

Oracle[®] Predictive

Installing Oracle Predictive

Release 11i for Windows NT

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Installation Overview

Installation of Oracle Predictive requires you to follow a sequence of tasks that results in a properly installed and configured list management solution ready for first time use.

First, you select Oracle Call Center Services from the installation CD. This selection installs Oracle Predictive on the server.

Next, you install Oracle Integrated Manager on the administrator's and supervisor's workstations. Integrated Manager is the user interface that allows you to administer and monitor Oracle Predictive. For more information on installing Integrated Manager, please see the Oracle Campaign Plus installation documentation.

To complete the installation there are a few configuration tasks that are needed to make Oracle Predictive ready for use. After these tasks are complete, you can refer to the *Oracle Predictive Concepts and Procedures* documentation to create Oracle Predictive services.

Installation Requirements

Installation requirements describe the recommended hardware and software needed to run Oracle Predictive. You should consider these requirements the recommended configuration. While your installation may function with less than these requirements, system performance may degrade during periods of heavy usage or with larger configurations. Thoroughly review the installation requirements to be sure your call center has the hardware and software to effectively run Oracle Predictive.

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Note: Oracle Campaign Plus must be installed to use Oracle Predictive. Refer to Oracle Campaign Plus Installation documentation to install Oracle Campaign Plus.

Hardware Requirements

Oracle Predictive should be installed on a network-connected, NT server-class machine. Integrated Manager can be installed on network-connected NT workstation.

The hardware requirements for Oracle Predictive and Integrated Manager are as follows:

Hardware	Minimum Requirement
Computer	Pentium 450 MHz with Y2K fixes
Operating System	Microsoft Windows NT 4.0 (Service Pack 3) with Microsoft Internet Explorer 4.01 (workstation only)
Hard Drive	1 GB free space
Other Drives	CD-ROM drive, or the ability to access a CD-ROM drive on the network
Monitor	256 color display
RAM	128 MB
Miscellaneous	Mouse or other pointing device

Note: System size, number of users, and configuration may directly impact your individual requirements. Please confer with your Oracle Consultant about your specific requirements.

In addition, Oracle Predictive requires Voice Detection Units (VDU), which are housed in the Predictive server machine. The following Dialogic VDUs are supported by Oracle Predictive:

Basic Operation (no answering machine messaging support)	Enhances Operations (answering machine messaging support)
DTI/481SC (two T1s x 48 channels)	D/480SC-2T1 (two T1s x 48 channels)
DTI/241SC (one T1 x 24 channels)	D/240SC-T1 (one T1 x 24 channels)
DTI/601SC (two E1s x 60 channels)	D/600SC-2E (two E1s x 60 channels)
DTI/301SC (one E1 x 30 channels)	D/300SC-E1 (two E1s x 30 channels)
LSI/161SC (16 analog channels)	D/160SC-LS (16 analog channels)

Installation and maintenance of Oracle CRM application extensions will require the setup of Windows NT user accounts. These accounts will need administrator-level user rights to each server running an Oracle CRM application extension or a third party product for Oracle CRM that Oracle is responsible for installing or configuring. The creation of user accounts for administration of Oracle CRM services is the responsibility of the customer.

A user account belonging to the built-in Administrator group and having the right to log on as a service should be sufficient. Oracle CRM user accounts are usually local to an Oracle CRM application server. If this is the case, a user account will have to be created for each Oracle CRM application server. When performing maintenance on Oracle CRM application servers, you should always use the Oracle CRM user account set aside for that purpose.

Software Requirements

To use Oracle Predictive, Oracle Campaign Plus must be installed and operating. Refer to the Oracle Campaign Plus Installation documentation.

Databases The Oracle CRM system database must be installed and configured prior to installation of Oracle Predictive. You will be required to enter database information during installation and configuration of Oracle Predictive.

Oracle Predictive supports the following databases:

Database	Remote Communications with the Database Server
Oracle 8i	Oracle 8.16

Open Database Connectivity (ODBC) ODBC drivers are required on each workstation running Oracle Predictive.

The following ODBC drivers are supported:

Database	ODBC Driver
Oracle 8i	Oracle 8.00.05

Client/Server Communications

Oracle Predictive requires Gradient PC-DCE 32 v2.2.1. Oracle Predictive software communicates with Oracle CRM vertical applications over a local area network (LAN).

Oracle Predictive is based on client/server architecture, in which some processes are distributed among two or more computers. To facilitate communication between machines, the software operates within a Distributed Computing Environment (DCE).

Within the DCE, the DCE cell keeps track of DCE clients. When a DCE client boots, it reports itself to the DCE cell. Within the client/server architecture, when a client needs the services of a server, the DCE client informs the DCE cell and the cell connects the client to the server.

The DCE cell must be located on a Windows NT server. It may reside on the same machine as another service with sufficient resources. Oracle DCE configuration scripts install the DCE directories required by the Oracle Predictive service.

Computer-Telephony Integration (CTI) Middleware

Oracle Predictive supports the following CTI enablers:

- CT-Connect 3.0
- Genesys T-Server 5.0

A PBX/ACD switch must be configured with its own proprietary CTI interface, typically via a TCP/IP interface, which is then converted to a higher-level CTI protocol/API via a third-party CTI vendor (for example, Dialogic CT-Connect). The table below shows what software versions of each ACD/PBX switch and CTI link are supported for Oracle Predictive.

ACD/PBX Switch	Switch Model	Model Version	CTI Link	CTI Link Version	CTI Middleware
*Alcatel	4400	Release 3	CCS	Release 4.0	CT-Connect

ACD/PBX Switch	Switch Model	Model Version	CTI Link	CTI Link Version	CTI Middleware
Aspect	Call Center	Version 7.0	Event Bridge	Version 7.0	Prospect Version 7.01
Lucent	Definity G3	Release 6	Call Visor ASAI G3	Version 4	CT-Connect
*Lucent	Definity G3	Release 6	Call Visor ASAI G3	Version 4	Geotel ICM
*NEC	NEAX 2400	Version JO	Info Link	Release 2	CT-Connect
*Nortel	Symposium Call Center	Version 1.5	Symposium Link	Version 5	CT-Connect
Nortel	Meridian Options 11-81	Release 24	Meridian Link	Link 5	CT-Connect
*Rockwell	Spectrum	Release 7	Access 2	Release 2	CT-Connect
*Siemens, U.S.	Hicom 300E	V9006.5	Call Bridge	Release 4.0	CT-Connect

*Oracle expects to support these switches in 2000. Check with your Oracle representative.

Installation Worksheets

Installation worksheets are designed to help you gather the information required to install Predictive. The information requested on the worksheet is entered during the installation process. To successfully install Oracle Predictive, please use the worksheet.

Oracle Predictive Installation Worksheet

Please complete the following:

- Identify the name of the DCE cell principal and the password for the DCE cell principal.
- Identify the destination directory for the Oracle Predictive files. Choose one.
 - Accept the default, or
 - Choose a different destination directory: _____

- Identify the Oracle ODBC driver being used to access the Oracle CRM system database.
- Specify the database driver parameters for the system databases.
 - Oracle
System database in TNSNAMES.ORA: _____
- Identify the Windows NT administrator-level user account set up on the server that will be used to administer Oracle Predictive.

Installation Tasks

The installation tasks are step-by-step instructions that guide you through the installation process. Many of the tasks are wizard-based. You should follow them in the order presented to ensure that all steps needed to install Oracle Predictive are completed.

Installing Oracle Predictive

The Oracle Predictive module is installed on the designated server using Oracle Call Center Service selection on the installation CD.

This procedure installs the Oracle Predictive module on the designated Windows NT server. Complete the following steps to install Oracle Predictive.

Prerequisites

Before you can install Predictive, you must first install Campaign Plus, Gradient PC DCE, CT Connect, Internet Explorer 4.0, VDU Board, and Oracle 8i.

Note: Throughout this procedure, use of the default destination is strongly recommended.

Steps

1. Place the installation CD in the CD-ROM drive of the designated Oracle Predictive server.

If the setup program does not start automatically, go to the root directory on the installation CD and run setup.exe.

The main setup program window appears.

Note: You will have the option of installing Oracle Call Center Services (that is, Oracle Call Center vertical application extensions), and Oracle Integrated Manager. When manually starting the setup program, be sure to select the main setup.exe so that all of the installation product options will be presented.

2. Click **Oracle Call Center Services**.
3. The setup program is initialized and the Welcome dialog box appears. Click **Next**.
4. The Software License Agreement dialog box appears. Click **Yes** to accept the terms of the license agreement.
5. The User Information dialog box appears. Type your name and company and then click **Next**.
6. The Choose Destination Location dialog box appears. The Destination Folder area displays the default destination folder for the files. If this location does not exist, the setup program will create it for you.

You have the following options:

- Click **Next** to accept the default destination folder.
 - Click **Browse** to choose another destination folder or create a new destination folder and (when you return to the Choose Destination Location dialog box) then click **Next**.
7. Select **Custom setup** and then click **Next**.
 8. From the Select Components box, first clear all check boxes then select the following components:
 - Oracle Predictive
 - Oracle Directory Maintenance
 - Oracle Service Monitor

Note: If you have previously installed Oracle Campaign Plus or Oracle IVR Integrator, the dialog box lists the previously installed components and asks if you wish to overwrite them. If you wish to use the same components in the same directory locations as the previous install, leave the check boxes unchecked and click **Next**.

9. The Select Program Folder box appears, displaying the default program folder. If the program folder does not exist, the setup program will automatically create it.

You have the following options:

- Click **Next** to accept the default program folder.
 - Select another program folder in the Existing Folders box and click **Next**.
 - Type a new program folder in the Program Folders box and then click **Next**.
10. In the Account box, type the login for the Windows NT administrator-level user account set up on the server that will be used to administer Oracle Predictive and then click **Next**.
 11. Review the setup parameters summary. Click **Next** to accept. The setup program starts installing Oracle Predictive. It provides status of the installation. When the installation is finished the setup program prompts you to create ODBC system data sources.
 12. Click **OK** to bring up the ODBC Data Source Administrator.
 13. The ODBC Data Source Administrator appears. If you have not already done so, use the ODBC Data Source Administrator to create ODBC system data sources for the Oracle CRM system database. Use the data source names identifies in the Worksheet for Oracle Predictive Installation.
 14. In the ODBC Data Source Administrator dialog box, click **OK** to save your data sources and close the ODBC Data Source Administrator dialog box and return to the setup program; otherwise, click **Close**.
 15. Select **Yes, I want to restart my computer now** option and remove the installation CD from the drive. Click **Finish**.

After the computer restarts, the Oracle Predictive server installation is complete.

Post-Installation Tasks

1. Install Oracle Integrated Manager on the administrator's and supervisor's workstations.

Refer to *Installing Oracle Campaign Plus* documentation for more information.

2. Create Oracle Predictive services.

Refer to the *Oracle Predictive Concepts and Procedures* documentation for more information.