



Possibilities Unlimited

AssistEdge Engage 3.0

Client Downloadable Software



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AE-ENGAGE-CLIENT DOWNLOADABLE SOFTWARE

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Introduction

1.1 About AssistEdge Engage

Our intelligent agent experience platform, **AssistEdge Engage**, improves agent efficiency and productivity with every interaction. With AI at its core, Engage provides agents with the information, skills, and resources they need to service customers efficiently. The platform empowers customer service operations agents across the front, middle, and back offices with its attended automation capabilities. It enables 360-degree visibility across all channels through a unified, contextualized dashboard that interfaces with disparate applications and technologies. With capabilities like knowledge management, intelligent recommendations, guided scripting, and notes maker, agents get help in real-time to deliver faster and more accurate assistance.

With the help of **AssistEdge Engage**, businesses can reimagine their workflows and improve agent & customer experience exponentially. The Web Engage platform, powered by a low-code design interface, allows enterprises to rapidly deploy Engage as a responsive web application and customize it according to their requirements. **AssistEdge Engage** has helped enterprises maximize returns on their customer service investments by delivering shorter average handling times, increased throughput, lower operating costs, and enhanced agent & customer satisfaction.

1.2 Scope of the Manual

This document contains information on third-party software that needs to be downloaded by customers for setting up AssistEdge platform. The document provides details on the context of usage and methods to download the required open-source and commercial software.

2 Server-Side Prerequisites

This section lists the required prerequisite third-party software needed for running AssistEdge server-side components.

System	Licensed Software
Application/Web Server - Windows	Windows Server 2016 Windows Server 2019 Microsoft Visual C++ 2015-2019 Redistributable (x64)
Application/Web Server - Linux	Linux – RHEL – 8.4
Database server(s)	Oracle <ul style="list-style-type: none"> ▪ Oracle 18C ▪ Oracle 21C SQL <ul style="list-style-type: none"> ▪ SQL Server 2016 ▪ SQL Server 2017 ▪ SQL Server 2019 PostgreSQL 14
Load Balancer / Proxy for cluster setups	If you are deploying the product in a cluster set up, it is recommended to have Load Balancer and Proxy software based on customer's standard operating environment.
Valid SSL certificate issued by trusted certificate authority	A valid SSL certificate is required for secure connectivity between different components (HTTPS). The certificate must be issued by a trusted certificate authority.

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Database Connection Prerequisites

Following components are required if you are using Oracle Database. These files are required to be placed on the web server. For detailed instructions, refer to the section **Oracle Database Prerequisites** in the **AE-Engage-Installation Guide.pdf**.

Component	Assembly	Version	Reference
Oracle.ManagedDataAccess	Oracle.ManagedDataAccess.dll	3.21.100	https://www.nuget.org/packages/Oracle.ManagedDataAccess.Core/3.21.100 License: https://www.oracle.com/downloads/licenses/distribution-license.html
Oracle.EntityFrameworkCore	Oracle.EntityFrameworkCore.dll	6.21.90	https://www.nuget.org/packages/Oracle.EntityFrameworkCore/6.21.90 License: https://www.oracle.com/downloads/licenses/distribution-license.html
Oracle Instant Client			<p>Oracle instant client – download and place within the data > Oracle > instantclientLinux - https://www.oracle.com/database/technologies/instant-client/linux-x86-64-downloads.htmlWindows</p> <p>Instant Client for Microsoft Windows (x64) 64-bit Instant Client downloads for Microsoft Windows (x64) 64-bit https://www.oracle.com/database/technologies/instant-client/winx64-64-downloads.html</p>

Optionally, it will be helpful to have database browsing tool based on the choice of DB.

- If Oracle DB - Toad (compatible with installed Oracle version) or Oracle SQL Developer (compatible with installed Oracle version) with Oracle Client.
- If MSSQL DB - SQL Server Management Studio (compatible with installed MS SQL Server).

Note: Check SQL DB integrated windows authentication.

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Client Tools Prerequisites

Component	Licensed Software	Software Required For Automation
Automation Studio	<p>Supported OS</p> <ul style="list-style-type: none"> Windows 10 Windows 11 Windows Server 2016 Windows Server 2019 <p>Required Software</p> <ul style="list-style-type: none"> .NET Framework 4.8 	<p>Optional Software</p> <ul style="list-style-type: none"> Latest version of Firefox Latest version of Chrome Latest version of Microsoft Edge Chromium <p>(Refer AE-RPA-Engage-AutomationStudio-UserManual Guide.pdf for other version of Chrome and Firefox.)</p>
EPA	<p>Supported OS</p> <ul style="list-style-type: none"> Windows 10 (64-bit) Windows 11 Windows Server 2016 Windows Server 2019 <p>Required Software</p> <ul style="list-style-type: none"> .Net framework 4.8 	<ul style="list-style-type: none"> Java needed based on the target automation application client software Emulators from the below list for mainframe application automation: <ul style="list-style-type: none"> Attachmate Reflection Standard Suit 2011 Attachmate Extra Xtreme Passport HIO Rumba 9.5s Microsoft Office 2019 Microsoft Office 365 SAP GUI 740 or above (Only if SAP Thick Client automation is used) Adobe reader 11 Evergreen Webview2 Runtime from Webview2 - Microsoft Edge Developer
Engage	<p>Supported OS</p> <ul style="list-style-type: none"> Windows 10 (64-bit) Windows 11 Windows Server 2016 Windows Server 2019 <p>Required Software</p> <p>.Net framework 4.8</p>	<ul style="list-style-type: none"> Microsoft Office 2019 Microsoft Office 365 SAP GUI 740 or above (Only if SAP Thick Client automation is used) Adobe reader 11 Evergreen Webview2 Runtime from Webview2 - Microsoft Edge Developer
Web Engage	<p>Supported OS</p> <ul style="list-style-type: none"> Windows 10 (64-bit) Windows 11 Windows Server 2016 Windows Server 2019 <p>Required Software</p> <p>.Net framework 4.8</p>	<p>Note: Refer the Automation Use Case Specific Components section in this document for additional libraries that are required specific to application automations.</p>

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Customization Prerequisites

The following software is optionally required for custom development such as Microbots, Custom Apps, Custom Authentication and so on.

- Microsoft Visual Studio, based on target customization. Refer the **AE-Engage-Customization Guide.pdf**.
- Version control software for maintaining any custom development. An existing version control software can be used.

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Automation Use-case Specific Prerequisites

Component	Required For	Assembly	Version	Reference
Passport Host Integration Objects (HIO)	Passport HIO enables Windows users to securely connect to applications running on IBM Mainframe Systems	AxInterop.PASSTERM Lib.dll Interop.PASSHIOLib.dll Interop.PASSTERMLib.dll006C	Latest	https://www.rocketsoftware.com/product-categories/application-modernization
Mainframe automation Assembly which comes with the licensed version of Attachmate EXTRA	If client wants to automate Mainframe applications using Attachmate EXTRA emulator	Interop.Extra.dll	9.3.1	https://www.microfocus.com/products/extra/overview
Mainframe Attachmate Reflection	If client wants to automate Mainframe applications using Attachmate Reflection emulator	Attachmate.Reflection.dll Attachmate.Reflection.Emulation.dll Attachmate.Reflection.Emulation.IbmHosts.dll Attachmate.Reflection.Emulation.OpenSystems.dll Attachmate.Reflection.Framework.dll	16.1	https://www.microfocus.com/products/reflection/overview
Microsoft OneNote Office Interop Assemblies	To use OneNote OCR feature	Interop.Microsoft.Office.Interop.OneNote.dll	1.1.0.0	https://www.nuget.org/packages/Interop.Microsoft.Office.Interop.OneNote/

Component	Required For	Assembly	Version	Reference
SAP Thick Client Interop Assemblies	To use SAP Thick Client automation	Interop.SAPFEWSELib.dll Interop.SAPROTWR.dll	SAP ECC 6 , SAP ECC 7	Download and install the SAP GUI from SAP Site. After downloading and installing it, Interop.SAPFEWSELib.dll and Interop.SAPROTWR.dll could be located at C:\Program Files\SAP\FrontEnd\SapGui\SapDtsCOMFramework\
Rumba Terminal Emulator	To use Rumba emulator for mainframe application automation	ehlapi32.Dll	9.5	https://www.microfocus.com/products/rumba/overview
AccessDatabase Engine 2007	Required for Advanced Loop activity	AccessDatabaseEngine.exe	2007	It is a free software and can be downloaded from Microsoft website by searching for Microsoft Access Database Engine 2010 .
MySQL.Data.8.0.15	To automate process using Execute DB Query with MySQL database	MySQL.Data.dll	8.0.32	https://downloads.mysql.com/archives/c-net/ Download and install MySQL connector after selecting 8.0.15 in the "Product Version" dropdown. After downloading and installing it copy MySQL.Data.dll to ACE and Robot folders
Microsoft JDBC Driver for SQL Server	Windows authentication for Microsoft SQL Server	mssql-jdbc_auth-9.4.0.x64.dll	9.0	https://docs.microsoft.com/sql/connect/jdbc/download-microsoft-jdbc-driver-for-sql-server Download mssql-jdbc_auth-<version>.dll using above URL and place it under 'AssistEdgeAutomation\data\wflow\sqljdbc\enu\auth\x64' folder.
Oracle JDBC Driver	Database connectivity to Oracle database server through the standard JDBC application program Interfaces.	ojdbc8-21.1.0.0.jar	21.1.0.0	https://www.oracle.com/database/technologies/jdbc-ucp-122-downloads.html Download ojdbc8-21.1.0.0.jar using above URL and place it under

Component	Required For	Assembly	Version	Reference
				'AssistEdgeAutomation\runtime\tomcat\apache-tomcat-8.5.65\webapps\jw\WEB-INF\lib' folder.

Note: With the URLs mentioned in the above **Reference** column, you can either download the assemblies or you will get the reference to procure any licensed software. All the above mentioned Interop assemblies are auto-generated by visual studio when referenced with their respective COM component. These COM components are bundled with either licensed or free software mentioned in **Component** column.

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Migration Prerequisites

Component	Required For	Assembly	Version	Reference
Oracle.ManagedDataAccess	Oracle DB only	Oracle.ManagedDataAccess.dll	4.122.18.3	https://www.nuget.org/packages/Oracle.ManagedDataAccess.Core/ License: https://www.oracle.com/downloads/licenses/distribution-license.html

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