

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

Overview:

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

Course Objectives

Upon completion of this course, you will be able to:

- Describe, at a high level, the features of Cisco Unified EIM and Cisco Unified WIM
- Describe the architecture of Cisco Unified EIM and Cisco Unified WIM
- Understand user management
- Create and manage an entire Knowledge Base Understand administration
- Describe the use of the Agent Console Describe the use of the Agent Console
- Describe Cisco Unified CCE Integration and Configuration
- Describe management tools for monitoring and reporting
- Understand tactics for troubleshooting

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)<

Course Outline/Table of Contents (From Course Administration Guide)

1. Features of Cisco Unified EIM and Cisco Unified WIM

- Features
- Components and Integration

2. Architecture Installation Planning and Environment Installation

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

3. User Management

- Managing Users
- Creating Groups and Queues

4. The Knowledge Base

- Knowledge Base Basics
- Knowledge Base Special Functions

5. Administration

- Configuring System Administration
- Configuring Workflows

6. Agent Console

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

7. Cisco Unified CCE Integration and Configuration

- The Integrated System
- Configuring Unified CCE
- Integrating Post Installation
- Fault Tolerance

8. Cisco Unified Web Interaction Manager

- Managing Web Templates and Entry Points
- Conducting Chat Sessions

9. Management Tools: Monitors and Reporting

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

10. Troubleshooting

- Troubleshooting at Startup
- Troubleshooting Servers
- Troubleshooting Processes