



# Unified E-Mail and Web Interaction Manager Enterprise v2.0 - (UEIME)

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## Course Details

### Course Outline

#### **Module 1: Understanding the Features of Cisco Unified EIM and Cisco Unified WIM**

- Lesson 1: Feature Overview
  - Overview of Cisco Unified EIM and Cisco Unified WIM
  - Cisco Unified E-Mail Interaction Manager
  - Cisco Unified Web Interaction Manager
  - Voice Web Interaction
  - Shared Functionality
- Lesson 2: Integration Overview
  - Cisco Unified Contact Center Enterprise Hosted Integration
  - Scope of Integration

#### **Module 2: Architecture Installation Planning and Environment Installation**

- Lesson 1: Architecture
  - J2EE Architecture of Cisco Unified EIM and Cisco Unified WIM
  - Integrated Components
  - User Interface Architecture
  - Distributed Services Management
  - Reports Infrastructure
- Lesson 3: Sizing Server Software and Hardware (sizing) Requirements
  - End-User Environment
  - Customer Environment
  - Server Environment
  - Server Hardware Sizing
- Lesson 4: JBoss Instance
  - Installing JBoss
  - Creating a JBoss Instance
- Lesson 5: Installing Cisco Unified E-Mail and Web Interaction Manager
  - Packaging and Bundling
  - Installing Cisco Unified E-Mail and Web Interaction Manager
  - Starting Cisco Interaction Manager

#### **Module 3: User Management**

- Lesson 1: User Management
  - Users
  - Adding Standalone Users
  - Roles
  - Permissions
- Lesson 2: Creating Groups



- Creating a User Group
- Adding Roles to a Group
- Adding Users to a Group
- Permissions


#### **Module 4: The Knowledge Base**

- Lesson 1: Knowledge Base Basics
  - The Purpose of the Knowledge Base
  - Basic Concepts of the Knowledge Base
  - Key Features
- Lesson 2: Special Functions of the Knowledge Base
  - Accessing the Knowledge Base
  - Navigating to the Shared Content Folder
  - General Knowledge-Base Management
  - Special Functions
  - Manage Approval Process

#### **Module 5: Administration**

- Lesson 1: System Administration
  - Administration Console
  - Email Functions
- Lesson 2: Configuring Workflows
  - General Flow of an Email through the Workflow
  - Queues
  - Creating Queues
  - Basic Components of a Workflow

#### **Module 6: Agent Console**

- Lesson 1: The E-Mail Agent
  - Agent Console  User Interface
  - Setting Agent Options and Availability
- Lesson 2: Pinning, Pulling, and Transferring Activities
  - Pinning, Pulling, and Transferring Activities
  - Searching
- Lesson 3: The Information Pane
  - Overview of the Information Pane
  - Replying to E-Mails

#### **Module 7: Cisco Unified CCE Integration and Configuration**

- Lesson 1: The Integrated System
  - Block Diagram and Integration Protocols
  - Cisco Unified EIM and Cisco Unified WIM Components
  - Unified CCE Components
  - Integrated Flow, Messages, and Mappings
  - Configuration Mappings
- Lesson 2: Unified CCE Configuration
  - Configure a Network Voice Response Unit (VRU)
  - Configure a Media Routing Peripheral Gateway (MR PG)



- Configure the Agent Desk Settings
- Configure an Agent Peripheral Gateway (Agent PG)
- Configure the ICM CTI Server
- Configure an Application Instance
- Configure a Media Class
- Configure Media Routing Domains (MRDs)
- Configure an Application Path
- Configure Skill Groups and Services
- Configure Agents
- Configure Device Targets/Labels
- Configure Call Types
- Configure a Dialed Number / Script Selector Default Label
- Configure Expanded Call Variables (ECC)
- Lesson 3: Scripting
  - Basic Scripting
  - Scheduling a Script
- Lesson 4: Post Installation Integration
  - Running the Post-Install Integration Wizard
  - The Post Installation Cisco Interaction Manager Configuration
  - Configuring the Workflow and Queue to Utilize the Integrated System
  - Enable Expanded Call Context (ECC) Variables
  - Configuring Cisco Unified EIM to use the Expanded Call Variable
  - Utilizing the Call Variable in a Script
- Lesson 5: Fault Tolerance
  - Fault Tolerance
  - Failover Capability of the MR PG and EAAS Connection
  - Failover Capability of the CTI Server and Listener Connection

### **Module 8: Cisco Unified Web Interaction Manager**

- Lesson 1: Cisco Media Blender 7.1
  - Architecture
  - Integration with Cisco Interaction Manager and Cisco Unified CCE
  - Web Callback and Blended Collaboration
  - Troubleshooting
- Lesson 2: Cisco Unified WIM Templates and Entry Points
  - Web Templates
  - Unified WIM Queues
  - Cisco Unified WIM Entry Points
- Lesson 3: Conducting Chat Sessions
  - Chat Inbox
  - Web Collaboration ◆ Page Push
  - Chat Transfer

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

- Lesson 1: Using Management Tools: Monitors and Reports
  - Supervisory Tools



- Reports
- Lesson 2: Multichannel Reporting
  - Web View Integration
  - Web View Reports

### **Module 10: Tactics for Troubleshooting**

- Lesson 1: Troubleshooting - Startup
  - Initial Startup Issues
- Lesson 2: Troubleshooting Servers
  - Server-based Issues
  - Troubleshooting Methodologies for Server-based Issues
- Lesson 3: Troubleshooting Processes
  - Distributed Services Management
  - User Interface Debugging Tools

### **Lab Outline**

- Activity 1-1: Demonstrate an Email Message Flow
- Activity 1-2: Demonstrate a Chat Message Flow
- Lab 2-1: Verifying and Preparing the Environment
- Lab 2-2: Install and Start a Single-Server Configuration
- Lab 2-3: Set up the Administration/Agent Workstation
- Lab 3-1: Manage Users
- Lab 4-1: Manage Folders
- Lab 4-2: Manage Articles
- Lab 4-3: Manage Macros
- Lab 4-4: Manage the Knowledge Base
- Lab 4-5: Manage Approval Processes
- Lab 5-1: Manage Business Settings
- Lab 5-2: Manage E-Mail Functions
- Lab 5-3: Manage Workflows
- Lab 5-4: Manage Archive Jobs
- Lab 6-1: Manage User Options
- Lab 6-2: Transfer and Pull Activities
- Lab 6-3: Search for Information
- Lab 6-4: Manage Activities and Cases
- Lab 6-5: Manage Customer Information
- Lab 6-6: Manage Tasks and E-Mails
- Lab 7-1: Prepare Cisco Unified CCE for the Integration
- Lab 7-2: Perform a Post-Installation Integration
- Lab 7-3: Perform Post-Installation Cisco Unified EIM and Cisco Unified WIM Configuration
- Lab 7-4: Test the System
- Lab 8-1: Prepare Cisco Media Blender for the Integration
- Lab 8-2: Create a Chat Entry Point
- Lab 8-3: Conduct a Chat Session in Cisco Unified WIM
- Lab 9-1: Monitor Chat Sessions
- Lab 10-1: Troubleshoot Cisco Interaction Manager.