

OmniFind Discovery Integration for Siebel



Version 8.4

Quick Start Guide

This guide is intended to get you started with a basic installation of IBM OmniFind Discovery Integration for Siebel.



Product Overview

IBM® OmniFind™ Discovery Integration for Siebel allows you to embed OmniFind Discovery Edition within the Siebel Call Center user interface. This solution helps a call center agent more efficiently resolve support inquiries by tapping information that might exist on the Internet, within the knowledge base, or within the Siebel repository itself.

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 OmniFind Discovery Integration for Siebel, Version 8.4

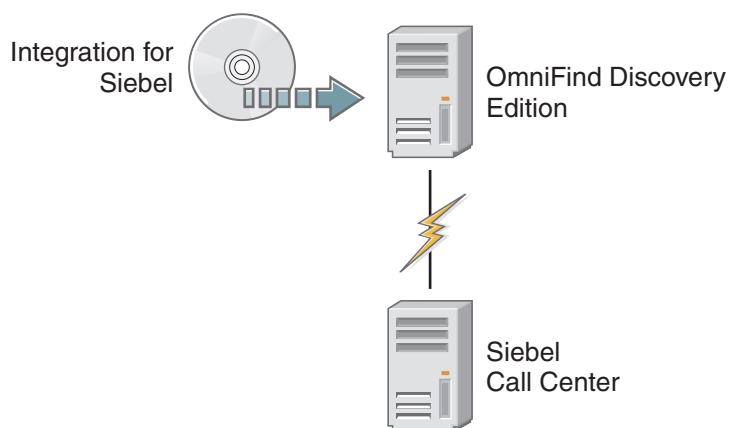
2 Step 2: Evaluate your hardware and system configuration



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.siebel.doc/c_SI_System_Requirements.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 Integration for Siebel



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 *OmniFind Discovery Integration for Siebel User's Guide*:

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

More Information



For additional technical resources, see the following Web sites:

- **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>

