CISCO™

Enterprise Chat and Email Administrator's Guide to Email Resources, Release 11.5(1)

For Unified Contact Center Enterprise

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Contents

Preface

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

Enterprise Chat and Email Administrator's Guide to Email Resources introduces you to the email infrastructure within the application. It includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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We appreciate your comments.

Field Alerts and Field Notices

Cisco products may be modified or key processes may be determined to be important. These are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

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

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	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.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

Acronyms and Initialisms

The following acronyms and initialisms are used in this document.

‣ ARM: Agent Reporting and Management

‣ CSA: Cisco Security Agent

‣ CTI: Computer Telephony Integration

‣ EAAS: External Agent Assignment Service

‣ ICM: Intelligent Contact Management

‣ IPCC: Internet Protocol Contact Center

‣ IPTA: ICM-picks-the-agent

‣ JDBC: Java Database Connectivity

‣ MR: Media Routing

‣ MRD: Media Routing Domain

‣ ODBC: Open Database Connectivity

‣ PG: Peripheral Gateway

‣ PIM: Peripheral Interface Manager

‣ SNMP: Simple Network Management Protocol

‣ UI: User Interface

Other Learning Resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online Help

The product includes topic-based as well as context-sensitive help.

Use	To view
⑦ **Help** button	Topics in *Enterprise Chat and Email Help*; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document Set

The Enterprise Chat and Email documentation is available in the `Documents` folder on the product CD. The latest versions of all Cisco documentation can be found online at http://www.cisco.com

The document set contains the following guides:

‣ *System Requirements for Enterprise Chat and Email*

‣ *Enterprise Chat and Email Installation Guide*

‣ *Enterprise Chat and Email Browser Settings Guide*

User guides for agents and supervisors

‣ *Enterprise Chat and Email Agent's Guide*

‣ *Enterprise Chat and Email Supervisor's Guide*

User guides for administrators

‣ *Enterprise Chat and Email Administrator's Guide to Administration Console*

‣ *Enterprise Chat and Email Administrator's Guide to Routing and Workflows*

‣ *Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources*

‣ *Enterprise Chat and Email Administrator's Guide to Email Resources*

‣ *Enterprise Chat and Email Administrator's Guide to Reports Console*

‣ *Enterprise Chat and Email Administrator's Guide to System Console*

‣ *Enterprise Chat and Email Administrator's Guide to Tools Console*

Email Basics

- ▸ Elements of the User Interface

- ▸ Key Terms and Concepts

- ▸ Configuring the System for Email

This chapter introduces the basics of using the Administration Console to set up email resources. It defines key terms and concepts, and outlines the tasks that have to be completed on the mail server before email resources can be configured. It also lists the services and settings that are required for processing emails through the system.

Elements of the User Interface

The Administration Console user interface can be divided into five functional areas.
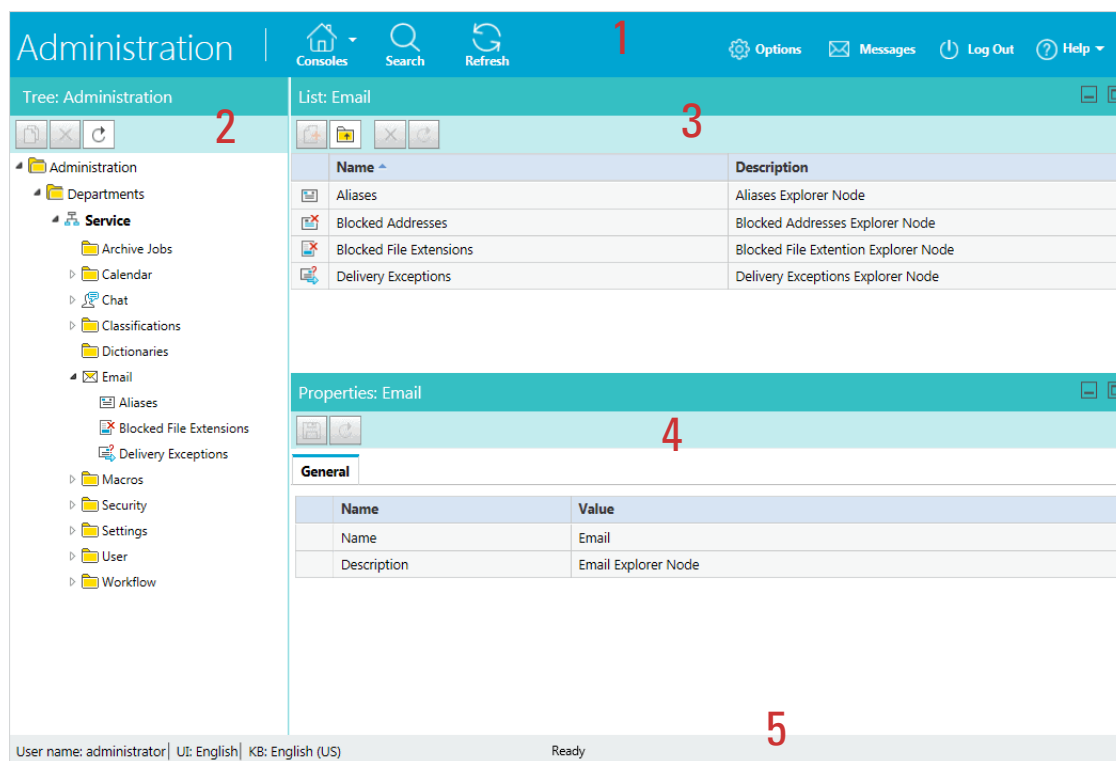
Elements of the Administration Console user interface

1. **Console toolbar**: The main toolbar of the console appears at the top of the screen. Each button on this toolbar allows you to perform a specific function. Some of these are: navigate to other consoles, send and receive internal messages, log out of the system, and access the online help for the Administration Console.

2. **Tree pane**: The Tree pane lists all the business objects in the application, allowing you to select the node (folder) that you wish to work in. When you select a folder, its first-level contents are displayed in the List pane. To expand all first and second level nodes with a single click, press SHIFT and click the plus [+] button next to the topmost node. The contents of all first and second level nodes are displayed in the Tree pane.

3. **List pane**: The List pane displays first-level contents of the folder selected in the Tree pane. You can view the name, description, date of creation, etc., of the displayed items. In this pane, you can create items, or select existing ones, to modify or delete.

4. **Properties pane**: The Properties pane displays the contents of the business object selected in the List pane. In this pane, you can edit the properties of the selected item.

5. **Status bar**: The status bar is present at the bottom of every screen. It displays the following information:

   ❍ The user name with which the user has logged in the system.

   ❍ The language currently in use.

   ❍ The status of the system (Loading, Ready, etcetera).

Key Terms and Concepts

▸ **Aliases:** Aliases are mapped to email addresses that customers use to contact your company–for example, support@yourcompany.com or sales@yourcompany.com. They function as entry and exit points for emails processed by the system. Administrators configure aliases in the Administration Console. Once an alias is configured and made active, the Retriever Service retrieves emails from the mail server on which the email address is configured. For more details, see "Aliases" on page 14.

▸ **Blocked file extensions:** This is a security feature that allows you to selectively prevent certain types of attachments, which may contain viruses, from entering the system. For example, files with extensions like `.exe, .vbs, .js,` etc.

This feature works in conjunction with department settings for email attachments. Using settings, the system can be configured to block all attachments, block incoming and outgoing attachments, and delete or quarantine blocked attachments. For more information, see "Blocked File Extensions" on page 21.

▸ **Delivery exceptions:** This feature allows you to handle emails that bounce back to the system. Administrators can create a list of words and phrases that may appear in the email subjects and email addresses of incoming emails. If any of these words or phrases are found in the subject or email address of emails, they are treated as bounce backs, permanent or temporary. A permanent bounceback indicates that an irreparable reason (such as invalid email address) caused the email to bounce back. A temporary bounceback indicates that a temporary reason (such as out of office reply, destination server down, etc.) caused the email to bounce back. For more details, see "Delivery Exceptions" on page 26.

The application includes 144 common delivery exception scenarios. Other exceptions can be created as needed. The predefined exception scenarios are listed in "Appendix: Predefined Delivery Exceptions" on page 29.

Configuring the System for Email

The following items must be configured before agents can begin replying to emails from customers.

▸ **Email aliases:** These map to email addresses to which customers send emails. For details, see "Aliases" on page 14.

▸ **Inbound workflows**: Process the emails. See *Enterprise Chat and Email Administrator's Guide to Administration Console* for details.

▸ **Queues**: A holding location for emails waiting to be routed to agents. See *Enterprise Chat and Email Administrator's Guide to Routing and Workflows* for details.

▸ **Users**: Agents who reply to emails, supervisors who monitor and manage agents, and administrators who create and administer workflow and routing. See *Enterprise Chat and Email Administrator's Guide to Administration Console* for details.

Important Tasks on the Mail Server

Before you start configuring aliases, make sure that the following objects have been configured and are ready to be used.

▸ An email address with credentials on the company mail server.

Along with the email address, make sure you have the following details. You would need this information to configure the alias from the Administration Console.

For the incoming email server:

❍ The server type, either POP3 (Post Office Protocol 3) or IMAP4 (Internet Message Access Protocol).

❍ The server name or IP (Internet Protocol) address.

❍ A user name and password for the server.

For the outgoing email server:

❍ The server type, either SMTP (Simple Mail Transfer Protocol) or ESMTP (Extended Simple Mail Transfer Protocol).

❍ The outgoing server name or IP address.

❍ A user name and password for the outgoing server (only if using ESMTP).

Refer to your IT department's policies and decide whether or not to use SMTP if ESMTP authentication fails.

Configuring Spam Filters on Mail Server

You may wish to block emails from certain email addresses or domains from being processed by the system. To do this, spam filters must be established on the IMAP or POP3 mail server to handle spam emails coming in the system. Refer to your IT department for more information.

Data Masking for Email

Data masking allows businesses to ensure that sensitive information, like credit card numbers, Social Security Numbers, bank account numbers, etc. is not transmitted from the system to the customers and vice versa. If the customer and agent do add any sensitive data in the email content and chat messages, all such data is masked before it is displayed to customers and agents and before it is stored in the application.

Data masking is the process of scanning the content for sensitive information and applying regular expressions to mask the sensitive information and hide the original data with characters, like, * ^ #. Data is masked using patterns, which are defined using Javascript and Java regular expressions.

Masking patterns are defined by the partition administrators and then are applied to the email and chat channel. The partition administrator can decide to manage the channels for all departments at the partition level, or can allow each department to manage their own configurations.

For email, you have the option to enable data masking for incoming and outgoing emails.

For details about setting up data masking, see *Enterprise Chat and Email Administrator's Guide to Administration Console.*

Services for Emails

Make sure the following services in the System Console are configured properly and are running. For details on setting up these services, see *Enterprise Chat and Email Administrator's Guide to System Console.*

▸ **Retriever service**: Gets incoming emails from configured aliases and parses them.

▸ **Dispatcher service**: Sends outgoing emails out of the system.

▸ **Workflow cache service**: Maintains information about objects used in workflows.

▸ **Workflow engine service**: Applies workflows on emails to automate their routing and handling.

▸ **External Agent Assignment Service**: Routes activities to agents integrated with Unified CCE.

▸ **Listener**: Initiates and maintains the channel of communication with the Agent Peripheral Gateway (PG)/ARM interface of Unified CCE. Responsible for reporting all agent events.

Settings for Emails

Make sure that the following partition and department level settings are configured properly. For more information about these settings, see *Enterprise Chat and Email Administrator's Guide to Administrator's Console.*

Settings for Delivery Exceptions

These settings are available at the partition level.

▸ Default SMTP Server Settings

▸ Exception mails auto bcc

Aliases

This chapter will assist you with setting up aliases.

About Aliases

Aliases are business objects in the application that map to email addresses that customers use to contact your company. They function as entry and exit points for emails processed by the system, and are configured almost like an email client. Design your aliases in such a way that they become the first step in meaningfully separating the different types of inquiries received by your company. For example, a bank may decide to create separate email addresses for inquiries about the different kinds of services they provide, such as accounts, home loans, car loans, mutual funds, etc. This bank would create the following email addresses, and corresponding aliases: accounts@yourbank.com, loans@yourbank.com, mfunds@yourbank.com and so on.

Once an alias is configured, the Retriever Service is set up to retrieve emails that arrive at the email server, and bring them into the system. Workflows then act on them to create activities, send auto-responses, set service levels and route activities to queues and agents. For more information about workflows and routing, refer to the *Enterprise Chat and Email Administrator's Guide to Routing and Workflows*.

Creating Aliases

Before you create an alias, verify that the corresponding email address has been created on the email server. You will require the server type, server name, and user name and password for the email account, while creating the alias.

To create an alias:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Aliases.**

2. In the List pane toolbar, click the **New** ⊞ button.

3. In the Properties pane, go to the General tab and provide the following details.

   ❍ **Name:** Type the name of the alias. This is required information.

   ❍ **Description:** Type a brief description of the alias.

   ❍ **Email address:** Type the email address for the alias. This is required information. The email address you provide here should be first created on the incoming email server.

   ❍ **Status:** Select the status of the alias. By default the status of an alias is set as active. For more details, see "Changing the Status of Aliases" on page 19.

   ❍ **Automatic BCC:** Type the email address to which you want to send a BCC copy of the email. Only one BCC address may be used. Whenever an email is sent out from this alias, a BCC copy of that email is automatically sent to this address. You can use this option when you want to review later the replies sent out from a particular alias.

   ❍ **Send mail to:** Use this field to specify an email address to which all outgoing emails from this alias should be sent. If a value is entered in this field, no outgoing email from this alias will reach its original intended recipient. When an agent replies to a customer email, the reply is sent to the email address

specified in this field, and not to the customer's email address. Enter values in this field only while testing the system. Make sure that after testing the alias, you clear the values in this field.

> **Important:** **If you provide email addresses in both the Automatic BCC and Send mail to fields, the email is sent only to the address given in the Send mail to field.**

❍ **Default alias:** Select **Yes** to make this alias the default alias for the department. When an agent composes a new email, the default alias is selected as the **From** address for the email. The default email address is also used for activities transferred to this department from other departments, if the value of the setting 'Set "From" email address for email activities transferred between departments' is set to "Use default alias of destination department". For details about the setting, see *Enterprise Chat and Email Administrator's Guide to Administration Console.*

> **Important:** **The default alias should be an active alias. Only one alias can be set as the default alias for each department.**

❍ **Redirection Email Addresses:** If you are redirecting emails from other email addresses to this alias, then provide the list of those addresses. Separate the list of addresses using a semicolon. While replying to emails, in the **From** field, agents will by default see the redirection email address from where the email came in the system.

	Name	Value
●	Name *	Customer Support
	Description	
●	Email address *	support@company.com
●	Status *	Active
	Automatic BCC	
	Send mail to	
●	Default alias *	Yes
	Redirection Email Addres...	

Set the general properties

4. In the Properties pane, go to the Servers tab and provide the details of the incoming and outgoing servers to be used for the alias.

   ❍ In the Incoming section, provide the following details. All the fields are required.

      • **Server type:** Select the server type you want to use. By default **POP3** is selected. The options available are **POP3** and **IMAP**.

      • **Server name:** Type the name of the server.

      • **User name:** Type the user name of the email account.

      • **Password:** Type the password of the email account.

      • **Verify password:** Verify the password.

      • **Use SSL:** Select Yes, if you have enabled the retriever service to work with an SSL enabled mail server.

- **Port:** Provide the port used by the services server to connect to the IMAP or POP3 server. The field is pre-filled with a port number based on the type of server and configuration selected. The default ports are:
  - POP3, with SSL disabled: 110
  - POP3, with SSL enabled: 995
  - IMAP, with SSL disabled: 143
  - IMAP, with SSL enabled: 993
- **Folder:** The folder from which emails are fetched. By default, "inbox" is selected. This can be changed to a different folder if IMAP protocol is selected.

Configure the incoming server for the alias

- Next, in the Outgoing section, provide the following details.
  - **Server type:** Select the server type you want to use. By default **SMTP** is selected. The options available are **SMTP** and **ESMTP**.
  - **Use SMTP:** If your server type is ESMTP, then you can optionally use the SMTP server when the ESMTP server authentication fails. Select **Never** if you do not want to use the SMTP server. The options available are **Never** and **When authorization fails.** This field is enabled only if the server type is set as ESMTP in the **Server type** field.
  - **Server name:** Type the name of the server.
  - **Use SSL:** Select Yes, if you have enabled the dispatcher service to work with an SSL enabled mail server.
  - **Port:** Provide the port used by the services server to connect to the SMTP or ESMTP server. The field is pre-filled with a port number based on the type of server and configuration selected. The default ports are:
    - SMTP, with SSL disabled: 25
    - SMTP, with SSL enabled: 587
    - ESMTP, with SSL disabled: 25
    - ESMTP, with SSL enabled: 587

  The following three options are enabled only if the server type is set as ESMTP in the **Server type** field.
  - **User name (ESMTP):** Type the user name.

- **Password:** Type the password.
- **Verify password:** Verify the password.

Configure the outgoing server for the alias

5. Click the **Save** ⊞ button.

    After creating an alias, add the new alias to a retriever service instance in the System Console. Then, restart the retriever service instance and restart all dispatcher instances. Now, use the alias in an inbound workflow. For more details on workflows, see *Enterprise Chat and Email Administrator's Guide to Routing and Workflows*.

Deleting Aliases

Messages sent to a deleted alias are not received by the system even if the email address to which it maps continues to exist on the mail server.

You cannot delete an alias, if:

▸ It is configured as the default alias.

▸ It is associated with a retriever service instance.

▸ It is used in an inbound workflow.

    If any replies are sent out from a deleted alias, they go out using the default SMTP preferences. For this, make sure you have set the following six default SMTP settings at the partition level. For more information about working with settings, see the Settings chapter in the *Enterprise Chat and Email Administrator's Guide to Administration Console*.

▸ Default SMTP Server

▸ Default SMTP protocol

▸ Default SMTP Port

▸ SMTP Flag

▸ Default SMTP user name

▸ Default SMTP password

If these settings are not configured, replies from deleted aliases are not sent out to customers.

To delete an alias:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Aliases.**

2. In the List pane, select the alias you want to delete.

3. In the List pane toolbar, click the **Delete** ☒ button.

4. A message appears asking to confirm the deletion. Click **Yes** to delete the alias.

   When you delete an alias, the Retriever Service and Dispatcher Service instances associated with that alias need to be restarted for the changes to take effect.

Changing the Status of Aliases

Administrators can change the status of an alias from the Administration Console. The system can also automatically set an alias to be active or inactive. The retriever tries to connect to an alias three times, and after the third failed attempt, it makes the alias inactive.

For the following two conditions, the retriever makes an alias inactive and then tries to connect to the alias after ten minutes. If it is able to connect, the retriever makes the alias active again and starts retrieving emails.

▶ POP3 server is not available because of a problem with the network, or if the server appears to be stopped.

▶ A user is logged in to the mailbox through telnet or through another external email client.

For the following two conditions, the retriever makes the alias inactive and does not try to connect again. The administrator has to manually fix the problem, and make the alias active from the Administration Console.

▶ POP3 or IMAP service is not started on the POP3 or IMAP servers.

▶ The authentication details provided for the alias are incorrect.

To change the status of an alias:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Aliases.**

2. In the List pane, select an alias.

3. In the Properties pane, go to the General tab and change the status of the alias. The options available are:
   - ❍ **Active:** If set to active, the retriever retrieves incoming emails from this alias and the dispatcher dispatches outgoing emails from the alias. By default the status of an alias is set as active.
   - ❍ **Inactive:** If you make an alias inactive, the retriever does not retrieve incoming emails from this alias, but the dispatcher dispatches outgoing emails from the alias.

4. Click the **Save** 🖫 button.

Blocked File Extensions

This chapter will assist you in understanding how to block specific file types from being processed by the system.

About Blocked File Extensions

This is a security feature that allows you to selectively block certain types of attachments, which may contain viruses, from entering the system. (For example, `.exe, .vbs, .js,` etc.) This feature works in conjunction with department settings for email attachments. Using settings, the system can be configured to block all attachments, block incoming and outgoing attachments, and delete or quarantine blocked attachments.

Along with setting the file extensions for blocking, you need to configure the following department settings for this feature to work.

‣ Block all attachments

‣ Action on blocked attachments
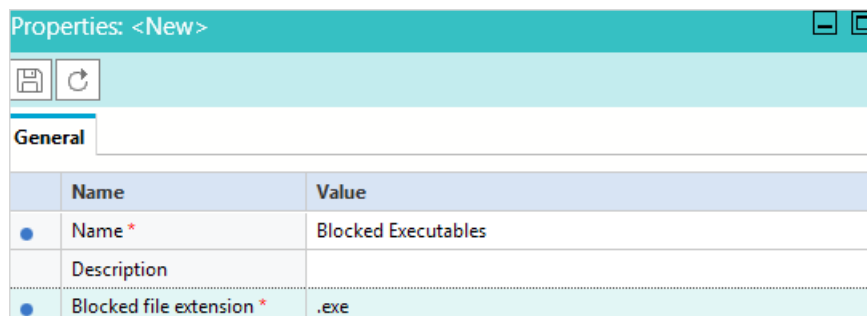
For more information on working with settings, see the Settings chapter in the *Enterprise Chat and Email Administrator's Guide to Administration Console*.

Be aware that any file types that are blocked or allowed in the Attachments settings at the partition level supercede the blocked file extension rules set at the department level. For more information, see the *Enterprise Chat and Email Administrator's Guide to Administration Console*.

Configuring Blocked File Extensions

To configure a blocked file extension:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Blocked File Extensions.**

2. In the List pane toolbar, click the **New** button.

3. In the Properties pane, on the General tab, provide the following details.
   - ○ **Name:** Type a name for the blocked file extension.
   - ○ **Description:** Type a brief description.
   - ○ **Blocked file extension:** Type the file extension you want to block such as `.exe, .vbs, .js`.

Set the general properties

4. Click the **Save** 🖫 button.

    When you configure a blocked file extension, the Retriever Service instances need to be restarted for the changes to take effect.

Deleting Blocked File Extensions

To delete a blocked file extension:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Blocked File Extensions.**

2. In the List pane, select the blocked file extension you want to delete.

3. In the List pane toolbar, click the **Delete** ☒ button.

4. A message appears asking to confirm the deletion. Click **Yes** to delete the blocked extension.

    When you delete a blocked file extension, the Retriever Service instances need to be restarted for the changes to take effect.

Blocking Attachments

You can block:

‣ All incoming attachments

‣ All incoming and outgoing attachments

‣ Specific incoming attachments

‣ Specific incoming and outgoing attachments

    You cannot block only the outgoing attachments.

Blocking Specific Types of Attachments for Inbound Emails

To block specific types of attachments for inbound emails:

1. In the **Email > Blocked File Extensions** node, configure the file extensions you want to block.

2. In the department level setting, **Email for scan**, select **Inbound emails only.**

3. In the department level setting, **Block all attachments**, select **No.**

4. In the department level setting, **Action on blocked attachments**, select **Quarantine** or **Delete.**

Blocking Specific Types of Attachments for Inbound and Outbound Emails

To block specific types of attachments for inbound and outbound emails:

1. In the **Email > Blocked File Extensions** node, configure the file extensions you want to block.

2. In the department level setting, **Email for scan**, select **Both inbound and outbound emails.**

3. In the department level setting, **Block all attachments**, select **No.**

4. In the department level setting, **Action on blocked attachments**, select **Quarantine** or **Delete.**

Blocking All Types of Attachments for Inbound Emails

To block all types of attachments for inbound emails:

1. In the department level setting, **Email for scan**, select **Inbound emails only.**

2. In the department level setting, **Block all attachments**, select **Yes.**

3. In the department level setting, **Action on blocked attachments**, select **Quarantine** or **Delete.**

   If you configure the setting, **Block all attachments**, to **Yes**, all attachments are blocked. Configuring file extensions in the **Email > Blocked File Extensions** node, will not override this setting.

Blocking All Types of Attachments for Inbound and Outbound Emails

To block all types of attachments for inbound and outbound emails:

1. In the department level setting, **Email for scan**, select **Both inbound and outbound emails.**

2. In the department level setting, **Block all attachments**, select **Yes.**

3. In the department level setting, **Action on blocked attachments**, select **Quarantine** or **Delete.**

   If you configure the setting, **Block all attachments**, to **Yes**, all attachments are blocked. Configuring file extensions in the **Email > Blocked File Extensions** node, will not override this setting.

Viewing Blocked Attachments

Blocked attachments are available for viewing, only if the system is configured to quarantine blocked attachments. This is configured through the **Action on blocked attachments** department level setting.

To view a blocked attachment:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Blocked File Extensions.**

2. In the List pane toolbar, click the **Blocked attachments** button.

The View blocked file extension window opens. Here you can see a list of attachments that have been blocked with the activity ID to which they belong.

Restoring Blocked Attachments

You can restore blocked attachments from the Administration Console and the Agent Console. Only agents with the "Restore blocked attachment" action can restore blocked attachments from the Agent Console. This section talks about restoring attachments from the Administration Console only. For details about the Agent Console, see *Enterprise Chat and Email Agent's Guide*

To restore a blocked attachment:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Blocked File Extensions.**

2. In the List pane toolbar, click the **Blocked attachments** button.

3. In the View blocked file extension window, select the attachment you want to restore and click the **Restore** button.

Deleting Blocked Attachments

You can delete blocked attachments from the Administration Console and the Agent Console. Only agents with the "Delete blocked attachment" action can delete blocked attachments from the Agent Console. This section talks about deleting attachments from the Administration Console only. For details about the Agent Console, see *Enterprise Chat and Email Agent's Guide*.

To delete a blocked attachment:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Blocked File Extensions.**

2. In the List pane toolbar, click the **Blocked attachments** button.

3. In the View blocked file extension window, select the attachment you want to delete and click the **Delete** ☒ button.

Delivery Exceptions

This chapter will assist you in understanding how to set up delivery exceptions.

About Delivery Exceptions

This feature allows you to handle emails that bounce back to the system because the original outgoing email could not be delivered to the intended recipient. Emails can bounce back for a number of reasons, like an incorrect email address, a customer mail box that has exceeded its storage limit, or network connectivity issues. Such emails are processed using the delivery exception feature of the application.

Administrators create a list of delivery exception words and phrases, like `Out of office, Auto-Reply, mail-daemon,` etc., that may appear in the email subject line or email addresses which indicate that an email is a bounce back. If the system finds any of these phrases, it treats the email as a bounced back email. Regular emails that contain phrases configured for delivery exception are also categorized as bounced back emails, and treated as such. Bouncebacks are of two types:

▸ **Permanent**: Indicates that an irreparable reason, such as an invalid email address, caused the email to bounce back. These are permanent failure conditions and any email sent to such email address would always bounce back.

▸ **Temporary**: Indicates that a temporary reason, such as an out of office reply or a temporary unavailability of the destination server caused the email to bounce back. The inference here is that should the emails be sent again, there is a chance that they may be delivered.

When the retriever picks up an email, it checks it for delivery exception words and phrases configured in the system. If the email address or subject contains any of those words, the activity subtype is changed to **Email-permanent undeliverable** or **Email-temporary undeliverable**, based on the failure type configured for that word or phrase, and the email activity is sent to the exception queue by the standard start workflow. These activities can be processed from the exception queue by a user with the appropriate permissions. Workflows can also be configured to process activities that are routed to the exception queue.

ECE comes with some default delivery exception instances. Should you need to create other instances of delivery exception, you can easily do so from the **Delivery Exceptions** node in the Administration Console. For a list of default delivery exceptions, see

Configuring Delivery Exceptions

To configure a delivery exception:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Delivery Exceptions.**

2. In the List pane toolbar, click the **New** button.

3. In the Properties pane, on the General tab, and provide the following details.
   - ❍ **Name:** Type a name for the delivery exception.
   - ❍ **Description:** Provide a brief description.
   - ❍ **Type:** Select the type from the dropdown list. The options available are:

- Address
- Subject
  - ○ **Phrase:** Type the phrase you want the system to check for.
  - ○ **Failure:** Select the type of failure from the dropdown list. The options available are:
    - **Permanent**
    - **Temporary**

Set the general properties

4. Click the **Save** 💾 button.

After configuring the delivery exception phrases, you need to stop and restart the email Retriever instance from the System Console to update the system accordingly.

Deleting Delivery Exceptions

> **Important:** If you delete a system provided delivery exception phrase, it gets deleted from all departments in the system.

To delete a delivery exception:

1. In the Tree pane, browse to **Administration > Departments >** *Department_Name* **> Email > Delivery Exceptions.**

2. In the List pane, select the delivery exception you want to delete.

3. In the List pane toolbar, click the **Delete** ✕ button.

4. A message appears asking to confirm the deletion. Click **Yes** to delete the delivery exception.

   When you delete a delivery exception, the Retriever Service instances need to be restarted for the changes to take effect.

Appendix: Predefined Delivery Exceptions

This appendix contains a list of predefined delivery exception phrases available in the system.

Phrases Checked in Email Addresses

The following 16 phrases are checked in email addresses.

Name	Phrase	Failure
-MaiSer-	-MaiSer-	Temporary
Auto-reply	Auto-reply	Permanent
auto-sender	auto-sender	Permanent
Autoresponder	Autoresponder	Permanent
badaddress	badaddress	Temporary
ccmail_agent	ccmail_agent	Temporary
Mail-Gateway	Mail-Gateway	Temporary
Mail_master	Mail_master	Temporary
Mailer	Mailer	Temporary
mail-daemon	mail-daemon	Temporary
mdaemon	mdaemon	Temporary
postadm	postadm	Temporary
postmast	postmast	Temporary
postmaster	postmaster	Temporary
supervisor	supervisor	Permanent
unknown	unknown	Temporary

Phrases Checked in the Subject of Emails

The following 112 phrases are checked in the subject of the email.

Name	Phrase	Failure
Abwesenheitsnotiz	Abwesenheitsnotiz	Permanent
Address Unavailable	Address Unavailable	Temporary
Admin	Admin	Permanent
Adressänderung	Adressänderung	Permanent
Auto answer	Auto answer	Permanent
Auto Reply	Auto Reply	Permanent
Auto response	Auto response	Permanent
Auto-Reply	Auto-Reply	Permanent
Auto-response	Auto-response	Permanent
Automated response	Automated response	Permanent
Automated Omnigate Message	Automated Omnigate Message	Permanent
Automatic reply	Automatic reply	Permanent
Automatic response	Automatic response	Permanent
Automaticka odpoved	Automaticka odpoved	Permanent
AUTOMATICKA ODPOVID	AUTOMATICKA ODPOVID	Permanent
Automatisch antwoord	Automatisch antwoord	Permanent
Automatisk_svar	Automatisk_svar	Permanent
Automatsvar	Automatsvar	Permanent
AutoReply	AutoReply	Permanent
AutoResp	AutoResp	Permanent
Autoresponse	Autoresponse	Permanent
Autosvar	Autosvar	Permanent
away from my email	away from my email	Permanent
away from the office	away from the office	Permanent
bad-style address	bad-style address	Temporary
Bevestiging Ontvangen	Bevestiging Ontvangen	Permanent
bounced message	bounced message	Permanent
Conversion fail	Conversion fail	Permanent

Name	Phrase	Failure
could not send message	could not send message	Permanent
Delivery Confirmation	Delivery Confirmation	Permanent
Delivery Error	Delivery Error	Temporary
Delivery Failed	Delivery Failed	Temporary
Delivery Failure	Delivery Failure	Temporary
Delivery notification	Delivery notification	Temporary
Delivery Problem Notification	Delivery Problem Notification	Permanent
Delivery Report	Delivery Report	Temporary
Delivery Returned	Delivery Returned	Temporary
Delivery Status Notification	Delivery Status Notification	Temporary
Delivery-Report	Delivery-Report	Permanent
Details of my business trips	Details of my business trips	Permanent
Dìkuji za maila	Dìkuji za maila	Permanent
E-mail Received!	E-mail Received!	Permanent
E-mail Unavailable	E-mail Unavailable	Permanent
Error Response	Error Response	Temporary
Error sending mail	Error sending mail	Temporary
Extended Absence Response	Extended Absence Response	Permanent
Failed mail	Failed mail	Temporary
failed message delivery	failed message delivery	Permanent
failure notice	failure notice	Temporary
Ihre Mail	Ihre Mail	Permanent
Inaccessible e-mail address	Inaccessible e-mail address	Temporary
INBOUND MESSAGE ERR	INBOUND MESSAGE ERR	Permanent
Invalid mailbox	Invalid mailbox	Temporary
Invalid user	Invalid user	Temporary
Keep more of what you make!	Keep more of what you make!	Permanent
Mail Did Not Get Through	Mail Did Not Get Through	Temporary
Mail error	Mail error	Temporary
Mail failed	Mail failed	Temporary
Mail failure	Mail failure	Temporary

Name	Phrase	Failure
Mail recipient has left Enter-Net	Mail recipient has left Enter-Net	Permanent
Maternity Leave	Maternity Leave	Permanent
message failed	message failed	Permanent
message not sent	message not sent	Permanent
message rejected	message rejected	Permanent
message was not sent	message was not sent	Permanent
NDN:	NDN:	Temporary
No interest!!	No interest!!	Permanent
No such user	No such user	Temporary
Non-Delivery	Non-Delivery	Temporary
Non-existing employee	Non-existing employee	Permanent
Nondeliverable	Nondeliverable	Temporary
Not a WORLDPATH client	Not a WORLDPATH client	Permanent
Non deliverable	Non deliverable	Temporary
Not delivered	Not delivered	Temporary
not_a_jono_addy	not_a_jono_addy	Permanent
Odpoved na zpravu	Odpoved na zpravu	Permanent
Ontvangstbevestiging	Ontvangstbevestiging	Permanent
Out of email contact	Out of email contact	Permanent
Out of office	Out of office	Permanent
Out of the office	Out of the office	Permanent
ponse_automatique	ponse_automatique	Permanent
problem delivering your mail	problem delivering your mail	Permanent
Response from Administrator	Response from Administrator	Permanent
Response from bdbad	Response from bdbad	Permanent
Response from rlozano	Response from rlozano	Permanent
Resposta Automatica	Resposta Automatica	Permanent
Return message	Return message	Permanent
Returned Mail	Returned Mail	Permanent
Returned to Sender	Returned to Sender	Permanent
Réponse automatique	Réponse automatique	Permanent

Name	Phrase	Failure
Service Message	Service Message	Temporary
SMS error response	SMS error response	Temporary
SMS message	SMS message	Permanent
system	system	Permanent
Thanks for writing ER!	Thanks for writing ER!	Permanent
Thanks for your e-mail message!!	Thanks for your e-mail message!!	Permanent
Troubles delivering the message	Troubles delivering the message	Permanent
Unable to deliver mail	Unable to deliver mail	Temporary
Undeliverable	Undeliverable	Temporary
unknown address	unknown address	Temporary
unknown domain	unknown domain	Temporary
unknown recipient	unknown recipient	Temporary
User Not at VISTA.COM Domain	User Not at VISTA.COM Domain	Permanent
user not found	user not found	Temporary
user unknown	user unknown	Temporary
vacation	vacation	Permanent
Warning - delayed mail	Warning - delayed mail	Permanent
X.400 Inter-Personal Notification	X.400 Inter-Personal Notification	Temporary
Your Message To Juno	Your Message To Juno	Permanent
Your message was received	Your message was received	Permanent
ZAZ Reply	ZAZ Reply	Temporary