



Data Lookup Utility Guide

For Enterprise Chat and Email

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Preface

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Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified Contact Center Enterprise product line. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

About This Guide

Data Lookup Utility Guide introduces you to the Data Lookup Utility and helps you to understand how to run the utility, and use it to gain access to the activities from the pre-existing databases.

Related Documents

The latest versions of all Cisco documentation can be found online at <https://www.cisco.com>

| Subject | Link |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise (PCCE) | https://www.cisco.com/c/en/us/support/contact-center/enterprise-chat-email-12-0-1/model.html |

Communications, Services, and Additional Information

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Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

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Log into www.cisco.com and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>

Documentation Feedback

To provide comments about this document, send an email message to the following address:
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We appreciate your comments.

Document Conventions

This guide uses the following typographical conventions.

| Convention | Indicates |
|-----------------|----------------------------------------------------------------------------------------------------------------------|
| <i>Italic</i> | Emphasis. Or the title of a published document. |
| Bold | Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user. |
| Monospace | The name of a file or folder, a database table column or value, or a command. |
| <i>Variable</i> | User-specific text; varies from one user or installation to another. |

Document conventions

1 Running the Utility

- ▶ [About Data Lookup Utility for ECE](#)
- ▶ [Checking Network Connectivity](#)
- ▶ [Running the Utility](#)
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About Data Lookup Utility for ECE

The Data Lookup Utility enables the Cisco Unified Web and Email Interaction (Unified EIM and WIM) and Solution Plus on-premise customers to access their pre-existing database with a view to refer to the old activities after they have migrated to Enterprise Chat and Email (ECE). This utility must not be mistaken with a migration utility as it only allows a view to the old data from the ECE Agent Console based on the provided search term.

Important things to note:

- ▶ As there will be no departmentalization, agents can view all the activities matching their search criteria irrespective of the departments they belong to.
- ▶ The old data will not be GDPR compliant.
- ▶ Email and Chat activities can be referred to from the old database.
- ▶ The details regarding the configuration of the old system will not be available.
- ▶ The Data Lookup Utility cannot be re-purposed for any other use. It is only available on the versions mentioned in this document.
- ▶ This utility can lookup data from only one database.
- ▶ The UI for data lookup utility in the Agent Console does not meet the accessibility requirements.
- ▶ Unified EIM and WIM solution support ended in February, 2020. Hence, customers are responsible for maintaining any data or application pertaining to Unified EIM and WIM.

Versions:

- ▶ The Data Lookup Utility is available from ECE 12.0 ES5 and ECE 12.5 ES1 onwards.
- ▶ The source data from the following versions can be fetched using the utility:
 - **Unified EIM and WIM:** Version 9.0.1 onwards
 - **SPLUS:** Version 11 onwards

Checking Network Connectivity

To ensure the viability of the Data Lookup Utility in accessing the database, it is essential to establish a network connectivity between the ECE Web/ Application Server and the servers where the Unified EIM and WIM or Solution Plus active database is hosted. You do not need the Unified EIM and WIM or the Solution Plus application running. You just need access to the active database. However, the SQL server services should be in running state.

| From Server | To Server | Port |
|------------------------|------------------------------------------|---------------------------------------------------------|
| ECE Services Server | Old database (Unified EIM and WIM/SPlus) | Port No. of MSSQL Server on old database (default 1433) |
| ECE Application Server | Old database (Unified EIM and WIM/SPlus) | Port No. of MSSQL Server on old database (default 1433) |

Running the Utility

The **Data Lookup Utility** runs on top of the existing ECE deployment and allows the agents to get an access to the historical data from the Unified EIM and WIM and Solution Plus On-Prem system's databases.

The Data Lookup Utility is available on the services server at the following location:

ECE_Home\Utilities\data_lookup_utility

Things to Note:

Before running the `data_lookup_utility.bat` `INSTALL` file, edit the following variables in the batch file:

1. **<LOCAL_INSTALL_DIR>**: Replace this with the folder location where the ECE application is installed on the local server. For example: `C:\ECE` (Do not append `eservice` to the path).
2. **<FS_INSTALL_DIR>**: Replace this with the location where the File Server is installed. It can be either a local folder or a network location.
 - If the File Server is local, use the same path as **<LOCAL_INSTALL_DIR>**.
 - If the File Server is remote, specify the path in a format such as `\\myVM\ECE`.

To run the Data Lookup Utility:

1. Open the command prompt.
 2. From the command prompt, browse to `ECE_Home\Utilities\data_lookup_utility`, and execute the following command: `data_lookup_utility.bat` `INSTALL`.
 3. The **Data Lookup Utility for ECE** is launched. Here, you are required to provide the following details of the database for data lookup.
 - **Database Server Name:** Provide the name of the server.
 - **Database Port Number:** Provide the port number.
 - **Database Authentication Type:** You can either select **SQL Server Authentication** or **Windows Authentication**.
 - **Active Database Name:** Provide the name of the active database.
- ▶ The following two fields appear only when you have selected **SQL Server Authentication**.
- **Database Server Login Name:** Provide the login name.

- **Database Server Login Password:** Provide the login password.

The screenshot shows a window titled "Data Lookup Utility for ECE". Inside, the text "Provide details of the database for data lookup" is centered. Below this, there are six input fields arranged vertically, each with a label to its left: "Database Server Name", "Database Port Number", "Database Authentication Type" (which is a dropdown menu currently showing "SQL Server Authentication"), "Active Database Name", "Database Server Login Name", and "Database Server Login Password". At the bottom right of the form area, there is a button labeled "Next".

Provide details of the database for data lookup

4. Click **Next**.
5. On the next screen, select the **Custom Attributes** available for **Activity**, **Case**, **Contact Person**, and **Customer** objects from the old system. Only those custom attributes which are present in the old database will appear as options on this screen. You can select the options that you want to make available to the agents while they are searching the activities.

The screenshot shows a window titled "Data Lookup Utility for ECE". The main heading is "Select the custom attributes to be made available to agents while running searches." Below this, there are four distinct sections, each with a title and a list of attributes with checkboxes:

- Custom attributes for Activity object in database:** activityorigin, activityranking
- Custom attributes for Case object in database:** casepriority, caseranking
- Custom attributes for Contact Person object in database:** personhometown, personpincode
- Custom attributes for Customer object in database:** customermobilenumber, customerrating, custssn

At the bottom of the window, there are two buttons: "Previous" and "Execute".

Select the custom attributes

6. Click **Execute** and confirm to proceed.



Note: After running the utility, agents can access activities from the ECE Agent Console. If agents are already logged in, they should refresh the Agent Console in order to preview the options. For more information, see [“Searching Activities in ECE Agent Console” on page 12](#)

Uninstalling the Utility

Follow the mentioned steps to uninstall the Data Lookup Utility from your systems.

To uninstall the Data Lookup Utility:

1. Open the command prompt.
2. From the command prompt, browse to `<INSTALLED_DIR>\Utilities\data_lookup_utility`, and execute the following command: `data_lookup_utility.bat UNINSTALL`.

```
C:\ECE125_M30\Utilities\data_lookup_utility>data_lookup_utility.bat uninstall
log4j:WARN Continuable parsing error 2 and column 114
log4j:WARN Document root element "log4j:configuration", must match DOCTYPE root "null".
log4j:WARN Continuable parsing error 2 and column 114
log4j:WARN Document is invalid: no grammar found.
```

Execute the command to uninstall the utility

3. A message for successful uninstallation appears on the command prompt.

```
C:\ECE125_M30\Utilities\data_lookup_utility>data_lookup_utility.bat uninstall
log4j:WARN Continuable parsing error 2 and column 114
log4j:WARN Document root element "log4j:configuration", must match DOCTYPE root "null".
log4j:WARN Continuable parsing error 2 and column 114
log4j:WARN Document is invalid: no grammar found.
Uninstallation is completed . Please restart application server.
-----
Utility has finished execution. Please refer C:\ECE125_M30\Service\logs\eg_log_[hostname]DataLookup.log for details.
-----
```

Message for successful uninstallation

4. Restart the application server, so that the system is ready for the next utility installation.
- Once the uninstallation is complete, agents will not be able to access the activities from the old database.

2


Searching Activities in ECE Agent Console

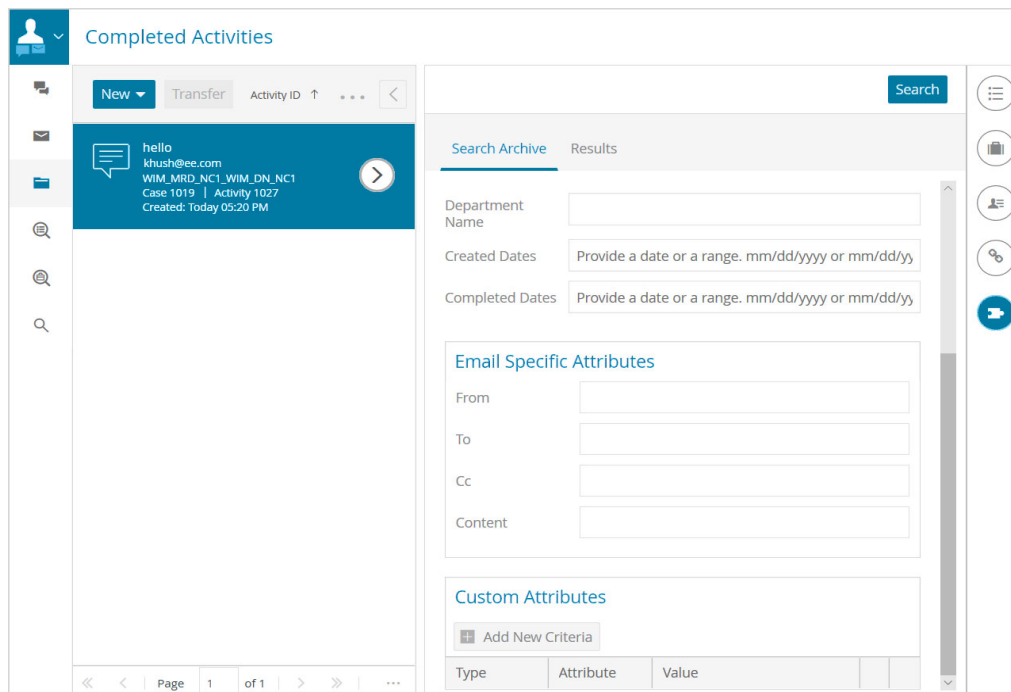
- ▶ [Searching Activities](#)

Searching Activities

The **Data Lookup Utility** enhances and expedites the customer experience as well as the agent experience. For instance, if a customer contacts you with the same issue which was raised prior to migrating to the ECE system, instead of going through the hassle of trying to access the data in the conventional way, you can click the **Search Archive** button on the information bar of the ECE Agent Console and can locate the customer's problem by inputting the relevant search criteria. As an agent, you can better understand the customer's problem and provide an effective solution.

To search activities using the Data Lookup Utility:

1. Log into the ECE Agent Console. For more information on the ECE Agent Console, see *Enterprise Chat and Email Agent's Guide*.
2. Click on the relevant ongoing or completed activity.
3. Click the **Search Archive**  button.
4. On the Search Archive tab, provide the search criteria.
 - The search criteria includes general attributes, **Email Specific Attributes** and **Custom Attributes**. You can provide one or more search criteria.



Types of search criteria

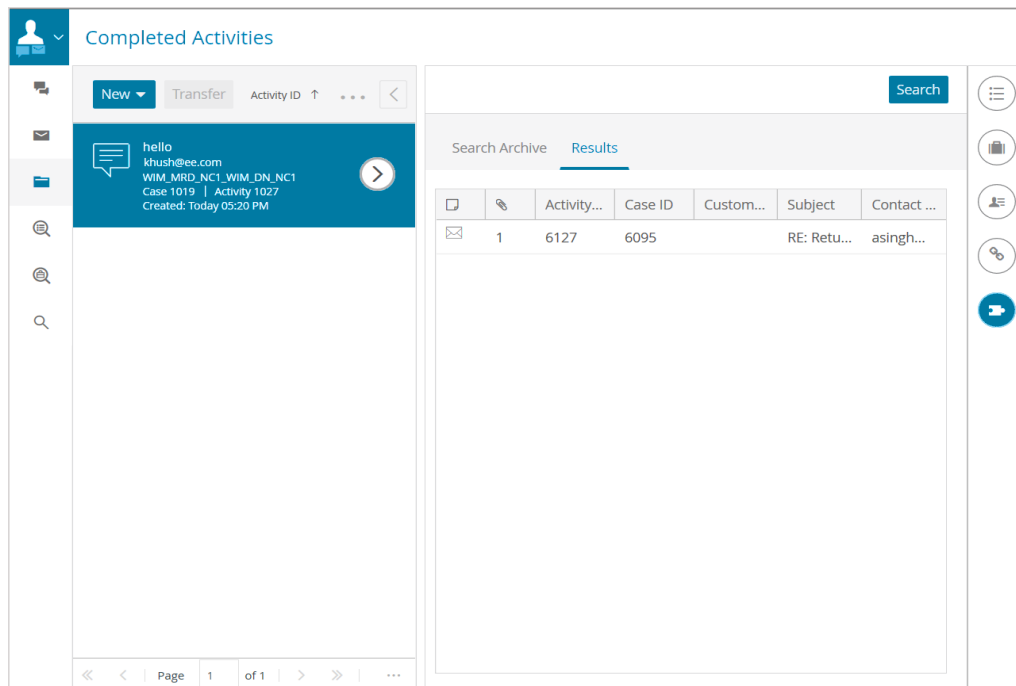
- The General Attributes include:
 - **Activity IDs:** The Activity ID of the email or chat which you want to search. At a time, you can search for 10 Activity IDs by separating them using commas.

- **Case IDs:** The Case ID of the email or chat which you want to search. At a time, you can search for 10 Case IDs by separating them using commas.
 - **Subject:** The subject of the activity that you are running a search for.
 - **Customer Name:** The name of the customer for whom you are running the search.
 - **Contact Point Data:** The contact point refers to the customer's email address.
 - **Queue Name:** The name of the queue from which the activity came to the agent.
 - **Department Name:** The name of the department to which the activity belonged.
 - **Created Dates:** Provide a date or a range of dates between which the activity was created.
 - **Completed Dates:** Provide a date or a range of dates between which the activity was completed.
- The **Email Specific Attributes** include:
- **From:** The email address from which the email was received.
 - **To:** The email address to which the email was sent.
 - **CC:** The email addresses which were copied in the mail.
 - **Content:** Words from the body of the email.
- Under the **Custom Attributes** section, you can add a new custom search criteria by providing the following details:
- **Type:** You can select from the following objects- Activity, Case, Contact Person, or Customer.
 - **Attribute:** Select the requisite custom attributes from the drop-down list.
 - **Value:** Provide the value for the respective type and attribute.

Note that you can only view those objects and custom attributes that are selected while running the utility.

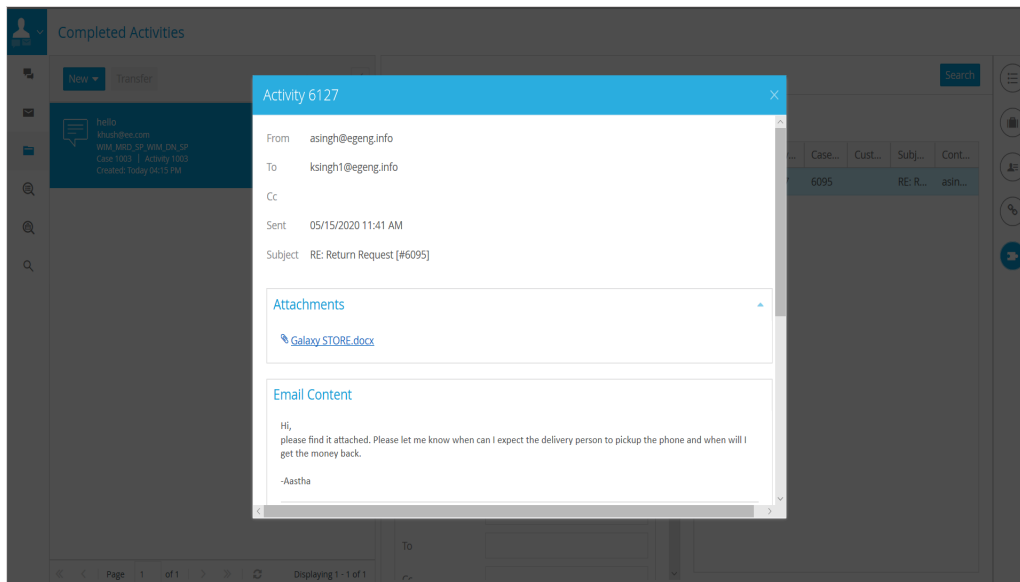
Provide the search criteria

5. Click the **Search** button.
6. You are directed to the Results tab where you can see the search results. The following attributes are available for the results:
 - **Activity Mode:** It depicts the type of the activity.
 - **Attachments:** You can download and view the attachments.
 - **Activity ID:** The activity ID of the activity.
 - **Case ID:** The case ID of the case associated with the activity.
 - **Customer Name:** The name of the customer associated with the activity.
 - **Subject:** The subject of the activity.
 - **Contact Point:** The contact point associated with the activity.



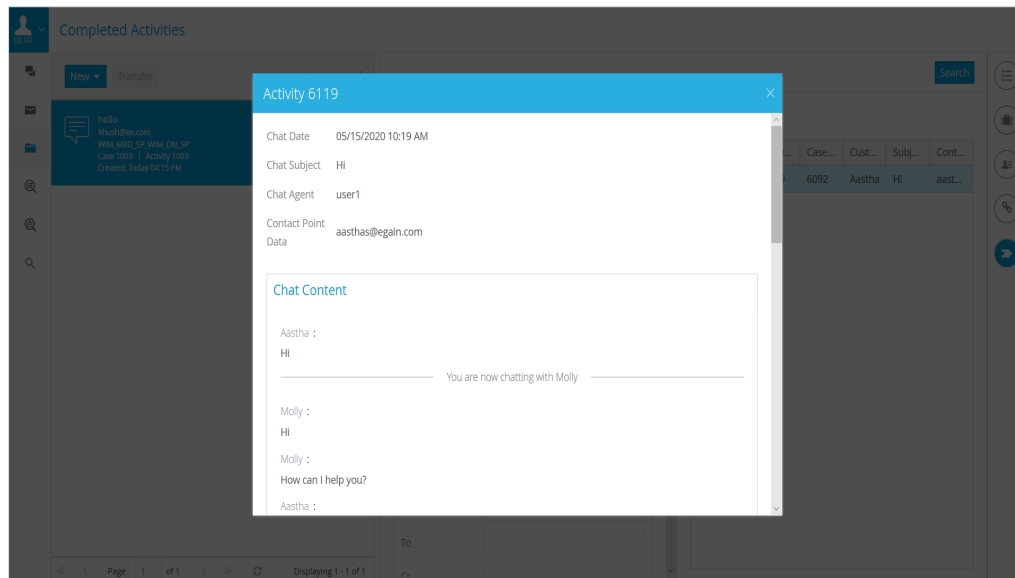
View the search results

7. By clicking the result, a pop-up appears where you can view the details for the activity. For an email activity, you can view the Email Specific Attributes, the time and date when the email was sent, the **Subject** of the email, the **Attachments** (if any) and the **Email Content** for an email activity.



View details of the search result for an email activity

For a chat activity, you can view the **Chat Date**, **Chat Subject**, **Chat Agent**, **Contact Point Data** and the **Chat Content**.



View details of the Search Result for a chat activity

Note that the search results will remain intact, even if you traverse from one activity to the other.