



# **3Com<sup>®</sup> eXchange Call Center Quick Installation Guide**

**Version 4.33**

**<http://www.3com.com>**

Part Number: 900-0150-01 Rev AA  
Published May 2004

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# ABOUT THIS GUIDE

This guide introduces the procedures for installing the 3Com eXchange Call Center suite of applications integrated with the 3Com NBX IP Telephony Solution. Its audience is the 3Com® eXchange Call Center installer. The guide details the components that comprise the system and an overview of installing the hardware, the NBX software, and the eXchange Call Center applications.



*For information regarding the eXchange Agent and Visor applications, see the Help topic for each screen. For a complete description of the installation process, see the 3Com eXchange Call Center Installation and Getting Started Guide.*

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## Conventions

Table 1 lists conventions that are used throughout this guide.

**Table 1** Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, device, system, or network
	Warning	Information that alerts you to potential personal injury or death

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## Related Documentation

In addition to the context-sensitive Help found in the product, the following documents are available on the 3Com Partner Access website for the 3Com eXchange Call Center system:

- *3Com eXchange Call Center Hardware and Software Guidelines*
- *3Com eXchange Call Center Quick Installation Guide (this guide)*
- *3Com eXchange Call Center Installation and Getting Started Guide*
- *3Com eXchange Setup Worksheets Guide*
- *3Com eXchange Call Center Administrator's Guide*
- *3Com eXchange Call Center Visor User Guide*
- *3Com eXchange Call Center Agent User Guide*

## Documentation Comments

Your suggestions are important to us because we want to make our documentation more useful to you.

Please send e-mail comments about this guide or any of the eXchange Call Center documentation and Help systems to:

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Please include the following information with your comments:

- Document title
- Document part number (usually found on the front page)
- Page number
- Your name and organization (optional)

### Example:

*3Com eXchange Call Center Quick Installation Guide*  
Part Number 900-0150-01 Rev AA  
Page 25

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## Registration, Warranty, and Support Information

For details on how to register your product and get support from 3Com, see the Appendix "Obtaining Support for Your 3Com Products" in the *3Com eXchange Call Center Installation and Getting Started Guide*.

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## Disclaimers

The illustrations and other views, telephone displays, and screen captures appearing in this manual are examples used to explain how the application's features and controls are used. What appears in the illustrations may differ from what appears on your actual equipment and may not represent something that is possible in actual operation. The functions that you can use and the information that you can display may differ depending on the telephony state and external equipment connected in your network and the 3Com eXchange system. Therefore, use the illustrations only as guidelines.

The names of companies, products, people, characters, and data mentioned in the examples herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

# CHAPTER 1: eXCHANGE CALL CENTER OVERVIEW

This chapter describes the components of the 3Com eXchange Call Center as it runs on the 3Com NBX IP Telephony System.

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## Installation Kit

The installation pack includes the following:

- eXchange Server Lock Device (one USB “dongle”)
- eXchange Visor Lock Devices (one parallel port “dongle” per licensed eXchange Visor workstation)



*3Com recommends that you or your Voice-Authorized Reseller check the 3Com Partner Access Web site for information about new eXchange Call Center software versions and latest updates.*

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## Lock Devices (Dongles)

The eXchange software is controlled by two types of lock devices that are enabled by licenses.

- Before you install the eXchange Server software, you must attach the USB server dongle to the USB port on the eXchange Server. The Server dongle is used to store the license details, for example, the quota of inbound agents and TAPI WAV ports.
- Before you install the eXchange Visor software, you must attach the parallel port dongle to the eXchange Visor workstation. You may purchase additional Visor dongles for additional supervisor workstations.

No dongle is required for eXchange Agent workstations. Licenses for agents reside on the server and its dongle.

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## Virus Protection Software



*CAUTION: Before installing the NBX applications and the 3Com eXchange Call Center, you must have virus protection software turned OFF. After you complete the installation of all Call Center-related software, you must configure the virus protection software to scan during off-peak hours and to NOT scan C:\Program Files\3COM\NBX TSP\Logs.*

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## Software Upgrades and Downgrades

To upgrade or downgrade your system software, refer to the “Upgrade and Downgrade Procedures” Appendix in the *3Com® eXchange Call Center Installation and Getting Started Guide*.

# CHAPTER 2: INSTALLING THE EXCHANGE CALL CENTER SERVER

This chapter describes the steps to install the server on which the 3Com eXchange Call Center software runs. It covers these topics:

- Preinstallation Preparations
- Hardware Configuration
- Operating System Configuration
- Additional Hardware and Software
- NBX Media Driver and TSP Installation
- Settings on the NBX System

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## Pre-Installation Preparations

- 1 Connect to the NBX<sup>®</sup> NetSet<sup>™</sup> administration utility and log in as administrator.
- 2 In the NBX NetSet Main Menu, select **Operations > Software Upgrade**. Verify that you have the current NBX version.
- 3 In the Main Menu, select **Operations > Licenses**. Verify that enough WAV PHONES have been defined next to “Windows Audio Volume License.”
- 4 In the Main Menu, select **System Configuration > TAPI Settings**. Verify that the “Require passwords for TAPI clients” checkbox is unchecked (empty).

---

## Hardware Configuration

- 1 Open the new server box and unwrap the server.
- 2 Verify that the server meets the specifications published in the *3Com eXchange Call Center Hardware and Software Guidelines*, and that it was purchased from an authorized vendor.
- 3 Verify that you have a USB socket on the Server computer and a parallel port on the Visor computer.

- 4 Verify that the server has two partitions:
  - “C:” (between 4-6 Gb) for the operating system and the infrastructure software.
  - “D:” for installing the 3Com eXchange Call Center.

If you don't have partitions “C” and “D”, create them.

- 5 Format the server hard drive to NTFS.
- 6 Verify that the server has only one (1) network card. If you have two network cards, disable one of them.
- 7 Install a sound card and its drivers on the server.
- 8 Connect the server to a UPS power source.

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## Network and Domain Configuration

All servers in the exchange Call Center system must be installed as members of the same domain.

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## Operating System Configuration

- 1 Install or verify that Windows 2000 Server operating system, with the latest Service Pack, is installed on the “C:” drive of the Server.

Verify that it is installed as a “standalone” Windows 2000 server, not as a primary or secondary domain controller.

- 2 Verify that the number of client licenses for Windows 2000 is equal to or greater than the number of eXchange Agents and eXchange Visor licenses. Verify the client licenses status in **Control Panel>Licenses**.
- 3 In the **Control Panel>Date/Time>Time Zone** tab; toggle to OFF the option “Automatically adjust clock for daylight saving changes.”
- 4 Stop the Windows Time service and set it to **Manual**. Take these steps:
  - a) In **Start>Programs>Administrative Tools>Services**, locate the “Windows Time” service.
  - b) Stop the service.
  - c) Through Properties, set the service to **Manual**.

Another way to locate the service is through **Start>Settings>Control panel>Administrative Tools>Services**.

- 5 Verify the static IP address on the LAN. It is crucial that you set the system with the right IP address from the beginning.

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## Additional Software and Hardware

- 1 For remote support, you can use PcAnywhere (version 10.50 or higher), or a similar remote-management application. If you use PcAnywhere:
  - To use a VPN, set PcAnywhere to **wait on the network**.
  - To use a modem, set PcAnywhere to **wait on the Modem**.
- 2 If a dialup modem is used, verify that it is properly installed, and test it.



*After the remote-application software installation, verify that the utility is operational.*

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## NBX Media Driver and TSP Installation

This installation is performed on the eXchange server.

- 1 Before you install the NBX Media Driver and TSP software, contact your reseller to verify that you have the latest versions of these drivers.
- 2 Locate the file NBXMediaDriver.exe in the NBX Drivers folder and activate it.
- 3 Start the installation process, follow the instructions, and accept the defaults suggested by the installation.
- 4 During the installation process, enter the TCP/IP address of the NBX system.
- 5 Check the box that asks if you want to run the “NBX media driver-configuration wizard.”
- 6 DESELECT (that is, make sure that it is empty) the box that asks, “Do you want to install for Intel Dialogic CT Media?”
- 7 The system displays a warning that the 3COM NBX TSP program was not found on the computer and asks if you want to install it. Because this is a required component, click **OK** to start the TSP installation. Follow the instructions and accept the defaults suggested by the wizard.
- 8 When you are prompted to ask for your telephone extension, use one of the available phone extensions, for instance, 1000.
- 9 When you are prompted to enter a password for the telephone extension, use that same extension number as the password for example, 1000.
- 10 The system displays a window with the NBX IP and the extension that you entered. Click **OK**. We will revisit this window later.

When the TSP installation is completed, the installation returns to the Media Driver installation.

If you install on Windows 2000, click **YES** when the “Digital Signature not found” message appears. Then click **OK**.

- 11 The installation has finished. Please confirm that you want to restart the computer and then wait a few minutes for the restart process to finish.
- 12 The “NBX wave driver” GUI program - Media driver Configuration Wizard - starts to run when the computer restarts. Follow the instructions on the screen, and click **Next**.
- 13 On the Network tab, follow the instructions on the screen for “Connect” and “Test,” and then click **Next**.
- 14 On the “NBX Wave Driver” tab, follow the instructions for “Detect.” The wizard shows you the number of available WAV PHONES (IVR ports). Click **Next**.
- 15 On the “NBX Wave Phones” tab, follow the instructions for discovering the wave phones. Wait until the system discovers all specified wave phones.
- 16 At this point, log in to the NBX NetSet utility. Select **Tab to It > Telephones** to see the new WAV phones. Record the WAV phone information for future use. To exit the GUI program, click **OK**.
- 17 In the Call Center control panel (**Start>Settings>Control Panel**), select **Phones and modem options**, and then the **Advanced** tab.
- 18 In the list of providers, double click the “NBX TAPI Service Provider.” The window that opens contains only one extension. You must enter all of the extensions that you want to use for the Call Center agents and the WAV phones that you just discovered. Use the shortcut **<shift>ADD** to add a range of numbers. For example, telephone 1000 is already defined, and you want to add 1001 through 1007.

---

## Settings on the NBX System

On the NBX system, create TAPI Route Points for Call Center use. The members of the route points are WAV PHONES. The NBX does not limit the number of WAV PHONES that may be assigned to a route point.

Follow these procedures to create and configure **each** route point:

- 1 In the NBX NetSet administration utility, select **User Configuration > TAPI Route Points**. A list of existing route points, if any, appears. To use an existing group, select it and click **Modify**. To add a new group, click **Add**. The TAPI Route Point Definition screen opens.
- 2 Ask the system to automatically assign a number to new route points, or enter a valid number that has not yet been allocated in the NBX system’s dial plan.
- 3 Create a route point for :
  - Login
  - Logout
  - Release
  - Resume

- Services -- For example, assuming that the system has one 800 number for Sales and one for Support, create one route point for each.
- a) For each of these route points, select **Assign Automatically, Default Route Point Group**, the preferred Call Coverage point, and the Timeout (Default = 120 seconds).
  - b) Specify a unique, 4-to-10-digit password. *You must add a password for each Route Point. The eXchange Call Center will not redirect calls to a Route Point that has no password.*
  - c) Click **Apply**.

- 4 Also add one Route Point for each of these processes for system testing:
  - login
  - logout
  - release
  - resume
  - One for each 800 number in the Call Center (1 for Sales, another for Support, and so on)
- 5 When you have added the last Route Point, click **Apply** and then **OK**.
- 6 You have completed the eXchange Server computer setup. Reboot the server for changes to take effect.



# CHAPTER 3: INSTALLING THE EXCHANGE CALL CENTER

This chapter gives a quick overview of Call Center installation. It covers:

- Downloading the 3Com eXchange Call Center Software
- Installing the Lock Devices (Dongles)
- Installing the Call Center Software

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## Downloading the 3Com eXchange Call Center Software

- 1 From the 3Com Partner Access Web site, download the documentation for the 3Com eXchange Call Center.
- 2 Download the software and put it in a directory called eXchange Call Center on the D drive of the eXchange Call Center server computer.



*Do not install the software at this point. Just download the software and documentation from the Web.*

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## Installing the Lock Devices (Dongles)

Before you start the installation procedure, verify the type of lock device (dongle) used.

For USB lock devices, follow these steps:

- 1 Before you plug the USB lock device into the SERVER computer for the first time, install the USB driver software:

NOTE: HINSTALL.EXE is located in the “USB LOCK DEVICE” folder.

- a) Unzip the driver file into a folder of your choice.
- b) Open a DOS command window.
- c) Use the `cd` command to change to the directory where you unzipped the driver software.
- d) Run this command: `hinstall -i`.

A message window appears and displays status messages during the installation of the driver software. After about 20 seconds, the message window displays the message “The operation was completed successfully.”

- 2 Plug the USB lock device into the socket and wait for the computer to accept it. Acceptance will take some time, depending on the computer used.
- 3 When Acceptance is complete, issue the `keyutils` command, which resides in the “USB LOCK DEVICE” folder.
- 4 View the details of the lock device that is plugged in. If you are using a parallel lock device, attach the eXchange server Call Center lock device to the parallel port on the computer. Verify that this is the only device connected to the parallel port during the installation.

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## Installing the Software

- 1 Restart the server and log in as ADMINISTRATOR or as a user with ADMINISTRATOR privileges. The eXchange Call Center installation must ALWAYS be performed with Administrator privileges.
- 2 Browse to the eXchange Call Center installation folder on the Server in which you downloaded the 3Com software and double-click the file named `Setup.exe`.
- 3 The installation program identifies the type of installation to be performed based on the lock device (dongle). Click **Next** to continue or **Cancel** to cancel the installation.
- 4 Read through the License Agreement and accept it, or, to stop the installation process, click **NO**.
- 5 If you clicked **Accept**, the next step is to select **Enable Auto login** and click **Next** to continue.
- 6 Enter the system’s User ID (Administrator is required) and its appropriate password (if any), and click **Next** to continue.
- 7 The Destination location window displays the default destination folder where the eXchange Server is to be installed. The default directory is D:\3COM eXchange Call Center.  
**Do not** change the default directory, always install on drive D. Click **Next** to continue.

These directories are created:

- 3COM exchange Call Center
  - Agents
  - Bin
  - Cfg
  - Db
  - DbProvider
  - IVR
  - Log

- 8 When more than one LAN adapter is installed, select the one that is connected to the local LAN (that is, the LAN to which the eXchange Visors and exchange Agents are connected), and then click **Next** to continue.



- *If an unknown or incorrect IP Address is displayed, consult the system administrator.*
  - *When using a DHCP server on your network, verify that a **fixed** IP address is allocated for the eXchange Server.*
  - *Verify that the network connector is connected and secured in the socket.*
- 9 The Server Name window asks for a name. The Default name is eXchange Call Center. Do not change it unless this name is in use on the network. Click **Next** to continue.
- If you choose to change the name, use up to 8 characters with no spaces or any other special characters.
  - You must supply the same name during the eXchange Visors installation process.
- 10 When you are asked to supply a Network Name and IP Address for the NBX, do not change the Name “nbxhost”. Supply the NBX’s IP address that you have obtained from your Network Manager.
- 11 At this point the eXchange Server Installation setting is complete. This is the last stage at which settings can be changed.
- To change previous settings click **Back**.
  - To begin the copying process, click **Next**.
- 12 The Installation procedure begins as files are copied into the appropriate directories. While the system is copying files, it displays a progress bar. This step may take several minutes.
- 13 Setup Complete - Once all files have been copied, the eXchange Server Shortcut Folder on your desktop contains eXchange Call Center Application icons.
- Verify that you have applied all fixes and patches required before the server reboot.
- 14 When you are asked to restart your computer, verify that the YES radio button is selected, and then click **Finish**. The system reboots itself.
- After the reboot, the system starts the eXchange server.
- If you choose not to boot at this time, bear in mind that the system **must** reboot before the eXchange Call Center is started.



# CHAPTER 4: INTEGRATING THE eXCHANGE CALL CENTER WITH THE NBX SYSTEM

This chapter covers these topics:

- Starting the eXchange Call Center
- Testing the eXchange Call Center
- Installing the eXchange Server

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## Starting the eXchange Call Center

- 1 When the server restarts at the end of the procedures in the previous chapter, it should log in and start the eXchange Call Center. Two eXchange Call Center related windows are displayed on the server desktop:
  - “Activate,” a DOS like window that “Activate,” a DOS like window that displays about 200 lines of startup messages followed by the message “SUPERVISOR: System has been started!” , which signals that the system is up and operational.
  - “EEC CONSOLE,” which has four “lights” on the right side: ACD, IVR, NBX and CHAT. Only the ACD light should be green at this point.
- 2 On the server desktop, open the eXchange Call Center folder and view the icons for running the eXchange Call Center application.
- 3 Double-click the **Administration** icon. The eXchange Call Center login window opens and asks you to enter the “Login Name” (ea) and “Password” (e1996). Enter them and then click **OK**. The Administration application starts.
- 4 If you are installing the eXchange Call Center on NBX version 4.2 , skip to step 8. Steps 5-7 are applicable for version 4.1 only.
- 5 Select **Entities>System** and then select the **IVR Ports** tab. In the Park Group window, enter **ALL** park group numbers.
- 6 Select the IVR Ports tab. In the Connection Type window, click **New**, and select card number **1** and type **IVR Port**. Click **Save**.
- 7 Go back to **Entities>Trunks**, open the Trunks window and select the Trunk Groups tab.
  - a) To define the trunk group or groups that you are using on the NBX, that is, PRI1 and PRI2 or analog, click New.
  - b) Select A Single trunk or A Range of Trunks.
  - c) Define the trunk number or range. Take the numbers from the NBX system.

- d) Choose the trunk group to which you want to assign the trunks.
  - e) Add the prefix and click the Insert button.
  - f) Repeat steps a through d for the other trunk groups.
- 8** Go back to **Entities>IRN** and open the IRN window.
- g) Click **New** and create a new IRN with the number the same as the first eXchange Call Center route point number from the NBX system.
  - h) From the default destination pull-down menu, select IVR script.
  - i) From the second pull-down menu, select one of the predefined scripts (sample music, sample first announcer, and so on).
  - j) Repeat these steps for all new IRNs (that is, route points to be used with the eXchange Call Center).
- 9** After you finish entering all the settings, restart the eXchange Call Center application (*not* the whole server).
- 10** When the eXchange Call Center restarts, verify that you see 3 green lights in the ECC CONSOLE window.

---

## Testing the eXchange Call Center

Call directly to one of the eXchange Call Center route points (IRNs). Verify that you hear the appropriate wave file.

---

## Installing the eXchange Visor

- 1** Turn on the eXchange Visor computer.
- 2** Verify that the prerequisite software required for the eXchange Visor has been installed and the computer meets the hardware specifications as detailed in *3Com Hardware and Software Guidelines*.
- 3** Verify you have the Name and TCP/IP address of eXchange Server.
- 4** Use the PING tool to verify the TCP/IP connectivity from the Visor PC to the eXchange Server.
- 5** For this installation process, temporarily remove any existing device (such as a printer connector) from the Visor PC's LPT1 port. Attach the eXchange Visor Lock Device to LPT1.
- 6** Double-click the Setup.exe file in the eXchange Call Center Install folder.
- 7** The installation program identifies the type of installation to be performed from the lock device and displays this welcome message: "Welcome to eXchange Visor installation..." Click **Next** to continue or click **Cancel** at any time to abort the installation.

- 8 If you click Next, the eXchange Visor destination location window displays the default destination folder where the eXchange Visor should be installed. Accept the default **C:\Program Files\3com eXchange Visor** or browse to a different destination folder if you want. Click **Next** to continue.
- 9 The eXchange Server Information window prompts you for the eXchange Server name and IP address. Use the same name that you supplied during the eXchange Server installation. Enter the TCP/IP address of the eXchange Server and click **Next** to continue. The eXchange Server Name and IP address must be entered correctly or the eXchange Visor applications will not connect to the Server.
- 10 The 'Network Configuration' window shows the local PC's LAN adapters' IP addresses.
  - If more than one LAN adapter has been installed, select the IP address that is connected to the local LAN (that is, the LAN to which the eXchange Server and Agents are connected), and then click **Next** to continue.
  - If an unknown or incorrect IP Address is displayed, contact your system administrator.
  - On Windows 2000 machines, verify that the network connector is secured in the socket.
- 11 The eXchange Visor Installation settings stage is now complete. To change previous settings click **Back**. To begin copying files, click **Next**.
- 12 The Installation procedure is now running, and files are copied into the appropriate directories. While files are copying, a progress bar shows the process status.
- 13 At end of the installation process it is necessary to reboot the PC. Leave the first choice enabled and click **Finish** to end the installation procedure. The eXchange Visor computer reboots itself.
- 14 Once all files have been copied, the eXchange Visor Shortcuts Folder is available, containing the eXchange Visor Application icons. The installation process has created a folder in the Visor PC's Windows Start Menu and on its Desktop.



# CHAPTER 5: INSTALLING THE 3COM EXCHANGE CALL CENTER AGENT

This chapter covers these topics:

- Installation
- Setting Up the eXchange Agent Application

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## Installation

Follow these steps on *each* eXchange Agent computer.

- 1 Turn on the eXchange Agent computer.
- 2 Verify that the Agent's computer meets the specifications in the *3Com eXchange Call Center Hardware and Software Guidelines* on the 3Com Partner Access web site.
- 3 Locate the eXchange Install folder where the eXchange installation software resides. Double-click the Setup.exe file. Click **Cancel** at any time to stop the installation.
- 4 Enter the eXchange Agent Destination location. Accept the default location **C:\Program Files\3com eXchange Agents** or Browse to select a different destination folder. Click **Next** to continue.
- 5 Enter the Network Configuration. If more than one LAN adapter is installed, select the IP address connected to the local LAN (that is, the LAN to which the eXchange Server and eXchange Visors are connected). Then click **Next** to continue.
  - If an unknown or incorrect IP Address is displayed, contact your system administrator.
  - On Windows 2000 machines, verify that the network connector is securely connected.
- 6 Enter the correct IP address of the 3COM exchange server.
- 7 The eXchange Agent installation settings stage is complete. This is the last time that you can change the settings. To change previous settings, click **Back**. To begin copying files, click **Next**.
- 8 The Installation procedure is now running, the files are being copied into the appropriate directories, and a progress bar will show the status.
- 9 Once all files have been copied, the eXchange Agent Shortcut Folder opens, displaying the eXchange Agent Application icon. The installation process places this folder on the Agent's Windows Start Menu and on the Desktop.

---

## Setting Up the eXchange Agent Application

Perform this operation once on each eXchange Agent's station to set up the Phone Extension and the mapped drive:

- 1 To start the eXchange Agent application: Double-click the eXchange Agent icon. At the prompt, enter the extension number and Server address.
  - The extension number is the directory number of the phone used by this eXchange Agent station.
  - The Server address is the letter of the network mapped drive that points to Agents on the eXchange Server computer. This choice should appear in the drop-down list in the Server address field.

Enter the appropriate information and click **Continue**.

- 2 A Dialog window asks for the Agent's Login ID and Password. Click **Cancel** to ignore the logon process because no agents have yet been defined.

# CHAPTER 6: BASIC CONFIGURATION AND TESTING

This chapter contains instructions that will lead you through the process of defining basic items in the Call Center installation and running basic tests on the newly installed system.

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## Activating the eXchange Server

Locate the Contact Center program group on your desktop or in **Start>Programs**. Click the **Activate** icon. The screen is active for a few minutes. Watch the *Activate* window and look for the message: "SUPERVISOR: the system has been started!" This line appears after a few minutes during which the server components are activated.

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## Logging In to the eXchange Administration Application

Double-click the **Administration** Icon. The application prompts you for a Login name and password. Use "ea" and "e1996", respectively. This built-in supervisor name has the highest access level.

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## Defining Agents

Define a few agents using existing agents' positions.

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## Defining Groups

Define two groups and assign the defined agents to these groups (1 to 2 agents per group). Verify that the group numbers are different from any other dial number on the NBX system (extension, trunk, and so on).

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## Defining Services

- 1 Define two services and assign each of the defined groups to one of the services.
- 2 On the "Details" tab, assign a music source. Use the "Sample Music" file provided with the system if you have no other prepared music file.
- 3 On the "Destination" tab, choose one of the groups.
- 4 On the "Announcers" tab, assign announcers to the services. Use the sample announcers provided with the system if you have no prepared announcement recordings.

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## **Defining the IRN Destination**

- 1 Change the IRN destination to the services that you defined in the previous step.
- 2 Restart the eXchange Call Center.

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## **Running the Test**

- 1 Run the agents and log them in.
- 2 Call directly to the IRN (eXchange Call Center route point).
- 3 Verify that an agent gets the call.

# CHAPTER 7: CHANGE MANAGEMENT ON THE EXCHANGE CALL CENTER

This table defines the devices in the NBX and Call Center systems and where to define changes to each system.

DEVICE	eXchange Call Center	NBX System	TSP	Remarks
IRN (route point)	Defined as IRNs in the administration.	Defined as route points in the NBX NetSet utility.  Populate them with the appropriate wave phones.		
Wave Phones/IVR ports	Rediscover the wave phones using the NBX Media Driver software.  Defined as IVR ports in the eXchange Call Center administration.	Add the wave phone licenses.  Automatically defined when setting up the media driver.	All Wave Phones must be inserted.	Verify whether you need to upgrade the server RAM and CPU capacities.
Agents' Extensions (phones)		Automatically defined when connecting a phone to the network.	All agents' phones must be inserted.	
Trunks	Defined as trunks in the administration, using the new trunks' dial numbers and associating them with a trunk group	Automatically defined when installing trunks.	Trunks should <b>not</b> be inserted.	
Park groups	Defined in the System options in the IVR Port tab in the administration.	Defined in the NBX NetSet administration if required.	Park groups should <b>not</b> be inserted.	
Voice mail \ Auto attendant	Not defined.	Defined in the NBX NetSet administration as required.	Voice mail should <b>not</b> be inserted.	

