Contents

- 1 Purpose
- 2 Prerequisites
  - 2.1 Videos-on-Demand
- 3 Day 1
  - 3.1 Training Pod Overview
  - 3.2 Platform
  - 3.3 System Startup
- 4 Day 2
  - 4.1 Agents and Login
  - 4.2 Activity Routing
- 5 Day 3
  - 5.1 Integrated Email Flow
  - 5.2 Email Failures
- 6 Day 4
  - 6.1 Chat Flow
  - 6.2 Cisco Media Blender
- 7 Day 5
  - 7.1 UI Issues
  - 7.2 Archiving
  - 7.3 Platform Failures
  - 7.4 Reporting
- 8 Product Documentation

Purpose

Arm students with skills necessary to troubleshoot EIM/WIM. While it is not possible for these scenarios to cover every possible problem that may arise, the knowledge gained can be recycled and reapplied in new issues.

Pre-requisite videos are available to ensure a basic knowledge of EIM/WIM installation, configuration, and integration with UCCE prior to starting the Troubleshooting Training content.

This training content was presented to global support and is being made available externally for all customers and partners to utilize at their own pace.

Prerequisites

Videos-on-Demand

- Configuring UCCE for EIM/WIM
  - Module 1
  - Module 2
  - Module 3
  - Module 4
- EIM/WIM Post-Installation Tasks
- Configuring ECC Variables for EIM/WIM
- EIM/WIM Integration Wizard
- Installing Cisco Media Blender
- Configuring Cisco Media Blender

Day 1

Training Pod Overview

- Example Lab Pod Configuration
- Tracing
- Debug JSPs
- Scenario Template

Platform

- EIM-WIM Distributed Deployment Basics
- EIM-WIM Process vs Instance
- EIM-WIM Processes on each server
- CIM Best Practices
- Helpful DB Queries

System Startup

- Start Database Server
- Start File Server, Messaging Server
- Start Application Server
- Start Web Server
- Start Services Server
- Startup Visualized in Ladder Diagram
- **SCENARIO: MR PIM Active But Showing Socket Errors**
- **SCENARIO: Unable to Load Login Page**

Day 2

Agents and Login

- ICMAgentID vs AgentID
- Flow for Login, Logout
- **SCENARIO: Agent Unable to Login**
- **SCENARIO: Agent Fully-Skilled, But Login Times Out**
- **SCENARIO: Unable to log in as Partition Administrator (pa) or System Administrator (sa)**

Activity Routing

- CIM to ICM Object Mappings
- Activity Statuses, Types, and Modes
- NIPTA Basics
- Exception Queue 101

Day 3

Integrated Email Flow

- **SCENARIO: Initial Email Retrieval**
- **SCENARIO: IPTA Email**
- **SCENARIO: NIPTA Email**
- **SCENARIO: Exception Queue Email**

Email Failures

- **SCENARIO: Agent Mails Not Being Sent**
- **SCENARIO: Customer Emails Not Being Retrieved**
- **SCENARIO: Emails Going to TXT Files on File Server**
- **SCENARIO: Delays in Email Delivery to Agents**
- **SCENARIO: Transferred Emails Get Sent To End of Queue**
- **SCENARIO: Sticky Agent Configuration**

Day 4

Chat Flow

- Sizing and Impact of Concurrent Chats
- Chat Routing Basics
- Chat Session Failure Scenarios
- **SCENARIO: Chat Session Delays**
- **SCENARIO: Agent Ready But Not "ICM Available"**

Cisco Media Blender

- CMB Unable to Establish RMI Link to CIM
- Configuring CMB Parameters for the Listener Instance
- **SCENARIO: Unable to Start Listener Process**

- **SCENARIO: Callback to Customer Fails**
- **SCENARIO: Callback to Customer Fails 2**

Day 5

UI Issues

- Tools Available for Troubleshooting Console Issues
- Agent Missing Chat Notifications
- **SCENARIO: System Encountered A Delay In Getting Data**
- **SCENARIO: Missing Chat Smiley Faces**

Archiving

- Archiving Basics
- **SCENARIO: Archive Job Failing**

Platform Failures

- **SCENARIO: Java HProf Files**

Reporting

- Reporting Basics

Product Documentation

Cisco Unified E-Mail Interaction Manager

Cisco Unified Web Interaction Manager