Demonstrating

This chapter provides instructions for giving a demo of integration of Cisco ICM software with Siebel eBusiness applications. It discusses:

- Installing the Siebel Client
- Configuring the Siebel Client
- Running the demo

Installing Siebel 2000 Client

You must first install the Siebel Client, as described in the Siebel documentation.

For the purposes of the demo, you may install either for use with a remote database server or for use with a sample database (supplied by the demo). In the former case, the information relating to the database and its server, supplied during installation, must be accurate. In the latter case, this information is not relevant and the screens where this information is requested can be simply stepped through by clicking the **Next** button.

![note icon]

Note SQL Anywhere should be chosen as the option in the Local Database dialog box—regardless of the kind of remote database server you choose.

Configuring the Siebel Call Center Demo

✎

Note   In the following instructions we assume that you are using drive c:. If you are not using drive c:, substitute the name of the drive that you are using.

You must first perform the installation described in Chapter 2, "Installation and Configuration."

To properly configure the Siebel Call Center demo:

Step 1   Click the **Start** button. Choose **Programs > Siebel Enterprise Applications 5.0 > Siebel Call Center Demo**.

Step 2   In the window that appears, choose the menu **Screens > Call Center Administration > CTI > Configuration Parameters and Telesets**.

Step 3   In the Configurations section of the window, make sure that **Call Center 1** is selected.

Step 4   In the Configuration Parameters section of the window, bring up the right-click menu and select **New Record**; in the new record enter the Parameter Name

Driver:IsEasySim

and the Parameter Value

TRUE

Step 5   Verify the configuration in uagent.cfg as explained in the "Configuration of Cisco CTI Driver for Siebel" section on page 2-3.

Step 6   In the Configurations portion of the window, click on **Call Center 1**.

Step 7   Click the **Import** button.

Step 8   The Import CTI Configuration Data dialog box appears. In the Commands and Events portion of the dialog box, check the **Import CTI configuration commands and events** checkbox.

Step 9   Click the **Browse** button. Find the CiscoENU.DEF file in the c:\siebel\bin directory. (This should generally be the unedited CiscoENU.DEF file as initially provided by Cisco—but see the "CiscoENU.DEF and the Demo" section on page 5-3 below.) Double-click the **CiscoENU.DEF** filename. Click **OK**..

Step 10 Before importing the definitions contained in CiscoENU.DEF, a box will appear that states: "The current CTI commands or configurations will be deleted before importing. Do you want to proceed?" Click **Yes**.

Step 11 The Import Process dialog box appears. Wait until this box disappears, which might take several minutes.

Step 12 When the import is completed, close the Siebel Call Center window.

Step 13 Using Windows Explorer, display the filename **siebel.exe** in c:\siebel\bin. Right-click the file name and select **Create Shortcut** from the menu that appears. Drag-and-drop the shortcut that you have just created to wherever you want it; for example, to your desktop.

Step 14 Change the label associated with the shortcut to read: **Cisco-Siebel Call Center Demo**.

Step 15 Right-click the shortcut and choose **Properties** from the menu.

Step 16 Select the Shortcut tab. Edit the Target Text box to read:

> **c:\siebel\bin\siebel.exe /c ?c:\siebel\bin\uagent.cfg? /d sample**
>
> **/u Cconway /p Cconway /x**

or

> **c:\siebel\bin\siebel.exe /c ?c:\siebel\bin\uagent.cfg? /d server**
>
> **/u Cconway /p Cconway /x**

depending on whether you are using the sample database or an actual remote database server.

Step 17 Click **OK**.

CiscoENU.DEF and the Demo

The out-of-the-box version of CiscoENU.DEF, that is used for the demo, assumes that the database contains a Contact/employee with work phone number (408)123-1233 and a Campaign with DNIS 8885553245.

If the demo is using the sample database, there is no problem.

If the demo is using an actual remote database server, then *either* the above values must be included in the database *or* CiscoENU.DEF must be edited so that it contains values that already exist in the database.

If you choose to edit CiscoENU.DEF, then the sections that must be edited are:

```
[Command:SimCallFound]

DeviceCommand              = "SimulateCall"

Hidden                      = "TRUE"

HotKey                     = "Shift+F11"

CmdData                    = "SimCallFound"



[CmdData:SimCallFound]

Param.CallVariable1        = "4081231233"

and

[Command:SimCampaignCall]

DeviceCommand              = "SimulateCall"

Hidden                     = "TRUE"

HotKey                     = "Alt+F11"

CmdData                    = "SimCampaignCall"



[CmdData:SimCampaignCall]

Param.DNIS                 = "8885553245"

Param.CallVariable1         = "4081231233"
```

Running a Demo

To run a demo, simply double-click the **Cisco-Siebel Call Center Demo** shortcut.

- When you press **Shift-F11**, you may hear a ring or a beep. The Answer Call icon will be flashing on the CTI Toolbar. A screen pops up that displays contact information about the caller. Click the **Answer Call** icon on the toolbar to answer the call.

- When you press **Ctrl-F11**, you may hear a ring or a beep. The Answer Call icon will be flashing on the CTI Toolbar. A Find Service Request dialog box is displayed. Click the **Answer Call** icon on the toolbar to answer the call.

- When you press **Alt-F11**, you may hear a ring or a beep. The Answer Call icon will be flashing on the CTI Toolbar. A screen pops up that displays campaign detail information. Click the **Answer Call** icon on the toolbar to answer the call.