EPOS

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.
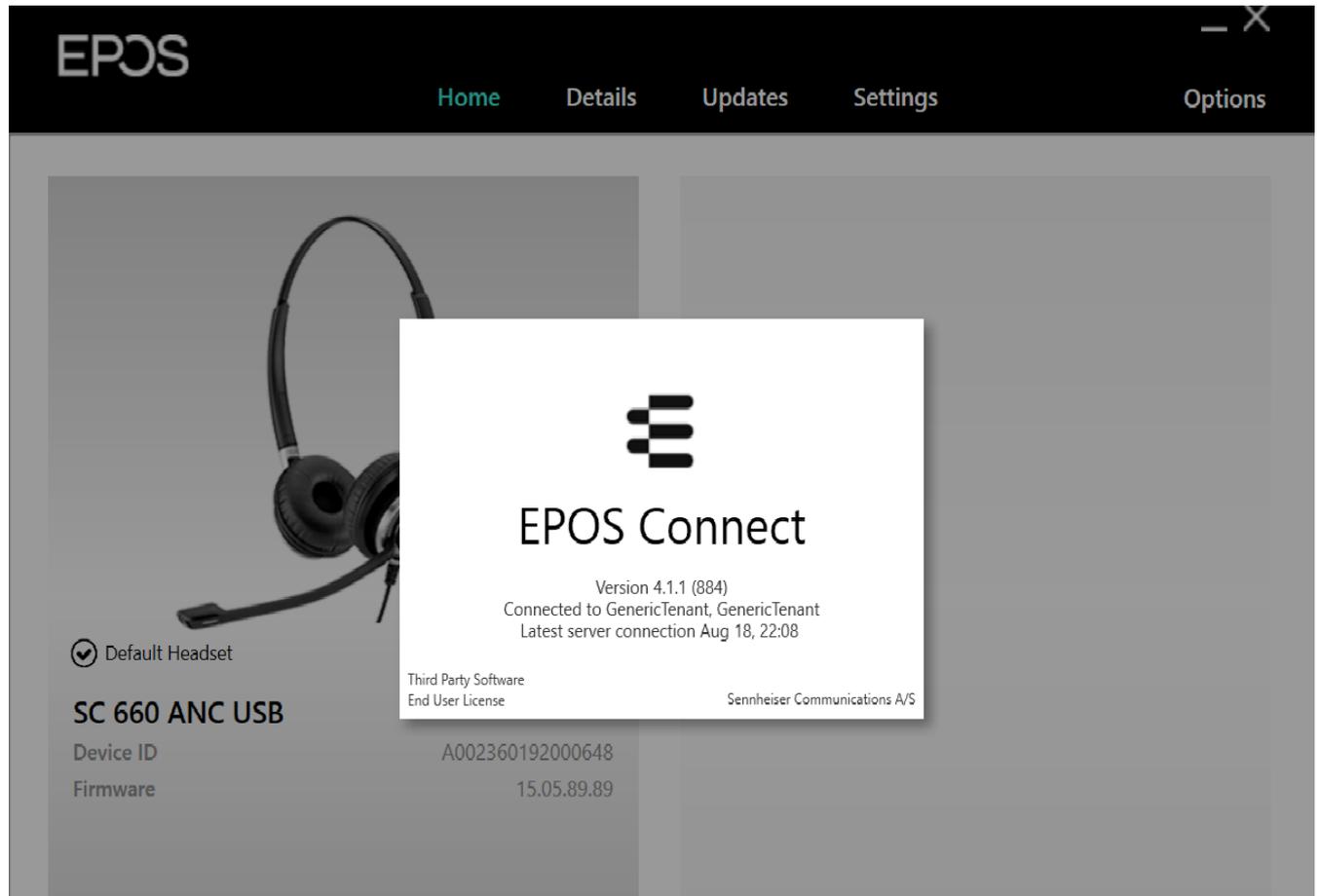
Open your browser and login to Genesys PureConnect

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
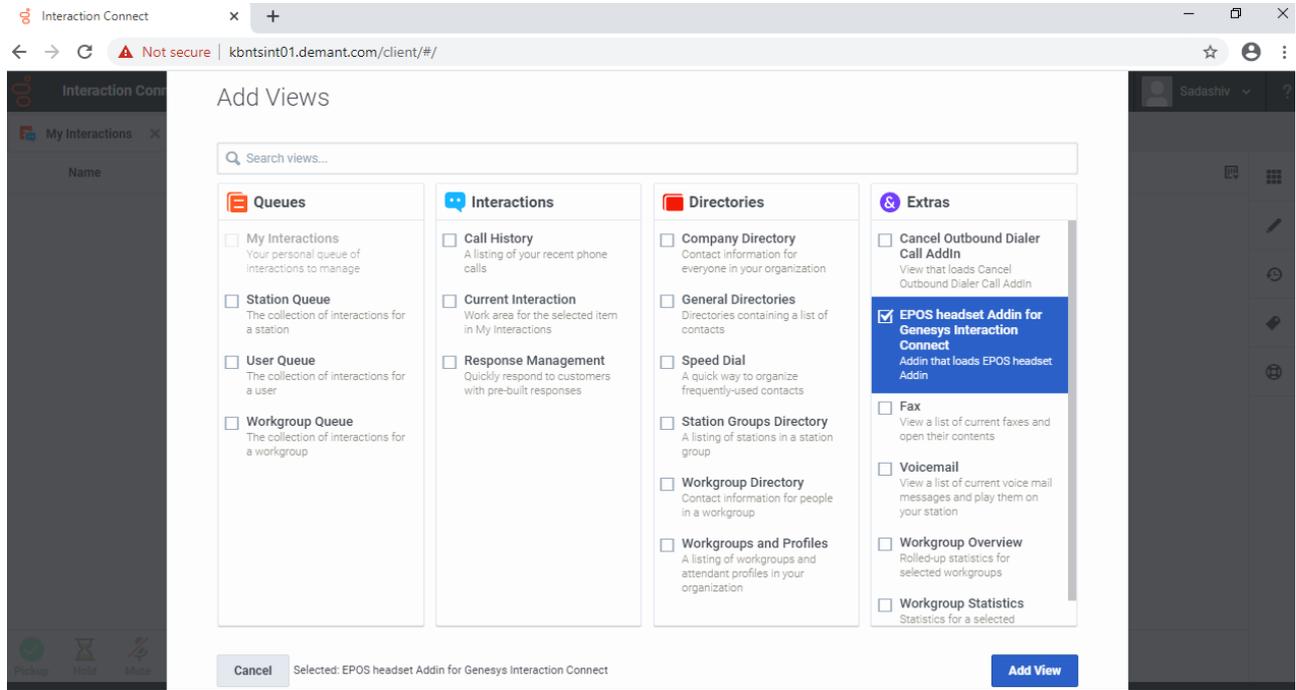
Check if both Web socket and Headset are "connected" in the secondary tab.
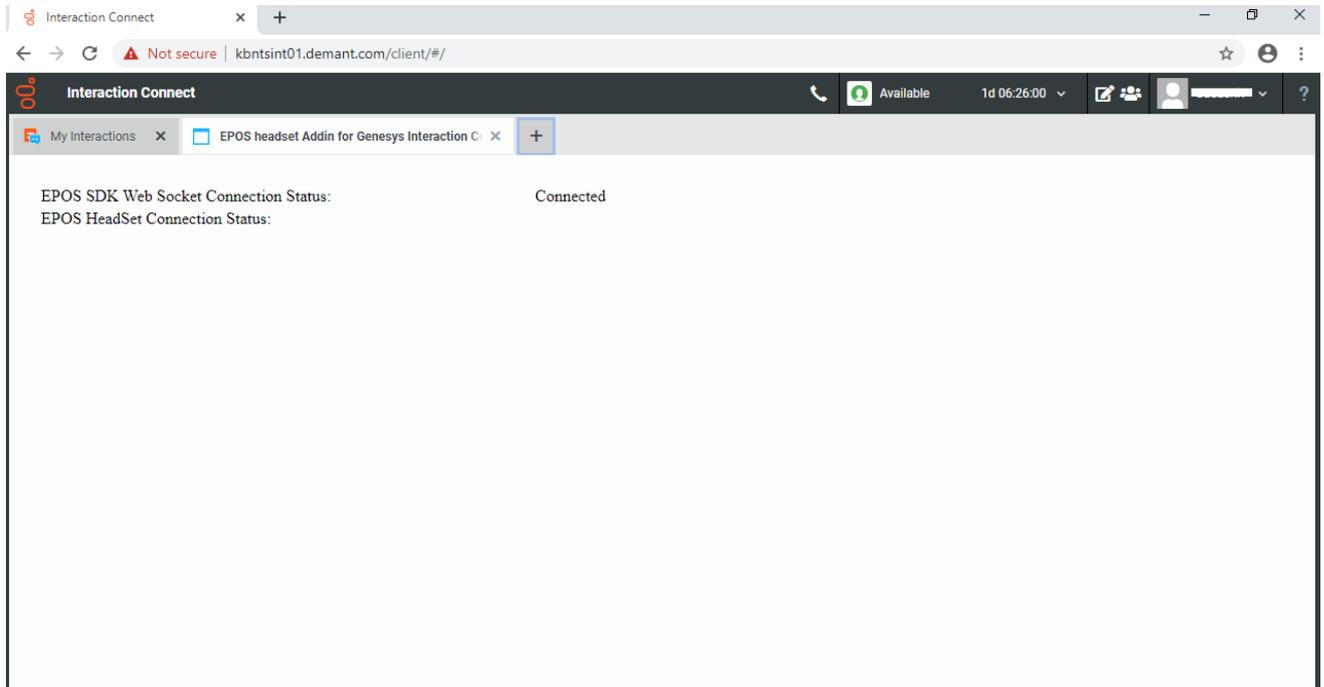
NOTE: the above mentioned tasks need only to be performed the very first time you use Genesys PureConnect from a given PC.