



## POD A

### Two Rings, Four Hearts

Two Rings, Four Hearts is a specialty wedding ring store for super fans of the BBC show Doctor Who. They recently purchased 2Ring Gadgets and 2Ring compact agent to help enhance the capabilities of their call center agents, however shortly after purchase they realized that fake sonic screwdrivers and knowledge of the Gallifreyan language won't help them configure it the way they would like. They have enlisted your help to customize their Finesse desktop experience with 2Ring Gadgets for Finesse and 2Ring Compact Agent. Are you up to the challenge?

The gear that you will be using in this challenge includes the following:

Device	IP Address	Authentication
Communications Manager	10.255.107.80	admin pw:D3athmatch!
Contact Center Express	10.255.107.81	uccxadmin pw:D3athmatch!
Pod Computer (to install compact agent)	10.255.107.82 (VNC)	VNC PW: D3athmatch! Computer User: Admin Computer PW: D3athmatch!

Other handy information:

Item	Location	Authentication
2Ring Files for editing	<a href="http://10.255.107.217/c\$/inetpub/wwwroot/Engineering">\\10.255.107.217\c\$\inetpub\wwwroot\Engineering</a>	10.255.107.217\administrator Pw: D3athmatch!
2Ring Gadgets URL	<a href="http://10.255.107.217/Engineering">http://10.255.107.217/Engineering</a>	Engineering Pw: D3athmatch!
2Ring Compact Agent URL	<a href="http://10.255.107.217/Engineering/CompactAgent">http://10.255.107.217/Engineering/CompactAgent</a>	
2Ring Documentation	<a href="http://10.255.107.217/c\$/inetpub/wwwroot/Engineering/Docs">\\10.255.107.217\c\$\inetpub\wwwroot\Engineering\Docs</a>	10.255.107.217\administrator Pw: D3athmatch!

Contact Center Agents:

User ID	Password	Extension
agent1	D3athmatch!	1000
agent2	D3athmatch!	1001

Two Rings, Four Hearts has already installed the 2Ring server and just needs your help to implement a few things in their environment. Namely:

1. Configure Jabber on the pod computer to include a tab to use the 2Ring Compact Agent. Log in as agent1 to verify functionality



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2. They would like to have the Finesse layout include the 2Ring gadgets with infoPanel, Browser and Team on it.
3. Configure the browser so that the first tab goes to their favorite web TV show web site: <http://engineeringdeathmatch.com> and call this tab "Deathmatch", configure the third browser tab so that it goes to an external dashboard: <http://engineeringdeathmatch.com/dashboard>, call this tab "Real Time Stats".
4. Configure the infoPANEL to store the calling number to CallVariable1 when a call connects, additionally configure the infoPANEL so that it launches a Bing search of the CallVariable1 when the call connects on the second 2Ring browser tab
5. Configure 2Ring infoPANEL to let agents change info stored in CallVariables so that they can click a custom button (also in infoPANEL) that will take the new information from CallVariable1 and navigate to a Bing tab (browser tab 2) to search results using the new info. The button should be configured to take agents from any other Finesse tab to the tab with 2Ring Browser and bring the Bing tab to the front.

When all of the requirements above are met, you have successfully completed this challenge and can ask the Deathmatch proctor to validate your work.