e-FAQ® Integration

Technical Reference

Interactive Intelligence Customer Interaction Center® (CIC)

2017 R2

Last updated November 17, 2016
(See Change Log for summary of changes.)

Abstract

This technical reference explains how to install and configure e-FAQ® Integration software (formerly known as e-FAQ Com Bridge) that enables e-FAQ to work with Customer Interaction Center.
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Who Should Read This Document

This document is intended for system administrators and those individuals who want to install and configure Interactive Intelligence's e-FAQ Integration with CIC software.

Prerequisites

Important Dependency

The e-FAQ integration software requires the appropriate version of CIC. For sites using CIC 2017 R2 and later, you must also install the e-FAQ integration from CIC 2017 R2 or later on the CIC server. For sites using CIC 2017 R1 or earlier, you must also install the e-FAQ integration corresponding to that release of CIC. You cannot use the e-FAQ integration from 2017 R1 or earlier with CIC 2017 R2 or later.

Other Hardware and Software

Hardware and software requirements for e-FAQ Integration are a subset of requirements for CIC and the e-FAQ software itself. If your system meets their requirements, it is ready to install and run e-FAQ Integration. You can run e-FAQ either on your IC server or on a stand-alone e-FAQ server.

e-FAQ Integration Licensing

e-FAQ Integration is licensed with e-FAQ itself. Therefore, if you have purchased a license for e-FAQ, you have a license for e-FAQ Integration.

What the e-FAQ Integration Package Does

The e-FAQ Integration package enables e-FAQ to work with CIC.

e-FAQ enables organizations to create an information access channel providing web self-service, e-mail response management, and knowledge management. e-FAQ can benefit internal employees and agents. It can also benefit external users and customers.

Installing the e-FAQ Integration

Download the appropriate e-FAQ release (.iso) and the corresponding patch file (.iso) from the Downloads page in the Product Information Site (requires credentials).

1. Extract the Install.exe and eFAQ_Integration_xxxx.msi files. Open the Install.exe file to start the installation.

   The setup program displays a welcome dialog.
2. Click the **Next** button.

   The setup program displays the Custom Setup dialog box (see figure).

   ![Custom Setup Dialog Box](image)

   - Expand these controls (1) if you want to install only parts of the e-FAQ Integration software. Interactive Intelligence *recommends that you accept the default choice of complete installation*. If you choose not to install some components, e-FAQ Integration might not work properly.

   - Click this button (2) if you want to see how much disk space e-FAQ Integration requires and how much disk space you have available on the currently-selected drive.

3. Click the **Next** button.

   The setup program displays the **Ready to install e-FAQ Integration** dialog box.

4. Click the **Install** button.

   The setup program displays a progress bar as it installs e-FAQ Integration. When installation is complete, the setup program displays the **Completed the e-FAQ Integration Setup Wizard** dialog box.

5. Click the **Finish** button.

   The setup program prompts you to restart your computer.

6. Restart your computer.

   Your next step is to configure e-FAQ Integration in Interaction Administrator.
Configuring e-FAQ Integration

After you install the e-FAQ Integration, configure Interaction Center to work with it. At a high level, the three main steps are:

1. Give Interaction Administrator basic information about your e-FAQ server.
2. Assign user rights to the appropriate users.
3. Assign user rights to the appropriate workgroups.

Note: Before you begin, make sure that you have the name of your e-FAQ server at hand.

To configure e-FAQ Integration in Interaction Administrator:

1. Name a new e-FAQ server in Interaction Administrator:
   - In the left pane of Interaction Administrator, locate and click the e-FAQ Servers container.
   - In the right pane of the e-FAQ Servers container, right-click a blank area.
   - In the shortcut menu, click New (see figure).

Note: If the e-FAQ Servers container does not appear, close Interaction Administrator and locate the file PIefaqUD.dll on your installation media. Copy the file to the folder \I3\IC\Server on your IC server hard drive. When you restart Interaction Administrator, it includes the e-FAQ Servers container.

   - In the Entry Name dialog box, type the name of your e-FAQ server, then click OK.
   - Interaction Administrator displays the e-FAQ Server Configuration dialog box.

2. Enter basic information about the e-FAQ server:
   - In the Server Information text box (see figure, a), type the name of the e-FAQ server.
● Click the **Refresh** button (b) to display a list of FAQs available on that server.
● Click **OK** (c) to close the dialog box.

3. Assign user rights to the appropriate users:
   ● In the left pane of Interaction Administrator, click the **Users** pane.
     In the right pane, Interaction Administrator displays a list of the IC server's users.
   ● Double-click the name of a user to assign user rights.
     Interaction Administrator displays the User Configuration dialog box for that user.
   ● Click the **Security** tab, then click **Access Control**.
   ● In the **Access Control** dialog, select the e-FAQ server (see figure).
     - Repeat the process for other users who need FAQ user rights.
   ● Click **Close** to close the dialog.

4. Assign user rights to the appropriate workgroups:
   ● In the left pane of Interaction Administrator, click the **Workgroups** pane.
     In the right pane, Interaction Administrator displays a list of the IC server's workgroups.
   ● Double-click the name of a workgroup to assign user rights.
Interaction Administrator displays the Workgroup Configuration dialog box for that workgroup.

- Click the **Security** tab, click **Access Control**.
- In the **Access Control** dialog, select the e-FAQ server (see figure).
- Repeat the process for other workgroups that need FAQ user rights.
- Click **Close** to close the dialog.
## Change Log

<table>
<thead>
<tr>
<th>Change Log Date</th>
<th>Changes Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-02-26</td>
<td>N/A: Initial release of document.</td>
</tr>
<tr>
<td>2012-01-19</td>
<td>Updated copyright, trademark, and platform information. Made a few tweaks. Clarified requirements for e-FAQ (can be run on CIC or stand-alone server).</td>
</tr>
<tr>
<td>2012-04-25</td>
<td>Updated for compatibility with IC 4.0.</td>
</tr>
<tr>
<td>2014-08-06</td>
<td>Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.</td>
</tr>
<tr>
<td>2016-11-17</td>
<td>Updated the Prerequisites section to reflect e-FAQ with CIC integration dependencies and requirements, which change with the CIC 2017 R2 release. Updated copyright, links to installation files, and other minor details.</td>
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