

# Case Resolution Module for OmniFind Discovery Edition



Version 8.4

## Quick Start Guide

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



### Product Overview

The Case Resolution Module for IBM® 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



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:

- Case Resolution Module for IBM OmniFind Discovery Edition, Version 8.4

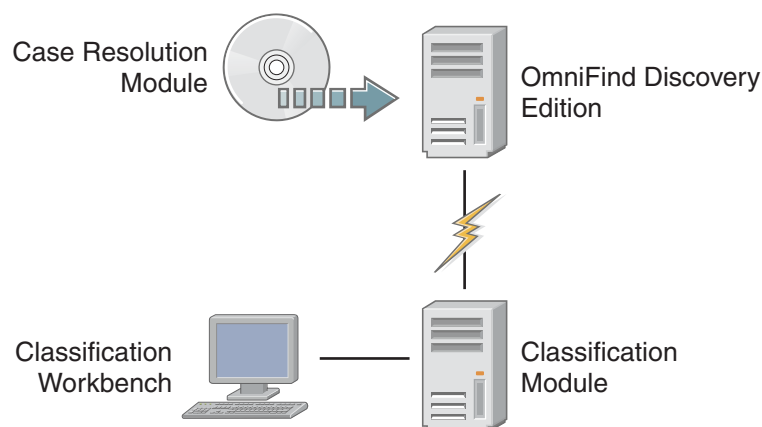
#### 2 Step 2: Evaluate your hardware and system configuration



For information about system requirements, see:

[http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.caseres.doc/c\\_CR\\_System\\_Requirements.htm](http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.caseres.doc/c_CR_System_Requirements.htm)

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



## 4 Step 4: Access your documentation



For **Case Resolution Module** documentation, see:

[http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.nav.doc/g\\_CR\\_Case\\_Resolution\\_Module.htm](http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.nav.doc/g_CR_Case_Resolution_Module.htm)

For **Classification Module** documentation, see:

<http://www.ibm.com/support/docview.wss?rs=3035&uid=swg27008552>

For **OmniFind Discovery Edition** documentation, see:

[http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.nav.doc/cdsnav\\_welcome.html](http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.nav.doc/cdsnav_welcome.html)

## 5 Step 5: 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/discover/v8r4/topic/com.ibm.discovery.ds.caseres.doc/t\\_CR\\_Installation\\_Procedure.htm](http://publib.boulder.ibm.com/infocenter/discover/v8r4/topic/com.ibm.discovery.ds.caseres.doc/t_CR_Installation_Procedure.htm)

## More Information



For additional technical resources, see the following Web sites:

- **Case Resolution Module product information:** <http://www.ibm.com/software/data/enterprise-search/omnifind-discovery/case.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>

