



# Cisco Unified Web and E-Mail Interaction Manager

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## Change History

Change	See	Date
Updated Upgrades to Release 11.0(1) to add 9.0(2) ES9	<a href="#">Upgrades to Release 11.0(1)</a> , on page 3	December 22, 2016
Updated Server Requirements	<a href="#">Updated Server Requirements</a> , on page 4	June 1, 2016
Updated User Desktop Requirements	<a href="#">Updated User Desktop Requirements</a> , on page 4	

# New and Updated Features

## New Features

### Deployment and Configuration

#### Integrate with Unified CCE from the Administration Console

Administrators can now integrate Unified EIM and WIM with Unified CCE from the Administration Console. Administrators can also import and map Unified CCE objects from the Administration Console. All business object management is now done through the user interface. (In previous releases, these tasks were done using the UI Configuration Wizard, which required access to a server.)

Be aware that once you enable integration, configure an application instance, select an Agent PG, and save, you change the deployment from a nonintegrated system to an integrated one. This operation is not reversible (that is, you cannot revert to the nonintegrated system).

#### Configure Dynamic Messages for Integrated Chats from the Administration Console

A Dynamic Run Application Script Request (DRASR) allows you to display wait messages with dynamic text (such as expected wait time) to customers while Unified EIM and WIM and Unified CCE integrated systems process chat and call requests. You can use ECC variables and call variables to display the dynamic content.

Partition administrators can configure these wait messages from the DRASR node in the Administration Console.

#### New Settings in the Administration Console

Partition administrators can now configure the following new settings from the Administration Console:

- Proactive monitoring refresh interval (seconds)
- Chat watchdog interval (seconds)
- Reason code for Agent Not Ready
- Alert agent when non-interruptible activity is assigned
- Maximum wait time for login response from UCCE (seconds)
- Enable eGain-picks-the-agent routing
- Enable chat queueing
- Starvation time for activities
- Media class names
- Agent availability settings after completion of call

For details about each setting, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-email-interaction-manager/products-maintenance-guides-list.html>.

## Updated Features

### Agent Experience

#### Changes to Pick, Pull, and Transfer

Integrated agents can now:

- Transfer more than one email activity to another integrated user or queue at one time
- Transfer emails to agents who have not made themselves available to receive work
- Pick more than one email activity from another integrated user or queue at one time
- Pick email activities that are queued in Unified CCE
- Pick email activities from another integrated user who is not logged in to the application

### Deployment and Configuration

#### Refreshed Templates for CallBack

A modern, completely redesigned template set, named Rainbow, is available out-of-the-box for call back.

#### Improved Routing for Chat

Auto-pushed back chats are now placed at the top of the External Agent Assignment Service (EAAS) queue. (In previous releases, integrated chat activities that were auto-pushed back to the queue were placed at the queue's end.)

### Platform

#### Upgrades to Release 11.0(1)

The Unified EIM & WIM Release 9 installation must be on one of the following versions for you to be able to upgrade to Unified EIM & WIM 11.0(1):

- 9.0(1): ES1 to ES3
- 9.0(2): ES1 to ES8
- 9.0(2): ES9

**Note**

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To upgrade from ES9 you must have the latest media from Cisco.

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Please contact your Cisco representative for additional information.

**Updated Server Requirements**

This release requires newer versions of the following software to deploy Unified WIM and EIM:

- Wildfly 8.2.0
- JDK 1.8, Update 65 (64 bit)

For instructions about installing these requirements, see the *Cisco Unified Web and E-Mail Interaction Manager Upgrade Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-email-interaction-manager/products-installation-guides-list.html>.

**Updated User Desktop Requirements**

Unified WIM and EIM Release 11.0(2) requires one of the following versions of Internet Explorer:

- Internet Explorer 11 (Compatibility Mode)
- Internet Explorer 10 (Compatibility Mode)

No other browser or version is supported.

## Deprecated Features

This release has no deprecated features.

## Important Notes

This release has no important notes.

## Removed and Unsupported Features

This release has no removed and unsupported features.

## Third-Party Software Impacts

There are no third-party software impacts for Unified WIM and EIM Release 11.0(2).