

Contact Center Module for OmniFind Discovery Edition



Version 8.4

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



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 Contact Center Module for OmniFind Discovery Edition, 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.install.doc/g_IG_sys_req.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 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*:

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

More Information



For additional technical resources, see the following Web sites:

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

