

Implementing Cisco Unified E-Mail and Web Interaction Manager Enterprise v2.0

UEIME



Delivery Type: Classroom

Duration: 5 days

Overview

This course is intended for installation engineers, system administrators, database administrators, sales engineers, and others who are responsible for installing and maintaining the Cisco Unified Web and E-Mail Interaction Manager installation, which includes a common platform and one or both of the following applications: Cisco Unified E-Mail Interaction Manager (EIM) and Cisco Unified Web Interaction Manager (WIM).

Pre-Requisites

Attendees should meet some prerequisites:

- ✓ Working knowledge of Windows 2003 Server and Windows XP
- ✓ Basic knowledge of Microsoft SQL Server 2000
- ✓ Basic knowledge of WebLogic and WebLogic domains
- ✓ Basic knowledge of Microsoft Internet Information Services (IIS)
- ✓ Cisco Unified CCE version 7.x

Target Audience

The primary audience for this course is people who will implement, configure, and support Cisco Unified EIM and Cisco Unified WIM with Cisco Unified CCE or Cisco Unified Contact Center Hosted

Objectives

After completing this program, you will be able to:

- ✓ Describe, at a high level, the features and functions of Cisco Unified EIM and Cisco Unified WIM for Cisco Unified Contact Center Enterprise (CCE)
- ✓ Describe the architecture of Unified EIM and Unified WIM
- ✓ Manage new users, roles, groups, and queues
- ✓ Configure Cisco Unified EIM and Cisco Unified WIM
- ✓ Create and manage an entire Knowledge Base
- ✓ Create and manage workflows
- ✓ Describe the use of the Agent Console
- ✓ Describe of the integration and configuration of Cisco Unified CCE
- ✓ Manage the web chat system
- ✓ Describe supervisory tools, monitor agent work, join chat sessions, and create and use monitors and reports
- ✓ Troubleshoot Cisco Unified EIM and Cisco Unified WIM issues and configure Cisco Unified CCE.