Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes

January 25, 2007

Contents

Introduction

Welcome to Cisco® Interaction Manager™—multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A comprehensive suite of the industry's best applications for multichannel customer interaction management, Cisco Interaction Manager is the backbone of many innovative contact center and customer service help desk organizations.

Cisco Interaction Manager is a shared single platform that contains both Cisco Unified EMail Interaction Manager and Cisco Unified Web Interaction Manager.

CISCO SYSTEMS

Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Among the new features that Cisco Unified Email Interaction Manager and Unified Web Interaction Manager products have is a shared single platform. This single platform provides agents with a common and more intuitive user interface for both email management and Web collaboration, as well as enables them to access a shared knowledge base and customer history archive for more effective, efficient and consistent customer service.

About These Release Notes

Cisco Interaction Manager Release Notes is intended for installation engineers, system administrators, and others who are responsible for installing and maintaining Cisco Interaction Manager.

The most up-to-date version of these release notes is available on the web at: http://www.cisco.com

Requirements and Limitations

For hardware, third-party software specifications, and limitations for Cisco Interaction Manager refer to the *Cisco ICM/IPCC Enterprise and Hosted Edition Hardware and System Software Specification (Bill of Materials)*, which is accessible from http://www.cisco.com/univercd/cc/td/doc/product/icm/ccbubom/index.htm

Learning Resources

Various learning tools are available within the product and the product CD.

Online Help

This product includes topic-based as well as context-sensitive help:

- **Help Button**: All topics in Cisco Interaction Manager Help; the Help button appears in the console toolbar on every screen, as well as on most windows.

- **F1 Keypad Button**: Context-sensitive information about the item selected on the screen.

Documentation Set

For more information about Cisco Interaction Manager, see the following documents. They can be found in the **Documents** folder on the product CD as well as Cisco.com.

Technical guides

- Cisco Interaction Manager System Requirements
- Cisco Interaction Manager Installation Guide

User's guides

- Cisco Interaction Manager Administration Console User's Guide

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January

2

- Cisco Interaction Manager Agent Console User's Guide
- Cisco Interaction Manager Knowledge Base Console User's Guide
- Cisco Interaction Manager Reports Console User's Guide
- Cisco Interaction Manager Supervision Console User's Guide
- Cisco Interaction Manager System Console User's Guide
- Cisco Interaction Manager Tools Console User's Guide

New Features

This section describes the new applications that are part of Cisco Interaction Manager—Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager—and a related enhancement in Cisco Agent Desktop.

Single Shared Platform

The single platform provides agents with a common and more intuitive user interface for both email management and Web collaboration, as well as enables them to access a shared knowledge base and customer history archive for more effective, efficient and consistent customer service.

Cisco Unified Email Interaction Manager

Cisco Unified Email Interaction Manager (Unified EIM) provides sophisticated email management capabilities through the ability to administer and manage complex workflows, knowledge base, data adapters, business calendars, back-end services, etc.

For more information about the features, please see the Cisco Interaction Manager user's guides.

Cisco Unified Web Interaction Manager

Cisco Unified Web Interaction Manager (Unified WIM) provides high-value live assistance to online customers and prospects through text chat and web collaboration (page-pushing through URL sharing).

For more information about the features, please see the Cisco Interaction Manager user's guides.

Enhancement in Cisco Agent Desktop 7.0

Cisco Interaction Manager can be launched using either Internet Explorer 6.0 SP 2 or Cisco Agent Desktop 7.0 (CAD).

See CAD documentation for details about configuring a new task button in CAD to launch Cisco Interaction Manager using a URL.

Caveats

This section details the issues that have been identified in the system, but not yet fixed.

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January

3

My Searches feature

Within the agent console, in the My Searches feature, configured My Searches (for two date ranges) do not work and the console may stop responding.

Changing customers for activities and cases

Sorting search results using the Last Name column when performing a change customer operation does not yield the correct order. A dialog appears stating "Search failed. Please change the criteria and try again" when the 'last name' column is clicked. For other columns such as Type, First Name and Value - after clicking on the column, the contents in the result pane get organized alphabetically for that column correctly.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/techsupport

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

http://www.cisco.com/go/marketplace/

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January

4

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

http://www.cisco.com/go/marketplace/

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Field Alerts and Field Notices

Note that Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Field Alert and Cisco Field Notice mechanisms. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest. Log into www.cisco.com; then access the tool at http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

http://www.cisco.com/go/psirt

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January ▪

5

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only — security-alert@cisco.com

  An emergency is either a condition in which a system is under <u>active</u> attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered non emergencies.

- For Non emergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Tip We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.*x* through 9.*x*.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January

6

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

> **Note** Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January ■

7

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

  http://www.cisco.com/go/guide

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

  or view the digital edition at this URL:

  http://ciscoiq.texterity.com/ciscoiq/sample/

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January

8

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

  http://www.cisco.com/en/US/products/index.html

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

  http://www.cisco.com/discuss/networking

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January ∎

9

Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager — Cisco Interaction Manager Release Notes January

10