



DEPLOYMENT ROADMAP

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CONTENTS

Infrastructure Requirements.....	3
Installation Overview.....	4
Configuring Chime.....	4
Deploying Chime.....	5
Monitoring Chime Usage.....	5

SUMMARY OF ESTIMATED TIME REQUIREMENTS

Installation	1-2 Days
Configuring Chime	½ Day Per Queue
Deploying Chime	½ Day Per Queue

INFRASTRUCTURE REQUIREMENTS

SERVER

64-bit Windows Server 2008R2® –or– Windows Server 2012® - or Linux machine
Application **should not be** installed on the same server hosting IBM Sametime.

- Java application server:
 - IBM Websphere 8.5 and above or
 - Apache Tomcat 7.0 and above
 - Chime may be installed on virtual machines, such as Oracle Virtual Box or VMWare
 - Oracle JRE 7.0 + (x86 version)
- Write access to Chime database (built during installation)
- Read Access to Windows Active Directory or LDAP
- Create Read/Write access to enterprise SQL environment
 - IBM DB2 9.7 and above or
 - Microsoft SQL Express or
 - Microsoft SQL Server
- IBM Sametime 8.0 and above
 - Chime for Sametime will access IBM Sametime using port 1533 as a Java application

ENVIRONMENT

- Active IBM Sametime® 8.0 or newer environment
- SQL Server/SQLExpress or DB2
- Account credentials with access to Active Directory or LDAP
- Account with read/write access to a Chime SQL database
- Account with create access to SQL server (only used when installing/updating)

INSTALLATION OVERVIEW

WHO: SYSTEM ADMIN AND DB ADMIN

ESTIMATED TIME REQUIRED: 1-2 DAYS

What: Install Chime in your environment and configure server and environments to enable Chime.

Steps:

- Enable Role Services in Windows Server
- Configure Active Directory-provide basic information to connect to AD
- Provide access to SQL Database
- Test Apache configuration of Chime virtual directory
- Verify Authentication Settings

CONFIGURING CHIME

WHO: CHIME ADMIN AND LINE OF BUSINESS MANAGER

ESTIMATED TIME REQUIRED: ½ DAY PER QUEUE

What: Optimize Chime for your needs and customize settings for personal preferences.

Steps:

- Assign an Administrator
- Allocate Agents
- Create Dispatchers
- Set up Text Resources
- Customize Queue Settings
- Specify Agent Priority and Routing

DEPLOYING CHIME

WHO: WEB DEVELOPER

ESTIMATED TIME REQUIRED: ½ DAY PER QUEUE

What: Stage up a web client on an internal or external portal, enable Agents' Sametime Clients to receive chats through Chime.

Steps:

- Set up Web Client
- Stage Links to Portal
- Configure Web Client
- Install Agent Plugin (on each Agent's Sametime Client)

MONITORING CHIME USAGE

WHO: CHIME ADMIN AND LINE OF BUSINESS MANAGERS

What: Ongoing process of monitoring Chime usage and agent productivity through dashboards and reports.

Steps:

- Monitor Overall System Usage
- Monitor Queue Level Dashboards
- Monitor Current Sessions
- Review Charts and Reports
- Review Agent Performance (Average Speed to Answer, Concurrent Chats, etc)