**UCENTRIK WEB CALL CENTER SOLUTION BUILD INSTRUCTIONS**

**PREREQUISITES**

Visual studio 2010, Microsoft SQL server 2008 R2, [Microsoft Report Viewer 2010 Redistributable Package](http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=6442), Microsoft Windows Server 2003 (IIS6) or 2008 (IIS7), UCTX SDK, UCentrik Conference Server (built separately)

**STRUCTURE OF A SOLUTION**

1. **Database –** scripts to generate database
2. **Docs –** documentation and instructions related to a project
3. **Sources**
   1. **UC\_BLL –** Data access business logic layer
   2. **UC\_DAL –** Data access layer
   3. **UC\_DATASETS –** Datasets code that’s generated automatically according to database
   4. **UC\_WEB\_Kiosk –** kiosk code.
   5. **UC\_WEB\_Lib –** common code that is being used both by kiosk and platform
   6. **UC\_WEB\_Platform –** web platform code.

**PRE-BUILD STEPS**

1. Configure database.
   1. Restore database. Run following scripts in SQL Server Management Studio 2008 R2: “create.sql” and “init\_data.sql”.
2. Change “connectionString” in a following config files:
   1. .. \UC\_WEB\_Kiosk\Web.config
   2. ..\UC\_WEB\_Platform\Web.config

**BUILD**

Open “UC\_WEB.sln” solution and build UC\_WEB\_Kiosk, UC\_WEB\_Platform projects

**INSTALL AND POST-BUILD CONFIGURATION**

1. Install Ucentrik Web Platfrom and Ucentrik Kiosk to IIS on a server.
2. Place the UCTX cab file to a specific place on a webserver available to download. Make sure that <object> tag for ActiveX points to a place where it is located.
3. NOTE: If you’re using the windows server 2003 and IIS6, you will need to edit web.config files for both Kiosk and Web Platform, as long as tag <system.webServer> is not supported. You need to specify modules in a tag <httpModules>:
   * **<add name="UcAuthenticationModule" type="UCENTRIK.HttpModules.UcAuthenticationModule, UCENTRIK.LIB"/>**
4. Configure reports on IIS7. In order to do that open **IIS7/Handler Mappings/Actions|Add managed handler…** and edit settings:
   * Request path: **Reserved.ReportViewerWebControl.axd**
   * Type: **Microsoft.Reporting.WebForms.HttpHandler, Microsoft.ReportViewer.WebForms, Version=9.0.0.0, Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a**
   * Name: **Reserved-ReportViewerWebControl-axd**
5. Install Ucentrik Conference Server.
6. Log in to Ucentrik Web platform (UC\_WEB\_Platform) as administrator (admin/welcome) and open Administration->Settings:
   * Configure settings for Conference Server. Change “ServerHost”, “ServerPort”, “ServerPortSsl” parameters for Conference Server.
   * Configure url that is used by Kiosk and Platform to upload audio record file. Change “AudioUploadTargerPageUrl” parameter in Platform tab. It’s url to file “..UC\_WEB\_Platform /dirAgent/AudioRecordReceiver.aspx”.
7. Make sure that specified ports are opened to TCP connections in a firewall on a server that hosts Conference Server.
8. Add “write” permission to folder “AudioRecords” in platform virtual directory (..\UC\_WEB\_Platform\).

**FIRST STEPS**

Default accounts are:

* + Supervisor – super/welcome
  + Administrator – admin/welcome
  + Manager – kiosk/welcome
  + Agent – agent/welcome

1. Run UC\_WEB\_Kiosk and login with user(Name=”kiosk”, password=”welcome”). Only users with “Manager” role can login to Kiosk.
2. Run UC\_WEB\_Platform and login with user(Name=”agent”, password=”welcome”). User should have “Agent” role.
3. Click “Turn on” button on UC\_WEB\_Platform and agent will be ready to receive calls from kiosk.
4. Select language on UC\_WEB\_Kiosk.
5. Run UC\_WEB\_Kiosk and login with user(Name=”kiosk”, password=”welcome”). Only users with “Manager” role can login to Kiosk.
6. Run UC\_WEB\_Platform and login with user(Name=”agent”, password=”welcome”). User should have “Agent” role.
7. Click “Turn on” button on UC\_WEB\_Platform and agent will be ready to receive calls from kiosk.
8. Select language on UC\_WEB\_Kiosk.
9. Click “Incidents-> Incident Queue” on UC\_WEB\_Platform and select calling request.
10. Test session using the text chat and send messages to kiosk and platform.