

Oracle® IVR Integrator

Installing Oracle IVR Integrator

Release 11i for Windows NT

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Installation Overview

Installation of Oracle IVR Integrator requires you to follow a sequence of tasks that result in a properly installed and configured product ready for first time use.

First, you select Oracle Call Center Services from the installation CD. This selection installs Oracle IVR Integrator 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 IVR Integrator. For more information on installing Integrated Manager, please see the Oracle Campaign Plus installation documentation.

Hardware Requirements

Server

Oracle IVR Integrator should be installed on a network-connected, server-class machine.

The server hardware requirements for Oracle IVR Integrator are as follows:

Hardware	Requirement
Computer	Pentium II 450 MHz or better
Operating System	Microsoft Windows NT 4.0 (Service Pack 3)
Hard Drive	5 GB free space
Other Drives	CD-ROM drive to install Oracle IVR Integrator, or the ability to access a CD-ROM drive over the network

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Hardware	Requirement
Monitor	256 color display
RAM	128 MB Note: If you choose to install more than one Oracle CRM application extension to a single server, more RAM memory may be required. For more information, please contact your Oracle consultant.
Miscellaneous	Mouse or other pointing device

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

A user account belonging to the built-in Administrator group and having the right 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 server. When performing maintenance on Oracle CRM servers, you should always use the Oracle CRM user account set aside for that purpose.

Interactive Voice Response (IVR) Systems

Oracle IVR Integrator supports any IVR system capable of capturing call transaction data to an ASCII text file and originates call IDs from a switch. Support can also be provided with CTI for various switch/IVR combinations. Oracle IVR Integrator integrates successfully with the following IVR and switch/IVR systems:

- Lucent Conversant
- NorTel Open IVR
- Aspect Generations
- Aspect Agility
- Alcatel
- Periphonics
- Intervice
- Voicetek
- Syntellect
- Edify

Software Requirements

Databases

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

Oracle IVR Integrator supports the following databases:

Database	Remote Communications with the Database Server
Oracle 8i	Oracle 8.1.6

Note: Microsoft SQL Server is not supported.

Open Database Connectivity (ODBC)

ODBC drivers are required on each workstation running certain Oracle CRM applications (including Oracle IVR Integrator Administrator).

The following ODBC drivers are supported:

Database	ODBC Driver
Oracle 8i	Oracle 8.00.05

Client/Server Communications

Oracle IVR Integrator requires Gradient PC-DCE. Oracle IVR Integrator software communicates with Oracle CRM vertical applications over a local area network (LAN) and with your IVR system via TCP/IP.

Oracle IVR Integrator is based on client/server architecture, in which some processes are distributed among two or more computers. To facilitate communication between machines, Oracle 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 server. It may reside on the same machine as another Oracle service with sufficient resources. Oracle DCE configuration scripts install the DCE directories required by the Oracle services.

Operation of PC-DCE requires the installation of a license pack file. The license pack file is located on the Gradient License Pack disk. To ensure repeated use of the license pack file, it is highly recommended that you copy the contents of the Gradient License Pack disk to another disk and use the copy only.

Computer-Telephony Integration (CTI) Middleware

Oracle IVR Integrator supports CT-Connect 3.0, Service Pack 1 CTI enablers.

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 some of the supported ACD/PBX switches and CTI links.

Note: Please contact your Oracle consultant for additional support with CTI Middleware.

ACD/PBX Vendor	Model	Model Version	CTI Link	CTI Link Version	CTI Middleware
Aspect	Call Center	Release 6.x	Application Bridge Event Bridge	Release 6.x	CT-Connect 3.0
Lucent Definity	Definity	Release 6	ASAI G3	V4	CT-Connect 3.0
Nortel	Meridian	Release 22	Meridian Link	Link 5	CT-Connect 3.0 Genesys T-Server 5.0
Rockwell	Spectrum	Release 5.x	Access 2	Release 2	CT-Connect 3.0
	Galaxy	Release 12	Transaction Link		CT-Connect 3.0

Other switches, earlier versions of Dialogic CT-Connect, CT-Connect variants may also be supported with the support of Oracle Consulting.

Note: This is required in CTI Monitor applications only. For more information, please contact your Oracle consultant.

Oracle Integrated Manager

Oracle Integrated Manager is the preferred tool for configuring and managing Oracle Call Center telephony application extensions, including Oracle IVR Integrator.

Installation Worksheets

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

Oracle IVR Integrator Installation Worksheet

Please complete the following:

- Select the Oracle IVR Integrator components to be installed.
- Identify the name of the DCE cell principal and the password for the DCE cell principal.
 - DCE cell principal name: _____
 - DCE cell principal password: _____
- Identify the destination directory for the Oracle IVR Integrator files. Choose one.
 - Accept the default.
 - Choose a different destination directory: _____
- Identify which database driver being used to access the Oracle CRM system database.
 - ____ Oracle
- Specify the database parameters for the system database.
 - Oracle
 - System database name in TNSNAMES.ORA: _____
 - ODBC Server
 - System data source name: _____
 - System database name: _____
- Identify the Windows NT administrator-level user account set up on the server that will be used to administer Oracle IVR Integrator.

Oracle Integrated Manager Installation Worksheet

Please complete the following:

- Identify the destination directory for the Oracle Integrated Manager files. Choose one.
 - Accept the default.
 - Choose a different destination directory: _____
- Select an install option for Oracle Integrated Manager. Choose one.
 - ____ **Both:** Installs both Oracle Integrated Manager components and Oracle Integrated Manager service controls.
 - ____ **Integrated Manager Components:** Installs only Oracle Integrated Manager components.
 - ____ **Service Controls:** Installs only Oracle Integrated Manager service controls.
- Select a setup type for Oracle Integrated Manager. Choose one.
 - ____ **Administrator.** Installs the necessary files to allow administrative operations within Integrated Manager.
 - ____ **Custom.** Allows you to choose specific snap-ins, sample consoles, and utilities to run with Integrated Manager.
 - ____ **Minimal.** Installs the minimum required files to run Integrated Manager.
 - ____ **Supervisor.** Installs the necessary files to allow supervisory operations within Integrated Manager.
- Identify the program folder for Oracle Integrated Manager. Choose one.
 - Accept the default.
 - Choose a different program folder: _____

Installation Tasks

The installation of Oracle IVR Integrator involves the installation of the IVR software on a selected server and the installation of Oracle Integrated Manager on the desired workstations.

Installing Oracle IVR Integrator

Use this procedure to install Oracle IVR Integrator on the designated Windows NT server.

Prerequisites

Before you can install Campaign Plus, you must first install Dialogic, Gradient PC DCE, CT Connect, Internet Explorer 4.0, 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 PC.

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

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.

The main setup program window appears.

2. Click **Oracle Call Center Services**.

The setup program is initialized and the Welcome dialog box appears.

3. Click **Next**. The Software License Agreement dialog box appears.
4. Click **Yes** to accept the terms of the license agreement and then click **Next**. The User Information dialog box appears.
5. Type a name and company and then click **Next**. The Choose Destination Location dialog box appears.

6. 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**.

The Setup Type dialog box appears.

7. Select **Custom** and then click **Next**.

The Select Components dialog box appears.

8. From the Select Components dialog box, first clear all check boxes and then select only the following:

- Oracle IVR Integrator Server
- Oracle Directory Maintenance
- Oracle Service Monitor

Click **Next**. The Select Program Folder dialog box appears.

Note: If you have previously installed Oracle Campaign Plus or Oracle Predictive, 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 create it for you.

You have the following options:

- Click **Next** to accept the default program folder.
- Click another program folder in the Existing Folders box and then click **Next**.
- Type a new program folder in the Program Folders box and then click **Next**.

The Directory Share User Name dialog box appears.

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 IVR Integrator and then click **Next**.

A summary of the setup parameters appears.

11. Click **Next**. The setup program prompts you to create ODBC system data sources.
12. Click **OK**. The ODBC Data Source Administrator appears.
13. 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.
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**, then click **Finish**.

Note: Be sure to restart your computer before using Oracle IVR Integrator.

Installing Oracle Integrated Manager

This procedure installs Oracle Integrated Manager on the designated Windows NT administrator's and supervisor's workstations.

Prerequisites

Before you can install Integrated Manager, you must first install Dialogic, Gradient PC DCE, CT Connect, Internet Explorer 4.0, and Oracle 8i.

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

Steps

1. Place the installation CD in CD-ROM drive of the PC.

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

The setup program is initialized and the Welcome dialog box appears.

2. Click **Next**. The Software License Agreement dialog box appears.

3. Click **Yes** to accept the terms of the license agreement and then click **Next**. The User Information dialog box appears.
4. Type a name and company and then click **Next**. The Choose Destination Location dialog box appears.
5. 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**.

The Select Install Options dialog box appears.

6. Select install options. Note that the initial installation displays **Both** as the only option. Click **Next**. Post initial installation will have the following options:

Both. Installs both Oracle Integrated Manager components and Oracle Integrated Manger service controls.

Integrated Manager Components. Installs only Oracle Integrated Manager components.

Service Controls. Installs only Oracle Integrated Manager service controls.

The Setup Type dialog box appears.

7. Select the desired setup and then click **Next**. You have the following options:

Administrator. Installs the necessary files to allow administrative operations within Integrated Manager.

Custom. Allows you to choose specific snap-ins, sample consoles, and utilities to run with Integrated Manager.

Minimal. Installs the minimum required files to run Integrated Manager.

Supervisor. Installs the necessary files to allow supervisory operations within Integrated Manager.

- If **Administrator**, **Minimal**, or **Supervisor** is selected, then the Integrated Manager dialog box appears. Go to step 9.

- If **Custom** is selected, then the Select Components dialog box appears. Continue to step 8.

8. For a new installation select all the components to be installed. Oracle Campaign Plus requires all the components to operate properly. If you are reinstalling a specific component, then select from the following:

Snapins: Installs Primary, Monitoring, Operations, and Service Configurations snapin components.

Utilities: Installs ADC Pipe control, Predictive Message control, and Registry Configuration control.

Sample Consoles: Installs sample consoles that provide common functionality for Administrator, Supervisor, Monitoring, and Registry Configuration. It also includes a empty console that you can customize.

The Integrated Manager dialog box appears.

9. The Program Folders box displays the default program folder for the programs. If this program folder does not exist, the setup program will create it for you.

You have the following options:

- Click **Next** to accept the default program folder
- Click another program folder in the Existing Folders box and then click **Next**.
- Type a new program folder in the Program Folders box and then click **Next**.

A summary of the setup parameters appears.

10. Click **Next**. The setup program copies the Oracle Integrated Manager files to the destination directory.
11. Select a restart option and then click **Finish**.

Note: Be sure to restart your computer before using Oracle Integrated Manager.
