

## Etask case assignment via queue

The e-mail in queue function is used to prioritise and distribute e-mails to agents. It may be used to prioritize, queue, and distribute other types of requests than e-mail. The only requirement is that an e-mail is sent to Puzzel with a URL pointing to the specified request and a correct <to>-element pointing to a dedicated queue that the request should be put into.

This is what the e-mail should look like:

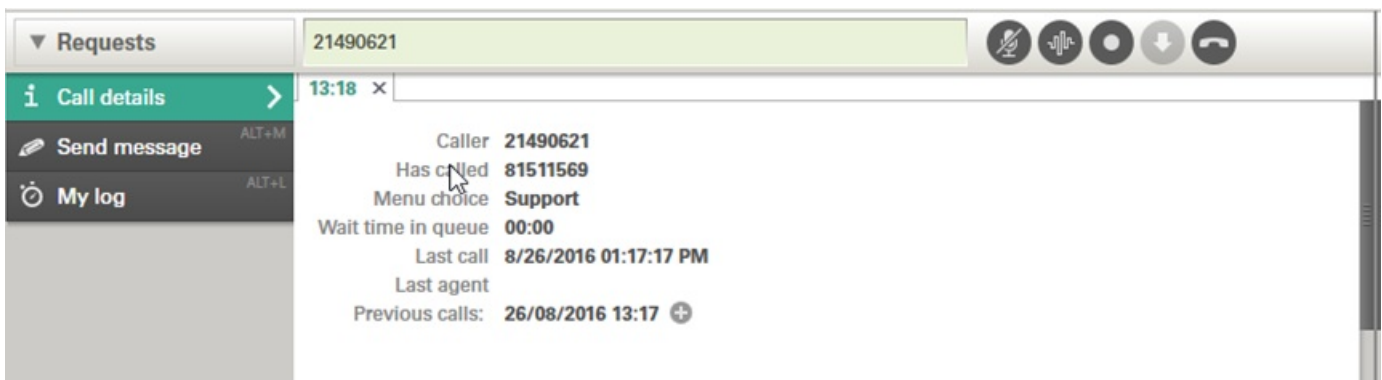
```
Subject: Info mail from Company
Date: Mon, 27 Feb 2011 12:43:11 +0100
From: noreply@company.com
To: mail2queue@prod.consorte.com
<?xml version="1.0" standalone="yes"?>
<info version="1.0" type="e-mail">
<from>"Ola Nordmann" ola.nordmann@home.no</from>
<to>"support@company.com" support@company.com</to>
<senttime>27.02.2011 12:43:10</senttime>
<receivedtime>27.02.2011 12:43:09</receivedtime>
<subject>I have a problem</subject>
<uri>http://www.company.com/readmail.aspx?id=unique_email_id_123</uri>
</info>
```

The header part of the info e-mail (subject, from, and to fields) is set in the customer sink configuration. The body contains information about the received e-mail at the customers mail server.

- **from** The senders e-mail address in the actual e-mail
- **to** The company e-mail address that is used in the Puzzel solution. This can be compared to the company access number.
- **senttime** When the e-mail was sent from the sender
- **receivedtime** When the company mail server received the mail
- **subject** The subject field of the actual e-mail
- **uri** A unique address to the actual e-mail located in the company mail server

Puzzel can offer applications that convert SMS to e-mail, allowing SMS to be prioritized and distributed to agents in queue.

When an agent is allocated to answer a request, a window will pop in the Agent Application asking whether they want to accept the request or not.



If the agent presses reject or fails to respond, the window will be removed and the request returned to queue. If the agent presses accept, a web browser window with the URL is popped, e.g.:  
[http://www.company.com/readmail.aspx?id=unique\\_email\\_id\\_123](http://www.company.com/readmail.aspx?id=unique_email_id_123)

After handling the case in the CRM system, the agent has to press finished in the Agent Application to signal that they are ready for a new request.

### Note

The mail2queue service is due to be decommissioned in the future, currently the preferred method is to use the PAWS API functionality (RequestAdd Method).