

Case Resolution Module for OmniFind Discovery Edition



Version 8.4.1

Quick Start Guide

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



Product Overview

The IBM® Case Resolution Module for 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 and documentation



If you download your product from Passport Advantage®, follow the directions in the download document available at <http://www.ibm.com/support/docview.wss?rs=3035&uid=swg24019445>.

This product offering includes:

- IBM Case Resolution Module for OmniFind Discovery Edition, Version 8.4.1

For complete documentation, see the OmniFind Discovery Edition information center at http://publib.boulder.ibm.com/infocenter/ode/v8r4m1/topic/com.ibm.discovery.ds.nav.doc/cdsnav_welcome.html.

Before you start the installation program, read the release notes at <http://publib.boulder.ibm.com/infocenter/ode/v8r4m1/topic/com.ibm.discovery.ds.relnotes.doc/ODEv841relnotes.htm>.

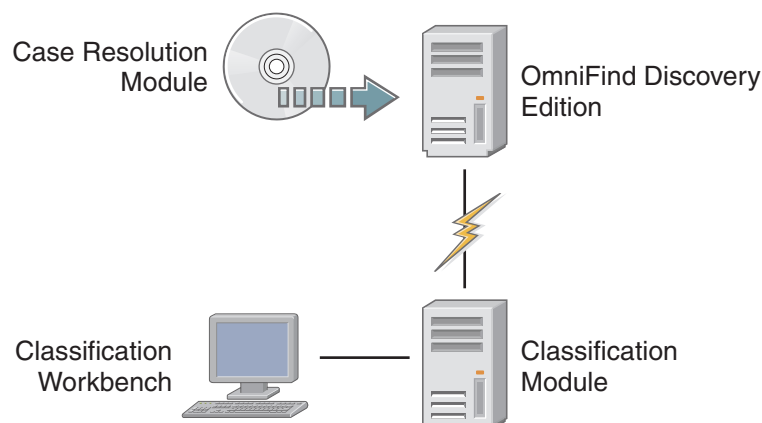
2 Step 2: Evaluate your hardware and system configuration



See the system requirements document at <http://www.ibm.com/support/docview.wss?rs=3035&uid=swg21258265>.

3 Step 3: Review the base architecture

The following diagram shows that the Case Resolution Module is installed on the OmniFind Discovery Edition server. When a user submits a request to OmniFind Discovery Edition, the request is sent to the IBM Classification Module for processing and analysis. The Classification Module references the knowledge base that is created using Classification Workbench, and a list of categories with associated answer documents are returned to the user.



4 Step 4: 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/ode/v8r4m1/topic/com.ibm.discovery.ds.caseres.doc/t_CR_Installation_Procedure.htm

More Information



For more information, see the following resources:

- Case Resolution Module product information at <http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/case.html>
- IBM OmniFind Discovery Edition product information at <http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/>
- IBM OmniFind Discovery Edition Information Roadmap at <http://www.ibm.com/support/docview.wss?rs=3035&uid=swg27012735>
- Adobe® PDF versions of the documentation at <http://www.ibm.com/support/docview.wss?rs=3035&uid=swg27012686>
- Product support at <http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/support.html>

