

OmniFind Discovery Integration for Siebel



Version 8.4.1

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 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 OmniFind Discovery Integration for Siebel, 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>.

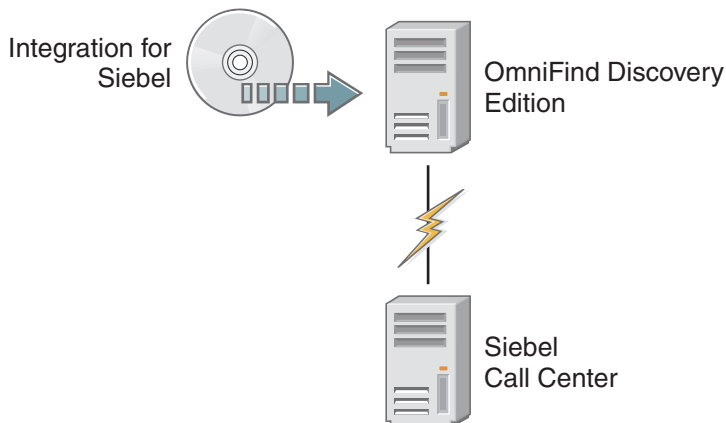
2 Step 2: Evaluate your hardware and system configuration



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 Integration for Siebel is installed on the OmniFind Discovery Edition server. There must be network connectivity between IBM OmniFind Discovery Edition and Siebel Call Center.



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

More Information



For more information, see the following resources:

- 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>

