FAA San Diego Call Center

Verint 10 Client Setup

Call Recording and Management tools

Prepared For:

FAA San Diego

Prepared By:

AT&T

Version 1.0

October 14th, 2008

Sign-Off Sheet

I certify agreement that this specification meets all requirements for the stated portion of the **FAA San Diego Call Center** upgrade project.

Any changes to this specification must be agreed to in writing by all parties prior to any action being taken on such changes.

_____   _____

FAA San Diego IT   [Tom Smith]   Date

_____   _____

AT&T Consulting   [Steve Smith]   Date

Modification History

Author	Version	Date	Comments
Jason Israel	0.1	10/14/2008	Created document

TABLE OF CONTENTS

Executive Summary

The purpose of this document is to provide installation guidance for installing Verint Client tools for end user, schedulers and management of of FAA San Diego.

This tool as a minimum requirements for the Windows XP workstation that it will be placed on and that can be achieved by installing Windows XP SP3 and/or key subcomponents such as DOTNET v2.0 or above.

The sample screens should be accurate but always checking to see if server names have changed or configurations have changed would always be wise.

Introduction

This document assumes that you have access to the client install files and are connected to the FAASD.COM domain. The install files are around 330MBs and can also reside on thumb drive if network access is limited.

The user that this will install under must have administrative rights to the client PC to do the full install.

Prerequisites

1. Client PC

    a. Located in Verint 10 Client Deployment Guide

2. Operating System

    a. Located in Verint 10 Client Deployment Guide

3. Network Connectivity

    a. Located in Verint 10 Client Deployment Guide

4. Cisco Phone

    a. Located in Verint 10 Client Deployment Guide

    b. I haven't found this document yet

Installation of Client

1. This is a Step-by-Step guide for installing Verint Client Ultra 10 into the TOPS/RCK environment
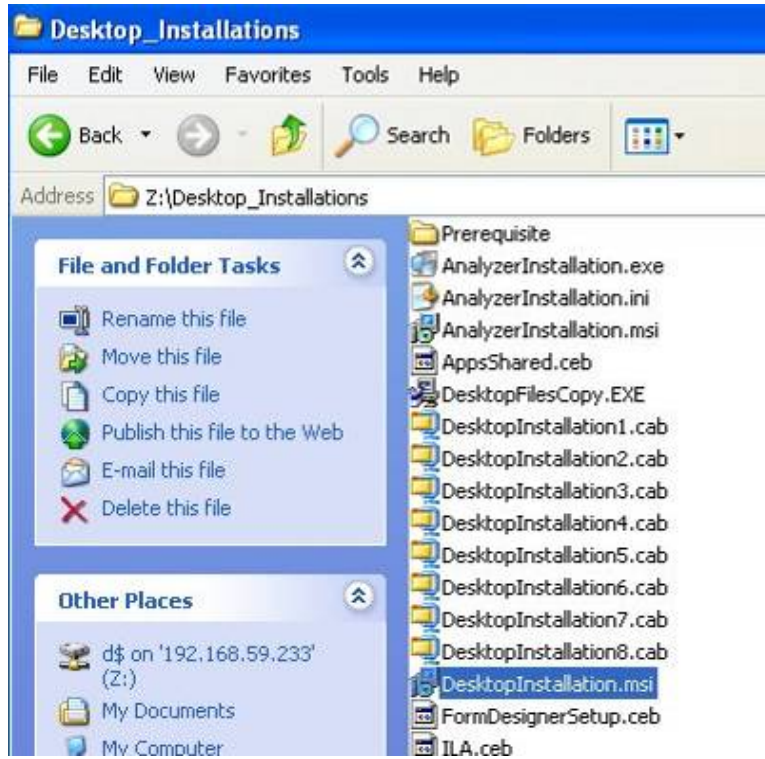
2.

    a. Locate the file "DesktopInstallation.msi" and double-click to start the installation
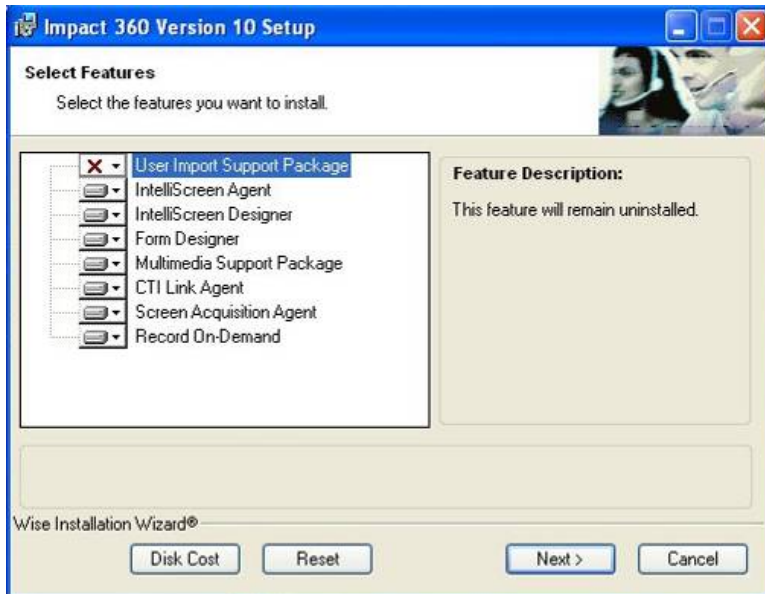

3.

    a. Select "Run"

4.

    a. Read requirements then Next.

5.

    a. You have multiple install options depending on the end user
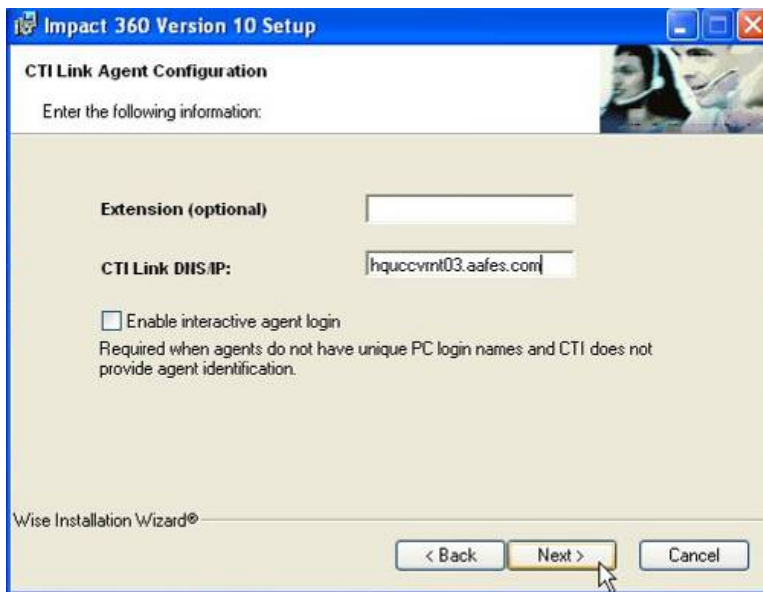
    b. Agent

          i. Select IntelliScreen Agent, Screen Acquisition Agent & Record On-Demand?
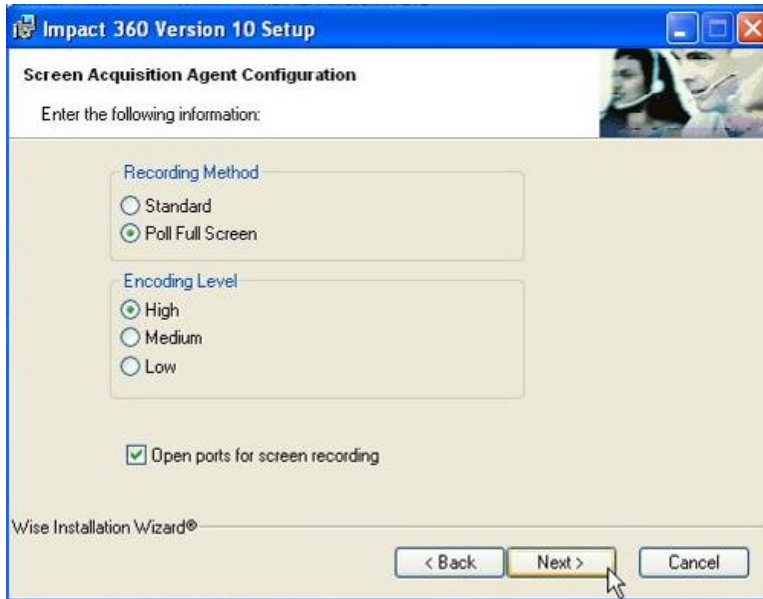
    c. Management

          i. All Agent items as well as Designer Options?

6.

    a. Select Encrypted Playback Select Yes
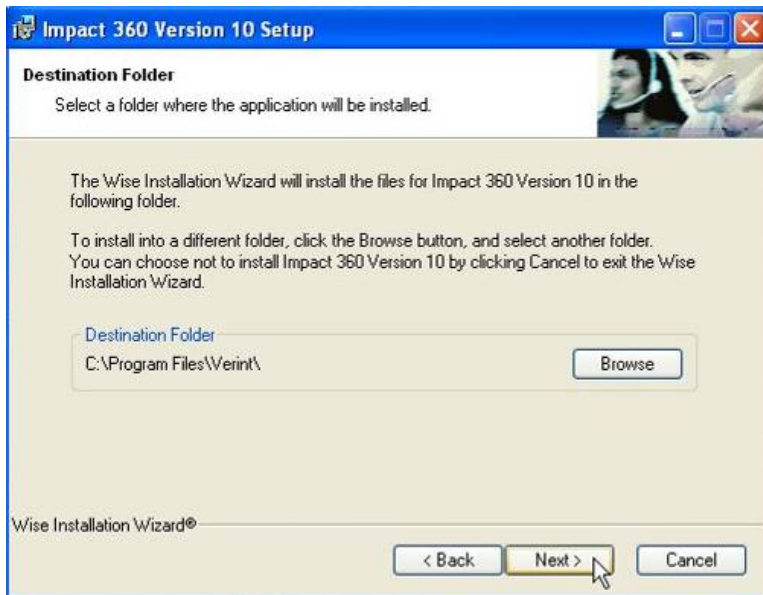
    b. Hub address is "hquccvrnt01.aafes.com"

7.

    a. Leave Extension Blank

    b. CTI Link DNS/IP is "hquccvrnt03.aafes.com"

    c. Do **not** select "Enable interactive agent login"
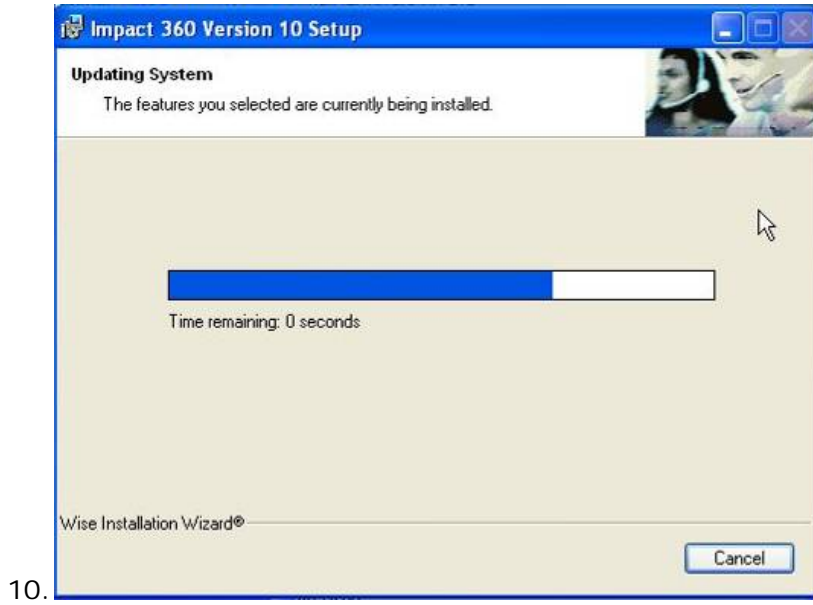
8.

    a. For Recording Method Select "Poll Full Screen"

    b. For Encoding Level Select "High"

    c. Check "Open ports for screen recording"

9.

    a. Leave the default Destination Folder unless different storage is needed

10.

    a.   Install can take 15 to 25 Minutes

11.

    a.   Select Finish when done – Reboot will be required

12.

    a.   Select Yes to reboot and then test connectivity when you log back in