

## Implementing Cisco Unified E-Mail and Web Interaction Manager Enterprise (UEIME)

### Course Objectives

Cisco Interaction Manager provides the capability for agents to selectively handle E-Mail, chat, web collaboration, and voice requests using an integrated platform for task assignment using workflow conditions, routing scripts, and socket communication involving Cisco Unified Contact Center Enterprise 7.5 (Unified CCE), with accessibility and interoperability of both within the Cisco Agent Desktop (Cisco AD) Embedded Browser. This five day instructor-led course will define the tasks necessary for implementation, configuration, and support of Unified Email Interaction Manager and Unified Web Interaction Manager, the components that make up the Cisco Interaction Manager.

### Prerequisites

The knowledge and skills you must have before attending this course are as follows:

- Working knowledge of Windows 2003 Server, Windows XP
- Basic knowledge of SQL Server 2000
- Basic knowledge of WebLogic and WebLogic Domains
- Basic knowledge of IIS
- Unified Contact Center Enterprise (Unified CCE), Hosted or Unified ICM Architecture and Configuration
- Working knowledge of:
  - ICM features
  - ICM components and architecture (how each component connects with one another to form the Enterprise system)
  - ICM installation
  - System IPCC features and installation
  - Setting up a voice script in ICM
  - Working with ICM Script Editor to configure routing scripts
  - Configuration of Call Manager to interface with ICM

### Course Outline

#### *1. Features of Cisco Unified EIM and Cisco Unified WIM*

- Features
- Components and Integration

#### *2. Architecture Installation Planning and Environment Installation*

- Architecture
- Planning
- Sizing Server Software and Hardware

- Creating WebLogic Domains
- Installing Cisco Unified EIM and Cisco Unified WIM

### ***3. User Management***

- Managing Users
- Creating Groups and Queues

### ***4. The Knowledge Base***

- Knowledge Base Basics
- Knowledge Base Special Functions

### ***5. Administration***

- Configuring System Administration
- Configuring Workflows

### ***6. Agent Console***

- The E-Mail Agent
- Pinning, Pulling, and Transferring Activities
- Navigating the Information Pane

### ***7. Cisco Unified CCE Integration and Configuration***

- The Integrated System
- Configuring Unified CCE
- Integrating Post Installation
- Fault Tolerance

### ***8. Cisco Unified Web Interaction Manager***

- Managing Web Templates and Entry Points
- Conducting Chat Sessions

### ***9. Management Tools: Monitors and Reporting***

- Using Management Tools: Monitors and Reports
- Reporting Across Channels: Web View

### ***10. Troubleshooting***

- Troubleshooting at Startup
- Troubleshooting Servers
- Troubleshooting Processes

#### **Labs**

*Lab 1-1: Demonstrate an E-mail Message Flow*

*Lab 1-2: Demonstrate a Chat Message Flow*

*Lab 2-1: Verifying and Preparing the Environment*

*Lab 2-2: Installing and Starting a Single-Server Configuration*

*Lab 3-0: Setting up the Administration/Agent Workstation*

*Lab 3-1: Managing Users*

*Lab 4-1: Managing Folders*

*Lab 4-2: Managing Articles*

*Lab 4-3: Managing Macros*

*Lab 4-4: General Knowledge Base Management*

*Lab 4-5: Managing Approval Processes*

*Lab 5-1: Managing Business Settings*

*Lab 5-2: Managing E-Mail Functions*

*Lab 5-3: Managing Work Flows*

*Lab 5-4: Managing Archive Jobs*

*Lab 6-1: Managing User Options*

*Lab 6-2: Transferring and Pulling Activities*

*Lab 6-3: Searching for Information*

*Lab 6-4: Managing Activities and Cases*

*Lab 6-5: Managing Customer Information*

*Lab 6-6: Managing Tasks and E-Mails*

*Lab 7-1: Preparing Cisco Unified CCE for the Integration Lab*

*Lab 7-2: Performing a Post-Installation Integration*

*Lab 7-3: Performing Post-Installation Cisco Unified EIM and Cisco Unified WIM Configuration*

*Lab 7-4: Testing the System*

*Lab 8-1: Creating a Chat Entry Point*

*Lab 8-2: Conducting a Chat Session in Cisco Unified WIM*

*Lab 9-1: Monitoring Chat Sessions*

*Lab 10-1: Troubleshoot Cisco Interaction Manager 4.4.1*