



Cisco Unified Web and E-Mail Interaction Manager

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Change History

Release	Updates
11.0(1)	Initial release

New Features

The following sections describe new features for Unified WIM and EIM Release 11.0(1).

Agent Experience

Pick, Pull, and Transfer

With this release, agents can share work directly with other agents. Specifically, integrated agents can pick and pull activities from, and transfer activities to other integrated agents and queues. For details, see the *Agent's Guide*.

Agents can transfer chats to other departments.

Support for Multiple Peripherals

Agents belonging to multiple peripherals can now sign in to the application. However, the application only allows agents to sign in to one peripheral at a time.

Administration

General

Release 11.0 adds these new general administration features:

- More attributes are available out of the box for call variables. The available attributes are: `contact_point_data`, `delay_time_in_min`, `subject`, `is_escalated`, `conference_flag`, `case_type`, `last_action_reason`, `queue_id`, `description`, `assigned_to`, `user_last_worked`, `due_date`, `when_modified`, `when_created`, `activity_priority`, `customer_phone_no`, `activity_id`, `customer_name`, `cmb_param`
- Administrators can now see an audit trail of changes made to a workflow. The username and a date stamp are captured as part of the audit.
- Administrators now have greater control over session time-out settings. Administrators can specify the time interval after which an inactive session is locked or automatically deleted to be as little as five minutes. This value was 30 minutes in previous releases.

User Roles and Permissions

User roles templates are now available for easy management of user roles. Out-of-the-box role templates allow administrators to easily recreate standard user roles, or restore any user role back to its original state.

You can configure and assign permissions to view, edit, and work with KB folders, reports, and data adapter links at the user, user group, and individual object level.

Activity Routing and Assignment

The **Queue Properties** section has new channel-specific tabs for ease of administration.

Two department level settings now control personalized activity assignment for foreign users and forwarded activities. These new settings are **Enable Personalized Activity Assignment for Forwarded Emails** and **Enable Personalized Activity Assignment for Foreign Users**.

You can now queue chat by default while agents are servicing other chats.

You can enable a new setting, **Service Email and Chat Activities at the Same Time**. This setting enables agents to service activities from different channels at the same time. Agents can work on and complete existing email activities while servicing a chat customer. They do not receive new emails while the chat is in progress.

A new setting, **NIPTA_Routing_Enabled**, enables the system to requeue activities if Unified CCE is unable to route activities with the first attempt.

When multiple queues map to the same MRD, the concurrent task limit now shows the highest value for a given agent.

New Partition Settings

You can now edit the following partition settings from the Administration Console. For details about each setting, see the *Administrators Guide to Administration Console*.

Knowledge	KB approval process settings
	Send suggestions to remote authoring server
	Remote authoring server user ID
	Remote authoring server exception folder ID
	Remote authoring server department ID
Chat	Make agent unavailable on auto-pushbacks of chats
Mail	Socket timeout for Retriever (seconds)
	Socket timeout for Dispatcher (minutes)

Chat

A new setting, **Enable auto-pushback of chats**, is introduced to enable and disable chat autopushback.

Mail

Set the maximum allowed size for the email body and the entire email for both inbound and outbound emails. You can set these values using the following settings:

- Maximum Email Size for Retriever (MB)
- Maximum Body Size for Retriever (KB)
- Maximum Email Size for Dispatcher (MB)
- Maximum Body Size for Dispatcher (KB)

Knowledge

Knowledge Workflows

Knowledge workflows enable businesses to implement best practice business processes for content creation and maintenance. It also allows businesses to enforce governance rules. A KB manager can define a set of stages through which an article must be moved before it can be published. For each stage in the workflow, the KB manager can specify authorized users or user groups who can process the article and move it to the next stage. For details, see the *Author's Guide to Knowledge Base*.

Article Types and Templates

KB managers can now create article types from the KB Console. They can also create multiple templates for each article type. Templates act as a starting point for authors for the specific article type.

Offers

You can now deploy offers on single-page AJAX-based websites.

Offer managers can now upload new offer templates, publish templates for use in offers, and archive templates that are no longer needed. There are new out-of-the-box templates available for use with offers.

Offer managers can configure whether customers who accept a chat offer are placed in front of the chat queue. This feature is applicable only for offers using the chat entry points of standalone chats.

Reports

A new report for chat surveys is now available from the Reports Console.

Column definitions for each out of the box report are now included on the last page of the report itself. This usability improvement ensures that all viewers of the report have access to the descriptions in the context of the report output.

Security

Administrators can configure the application to mask sensitive data in incoming and outgoing emails and chats. Out of the box, the system provides patterns to mask five common patterns including credit card numbers and social security numbers. Administrators can add more patterns. Administrators can also validate any pattern used to mask sensitive data.

This release hardens Web and Application server configuration to suppress sensitive information, such as web server version and detailed application error traces in responses. The release disables by default the HTTP verb `TRACE` on the web server. Also, the web server only responds to incoming requests for the white listed application URLs. This change prevents malicious users from downloading log files, license files, and other jar files over HTTP.

Updated Features

The following sections describe updated features for Unified WIM and EIM Release 11.0(1).

Customer Experience

In this release, we focused on making the Chat, Callback, and Delayed Callback Customer Consoles accessible to visually impaired users and users who cannot use a mouse. The Customer Consoles are also now accessible to those users. The console works with JAWS Screen Reader and in Windows high-contrast modes. In addition, all controls are now accessible through the keyboard.

User Experience

JRE-Free Refreshed Interface

Java applets are removed from most of the product, and JRE is no longer required for signing in or completing most tasks. The only exception is configuring workflows in the Administration Console.

All user consoles have a refreshed user interface.

Accessible Agent Console

The Agent Console is now certified to work with JAWS Screen Reader. It is compatible with Windows high contrast modes. All controls within the console are accessible through the keyboard. In addition to enabling the use of the Tab key, 66 keyboard shortcuts have been provided to cover the most common agent tasks.

Support for Updated Software on User Desktops

Unified WIM and EIM Release 11.0 supports the following updated software versions:

- Internet Explorer 11 (Compatibility mode)
- Oracle JRE 1.7 Update 71 or higher (for workflow administration and knowledge console dashboard only)

Platform

Installation Program

For enhanced security, you can now install the web server component without requiring a connection to any other component in the deployment.

Updated Server Requirements

This release requires newer versions of software to deploy Unified WIM and EIM. For the complete set, see Hardware and Software System Requirements:

- JBoss 7.2
- Windows Server 2012 R2
- Microsoft IIS 8.5
- Microsoft SQL Server 2012
- JDK 7, Update 71 or higher, 64 bit

Updated User Desktop Requirements

Unified WIM and EIM Release 11.0 requires 2 GB of dedicated RAM on all user desktops. In previous releases, the application required only 512 MB.

Citrix Certification

Unified WIM and EIM are now certified on Citrix XenApp version 7.6. To access the application from a Citrix environment, launch the Unified WIM and EIM URL from one of supported browser versions. A list of the supported browser versions is available in Hardware and Software System Requirements.

Using the application with the Jaws screen reader is not certified on Citrix. Users can access the application URL directly to use the screen reader.

Deployment

Integration Wizard

The Integration Wizard imports the media routing domains, agents, and skill groups information from the Unified CCE database to the Unified EIM and WIM database.

With this release, you can run the integration wizard more than once for each department in the application.

Serviceability and Performance

The **CheckIt** utility which takes a snapshot of the current configuration can now be run from the Tools Console.

You can now configure advanced logging features like filtering based on users, IPs, and so on, from the System Console.

The caching framework is improved to make it quicker, more resilient, and more reliable.

Deprecated Features

There are no deprecated features for Unified WIM and EIM Release 11.0(1).

Important Notes

There are no important notes for Unified WIM and EIM Release 11.0(1).

Removed and Unsupported Features

There are no removed and unsupported features for Unified WIM and EIM Release 11.0(1).

Third-Party Software Impacts

There are no third-party software impacts for Unified WIM and EIM Release 11.0(1).

