contivio.com

Contivio Client Installation Guide

For Contivio Client Version 10

(Mac and PC)

Table of Contents
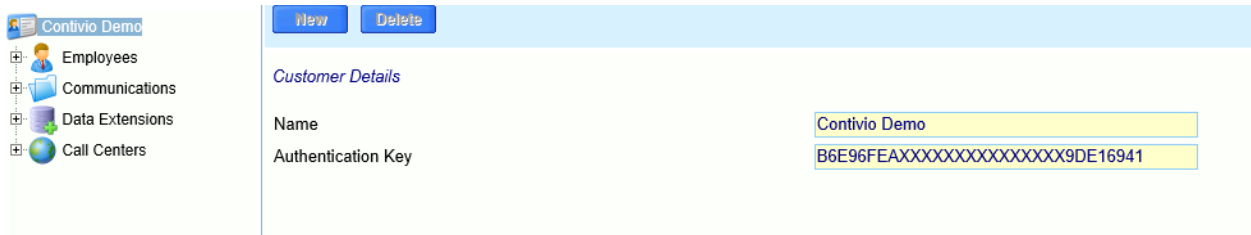
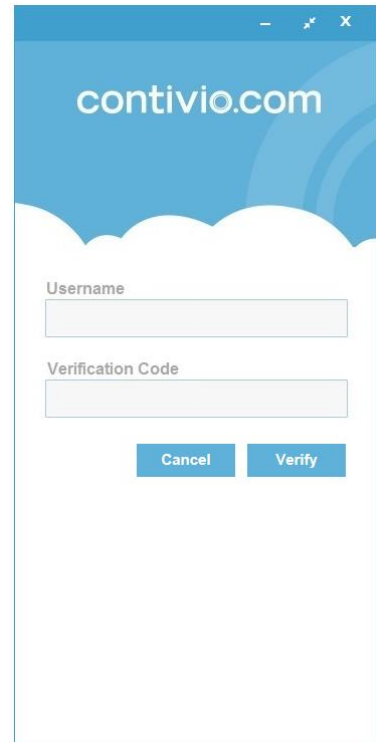# Contivio Client Installation

As a security measure, the Contivio Client will require the "Verification Code" from the contact center administrator. If the 'Verification Code' is not entered along with a valid username, the Contivio Client restricts the ability to login.

Finding the Contivio Client Verification Code

The contact center administrator will login to the Contivio Administrators Portal and locate the 'Authentication Key', which is used as the 'Verification Code' on the Contivio Client.

This code must be entered along with the user-name or e-mail created for the contact center agent before the Contivio Client is able to launch.
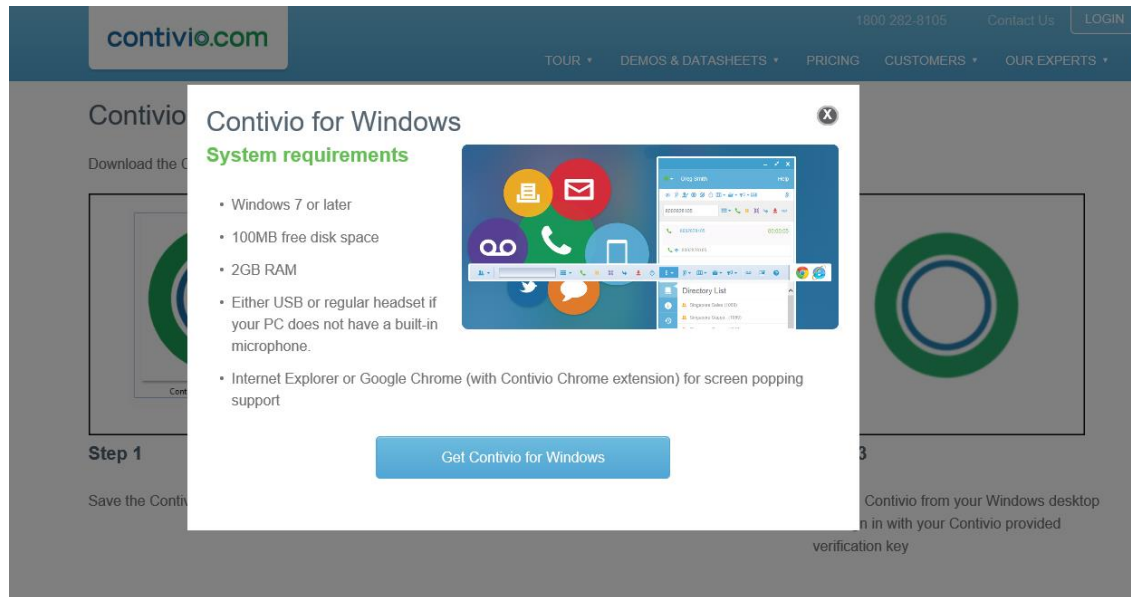
Installation for PC (Windows 7,8, and 10)

The Contivio Client can be downloaded from the Contivio Provisioning Website. <http://provision.contivio.com/software/windows.html>

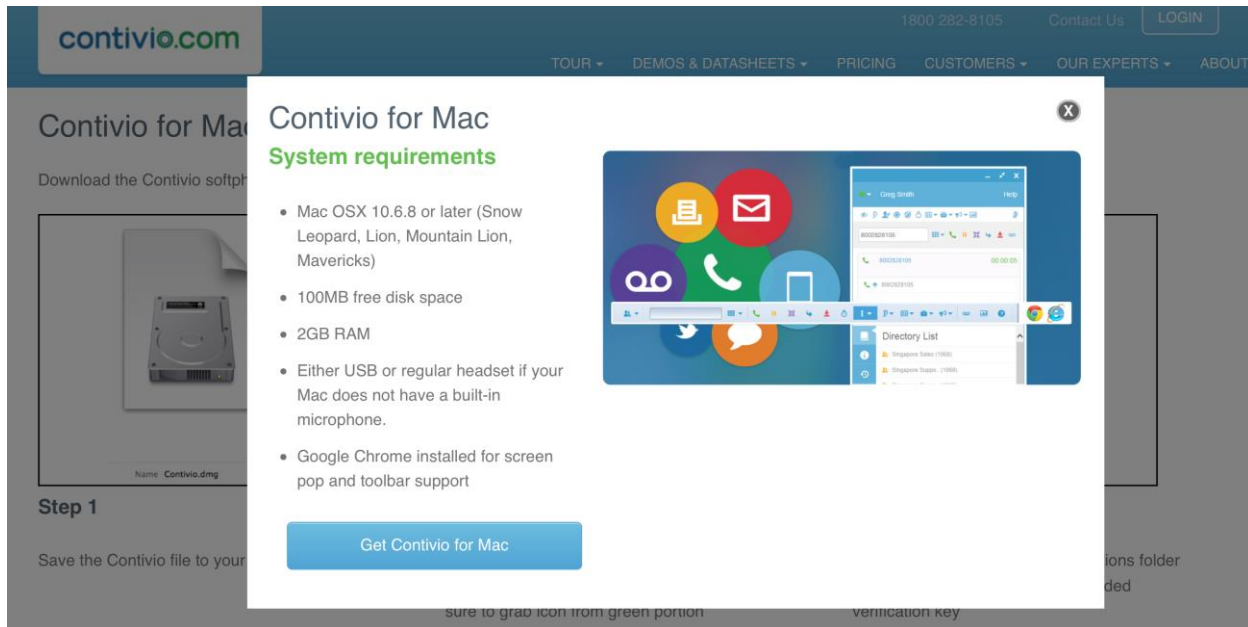Simply click on 'Get Contivio for Windows' and follow the on-screen instructions.

PC System Requirements

- Windows 7 or later
- 100MB free disk space
- 2GB RAM
- Either USB or regular headset if your PC does not have a built-in microphone.
- Internet Explorer or Google Chrome (with Contivio Chrome extension) for screen popping support

Installation for Mac (OSX)

The Contivio Client can be downloaded from the Contivio Provisioning Website.
<http://provision.contivio.com/software/mac.html>

Simply click on 'Get Contivio for Mac' and follow the on-screen instructions.

Mac System Requirements

- Mac OSX 10.6.8 or later (Snow Leopard, Lion, Mountain Lion, Mavericks)
- 100MB free disk space
- 2GB RAM
- Either USB or regular headset if your Mac does not have a built-in microphone.
- Google Chrome installed for screen pop and toolbar support

Enabling Google Chrome browser support

Visit the http://chrome.google.com Webstore, and search for "Contivio" and install the "Contivio" chrome extension.
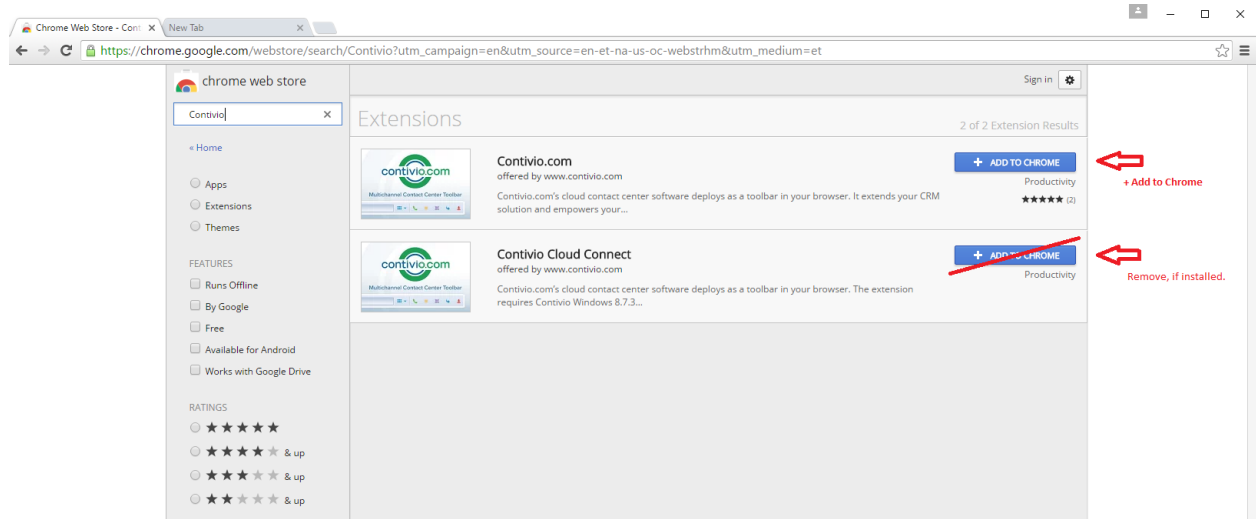
Once installed, the Username and the Contivio Verification Code fields will be prompted.
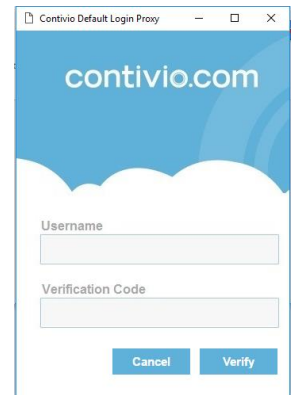
Enter the Username, and Verification Code and click 'Verify'. Once done, Contivio appears on the top-right. Un-check the 'Toolbar' to proceed to login.

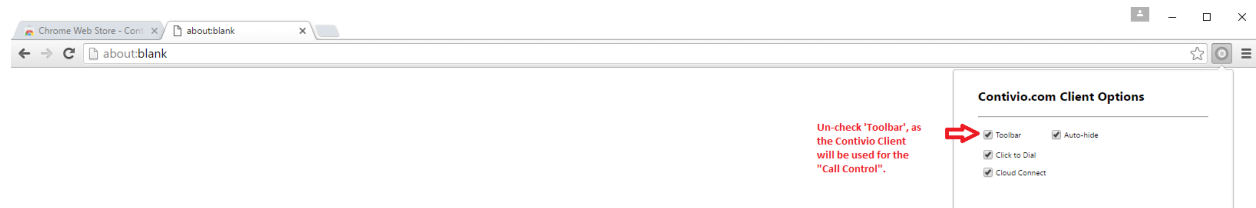Un-checking the 'Toolbar' and logging in via this method allows Google Chrome to be responsible for the screen-popping and click to dial.
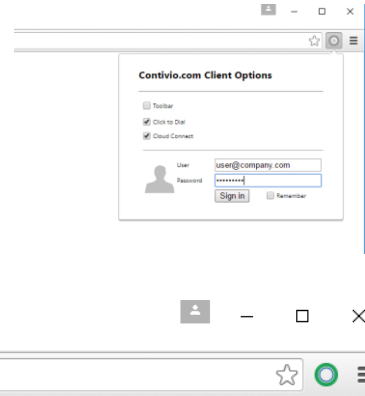
A successful login, will display the Contivio Logo as non-shadowed.

Once logged in, you may proceed to login to the Contivio Client, navigate to 'Settings' and 'CRM & Call Data', and change the 'Screen POP preference' to 'Enabled for all media' and 'Browser' to set Google Chrome as the preferred browser.
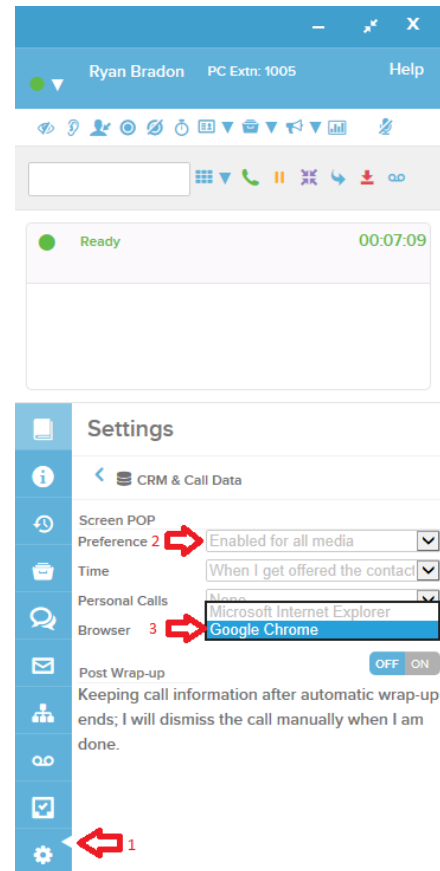
Removing Contivio from PC or Mac

Removal or Contivio or uninstalling is no different for any other application.

For PC, simply use "**Add or Remove Programs**".
For Mac, simply open '**Applications**' folder and **drag and drop** the Contivio app to the trash bin.

FAQs

Can I install multiple versions of Contivio?

No. This is against design and contact center "Best Practices". The Contact Center administrator should take action upon receiving the Contivio announcement of a pending release and is responsible for testing and ensuring all users are familiar with new features/functionality.

Do I have to perform updates manually or is it automatic?

With the latest release of the Contivio Client, updates are performed automatically the moment the contact center user logs into the Contivio Client. The client will log the user out and after a few seconds, the new version will have the updated Client without requiring the Administrator.

Upgrading from Contivio Client version 8.x to version 10.x

The Contivio Client version 10.x is a major release, and requires the old Contivio v.8.x to be uninstalled and removed from the PC prior to installing Contivio version 10.x

Who do I contact for support?

First line of support should always be your organization's realm of support, whether this be an IT team, or a supervisor/manager of contact center operations. If an issue persists which they are unable to resolve, Contivio support can be reached via phone (1800.282.8105) or e-mail (support@contivio.com).

More FAQs are available at http://contiviohelp.weebly.com/