



## **Cisco Unified Web and E-Mail Interaction Manager Release Notes**

**For Unified Contact Center Enterprise**

Release 9.0(1)  
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**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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Welcome to Cisco® Interaction Manager™, 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 center and customer service helpdesk organizations. 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 for Unified Contact Center Enterprise can be installed in both stand-alone and integrated modes. This means that Unified EIM and Unified WIM can be installed with or without integrating with Cisco Unified Contact Center Enterprise.

## Introduction

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*Cisco Unified Web and E-Mail Interaction Manager 9.0(1) Release Notes* describes enhancements and a list of closed and open caveats. It also includes information about the Bug Toolkit, documentation, and support resources.

The latest version of these release notes can be found on Cisco.com at the following locations:

- ▶ Cisco Unified E-Mail Interaction Manager:  
[http://www.cisco.com/en/US/products/ps7236/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html)
- ▶ Cisco Unified Web Interaction Manager:  
[http://www.cisco.com/en/US/products/ps7233/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7233/prod_release_notes_list.html)

## Obtaining a Product License

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Register for a Unified EIM/WIM 9.0(1) license online at [www.cisco.com/go/license](http://www.cisco.com/go/license). You will need the following information to complete your registration:

- ▶ Product Authorization Key (PAK): You should have received this along with your order confirmation.
- ▶ MAC address: The MAC address of the machine on which Unified EIM/WIM will be installed. For distributed server installations with more than one machine, use the MAC address of the Services Server.
- ▶ Partition ID: The value of this field should always be set as **1**.

If you are upgrading to Unified EIM/WIM 9.0(1) from a previous version of the software, and are not purchasing any new products or additional seats, your existing license files will be automatically upgraded. If you are adding seats or products, send an email to [licensing@cisco.com](mailto:licensing@cisco.com) to get updated licenses for the new servers. Include the MAC addresses of both the current server and the new server for 9.0(1) in the email.

# System Requirements

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- ▶ For details about system requirements see, *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager* and *Cisco Unified Web and E-Mail Interaction Manager Solution Reference Network Design Guide*.

# New Capabilities

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## Proactive Chat

For companies that wish to interact with their customers proactively, the Proactive Chat product provides an easy-to-configure offer management solution. It enables the Unified WIM system to intelligently detect visitor navigation patterns on a web site and launch offers to chat with an agent.

Proactive Chat is available with the Advanced license of Unified WIM.

# New and Changed Information

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## Customer Experience

### Chat

- ▶ New templates: This release includes new, contemporary templates for the Customer Chat Console.
- ▶ Mobile devices: The default templates are compatible with iOS and Android devices.
- ▶ Sound alerts: Customers can now hear a sound alert when they receive a chat message from an agent. The sound alert is only played when the customer's chat window is out of focus or minimized.

### Web and Delayed Callback

- ▶ New templates: This release includes new, contemporary templates for the Customer Console.
- ▶ Mobile devices: The default templates are compatible with iOS and Android devices.

# Agent Experience

## Visitor History for Proactive Chat

- ▶ For proactive chats, the agent can view the Visitor History – location, browser, language, navigation history, etc. – in the Information pane of the Agent Console. This enables the agent to be better prepared to assist the proactive chat customer.

## Audible Notifications

- ▶ Audible notifications play a sound to alert the agent when a new email activity or chat message arrives. These sound alerts are controlled through the following new settings. Both settings can be configured at the department and user levels:
  - Email – Enable sound alert
  - Chat – Enable sound alert

## Email

- ▶ Images attached to emails are now visible in the Information Pane as inline images, and not as attachments.

# Knowledge Base Console

- ▶ Updated editor: Authors get an updated rich text editor that provides better HTML editing capabilities.
- ▶ Collaborative authoring: Knowledge authoring enhancements allow multiple authors to collaborate on the same knowledge base article without fear of overwriting another person's work. This release also includes improvements to version management.
- ▶ Authors can see the audit trail for an article in the KB Console.

# Implementation and Administration

Several improvements have been made across the product to enhance implementation, administration, and upgrade of an Unified EIM and Unified WIM deployment.

## Deployment

- ▶ The installation program now includes field-level help on each panel.
- ▶ The application is packaged as an enterprise archive (EAR) that complies with J2EE standards, making it easy to install, deploy, and update.
- ▶ The ports used by JBoss are now configurable.
- ▶ The Web Server component does not need to communicate with the File Server component any more. This permits IT administrators to secure the File Server by preventing access to it from the DMZ.

## Finesse Desktop Integration

The Unified EIM and WIM user interface can now be embedded within Finesse 8.5(3) and 9.0 as a customizable gadget.

## User Interface for Call Variables

The Administration Console now provides a user-interface that administrators can use to create, edit, and delete call variables.

## Email Management

- ▶ SSL and TLS Support for Retriever and Dispatcher Services: The retriever and dispatcher services can now work with SSL and TLS enabled mail servers using POP3, IMAP, SMTP, and ESMTTP protocols.
- ▶ Businesses can aggregate emails coming into multiple mail boxes into a single mail box mapped to an email alias configured in the application. When agents respond to such emails, the context of the original mail box is used as the “From” address for such customer emails.

## Archiving

- ▶ Deployments with the Enterprise Edition of Microsoft SQL Server leverage the underlying table partitioning capabilities of such database servers. With this approach, high volume tables are partitioned to hold a relatively small data set in each partition. New partitions are incrementally created as volume grows.  
These deployments no longer use the archiving feature of Unified EIM and WIM.
- ▶ Deployments with Microsoft SQL Server Standard Edition will continue to use transactional archiving like in previous releases.

## Security

- ▶ Administrators can specify complex password policies for users in the system. This does not apply to integrated users as those user profiles continue to be managed from Unified CCE.
- ▶ Access to the consoles has been made more secure with the use of a 1-way encryption scheme for user passwords. The scheme uses a strong, industry-standard encryption algorithm.

## Refreshed User Interface

- ▶ All user consoles have a refreshed user interface.



# Language Support

## Localized User Interface

- ▶ Unified EIM and WIM is available in 14 languages in addition to English.

The following languages are available: Simplified Chinese, Danish, Dutch, French, French (Canadian), German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, Spanish, and Swedish.

## Multichannel and Knowledge Content

The following table lists the languages supported for the various products and modules. Here is a brief description of what the language support for these products and modules means:

- ▶ **Email:** The ability to send and receive emails and the ability to process emails through workflows in the specified languages. The application is able to handle email content in any language since it is UNICODE compliant.
- ▶ **Chat:** The ability to send and receive chat messages in the specified languages.
- ▶ **Knowledge Content:** The ability to author KB articles in the specified languages.
- ▶ **Spelling Checker:** The spelling checker used in the Agent and KB Consoles.

Language	Email	Chat	Knowledge Content	Spelling Checker
Arabic	✓	✓	✓	✗
Chinese (simplified)	✓	✓	✓	✗
Chinese (traditional)	✓	✗	✓	✗
Croatian	✓	✗	✗	✗
Czech	✓	✗	✓	✗
Danish	✓	✓	✓	✓
Dutch	✓	✓	✓	✓
English (US)	✓	✓	✓	✓
English (UK)	✓	✓	✓	✓
Finnish	✓	✗	✓	✓

French	✓	✓	✓	✓
French (Canadian)	✓	✓	✗	✗
Italian	✓	✓	✓	✓
German	✓	✓	✓	✓
Greek	✓	✗	✓	✗
Hungarian	✓	✗	✓	✗
Japanese	✓	✓	✓	✗
Korean	✓	✓	✓	✗
Norwegian (Bokmal)	✓	✗	✓	✓
Norwegian (Nynorsk)	✓	✗	✓	✗
Polish	✓	✗	✓	✗
Portuguese (Brazilian)	✓	✓	✓	✓
Portuguese	✓	✓	✓	✓
Romanian	✓	✗	✓	✗
Russian	✓	✓	✓	✗
Serbian	✓	✗	✗	✗
Slovak	✓	✗	✗	✗
Spanish	✓	✓	✓	✓
Swedish	✓	✓	✓	✓
Turkish	✓	✗	✓	✗

## Upgrade Paths

The following upgrade path is supported for Unified EIM and WIM 9.0(1):

- ▶ Unified EIM and WIM 4.4(1) or higher.

## Infrastructure Changes

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### Removal of Support for Avaya

- ▶ Unified EIM and WIM integration with Avaya is no longer supported. All Unified EIM and WIM 9.0(1) deployments must use Cisco Unified CCE.

## Limitations

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### Blended Collaboration Not Supported

- ▶ Blended Collaboration (BC) is temporarily *not* supported with the Unified EIM and WIM 9.0(1) release.

## Caveats

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This section outlines a draft version of the open, resolved, and closed caveats. The release notes enclosures for each issue have been automatically generated from the bug tracking system, and are in draft form. For any questions on specific defects, please contact CCBU.

## Using Cisco Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- ▶ All severity level 1, 2, and 3 bugs.
- ▶ Significant severity level 4 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

### Before You Begin

To access the Bug Toolkit, you need the following items:

- ▶ 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 look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

The following table contains a list of caveats pending in Unified EIM and Unified WIM Release 9.0(1) at the time of release. For the latest information on these caveats, access the Cisco Bug Toolkit as described in the section “Using Cisco Bug Toolkit” on page 11.

Identifier	Severity	Headline
CSCud46792	2	Integrated routing does not work if EAAS-instance name is changed.
CSCue00798	3	Archive job fails under specific conditions.
CSCue18986	3	Availability checkbox appears grayed out.

*List of open caveats*

## Closed Caveats

The following table contains a list of caveats closed in Unified EIM and Unified WIM Release 9.0(1). For the latest information on these caveats, access the Cisco Bug Toolkit as described in the section “Using Cisco Bug Toolkit” on page 11.

Identifier	Severity	Headline
CSCts30742	2	Chat has one way messages on IE9 & other supported browser.
CSCub57951	2	Danish extended characters not displayed properly.
CSCtq95240	2	Adding extra lines to outgoing email changes charset.
CSCsz68755	2	Cannot install new servers to existing deployment.
CSCtc34686	2	EIM Template Import Utility only supported on 4.2(1).
CSCth85857	2	JBOSS gets corrupted due to invalid line in localdb.script.
CSCtk55954	2	Agent Availability functionality not offered for integrated entry points.

Identifier	Severity	Headline
CSCtg67823	2	Chat entry point template in 4.3(1)CR2 corrupted after upgrade to 4.3(1).
CSCtf84066	2	Media Classes do not update during upgrade.
CSCsm04877	2	SQL Collation order EIM.
CSCsr77432	2	Supervisor capability is not updated in CIM for integrated agents.
CSCth39009	3	Alarm Workflow does not monitor '4105' state activities queued to ICM.
CSCtj15997	3	EIM for UCCX Missing Chat licenses for existing agents.
CSCub06354	3	Need to limit max number of emails allowed in a user's inbox in EIM.
CSCto32292	3	Universal users cannot see articles in folders created after integration.
CSCti23299	3	CIM DB maintenance script requirements must be documented.
CSCtl56515	3	Alarm workflow does not display supervisor queues.
CSCtr12058	3	EIM 4.3.2 Some date format gives an error when clicking activities.
CSCsk15856	3	Application restart required on selecting a different instance.
CSCsy00685	3	"Failed to update departmental setting" error.
CSCsz87844	3	The cursor continues to blink in the chat window when foreground.
CSCtb58506	3	New_Task is received even though Agent Availability is set to Required.
CSCtd05756	3	Important TLS/SSL security update.
CSCtd69315	3	Admin can change the terminal ID when BC agent is logged in.
CSCth09019	3	Future date for .ser files.
CSCtl86504	3	Buttons on the web page do not work in Cobrowse Session.
CSCub48219	3	EIM 4.4(1) ES2 E-mail text not appearing until highlighted.
CSCud88348	3	New tasks not sent to UCCE per Queue priority.
CSCtq81239	3	Unable to delete log files even after process is stopped.
CSCtb63193	3	SQL compile time error while executing EIM workflow conditions
CSCua16600	3	EIM activity load causing IE freeze.
CSCtu52684	3	CIM 4.4 SRND must state support for collocated File & Messaging Servers.
CSCtk00561	3	EIM Supervisor User should not have alias related actions.
CSCtn29433	3	Integrated users can only suggest articles and cannot approve them.
CSCsv40385	3	update required in EIM user guide / install guide to alert users.
CSCtu81859	3	Patch installer of 4.4 sometimes doesn't update properties file.

CSCtq52065	3	Outbound activity is not seen in agent UI if send button is clicked.
CSCsu72240	3	DDTS CSCsj79566 is not resolved in EIM-WIM 4.2(3).
CSCso17776	3	No File Server Software Specification.
CSCso02546	3	CIM-Customer entry point URL should contain a FQDN.
CSCtw81179	3	CIM agent console freezes after chat and KB activity.
CSCsq62146	3	Need documented procedure for CIM 4.1 to 4.2 upgrades.
CSCtu45356	3	Error message should be generated when chat auto login fails.
CSCtd81759	3	Cannot uninstall CIM 4.3(1) ES1 to CIM 4.2(5).
CSCtq38793	3	Cannot specify group of integrated users in approval process.
CSCsl43404	3	No examples of usage for EIM Workflow Designer.
CSCsx57672	3	EIM\WIM for Unified CCX does not support Unified CME.
CSCso50354	3	Sample ICM Script in EIM/WIM doc is incorrect.

*List of closed caveats*

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

## Related Documentation for Unified EIM and WIM

Unified Web and E-Mail Interaction Manager documentation is available on CCO. It includes the following documents:

- ▶ *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervisor's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Author's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows*

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Email Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Offers Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Data Adapters*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Reports Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console*
- ▶ All Unified EIM documentation can be found online at  
[http://www.cisco.com/en/US/products/ps7236/tsd\\_products\\_support\\_series\\_home.html](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](http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html)
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[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

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