

eGain

University

Course Catalog
July - December 2009

eGain University

Introduction:

eGain University offers a fast and flexible training program based on actual customer case studies. Real-life scenarios provide the vehicle for your team to learn, explore, and apply eGain solutions. eGain training is available in our classrooms or we can bring it to you, making it easy for your team to achieve new levels of customer Service 8 quickly and easily—with minimal impact on current productivity.

Although eGain solutions are easy to use and maintain, knowledge transfer is key to maximizing the effectiveness of your online customer communications implementation. That's why we work with you to define your training needs, configuring and delivering the training program that works best for your organization.

eGain is the sole proprietor of our product training, making it unavailable elsewhere—so take advantage of eGain's full roster of hands-on, in-depth courses covering the features and functionality of eGain's suite of applications. To maximize your training investment, we offer flexible training options:

- End User Training
- Agent, Administrator, or Supervisor Training
- Train-the-Trainer
- Technical Training

These options give you the flexibility to get your employees trained in the most efficient way possible, with minimal impact to your day-to-day business. Our education designers work closely with our development engineers to ensure delivery of the most current course content available. Our modular training programs, designed to meet specific online customer Service 8 needs, includes tracks for customer Service 8 representatives, managers, system administrators and technical administrators.

Also available are Cisco specific training in two areas. The first is a 5-day technical class and the second is a customized 3-day All-in-one class combining Administrator, Author and Agent training. Although these are not Cisco certification or Official Cisco classes, we have written the course content for all of the Cisco Unified E-Mail and Web Interaction Manager courses. The 3-day end-user class is only offered through eGain University.

Certification – eGain University offers three branches of professional certification.

eGain Certified Technical Professional – eGain Certified Technical Professionals have proven their ability to fully deploy and support an eGain system. They demonstrate this by passing a written and practical test with a score of 90% or better.

eGain Certified Business Administrator – This certification picks up from where the Technical Professional leaves off. Certification signifies attendees have the capability to administer the eGain Service 8 software platform. They demonstrate this by passing a written and practical test with a score of 90% or better.

eGain Certified Agent – By successfully completing the on-line self-paced course and scoring 90% or better on the final assessment a certificate will be awarded. Certified agents will be more productive and will have a shorter learning curve than those who have not been through this training.

End User Classroom Training

End user modules cover all the basic functionality of your eGain system. It consists of different sessions, focusing on specific tasks: Agent, Manager, Administration (non-technical), or Case Author. Hands on exercises reinforce the learning process. For most products End User classes can be taught at either eGain's headquarters or the customer site.

Benefits: The End User course will introduce all of the major functionality to ensure the best possible use of the application and implementation of Best Practices. After the course, your agents, managers, case authors and administrators will be able to fully utilize your eGain system.

Technical Classroom Training

Technical Training is designed for Licensed Customers to send their system administrators to learn basic installation, trouble shooting and customization techniques for eGain applications. These hands on training sessions focus beyond the basic end user session and are designed for a more technical audience.

Benefits: Licensed customers learn the basics to install and trouble shoot eGain applications and can bring that knowledge in house, reducing the number of calls to the Support Desk. System Integrators learn how to apply eGain solutions at their customers' site.

Other eGain University offerings

eGain Professional Service 8 offers a non instructor-led Knowledge Transfer at time of implementation or during other customer site Professional Service 8 projects. These on-the-spot knowledge transfers will specifically address your company's processes and provide a understanding of best practices. Inquire with your eGain Project Manager for more information. Fees apply for the delivery of any customized training as well as Time and Materials costs charged at Senior Consulting fees.

eGain Courses

Course #	Course Name	Description
*‡SV8MA3	eGain Service 8 Mail All-In-One	Comprehensive end user - Agent, Supervisor and Administrator training
‡SV8CH1	eGain Service 8 All-In-One Chat add-on	For Chat customers who will also be attending the Mail All-In-One
SV8SS1	eGain Service 8 All-In-One Self Service 8 add-on	For Self Service 8 customers who will also be attending the Mail All-In-One
SV8CT1	eGain Service 8 All-In-One Call Track add-on	For Call Track customers who will also be attending the Mail All-In-One
SV8A-OL	eGain Service 8 Online Agent Training	On-line self paced training for Mail agents. This training includes assessments and certification and can be customized to match customizations done by professional Service 8 for your company.
*+SV8MA4	eGain Service 8 Mail Advanced Administration	Advanced administration training for Mail, Chat and SS administrators. Includes advanced workflows, data adapters and best practices
SV8CIH5	eGain Service 8 Customer Interaction Hub	Our most comprehensive non-technical training. Includes Mail All-In-One, Chat, Call-Track, and Self Service 8
+SV8TT3	eGain Service 8 Technical Training	Technical course on maintenance, trouble-shooting, and customization for the entire Service 8 Suite. Recommended for IT professionals supporting the system
CA471	eGain Service 8 Campaign Training	Introduction to Campaign
SV8BA3	eGain Service 8 Guided Help Basic Authoring	Introduction to Case Base creation and authoring using eGain Service 8 Guided Help
SV8AA4	eGain Service 8 Guided Help Advanced Authoring	Advanced Case Base theory, design, and techniques in eGain Service 8 Guided Help
‡SV8CH3	eGain Service 8 Chat All-In-One	End user introduction to Chat
+CIMCCE5	Cisco Interaction Manager for Unified CCE	Technical class covering all aspects of Cisco Interaction Manager and its integration with Cisco Unified Contact Center Enterprise

*Certification Courses for eGain Certified Business Administrator

+Certification Courses for eGain Certified Technical Professional

‡Mail All-in-One and Chat All-in-One are also available in the Cisco version, stand-alone and integrated

eGain Course Schedule

Classroom Training in Mountain View, CA

Course #	Course Name	Jul	Aug	Sep	Oct	Nov	Dec
SV8MA3	eGain Service 8 Mail All-In-One	28-30	25-27	29-10/1	21-23		15-17
SV8CH1	eGain Service 8 All-In-One Chat add-on		28				18
SV8SS1	eGain Service 8 All-In-One Self Service 8 add-on	31			2		
SV8CT1*	eGain Service 8 All-In-One Call Track add-on						
SV8MA4*	eGain Service 8 Mail Advanced Administration	21-24				17-21	
SV8CIH5*	eGain Service 8 Customer Interaction Hub						
SV8TT3	eGain Service 8 Technical Training		11-13		27-29		8-10
CA471*	eGain Service 8 Campaign Training						
SV8BA3	eGain Service 8 Guided Help Basic Authoring			15-17			
SV8AA4*	eGain Service 8 Guided Help Advanced Authoring						
SV8CH3*	eGain Service 8 Chat All-In-One						
UEIME5	Cisco Interaction Manager for Unified CCE Version 4.3				5-9	9-13	

All dates subject to change or cancellation. Classes may fill or be cancelled.

* Denotes classes scheduled as needed

eGain Course Pricing

Classes at eGain Headquarters (prices per attendee)

Course #	Course Name	Cost (per person)
SV8MA3	eGain Service 8 Mail All-In-One	\$ 2,400
SV8CH1	eGain Service 8 All-In-One Chat add-on	\$ 1,000
SV8SS1	eGain Service 8 All-In-One Self Service 8 add-on	\$ 1,000
SV8CT1	eGain Service 8 All-In-One Call Track add-on	\$ 1,000
SV8CIH5	eGain Service 8 Customer Interaction Hub	\$ 4,000
SV8MA4*	eGain Service 8 Mail Advanced Administration	\$ 4,000
SV8TT3	eGain Service 8 Technical Training	\$ 3,000
CA471	eGain Service 8 Campaign Training	\$ 1,000
SV8BA3	eGain Service 8 Guided Help Basic Authoring	\$ 3,000
SV8AA4	eGain Service 8 Guided Help Advanced Authoring	\$ 4,000
SV8CH3	eGain Service 8 Chat All-In-One	\$ 2,400
CIMCCE5	Cisco Interaction Manager for Unified CCE	\$ 5,000

Classes Onsite at Client Location (prices per class[†])

Course #	Course Name	Cost (per class)
SV8MA3	eGain Service 8 Mail All-In-One	\$ 15,000*
SV8CH1	eGain Service 8 All-In-One Chat add-on	\$ 5,000*
SV8SS1	eGain Service 8 All-In-One Self Service 8 add-on	\$ 5,000*
SV8CT1	eGain Service 8 All-In-One Call Track add-on	\$ 5,000*
SV8MA4*	eGain Service 8 Mail Advanced Administration	\$ 20,000*
SV8CIH5	eGain Service 8 Customer Interaction Hub	\$ 25,000*
SV8TT3	eGain Service 8 Technical Training	\$ 20,000*
CA471	eGain Service 8 Campaign Training	\$ 5,000*
SV8BA3	eGain Service 8 Guided Help Basic Authoring	\$ 15,000*
SV8AA4	eGain Service 8 Guided Help Advanced Authoring	\$ 20,000*
SV8CH3	eGain Service 8 Chat All-In-One	\$ 15,000*
CIMCCE5	Cisco Interaction Manager for Unified CCE	\$ 30,000*

*** Cost for Onsite course will include above listed price + trainer expenses.
Classes have a maximum size of 12 attendees**

Pricing for the SV8A-OL agent online training is \$100/agent. There will be a one-time \$10,000 for customization that will include a custom url for your company and any changes in the agent console made as part of an eGain professional Service 8s engagement.

Course Descriptions

SV8MA3	eGain Service 8 Mail All in One
SV8CH1	eGain Service 8 Mail All in One Chat Add-On
SV8SS1	eGain Service 8 All in One Self Service 8 Add-On
SV8CT1	eGain Service 8 All in One Call Track Add-On
SV8MAA4	eGain Service 8 Mail Advanced Administration
SV8A-OL	eGain Service 8 Agent Training On-Line
SV8CIH5	eGain Service 8 Customer Interaction Hub Training
SV8TT3	eGain Service 8 Technical Training
CA4071	eGain Service 8 Campaign
SV8BA3	eGain Service 8 Guided Help Basic Authoring
SV8AA4	eGain Service 8 Guided Help Advanced Authoring
SV8CH3	eGain Service 8 Chat All in One
CIMCCE5	Cisco Interaction Manager for Unified CCE

eGain Service 8 Mail All-in-One

Course Title:	Service 8.0 All-in-One training
Time:	3 days
Audience:	Customer Service 8 Representatives, Managers and System Administrators
Locations:	eGain Training facilities or customer site
Prerequisites:	1) Familiarity with Windows environment PC 2) Familiarity with Web-environment
Description:	This course is a comprehensive training course designed to teach all major principles and usage of the eGain Service 8 mail system. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries. Supervisors and administrators will learn all the tools available for managing and configuring the system.
Objectives:	The participants will be able to: <ul style="list-style-type: none"> • Respond to incoming customer email queries • Search, grow and build an appropriate knowledge base • Create and manage users, groups, queues, aliases, & system settings • Monitor agents and generate reports • Create Workflows
Topics:	The following topics are covered: <ul style="list-style-type: none"> • Overview of eGain Service 8 • Agent console: Viewing customer history, activity details, case details and message replies • Creating and using Knowledge base articles • Searching • Administering the knowledge base and classifications • Generating reports and monitoring agents • Creating Users, User Groups and aliases • Creating Workflows

eGain Service 8 Mail All-in-One Chat Add-On

Course Title:	eGain Service 8 Mail All-in-One Chat Add-On
Time:	1 Day
Audience:	Customer Service 8 Representatives, Managers and System Administrators

- Locations:** eGain Training facilities or customer site
- Prerequisites:** Attendance to the Mail All in One class
- Description:** This course adds Chat curriculum to the comprehensive Mail All-in-One class. Customers who will be using both the Mail and the Chat applications within Service 8 should attend. It is designed to teach all major principles and usage of the eGain Service 8 Chat system. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries. Supervisors and administrators will learn all the tools available for managing and configuring the system. The class will build Chat basics on all material previously covered in the Mail All-In-One.
- Objectives:** The participants will be able to:
- Respond to incoming customer chat queries
 - Create users and permissions
 - Configure Entry Points and Queues
 - Configure Templates
- Topics:** The following topics are covered:
- Overview of eGain Service 8
 - Review of customer view
 - The Agent Console
 - The KB Console
 - Supervision and Reporting
 - Tool Bar functions
 - Quick Responses
 - Quick Links
 - Customize responses
 - Users, Groups, and Roles
 - My Monitor
 - Web Collaboration

SV8SS1

eGain Service 8 Mail All-in-One Self Service 8 Add-On

- Course Title:** eGain Service 8 Mail All-in-One Self Service 8 Add-On
- Time:** 1 Day
- Audience:** Customer Service 8 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site
- Prerequisites:** Attendance to the Mail All in One class

Description: This course adds Self Service 8 curriculum to the comprehensive Mail All-in-One class. Customers who will be using both the Mail and the Self Service 8 applications within Service 8 should attend. It is designed to teach the fundamentals of the eGain Self Service 8 configurations.

Objectives: The participants will be able to:

- Create Configurations
- Create Topics
- Associate Configurations with Templates
- Configure Templates

Topics: The following topics are covered:

- Topics
- Configurations
- Templates
- Article Access
- Layout and Appearance
- Important Pages

SV8CT1

eGain Service 8 Mail All-in-One Call-Track Add-On

Course Title: eGain Service 8 Mail All-in-One Call-Track Add-On

Time: 1 Day

Audience: Customer Service 8 Representatives, Managers and System Administrators

Locations: eGain Training facilities or customer site

Prerequisites: Attendance to the Mail All in One class

Description: This course adds Call-Track curriculum to the comprehensive Mail All-in-One class. Customers who will be using both the Mail and the Call-Track applications within Service 8 should attend. It is designed to teach the fundamentals of the eGain Call-Track configurations.

Objectives: The participants will be able to:

- Configure Phone activity types to accept call-track activities
- Create Call-Track Activities
- Log Call Activities
- Create Notes regarding call entries
- Send Customers eMail responses to the customer

- Topics:** The following topics are covered:
- Configurations
 - Permissions
 - Creating Activities
 - Using the Knowledge Base and noting which articles were read.
 - eMailing Customers

SV8AAAd4

eGain Service 8 Advanced Administration

- Course Title:** eGain Service 8 Advanced Administration
- Time:** 4 days
- Audience:** For system administrators who will administer and monitor eGain Service 8
- For service supervisors who will be managing and monitoring eGain Service 8 agents and call centers.
- Locations:** eGain corporate campuses and on-site at Customer Locations
- Prerequisites:** eGain Mail-All-In-One training, Technical Training, or equivalent experience on the eGain CIH platform
- Description:** This is an in-depth 4-day training program teaching experienced eGain Service administrators how to apply advanced administration best practices, how to configure advanced service features, and how to optimize your specific configuration.
- Objectives:** The participants will be able to:
- Configure Partition, Department, and User settings
 - Customize parts of eGain Service
 - Create Inbound, Alarm, Outbound, and General Workflows
 - Schedule and run Reports
 - Schedule and run Monitors
 - Create Custom Macros
 - Learn to troubleshoot different components of eGain Service
 - Use the System Console to administer and monitor the service
 - Use the Tools Console to perform out-of-the-box customizations.
 - Create Data Links and Data Adapters to access data from external systems

SV8A-OL

eGain Service 8 Agent Training On-Line

- Course Title:** eGain Service 8 Agent Training Ono-Line
- Time:** Self Paced, but the goal is to complete the course in approximately 3 hours including the final assessment.
- Audience:** Agents specifically licensed for eGain Mail
Chat, Self-Service and Guided Help Modules will be coming later
- Locations:** On-line from your facility or their home
- Prerequisites:** Internet explorer experience is helpful
- Description:** This customizable training will bring your agents up to speed quickly on the eGain Service 8 Mail system. It will
- Objectives:** The participants will learn and demonstrate proficiency in:
- Replying to a customer
 - Managing email activities in the agent inbox
 - Managing cases
 - Viewing and recording customer history
 - Using the knowledge base to respond to email
 - Suggesting articles for the knowledge base
 - Running reports on self performance

SV8CIH5

eGain Service 8 Customer Interaction Hub Training

- Course Title:** Service 8.0 Customer Interaction Hub training
- Time:** 3 days
- Audience:** Customer Service 8 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site
- Prerequisites:**
- 1) Familiarity with Windows environment PC
 - 2) Familiarity with Web-environment

Description: This course is the most comprehensive non-technical training course offer by eGain Communications. It is designed to teach all major principles and usage of the eGain Service 8 mail system as well as the three add-on classes. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries, whether the inquiries come in the form of an email, chat, or phone call. They will also learn how to expose the Knowledge Base to customers and agents allowing them to perform self Service 8 guided searches for knowledge base articles. Supervisors and administrators will learn all the tools available for managing and configuring the system.

Objectives: The participants will be able to:

- Respond to incoming customer queries whether the inquiry be an email, a live chat session or a phone call.
- Search, grow and build an appropriate knowledge base
- Create and manage users, groups, queues, aliases, & system settings
- Monitor agents and generate reports
- Create Workflows
- Create users and assign permission
- Configure Chat Entry Points and Queues
- Configure Chat Templates
- Configure Self Service 8 Templates
- Create Self Service 8 Topics

Topics: The following topics are covered:

- Overview of eGain Service 8
- Agent console: Viewing customer history, activity details, case details and message replies
- Creating and using Knowledge base articles
- Searching
- Administering the knowledge base and classifications
- Generating reports and monitoring agents
- Creating Users, User Groups and aliases
- Creating Workflows
- Configurations
- Permissions
- Creating Activities
- Using the Knowledge Base and noting which articles were read.
- Review of customer view
- Supervision and Reporting
- Quick Responses and Quick Links
- Customize responses
- Users, Groups, and Roles
- My Monitor
- Web Collaboration

eGain Service 8 Technical Training

Course Title:	eGain Service 8 Technical Training
Time:	3 days
Audience:	<p>For system engineers who will install and deploy eGain Service 8</p> <p>For system administrators who will be maintaining eGain Service 8 system including troubleshooting eGain Service 8s.</p> <p>For programmers and developers who will deploy, customize and administer eGain Service 8 platform, including custom rules and database integration</p>
Locations:	eGain Training facilities and on-site at Customer Locations
Prerequisites:	<ol style="list-style-type: none">1) Experience with Windows 2000 OS (Install, configure, administration, troubleshooting) – Internet Information Server2) Databases (SQL, stored procedures, administration, ODBC) - SQL Server 6.5/7.03) Scripting Language (Programming, de-bugging, testing) - JScript, ASP, HTML
Description:	<p>This is an in-depth training program incorporating three tracks, which covers 3 Days.</p> <p>The Deployment specialist track covers installation, configuration and deployment of the system. The Technical System Administrator track covers troubleshooting issues.</p> <p>The Customization Specialist track gives a more in depth look at customization.</p> <p>The class will cover all aspects of system maintenance and troubleshooting.</p>
Objectives:	<p>The participants will be able to:</p> <ul style="list-style-type: none">• Configure eGain Service 8• Customize parts of eGain Service 8• Create Custom Macros• Create Workflows• Schedule and Run reports• Learn to troubleshoot different components of eGain Service 8• Learn to administer/monitor the various Service 8s used by Cisco Interaction Manager.• Learn to use the Tools console to perform some out-of-the-box customizations.• Create Data Links to access data from external systems• Create custom workflows and reports

Campaign

Course Title:	Campaign
Time:	1 day
Audience:	System Administrators, Managers within eGain Mail, Marketing
Locations:	eGain Training facilities or customer site
Prerequisites:	<ol style="list-style-type: none">1) Familiar with eGain Mail KB structure and creating articles2) Able to script HTML using notepad3) Familiar with creating .txt/.csv files4) Basic understanding of webforms5) Access to different mail accounts (AOL, Yahoo, Hotmail, etc) is ideal
Description:	<p>This 1-day class introduces Campaign. Campaign, a great marketing tool, delivers a single mailing with contents written for a specific audience. The course reviews how to create KB/articles with emphasis placed on the HTML article. Special emphasis is placed on lists and how to segment them in order to reach the appropriate audience. The participants have hands-on activities to reinforce some of the critical features such as segmenting a list and creating HTML articles that contain eGain special tags. The reports are discussed in reference to how to determine the effectiveness of the campaign.</p>
Objectives:	<p>The participants will be able to:</p> <ul style="list-style-type: none">• Create HTML articles and incorporate a custom eGain tag• Create/Import lists and create rules to segment the list• Run test campaigns to review the contents in various browsers• Create, schedule, and activate a campaign• Use Reports to monitor the effectiveness of the campaign and to make adjustments in needed areas
Topics:	<p>The following topics are covered:</p> <ul style="list-style-type: none">• Overview of eGain Campaign• Creating a Simple Campaign• Creating/Editing a List• Creating the Contents• Including Webforms• Reports

eGain Service 8 Guided Help Basic Authoring

Course Title:	eGain Service 8 Guided Help Knowledge Basic Authoring
Time:	3 days
Audience:	Novice and Experienced Knowledge Base Authors and article content developers
Locations:	eGain Training facilities or customer site
Prerequisites:	Familiarity with Windows environment
Description:	<p>The 3-Day eGain Service 8 Guided Help Authoring class for Enterprise Customers will teach novice or advanced content managers and creators how to create knowledge base elements and link them together to create a searchable repository of knowledge and solutions for customer and customer Service 8 representative (agent) use. Hands-on exercises will reinforce learning.</p> <p>At the end of the 3-day session, students will have a good understanding of the methodology for building a Case Base and practical experience in using the authoring tools available in eGain Service 8.</p>
Objectives:	<p>The participants will be able to:</p> <ul style="list-style-type: none">• Author Case Bases optimizing the available functions• Understand the design principles and methodologies for building case bases

eGain Service 8 Guided Help Advanced Authoring

Course Title:	Knowledge Advanced Authoring
Time:	3 days
Audience:	Experienced Case Authors
Locations:	eGain Training facilities or customer site
Prerequisites:	Knowledge Authoring

Description: eGain Service 8 Guided Help is a powerful system designed to perform a variety of tasks such as diagnosis, process control, information lookup, product selection, etc. The capabilities of the system are due to the flexibility build in the application together with the enormous capabilities of the CBR technology. Understanding the capabilities of eGain Case Bases and their applicability in the multi-dimensional space of various access channels, user segmentation, and domain coverage is imperative to guarantee the success and effectiveness of the solution.

The Advanced Authoring class is designed to teach the Author different case base design techniques, reinforce best design practices, expose details of the underlying algorithms and provide guidelines/tips on case base and taxonomy building. In addition, the first day of the class will be dedicated to short seminar on Knowledge Management.

Objectives: The participants will be able to:

- Design several styles of case bases
- Maximize use of the various advanced features used to Author more effective case bases
- Understand the effects of design, scoring, and properties decisions

SV8CH3

eGain Service 8 Chat All-in-One

Course Title: eGain Service 8 Chat All-in-One

Time: 3 Days

Audience: Customer Service 8 Representatives, Managers and System Administrators

Locations: eGain Training facilities or customer site

Prerequisites:

- 1) Familiarity with Windows environment PC
- 2) Familiarity with Web-environment

Description: This course is a comprehensive training course designed to teach all major principles and usage of the eGain Service 8 Chat system. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries. Supervisors and administrators will learn all the tools available for managing and configuring the system.

Objectives: The participants will be able to:

- Respond to incoming customer queries
- Create users and permissions
- Configure Entry Points and Queues
- Configure Templates

Topics: The following topics are covered:

- Overview of eGain Service 8
- Review of customer view
- The Agent Console
- The KB Console
- Supervision and Reporting
- Tool Bar functions
- Quick Responses
- Quick Links
- Customize responses
- Users, Groups, and Roles
- My Monitor
- Web Collaboration

CIMCCE5

Cisco Interaction Manager for Unified CCE

Course Title: Cisco Interaction Manager for Unified CCE

Time: 5 Days

Audience: System engineers who will install and deploy Cisco Interaction Manager integrated with Unified CCE or stand alone.

System administrators who will be maintaining the Cisco Interaction Manager system including troubleshooting Cisco Interaction Manager integrated with Unified CCE.

Programmers and developers who will deploy, customize and administer Cisco Interaction Manager, including custom rules and database integration

Locations: eGain Training facilities and on-site at customer location

Prerequisites:

- 1) Experience with Windows 2000 OS (Install, configure, administration, troubleshooting) – Internet Information Server
- 2) Databases (SQL, stored procedures, administration, ODBC) - SQL Server 6.5/7.0
- 3) Scripting Language (Programming, de-bugging, testing) - JScript, ASP, HTML
- 4) Knowledge of Cisco Unified Contact Center Enterprise (Unified CCE) 7.X

Description: A complete technical installation, configuration and integration course for Cisco Interaction Manager and IPCC Enterprise. The course is for sales engineers, installers, senior consultants and IT personnel who will be able to perform all aspects of the installation and maintenance of the Cisco Interaction Manager platform

Objectives: The participants will be able to:

- Explain the Architectural Components of the integrated system
- Configure Unified CCE to work with Unified EIM/Unified WIM

- Install WebLogic and Create a WebLogic Domain
- Install and configure a complete Unified EIM/Unified WIM system
- Troubleshoot Installation and Maintenance issues

Topics:

The following topics are covered:

- Verifying and Preparing the Environment
- Installing/Starting a Single-Server Configuration
- Managing Users
- Managing Folders
- Managing Articles
- Managing Macros
- General Knowledge Base Management
- Managing Approval Processes
- Configuring Business Settings
- Managing E-Mail Functions
- Managing Archive Jobs
- Creating Workflows
- User Preferences
- Transferring and Pulling Activities
- Searching for Information
- Activities and Cases
- Customer Information
- Replying to E-Mails
- Preparing Unified CCE for the integration
- Configuring Scripts
- Post Install Integration
- Performing Post Install Unified EIM/WIM activities
- Creating a Chat Entry Point
- Conducting a Chat Session with Unified WIM
- Chat Monitors

eGain Course Registration

Course Information: Fill in and Fax to 650-230-7600

eGain Product:	
Desired Course Title:	
Time:	_____ Days
Location (select one):	<input type="checkbox"/> eGain Training facilities <input type="checkbox"/> on-site at customer location
When (select one):	<input type="checkbox"/> ASAP <input type="checkbox"/> Specific Week/Month/Year: _____ <input type="checkbox"/> Other: _____ _____ _____

Contact Information:

Name:	
Company:	
Address:	
Phone:	Work: _____ Cell: _____
Email:	
Best time to call:	
Comments:	

Please take a moment to fill out this course registration form and send, email, or fax it to us.

We also offer an online course registration form at http://www.egain.com/contact/contact_education.asp

Please note: The published course schedule is subject to change without notice. Also, enrollment is not confirmed until you are contacted by an eGain University representative. Course fees are approved through authorized statements of work. No credit cards are accepted.

eGain University
 345 E. Middlefield Road
 Mountain View, CA 94043
 USA
 Phone: +1 650-230-7500
 Fax: +1 650-230-7600
 Email: