

# Jabra CC Agent App Installation Guide

Version 2.0

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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 4.0 or higher is a prerequisite. This is required before installing the *Jabra CC Agent App* .MSI file. This is included in Windows 8 or newer.

#### Jabra CC Agent App .MSI Installation

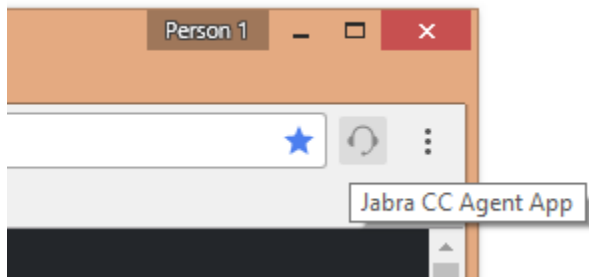
The .MSI file to be installed: **JabraCCAgentApp2.0Setup.msi**.

#### Jabra CC Agent App Chrome WebExtension

The Chrome WebExtension can be manually installed from the Chrome Store:

<https://chrome.google.com/webstore/detail/jabra-cc-agent-app/ombedajhjbclbicfomaljkcndgemcfog>

A headset icon will be shown on the right top corner of the Google Chrome browser:



To mass deploy the Jabra CC Agent App Chrome WebExtension a Registry key must be pushed out the Agent PC using the deployment tools:

Windows Registry Editor Version 5.00

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Policies\Google\Chrome\ExtensionInstallForcelist]
```

```
"1024"="ombedajhjbclbicfomaljkcndgemcfog;https://clients2.google.com/service/update2/crx"
```

## 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](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
<b>Gadget_ReadyNotReadyToggle_SignOut.zip</b>	Button1 = Toggle Ready/Not-Ready Button2 = Sign Out
<b>Gadget_ReadyNotReadyToggle_StartRecording.zip</b>	Button1 = Toggle Ready/Not-Ready Button2 = Start Recording
<b>Gadget_SignOut_StartRecording.zip</b>	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 that when attaching a supported Jabra headset, the device name will be shown. I.e.:

Connected device: Jabra BIZ 2300

