

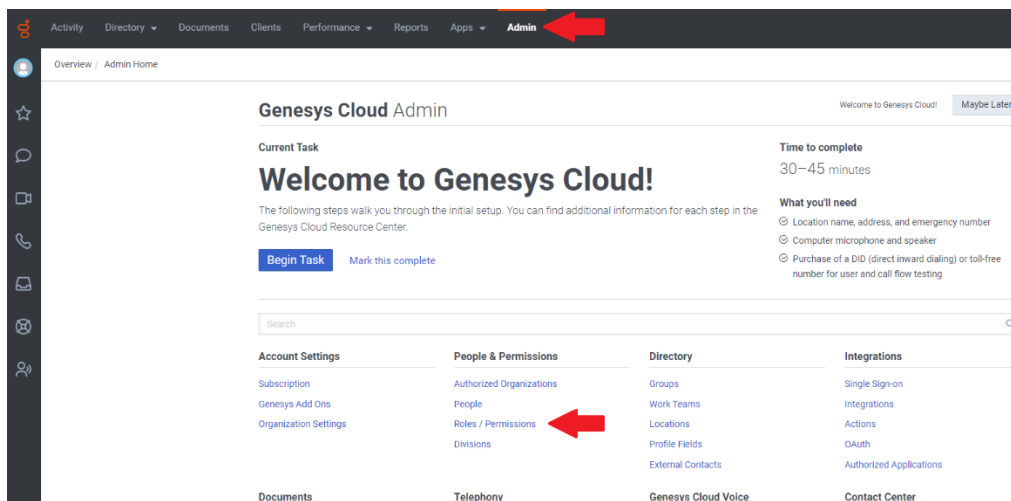
Installation guide for shortyDings+[assist] V2.1

1. Access to the shortyDings+[assist] App Wizard page and the shortyDings+[assist] App

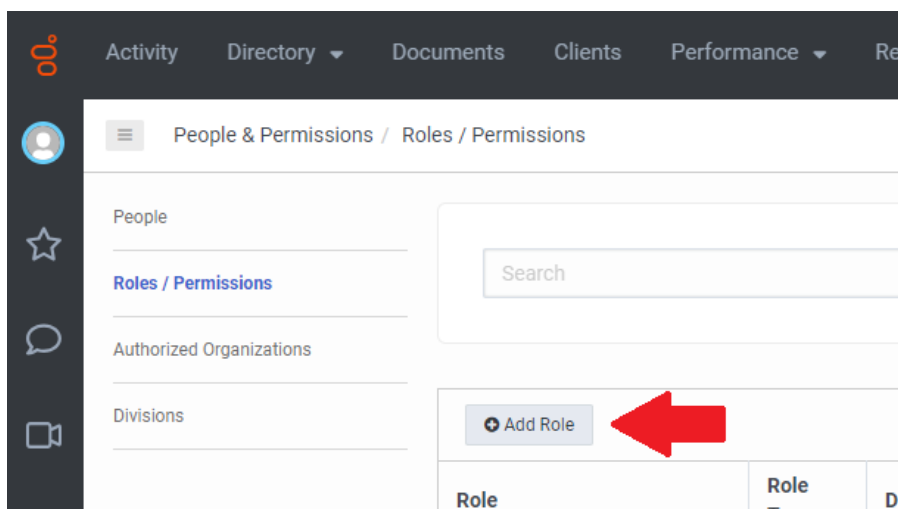
Once the shortyDings +[assist] integration has been activated for your organization via AppFoundry:

Assign permissions:

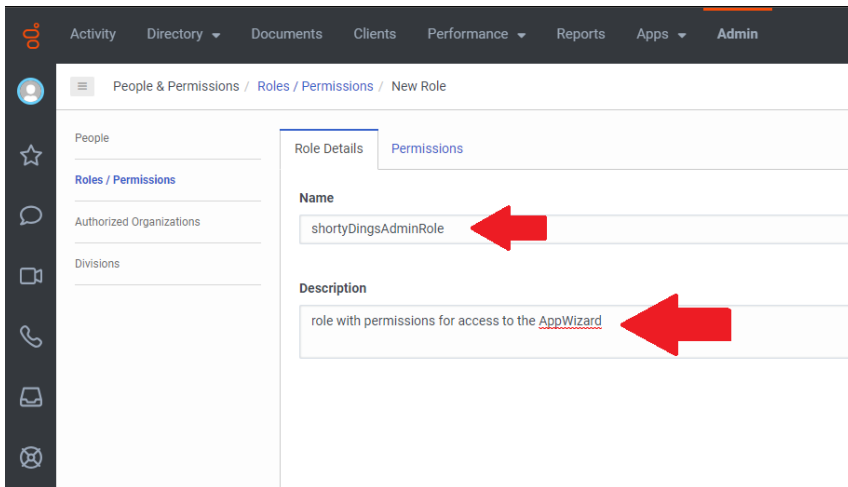
- 1.1. Click *Next*, and then click the install icon for shortyDings +[assist].
- 1.2. **Activate** shortyDings +[assist] and click *Save*.
- 1.3. Navigate to the Admin tab and click on the Roles / Permissions link.



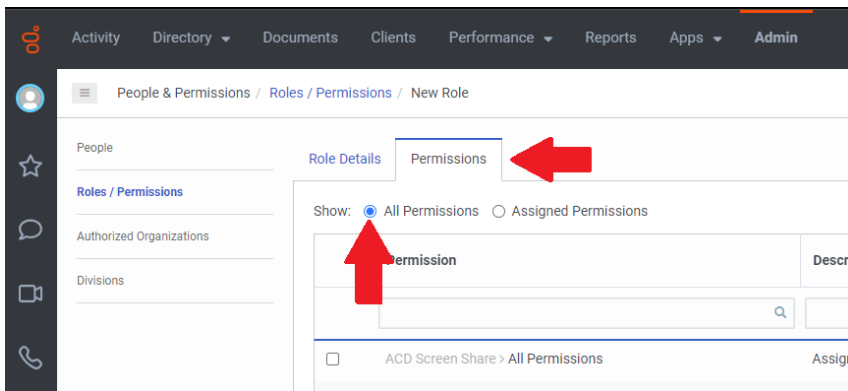
1.4. Click on the *Add Role* button.



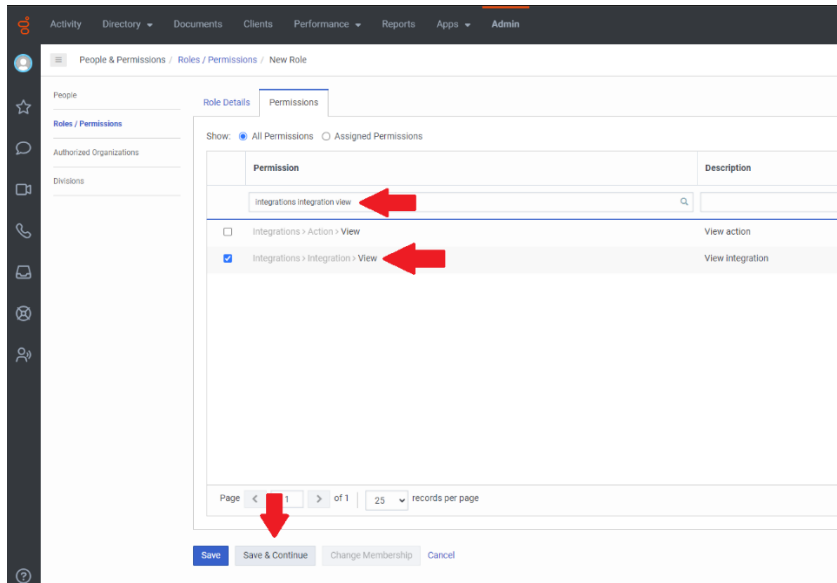
Give the role a name and add a description (optional).



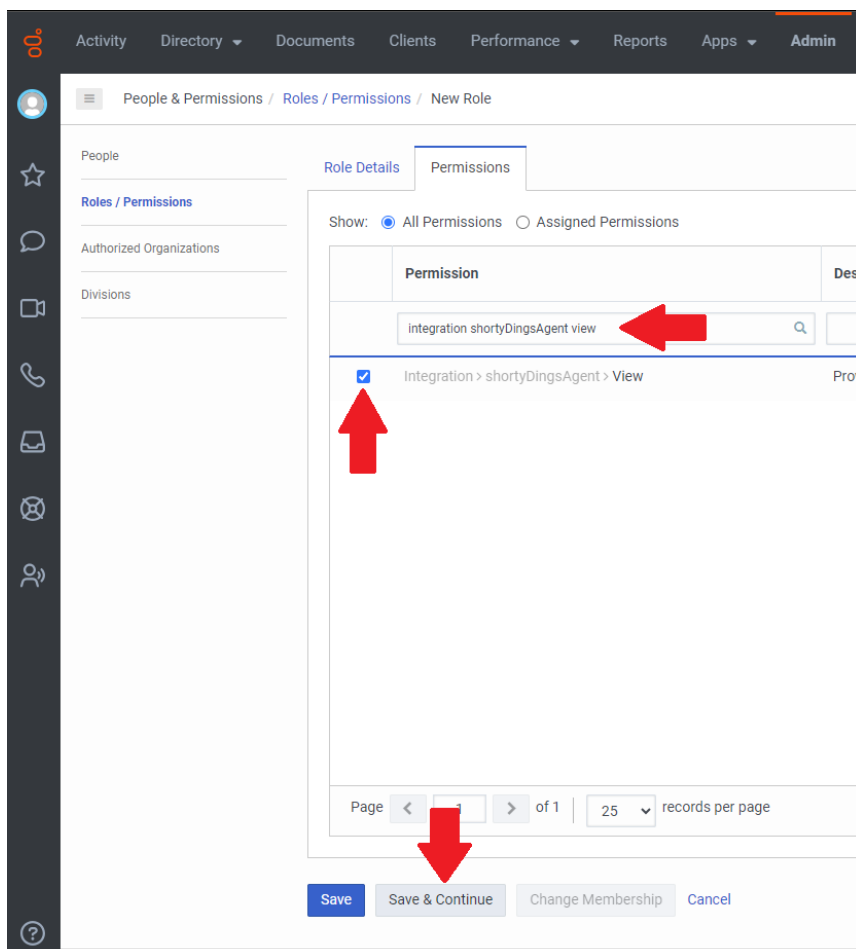
1.5. Navigate to the *Permissions* tab and make sure *Show: All Permissions* is selected.



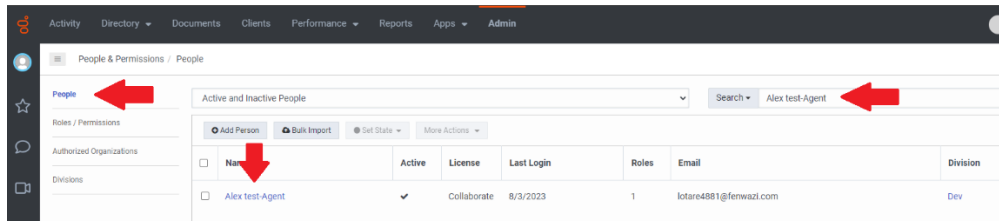
- 1.6. Search for “integrations integration view” and check the checkbox. Then click the *Save & Continue* button.



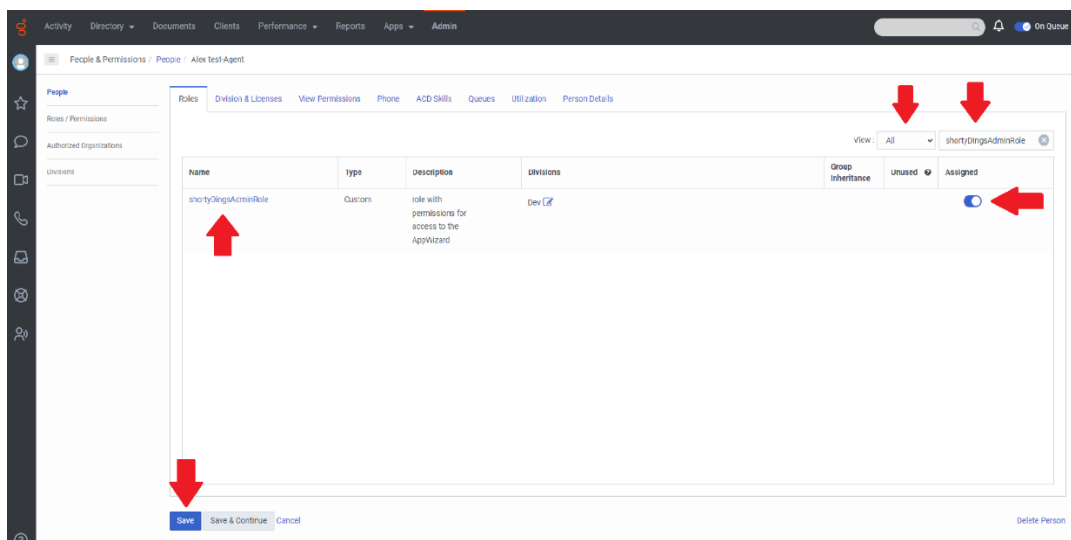
- 1.7. Search for “integration shortyDingsAgent view” and check the checkbox. Then click the *Save & Continue* button.



- Navigate to People, enter the name of the User you want to add this role to and select it from the list.

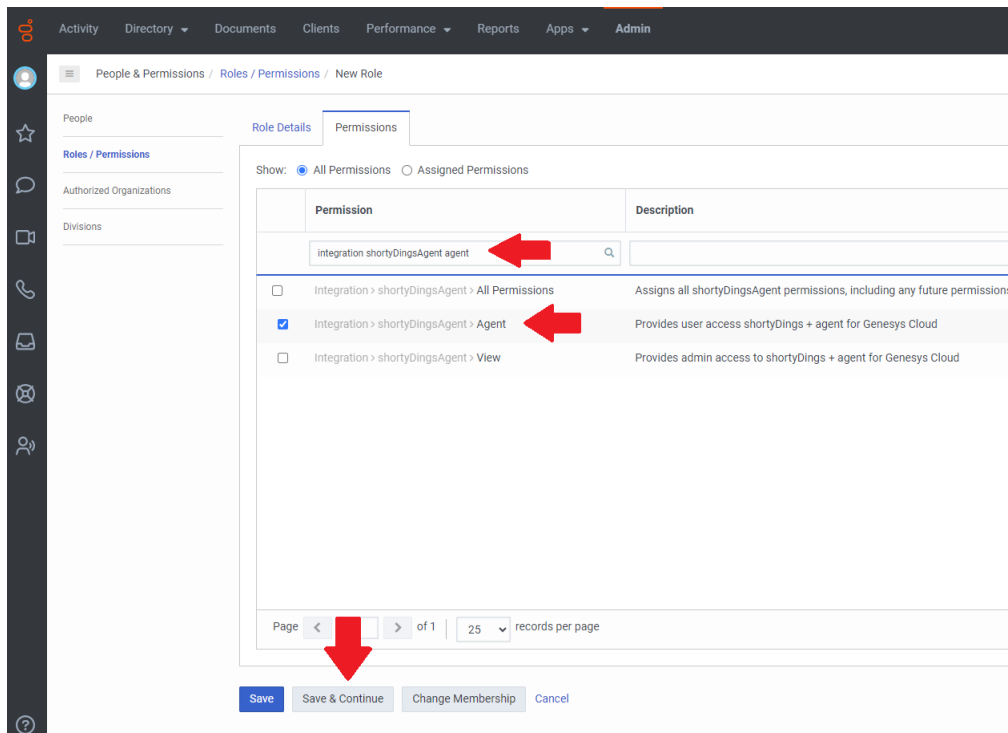


- Under *View* select *All* from the dropdown list. Put the name you assigned to the role in step 1.4 in the search field and click on the *Assigned* switch to assign the role. Click the *Save* button.



- To assign a role with permissions to the agents that will be using the shortyDings+[assist] desktop App, repeat the steps 1.3 through 1.7.

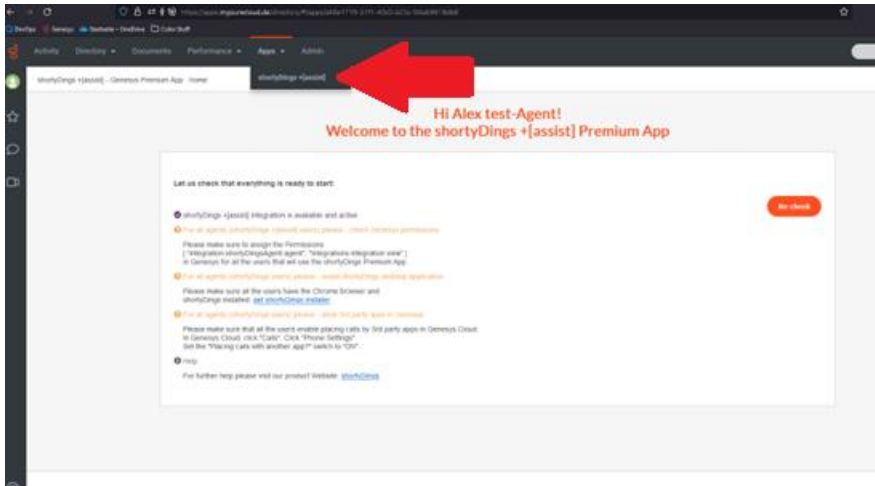
- 1.11. Search for “integrations shortyDingsAgent agent” and check the checkbox. Then click the *Save & Continue* button.



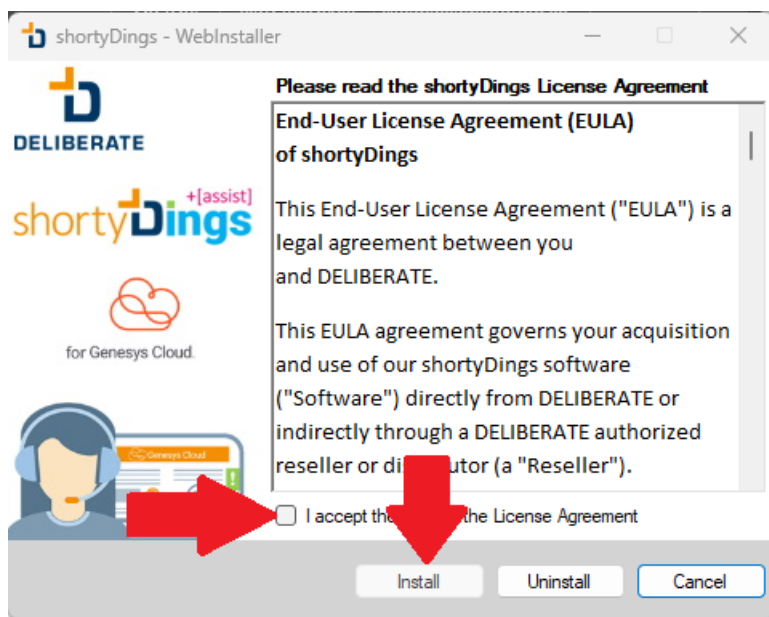
- 1.12. Repeat the steps 1.9 and 1.10.

Note: The *integration:shortyDingsAgent:agent* permission is the one that counts as usage and thus incurs costs.

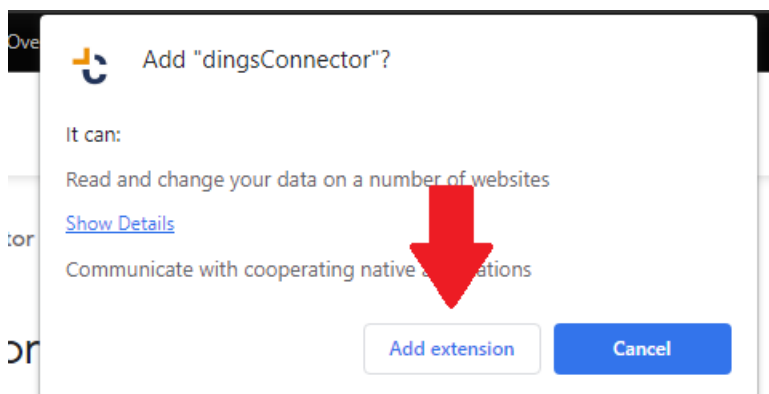
- 1.13. Refresh the Genesys tab in your browser.
1.14. shortyDings +[assist] is now listed in the Apps drop-down menu. It will take you to the AppWizard page.



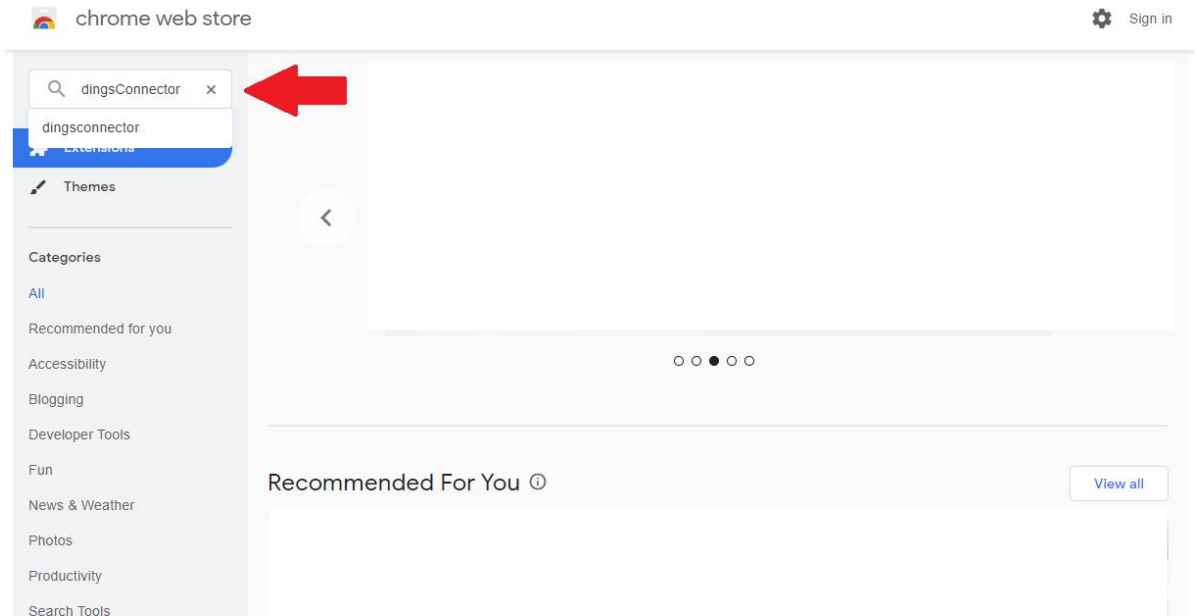
2. Install the desktop application (administrator rights are required for the environment where the app is installed):
 - 2.1. Download the [Windows-WebInstaller](#). This always downloads the latest version.
 - 2.2. Locate the **shortyDings-WebInstaller.exe** and run it.
 - 2.3. Accept the terms of the license agreement and click the Install button. This will install all the necessary components.



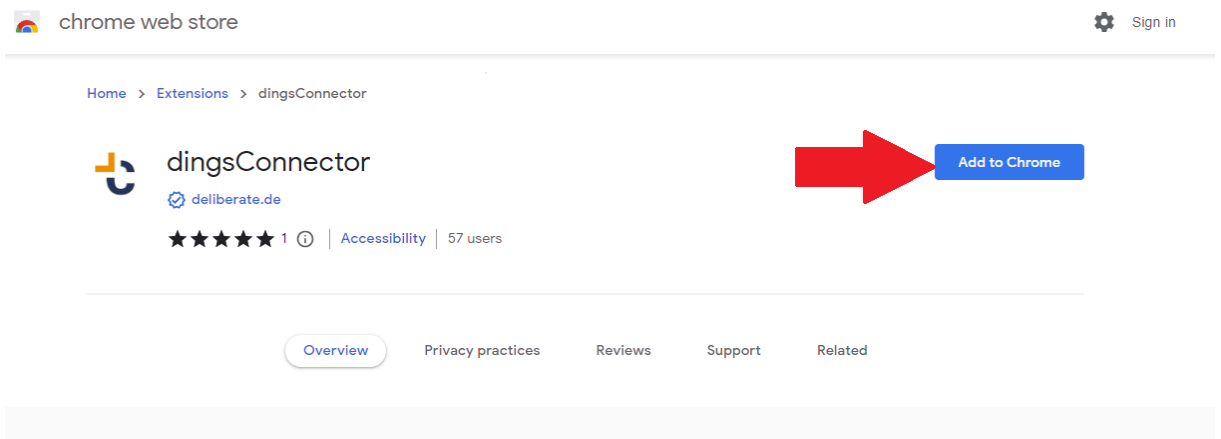
- 2.4. If you are asked to allow the web installer to add a Chrome extension to your browser, please agree.



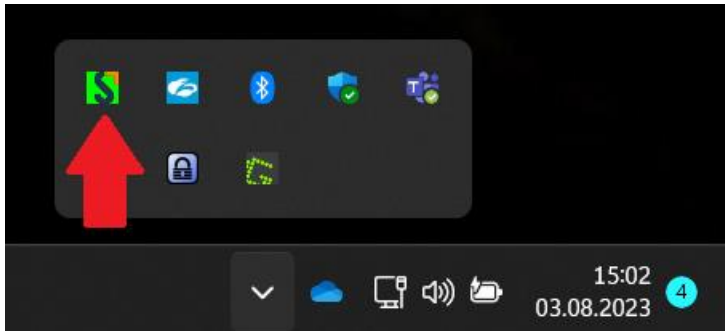
shortyDings and shortyDings+[assist] will not work without the Chrome extension **dingsConnector**. If for some reason the installation of this extension fails, it can be installed via the [Chrome Web Store](#). Just search for **dingsConnector**.



And add it to Chrome.



- 2.5. shortyDings will open in the system tray and a shortcut will be created on the desktop.



Note: If you use Microsoft Edge instead of Google Chrome you have to manually install the chrome extension dingsConnector from the Google web store (this is possible)
