

Cisco E-Mail Manager Frequently Asked Questions

Document ID: 20392

Questions

Introduction

What are the E-Mail Manager client architectures?

Which web browsers can you use with E-Mail Manager?

What e-mail protocols does E-Mail Manager support?

Does E-Mail Manager support multiple queues or inboxes?

Can E-Mail Manager prioritize messages within queues and inboxes based on message contents?

Can you use your existing e-mail application, instead of a browser, as a client to work with E-Mail Manager?

Does E-Mail Manager support hyperlinks, file attachments, and web forms?

Does E-Mail Manager support data encryption?

How does E-Mail Manager track inbound e-mail and follow-up e-mail?

How does E-Mail Manager archive e-mail data?

What are the routing options within E-Mail Manager?

What are E-Mail Manager user roles?

How does E-Mail Manager filter spam or other undesirable e-mail?

From which e-mail address does E-Mail Manager send responses?

How can you handle bulk management of e-mail messages and users?

What are the scalability parameters of a single server?

What kind of reports can you produce with E-Mail Manager?

Can you create rules to control how E-Mail Manager manages and responds to messages?

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Related Information

Introduction

This document provides information on frequently asked questions (FAQ) about Cisco E-Mail Manager for versions 3.x, 4.0.x, and 5.0.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. What are the E-Mail Manager client architectures?

A. E-Mail Manager is a web-based, thin client solution written in Java. Clients log in to E-Mail Manager and perform all functions through the web browser. This thin client architecture simplifies software management, provides an intuitive interface, and promotes scalability.

Q. Which web browsers can you use with E-Mail Manager?

A. You can use E-Mail Manager with Microsoft Internet Explorer 4.01 with Service Pack 2, or Internet Explorer 5.0. You can also use Netscape Navigator 4.08, 4.5x, 4.61, or later. You do not need to install any software other than a browser on the user desktop.

Q. What e-mail protocols does E-Mail Manager support?

A. E-Mail Manager uses common industry standards for e-mail. These standards include Post Office Protocol 3 (POP3) mailboxes for incoming messages and Simple Mail Transfer Protocol (SMTP) servers for outgoing messages.

Q. Does E-Mail Manager support multiple queues or inboxes?

A. There is no hard-coded limit to the number of queues or inboxes that E-Mail Manager supports. In addition, there is no limit to the number of agents with access to a single queue. With the proper privileges, managers can access the personal queues of agents. This access includes any messages with direct assignment or reassignment to a particular agent, or messages that are claimed from group queues.

Finally, agents can access as many or as few queues as the administrator determines. Administrators can dynamically add or delete the access that a user has to a group queue.

Q. Can E-Mail Manager prioritize messages within queues and inboxes based on message contents?

A. A message has one of four possible priority levels:

- ◆ Normal
- ◆ High
- ◆ Very High
- ◆ Urgent

By default, the list of messages in a queue is such that the messages with the highest priority appear first. Either rules or users can assign priority to messages. A user can also **escalate** a message to another user. This raises the message priority. Subsequent replies to a message retain the same priority unless a user changes the priority. Refer to Mark the Priority of an Incoming Mail Message in Cisco E-Mail Manager for more information.

Q. Can you use your existing e-mail application, instead of a browser, as a client to work with E-Mail Manager?

A. The MailWrap feature in E-Mail Manager forwards messages to an external e-mail address. From the external e-mail address, a user can access the messages with another e-mail client. The MailWrap message includes the text of the original message, as well as a special header that E-Mail Manager recognizes when the agent replies. E-Mail Manager receives the agent response and deletes the special MailWrap header information. In this way, the response looks as though it came from within E-Mail Manager. The outgoing message is tracked for report purposes and for a complete correspondence history. The message then transmits to the customer.

Q. Does E-Mail Manager support hyperlinks, file attachments, and web forms?

A. Yes, E-Mail Manager allows the embedment of hyperlinks within e-mail responses. E-Mail Manager allows both inbound and outbound messages to include file attachments of any type. The size limit of attachments is configurable by the system administrator at the server level. Also, E-Mail Manager processes web forms in the same way as inbound mail.

Q. Does E-Mail Manager support data encryption?

A. E-Mail Manager does not handle encryption internally. Instead, E-Mail Manager integrates with leading third-party security products. These products provide Secure Socket Layer (SSL) encryption support to all inbound and outbound communication within E-Mail Manager.

Q. How does E-Mail Manager track inbound e-mail and follow-up e-mail?

A. E-Mail Manager assigns each message a unique tracking ID. The ID appears in the Subject field of the message. E-Mail Manager assigns to the same agent replies that include the same tracking ID. This assignment ensures the consistent handle of messages within a customer incident.

Q. How does E-Mail Manager archive e-mail data?

A. E-Mail Manager archives all messages and responses to the database. Your administrator has full control over how long E-Mail Manager stores this data before data purge.

Q. What are the routing options within E-Mail Manager?

A. E-Mail Manager provides both pull and push route capabilities, as your administrator determines. In pull routing, agents view queues to which the agents have access rights. Agents choose which message to accept next. In push routing, agents click **Get Next**. This pushes the next message with the highest priority to the agent. Regardless of whether an agent pushes or picks a message, once the agent opens a message, that agent owns the message. No other agent can work with the message.

Q. What are E-Mail Manager user roles?

A. User roles are a combination of more than 100 different access rights. These access rights determine the tasks that users can perform. Each user has an associated role. E-Mail Manager ships with six predefined user roles. You can create additional custom roles as necessary.

Q. How does E-Mail Manager filter spam or other undesirable e-mail?

A. You can define rules that filter out undesirable messages. Contact a Cisco Professional Service representative for more help with the definition of filter rules.

Q. From which e-mail address does E-Mail Manager send responses?

A. Your administrator determines from which e-mail addresses E-Mail Manager sends

responses. The response address can be:

- ◆ The same address to which the message was sent
- ◆ A different address for each user
- ◆ A combination of these options

Q. How can you handle bulk management of e-mail messages and users?

A. For bulk administration of e-mail, you can view any queue and perform actions on multiple messages simultaneously. For example, you can reassign a group of overdue messages from an overutilized group queue to an underutilized group queue. Alternatively, you can raise the priority of any overdue or nearly overdue messages, with or without a reassignment of the messages to a new queue. Administrators can create multiple users and can edit or delete multiple users in bulk.

Q. What are the scalability parameters of a single server?

A. With a recommended hardware configuration, E-Mail Manager supports up to 1000 agents simultaneously in version 5.0 and 200 agents in versions earlier than 5.0. E-Mail Manager can process up to 100,000 e-mail messages per day.

Q. What kind of reports can you produce with E-Mail Manager?

A. E-Mail Manager provides standard reports. The capabilities include real-time queue status and a report query tool that allows you to dynamically create system reports. Refer to *How Does Reporting Work in Cisco E-Mail Manager?* for more information.

Q. Can you create rules to control how E-Mail Manager manages and responds to messages?

A. Yes, you can create rules to:

- ◆ Split messages into multiple threads
- ◆ Set the priority of a message
- ◆ Respond to messages

Refer to *How Does the Cisco E-Mail Manager Rules Engine Work?* for more information.

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Related Information

- [Mark the Priority of an Incoming Mail Message in Cisco E-Mail Manager](#)
 - [How Does Reporting Work in Cisco E-Mail Manager?](#)
 - [How Does the Cisco E-Mail Manager Rules Engine Work?](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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Updated: Jul 17, 2006

Document ID: 20392
