GENESYS

Performance Management Advisors Deployment Guide

Deploy Smartphone Client Applications

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Deploy Smartphone Client Applications

The following procedures describe how to install the client applications for Blackberry, Android, and Apple devices:

- Deploy Blackberry Clients
- Deploy Android Clients
- Deploy Apple Clients

Deploy Blackberry Clients

The Blackberry app is also distributed through the Blackberry App Store or BlackBerry App World.

1. Copy the blackberry directory from the software CD to the `apache/htdocs` folder.
2. From the device, point to the URL of the web server and, in the `ota` folder inside the appropriate device type, click on the `.jad` file.
For Blackberry devices that have a physical keyboard (with or without a touch screen), use the `Classic` device type. For Blackberry devices that do not have a physical keyboard use the Touch device type.
3. Confirm to download and follow the prompts.

Deploy Android Clients

The Android Client application is distributed through Google Play services. To locate the app, search for the following keyword string (including the quotation marks) `"contact center advisor mobile"`.

For download instructions, see the following Google Play Help topic: Download Android applications.

Deploy Apple Clients

The iOS Client application is distributed through the Apple App Store. To locate the app, search for the following keyword string (including the quotation marks) `"contact center advisor mobile"`.

Use the standard Apple App Store download procedures to obtain the app.