

对ECE中进入默认例外队列的电子邮件进行故障排除

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简介

本文档介绍如何隔离和修复与路由到思科企业聊天和邮件(ECE)默认例外队列的电邮相关的问题。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联系中心企业版(UCCE)版本12.6.X
- 思科套装联络中心企业版(PCCE)版本12.6.X
- 企业聊天和邮件(ECE)版本12.6.X

使用的组件

本文档中的信息基于以下软件和硬件版本：

- UCCE版本12.6.2
- 企业聊天和电子邮件(ECE) 12.6.1

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

背景信息

队列包含等待分配给座席的传入客户服务活动，例如电子邮件和聊天会话。

ECE配备了一个可用的默认例外队列。可通过导入MRD将更多队列添加到应用。这将创建Unified CCE类型的队列，并且从此队列中的活动路由由Unified CCE完成。

例外队列 -默认情况下，会在每个部门创建一个例外队列。在以下情况下，活动将路由到例外队列：

- 部门中没有活动的入站工作流。
- 工作流在处理活动时遇到错误。
- 工作流程中使用的队列将变为非活动状态。进入非活动队列的所有活动都将路由到异常队列。
- 电子邮件被退回。
- Unified CCE返回一条new_task_failure消息，一旦EAAS收到New_Task_Failure响应三次后首次失败响应（即首次失败响应+ 3次重试尝试），EAAS便将此类活动路由到例外队列。
- 如果与Cisco路由系统断开连接；例如，如果MR PIM计算机暂时关闭或重新启动。

步骤

本文档显示了对路由到默认例外队列的入站电子邮件问题进行故障排除和隔离的必要步骤。它是一份操作核对表，可帮助工程师更快地隔离或解决相关问题。

为了有效地排除ECE故障，您需要将流量分成三段。这与您处理语音呼叫流程的方式类似。这三条腿如下所示：

1. 入口段-从客户到ECE。
2. 治疗腿-从ECE到UCCE。
3. 座席支路-连接客户与座席。


确认

本文重点介绍治疗腿，核实以下几点：

工作流引擎：验证流程和实例状态

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

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

 注意：验证EAAS和EAMS进程是否处于活动状态，且必须处于活动状态。

验证邮件信道代理可用性

验证代理是否已登录有许多方法，但可以使用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.

验证 workflow 状态

您必须在活动的审核页面中看到与图像中的 workflow 名称相同的 workflow 名称。

Activity Details Activity Body

Notes +
No notes
Delete

Audit

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

然后，您可以验证该工作流是否处于活动状态。导航到service > workflow。

Service Apps Business Rules Data Adapters Lang

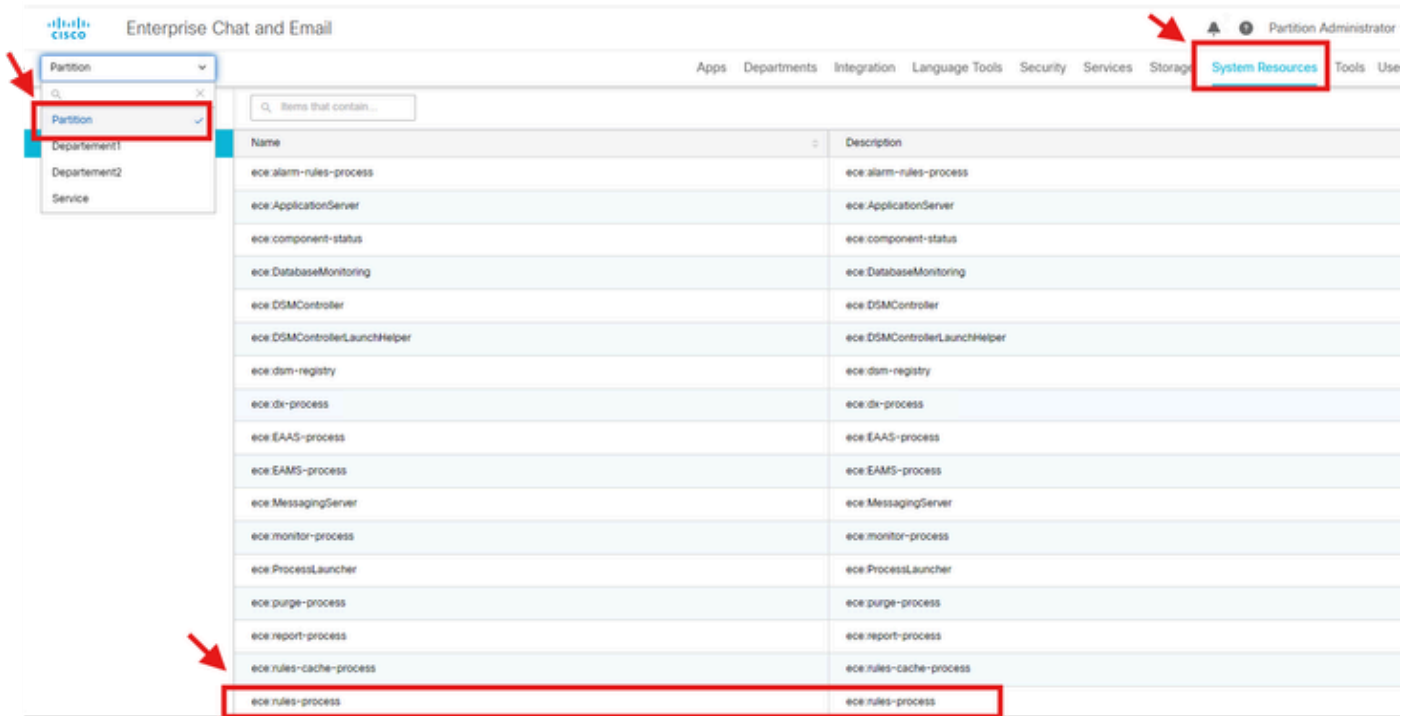
Items that contain... Items that contain...

Name	Description	Active	Type	Actions
Finish Workflow	This workflow will execute if no defined inbound email wo...	Yes	Email	...
Inbound WF		Yes	Email	...
Start Workflow - Standard	This workflow will execute before the defined inbound wo...	Yes	Email	...
Start Workflow - Transfer	This workflow will execute on email, task activities transfe...	No	Email	...

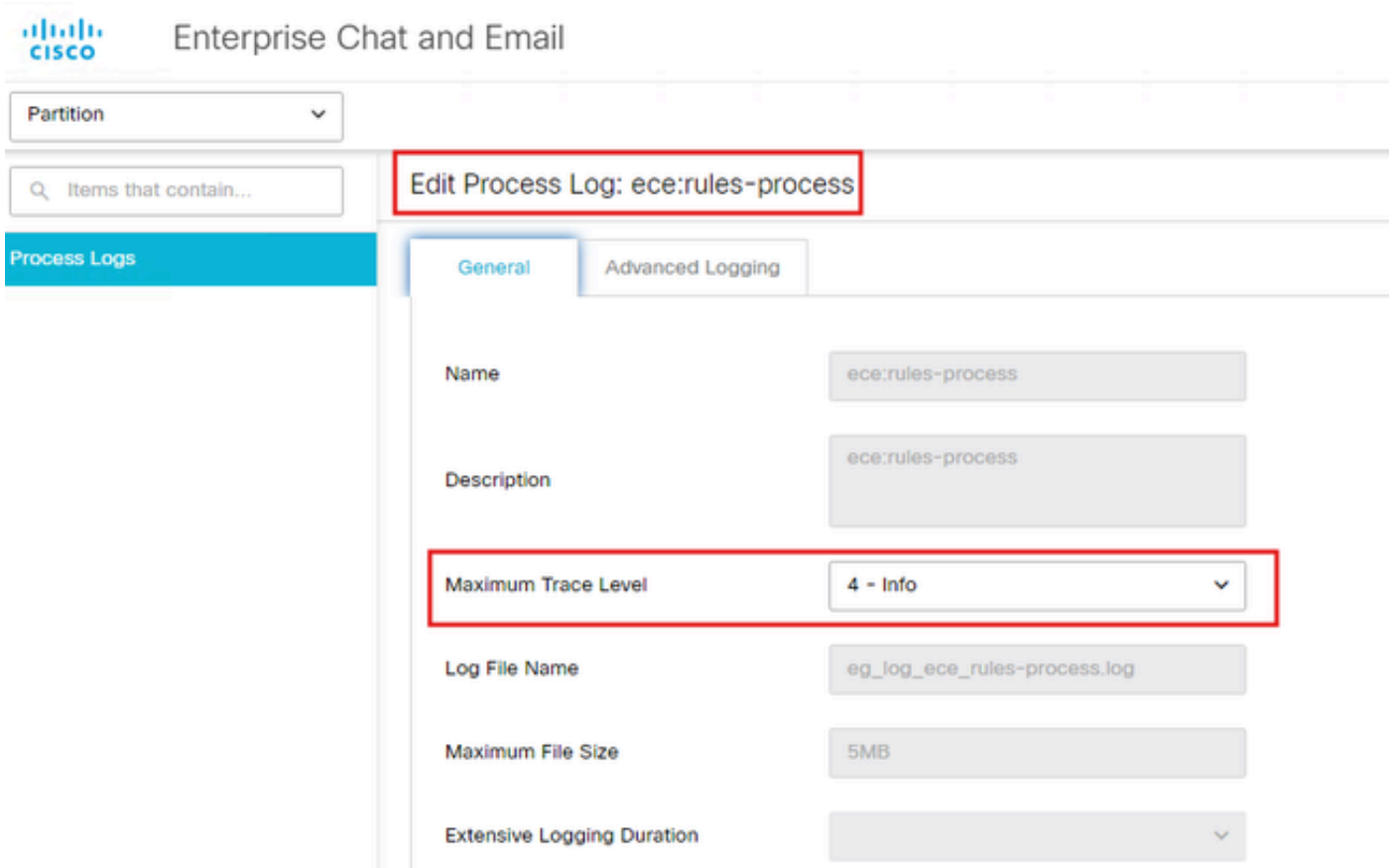
Workflow
Alarm
Inbound
Outbound

工作流活动处理验证

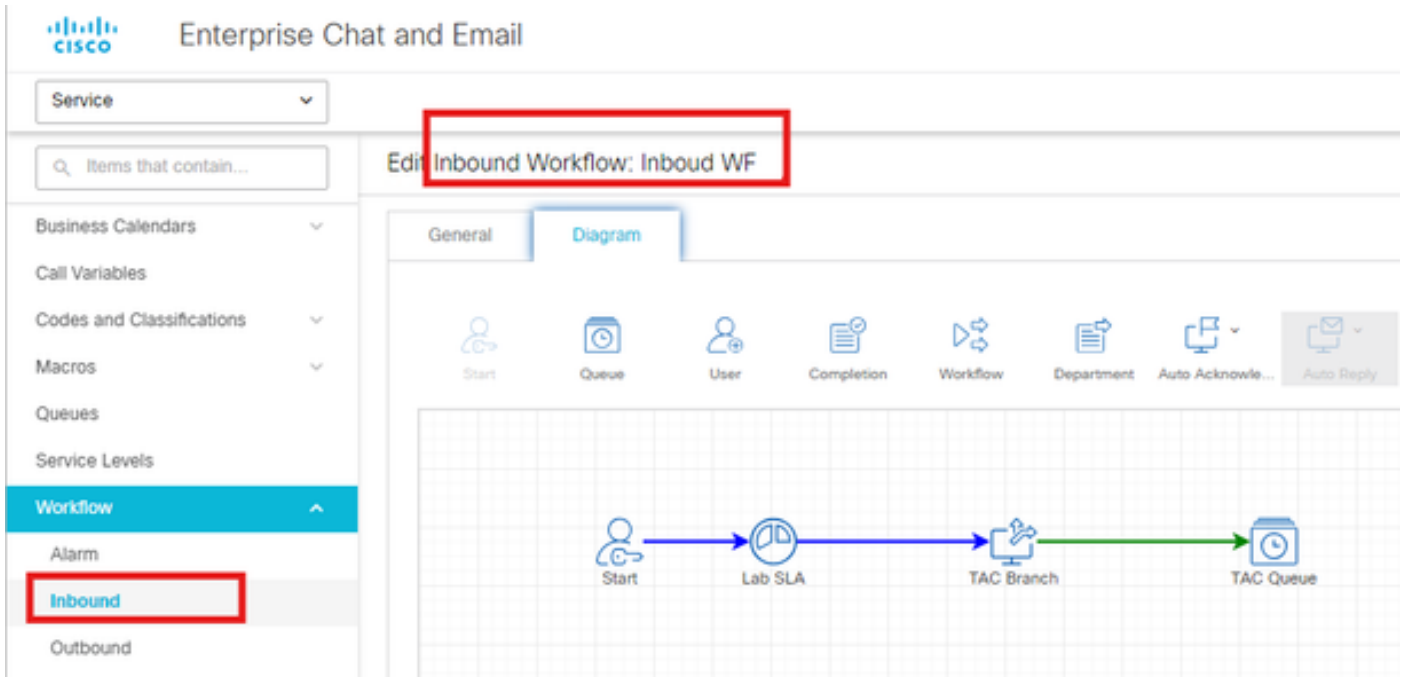
INFO级别的规则进程日志可以为您提供有用的信息，以便隔离相关问题并对其进行故障排除。为确保适当的跟踪级别，请导航到分区>系统资源>规则进程。



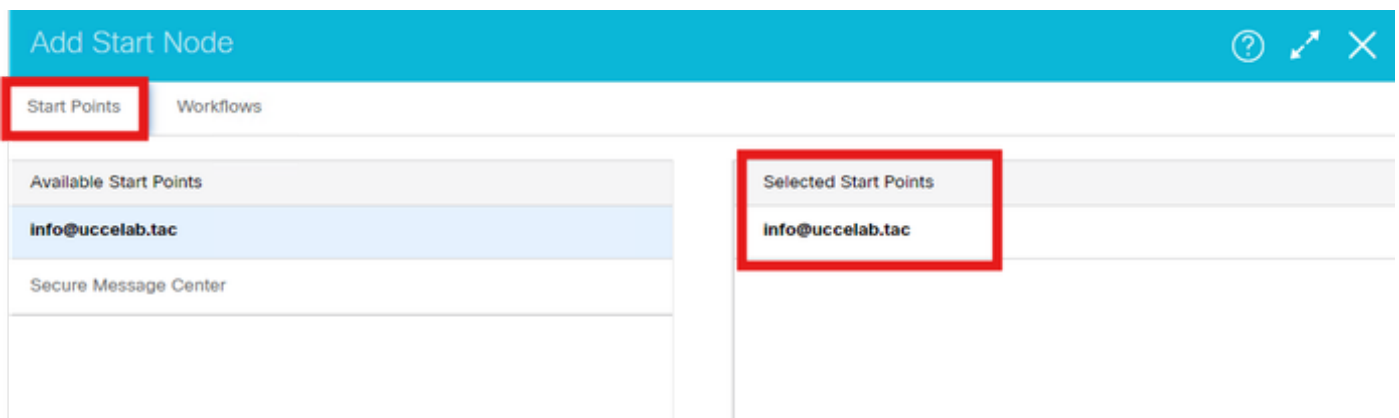
确保Maximum Trace Level设置为4-Info。



此工作流程演示如何管理传入公司的邮件。首先，为电子邮件设置服务级别。然后，根据分支条件，将活动路由到各个队列。



在“开始”节点上，您可以将别名映射到入站工作流程。在本例中为info@uccelab.tac。



服务级别允许您为传入的客户服务交互设置响应时间预期。可以为案例和聊天活动以外的所有活动定义服务级别。定义后，它们会用于工作流程中以影响活动路由。本示例说明与指定发送到info@uccelab.tac的所有传入邮件的规则实验室SLA规则(具体来说是自传入邮件发送到info@uccelab.tac)关联的SLA节点实验室SLA。

<#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

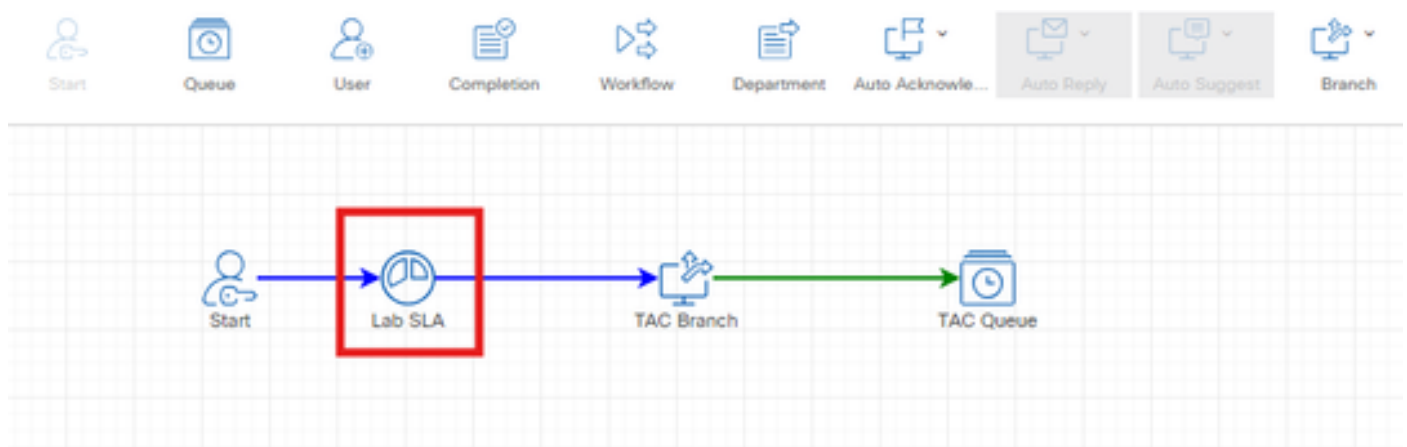
c

- 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:

分支节点是一个决策点，您可以在其中决定将哪种工作路由到哪个资源。使用规则，您可以自动将工作路由到能够处理工作的资源。活动可以路由到用户、队列、部门或其他工作流。此示例说明与规则TAC规则关联的分支节点TAC分支，该规则指定所有包含标题SR#的传入邮件，特别是自标题SR#123456789的传入邮件之后会进行评估和执行的真实操作。

<#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

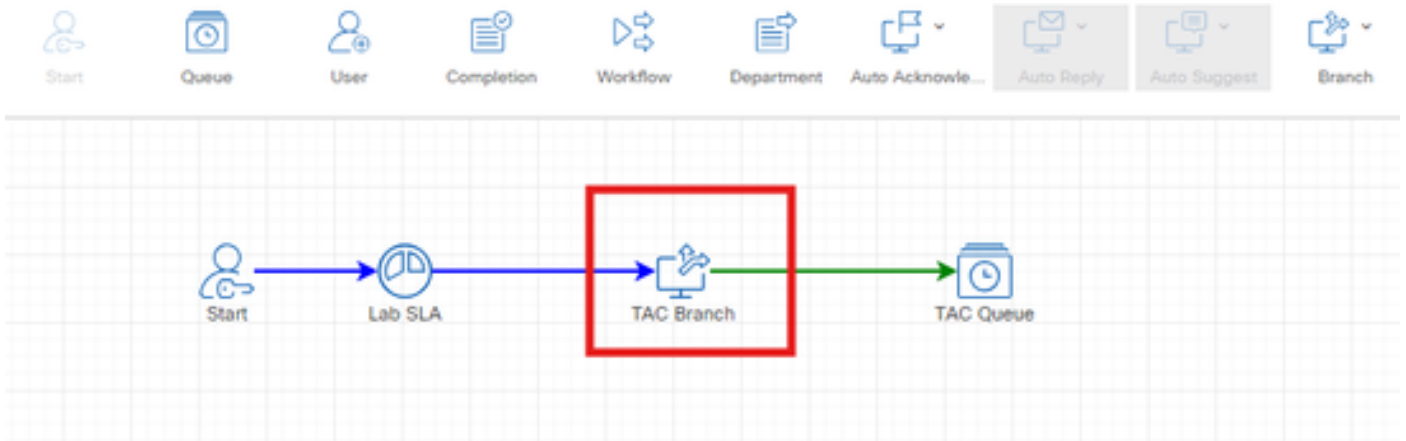
- Activity Id: 6081 <@>
2024-06-06 15:50:49.264 GMT+0000 <@> INFO <@> [68:BPRulesInstance id : 996] <@> ProcessId:4744 <@> PID:

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.

Move Up
Move Down

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:

Cancel
Done

此日志行根据工作流程设计说明活动已移至队列。

<#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: <@>
```

同一示例解释与TAC规则关联的分支节点TAC分支，该规则指定所有传入邮件，其标题包含专门评估的SR#，并且由于传入邮件的标题包含case#123456789，并且标题中不包含任何SR#，因此对规则执行的False操作。基于此，未处理活动并将其移至默认异常队列。

<#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
```

 **提示：**如果在发送New_task之前将活动路由到例外队列，则需要关注 workflow 配置和 workflow 规则；如果在发送New_task之后将活动路由到例外队列，则需要关注EAAS流程。

部门验证中没有活动的入站 workflow

在本例中，从日志角度显示了存在入站活动 workflow 时与不存在活动 workflow 时的区别。



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
Sales Inbound WF		Yes
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

销售部门使用有效的“销售入站WF”工作流进行配置，如您所见，活动通常在入站工作流触发后路由到队列。

<#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 <@>

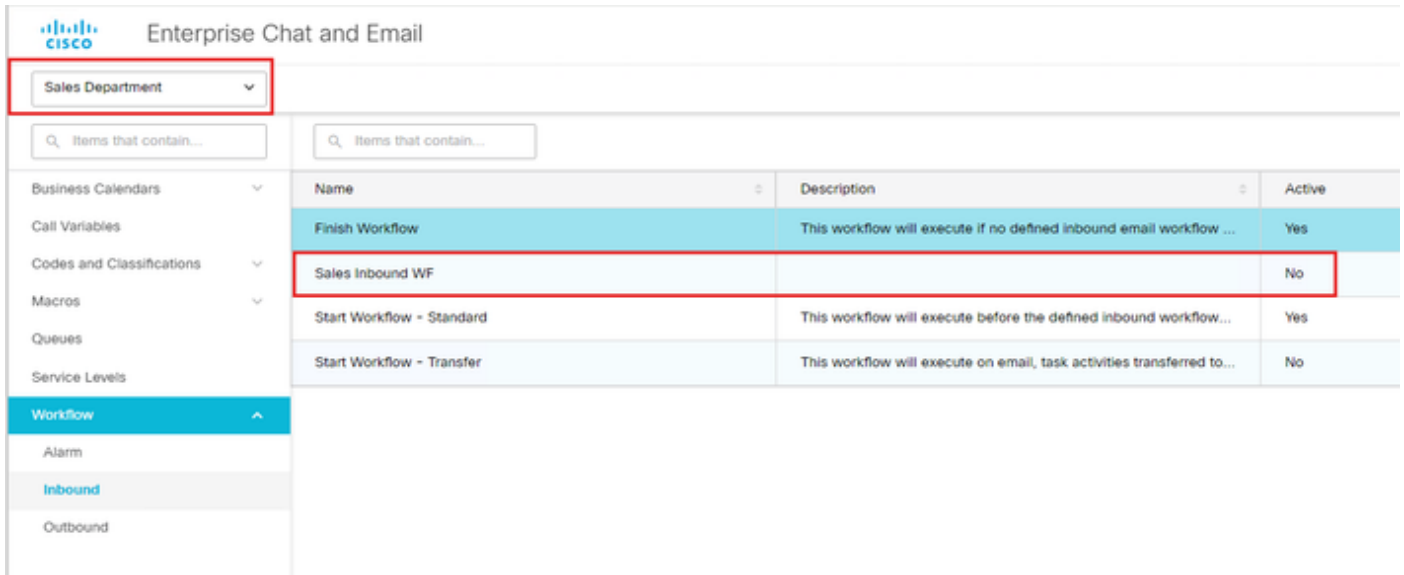
```
2024-08-08 18:02:05.324 GMT+0000 <@> INFO <@> [3626:BPRulesInstance id : 996] <@> ProcessId:8668 <@> PI
```

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
```

另一方面，如果没有任何活动的入站工作流，则ECE会触发“完成工作流”。如果部门不存在已定义的入站邮件工作流，则执行此工作流。



<#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
```

配置警报工作流程并对其进行故障排除

当默认异常队列中存在大量邮件时，警报工作流程更加实用。警报工作流程配置为在处理活动时遇到 workflow 错误而导致活动路由到异常队列时发送通知。

您可以在警报工作流程的默认例外队列中完成邮件活动，如本示例所示。此工作流程检查默认例外队列中将于30分钟后到期的邮件活动，以便将其路由回TAC队列。您必须避免将所有活动路由回TAC队列。配置此流：开始>警报> TAC队列。



Service ▼

Items that contain...

Edit Alarm Workflow: Alarm WF

Business Calendars ▼

Call Variables

Codes and Classifications ▼

Macros ▼

Queues

Service Levels

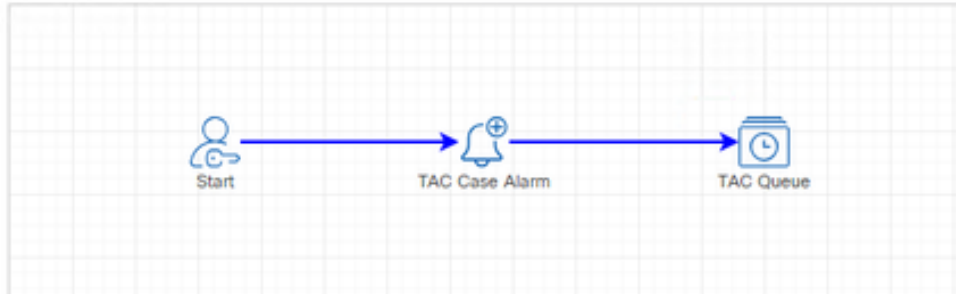
Workflow ▲

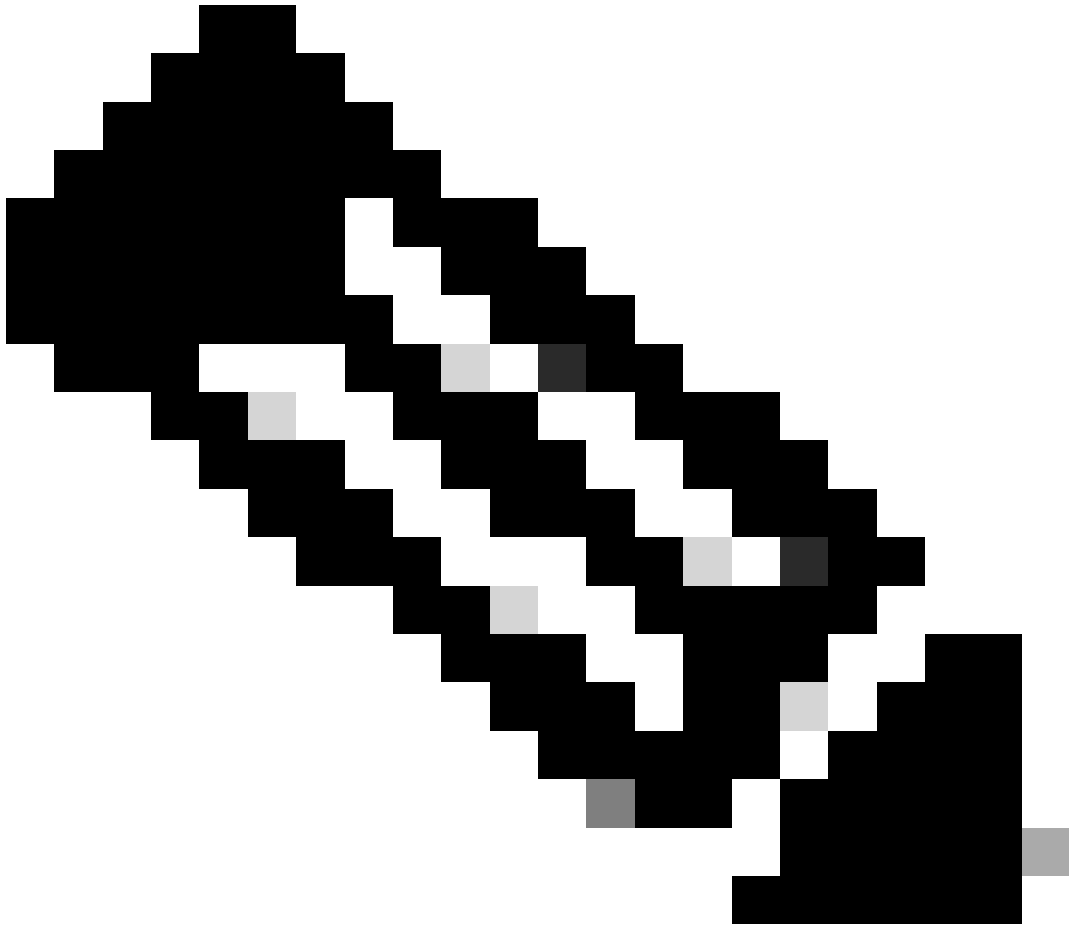
Alarm

Inbound

Outbound

General **Diagram**





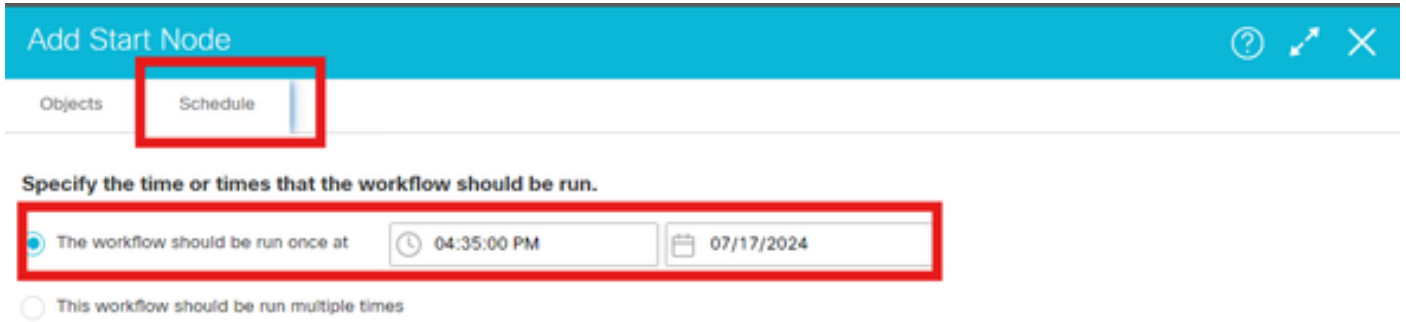
注意：信息级别的警报规则日志提供了有用的信息，以便隔离相关问题并进行故障排除。为确保适当的跟踪级别，请导航到分区>系统资源>警报规则进程。

从起始节点中，必须选择默认异常队列。

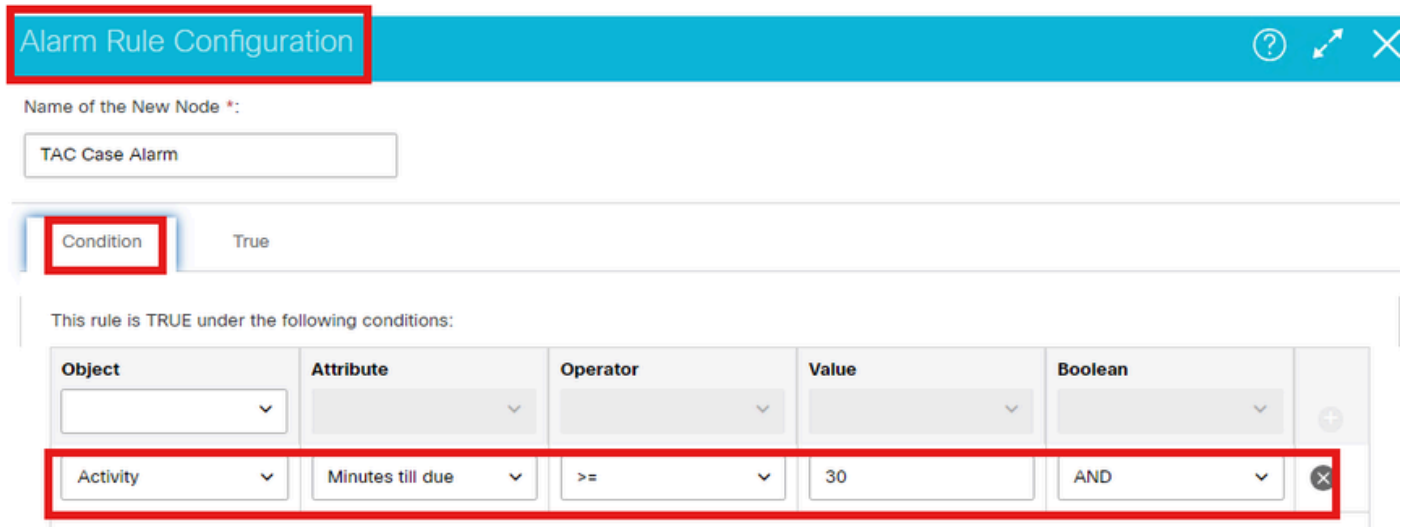
The screenshot shows a software interface with a blue header bar containing the text "Add Start Node" and icons for help, share, and close. Below the header, there are two tabs: "Objects" and "Schedule". The "Objects" tab is selected and highlighted with a red box. The main area is divided into three columns: "Folders", "Available Objects", and "Selected Objects".

Folders	Available Objects	Selected Objects
Queues	Default exception queue	Default exception queue
▶ User Groups	Email_MRD_Service	
Users	OutboundEmail_MRD_emailout	
	OutboundEmail_MRD_Service	
	TAC Queue	

有一个计划选项卡，您可以在其中配置该警报工作流程。在本示例中，它已在特定时间触发一次。



在警报规则配置条件中，必须配置符合特定业务需求的条件。在本例中，它针对处于默认例外队列中的邮件活动进行了配置，其SLA仍然不会丢失超过30分钟。



<#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
```

此外，在警报配置为true的情况下，必须更具体地处理已从默认异常队列路由到TAC队列的邮件，以避免将不必要的邮件路由到座席然后浪费时间。在本示例中，如果主题条件包含案例而不是入站工作流程中指定的SR，则指定主题条件，因此电子邮件将再次路由到TAC队列。

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
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

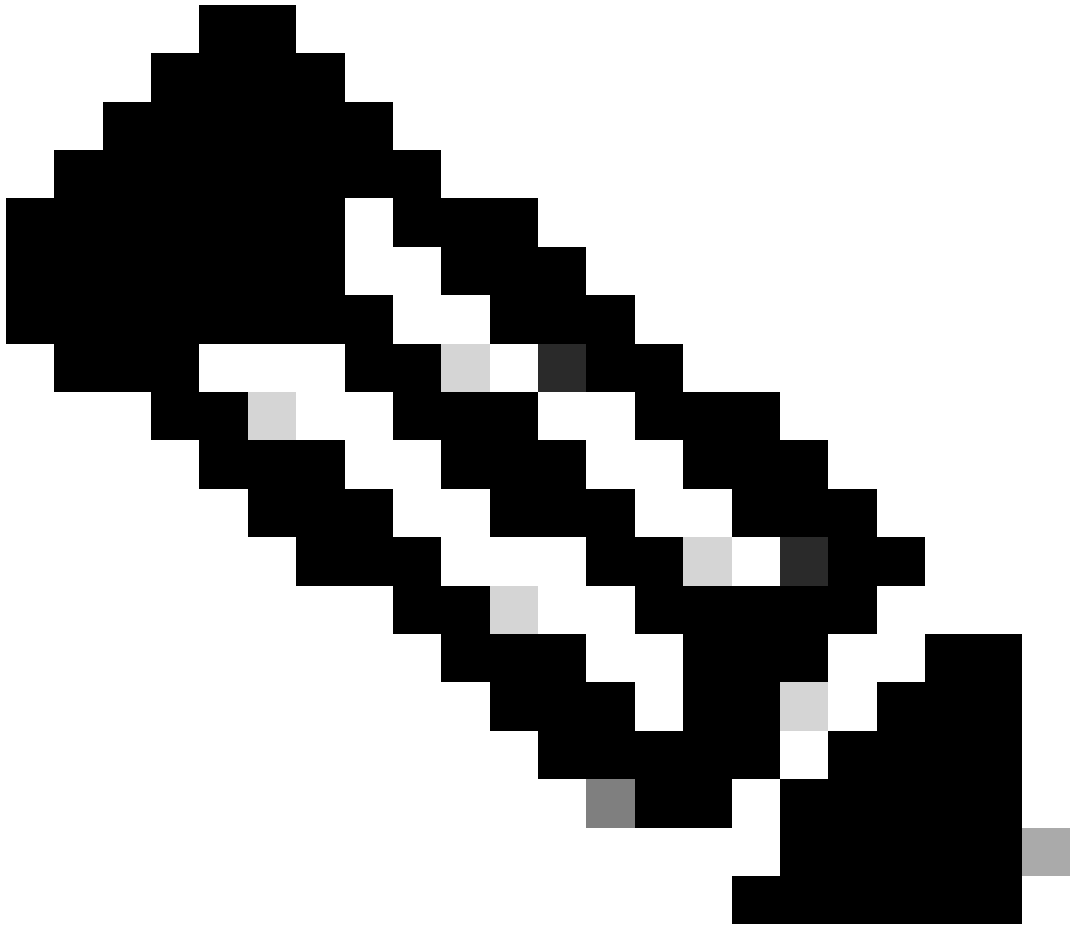
```
classwhereclause = null
deptwhereclause = ( egpl_department.department_name = N'Service' ) : Type = java.lang.String
caseownerwhereclause = null
contactpointemailwhereclause = null
emailattachmentdatawhereclause = null
userwhereclause = null
emaildatawhereclause = null
toemailaddresswhereclause = 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
```



注意：通常不需要在ECE上重新启动思科服务以配置警报。但是，在某些情况下，如果遇到与该警报工作流程相关的问题，则不会触发该警报工作流程，然后重新启动ECE上的思科服务。这有时有助于触发。

最后，您将在这些图片中看到在触发配置的工作流程后，活动如何从默认例外队列路由到TAC队列中的可用座席。

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

现在，坐席能够看到主题包含case#而非SR#的活动。

Email

New Transfer Activity ID ↑ ... <

Case#123456789

TAC Queue
Case 6072 | Activity 6119
Due Soon: Today 07:10 PM

To customer1@ucclab.tac

Subject Re: case#123456789 [#6072]

Activity Details Activity Body

Activity ID 6119

Priority

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