



Integration Installation Guide

Introduction

eve Integration can integrate with an unprecedented range of business systems, including email platforms and CRMs.

Integration will:

- Improve the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realise the full potential of your eve solution, Integration is a client-only solution, specifically designed for use with hosted telephony systems and is easy to install, configure and upgrade.

Minimum system requirements

Supported Operating Systems

- Windows 10 (Desktop mode)
- Windows 8.1 (Desktop mode)
- Windows 8 (Desktop mode)
- Windows 7
32 bit and 64 bit

Minimum Hardware Requirements

- 1.8 GHz Pentium-class processor
- SVGA display
- 2GB Memory
- 1GB free hard drive space
- Network adapter connected to a TCP/IP network
- Keyboard and mouse

*Please contact your Partner Business Manager for supported Citrix and Terminal Services.

Installation and activation

The Windows desktop application may be installed and updated by the end user using the below link.

<https://portal.iameve.co.uk/Content/Integration/EveIntegration.exe>

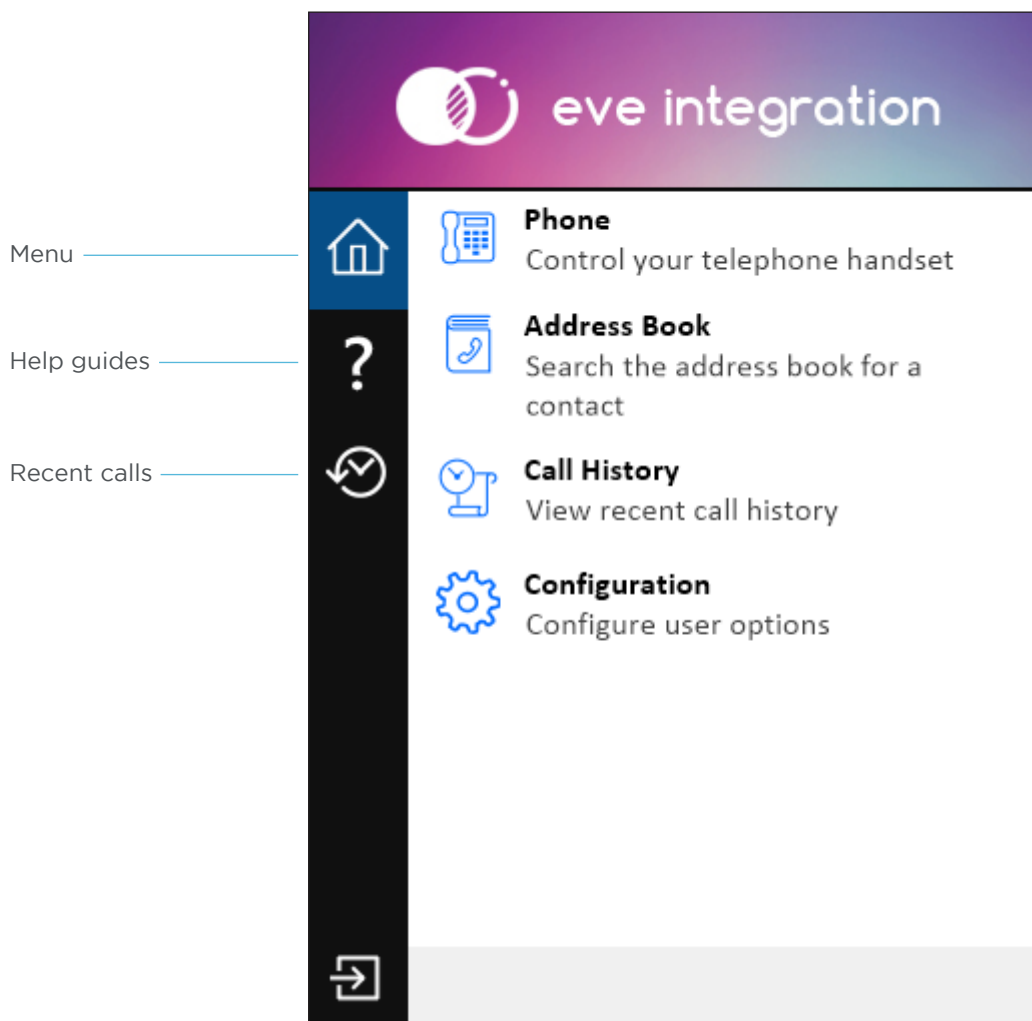
Before installing, make sure to:

1. Exit any previous versions of the application by selecting 'Exit' from the 'File' menu.
2. Close any Microsoft Office related windows.

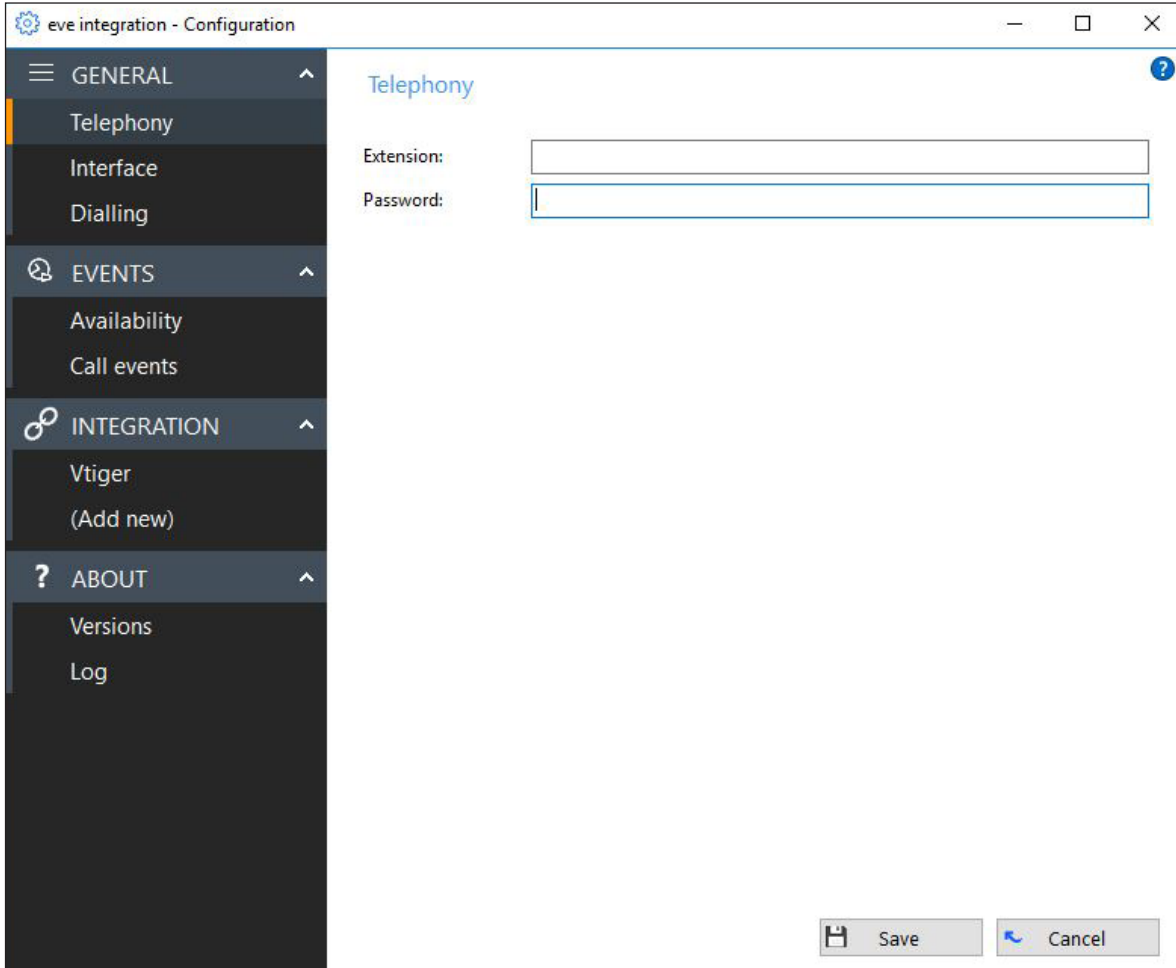
Once installed the Integration indicator will appear on your task bar (it may be in hidden icons).



Right click on the indicator to open the eve Integration application.



Click on 'Configuration' and on the Telephony tab, enter your eve username and password:



'Save' Click, the indicator will turn green once you have successfully logged in.

