

Quick Start Guide

This guide gets you started with a typical installation for IBM Customer Experience Suite.



Translated versions: To obtain the Quick Start Guide in other languages, access the PDF files on the Install and Quick Start Guide DVD or at <http://www.ibm.com/support/docview.wss?uid=swg27019120>.

Product overview

IBM® Customer Experience Suite combines the essential ingredients needed to deliver exceptional, differentiated Web experiences, including Web content management, rich social and real-time communication features, search, commerce and analytics support, personalization, rich media management, mobile device support, and comprehensive integration capabilities. The net result is an agile platform that helps organizations dramatically improve their online experiences for their customers across multiple channels, leading to increased customer satisfaction, better brand awareness, and improved profitability.

1 Step 1: Access the software and documentation



Product software can be accessed from DVD or e-image, both available from Passport Advantage®. If you download your product from Passport Advantage, follow the directions in the download document at <http://www.ibm.com/support/docview.wss?uid=swg24027282>. This product is available as a single product offering. Review the International Program License Agreement for a list of licensing options and their respective entitlements.

The product offering that you purchased includes limited entitlements to some or all of the following other IBM programs:

WebSphere® Application Server Network Deployment, DB2® Universal Database Enterprise Server Edition, Tivoli® Directory Server, Tivoli Directory Integrator Identity Edition, Lotus® Web Content Management, WebSphere Portlet Factory, WebSphere Portlet Factory Designer, Mashup Center, Lotus Connections, Lotus Domino® Enterprise Server, Lotus Sametime®, Lotus Quickr® for WebSphere Portal and OmniFind® Enterprise Edition.

For complete documentation, including installation instructions, see the links provided in step 4 below.

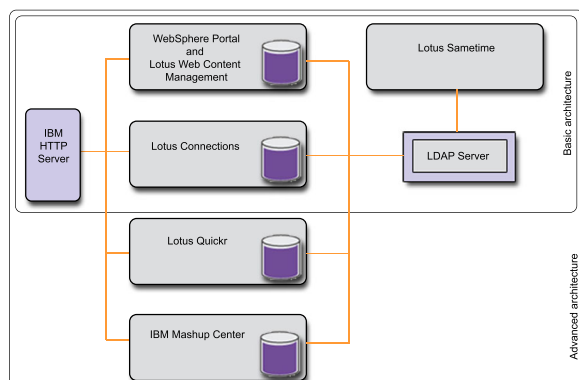
2 Step 2: Evaluate the hardware and system configuration



See the detailed system requirements document at <http://www.ibm.com/support/docview.wss?uid=swg27007791>.

3 Step 3: Review the base architecture

The following diagram demonstrates the base architecture of IBM Customer Experience Suite:



4 Step 4: Install Customer Experience Suite



Follow the installation instructions for the different products shown below.

IBM Customer Experience Suite:

- IBM WebSphere Portal and Web Content Management <http://www.ibm.com/support/docview.wss?uid=swg27019120>
- IBM Mashup Center <http://www-10.lotus.com/ldd/mashupswiki.nsf>
- IBM Lotus Connections <http://www.ibm.com/developerworks/lotus/documentation/connections/>
- IBM Lotus Quickr <http://www.ibm.com/developerworks/lotus/documentation/quickr/>
- IBM Lotus Sametime <http://www.ibm.com/developerworks/lotus/documentation/sametime/>

More information



For more information, see the following resources:

- Detailed system requirements: <http://www.ibm.com/support/docview.wss?uid=swg27007791>
- WebSphere Portal and Web Content Management Information Center: <http://www.ibm.com/developerworks/websphere/zones/portal/proddoc.html>
- WebSphere Portal Zone: <http://www.ibm.com/developerworks/websphere/zones/portal/>
- Web Content Management Zone: <http://www.ibm.com/developerworks/lotus/products/webcontentmanagement/>
- WebSphere Portal family wiki: <http://www-10.lotus.com/ldd/portalwiki.nsf>
- IBM Mashup Center: <http://www.ibm.com/developerworks/lotus/products/mashups/>
- IBM Lotus Connections <http://www.ibm.com/developerworks/lotus/products/connections/>
- IBM Lotus Quickr <http://www.ibm.com/developerworks/lotus/products/quickr/>
- IBM Lotus Sametime <http://www.ibm.com/developerworks/lotus/products/instantmessaging/>
- IBM Support: <http://www.ibm.com/software/genservers/portal/support/>

