

Oracle RightNow CX Multi-Channel Toolkit FAQ

1. What version of Visual Studio is recommended?

Visual Studio 2010 and higher is recommended.

2. Does the Multi-Channel Toolkit provide connectivity to any specific telephony platform?

The Multi-Channel Toolkit does not provide connectivity to any specific telephony platform. It is a framework that may be used by partners and customers to ease the development of CTI solutions.

3. Could you provide details on how to use the simulator:

To use the simulator:

- **Build the source code**
- **Browse to the Oracle.RightNow.Cti.Simulator.Controller directory**
- **Create a Oracle.RightNow.Cti.Simulator.Controller.zip which contains the following files: Oracle.RightNow.Cti.Simulator.Controller.dll, Oracle.RightNow.Cti.Simulator.dll**
- **Once the zip file is uploaded, you can add the CTI Simulator Controller by Customizing the Navigation Set**