

UEIME

Implementing Cisco Unified E-Mail and Web Interaction Manager Enterprise

MACROMEDIA FLASH MX CONTENUTI:

**MODULE 1: UNDERSTANDING THE FEATURES OF CISCO
UNIFIED EIM AND CISCO UNIFIED WIM**

**MODULE 2: ARCHITECTURE INSTALLATION PLANNING
AND ENVIRONMENT INSTALLATION**

MODULE 3: USER MANAGEMENT

MODULE 4: THE KNOWLEDGE BASE

MODULE 5: ADMINISTRATION

MODULE 6: AGENT CONSOLE

**MODULE 7: CISCO UNIFIED CCE INTEGRATION AND
CONFIGURATION**

**MODULE 8: CISCO UNIFIED WEB INTERACTION
MANAGER**

**MODULE 9: MANAGEMENT TOOLS: MONITORS AND
REPORTING**

MODULE 10: TACTICS FOR TROUBLESHOOTING

**Sono previste esercitazioni pratiche su tutti gli
argomenti trattati.**