



Cisco Unified Web and E-Mail Interaction Manager Release Notes

For Unified Contact Center Express

Release 4.2(1)
July 2007

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Cisco Unified Web and E-Mail Interaction Manager Release Notes: For Unified Contact Center Express
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This is the first release of Cisco Interaction Manager 4.2(1) for integration with Cisco Unified Contact Center Express (Unified CCX) 5.0(1). Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

Cisco Unified Web and E-Mail Interaction Manager Release Notes provides an overview of the release and a list of open caveats. It also includes information about the Bug Toolkit and learning resources.

About this release

Cisco Unified Contact Center solutions provide an open, strategic platform that allows you to move your organization beyond today's call center to the next phase of customer care, a customer interaction network. The Cisco Interaction Manager–Unified CCX integration offers new and exciting capabilities for contact centers, helping users effectively handle large volumes of customer interactions, whether voice phone calls, email, or web chats, with the help of common data and knowledge resources.

The current release, which includes Unified CCX 5.0(1), is deployed with Cisco Unified Communication Manager 6.0.



Important: Note that Unified CCX 5.0(1)SR2 will be required for Cisco Interaction Manager 4.2(1) deployments with Unified Contact Center Express integrated with Unified Communication Manager Express 4.2(1).

For supported deployment configuration and sizing information, refer to Cisco Unified Contact Center Express Edition 5.0 Configuration and Ordering Tools.

Localized versions

Cisco Interaction Manager is available in five Western European languages other than English: Dutch, French, German, Italian and Spanish. The localized versions include user interface (UI) screens and the ability to handle email, chat, and knowledge base article content in these languages.

The document set is only available in English. Localized online help is planned for a future release.

Basic and advanced editions

The basic editions of Unified WIM and Unified EIM contain fewer features than the advanced editions. Cisco Interaction Manager Documentation describes the advanced editions. The features that are not available in the basic editions are listed in this section.

Unified WIM Basic

Unified WIM Basic does not include the following features, which are present in Unified WIM Advanced:

- ▶ **Ability to add service processes and instances:** Only one process and instance is available for each service in the basic edition.
- ▶ **Ability to define custom activities:** The basic edition provides only the standard types of activities such as chat and task.
- ▶ **Ability to define custom attributes for business objects:** The basic edition provides only the standard attributes for business objects such as the customer or user object.
- ▶ **Ability to add custom fields or change the order of fields on screens:** The UI cannot be changed in the basic edition.
- ▶ **Ability to create user roles:** The basic edition provides only the standard roles.
- ▶ **Use of certain types of data links:** Only JDBC data links are available in the basic edition.
- ▶ **Use of proxy server:** The basic edition only allows simple page-pushing.

Unified EIM Basic

Unified EIM Basic does not include the following features, which are present in Unified EIM Advanced:

- ▶ **Ability to add partitions and departments:** The basic edition contains one partition with one department.
- ▶ **Ability to add service processes and instances:** Only one process and instance is available for each service in the basic edition.
- ▶ **Ability to define custom activities:** The basic edition provides only the standard types of activities such as email and task.
- ▶ **Ability to define custom attributes for business objects:** The basic edition provides only the standard attributes for business objects such as the customer or user object.
- ▶ **Ability to add custom fields or change the order of fields on screens:** The UI cannot be changed in the basic edition.
- ▶ **Ability to create user roles:** The basic edition provides only the standard roles.
- ▶ **Use of certain types of data links:** Only JDBC data links are available in the basic edition.
- ▶ **Use of advanced workflow features:** The basic edition does not include the ability to add custom rules, create outbound and general workflows, or manage tasks with workflows.

Open caveats

The following table contains a list of caveats currently pending in Cisco Interaction Manager Release 4.2(1). For the latest status of all open caveats, access the Cisco Bug Toolkit as described in the section “Using Cisco Bug Toolkit” on page 7.

Identifier	Severity	Headline	Workaround
CSCsj36286	S3	The index in the Agent Console Help appears to be empty.	–
CSCsj72942	S3	Sun JRE does not get loaded due to several Java Virtual Machines (JVMs) running in the same process.	<ul style="list-style-type: none"> ▶ Remove unused plugins in the browser. ▶ Use a newly initiated browser session to access the Login page.
CSCsj72980	S4	Localized Help is not available.	Localized online help is planned for a future release
CSCsj79566	S4	Sometimes, login doesn't work when the Enter key is pressed to activate the selected Log in button. The mouse event is not captured in this case.	<ul style="list-style-type: none"> ▶ Double-click the browser title bar, which then resizes the window and triggers the mouse event.
CSCsj79601	S3	Sometimes, an invalid password message appears even when an agent is typing the correct password. This generally happens after a manual re-synchronization has been performed by the administrator.	<ul style="list-style-type: none"> ▶ Wait for a few minutes before attempting another login. ▶ Ask the system administrator to restart the Cisco Interaction Manager service from the Windows services panel to fix the issue immediately.
CSCsj86522	S3	Some department level settings are not visible as preferences even though they are configured to be reset at a lower level.	–
CSCsj86535	S3	When a user with permissions to transfer to more than 800 users opens the transfer window, the window and user list appear empty.	<ul style="list-style-type: none"> ▶ Allocate permissions in smaller batches.
CSCsj86550	S3	Find and replace across folders does not work for ``macroname.	–
CSCsj86559	S3	If an attribute of an access link is modified, emails go into the exception queue. The corresponding parameter of the usage link disappears.	<ul style="list-style-type: none"> ▶ Open the usage link and reselect the input parameter. Then stop and start the Workflow Engine process and instance.
CSCsj86567	S3	Agents who are assigned Chat licenses may see the following error while working for long periods on non-chat activities in the main inbox. <i>Chat Applet connection was temporarily lost. You need to click the Yes button to refresh the window to restore the connection now, or click the No button to refresh later.</i>	<ul style="list-style-type: none"> ▶ Refresh the window.

Using Cisco Bug Toolkit

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for Cisco Interaction Manager by using the Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using the Bug Toolkit, you can find caveats of any severity for any release. The Bug Toolkit may also provide a more current listing than this document provides.

To access the Bug Toolkit, you need:

- ▶ Internet connection
- ▶ Web browser
- ▶ Cisco.com user ID and password

To use the Bug Toolkit:

1. Go to this URL to access the Bug Toolkit:

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

2. Log in with your Cisco.com user ID and password.
3. To access Cisco Interaction Manager caveats, take either of these actions:
 - To access a particular caveat when you know its identifier, enter the identifier in the **Search for Bug ID** field and click **Go**.
 - To access all caveats, follow these steps:
 - i. From the **Select Product Category** list, choose **Voice and Unified Communications**.
 - ii. From the **Select Product** list, choose **Cisco Unified E-Mail Interaction Manager** or **Cisco Unified Web Interaction Manager**.
 - iii. From the **Software Versions** list, choose the desired Unified EIM or WIM release.
 - iv. Select the desired **Advanced Options** button. If you choose custom settings, enter appropriate custom information.
 - v. Click **Search**.


A list of caveats that match your search criteria appear. To see details about any caveat, click its Bug ID number or click its **Info** link.

Learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
Help button 	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Documentation

- ▶ The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>
- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html