queue if no agent is available to process them after a certain period of time in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco E-Mail Manager Option

Components Used

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

- Cisco ICM version 5.x and later
- Cisco E-Mail Manager Option version 5.x and later

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.

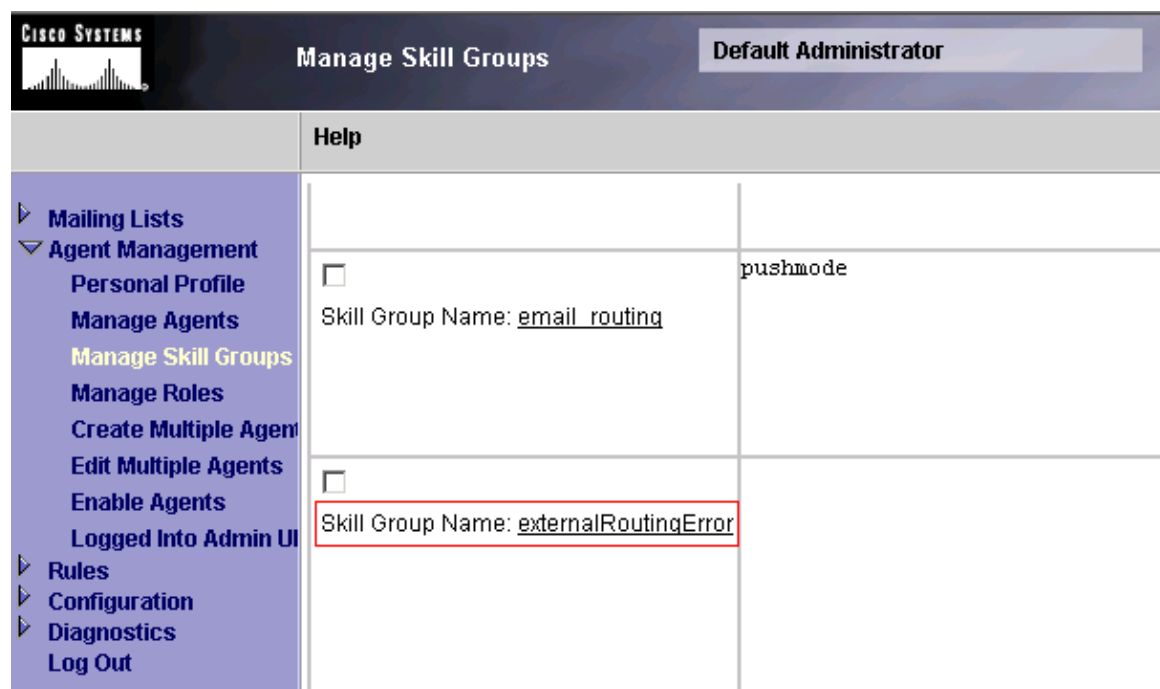
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background Information

The externalRoutingError skill group queue (see Figure 1) stores messages that an external routing system, such as ICM software, tried but failed to route to an agent. This queue is only used in an integrated environment. It is not allowed to reassign messages to the externalRoutingError queue, nor can messages be assigned to the queue by rules. It is one of several skill groups in E-Mail Manager that are present by default and cannot be modified. Select **Agent Management > Manage Skill Groups** in the left pane after you log into Cisco E-Mail Manager as administrator to access this skill group.

Figure 1 externalRoutingError Queue



Problem

When problem occurs your configuration has these elements:

- A specific E-Mail Manager routing skill group
- An ICM routing script which assigns email-related messages by rules to the specific routing skill group

Email messages in the routing skill group are transferred to the externalRoutingError queue after a certain period of time. Email messages stay in the routing skill group for a certain period of time. If no agent processes these messages within that certain period of time, all email messages are routed to the externalRoutingError skill group queue.

When an email message arrives and is processed by the E-Mail Manager rules, the script is triggered and the task is queued by the Queue to Skill Group node. The ICM routing script sends the email messages to a skill group named PG_CM.1.5000.sg.inquiries through the Queue to Skill Group node. The symptom is messages are transferred to the externalRoutingError queue before the wait time defined in the Wait node expires, if agent is not available to process them.

When an email message arrives and is processed by the E-Mail Manager rules, these steps are taken:

Cisco – Email Messages Routed to externalRoutingError Skill Group Queue

1. The script is triggered and the task is queued by the Queue to Skill Group node.
2. The ICM routing script sends the email messages to a skill group named `PG_CM.1.5000.sg.inquiries` through the Queue to Skill Group node.

If you experience this problem, email messages are transferred to the `externalRoutingError` queue before the wait time defined in the Wait node expires, when the agent is not available to process them.

Solution

Use this solution to solve the problem.

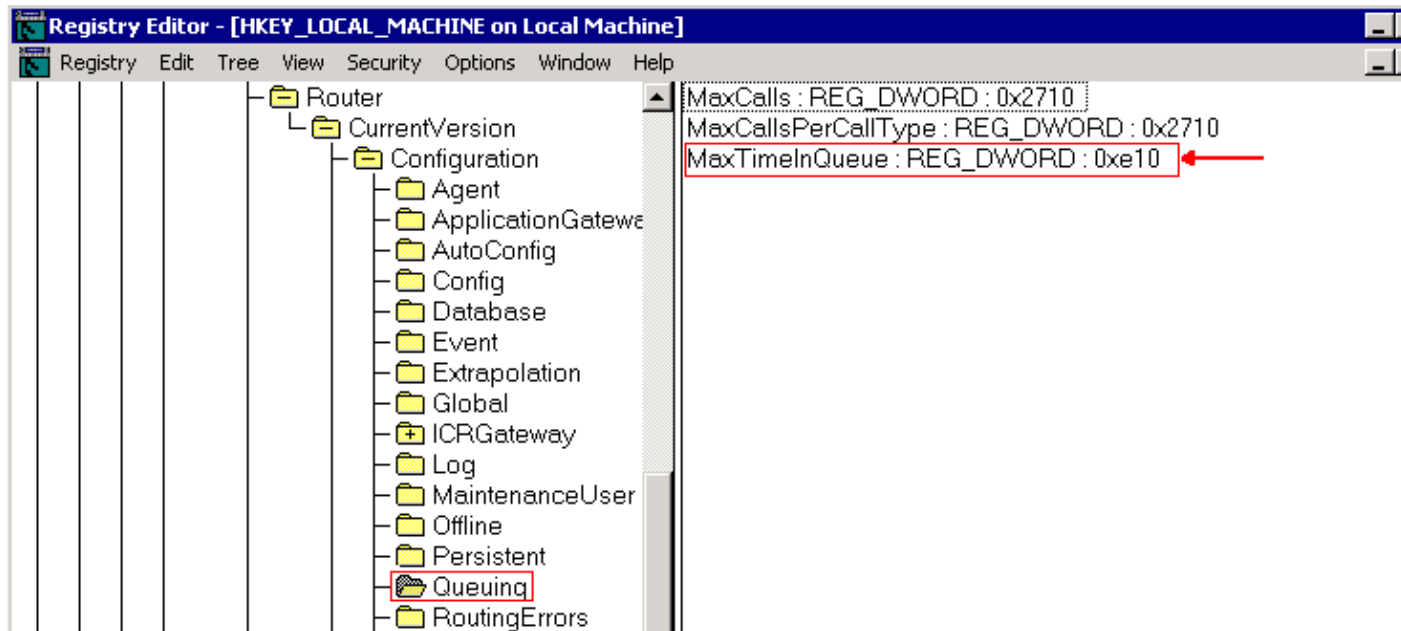
The registry key of `MaxTimeInQueue` (see Figure 2) defines the maximum time messages allowed to stay in a queue waiting.

The registry key navigation path is: `HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<Cust_Inst>\RouterA\Router\CurrentVersion\Configuration\Queuing`

The `MaxTimeInQueue` default value is 3600 seconds (1 hour). Thus, if there is no agent available to handle these messages for an hour, ICM delivers them by the default route. If no default route is configured, the email messages are routed to the `externalRoutingError` queue in Cisco E-Mail Manager.

This registry key is dynamic and there is no need to recycle processes. The registry key applies to both sides of the CallRouter when you modify it on either side.

Figure 2 MaxTimeInQueue Registry Setting



Note: Before you modify the registry, you must back up the registry and understand how to restore it if a problem occurs.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions,

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and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Technical Support – Cisco Systems**
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