Title

SOP for Genesys CCPluse+ Installation

**Prepared By**

**Helpdesk**

Date: Saturday, March 1, 2019

Version 1.0

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Author | Revision | Description |
| 01-03-2019 | Tech-helpdesk | 1.0 | Document Creation |

|  |  |  |
| --- | --- | --- |
| Approved By: | Tata Business Support Services Limited | |
|  | 1.0 | Manager-Technology |

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| --- | --- | --- | --- |
| **Distribution List** | | | |
| Name | Department | Company | Rights |
| MN Kalyan | Technology | Tata BSS | Review & Comment |
| Ramakrishna TV | Technology | Tata BSS | Modify |
| Ali Hyder | Technology | Tata BSS | Review & Approve |

Security Classification: Tata BSS Restricted.

Requirements:

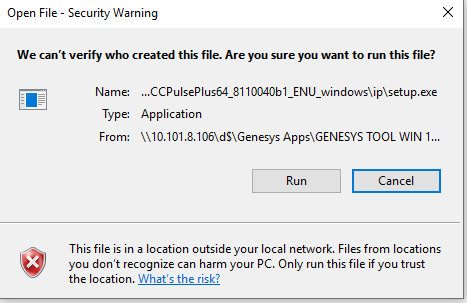
1 GB RAM, PIV 2.4 GHz Processor, 40 GB HDD.

EYE BEAM

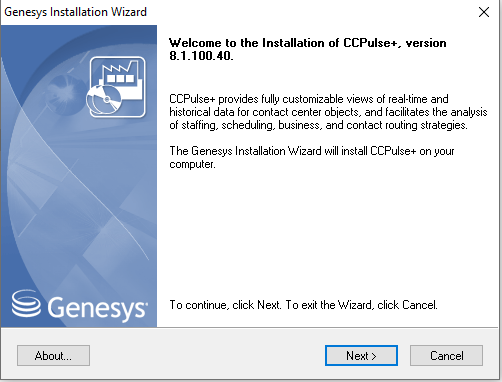
Procedure:

Go to run command and enter \\10.101.8.106\d$\Genesys Apps\GENESYS TOOL WIN 10\win10 ccp setup\IP\_CCPulsePlus64\_8110040b1\_ENU\_windows\ip

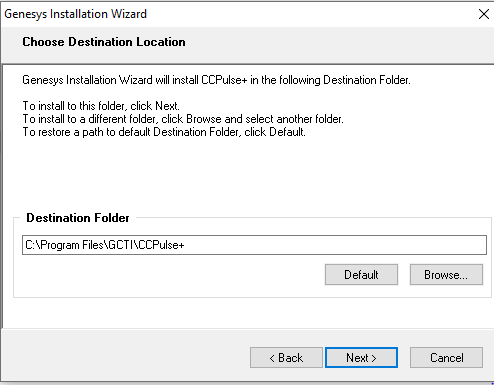
Then you will find the below window



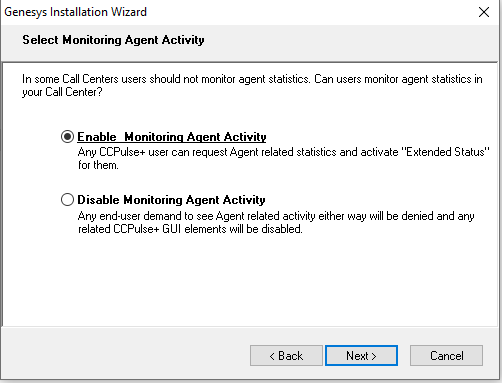
Click on Run button. You will find the below window.



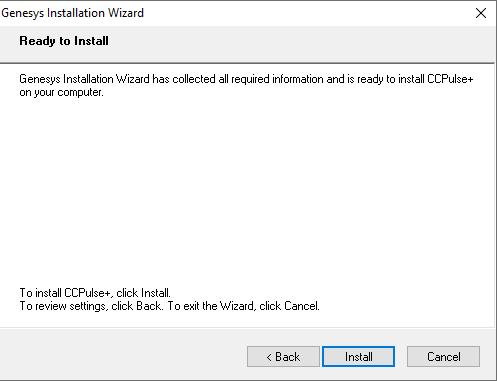
Click on Next.



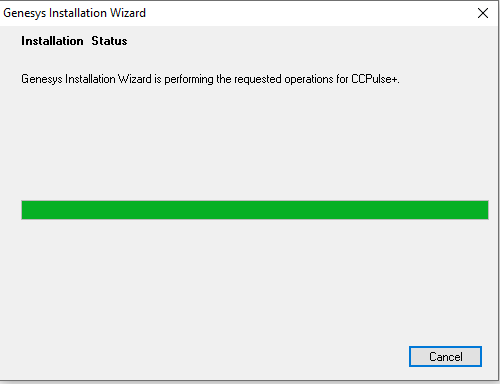
click on next.

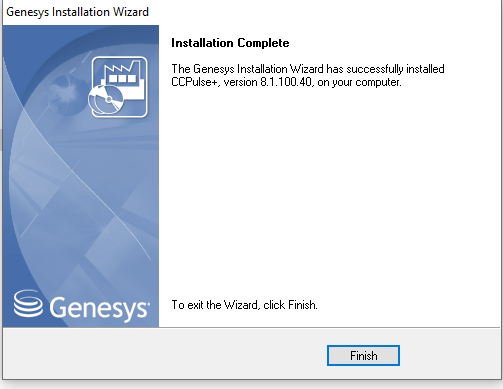


Click **Next**.



Click on Install





Click on Finish

.

**THANK YOU**