
Implementing Cisco Unified E-Mail and Web Interaction Manager Enterprise

Duration: 5 Days **Course Code: UEIME**

Overview:

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

Target Audience:

This course is designed for: Individuals who will implement, configure, and support Cisco Unified EIM and Cisco Unified WIM with Cisco Unified CCE or Cisco Unified Contact Center Hosted

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
 - 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
-

Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- 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)

Testing and Certification

UEIME is one of the courses required for the **Unified Contact Center for Enterprise (UCCE)** Partner ATP Certification

Content:

Features of Cisco Unified EIM and Cisco Unified WIM

- Defining Features
- Defining Components and Integration

Architecture Installation Planning and Environment Installation

- Describing the Architecture
- Planning
- Sizing Server Software and Hardware
- Creating WebLogic Domains
- Installing Cisco Unified EIM and Cisco Unified WIM

User Management

- Managing Users
- Creating Groups and Queues

The Knowledge Base

- Understanding Knowledge Base Basics
- Understanding Knowledge Base Special Functions

Administration

- Configuring System Administration
- Configuring Workflows

Agent Console

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

Cisco Unified CCE Integration and Configuration

- Describing the Integrated System
- Configuring Unified CCE
- Integrating Postinstallation
- Describing Fault Tolerance

Cisco Unified Web Interaction Manager

- Managing Web Templates and Entry Points
- Conducting Chat Sessions

Management Tools: Monitors and Reporting

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

Tactics for Troubleshooting

- Troubleshooting at Startup
- Troubleshooting Servers
- Troubleshooting Processes

Further Information:

For More information, or to book your course, please call us on +254 713 027 191

training@clclearningafrica.com

www.clclearningafrica.com

Computer Learning Centre 2nd Floor Museum Hill Centre, Muthithi Road, Westlands, Nairobi, Kenya