

Jabra CC Agent App Installation Guide

Version 1.0

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Introduction

This document describes how to deploy the *Jabra CC Agent App* to an organization. This can be done by using standard deployment tools – i.e. *Microsoft System Center Configuration Manager* or *IBM Tivoli*.

System Requirements

System requirements are specified in the Jabra CC Agent App Data Sheet

Software Component Installations

Agent PC Installation

The following must be deployed to all client PCs (agent PCs).

.NET Framework

.NET Framework 4.5.2 or newer must be deployed. This is required before installing the *Jabra CC Agent App* .MSI file.

You can download the .NET framework version 4.5.2 here:

<https://support.microsoft.com/en-us/kb/2901907>

Jabra CC Agent App .MSI Installation

Important: If the required .NET Framework is not installed the installation will fail. The .MSI file to be installed is: **JabraCCAgentApp?.?.Setup.msi**, where ?.?. is the version number. A PC reboot is required after the installation. After the reboot a *Notification Area* icon with the text *Jabra CC Agent App* appears:



Cisco Finesse Server Configuration

The Jabra CC Agent App includes three Cisco Finesse Gadgets as specified in the table below. To install a Gadget on the Cisco Finesse server, it must be uploaded and configured as documented by Cisco:

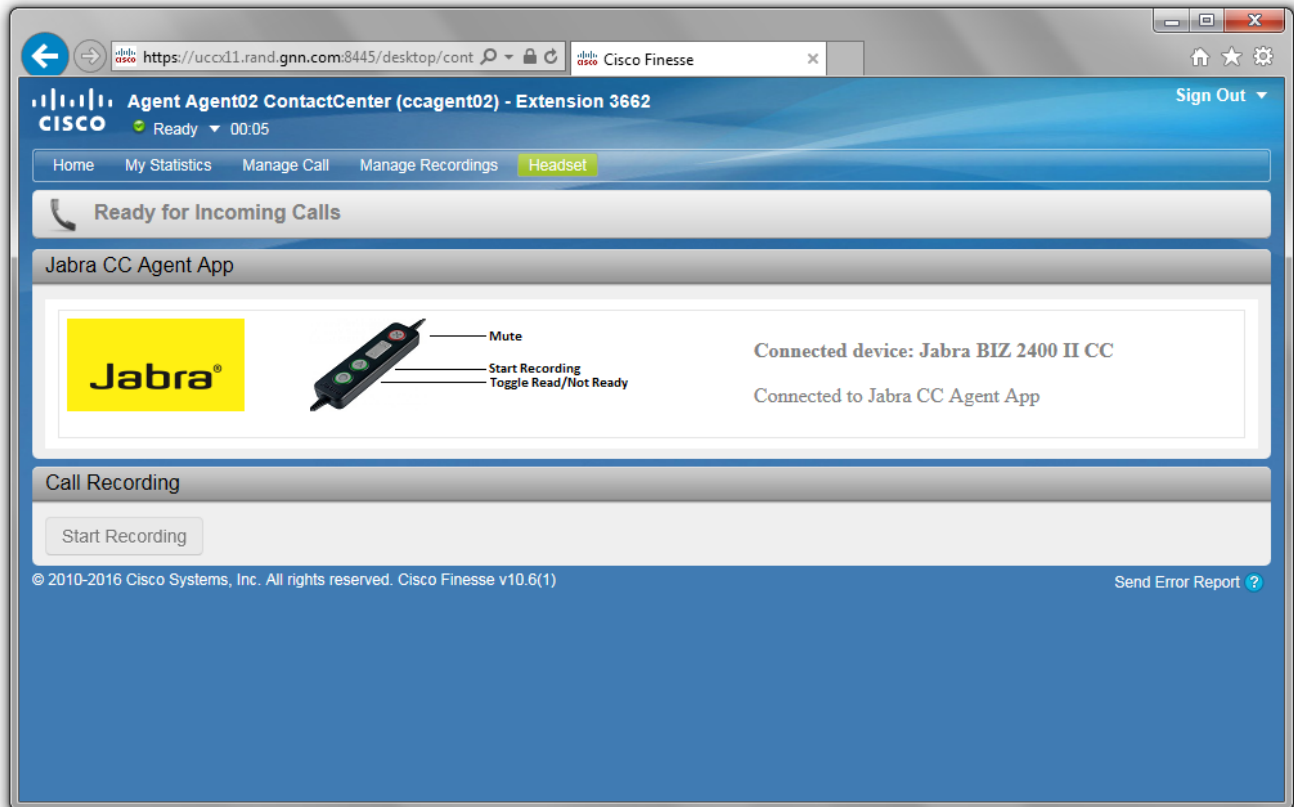
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1001/user/guide/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001_chapter_01110.html

Gadget Installation

One of the following packages must be unzipped and uploaded:

Package name	Description
Gadget_ReadyNotReadyToggle_SignOut.zip	Button1 = Toggle Ready/Not-Ready Button2 = Sign Out
Gadget_ReadyNotReadyToggle_StartRecording.zip	Button1 = Toggle Ready/Not-Ready Button2 = Start Recording
Gadget_SignOut_StartRecording.zip	Button1 = Sign Out Button2 = Start Recording

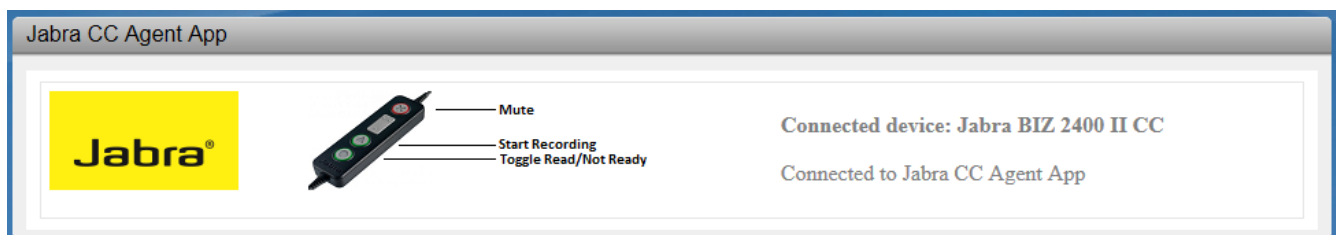
After the gadget upload and configuration, the *Jabra CC Agent App* Gadget will appear in the Cisco Finesse user interface:



Verify Installation

To verify that the installation is successful check the Gadget. The text **“Connected to Jabra CC Agent App”** is required. In addition, a supported Jabra headset must be attached. Then the text shown: **“Connected device: Jabra X”**

Example of a successful setup:



Advanced Topics

Network Communication

The *Jabra CC Agent App* solution uses internally TCP/IP network communication on port 8080. If this port is already used, please contact support that can help with a guide on how to use another port.