

Release Notes for Cisco Unified Web and E-Mail Interaction Manager, Release 11.0(3)

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Introduction

Welcome to Cisco® Unified EIM and WIM, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact centers and customer service organizations.

Cisco Unified EIM and WIM 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)

About This Release Note

This document outlines the enhancements and changes that are included in Release 11.0(3).



Important

If you are upgrading from Release 11.0(1), see the *Release Notes for Cisco Unified Contact Center Enterprise Solution Release 11.0(2)* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_11_0_2/Release/Guide/rcct_b_release-notes-for-ucce-solution/rcct_b_release-notes-for-ucce-solution_chapter_010.html for important updates about infrastructure updates and new and changed features.



Important

ES1 for Unified EIM and WIM 11.0(3) contains critical stability fixes. After you successfully upgrade to EIM and WIM 11.0(3), download and install 11.0(3) ES1.

Document Conventions

This guide uses the following typographical conventions.

| Convention | Indicates |
|---------------|---|
| <i>Italic</i> | Emphasis, or the title of a published document. |

| Convention | Indicates |
|-----------------|--|
| Bold | Labels of items on the user interface, such as buttons, boxes, and lists. |
| Monospace | The name of a file or folder, a database table column or value, or a command. |
| <i>Variable</i> | User-specific text, provided by the user. Or, text that must be typed by the user. |

Obtaining Documentation and Submitting a Service Request

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Log into <http://www.cisco.com> and then access the tool at <http://www.cisco.com/cisco/support/notifications.html>

Email

Add In-line Images to Email

The application now allows agents to add in-line images to emails. Images can be added from the desktop or a shared location.

Reply to Completed Activities

Email agents can now re-send an outgoing email associated with a completed activity with a single click. In this instance, the original outgoing email is sent out as-is, without any changes. Agents can also elect to reply, reply all, or forward a completed email activity. With this option, agents can add or remove content and edit attachments before sending the email. In previous releases, replies could not be sent for a completed activity.

SOCKS Proxy for Email

The application now allows establishing secure connections to mail boxes using the SOCKS proxy. SOCKS proxy configuration is done from the partition level Proxy Server Settings available in the Administration Console.

Multiple Attachments to Email

Agents can now attach multiple files at once to an email. While adding attachments to emails, agents can select multiple files at the same time thus reducing the number of clicks.

Chat

Share Files During Chat

Customers and agents can now send files to each other during a chat. After configured by an administrator, customers and agents can use the attachment button to browse to a file and attach it. Customers can also drag and drop files into the chat text editor.

Administration

No Spam Filtering Within the Application

Starting with this release, the application does not do special handling of spam emails. Before updating the application to 11.0(3), configure the spam filter on the mail server to handle spam emails coming into the system. For the list of blocked addresses and domains that are configured in the application, go to the Administration Console and browse to Administration > Departments > Department_Name > Email > Blocked Addresses. As part of this change, all the spam mail related settings have been removed from the user interface.

Support for TLS for Email Servers

Administrators can now configure email aliases with TLS authentication from the Administration Console. In earlier releases TLS was supported for email servers, but required professional services assistance to configure email aliases with TLS authentication. The partition setting, Default SMTP server setting, can also be configured to use TLS, SSL or Plain text.

Localization of Custom Attributes

Custom attribute names created from the Tools Console can now be localized using the user interface. In cases where the custom attributes use enumerated values, those values can also be localized.

Additional Emails Routed to Default Exception Queue – Settings Removed

Emails that cannot be parsed by the Retriever are now routed to the Default Exception queue. As part of this change, the following settings are no longer required and have been removed from the application.

- Action on exception emails
- Exception mail redirection from address
- Exception mail redirection to address

Default SMTP Server Settings*

A new setting, Default SMTP server settings, is now available at the partition level. Administrators can configure the server from this one setting. The following settings are available through this new setting.

- Default SMTP Server
- Default SMTP Protocol
- SMTP Flag
- Default SMTP User Name
- Default SMTP Password

Administrators can also use this setting to enable authenticated connections. They can choose from Plain text, SSL, or TLS.

Transfer Activities to Unavailable Agents

Integrated agents can now transfer activities to other integrated agents who are not available to work on new activities. This feature is enabled by default via the Allow activity transfer to agents who are not available setting in the Administration Console. If the setting is disabled only agents who have marked themselves available will be included in the list in the Transfer window.

License Assignment Based on Agent Skills

Agents imported into eGain for Unified Contact Center Enterprise automatically receive licenses based on their skill group. The following license assignment is applied.

- Agents belonging to the Mail, Outbound, or Social MRDs via Skill Group or Media class mapping receive a Mail license.
- Agents belonging to the Chat MRD via Skill Group or Media class mapping receive a Chat license.

Filter a Percentage of Emails in Outbound Workflow

Administrators can now leverage a new Filter node in outbound workflows to randomly select a percentage of emails to continue on to their destination. This feature can be used to filter a percentage for emails for supervision, or for a second level of quality assurance.

Review Without Affecting SLA in Outbound Workflow

In Outbound workflows, in the Queue node administrators can now specify if the emails are to be sent to supervisors for review after the outgoing email has left the system for post facto quality review. These activities get created as Reviewable type of email activities in the system.

This allows you to create review cycles without affecting SLAs.

Security

Greater Control Over Attachments

Administrators can now specify the file types that can be attached to emails, chat messages, social messages, and articles in the knowledge base. They can choose to allow or block specific file types, that is, create a white list or black list. Additionally, for Chat, administrators can enable attachments, and specify maximum size for each attachment. Lastly, attachments for chat can also be controlled by queue, allowing businesses to limit file sharing to chats received through specific queues.

Encrypted Logs

All logs can now be encrypted. To enable encryption, system administrators update the Encrypt Logs setting at the partition level in the System partition. By default, logs are not encrypted by the application. To decrypt the logs, a utility—logs_decryption_utility—is available in the Utilities folder on the services server.

Infrastructure and Deployment

Updated Browser Version

From Release 11.0(2) only Internet Explorer versions 10 and 11 are supported on User Desktops.

Updated JAWS version

The application is now certified with JAWS version 17.0.2007. For details, see the Voluntary Product Accessibility Template (VPAT) for Unified Web Interaction Manager (WIM) and E-mail Interaction Manager (EIM) v11.0.

Peripheral Gateway Failover

When a PG side fails over to a different side, activities remain within their respective queues, rather than being routed to the Exception queue.

Settings Changes

New

- Default SMTP Server Settings*

Removed From the User Interface

- Invalid Chars List
- Parse Date in Email Header
- Exception Mails SMTP Server

- Exception Mails SMTP Protocol
- Exception Mails SMTP Port
- SMTP Flag
- Exception Mails SMTP User Name
- Exception Mails SMTP Password
- Exception Mail Maximum File Size (MB)
- Exception Mail Redirection SMTP Preference
- Spam Mails SMTP Server
- Spam Mails SMTP Protocol
- Spam Mails SMTP Port
- SMTP Flag
- Spam Mails SMTP User Name
- Spam Mails SMTP Password
- Spam Mails Auto BCC
- Spam Mails Auto BCC
- Action on Spam Emails
- Action on Spam Emails
- Spam Mail Maximum File Size (MB)
- Spam Mail Redirection SMTP Preference
- Spam Mail Redirection From Address
- Spam Mail Redirection to Address
- Notification Mail Dispatching SMTP Preference
- Notification Mail Dispatching SMTP Preference
- Notification Mails SMTP Server
- Notification Mails SMTP Server
- Notification Mails SMTP Server
- Notification Mails SMTP Protocol
- Notification Mails SMTP Port
- Notification Mails SMTP User Name
- Notification Mails SMTP User Name
- Notification Mails SMTP Password
- Chat - Automatic Session Closure Interval (Seconds)
- Chat - Automatic Case Creation

- Chat - Customer Intermittent Interval (Seconds)
- Mail default SMTP preference
- Chat - Notification Mail Dispatching From Address
- Maximum failure count allowed for searches
- Process Start Timeout (seconds)
- Retriever Service Failover Delay
- Alarm Service Failover Delay (Minutes)
- Alarm Service Failover Delay (Minutes)
- Archive Service Failover Delay (Minutes)
- BP Rules Service Failover Delay (Minutes)
- Work Allocation Failover Delay (Minutes)
- Scheduler Service Failover Delay (Minutes)
- Dispatcher Service Failover Delay
- Workflow Engine Service Delay
- Alarm Service Delay
- Data capturing interval (seconds)
- Batch Size
- Batch Expiry Duration
- Number Of New Emails to Dispatch
- Number Of Retry Emails to Dispatch
- Socket Timeout for Retriever (Seconds)
- Socket Timeout for Dispatcher (Minutes)
- Minimum Idle Time for the Objects in Minutes
- Applet Download Time Out (Seconds)

Renamed

The following settings have been renamed:

| Old Name | New Name |
|---------------------------------|--------------------------------------|
| Inactive Time Out (Seconds) | Inactive Time Out (Minutes) |
| Deletion Time Out (seconds) | Session Time Out (Minutes) |
| Maximum Activities to Pull | Maximum Activities to Pull at a Time |
| Service Status for Autopushback | Enable Autopushback |

| Old Name | New Name |
|---|---|
| Expiry Time for Autopushback (Minutes) | Autopushback Time (Minutes After Logout) |
| Chat - SLA Threshold Interval (Seconds) | Chat - SLA for Response Time (Seconds) |
| Email for Scan | Email - Criteria for blocking attachments |
| Recently Added Articles Evaluation Period in Days | New Articles Timespan (Days) |
| Recently Changed Articles Evaluation Period in Days | Updated Articles Timespan (Days) |

