

Oracle® Call Center Connectors

Installing Oracle Call Center Connectors

Release 11i for Windows NT

August 2000

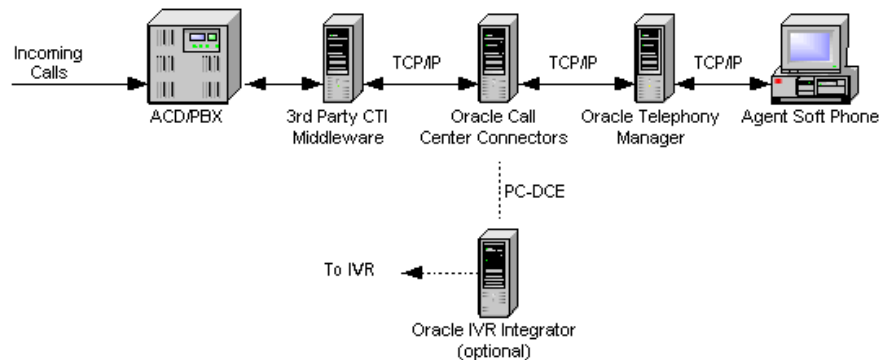
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How Does Oracle Call Center Connectors Work?

Oracle Call Center Connectors is a server application that provides telephony services to Oracle Telephony Manager in computer telephony integration (CTI) systems.

Call Center Connectors works with third-party CTI middleware to make Oracle Telephony Manager capable of monitoring and controlling calls in call centers that are equipped with various ACD/PBX switches.

The following figure illustrates how Call Center Connectors works within the overall CTI architecture.



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Supported Switches and CTI Middleware

The following table lists the ACD/PBX switches that Oracle supports to work with Call Center Connectors.

Some ACD/PBX switches that are not listed in this table may have support by means of Oracle Consulting.

ACD/PBX Switch	Switch Model	Model Version	CTI Link	CTI Link Version	CTI Middleware
*Alcatel	4400	Release 3		Release 4.0	CT-Connect
Aspect	Call Center	Version 7	Event Bridge	Version 7	Cisco ICM
*Cisco	Call Manager	Release 3	Enterprise CTI		Cisco ICM
Lucent	Definity G3	Release 8	Call Visor ASAI G3		CT-Connect
*Lucent	Definity G3	Release 8	Call Visor ASAI G3		Cisco 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
*Nortel	Meridian Options 11-81	Release 24	Meridian Link	Link 5	Cisco ICM
*Rockwell	Spectrum	Release 7	Access 2	Release 2	CT-Connect
*Siemens, U.S.	Hicom 300E	V9006.5	Call Bridge for CSTA	Release 4.0	CT-Connect
*Siemens International	Hicom 300e	Version 3	Call Bridge for CSTA	Version 4	CT-Connect
*Oracle expects to support these switches in 2000. Check with your Oracle representative for current availability.					

Software Requirements

If the CTI middleware is Dialogic CT-Connect, the Dialogic CT-Connect client must be installed (from the CT-Connect CD-ROM) on the same server on which Call Center Connectors is installed. It does not matter whether you install and configure Call Center Connectors first or Dialogic CT-Connect first.

For further information, see the Dialog CT-Connect installation instructions.

Hardware Requirements

Install Call Center Connectors on a network-connected, server-class machine.

The following table lists the hardware requirements for installing Call Center Connectors.

Hardware	Minimum Requirements
Processor	PentiumPro 200 MHz
Operating System	Microsoft Windows NT 4.0 (Service Pack 3)
Hard Drive	25 MB free space
Other Drive	CD-ROM drive, or the ability to access a CD-ROM drive over the network
Monitor	256 color display
RAM	Minimum 64 MB

Installing Call Center Connectors

The following procedure installs Call Center Connectors on the designated Windows NT server.

If Oracle IVR Integrator is installed on your system as part of the Advanced Inbound solution, PC-DCE must be installed on both the Call Center Connectors server and the Oracle IVR Integrator server. See [Connecting Oracle IVR Integrator to Call Center Connectors](#) in this document for information on installing and configuring PC-DCE.

Prerequisites

None.

Steps

1. Place the installation CD-ROM in the CD-ROM drive of the designated Call Center Connectors server. If the setup program does not start automatically, from the Windows NT Taskbar, choose **Start > Run > Browse**, then navigate to the drive of the installation CD-ROM.
2. In the root directory run setup.exe.
The main setup program window opens.
3. Choose **Oracle Call Center Services**.

The setup program starts and the Welcome window opens.

4. Choose **Next**.

The Software License Agreement window opens.

5. Choose **Yes** to accept the terms of the license agreement.

The User Information window opens.

6. Type a name and company name, and then choose **Next**.

The Choose Destination Location window opens.

7. The Destination Folder field displays the default destination folder for the files. If this location does not exist, the setup program creates it for you. You have the following options:

- Choose **Next** to accept the default destination folder.

or

- Choose **Browse** to choose another destination folder or create a new destination folder. When you return to the Choose Destination Location window, choose **Next**.

The Setup Type window is displayed.

8. Choose **Custom** > **Next** to choose which Oracle services to install.

The Select Components window opens.

9. Choose **Oracle Call Center Connectors**.

10. Choose **Next**.

The Select Program Folder window appears.

11. Accept the default Oracle folder or another folder, and choose **Next**.

The Start Copying Files window appears.

12. Click **Next** to install Call Center Connectors.

The Oracle Call Center Services 11*i* screen opens and the installation progress indicators appear.

When the installation is finished, the Setup Complete window appears.

13. Choose to restart your computer now or later.

14. Click **Finish**.

15. If the Oracle Call Center Services window is still open, choose **Exit**.

Configuring Call Center Connectors

After you have installed 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 Call Center Connectors application according to the following procedure.

Prerequisites

None.

Steps

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

The Oracle Services Configuration dialog box opens.

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

3. Choose **OK**.

The Call Center Connectors Server configuration tab appears.

4. In the Call Center Connectors Servers tab, choose the **New Server** button to create an executable service.

The New Server window opens.

5. Enter the name of the server where Call Center Connectors resides.

6. Choose **Apply** or **OK**.

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

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

7. In the Port field, if this is the first Call Center Connectors server that you are installing, use port number 3201. If you are installing additional Call Center Connectors servers, configure them with port numbers between 3300 and 5000.

8. Choose **OK**.

9. From the Windows NT Taskbar, choose **Start > Settings > Control Panel > Services**.

10. In the Services window, scroll to **OracleCCServer <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.

11. Choose **Close** to exit the Services window.

Checking Windows NT Protocol

Windows NT must use the TCP/IP protocol to communicate with Oracle Telephony Manager. To check the Windows NT protocol, use the following procedure.

Prerequisites

None.

Steps

1. From the Windows NT Taskbar, choose **Start > Settings > Control Panel > Network**.
The Network panel opens.
2. Choose the **Protocol** tab.
3. If TCP/IP is not the chosen protocol, choose it now. If TCP/IP is not listed, choose the **Add** button and then choose **TCP/IP Protocol**.
4. Choose **OK** to close the Network panel.

Note: If you have not installed and configured the Dialog CT-Connect client on the 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*.

Connecting Oracle IVR Integrator to Call Center Connectors

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

To connect Oracle IVR Integrator to Call Center Connectors, you need to install and configure the Distributed Computing Environment (DCE) Gradient PC-DCE 2.2.1 on both the Oracle IVR Integrator host sever and the Oracle Call Center Connectors host server. Install PCD-DCE 2.2.1 from the Gradient License Pack CD-ROM.

Installing PC-DCE

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

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.

Configuring PC-DCE

Oracle DCE configuration scripts install the DCE directories required by the services. The configuration scripts are located in X:\Oracle\DCEConfiguration\scripts\DCE_2.0, where X:\ is the install drive.

