

AltiGen KB

AppNote: MaxCommunicator/MaxAgent

What is it?

MaxCommunicator is call management software for the general desktop PC user. MaxCommunicator users can access, configure, and perform several of the system's PBX functions directly from the desktop, including call handling, call forwarding, voice messaging, extension monitoring, conferencing, and One Number Access. In addition, MaxCommunicator integrates with Microsoft Outlook and Outlook Express, ACT! , and GoldMine® for caller screen pops and dialing out from these applications.

MaxAgent is agent call management software that possesses all of the features of MaxCommunicator while also allowing workgroup agents to manage workgroup calls from their computers. It allows direct access to call handling and other functions, including the following:

- Viewing caller data (for example, IP address, account number, credit card number, name, and so on) sent with an incoming call
- Viewing queue data and other workgroup-related statistics, agent's performance, and member login/logout
- Exporting and printing workgroup queue and performance data
- Setting up group meetings

Why use it?

MaxCommunicator greatly enhances ease of call handling and feature access. It is highly recommended for most users. MaxAgent is recommended for call center agents, especially those who handle calls from multiple groups.

How to install it:

Installation overview (refer to the MaxCommunicator and MaxAgent manuals for detailed instructions):

- MaxCommunicator requires a MaxCommunicator seat or session license in 8.5.
- MaxAgent requires a MaxAgent seat or session license in 8.5.

1.Exit all Windows applications.

2.Insert the MAXCS Clients CD into the CD ROM drive.

3.Open the MaxCommunicator/MaxAgent folder, and run the Setup program in that folder, following the step-by-step installation instructions as they appear on the screen.

Alternatively, if your system administrator has loaded MaxCommunicator/MaxAgent on a shared network server, you can copy the files in the MaxAgent and Shared Components folders to your desktop PC, and run the MaxAgent Setup program. The client files including Shared Components are also located in C:\Altiserv\Auto Upgrade\ on the server.

MaxCommunicator/MaxAgent are auto-upgrading client applications and will automatically check the server on login to ensure the client is up to date.

Links:

MaxCommunicator / MaxAgent Download	Shared Components
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MaxCommunicator 8.5.0.208 Download	Shared Components 8.5.0.208
MaxAgent 8.5.0.208 Download	

Note: You will also need the Shared Components folder present in the same directory that you placed the MaxCommunicator or MaxAgent folder in. The installation will automatically install some necessary components from the Shared Components folder.

Tech issues/troubleshooting

-If you receive an error that the client cannot connect to auto upgrade or to AltiLink, double check that all of the necessary ports are open:

TCP: 10025, 10028, 10050

Additional optional ports: TCP 10040 (MeetMe Conference), TCP 10026 (TAPI Client Login), TCP 10066 (Extension Global Appearance).

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