

Contact Center 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 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 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 Contact Center 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 Contact Center Module is installed on the OmniFind Discovery Edition server.



4 Step 4: 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* at http://publib.boulder.ibm.com/infocenter/ode/v8r4m1/topic/com.ibm.discovery.ds.concenters.doc/t_CC_Installing_Contact_Center.htm.

More Information



For more information, see the following resources:

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

IBM OmniFind Discovery Edition Licensed Materials - Property of IBM. (C) Copyright IBM Corp. 2000, 2008. All Rights Reserved. U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp. IBM, AIX, OmniFind, and Passport Advantage are trademarks or registered trademarks of International Business Machines in the US, other countries, or both. Adobe, the Adobe logo, PostScript®, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, other countries, or both. Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both. Windows is a registered trademark of Microsoft® Corporation in the US, other countries, or both. Other company, product, or service names may be trademarks or service marks of others.

Part Number: CF14YNA



Printed in Ireland