Case Resolution Module for OmniFind Discovery Edition



Version 8.4

Quick Start Guide

This guide is intended to get you started with a basic installation of the Case Resolution Module for IBM OmniFind Discovery Edition.



Product Overview

The Case Resolution Module for IBM[®] OmniFind[™] Discovery Edition is a powerful online e-mail and case resolution solution. It intercepts and automatically responds to online support requests in real-time to speed resolutions, thus preventing costly escalation to the contact center.

1 Step 1: Access your software



If you download your product from Passport Advantage[®], follow the directions in the download document: http://www.ibm.com/support/docview.wss?rs=3035&uid=swg24013880

This product offering includes:

• Case Resolution Module for IBM OmniFind Discovery Edition, Version 8.4

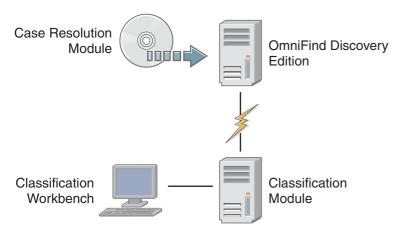
2 Step 2: Evaluate your hardware and system configuration



For information about system requirements, see:

http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.caseres.doc/c_CR_System_Requirements.htm

3 Step 3: Review the base architecture and the installation steps



4 Step 4: Access your documentation



For Case Resolution Module documentation, see:

 $http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.nav.doc/g_CR_Case_Resolution_Module.htm$

For Classification Module documentation, see:

http://www.ibm.com/support/docview.wss?rs=3035&uid=swg27008552

For **OmniFind Discovery Edition** documentation, see:

http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.nav.doc/cdsnav_welcome.html

5 Step 5: Install the Case Resolution Module



To begin the installation, place your CD into the CD-ROM drive or download the electronic distribution.

For complete installation instructions, see:

 $http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.caseres.doc/t_CR_Installation_Procedure.htm\\$

More Information



For additional technical resources, see the following Web sites:

- Case Resolution Module product information: http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/case.html
- IBM OmniFind Discovery Edition product information: http://www.ibm.com/software/data/enterprise-search/ omnifind-discovery/
- Technical support: http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/support.html

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