

Oracle® Call Center Connectors

Implementation Guide

Release 11i for Windows NT

April 2001

Part No. A87490-03

Implementing Oracle Call Center Connectors

After you have installed Oracle Call Center Connectors, you need to configure it to work within your call center. To establish communications with the Oracle Telephony Manager server, configure the Oracle Call Center Connectors application according to the following procedure.

Prerequisites

None

Steps

1. From the Windows NT Taskbar, choose **Start > Programs > <folder name> > Call Center > Service Configuration**.

The Oracle Services Configuration dialog box opens.

2. In the Config tab, check the **Oracle Call Center Connectors Server** check box to configure Oracle Call Center Connectors.

The Oracle Call Center Connectors Server tab appears.

3. In the Oracle Call Center Connectors Servers tab, choose **New Server** to create an executable service.
4. Enter a unique name to identify this instance of Oracle Call Center Connectors.
5. Choose **OK**.

Information automatically populates the Name, Executable, Port, and Output Level fields.

ORACLE®

Copyright © 2001, Oracle Corporation.
All Rights Reserved.

Oracle is a registered trademark, and Oracle Call Center Connectors, Oracle Telephony Manager, and Oracle IVR Integrator are trademarks or registered trademarks of Oracle Corporation. Other names may be trademarks of their respective owners.

Note: In the Executable field, verify that the path for OpenTelProxyServer.exe is correct.

6. If you are installing a single instance of Oracle Call Center Connectors on this machine, use port number 3201. If you configure two or more instances of Oracle Call Center Connectors on the same machine, choose an unused port number between 3300 and 5000.
7. Choose an Output Level from 0 to 4 for logging. Oracle recommends that you use Output Level 1 in normal operations for moderate logging without slowing down performance. Level 0 returns no logging, but results in the fastest performance. Level 4 returns the most detailed logging, such as for troubleshooting, but results in slower performance.
8. Choose **OK**.
9. From the Windows NT Taskbar, choose **Start > Settings > Control Panel > Services**.
10. If you have not installed and configured the Dialog CT-Connect client on the Oracle Call Center Connectors server, you need to install it now. For more information, see the Dialogic Corporation document *Installation and Administration Guide for CT-Connect*.
11. In Windows NT Explorer search for the file `ctcapi32.dll` and copy the file to `/SharedLibraries/Oracle` in the folder of the original installation.

This completes the implementation of Oracle Call Center Connectors. See [Verifying Implementation](#).

Verifying Implementation

To verify that Oracle Call Center Connectors was implemented correctly after installation, use the following procedure.

Prerequisite

Oracle Call Center Connectors must be installed and implemented.

Steps

1. In the Services window, scroll to **OracleCCCServer <name that you entered in step 5>**. Check that Startup is set to Automatic.

If Startup is not set to Automatic, choose the **Startup** button to open the Service panel. Choose **Automatic**, then choose **OK**. The Service panel closes, and you return to the Services window.

2. Choose **Start** to restart the service, or you can restart the service on the next reboot.

Connecting Oracle IVR Integrator to Oracle Call Center Connectors

The instructions in this section apply only to systems that have Oracle IVR Integrator installed as part of the full Oracle Interaction Center solution.

To connect Oracle IVR Integrator to Oracle Call Center Connectors, you need to install and configure the Distributed Computing Environment (DCE) Entegrity (formerly Gradient) PC-DCE 4.0 on both the Oracle IVR Integrator server and the Oracle Call Center Connectors server. Install PC-DCE 4.0 from the Entegrity (Gradient) License Pack CD-ROM.

Installing PC-DCE

Refer to the Entegrity Solutions Corporation document *Installation of PC-DCE* for instructions on installing PC-DCE. To protect your original License Pack file, Oracle recommends that you copy the License Pack to another disk, and use the copy of the file instead of the original file.

The DCE cell must be on a server. It may be on the same machine as another service that has sufficient resources. The file path for installation on a server is X:\WINNT\PCDCE32\SERVERS\DISK1 , where X:\ is the install drive.

For detailed instructions on installing PC-DCE with Oracle IVR Integrator, refer to “Installing Gradient PC-DCE” in *Installing Oracle IVR Integrator*.

Configuring PC-DCE

Oracle DCE configuration scripts install the DCE directories that the services require. The configuration scripts are located in X:\<destination folder>\DCEConfiguration\scripts\DCE_2.0, where X:\ is the install drive.

For detailed instructions on configuring PC-DCE with Oracle IVR Integrator, refer to “Configuring the PC-DCE Client” and “Configuring the PC-DCE Cell” in *Installing Oracle IVR Integrator*.

