G*plus* Cloud Pack for Siebel CRM

White Paper

Version 1.0

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Table of Contents

1 Deployment Guide

This section describes how to configure and install the G*plus* Cloud Pack for Siebel CRM. It includes the following sections:

1.1 Overview

The G*plus* Cloud Pack for Siebel CRM contains Siebel-side related components required for G*plus* Adapter for Siebel CRM.

The Cloud Pack component consists of several major components:

- **G*plus* Communication Driver**

  The G*plus* Communication Driver is a thin layer that delivers messages between Siebel Communication Server and the G*plus* Communication Server. The G*plus* Communication Driver must be deployed on a Siebel Server host. The G*plus* Communication Server is deployed by Genesys Cloud (refer to the G*plus* Adapter for Siebel CRM Deployment Guide for more details).

- **G*plus* Multimedia Component Siebel part**

  The G*plus* Multimedia Component is used for multimedia communications, such as email and chat.

- **G*plus* Voice Component Siebel part**

  The G*plus* Voice Component is used for voice communications.

- **G*plus* Media Routing Component Siebel part**

  The G*plus* Media Routing Component is used for routing and processing open media interactions, such as Siebel email interactions.

  Note: The G*plus* Cloud Pack is a prerequisite for all Siebel-side components.

The configuration and installation of the Cloud Pack consists of the following steps:

1. Installing the Cloud Pack. (See, Installation, page 5.)
2. Deployment of the Communication Driver on a Siebel host. (See, Configuring Siebel, page 6.)
3. Configuring Siebel. (See, Configuring Siebel, page 6.)

1.2 New in This Release

This section provides information about new features or functionality in the G*plus* Cloud Pack for Siebel CRM.

Refer to the G*plus* Adapter for Siebel CRM Deployment Guide for more details.

1.3 Installation

The installation process for the G*plus* Adapter 8.0 Cloud Pack for Siebel CRM consists of the following steps:

- Installing the Cloud Pack
- Configuring the `GenCommDrv.ini` file (optional)

Before installing, the system administrator must ensure they have the appropriate privileges to run the installation and stop the Siebel Server.

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

`<Inst Dir>` - the directory where the Cloud Pack is installed.

`<Siebel Version>` - the version of Siebel supported by Cloud Pack (versions IP2013 and IP2014 are currently supported).

Installing the Cloud Pack

1. To start the installation process:
   a. For Windows, run **setup.exe**
   b. For UNIX, run **install.sh**
2. Respond to the installation prompts, as required.
3. Stop the Siebel Server.
4. Move the files from the `<Inst Dir>/CommunicationDriver` subdirectory of the target installation directory on the dedicated host to the `bin` folder (for

Windows), or to the `lib` folder (for UNIX) in the Siebel directory hierarchy of the Siebel host.

Configuring the GenCommDrv.ini File

This step is optional. For more information, refer to the section, "Configuring the GenCommDrv.ini File (Optional)" in the G*plus* Adapter for Siebel CRM Deployment Guide.

1.4 Configuring Siebel

This section describes how to configure the Communication Driver part of the G*plus* Cloud Pack for Siebel CRM. For more information, refer to the section "Configuring the Siebel CTI for the Communication Server" in the G*plus* Adapter for Siebel CRM Deployment Guide.

For Siebel-side installations, refer to G*plus* Adapter for Siebel CRM Deployment Guide for information about the configuration of the Communication Driver, Multimedia, Voice, and Media Routing components.

For all procedures related to the Genesys-side installation and configuration, contact Genesys.

List of files in the Cloud Pack:

`<Inst Dir>/CommunicationDriver` – Genesys Communication Driver files:

```
GenCommDrv.dll
GenCommDrv.ini
GenCommDrv.pdb
```

`<Inst Dir>/IMAGES` – Images used by the adapter

`<Inst Dir>/<Siebel Version>/Common` – Common files for all components:

```
GenComm_LOV.xml
GenComm_universal.def
GenesysTools.sif
GenSymbolicStrings.sif
GenToolImport.xml
```

`<Inst Dir>/<Siebel Version>/MediaRouting` – Files related to the Media Routing component:

```
GplusMediaRouting.sif
```

`<Inst Dir>/<Siebel Version>/Multimedia` – Files related to the Multimedia Routing component:

```
Gplus.xml
GplusMCR_Email_Chat.sif
GplusMCR_Email_Chat_nested.sif
GplusMCR_LOV.xml
```

`<Inst Dir>/<Siebel Version>/Multimedia/SCRIPTS` – Browser scripts (this is the directory referred to in the G*plus* Adapter for Siebel CRM Deployment Guide as `<Installation Directory>/<Siebel Version>/SCRIPTS`)

`<Inst Dir>/<Siebel Version>/Multimedia/WEBTEMPL` – Web templates (this is the directory referred to in the G*plus* Adapter for Siebel CRM Deployment Guide as `<Installation Directory>/<Siebel Version>/WEBTEMPL`)

`<Inst Dir>/<Siebel Version>/Voice` – Files related to the Voice component:

```
GenComm.sif
GenComm_OCS.sif
```

Use the above files when performing the installation steps described in the G*plus* Adapter for Siebel CRM Deployment Guide.

2 User's Guide

Refer to the G*plus* Adapter for Siebel CRM User's Guide document for information about using the Adapter. (Note that some features might not be supported in your environment.)

3 Unsupported Features

- Campaign Synchronization
- Configuration Synchronization
- iWD Routing
- Voice Callback
- Expert Contact Feature
- SIP Business Continuity