Contact Center Module for OmniFind Discovery Edition



Version 8.4

Quick Start Guide

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



Product Overview

IBM[®] Contact Center Module for OmniFind[™] Discovery Edition is a knowledge management solution that increases agent productivity and first-call resolution by enabling agents to share information more efficiently.

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:

• IBM Contact Center Module for OmniFind Discovery Edition, Version 8.4

2 Step 2: Evaluate your hardware and system configuration



For information about system requirements, see the requirements for IBM OmniFind Discovery Edition:

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

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



4 Step 4: Access your documentation



For complete documentation, see the IBM OmniFind Discovery Edition information center:

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

5 Step 5: Install Contact Center Module



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

Run the appropriate installation file for your environment:

- setup_win32.exe (for Windows®)
- setup sunos.bin (for Solaris)
- setup linux.bin (for Linux[®])
- setupaix.bin (for AIX[®])

For complete installation instructions, see the Contact Center Module for OmniFind Discovery Edition User's Guide:

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

More Information



For additional technical resources, see the following Web sites:

- Contact Center Module product information: http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/contact.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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