

## **Genesys Interaction Connect EPOS headset add-in installation guide**

# EPOS

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## Introduction

This document covers the installation of the EPOS Headset add-in for Genesys Interaction Connect. All steps captured/tested in Genesys Interaction Connect version 2019 R3 Patch 1 and Interaction Connect add-in library version 19.3.1.8.

## One-time installation on Server

Installation of EPOS Headset add-in should be performed by a user with administrative rights.

**First step** is to extract the following files from the zip folder:

- a) Main.js
- b) Manifest.json

These two files need to be copied to the folder:

```
wwwroot/ININApps/client/addins/EPOS
```

This folder must be created if it does not exist.

**Second step** is to add the EPOS headset add-in to the config file

```
wwwroot/ININApps/client/config/addins.json
```

The addins.json file should look like below if EPOS headset add-in is your only installed add-in

```
{
    "version": 1,
    "addins": [
        { "baseUrl": "EPOS" }
    ]
}
```

But if you have more add-ins installed it will look like this

```
{
    "version": 1,
    "addins": [
        { "baseUrl": "EPOS" },
        { "baseUrl": "something else" },
        { "baseUrl": "something else" }
    ]
}
```

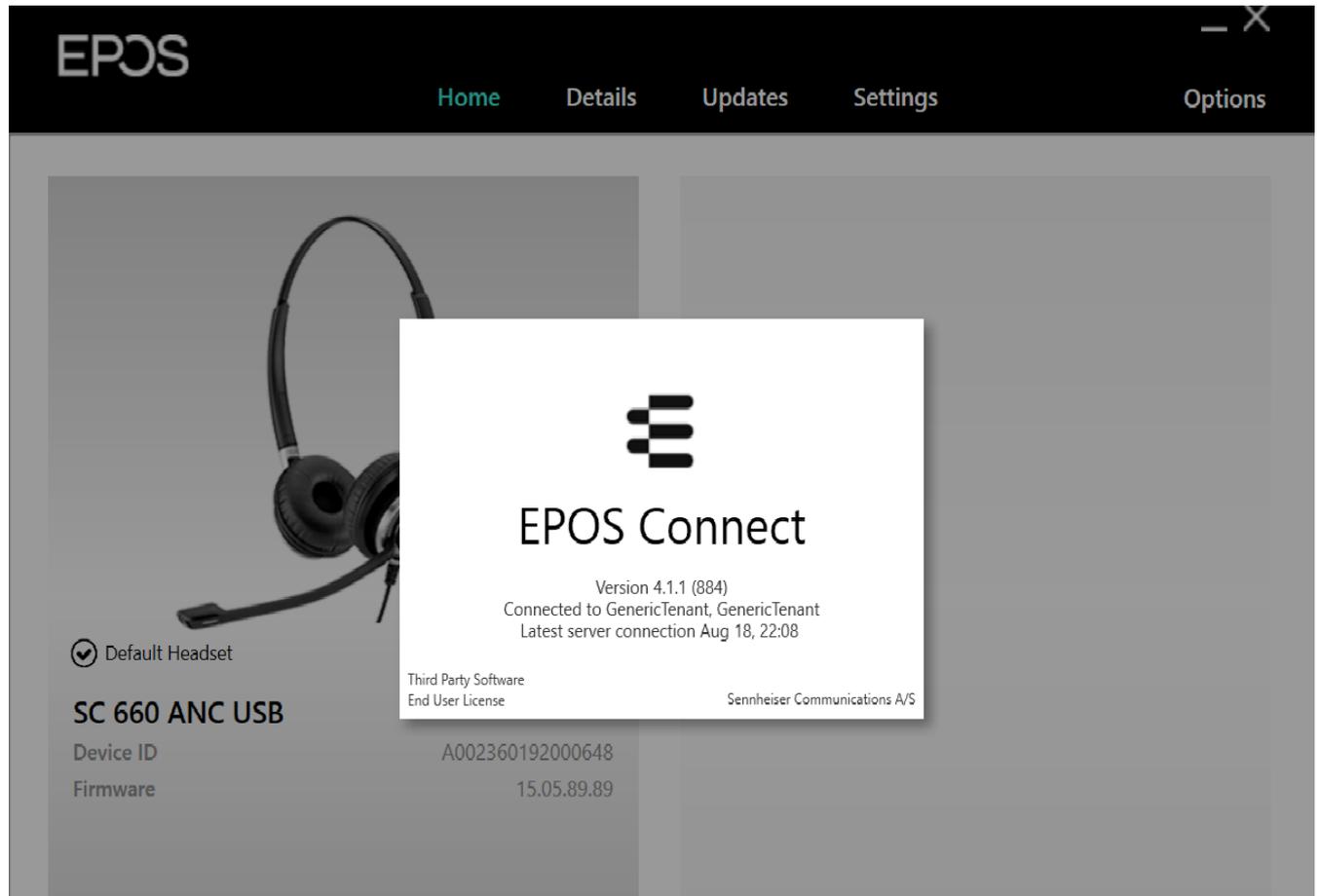
Note that last line in the add-ins section should not have a comma.

## One-time installation on Client PC

Download and install EPOS Connect on your PC. EPOS Connect can be downloaded at the following link:

<https://www.eposaudio.com/en/us/enterprise/technology/software/epos-connect>.

Connect your headset to your PC.

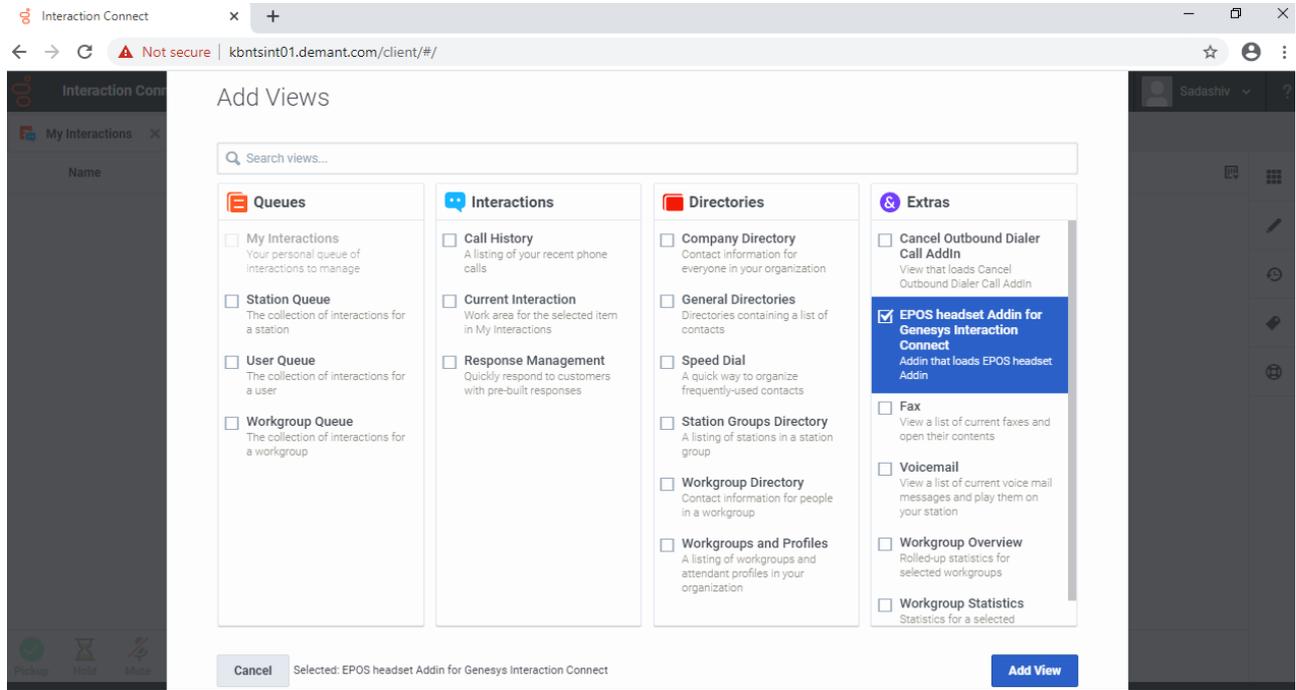


Open your browser and login to Genesys PureConnect

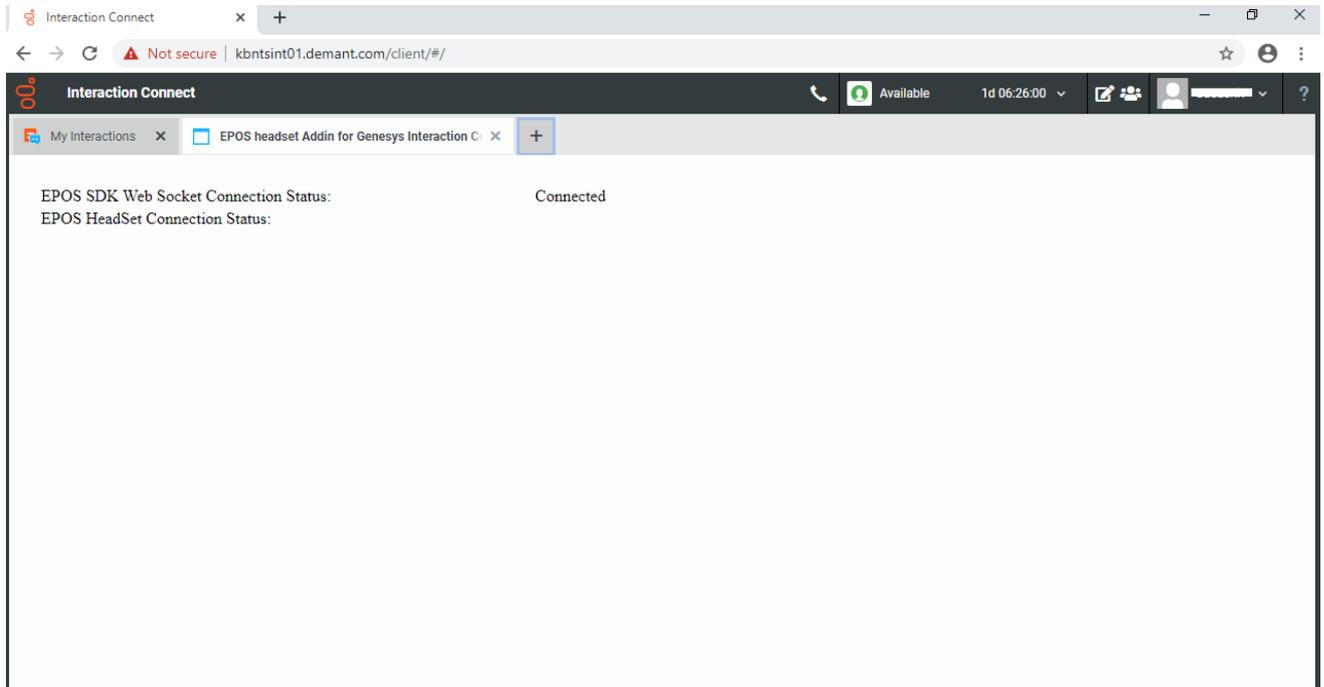
The screenshot shows a web browser window with the following elements:

- Browser Address Bar:** Shows "Interaction Connect" and "kbntsint01.demant.com/client/#/".
- Page Header:** "Interaction Connect" with a status "Available" and a timer "1d 06:17:40".
- Table:** A table titled "My Interactions" with columns: Name, Details, Duration, State, Queue. The table is currently empty.
- Control Bar:** A row of icons for various actions: Pickup, Hold, Mute, Transfer, Voicemail, Disconnect, Join, Listen, Coach, Record, Pause, Secure Pause, and Private.

Load the EPOS headset add-in by clicking on the new tab in browser->Show All Views->Select EPOS headset Addin for Genesys Interaction Connect



Check if both Web socket and Headset are “connected” in the secondary tab.



NOTE: the above mentioned tasks need only to be performed the very first time you use Genesys PureConnect from a given PC.