

Oracle® Call Center Applications Setup

Oracle Call Center Applications Setup

Release 11i

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Part No. A86049-01

About this Document

This guide covers the installation of the following Oracle Call Center and Telephony Applications components:

- Oracle Scripting Author
- Oracle Telephony Manager and subcomponents (Telephony Media Control, Inbound Telephony Server, Routing Server, and Server Monitor)
- Oracle Email Center
- Oracle Universal Work Queue
- Oracle Interaction Blending

Pre-Installation Tasks and Requirements

The following section describes the prerequisites that must be met prior to installing components from the Oracle Call Center Applications Setup CD.

1. Complete an administrative-tier installation of Oracle Applications, Release 11.5.2. Refer to *Installing Oracle Applications, Release 11i* for more information.
2. Identify the Oracle Call Center Applications Setup components that you want to install.
3. Based on the components identified in step 2, choose the appropriate hardware required.

Hardware requirements for installing Call Center Telephony applications are variable depending on the following factors:

- The number of agents

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- The volume of calls
 - The operating system platform
 - The type of telephone switch being used
4. Determine your installation configuration.

For optimum performance and scalability, Oracle Corporation recommends that each component from the Oracle Call Center Applications Setup CD be installed and run on its own independent machine. However, depending on the number of agents and the operating system platform, any combination of these components can be installed on the same machine. Additionally, Oracle Telephony Manager sub-components should be installed on different machines if you plan to support large call centers (1000 or more agents).

5. Complete a web-tier installation of Oracle Applications, Release 11.5.2 on each machine identified in step 3 above. Record the Oracle COMMON_TOP directory and the JRE directory during the Oracle Applications, Release 11.5.2 web-tier installation for use during the Oracle Call Center Applications Setup installation.

Note: If you are installing Oracle Scripting Author, then this step is not required on the Windows machine on which only Oracle Scripting Author is to be installed.

After you have successfully completed the pre-installation tasks listed above, you are ready to install components from the Oracle Call Center Applications Setup CD.

- If you are installing Oracle Scripting Author only, then you will run the installer once on a Windows 95, Windows 98, or Windows NT 4.0 machine. Proceed to the ["Installing Oracle Scripting Author"](#) section of this document.
- If you are installing Oracle Call Center and Telephony applications, run the installer once on each machine identified in step 3 above. Proceed to the ["Installing Call Center Applications Setup Components"](#) section of this document.

Installing Oracle Scripting Author

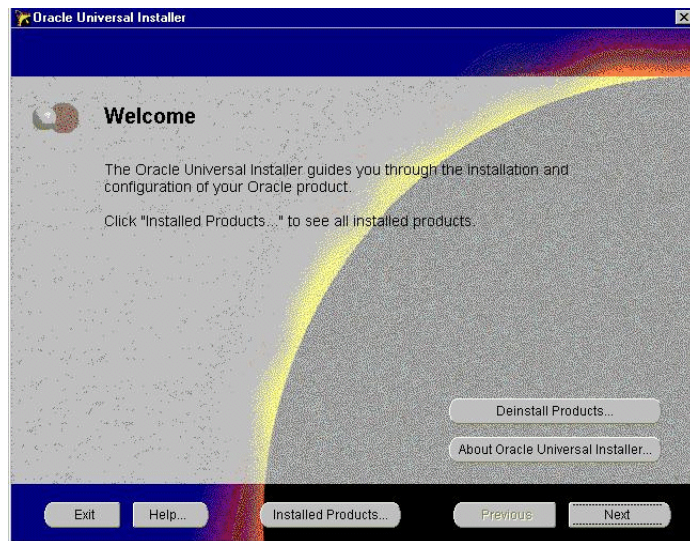
Use this procedure to install Oracle Scripting Author on a Windows 95, Windows 98, or Windows NT machine.

Prerequisites

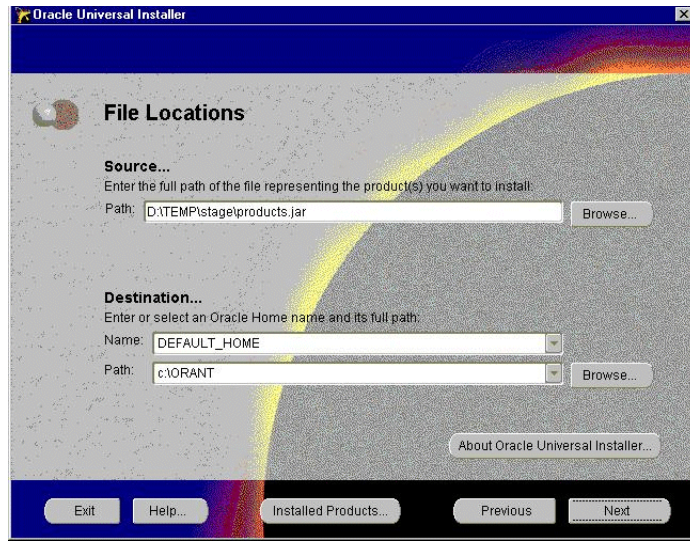
Refer the Oracle Call Center Applications Setup readme.txt file for additional or revised installation tasks.

Steps

1. Insert the CD in the Windows machine on which Oracle Scripting Author will be installed and run. Use the following path to navigate to the Oracle Universal Installer:
`<CD-ROM drive>:\install\win32\setup.exe`
2. Double-click **setup.exe**. The Oracle Universal Installer launches and the Welcome screen displays.



3. Click **Next** to continue.



4. Use the File Locations screen to specify your Source and Destination directories.
 - The Source area displays the path to the components available for installation.

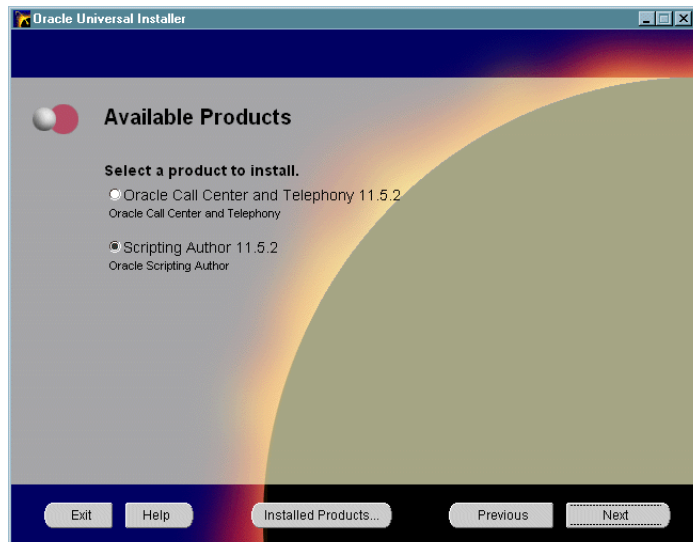
Note: Do not modify the information in the Source area.

- The Destination area displays the default path to which Oracle Scripting Author will be installed and the alias for the destination.

In the Destination area, type the destination path or click **Browse** to choose a destination path. If the destination path does not have a name, type an alias for the destination path in the Name field.

You do not have to install Oracle Scripting Author in a true Oracle home. You can provide any alias for the purpose of installing Oracle Scripting Author.

5. Click **Next** to continue.

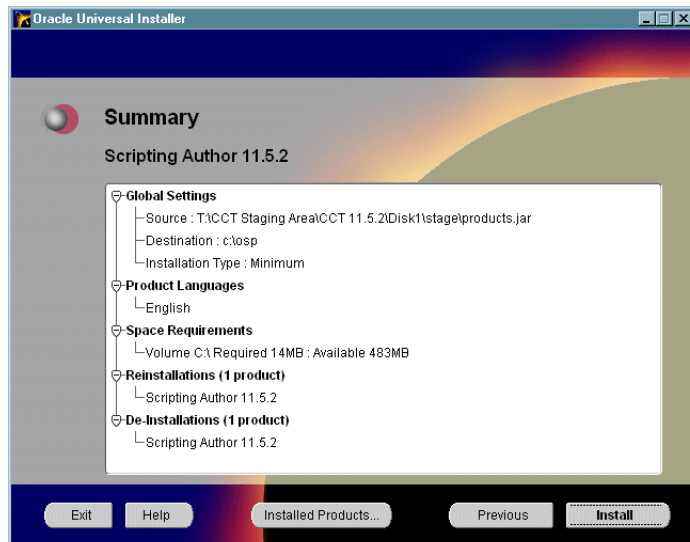


6. In the Available Products screen, select **Scripting Author 11.5.2** and then click **Next** to continue.



7. Select an Installation Type and then click **Next** to continue.

Note: Each installation type installs the same components.



8. Verify the installation settings in the Summary screen and then click **Install**.

The Install screen displays and Oracle Scripting Author is installed in the oracle\apps\ies\author subdirectory of the destination path. The Oracle Universal Installer also creates an Oracle Scripting folder in the Programs menu.

When the installation is complete, the End of Installation screen displays.

9. Click **Exit** to close Oracle Universal Installer or click **Next Install** to install other components from Oracle Call Center Applications Setup CD.

This completes installation of Scripting Author.

Post-Installation Tasks for Scripting Author

For information about post-installation tasks for Scripting Author, please refer to *Oracle Scripting Implementation Guide*.

Scripting Author Online Documentation

The Scripting Author installation includes online documentation found in the \docs directory. To view the online documentation, launch the ies1151.htm file in your local web browser.

Installing Call Center Applications Setup Components

Use this procedure to install components from the Oracle Call Center Applications Setup CD. Refer to the installer startup instructions that are applicable to your installation platform.

Prerequisites

Refer the Oracle Call Center Applications Setup readme.txt file for additional or revised installation tasks.

Starting the Installer (Unix)

1. Stop all Oracle processes and services running on your machine.
2. Place the Oracle Call Center Applications Setup CD in the CD-ROM drive.
3. Log in as the user who installed Oracle Applications, Release 11.5.1 and create a CD-ROM mount point directory.
4. Mount the CD-ROM drive on the mount point directory.
5. Change to the install directory on the CD-ROM.
6. Start the runInstaller installation program from the install/<platform> directory.

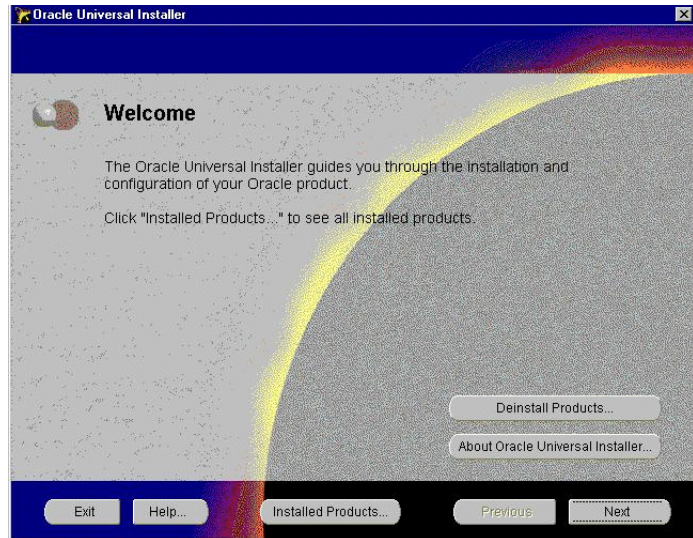
The Oracle Universal Installer launches and the Welcome screen displays. Proceed to the ["Selecting Components and Options"](#) section of this procedure.

Starting the Installer (Windows NT)

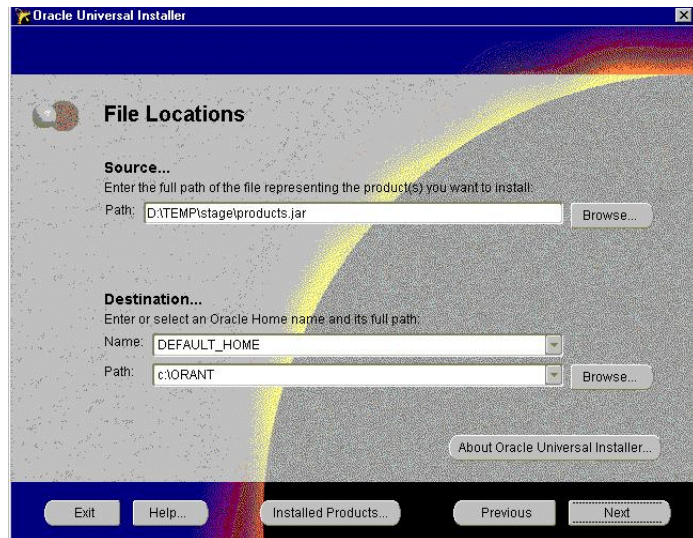
1. Stop all Oracle processes and services running on your machine.
2. Navigate to the <CD-ROM drive>:\install\win32 directory.
3. Double-click the **setup.exe** installation program.

The Oracle Universal Installer launches and the Welcome screen displays. Proceed to the ["Selecting Components and Options"](#) section of this procedure.

Selecting Components and Options



1. Click **Next** to continue.



2. Use the File Locations screen to specify your Source and Destination directories.
 - The Source area displays the path to the components available for installation.

Note: Do not modify the information in the Source area.

- The Destination area displays the default path to which Oracle Call Center and Telephony components will be staged and the alias for the destination.

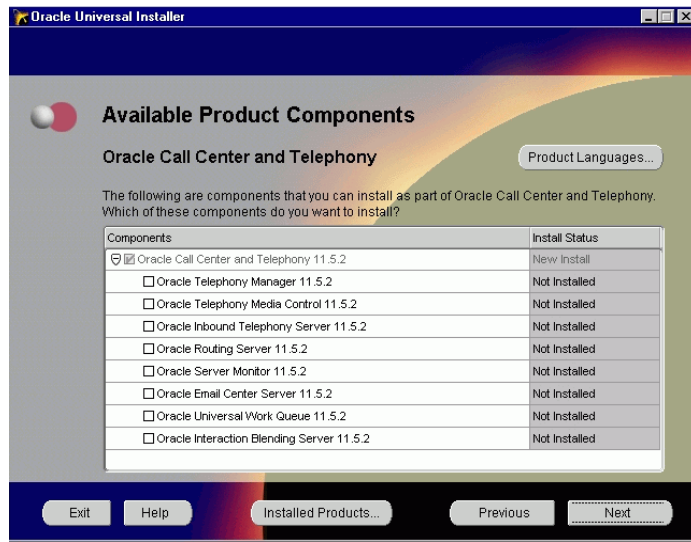
In the Destination area, type the destination path or click **Browse** to choose a destination path. If the destination path does not have a name, type an alias for the destination path in the Name field.

You do not have to install Oracle Call Center and Telephony components in a true Oracle home. You can provide any alias for the purpose of installing an Oracle Call Center and Telephony component.

3. Click **Next** to continue.



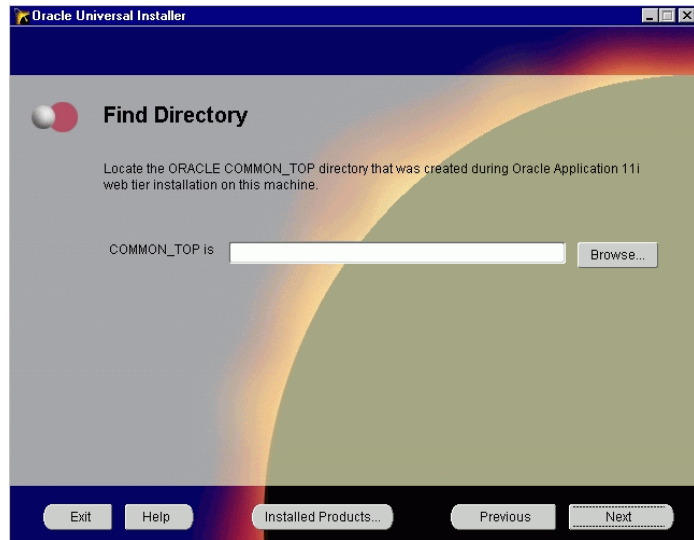
4. In the Available Products screen, select **Oracle Call Center and Telephony 11.5.2** and then click **Next** to continue.



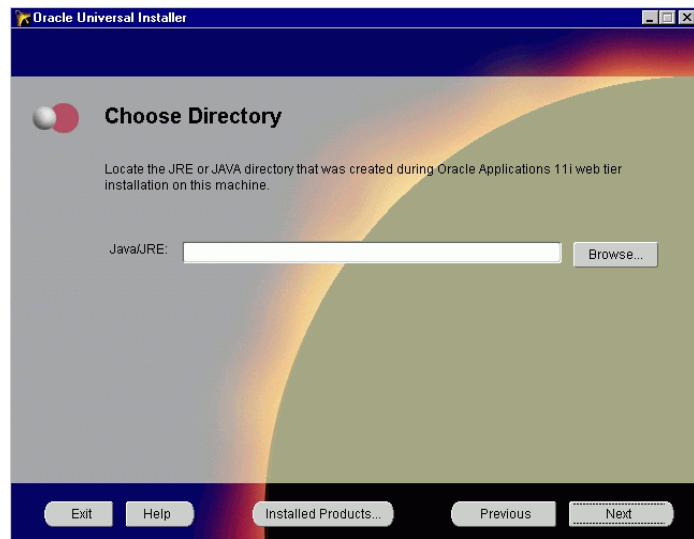
5. In the Available Product Components screen, select the component(s) that you want to install and then click **Next** to continue.

Component	Description
Oracle Telephony Manager 11.5.2	Media queue and distribution engine component of Oracle Telephony Manager. Stores and distributes media items and integrates with Routing, and Interaction Blending.
Oracle Telephony Media Control 11.5.2	Telephony middleware integration component of Oracle Telephony Manager. Integrates CTI middleware with Universal Work Queue and the desktop.
Oracle Inbound Telephony Server 11.5.2	Inbound and web call back component of Oracle Telephony Manager. Generates inbound calls and web call backs.
Oracle Routing Server 11.5.2	Provides rule-based routing and the classification engine for call center interactions.
Oracle Server Monitor 11.5.2	Server monitor for fault tolerance, crash detection and recovery.
Oracle Email Center Server 11.5.2	Provides email interaction management and email-based process automation.
Oracle Universal Work Queue 11.5.2	Provides a unified, common view of agent work to be performed. Accesses tasks that originate and are assigned in Oracle CRM Business Applications.
Oracle Interaction Blending Server 11.5.2	Handles inbound and outbound calls according to call volume and service levels.

6. In the Welcome to Oracle Call Center Installation screen, click **Next** to continue.



7. Use the Find Directory screen to locate the COMMON_TOP directory on this machine. This directory was created during your Oracle Applications, Release 11i installation. Click **Next** to continue.



8. Use the Choose Directory screen to locate the JRE or JAVA directory that was created on this machine during your Oracle Applications, Release 11i web-tier installation(s). Click **Next** to continue.

Oracle Universal Installer

Database Connection Parameters

Specify the values for the following database connection parameters. You can obtain these values from your Oracle Application System Administrator or your Database Administrator.

TWO_TASK	<Database service name>
FNDNAM	apps
GWYUID	applsyspub/pub
Database Host	<database host>
Database Port	1521
Application User/Password	<application userid/password>

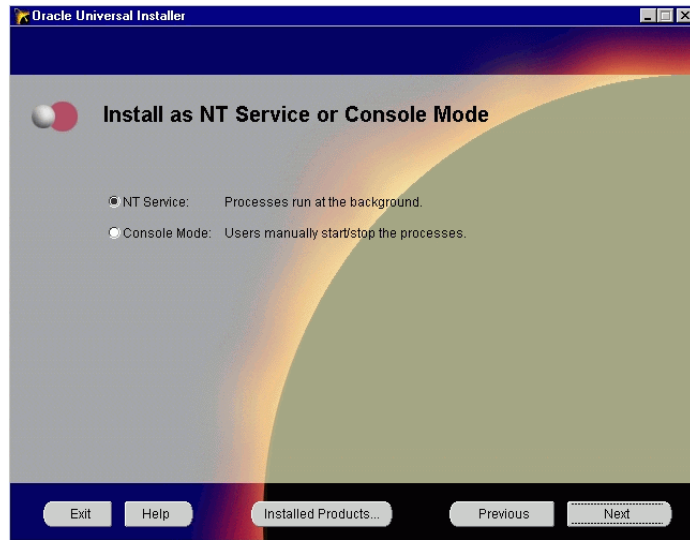
Exit Help Installed Products... Previous Next

9. Enter values for your database connection parameters to the Oracle Applications database. If you do not know the appropriate values, then contact your Oracle Applications System Administrator or Database Administrator.

Note: To make any changes to the database connection parameters after installation, edit the cct.dbc file in the <COMMON_TOP>/admin/scripts/cct directory.

Click **Next** to continue.

- If you are installing on a Unix platform, skip step 6 and proceed to the "Naming Your Servers" section of this procedure.
- If you are installing on the Windows NT platform, the Install as NT Service or Console Mode screen displays. Proceed to step 6.



10. Use this screen to specify whether you want to install Oracle Call Center and Telephony applications as an NT service.
 - To have all processes running in the background, select **NT Service**.

Note: By default, the NT Service startup mode is set to Manual. Please refer to Windows NT documentation for changing the startup mode.

- To manually activate (start/stop) only specifically needed processes, select **Console Mode**.

Click **Next** to continue.

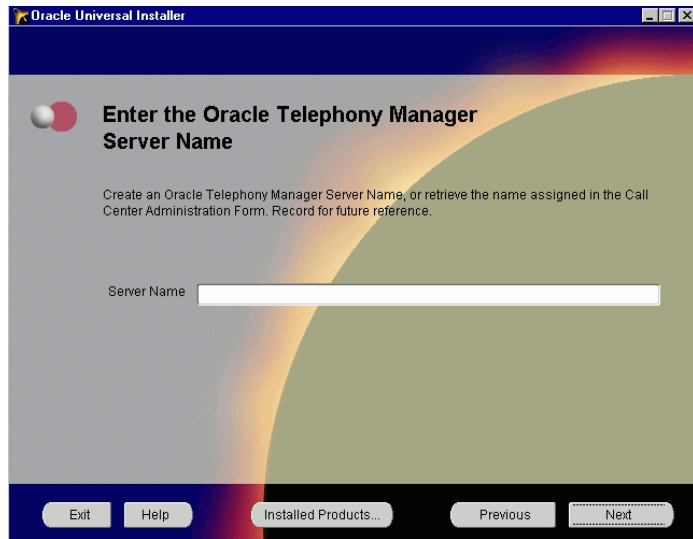
Naming Your Servers

The screens that display during this part of the installation, prompt you for server names for the products you selected in the Available Product Components screen. The names you enter will be names you have already created through the Call Center Administration form or names you create during this installation.

- If you have already created server names, then enter the names exactly as you entered them in the Call Center Administration form. For information on the Call Center Administration form, see *Oracle Telephony Manager Implementation Guide*.

- If you have not already created server names, create and record them during this installation. The server names you create during this installation must be entered in the Call Center Administration form exactly as you've entered them here.

Note: To make any changes to the server names after installation, edit the servers.installed file in the <COMMON_TOP>/admin/scripts/cct directory.



Oracle Telephony Manager server name: _____

Click **Next** to continue. If the Summary screen displays, go to the "[Installing Your Components](#)" section of this procedure.

Oracle Universal Installer

Enter the Oracle Telephony Media Control Server Name

Create an Oracle Telephony Media Control Server Name, or retrieve the name assigned in the Call Center Administration Form. Record for future reference.

Server Name

Exit Help Installed Products... Previous Next

Oracle Telephony Media Control server name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.

Oracle Universal Installer

Enter the Oracle Inbound Telephony Server Name

Create an Oracle Inbound Telephony Server Name, or retrieve the name assigned in the Call Center Administration Form. Record for future reference.

Server Name

Exit Help Installed Products... Previous Next

Oracle Inbound Telephony server name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.

The screenshot shows the Oracle Universal Installer window. The title bar reads 'Oracle Universal Installer'. The main heading is 'Enter the Oracle Routing Server Name'. Below the heading, there is a sub-instruction: 'Create an Oracle Routing Server Name, or retrieve the name assigned in the Call Center Administration Form. Record for future reference.' A text input field labeled 'Server Name' is provided. At the bottom, there are five buttons: 'Exit', 'Help', 'Installed Products...', 'Previous', and 'Next'.

Oracle Routing server name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.

The screenshot shows the Oracle Universal Installer window. The title bar reads 'Oracle Universal Installer'. The main heading is 'Enter the Oracle Server Monitor Name'. Below the heading, there is a sub-instruction: 'Create an Oracle Server Monitor Name, or retrieve the name assigned in the Call Center Administration Form. Record for future reference.' A text input field labeled 'Server Name' is provided. At the bottom, there are five buttons: 'Exit', 'Help', 'Installed Products...', 'Previous', and 'Next'.

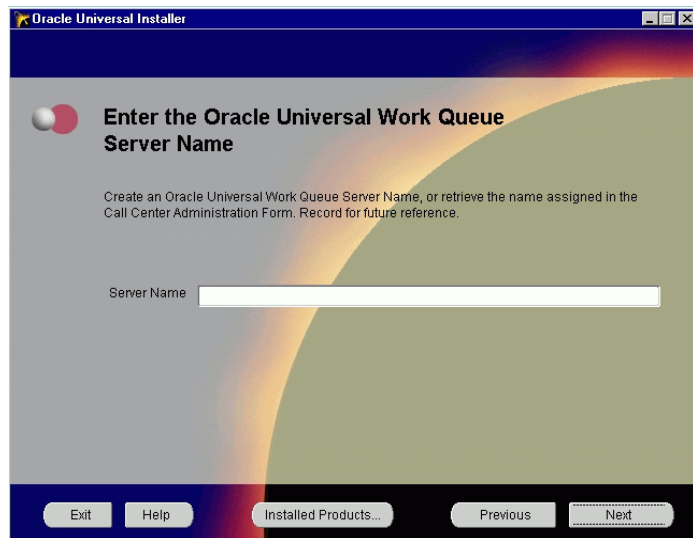
Oracle Server Monitor name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.



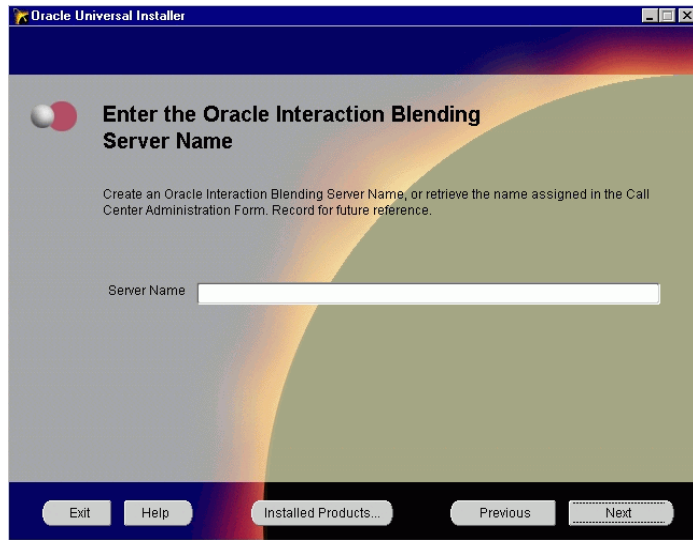
Oracle Email Center server name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.



Oracle Universal Work Queue server name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.

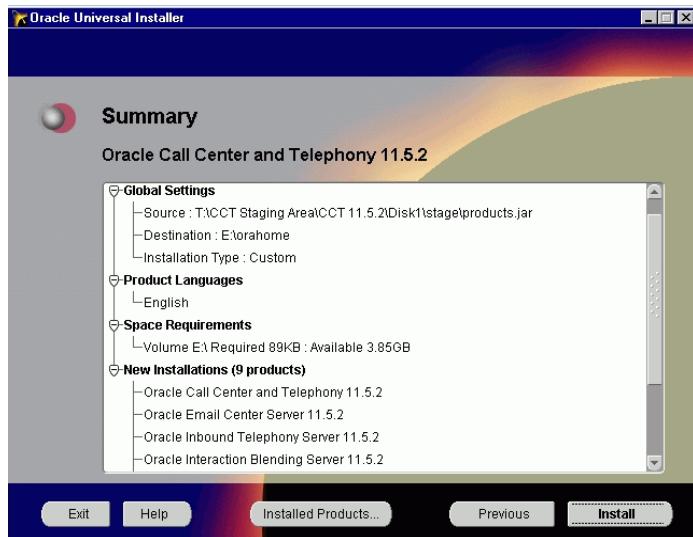


Oracle Interaction Blending server name: _____

Click **Next** to continue. If the Summary screen displays, go to the ["Installing Your Components"](#) section of this procedure.

Installing Your Components

Once you've selected your components and completed the installer prompts, the Summary screen displays your installation specifications.



- Click the **Previous** button to return to the appropriate screens to make changes.
- Click **Install** to begin the installation. An installation progress screen displays the status of the installation. When the installation is complete, click **Exit** to quit the installer.

This completes the installation of Oracle Call Center Applications Setup components. Proceed to the ["Starting the Servers"](#) section of this document.

Starting the Servers

Use the information in this section to start your Call Center and Telephony servers. Refer to the server startup information for your installation platform.

Starting Your Servers (Unix)

To start your Call Center and Telephony servers on a Unix platform, locate and run the applicable scripts in the <COMMON_TOP>/admin/scripts/cct directory.

Component Name	Script Name
Oracle Telephony Manager	otm.sh
Oracle Telephony Media Control	otmc.sh
Oracle Inbound Telephony Server	its.sh
Oracle Routing Server	ors.sh
Oracle Email Center	emc.sh
Oracle Server Monitor	sm.sh
Oracle Universal Work Queue	ieusvr.sh
Oracle Interaction Blending	iebsvr.sh

Starting Your Servers (Windows NT)

Refer to the Microsoft NT documentation for starting an NT service. The component names listed below correspond to the NT Service names.

Component Name	NT Service Name
Oracle Telephony Manager	OracleTelephonyManager_<server name>
Oracle Telephony Media Control	OracleTelephonyMediaControl_<server name>
Oracle Inbound Telephony Server	OracleInboundTelephony_<server name>
Oracle Routing Server	OracleRouting_<server name>
Oracle Email Center	OracleEMailCenter_<server name>
Oracle Server Monitor	OracleServerMonitor_<server name>
Oracle Universal Work Queue	OracleUniversalWorkQueue_<server name>
Oracle Interaction Blending	OracleInteractionBlending_<server name>

Running in Console Mode To run in console mode, click the component name in the Program Manager group, Oracle Call Center and Telephony.