Journal of Scientific and Engineering Research, 2019, 6(10):289-292



**Research Article** 

ISSN: 2394-2630 CODEN(USA): JSERBR

# **PEGA's Auto Retry Mechanism for Failed Email Ingestion**

# Aindrila Ghorai

Senior System Architect

Email id :- aindrila.ghorai@gmail.com

Abstract In the digital age, efficient and reliable email processing is critical for businesses. Failures in email ingestion can disrupt workflows, leading to inefficiencies and customer dissatisfaction. Pega's Auto Retry Mechanism for Failed Email Ingestion addresses these issues by providing an automated solution to handle transient errors during email processing. This paper explores the architecture, implementation, and benefits of Pega's Auto Retry Mechanism, emphasizing its role in enhancing reliability, reducing manual intervention, and maintaining seamless email-based operations.

# Keywords PEGA, Automated Email Processing, Efficiency, Reliability.

# Introduction

Email remains a vital communication channel for businesses, facilitating interactions with customers, partners, and internal stakeholders. However, the ingestion of emails into business systems can be fraught with challenges such as network disruptions, server unavailability, and data inconsistencies. Pega's Auto Retry Mechanism for Failed Email Ingestion is designed to address these challenges, ensuring that emails are processed reliably and efficiently. This paper examines the technical aspects, implementation strategies, and advantages of this mechanism, underscoring its importance in maintaining operational continuity.

# A. Challenge of Email Ingestion

Email ingestion involves the automated intake of emails into a business system where they can be processed and acted upon. This process is susceptible to various failures, including connectivity issues, malformed data, and temporary server downtimes. Traditional approaches to handling these failures often require manual interventions, which can be time-consuming and error-prone.

## B. Research Objective/Scope

The objective of this research is to thoroughly examine Pega's Auto Retry Mechanism for Failed Email Ingestion, focusing on its design, implementation, and impact on enhancing the reliability and efficiency of automated email processing. The study will detail the core components and workflow of the mechanism, explore practical implementation steps, and assess operational benefits through real-world examples. It will also discuss challenges and propose solutions, suggest potential future enhancements such as advanced analytics and AI-driven error handling, and provide a comparative analysis with other market solutions. By covering technical analysis, performance evaluation, case studies, and future directions, this research aims to provide a comprehensive understanding of Pega's Auto Retry Mechanism and its critical role in ensuring reliable and efficient automated email processing..

# Workflow of the Auto Retry Mechanism

The workflow of the Auto Retry Mechanism can be summarized as follows:

- [1]. Email Detection: Email listeners detect incoming emails and initiate the ingestion process.
- [2]. Ingestion Attempt: An initial attempt is made to ingest the email into the system.
- [3]. **Failure Detection**: If the ingestion fails, the error handling framework captures the failure and logs the details.



- [4]. **Retry Evaluation:** The mechanism evaluates the failure to determine if it is transient and eligible for a retry based on configured parameters.
- [5]. **Retry Execution:** If a retry is warranted, the mechanism waits for the specified interval before reattempting the ingestion.
- [6]. **Logging and Monitoring:** Each retry attempt is logged, and the status is updated in the monitoring system.
- [7]. **Resolution or Escalation:** The process continues until the email is successfully ingested or the maximum retry limit is reached, at which point the issue is escalated for manual intervention.

### **Case Study: Customer Support Email Intake**

### A. Problem Statement

Consider a customer support system that relies on email ingestion to create and manage support tickets. Failures in email ingestion can delay ticket creation and response times, adversely affecting customer satisfaction. By implementing Pega's Auto Retry Mechanism, the system can automatically handle transient errors, ensuring timely and reliable processing of customer support emails. [1] [2]

## **B.** Implementation Strategy

It has been observed that when the Pega email listener fails to ingest an email or encounters an issue during the ingestion process, an entry is made in the out-of-the-box (OOTB) table "Log-Service-Email" with the process status marked as "error." To address this, a custom activity can be implemented to update the process status to "initial," triggering the system to reprocess the email. Once the email is successfully ingested, the entry is removed from the table, ensuring accurate tracking and resolution of ingestion issues. [3] [4]

# C. Technical Solution

[1]. A job scheduler can be created which will run on a daily basis (or as per suitable time based on the requirement).

uns on*					
All associated node	es 🗸				
hedule *					
Daily	~				
Every	1	Day(s)			
Every Weekday					
art time		Time zone			
0:00:00				~	
ontext • ③					
Use System Runtin	ne Contex	a 🕶			
ass*					
			0		
ctivity*					

[2]. From job scheduler activity, OOTB Report Definition "pyInstanceList" of class "Log-Service-Email" can be called to retrieve a list all the failed instances.

Unique ID	UID Validity	]	Processing Statu:	Error C
8,65	1	14	error	parsing
85	7	14	error	service-
56	6	14	error	service-
79	6	1-	error	service-
75	9	14	error	service-
75	7	14	error	service-
75	4	14	error	service-



1,		Loop	When	>	Page-New	ReprocessingPage	C	reate New Page
2.		Loop	When	>	Property-Set		Si	etting the report definition values
3.		Loop	When	>	Call pxRetrieveReportDat		c	alling the report definition
* 4.		Loop	When	>	Property-Set	ReprocessingPage.pxResult	Se	etting some property values and concatenating those values.
1.		Loop	Whe	-	Property-Set			If parameter values are blank, then exit the iteration
2.		Loop	Whe	• )	Page-New	ServiceEmailPage		Create New Page
3.		Loop	Whe	•	Obj-Open-By-Handle	ServiceEmailPage		Open the record by unique ID
4.		Loop	Whe	• >	Property-Set	ServiceEmailPage		Setting the Processing Status
5.		Loop	Whe	• )	Call SaveOrCommit	ServiceEmailPage		Save and commit the change
6.	Error	Loop	Whe	• 3	Log-Message			Log the error message
7.	PR	Loop	Whe	• 3	Page-Remove			Removing the ServiceEmailPage
5.		Loop	When	>	Page-Remove		R	emoving the ReprocessingPage

[3]. The activity can be used to loop through the failed instances and open the instances using "Obj-Open-By-Handle" method and update the process status to "initial".

2.	Loop When	> Page-New	ServiceEmailPage	Create New Page
3.	Loop When	Obj-Open-By-Handle	ServiceEmailPage	Open the record by unique ID
	Method Parameters			
	Name	Value		
	InstanceHandle	Param.ID		
	Lock	0		
	ReleaseOnCommit	0		
	LockinfoPage			
	CheckSecondaryStorage	e 🗆		
4.	Loop When	Y Property-Set	ServiceEmailPage	Setting the Processing Status
	Method Parameters			
	*PropertiesName	Propertie	sValue	
	PropertiesName	*Propertie	sValue	
	*PropertiesName	Propertie	sValue	
	*PropertiesName	«Propertie	sValue	
4. [	*PropertiesName	«Propertie roperty-Set	sValue eEmaiiPage	Processing Status
4. [ M	ePropertiesName	*Pronestie roperty-Set	sVatue eEmailPage Setting the	Processing Status
4. [ 	PropertiesName     Loop When ~ p ethod Parameters	sPropertie roperty-Ses Service	stVatue eEmailPage Setting the i	Processing Status
4. [ 	sPropertiesName	PropertiesValue     PropertiesValue     PropertiesValue	sWatue eEmailPage Setting the	Processing Sature
4. [ 	sPronertiesName Loop When ~ p ethod Parameters tropertiesName grocessingSatus grocesson	Properties     PropertiesValue     PropertiesValue     PropertiesValue     PropertiesValue     PropertiesValue	stValue eEmailPage Setting the	Processing Status
4. [ 	SPronertiesName     Isop When V p     ethod Parameters     voperciesName     yProcessingSatus     ytrorReason	.sProperties roperty-SetService Service   	etmailPage	Processing Status
4. [ 	APropertiesName     Loop Viten V p ethod Parameters  YropertiesName yProcessingStatus g/monResson y/monCetegory	•Prosertie regerydetServic ● ● © [incar] ● ● ● [in- ■ ● ● [incar]	stylature	Processing Status
4. [ 	Loss When ~ P     ethod Parameters     reservisions     genoresing     genoresing     yeroscessen     yeroscessen	-\$traestie	stVature	Processing Status
4. [ 	.ProsertiesName	aProsentis reperty-Set	etmailPage Setting the etmailPage Stress and compared	Processing Status
4. [ 	StrangertiesName      Loss When ~ p  ethod Parameters  processinglass  proceduressin  ythro-Creagery      Loss When > c  trep  Loss When > c	Propertydet     Propertydet     Propertydet     Properties/take     Properties/ta	etmail/lage (Secting the etmail/lage (Secting the etmail/lage ) (Seve and co	Processing Status
4. [ 	.epropertiesName Loss Week > p ethod Parameters reportentiation genorGeegory Loss Week > C Ener Loss Week > C Ener Loss Week > C	afropertydet  servic  afropertydet  servic  afropertydet  af SeveD Comms  servic  ser	etmail/lage (Secting the etmail/lage Save and co Lags the em (Exempting	Processing Status

[4]. This will initiate the reprocessing of the failed instances and once the process is completed successfully, the instance will be removed from the table.

## D. Precondition to this Strategy:

Failed Email Ingestion entry in the Log-Service-Email" table

## Benefits of Pega's Auto Retry Mechanism

## A. Enhanced Reliability

The Auto Retry Mechanism significantly improves the reliability of email ingestion processes by automatically managing transient errors. This ensures that emails are processed consistently, reducing the risk of missed communications and enhancing overall system stability.

#### **B.** Reduced Manual Intervention

Automating the retry logic minimizes the need for manual intervention, saving time and reducing the likelihood of human errors. This leads to more efficient operations and allows staff to focus on higher-value tasks.

## C. Improved Monitoring and Troubleshooting

The comprehensive logging and monitoring capabilities provide detailed insights into email ingestion attempts and their outcomes. This facilitates quick troubleshooting and proactive management of ingestion issues, enhancing operational transparency.

# D. Flexibility and Scalability

The configurable nature of the retry mechanism allows businesses to tailor the solution to their specific needs, ensuring flexibility and scalability. This adaptability makes the mechanism suitable for a wide range of use cases and integration scenarios.

# Conclusion

Pega's Auto Retry Mechanism for Failed Email Ingestion is a powerful tool that addresses the challenges associated with email-based automation. By providing automated retry capabilities, it enhances the reliability and efficiency of email processing, reduces the need for manual intervention, and improves overall operational resilience. As businesses continue to rely on automated email processing, the importance of robust mechanisms like Pega's Auto Retry will only grow, making it an essential component of modern enterprise solutions.

# References

- [1]. PEGA Support Center, "Retry logic Requirement," [Online]. Available: https://support.pega.com/question/retry-logic-requirement. [Accessed August 2017].
- [2]. PRGA Support Center, "Retry logic Requirement," [Online]. Available: https://support.pega.com/question/it-possible-have-retry-logic-email-listener-way-we-queue-jms-listener. [Accessed August 2017].
- [3]. PEGA, "Browsing the email listener logs," [Online]. Available: https://docs-previous.pega.com/datamanagement-and-integration/87/browsing-email-listener-logs. [Accessed September 2019].
- [4]. A. Acharya, "Process service queue retry duration," [Online]. Available: https://support.pega.com/question/process-service-queue-retry-duration.