# Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager 4.4 Are Now Available

PB692004

Cisco is pleased to announce that Cisco® Unified Web Interaction Manager (WIM) and Cisco Unified E-Mail Interaction Manager (EIM) 4.4 are now available.

Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager 4.4 include many new features, including:

- Virtualization capabilities (including support for VMware High Availability), which are certified on the virtual machine and Cisco Unified Computing System™ (Cisco UCS™) platform
- Increased scalability to support up to 1250 agents
- Enhanced reporting, which includes these three reporting templates from Cisco Unified Intelligence Center: Email volume by queue, chat volume by queue, and agent work summary
- Chat auto-pushback, which "pushes" unattended chats by agents back into queue for other available agents, if they are not responded to within a predefined time
- Interdepartment queue transfer capability for integrated agents
- Support for enhanced list of customer browsers for Cisco Unified WIM

For complete details about new features and enhancements for Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager 4.4, please review the release notes here: http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html.

## Availability, Upgrades, and Ordering

Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager 4.4 are available now. Existing customers with a valid services contract number can download the latest release from the web at: http://www.cisco.com/cisco/software/type.html?mdfid=280970910&flowid=5224.

New customers may visit the Cisco Ordering homepage at: http://www.cisco.com/en/US/ordering/index.shtml.

## Product Literature and Documentation

For a wealth of Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager resources, including ROI tools, customer-facing materials, and presentations, please visit these websites:

- Partner websites:
  - Cisco Unified Web Interaction Manager:
    http://www.cisco.com/en/US/partner/products/ps7233/index.html
  - Cisco Unified E-Mail Interaction Manager:
    http://www.cisco.com/en/US/partner/products/ps7236/index.html

- Customer websites:
  - Cisco Unified Web Interaction Manager: http://www.cisco.com/en/US/products/ps7233/index.html
  - Cisco Unified E-Mail Interaction Manager: http://www.cisco.com/en/US/products/ps7236/index.html

## Communicating with Partners and Customers

Please use this announcement to notify your partners and customers that Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager 4.4 are available and ready for download.

**For more information, additional resources, and questions,** please visit the Contact Center Partner Community at: https://www.myciscocommunity.com/community/partner/collaboration/contactcenter.