

# FAA San Diego Call Center

Verint 10 Client Setup Call Recording and Management tools

> Prepared For: FAA San Diego

Prepared By: AT&T

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## 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



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#### **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



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



a. Select "Run"





a. Read requirements then Next.

X •       User Import Support Package       Feature Description:         IntelliScreen Agent       This feature will remain uninstalled.         IntelliScreen Designer       Multimedia Support Package         V       Form Designer         V       CTI Link Agent         Screen Acquisition Agent       Record On-Demand	Select the features you want to install.	
	V      User Import Support Package     IntelliScreen Agent     IntelliScreen Designer     Form Designer     Multimedia Support Package     CTI Link Agent     Screen Acquisition Agent     Record On-Demand	Feature Description: This feature will remain uninstalled.

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

5.

- i. Select IntelliScreen Agent, Screen Acquisition Agent & Record On-Demand?
- c. Management
  - i. All Agent items as well as Designer Options?



End-to-End Encryption Playback	P.S.
If the system's audio and screen files check box and enter the address of (DAS) resides. (This differs per deplo Server, Hub Data Access Platform S Server.) If the system's audio and screen files	s are encrypted, select the Encrypted Playback the server on which Hub Data Access Services yment and can be the All-in-One Server, Hub ierver, or Data Center Data Access Platform s are not encrypted, click Next.
Hub Data Access Services Address:	hquccvrnt01.aafes.com
Hub Data Access Services Address: Example: dasdc.mycompany.com	hquccvrnt01.aafes.com

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

CTI Link Agent Configuration Enter the following information:	2	E
Extension (optional)		
CTI Link DNSAP:	hquccvmt03.aafes.com	
Enable interactive agent	login	
Required when agents do no provide agent identification.	ot have unique PC login names and CTI does not	
Wise Installation Wizard®		

- a. Leave Extension Blank
- b. CTI Link DNS/IP is "hquccvrnt03.aafes.com"
- c. Do not select "Enable interactive agent login"

8.



Screen Acquisition Agent Configuration Enter the following information:		DE.
	Recording Method Standard Poll Full Screen Encoding Level High Medium Low	
Wise Ins	Open ports for screen recording tallation Wizard®	Next > N Cancel

- a. For Recording Method Select "Poll Full Screen"
- b. For Encoding Level Select "High"
- c. Check "Open ports for screen recording"

Destination Folder Select a folder where the application will b	e installed	1
	1	Ser.
The Wise Installation Wizard will install t following folder.	he files for Impact 360 Version 10 in t	he
To install into a different folder, click the You can choose not to install Impact 36 Installation Wizard.	Browse button, and select another fo O Version 10 by clicking Cancel to ex	older. it the Wise
Destination Folder		
Destination Folder C:\Program Files\Verint\	Br	owse

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



醇 Impact 360 Version 10 Setup	
Updating System	A.S.
The features you selected are currently being installed.	10
	R
Time remaining: 0 seconds	
Wise Installation Wizard®	
	Cancel
0.	

a. Install can take 15 to 25 Minutes



a. Select Finish when done - Reboot will be required

🔂 Instal	ler Information		X
2	You must restart your system to Impact 360 Version 10 to or No if you plan to restart m	for the configuration changes made take effect. Click Yes to restart now anually later.	
,	Yes A	No	

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