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

Duration: 5 days

Who should attend?

1. Customer
2. Employee
3. Channel Partners/Resellers

Prerequisites

1. Working knowledge of Windows 2003 Server, Windows XP
2. Basic knowledge of SQL Server 2000
3. Basic knowledge of WebLogic and WebLogic Domains
4. Basic knowledge of IIS
5. Unified Contact Center Enterprise (Unified CCE), Hosted or Unified ICM Architecture and Configuration
6. 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 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.

Course Content

1. Feature Overview
2. Architecture / Installation
3. User Management
4. The Knowledge Base
5. General Administration and Workflows
6. The E-Mail Agent
7. The Integrated System
8. Unified Contact Center Enterprise Configuration
9. Unified WIM
10. Monitoring and Reporting
11. Troubleshooting