

Oracle® Call Center Connectors

Installing Oracle Call Center Connectors

Release 11*i* for Windows NT

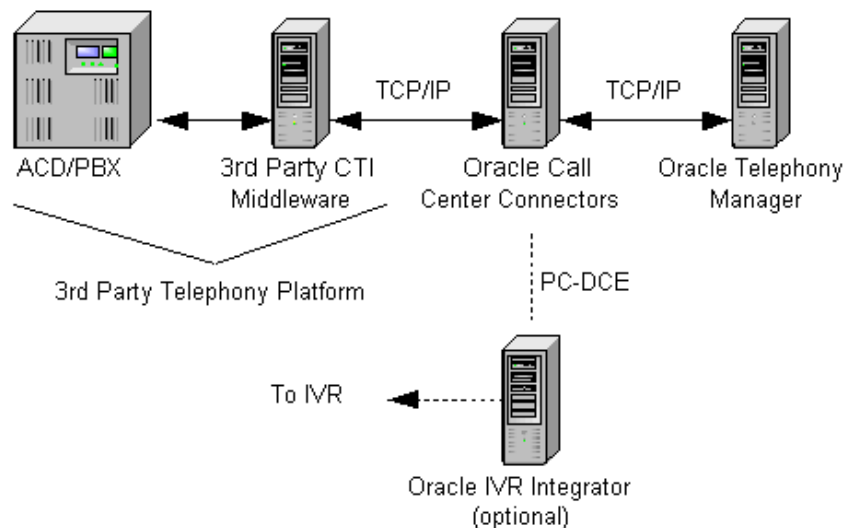
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How Does Oracle Call Center Connectors Work?

Oracle Call Center Connectors is server software that acts as a telephony driver for Oracle Telephony Manager. Oracle Call Center Connectors normalizes the differences across various third-party telephony platforms to provide a single computer telephony integration (CTI) interface to Oracle Telephony Manager, making it possible for Oracle Telephony Manager to monitor and control calls in an interaction center.

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



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Hardware Requirements

Install Oracle Call Center Connectors on a network-connected, server-class machine. The following table lists the hardware requirements for installing Oracle Call Center Connectors.

Hardware	Minimum Requirements
Processor	Pentium II 300 MHz
Hard Drive	25 MB free space
Interface Card	100 Mbit/sec.
RAM	Minimum 64 MB

Third-Party Software Requirements

Microsoft Windows NT 4.0 (Service Pack 4) must be installed before you can install Oracle Call Center Connectors.

If Oracle IVR Integrator is installed on your system as part of the Advanced Inbound solution, PC-DCE must be installed on both the Oracle Call Center Connectors server and the Oracle IVR Integrator server. For information on installing and configuring PC-DCE, see *Implementing Oracle Call Center Connectors*.

If the CTI middleware in use is Dialogic CT-Connect, the Dialogic CT-Connect client must be installed (from the CT-Connect CD-ROM) on the same server on which Oracle Call Center Connectors is installed.

Installing Oracle Call Center Connectors

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

Prerequisites

None

Steps

1. Place the Oracle Call Center Applications 11i CD-ROM in the CD-ROM drive of the designated Oracle 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** and uncheck the other default selected applications.

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**.

or

Choose an existing folder.

or

Create and name a new folder.

The Start Copying Files window appears.

12. Click **Next** to begin installing Oracle 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 Applications 11*i* window is still open, choose **Exit**.

The installation is complete. For information on post-installation configuration procedures, see *Implementing Oracle Call Center Connectors*.