



Cisco Unified Email Interaction Manager & Unified Web Interaction Manager for UCCE v1.1 (UEIME)

Description

A complete technical installation, configuration and integration course for Cisco Unified EIM and WIM and Unified CCE. The course is for sales engineers, installers, consultants, application support staff and IT personnel who will be able to perform all aspects of the installation and maintenance of the Cisco Unified EIM and WIM applications.

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 Objectives

After completing this course, students should be able to:

- Explain the Architectural Components of the integrated system
- Configure Unified CCE to work with Unified EIM / Unified WIM
- Install WebLogic and Create a WebLogic Domain
- Install and configure a complete Unified EIM / Unified WIM system
- Troubleshoot Installation and Maintenance issues

Who Should Attend

- Customer
- Employee
- Channel Partners/Resellers

Recommended pre-requisites

- Experience with Windows 2003 OS (Install, configure, administration, troubleshooting) and Internet Information Server (IIS)
- Databases (SQL, stored procedures, administration, ODBC) - SQL Server 2000 / 2005
- Web site / application development (Programming, debugging, testing) - HTML, JavaScript
- Ability to deploy and configure of Cisco Unified Contact Center Enterprise (Unified CCE)

Length of Course

5 Days

Maximum Class Size

12 Students

Class Locations

All APAC locations, subject to suitable venue.

Class Outline

Module 1: Features of Cisco Unified EIM and Cisco Unified WIM
Module 2: Architecture Installation Planning and Environment Installation
Module 3: User Management
Module 4: The Knowledge Base
Module 5: Administration
Module 6: Agent Console
Module 7: Cisco Unified CCE Integration and Configuration
Module 8: Cisco Unified Web Interaction Manager
Module 9: Management Tools: Monitors and Reporting

Further Information

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