Contact Center Anywhere

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Contents

Overview

Oracle's Contact Center Anywhere 8.1.1 release represents continued evolution of the 8.1 product stream. Contact Center Anywhere version 8.1.1 release's primary content is the feature port of the 7.1.8 feature set into v8.1 product stream.   Although the added functionality is slated to the Service Provider arena, many of these new features are suited well to the Enterprise operation as well.

 In addition, 3rd party application integration is enhanced through the addition of Parameter Extension Libraries and integration with Siebel. Contact Center Anywhere 8.1.1 is a powerful tool in making contact center staff much more productive in carrying out their duties.

The 8.1.0 Release Notes provides the latest for this release. Specifically, they provide the delta information between v8.1.0 and v8.1.1 only. CCA Version 8.1.1 is compatible with 7.1.7 SP5, & 7.1.8 SP2; migration from and equivalent to the defect level. Any patch activity post-release of 7.1.7 SP5 may not be included and will still require a patch.

Additional high level and detailed information is available from Oracle at http://supportweb.siebel.com. Please consult this site for the full complement of information material available with 8.1.1.

Naming Convention

The naming definition will be as follows:

1st Number: Edition Release

2nd Number: Feature Release

3rd Number: Service Pack designation will include fixes & small features, maintenance builds and patch inclusions.

Compatibility

The section defines compatibility for Contact Center Anywhere Release 8.1.1.

Application Area	Windows 2000 SP4	Windows 2003 SP1	Solaris 5.9 & 5.10	Red Hat LINUX ES4	Unbreakable LINUX 4
Session Servers & Java					
Oracle Application Server 10g Release 3 (10.1.3.1)	---	Yes	Yes	Yes	Yes
BEA Weblogic 8.1 SP5	Yes	Yes	Yes	---	---
Sun Microsystems SunOne Java Application Server Enterprise Edition 8.1_02 (build b11-fcs).	---	---	Yes	---	---
IBM Websphere Application Server, 5.1.0.5 Build Number: cf50427.04 Build Date: 07/10/2004	---	Yes	Yes	---	---
Java SDK 1.4.2_13	Yes(1)	Yes(1)	Yes(1)	Yes(1)	Yes(1)
Java Runtime Environment 1.5_10	Yes(1)	Yes(1)	Yes(1)	Yes(1)	Yes(1)
Databases					
SQL Server 2005	Yes	Yes	---	---	---
SQL Server 2000 SP4		Yes	---	---	---
Oracle 9i		Yes (2)	Yes (2)	---	---
Oracle 10g		Yes (2)	Yes (2)	Yes (2)	Yes (2)
Telephony - SIP/H323 Soft Switch Only					
Dialogic 5.11	Yes	No	---	---	---
Dialogic 6.0	No	Yes	---	---	---
Cisco	Yes	Yes	Yes (SIP Only)	Yes	Yes
Quintum	Yes	Yes	Yes (SIP Only)	Yes	Yes
Audiocodes	Yes	Yes	Yes (SIP Only)	Yes	Yes
Other					
RealOne Player Build 6.0.10.505					
Microsoft Media Player 9.0					
Microsoft Sound Recorder 5.0					
Norton v7.60.926 (Server/Enterprise)					
Adobe v7	Required to view Advanced Reports				
Lame (V3.97)	Required for MP3 conversion. Must now be supplied by customer.				
Browsers	**Windows XP**	**Vista 1.5.0_10**			
Internet Explorer Vers. 6 and Vers. 7	Yes	Yes			
NEW - Firefox Vers.2.0.0.1	Yes (3)	Yes (3)			

NOTES: (1) Must use Server 1.4.2 _ 13 and Client Java 1.5_10 due to DST changes for 2007.   There is also a subsequent patch from BEA that should be applied.
(2) Oracle 9i, 10g supported with JServer V 9.0.2
(3) Firefox: The current JVM version needs to be downloaded by hand. Reference installation notes.
(4) If using the Siebel Integration with Parameter Extensions, Weblogic must be upgraded to Version 10
(5) Resin may be used for custom development activities. Resin should be upgraded to version 3.0.23 to be compatible with the Axis2 changes.

Release Summary

8.1.1 Feature Set

Company Creation Wizard - Creation wizard for quick deployment of a company.
Feature Set – Enable/Disable - Provides masking of un-configured features within the client applications.
Supervision Manager Graphics – SM Views are now available in graphic display.
Outbound ANI/CLI – ANI Library – Library for ANI associated with outbound calling.
OnNet Billing – Ability to bill the agent-leg of a call setup differently.
Call Trace – Abillity to send a SNMP trap with trace information and activated recording of a malicious call.
Administrative Audit Report – Provides reporting of administrative changes to the configuration.
Security Audit Report – Provides reporting for failed login attempts, management & system logouts.
Auto Disable User Login – Disable a user login if not used for X days.
Last Login Date/ Failed Attempts – Upon login, the last successful login date and time and the number of failed attempts since that successful login are display to the user.
Limit Supervisor Logins – Ability to limit the number of Supervisor logins per company with
Auto Set Agent Extension - Ability to set a range for extensions and auto assign.
Applet Error Messages – Clarification of applet error messages.

CLI/ANI String "0" - In a Broadsoft environment, the ability to add a "0" to the CLI/ANI String if stripped.
Re-Invite SIP Message On Demand - CCA will now off load the RTP stream of a call to the gateway if not conferencing or recording.
Stop All Recording – Option to allow agent to stop all recording of a call. (Australian Legal issue).
Siebel CTI Tool Bar Integration – Integration of the Siebel CTI tool bar with the backend resources of Contact Center Anywhere.
3rd Party Integration – Parameter Extension Libraries – Ability to add parameters to a Chat session.
Network Manager – Master/Backup – Change to allow the Master & Backup resources to be started individually.
Webservices Improvements - Axis2 implementation.
Dual Database – Providing resiliency enabling connection failover to a secondary database.

8.1.1 Issues Resolved

Platform

12-1FGWS-9011	G729 Recording Playback
12-1J9N67Q	G.729 - Transferred ACD Voicemail
12-1JUI3TB	G.729 - Transferred ACD Voicemail Recordings
12-1JTFUGL	H323 Support – Linux
12-1JD9EPZ	Origin - Null for Chat
12-1JGCJQH	SNMP Traps - MP3 Converter
12-1JCRH9N	MP3 Query – Order by Action Date
12-1JC9BYK	Security Library – Files Delivered
12-1JZ2I3N	WebServices – SendChatMessage Exceptions
12-1JGEMKB	Enable/Disable - Intelligent Email Templates
12-1JFA0N4	Enable/Disable - Voice Callback
12-1JKM19J	Enable/Disable – Stop All Recording
12-1JGF9G0	SNMP Traps - Not a Bug

Administration Manager

12-1JL0WXP	Supervisor Login Limit – Windows & Linux
12-1FGWS-13870	Agent DID - DNIS Assignment (Oracle DB)
12-1J4ZE69	Outbound Dialing – Changes – Behavior Change
12-1J0HFO5	Campaign - Business Events

Interaction Manager

12-1FGWS-13718	New IM - Interaction History Search
12-1J1GP0C	New IM - Email Interaction Options
12-1IY3OMI	New IM – Help Links
12-1FGWS-11930	Master DB – Agent Login
12-1JA4EOD	New IM–Restrict LD Calling Not a Bug

Supervision Manager

12-1KF0V63	Integrated Application – 'cca' URL
12-1FGWS-13834	Integrated Application – Memory Leak
12-1IYN1K6	Partitions - Predictive Projects
12-1FGWS-13683	Log4j timestamp - SM or IM Applet Console
12-1JKM1NF	Other Workgroups Viewed
12-1FGWS-12275	SM Report Navigator - Localized
12-1JFTX0T	Outbound Control Tab – Spanish/French

Historical Reporting

12-1JRF1R5	Admin Audit and Security Audit reports - Permission Tab
12-1JNEE28	Security Audit - "Forced Logout by Supervisor"
12-1JNEE1J	Security Audit report. - "Duplicate Login"
12-1FGWS-11959	Advanced Reports - Name Change Issue
12-1JJLW9L	Daily Project Performance – Filter Display
12-1JTX5KJ	Login/Logout Report – Supervisor/Workgroup View
12-1FGWS-13807	User Hourly Average Report: Data in other partitions
12-1JRY28P / 12-1FGWS-10824	Preview Summary Report - Outcomes
12-1FGWS-12538	Predictive Detail Report - Answer w/Outcome

Behavior Changes

12-1JVLX4H	Schedule Changes – Behavior Change
12-1KC6ZKR	Partition Billing – Behavior Change

Features

Company Creation Wizard

Module: Administration Manager

Breadcrumb: AM | List of Companies – Wizard Button

Description: A new feature has been added to accelerate the creation of a company. The Wizard functionality on the Company List page, will step the user through the initial creation of a company for the profile, contacts, company package, regional settings, business hours, Email configuration, ANI, DNIS and SIP Billing. After creation of a company, the attributes can be modified as normal through the AM.

Operation: The Wizard is invoked from the List of Companies page.
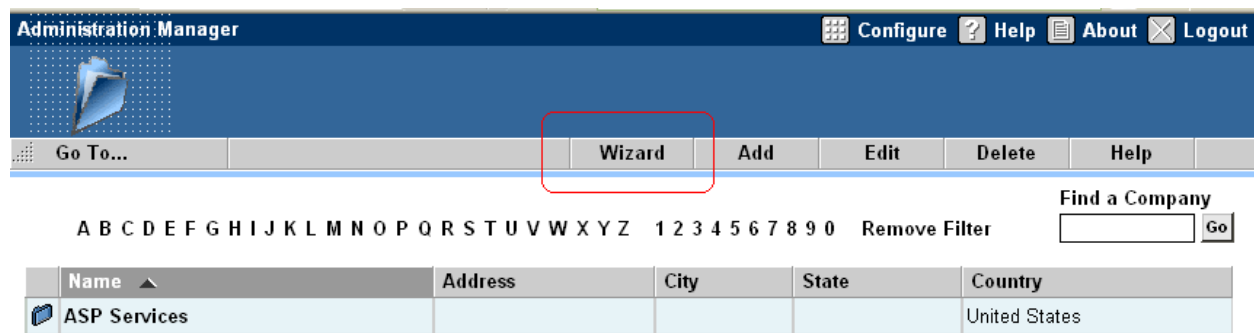
The Profile page is displayed. Along the top of the page, each section is noted and is an indication to the user where they are in the process of creating the company. The required fields are indicated with a red "*" asterisk. If these fields are not completed, an error message will pop to indicate which fields need to be entered prior to going to the next section. The CANCEL button will cancel the wizard and the NEXT button will advance to the next section.

Once all sections have been completed, the *Create Company* button on the last page will create the company with all of the attributes gathered. Additional configuration attributes will need to be accessed through the Options and Libraries menus of the Administration Manager.

Feature Set – Enable/Disable

Module: Administration Manager

Breadcrumb: (Network Admin Permission AM) | Package Creator

Description: With version 8.1, we introduced the Company Package. For each Company, the feature sets that are allowed are defined for each company comprising the Company Package. With version 8.1.1, this feature set is extended to enable or disable features within the GUIs that are activated. For example, if Predictive is not enabled, all Predictive references within the user interface are not shown.

For the Supervision Manager, as the views can be configured to suit the operation of the Contact Center, the Enable/Disable of media type columns will not apply

For the Email feature, this references Email as a media type. There are other email references within the applications for voicemail or alarming that remain. The following chart represents the Enable/Disable functionality:

Company Package Options – Effects Administration Manager

Option	Application Path	Disable Action
Email	AM	Option	Company	Email configuration	Storage – *Removed Tab* Licensing Interaction Limitations – Offline Interactions – *Removed Email*

	AM	Options	Agent	Email – *Leave. This is also used for Voice Mail*
				Controls and Restrictions
				    Set the Max. No. of Interactions the Agt. Will Handle
				        Simultaneously
				        Offline (Fax & Email) – *Removed Email*

	AM	Options	URL	☐ Intelligent Email – *Removed Column & Check Box*
	AM	Options	Projects	Email - *Removed Entire Tab*
	AM	Options	Mail Manager	AM	Option	Mail Manager - *No Change. Also Voicemail*
	AM	Libraries	SMTP Groups – *No Change. Also Scheduled Reports* SMTP Servers – *No Change. Also Scheduled Reports* POP3 Servers – *No Change. Also Voice Mail* Email Acknowledgments – *Removed Selection from left panel* Intelligent Email Templates – *Removed Selection from left panel* Intelligent Email Templates – *Removed Selection from left panel*
	AM	Reports	Workgroup Productivity	Workgroup Segment	Content- E-mails *– No Change* Workgroup Productivity	Workgroup Interval Time	Content- (E-mails) *– No Change* Workgroup Productivity	Workgroup Interval Time by Media Type	Layout - Workgroup Email – Layout (E-mail) *– No Change* Agent Profile and Productivity	Agent Information – Layout (E-mail) *– No Change* Agent Profile and Productivity	Agent Interaction – Layout(0E-mails) *– No Change* Project	Project Segments – Content - ☐ Workgroup Email *– No Change*
	AM	Custom Reports	Advanced Report	Peak Interactions - Email Column *– Removed Column* System Peak - Email Column *– Removed Column*

Chat	AM	Options	Company	Licensing
				    Interaction Limitations – Chat – *Removed Option*
				Agents
					Controls and Restrictions
					    Set the Maximum Number of Interactions the Agent will
					        Handle Simultaneously
					            Chat [QTY} – *Removed Option*
					URLs
						Intelligent Chat – *Removed Column*

		☐ Chat Push Page – *Removed Option* ☐ Intelligent Chat – *Removed Option* Projects – Chat – Remove Column 　　Chat – *Removed Tab*
	AM | Libraries	Intelligent Chat Templates – *Removed Selection from Left Panel*
	AM | Reports	Workgroup Productivity | Workgroup Segment – *No Change* Workgroup Productivity | Workgroup Interval Time – *No Change* Workgroup Productivity | Workgroup Interval Time by Media Type – *No change* Agent Profile and Productivity | Agent Interaction report – *No Change* Project | Project Segments – *No Change*
	AM | Advanced Reports	Peak Interactions – Chat Column – *Removed Column* System Peak – Chat Column – *Removed Column*
Web Callback	AM | Options	Company | Licensing Tab 　　Interaction Limitations – Online – *Removed Web Callback* URLs – *Remove "Web Callback" column* 　　Select Type of URL 　　　☐ Web Callback – *Removde Option* Projects – *Remove Web Callback Column* 　　Web Callback Tab – *Removed Tab*
	AM | Reports	Workgroup Productivity | Workgroup Segments report – *No Change* Workgroup Productivity | Workgroup Interval Time report – *No Change* Workgroup Productivity | Workgroup Interval Time by Media Type report – *No Change* Workgroup Productivity | Outcome Statistics report – *No Change* Workgroup Productivity | Overdue Callback report – *No Change* Agent Profile & Productivity | Agent Interaction report – *No Change* Project | Project Key Statistics report – *No Change*
	AM | Advanced Reports	Service Billing by Project report – *Removed Web Callback Information* Interaction Outcome by Workgroup report – *Removed Web Callback Information*
Voice Callback	AM | Options	Workgroups | Options 　　☐ Allow customer to request a callback – *Removed Option* 　　　Always Use this Country Code [1] – *Removed Option* Company | Licensing Tab 　　Interaction Limitations: 　　　Online - ACD Callback – *Removed Option* Campaign – Action menu " Workgroup Callback" - *Removed*
	AM | Reports	Workgroup Productivity | Workgroup Segments report – *No Change* Workgroup Productivity | Workgroup Interval Time report – *No Change* Workgroup Productivity | Workgroup Interval Time by Media Type report – *No Change* Workgroup Productivity | Outcome Statistics report – *No Change*

		Workgroup Productivity | Overdue Callback report – *No Change* Agent Profile & Productivity | Agent Interaction report – *No Change*
	AM | Advanced Reports	Interaction Outcome by Workgroup report – *Removed Callback Information*
CRM	AM | Options | Company	CRM Integration – *Removed Tab (Current Operation)*

Preview/
Predictive
	AM | Options | Company	Company Configuration Tab
		    ☐ Enable Predictive –and- ☐Enable Preview – *Removed Options*
		Licensing –
		    Max. No. of Channels used by a Predictive Campaign [QTY] – *Removed Option*

	AM | Options | Projects	Predictive Tab – *Removed Tab*
	AM | Options | Call Blocking	Define the Type – ☐ Predictive Call – *Removed Option*

	AM | Reports	Predictive/Preview Reports - *Removed selection & Reports from left panel.*
		Agent Profile & Productivity | Agent Interaction report – *No change*
		Project | Project Segments–
		    Interaction Type Summary
		        Predictive –and- Preview – *No change*

Transaction Recording (Agent Rec)	AM | Options | Agents	Controls & Restrictions ☐ Allow call recording in IM – *Removed Option*

Quality Recording	AM | Options | Agents	Controls and Restrictions
		    ☐ Enable automatic recording of agents – *Removed Option*
		        Percentage of calls to record [0%] – *Removed Option*

	AM | Options | Campaign	Action menu: "Enable Quality Control Recording" - *Removed* 2. Action menu: "Disable Quality Control Recording" - *Removed*

Company Package Options – Effects Interaction Manager (New Client)

Option	Application Path	Disable Action
Email	New IM | Configure Dialog	Email - *No Change. Also used for Voice Mail*
	New IM | Banner	Emails 0/0 – *Removed*
	New IM | My Statistics	Workgroup Email – *Removed*
Chat	New IM | Banner	Banner – Chats - *Removed*
	New IM | My Statistics	Chat – *Removed*
Web Callback	New IM | Banner	Web Callbacks 0 – *Removed*
	New IM | My Statistics	Web Callbacks – *Removed*
Voice Callback	New IM | Banner	Banner – Callbacks – *Remove*
	New IM | My Statistics	Callback – *Removed*
Contacts – Simple CRM**	New IM | Side Bar	"Contact" - – *Removed*
Preview	New IM | Side Bar	Outbound Preview *- Removed*
	New IM | My Statistics	Media Stats – Preview *- Removed*
Predictive	New IM | Actions	Predictive Login – *Removed*
	New IM | My Statistics	Media Stats – Predictive - *Removed*
Transaction Recording (Agent Record)	Interaction Manager	Start Rec. Buttons – *Remove Button (If Start Rec. is used also to stop recording, for MCTremains). Call Trace Button added to the call control, but not disabled.*

Supervision Manager – Graphic Views

**Module:** Supervision Manager

Breadcrumb: SM | Views

Description: A new graphical display type has been added for Supervision Manager views. When the view is defined, the option of Numeric/Columnar or Graphic is chosen. For the graphic display type, a line chart or pie chart can be selected. The name can also be changed to further define the view for your SM display. For each graph, the data elements and primary identifiers are defined. In the display below for the Agent view, the identifier is "users".

For a **Line Chart**, options for the time frame and whether to add plot markers to the chart. The time frame provides selection for various intervals, up to 8 hours. This will be a sliding window of time that will be displayed in the graph. Plot value markers will be designed if optioned.
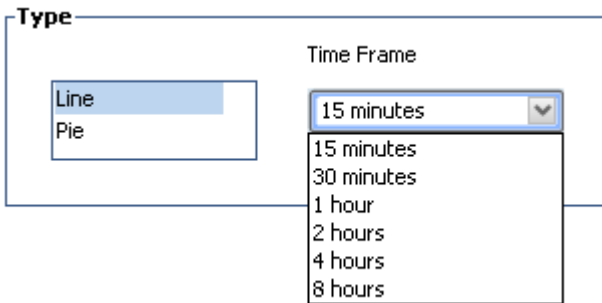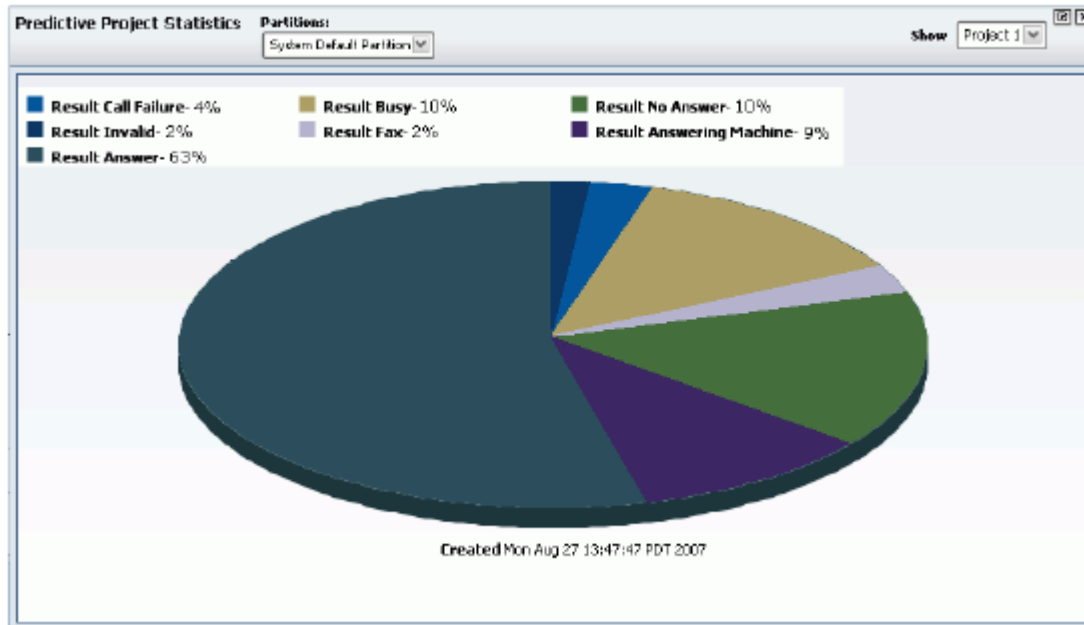
The line chart display indicates the various identifiers at the top of the chart and their corresponding color code for the graph. The colors are pre-assigned. Of the data elements defined for the view, only one is charted at a time. The data element being charted is noted in the top right corner of the view. To change the data element being graphed, a drop down menu of the defined elements can be selected and the data displayed.
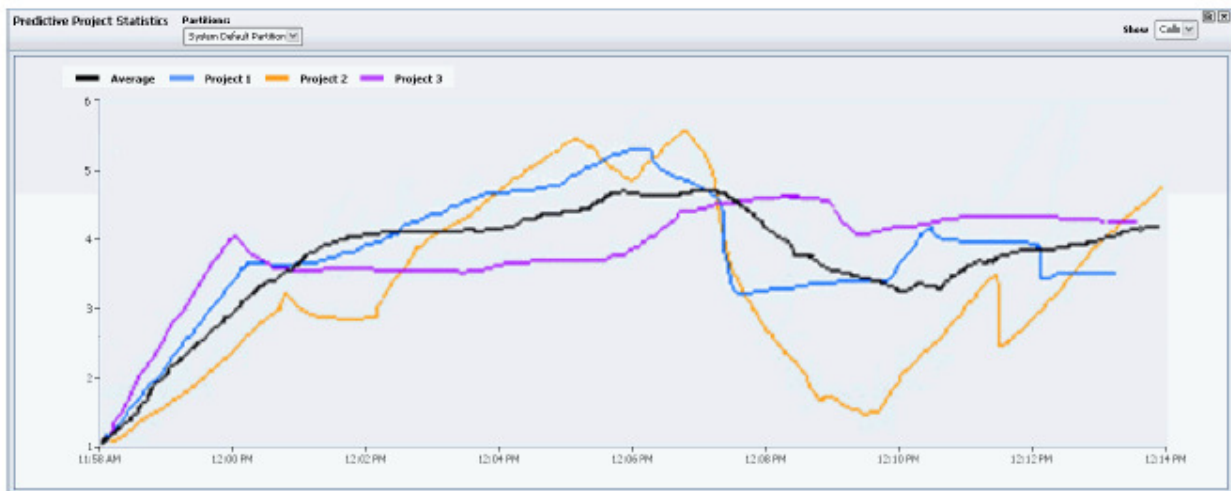
For a **Pie Chart**, the values selected to be included are represented in the pie chart as well as in text at the top of the chart with the numeric value being represented. Elements with a 0% are listed in at the top, however are not represented in the pie chart.

Note: It is important that when selecting elements for a pie chart, it is important that they be of "like" data type and related. For example, the selection of *Number of Abandoned Calls* and *Grade of Service* would not make a meaningful graph as one is a number and another is a percentage and type type of statistics do not relate or are not part of a whole. However, *Number Answered* and *Number Abandoned* would provide a meaningful graph as they are all "like" numbers and do represent parts of a whole.

The display notes the elements defined for the graph at the top with their numeric value. The identifiers selected for this view are shown at the top right and can be selected to display.

Predictive Project Statistics   Partitions:
System Default Partition

Show Project 1

Result Call Failure- 4%   Result Busy- 10%   Result No Answer- 10%
Result Invalid- 2%   Result Fax- 2%   Result Answering Machine- 9%
Result Answer- 63%
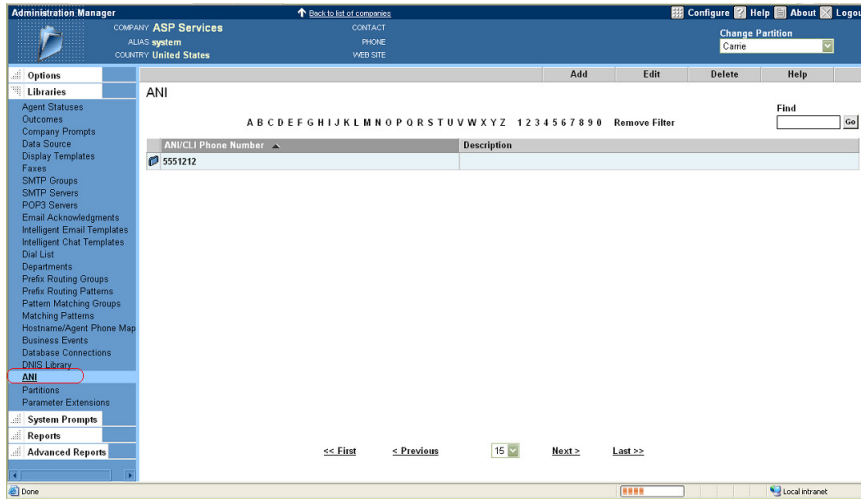
Created Mon Aug 27 13:47:47 PDT 2007

Outbound ANI/CLI

Module: IM Server

Breadcrumb: AM | Libraries | ANI

Description: A new library has been created to define ANI/CLI numbers to use for outbound calls. The ANI/CLI number is defined with a description under the ANI Library.


The selection of the ANI/CLI number to use for outbound calls will be defined for each project. The ANI/CLI number that will be sent with an outgoing call record will be selected from a drop down menu. The menu heading has changed from "Phone Number (Caller ID)" to "Outbound ANI/CLI (Phone Number)" to better describe the option.

Next to the "Outbound ANI/CLI" drop down box, a check box for **"Do not Present ANI/CLI"** was added. By selecting this option the ANI/CLI number will not be included in the record for outbound calls. The SIP From: header would contain "Anonymous" in the display name field, however the ANI/CLI would be contained in the "SIP:" field as noted:

From "Anonymous"<sip:**0396346736**@203.44.175.196;user=phone>;tag=285970395-1134714078156

NOTE: This feature applies to a SIP Configuration only. It will have no effect on H323 configurations.
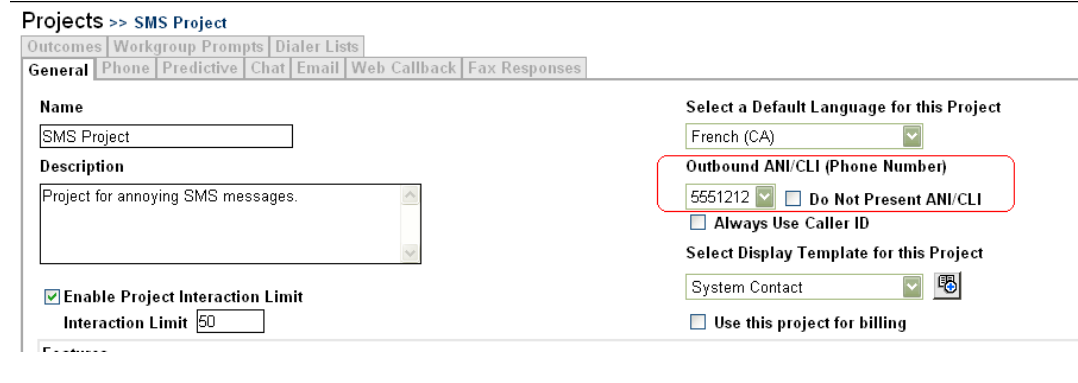
OnNet Billing

Module: Administration Manager – Company

Breadcrumb: AM | Options | Company – SIP Billing

Description: The OnNet Billing feature provides the ability to add a phone number for all "agent to system" call segments. On the SIP Billing tab for the Company, an option *for User ANI Billing* and an entry box is provided. By selecting this option, the number designated will be inserted for all agent-to-agent and agent-to-system set up calls. This feature is implemented to allow separate billing treatment for agent or user segment calls. This feature only applies when the agent(s) are logged into the Interaction Manager. Calls delivered while the agent is not logged into the IM will not contain the special ANI.

Call Trace

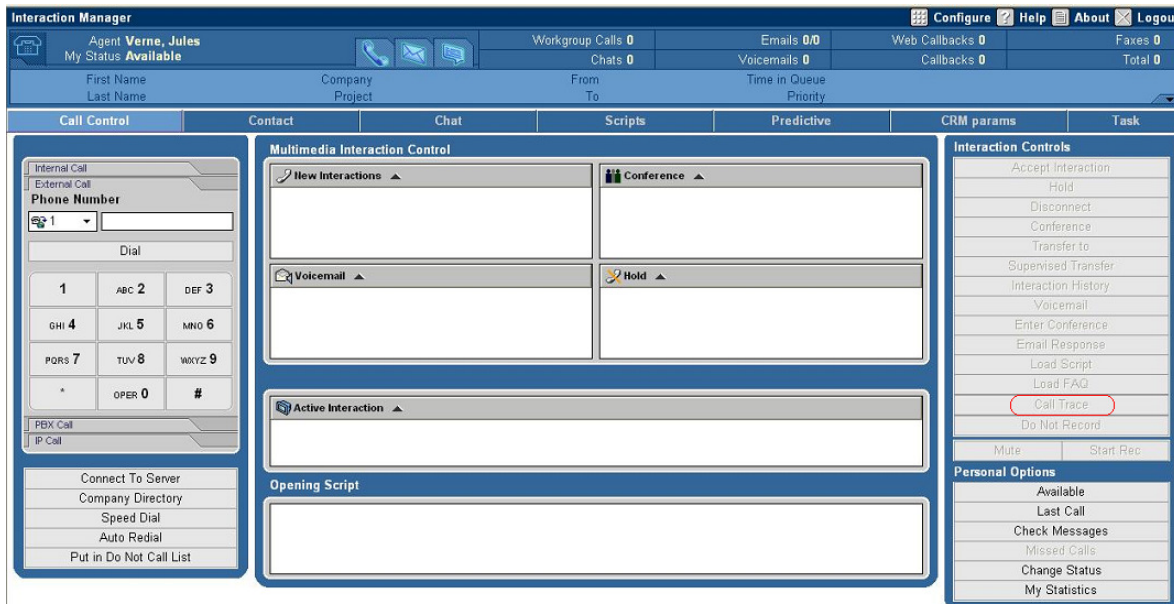**Module:** Interaction Manager

Breadcrumb: Browser IM: IM | Call Trace Button
                   Integrated Client: IM | Actions | Trace Call Option

Description: The Call Trace feature will allow the agent to initiate a trace and activate call recording for emergency situations. While on a call, when the agent initiates a call trace, a confirmation box will insure they haven't activated by accident. After acknowledging with a Yes, the system will send an SNMP trap as well as activate recording of the call.   CCA will log the calling number from the header record in the billing table of the system. This will allow the manual search for later retrieval of the calling information. If the "display name" is blocked as in the example below, the number in the SIP address will not be accessible by the application for display.

From "Anonymous"<sip:0396346736@203.44.175.196;user=phone>;tag=285970395-1134714078156

For the Browser Based Interaction Manager: The agent will initiate the trace by clicking the *Call Trace* button. While the call is in progress, the button will change to "Call Trace Initiated" and turn red. When the SNMP trap is sent and acknowledged, the button text will change to "Call Trace Complete". The text will remain until the call is disconnected. Upon disconnect, the button text will return to "Call Trace". During the Call Trace, the conversation will be automatically recorded.

For the Integrated Client/Interaction Manager: The agent will initiate the trace by choosing the *Trace Call* option within the Interaction drop down menu. After initiating a trace, an indication to the user will appear indicating that the trace was initiated and completed. When the SNMP trap is sent and acknowledged, the interaction state icon (Phone) will appear with a red dot next to the phone, flashing alternately with the white magnifying glass in the center. After the acknowledgement is received that the trap has been received, the icon will stop flashing and remain with the magnifying glass steady, to indicate that the trap has been received.

If the SNMP message is sent and not acknowledged, the line box will continue to flash, however this will not block the agent from changing states or doing any other function. The icon change is just an acknowledgement. If the SNMP server is not functioning, a message should be generated for the log files only.
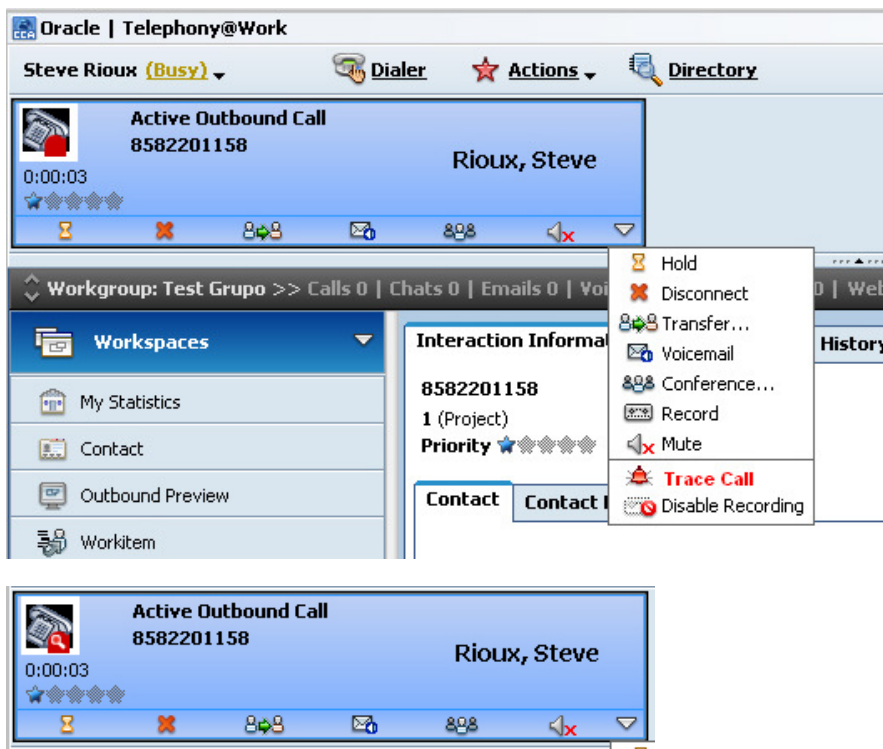
NOTE: If the agent has initiated a call trace and then invokes the *Disable Recording* action, the recording will cease, however it will <u>not</u> disable the call trace functionality of the GUI or SNMP trap.

Administrative Audit

Module: Administration Manager - Reporting

Breadcrumb: AM | Advanced Reports – Admin Audit

Description: The Administrative Audit Report brings the capability to view/report each configuration change performed within a company. This report is available by NetAdmin permissions only.
The Admin Audit report can be further narrowed to the user making the changes. The report contains the date, time, username, location, action taken and the query performed.

Security Audit

Module: Administration Manager - Reporting

Breadcrumb: AM | Advanced Reports – Security Audit

Description: Similar to the Admin Audit, the Security Audit reports on user and system events relating to login security. The report includes the date, time, location, username, user type and reporting event.

Events include:

- ❖ Successful Logins
- ❖ Attempts Exceeded – User Deactivated
- ❖ Attempts Exceeded – User Suspended
- ❖ NetAdmin Deactivated User
- ❖ Supervisor Deactivated User
- ❖ Forced Logout by Supervisor
- ❖ Inactive for X Days – User Deactivated
- ❖ Duplicate Login

Last Login / Failed Attempts

Module: Client Applications

Description: During login, the date and time of the last successful login and the number of failed login attempts since the last successful login will be displayed to the user.   This feature applies to all client applications: AM/SM/IM

Browser based clients: AM / SM / IM

New IM / SM Clients – Presented in the Banner bar area of the workspace.

Security is tightened in 8.1.1 in several ways and may affect the Netadmin user.   The Netadmin account may be locked because the number of allowed failed login attempts was exceeded (ie. hack attack). When this happens you can reset the "numberoflogin" to 0 in the users table via a database change.

Disable User Login

Module: Administration Manager

Breadcrumb: AM | Options | Company – Login Policy

Description: This feature allows the disable of a user if the account has been inactive for a defined number of days. This attribute is configurable by Company with SysAdmin Permission. For each user, within the Options/Agent selection screen and user detail, the account status is displayed for each account. The SysAdmin may change the status of the user from active to inactive, or suspended to active from the individual agent profile panel.

Limit Supervisor Logins

Module: Administration Manager

Breadcrumb: AM | Options | Company - Licensing

Description: Within the licensing tab for a Company, the number of Supervisor Logins can be specified by NetAdmin permission. If the number of Supervisors is exceeded the user will be denied access and an SNMP trap sent.

Auto-Set Agent Extensions

Module: Administration Manager

Breadcrumb: AM | Options | Company Configuration

Description: This feature will allow the definition of a range of extensions for a Company and the ability to select an extension from a list of unused extensions within that range for the user extension definition. Additionally, with the Auto Set function checked, new user definitions will be automatically assigned extensions available within the defined range. This feature should aid tremendously in the assignment and maintenance of the Agent Extension numbering plan for the call center.

Breadcrumb: AM | Options | Agent - Phone
A drop down menu of the available extensions will be displayed.

Applet Error Message

Module: Client Applications

Description: If the applet fails to load or the incorrect JVM required by the applet is not present, error messages will now be displayed to the user.

If the applet fails to load: "Error loading applet, please contact your Administrator.
Incorrect JVM required by the applet: Invalid JVM, please contact your Administrator.

CLI/ANI String "0"

Module: CallCenter – Broadsoft Implementation

Description: In the Broadsoft implementation, the system in some cases strips the leading '0' of the ANI delivered. For incoming transactions not starting with 0 or 1, a '0' will be inserted to allow the screen pop information to populate correctly.

Configuration Notes: Use the Advanced Configuration Option for the CallCenter to enable this feature.
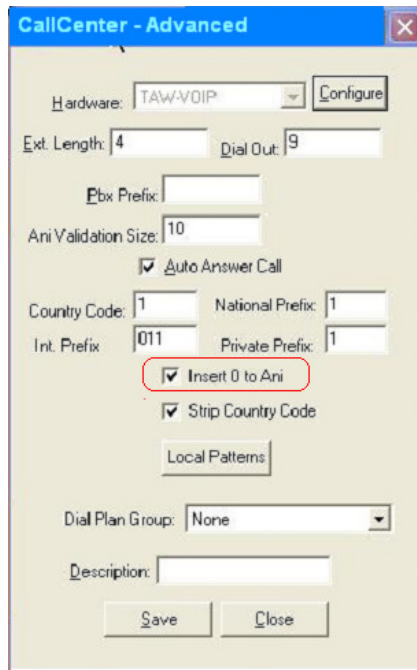
English - AU

Module: Language

Description: The creation of a new Language for English – AU (Australia) has been added to CCA. The language updates apply t the AM, SM & IM of the standard product offering. The specific changes are as follows:

English US   _English (AU)_
Postal/Zip Code   Post Code
Cell   Mobile
DNIS   Pilot Number
Outcomes   Wrap-Up Codes

Note: The language does not include a complete localization of the applications and prompts; Only the selected words.

DTMF Login – Emergency ACD Call Processing

Module: CallCenter

Breadcrumb: AM | Options | Agents – Controls & Restrictions
AM | Options | Project Menu – Allow Phone Login

Description: Users will now have the ability to sign in to the application via a telephone to be able to take ACD calls in an emergency situation if the network for logging into IM is not available. A project menu will be created to allow the agent login via DTMF. The agent will be able to work in an on-hook answer mode only.

Operation: The agent would call the appropriate number and enter the project menu for login. After entering their username and password (numeric entries), the user would be logged in and would hang up after the prompt and await incoming calls. For delivery of a call to that agent, the system would place call to the agent (as defined in the IM) and deliver the call to the agent. When the call terminates, the agent's connection to the system would be dropped, return a busy and the agent would hang up and await the next call.

Configuration: The option for DTMF/Phone Login is configured by agent. Also, a Project Menu must be created for the Agent Login.

Agent Option:

Project Menu:

Operation: A project menu would be created for this function. The agent would call into the project and be prompted to enter their numeric username and password. After login, the agent would be placed in Available. The agent would hang up after the prompt and await the call. Upon selection of the call by the system to that agent, the system would call the agent and deliver the call upon answer by the agent. The agent would utilize the numeric keypad entries below for call control. After the wrap up state (if defined) or after the call has been terminated, the agent's connection to the system would be dropped and the agent would hang up and await the next call.

If the set-up call to the agent was not completed, the agent would be taken out of the available mode and placed in Not Available.   If a second attempt to deliver a call was unsuccessful, the agent would be logged out of the system and an alert sent to the Supervisor.

Call Control options available would be:

> #8 Last Call – (After disconnection from call, CCA would log out agent).
> #1 Stop Recording

Re-Invite SIP Message On Demand

Module: CallCenter

Description: A new feature was added to optimize Call Center channel usage for a soft-switch configuration. CCA will now off load the RTP stream of a call to the gateway if call recording, conference or supervisor listening is not being performed. Once a call is connected to an agent and call recording, conference or supervisor monitoring is not being performed, the solution can offload the RTP stream of the call to the gateway via the use of SIP re-invite messages. If a call has already been offloaded to the gateway and a

supervisor initiates a monitor session or a conference is being initiated, CCA will reintroduce itself to the RTP stream of the call via SIP re-invite message.

Configuration Note: To implement this feature, the *systemconfiguration* table needs to be edited. Change the *usereinvite* column to 1.

IM Stop All Recording / Disable Recording

Module: Admin Manager

Breadcrumb: AM | Options | Company – Company Configuration

Description: Within the IM, an option to "Stop All Recording" will disable any recording of the voice interaction. This includes quality recording, transaction/agent initiated recording or recording initiated by a Call Trace. This feature is enabled within the Company configuration. The presentation to the agent is slightly different with the legacy client and the new client.

Browser Based Interaction Manager: The feature is invoked with the *Do Not Record* button on the IM.

Integrated Client – Interaction Manager: For the new client, to invoke this feature, the agent must choose the *Disable Recording* option from the Actions menu.
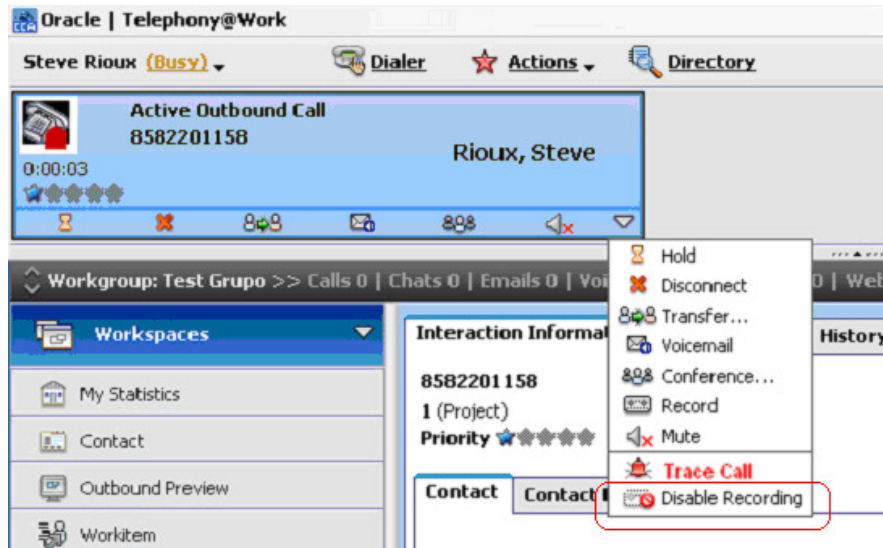
Siebel CTI Tool Bar Integration

Module: Interaction Manager

Description: The Siebel CTI Tool Bar now integrates the applications of Siebel CRM and the backend resources of Contact Center Anywhere. The user interface is provided through the Siebel application. Supervisors use the CCA Supervision Manager interface. CCA 7.1.7 has been certified with Siebel Releases 7.7, 7.8 and 8.0.

3rd Party Integration – Parameter Extension Libraries

Module: Integrator

Description: CCA extended its 3rd party application integration through the definition of Parameter Extension Libraries.   A customer can define additional parameters that are specific to their business. CCA can accept these parameters and pass them on the URL line or via Web service to 3rd party applications.

8.1.1 uses this feature to integrate CCA and Siebel to provide Chat integration.   The Siebel Chat Enhancements library is populated on upgrade to simplify CCA and Siebel Integration. The Administration Manager allows creation and editing of libraries and association to Chat projects as desired.

A sample Agent Chat page is shown as an example of how Parameter Extensions can be used.
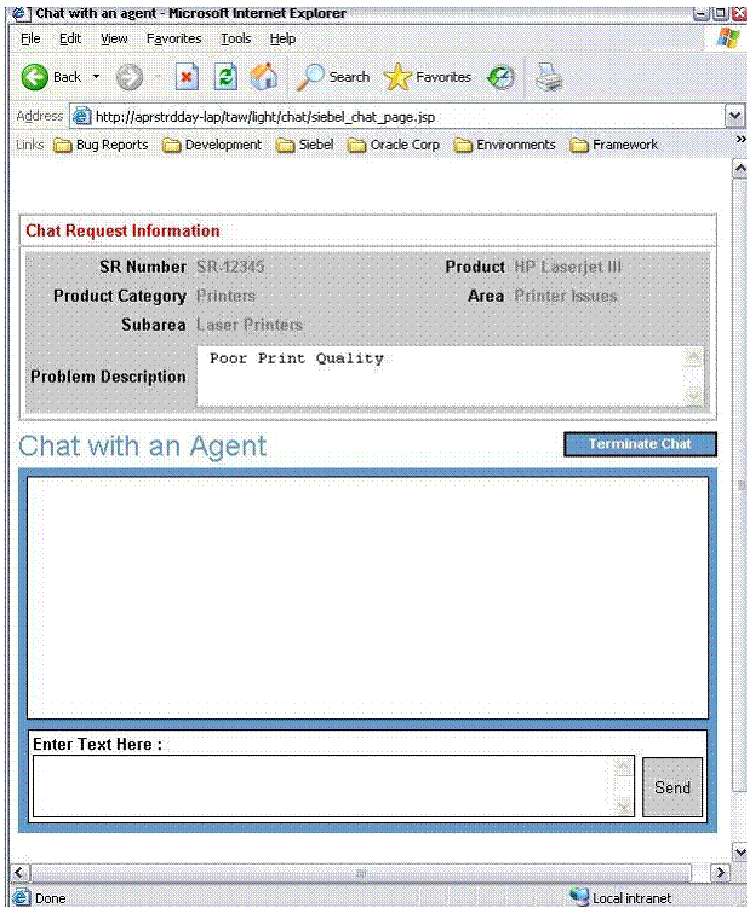
Master Backup Operation

Module: Network Manager

Breadcrumb: NM | Options | Start Companies – Select Master or Backup

Description: Changes have been made to the Master Backup operation within the Network Manager. Now the Master and backup resources can be started separately. Under the Options menu, select "Start Companies" then "Select Master or Backup" options. Then start the services desired.
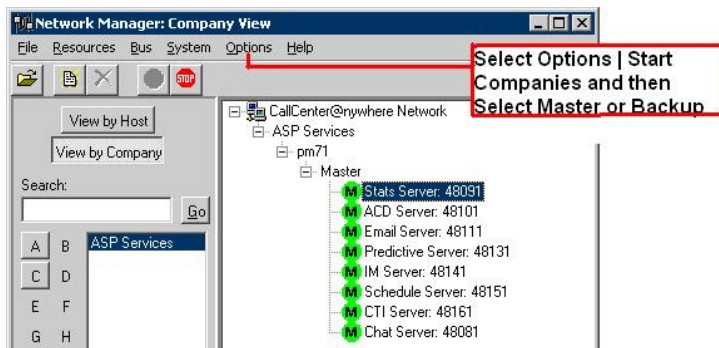
Webservices- Axis 2 Implementation

Module: WebServices

Description CCA Web Services were migrated from Webmethods Glue data bindings to Axis2 data bindings. This migration laid the foundation for future messaging performance improvements. Web Services based on Axis2 data bindings are available with 8.1.1. Customers using these interfaces can regenerate the client side bindings easily from the wsdl.

SNMP Trap Enhancements

Module: SNMP

Reference: CCA SNMP Guide & MIB

Description: Several new SNMP traps have been added with v8.1.1. The table below represents the fault trap and then the clearing message. Reference the SNMP Guide for a detailed description of the CCA SNMP.

Condition Name	Condition Number / Clearing Number	Alert Description
resourceStopped	8 / 1008	CCA resource has been stopped from the Network Manager.
resourceNotResponding	9 / 1009	One of the resources is not responding.
ResourceSlowingDown	10 / 1010	One of the resources is slowing down.
noLicenseConnected	11 / 1011	The License Server is not connected to the system and has begun a 4 hour "mercy period" before shutting down the ACD and Predictive Dialer Servers.
busCrashed	12 / 1012	CCA TCP/IP Bus crashed
busLostConnection	13 / 1013	Bus has lost its connection to another bus.
statServerLostConnection	14 / 1014	StatServer can not communicate with the DB
StatServerQueueOv erflow	15 / 1015	StatServer received data to insert in the DB faster than the DB could accept. The queries are logged to commit at a later time.
StatServerError Writing	16 / 1016	StatServer is not able to write to the Database.
NoServiceAvailableForDNIS	17 / 1017	Service for this DNIS is not available.
NoOutboundChannelsAvailable	18 / 1018	There are no outbound channels available to complete a call.
ChannelsBlocked	19 / 1019	A Channel of a specified CallCenter Resource is blocked.
PoorRTPquality	20 / 1020	Call quality has degraded in the specified CallCenter resource.
SIPH323OutofResources	21 / 1021	The total number of calls sent to the CallCenter resource for SIP/H323 is larger than can be accepted.

mp3Converterfailed	22 /1022	Conversion of .wav file to MP3 failed.
Lost MailServerConnection	23 / 1023	Email distributor cannot communicate with the Mail Server.
LostFTPConnection	24 / 1024	Host Manager cannot access FTP Server
CannotFTPFiles	25 / 1025	The Host Manager cannot FTP files to server
UnifiedLostMailServerConnection	26 / 1026	UnifiedServer cannot communicate with mail server.
MaliciousCallTrace	27	Received agent initiated Call Trace.

Dual Database

Module: Database

Description: The Dual Database feature of CCA allows for the identification of primary and secondary database connections. It provides for distribution of the database load in an installation where there are two data centers supporting CCA, while allowing fail over of the database connection in the event that there is disruption in the connection between application servers and the database, or between the two database servers themselves.

The CCA 7.1.8 implementation of dual Database supported concurrent writes to both databases for interaction data and statistics, where logging of incomplete or failed changes to each database was captured separately. Database reads would obtain data from either database, with the preference being the one identified as primary.

In CCA 8.1.1 the application will write to only one of either database connection, and the propagation of changes to the other database is handled by standard Oracle replication. This change was made to achieve greater performance in the copy function, as well as reducing memory requirements and manual correction steps in the event of database connection loss.

Database Replication configuration is outside the scope of this document. All testing and configurations have only been completed using Oracle database.   Reference the Installation section for configuration specifics.

Dual Database is configured with the Network Manager
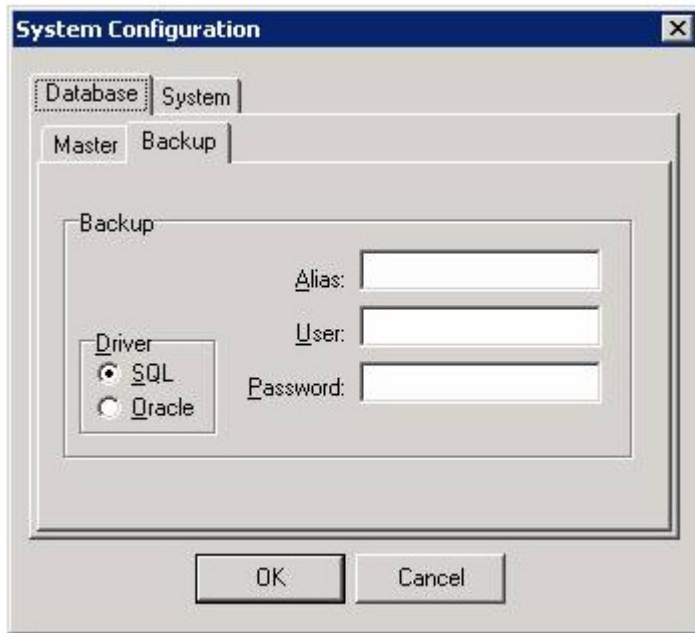
Issues Resolved

CCA System

G729 - Recording Playback   12-1FGWS-9011

Module: CallCenter

Description: An issue has been corrected with the recording playback quality for G729. A format error was corrected and now the playback quality is good.

G.729 - Transferred ACD Voicemail   12-1J9N67Q

Module: CallCenter

Description: An issue has been corrected where when transferring an ACD Voicemail in a G.729 environment, the format was incorrect and the voicemail not received. The format error has been corrected and the voicemail will transferred properly.

G.729 - Transferred ACD Voicemail Recordings   12-1JUI3TB

Module: Unified Server

Description: An issue has been corrected where when an ACD voicemail was transferred by an agent to another workgroup, the recording was not delivered via email to the 2nd agent. A correction was made to the Unified Server to find the file in the proper location.

H323 Support – Linux   12-1JTFUGL

Module: CallCenter

Description: An issue with a segmentation fault for the CallCenter Server using H323 protocol has been corrected. H323 is now supported in a Linux environment.

Origin Field - Null for Chat   12-1JD9EPZ

Module: IM Server

Description: An issue was corrected where if the "Hide Customer email address" option was enabled, the 'origin field' was NULL for chat.   The IM Server was blocking all interactions, not just for email. This has been corrected and the 'origin field' will populate correctly.

SNMP Traps - MP3 Converter   12-1JGCJQH

Module: SNMP

Description: An issue has been corrected with the recording of the SNMP trap for MP3 Server. The trap had been recorded as 'Unknown Server" for resourceStopped, resourceStarted, resourceCrashed events. The SNMP trap will now be recorded properly.

MP3 Converter – Order By Action Date   12-1JCRH9N

Module: MP3 Converter

Description: For the MP3 Converter an 'order by' option was added to the query to load records from the database. Previously, the query only loaded x numbers of records which would have gaps where files were not converted for some time due to other records being loaded before. Ordering by the 'actiondate' avoids having gaps when converting to MP3.

Security Library – Files Delivered   12-1JC9BYK

Description: The security library is no longer required for the server resources and has been removed from the Solaris binaries released. However, it is still required for the Network Manager. The build now releases it for the Network Manager only.

WebServices – SendChatMessage Exceptions   12-1JZ2I3N

Module: WebServices

Description: An issue has been corrected where the SendChatMessage webservice call with Unicode characters returned a SOAP Fault exception. Unicode is supported. The following setting resolves this issue.

The <xmlEncoding> parameter should be uncommented in WEB-INF/glue-config.xml:

```
<!--*************************************************************-->
<!--SOAP ENCODINGS-->
<!--*************************************************************-->

<soapEncoding>
  <!--character encoding for soap documents-->
  <xmlEncoding>UTF-8</xmlEncoding>

  <!--use system default encoding for soap documents?-->
  <useSystemDefault>no</useSystemDefault>
</soapEncoding>
```

Administration Manager

From 7.1.8 SP2 to 8.1.1

Enable/Disable - Intelligent Email Templates   12-1JGEMKB

Module: Administration Manager

Breadcrumb: AM | Company Package

Description: An issue has been corrected where when disabling the Intelligent Email feature, the Email Response button for the new IM/Control. This has been corrected and in this instance, the button will not display.

Enable/Disable - Voice Callback   12-1JFA0N4

Module: Administration Manager

Breadcrumb: AM | Company Package

Description: An issue was corrected where the Workgroup Callback was not removed from the action menu if Voice Callback was disabled. This has been corrected.

Enable/Disable – Stop All Recording   12-1JKM19J

Module: Administration Manager

Breadcrumb: AM | Company Package

Description: Previously the Action Menu drop down within the Integrated client to *Stop Recording* wasn't disabled if the "Enable Stop All Recording" company option was disabled. This has been corrected and will only be available in the action menu if this feature is enabled.

SNMP Traps - Not a Bug   12-1JGF9G0

Description: Traps - statsServerLostConnection and statsServerRegainedConnection are sent properly.   The trap will be sent on the second attempt to write to the StatsServer after the connection is lost. When a successful write is completed, the clearing trap will be sent.

NOTE: This was previously reported as a known issue.   This was found not to be a bug and these traps are sent properly.

Supervisor Login Limit – Windows & Linux   12-1JL0WXP

Module: IMServer

Breadcrumb: AM | Options | Company – Licensing

Description: An issue was corrected in the Windows & Linux environment, where the Supervisor Login Limit was not working properly. This has been corrected and now this new feature will function properly in these environments.

Do Not Present ANI/CLI – Dynamic Change   12-1K51D7I

Module: Administration Manager

Description: An issue has been corrected where revisions to the attribute "Do Not Present ANI/CLI" were not changed dynamically. Now this attribute will be changed dynamically.

From 7.1.7 SP5 to 8.1.1

Agent DID - DNIS Assignment (Oracle DB)   12-1FGWS-13870

Module: Administration Manager

Breadcrumb: AM | Libraries | DNIS Library

Description: A script error has been corrected for an issue with assigning a DNIS to an agent DID/Direct. A problem with the query for an Oracle DB was corrected. The assignment will now execute properly.

Outbound Dialing – Changes – Behavior Change   12-1J4ZE69

Module: Administration Manager

Breadcrumb: AM | Options | Company – Company Configuration

Description: Previously, if the *Allow Outbound calls* option was changed to "disable" or "enable with interaction" and the change was not applied to every agent. For the existing agents the change was applied; however for newly created agents the change was not applied.

This behavior has been corrected as the new agents should obtain the company default.

Campaign - Business Events   12-1J0HFO5

Module: Administration Manager

Breadcrumb: AM | Options | Campaign Manager

Description: An issue has been corrected where Business Events could not be added to a campaign. This issue related to the partition and has been corrected.

Interaction Manager

New IM - Interaction History Search   12-1FGWS-13718

Module: Integrated Client

Description: An issue has been corrected with the New IM where a search of Interaction History produced no results. Interaction History searches execute correctly now.

New IM - Email Interaction Options   12-1J1GP0C

Module: Integrated Client

Breadcrumb: IM | Actions Menu

Description: An issue has been corrected where the Trace Call and Disable Recording actions were present for non-voice interaction type of email. The options have been removed.

New IM – Help Links   12-1IY3OMI

Module: Integrated Client - Help

Description: Link issues with the new Interaction Manager Help have been corrected. The help will now display properly.

Master DB – Agent Login   12-1FGWS-11930 / 12-1KMBKMF

Module: Database Service <

Description: There was an outstanding issue where the agent could not login when the Master DB is down. Changes were made to both client applications to allow login when the Master DB is down.

New IM – Restrict LD Calling (Not a Bug)   12-1JA4EOD

Description: New IM – "Restrict long distance dialing" from AM was reported as not working with country code 1.

NOTE: This was previously reported as a known issue. This has been determined not to be a bug and is working properly.

Supervision Manager

Integrated Application – 'cca' URL   12-1KF0V63

Module: SM | IM

Description: The configuration of the 'cca' URL is more flexible in 8.1.1. The name can be changed to be more descriptive of the environment/product offering and is not case sensitive. See the installation section of the release notes for specific details.

Integrated Application – Memory Leak   12-1FGWS-13834

Module: Integrated Client

Description: A memory leak associated with the Integrated client using Webservices was caused by issues within the Axis library. CCA was upgraded to Axis 2, resolving the memory leak for the Integrated clients (Interaction Manager and Supervision Manager).

Partitions - Predictive Projects   12-1IYN1K6

Module: Supervision Manager

Description: An issue has been corrected where the Predictive Projects Views were not partitioned and were being displayed for other partitions inappropriately. This has been corrected and will now display only for the appropriate partition.

Log4j timestamp - SM or IM Applet Console   12-1FGWS-13683

Module: Integrated Clients

Description: An issue with the log4j timestamp not showing within the SM/IM applet console has been corrected. The timestamp will now be included.

Other Workgroups Viewed   12-1JKM1NF

Module: Supervision Manager

Description: The Interactions View of the Supervision Manager was showing interactions from other workgroups where no agents had been assigned to the Supervisor. A filter issue was corrected and appropriate interactions are now presented.

SM Report Navigator - Localized   12-1FGWS-12275

Module: Integrated Client.

Description: The Report Navigator on the SM sidebar has been enhanced to use resource bundles making it ready for localization.

Outbound Control Tab   12-1JFTX0T

Description: Outbound tab was missing on the new client if logging into new SM with other languages than English (US, GB). This has been corrected and the Outbound Control tab is available for all languages.

Historical Reporting

From Version 7.1.8 SP2 to Version 8.1.1

Admin Audit and Security Audit reports - Permission Tab   12-1JRF1R5

Module: Administration Manager

Breadcrumb: AM | Advanced Reports – Admin Audit/Security Audit

Description: The Admin Audit and Security Audit Reports are available for NetAdmin permission only. The Permissions tab was inappropriate and was removed.

Security Audit - "Forced Logout by Supervisor"   12-1JNEE28

Module: Administration Manager

Breadcrumb: AM | Advanced Reports – Security Audit

Description: An issue with the entry of "Forced Logout by Supervisor" for the Security Audit Report has been corrected. This event will now be reported correctly in the report.

Security Audit report. - "Duplicate Login"   12-1JNEE1J

Module: Administration Manager

Breadcrumb: AM | Advanced Reports – Security Audit

Description: An issue has been corrected where "Duplicate Login" was not being recorded in the Security Audit report. It will report correctly now.

From Version 7.1.7 SP5 to Version 8.1.1

Advanced Reports - Name Change Issue   12-1FGWS-11959

Module: Reporting

Breadcrumb: AM | Advanced Reports | User Login/Logout Report

Description: Previously, if the name of certain advanced reports were changed, the defined source data for the report (workgroups/supervisor) would be removed after the change. Now, editing the report name will retain all defined values for that report. Reports affected were: User Login/Logout, Daily User Performance and User Hourly Average.

Daily Project Performance – Filter Display   12-1JJLW9L

Module: Administration Manager

Breadcrumb: AM | Advanced Reports | Daily Project Performance

Description: An issue has been corrected with the Daily Project Performance report with the view of selected projects. The problem was that report always saved in the DB the projects from content tab without checking if the specific filter was selected. When access later, it never showed the projects. This has been corrected.

Login/Logout Report - Supervisor/Workgroup View   12-1JTX5KJ

Module: Administration Manager

Breadcrumb: AM | Advanced Reports – Login/Logout Report

Description: An issue has been corrected where the data for the Login/Logout report displayed no data for the Supervisor or Workgroup views. When creating / editing the report, the parameter value was not being saved in the database. This has been corrected and the report is displayed properly.

User Hourly Average Report: Data in other partitions   12-1FGWS-13807

Module: Administration Manager

Breadcrumb: AM | Advanced Reports – User Hourly Average Report

Description: Previously, the report showed data from other partitions within the report. The report query has been corrected to add partitions for this report. The report will display data correctly now by partition.

Preview Summary Report - Outcomes   12-1JRY28P/ 12-1FGWS-10824

Module: Administration Manager

Breadcrumb: AM | Reports | Predictive/Preview Reports – Preview Summary

Description: Preview Report Failed to Report Data.   When selecting outcomes, an incorrect type was being passed (9 rather than 30007). This was corrected. New interactions will now be correct and reportable.

Predictive Detail Report - Answer w/Outcome   12-1FGWS-12538

Module: Administration Manager

Breadcrumb: AM | Reports | Predictive/Preview Reports – Predictive Detail Report

Description: An issue has been corrected with the Predictive Detail Report for Answer with Outcomes. Even with valid records, "No records found" was returned. This issue was found within the interaction type for IC and corrected. The report will now execute properly for newly generated interactions. Display 'no records found' in Predictive Detailed report when choosing Answer with outcome.

Behavior Changes

Schedule Changes – Behavior Change   12-1JVLX4H

Module: Administration Manager

Description: Projects will not be listed in the schedule if the DNIS is set to *none*. This situation can occur when a schedule kicks in and is routing traffic to another project. Check if the DNIS has been swapped by going into Options | Projects| Phone tab. You'll see that the original project will have value "none" for phone number field drop-down list. The other project will have the number which has been defined in the schedule.

Partition Billing – Behavior Change   12-1KC6ZKR

Module: Integrated Client

Description: An issue has been corrected where with the Integrated Client, the interactions are billed to the billing project selected in Configuration dialog instead of partition's default billing project. A change was made to bill to the partition's default billing project.

Known Issues

This section captures general and specific known issues with the Contact Center Anywhere 8.1.1 release.

General

StatServer Memory Leak   12-1JHFF47

Description: There is a memory leak associated with backup StatsServer which degrades performance. Periodically start/restart of the backup Stats Server during non-prime times is recommended to avoid performance issues. Targeted for resolution with next release.

G729 – Agent Voicemail

Description: G.729 Voicemail recordings will not work from the agent's voicemail inbox. The recordings are not in the proper format to replay. This is a limitation of the G729 feature implemented; further development of G729 protocol will incorporate this functionality.

Firefox   12-1FGWS-13432

Description: CCA prompts to user to download the appropriate JVM version to support the version being installed. Firefox has a known conflict with Java webstart and supporting the automatic downloading of the JVM. Firefox users must manually Download and install the JVM (version 1.5.10). New Clients are fully supported.

NOTE: The new Integrated Client (Interaction Manager/Supervision Manager) is fully supported. Administration Manager users should continue to use Internet Explorer.

Predictive – Answering Machine Leave Message (Patch Available)   12-1K2IRKV

Description: Previously, when using predictive through a gateway, the detection of an answering machine does not wait for silence to play the outbound prompt, but rather waited a hard coded 2 minutes and then played the outgoing prompt. In this situation, either the answering machine timed out or when the party reviewed their messages, the long delay would indicate no message was recorded and they would delete before hearing the message. The time is set to 12 seconds as most home answering machine messages are this length.

Patch Available: This issue has been corrected and a patch is available.

TIPT Failover to Secondary Server – Timeout (Patch Available)   12-1KM9MXJ

Module: TWSipManager

Description: Previously, failover to TIPT secondary server if the primary is down was taking over 30 seconds. A change was made to the Radvision code to reduce the transmission timeout to 6 seconds instead of 30 seconds. The ISDN standard is 5 seconds.

Patch Available: A patch is available for v8.1.1. Please contact Support should you wish to implement this patch.

ACD Voicemail (Patch Available)   12-1JFQQEI

Module: CallCenterVoip (Solaris)

Description: An issue exists where agents that are configured to answer voicemails over the phone are not receiving the playback, although the logs indicate that the message is playing.

Patch Available: This issue has been corrected and a patch is available for v8.1.1.

P-Asserted Identified Field (Patch Available)   12-1K94KQQ

Module: libTWSipManager.so

Description: An issues exists where the P-Asserted Identity is in the SIP header which causes all outbound calls to fail.
Patch Available: This issue has been fixed and there is a patch available for v8.1.1

Administration Manager

Peak Interactions/System Peak Interactions Reports

Description: Peak Interaction and System Peak Interaction reports display incorrect results for Peak Calls, Peak Chats fields within a partitioned system.

Supervision Manager

Graphic Reporting   12-

Description: Graphics do not appear in reports when viewing in the Supervision Manager. This affects the Outcome Statistics report. Solaris & Linux environments only.

Interaction Manager

Browser Based IM: Bug Fixing

Description: The browser-based Interaction Manager is still maintained in 8.1.1 to support existing implementations and support the transition of users to the new Integrated Client.   Critical bug fixing will continue but new features and enhancements, beginning with 8.1.0, will be targeted to the new Interaction Manager as a general rule.

New IM – Warm Transfer

Description: The Warm Transfer feature uses a conference on the initiating agent to setup the connection. Any operation that causes a second conference (i.e. Warm Transfer after a conference is setup, a second warm transfer, etc.) can cause a variety of issues (ghost interactions, callers are still talking after leaving, etc.).

Workaround: If a user already has a conference established (through conference or warm transfer) then, warm transfer should be avoided.   User logout/login will clear the screen of interactions.

New IM – Company Directory, Transfer Window …

Description: For Company Directory, transfer window and other IM/SM features, the user will need to logout and back in for changes to be displayed. For company directory, transfer window and other IM/SM features, the user will need to logout and back in for changes to be displayed.

Chat Transfers   12-1KT9U9B

Description: Customer Chat messages sent while the chat is being transferred and an agent has not accepted are not captured in the Chat window or Transcript**.**

Workaround: Customer needs to copy and resend anything sent during this time.

Chat - On-Break Agents   12-1KSS1F4

Description: An issue is outstanding that where if all agents in a chat workgroup are on-break, this condition is treated as no agents logged on in the workgroup and sends back a "Service not Available - Temporarily" message to the chat requestor.

Partitions

Supervisor Views - Partitions

Description: User Hourly Average, User Status Duration, User Login/Logout, and Daily User Performance Reports are returning incorrect data for users who logged into multiple partitions.

Company Directory/Transfer

Description: The Company Directory/Transfer Window should show the users who are part of the user's login partition. The status should reflect the status of the user in relation to the user's login partition. CCA currently shows the user's CCA status independent of the user's login partition to whoever is viewing the Company Directory or Transfer Window.

After working for a while, the Company Directory starts showing agents from many partitions even though the agent does not belongs to any of them.   This problem happens on the browser-based Interaction Manager and the New Interaction Manager.   This problem happens for agents who share a common partition but are logged into other different partitions.

Supervisor Monitoring

Description: Supervisors can view, monitor and listen to calls of agents who are logged into other Partitions.   This problem occurs when one Webserver is stopped and the agent logs out and back into another partition, the agent logs in to another partition after a network failure, or when the agent logs in to another partition when the IMServer is down and the Supervisor is Offline.

Workaround: Stopping/Starting the IMServer should force off all new client users (Agents and Supervisors) in 8.1.1.

Compatibility (Known Issues)

SQL Server

Description: CCA supports SQL Server and Oracle implementations.   SQL Server 2005 is supported for new installations only. Validation for upgrades is currently underway.   To satisfy a need for replication, the workaround for upgrades is to use Oracle 9i or 10g.

CCA Localization/Languages

Description: CCA 8.1.1 fully supports English. Other languages are partially completed (Spanish, French).   Full support is planned for 8.1.2 for the standard set of CCA languages.

Vista Client

Description: CCA can be deployed for user desktops running Vista.   Our testing found that some Vista PCs are being pre-installed with java 1.6. CCA 8.1.1 is not compatible with java 1.6. Our recommendation is to request PCs configured with 1.5_10.

CCA 8.1.1 on Vista runs on 1.5_10 but the download of the java version is not automatic (verified). Sun has corrected this issue in 1.5_11 and recommends this version for Vista systems (non-verified).

Installation Changes

TAW web.xml Changes

The following are the changes necessary to support 8.1.1. The launch string for the new client applications is more flexible. Some additional installation steps are required if you need the integrator or agent simulator. The changes below are in addition to what is described in the 8.1.0 Release Notes.

A full sample web.xml is included with the build. This section highlights the changes necessary to support 8.1.1.

CCA web.xml Changes

The web.xml for CCA was restructured for the new clients and the Webservices in 8.1.1.   Take the web.xml in the build (cca.war) and edit it as needed.

The default launch URL is **http://hostname/cca**.

Note: The URL string can be changed with 8.1.1.   Previously, the launch string was case sensitive and fixed to be as shown. Now, the launch URL can be changed.

WebLogic and Axis2

WebLogic (version 8) ships with JARs that conflict with JARs present in Axis2. Therefore, you must insure that JARs packaged in the Axis2 WAR are picked up from WEB-INF/lib. Setting the <prefer-web-inf-classes> element to true will force WebLogic's classloader to load classes located in the WEB-INF directory of a Web application in preference to application or system classes.

For CCA weblogic configurations, create the following file with the content shown below..

   ....\cca\WEB-INF\weblogic.xml

weblogic.xml contents

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE weblogic-web-app PUBLIC "-//BEA Systems, Inc.//DTD Web Application 8.1//EN"
    "http://www.bea.com/servers/wls810/dtd/weblogic810-web-jar.dtd">
<weblogic-web-app>
 <container-descriptor>
   <prefer-web-inf-classes>true</prefer-web-inf-classes>
 </container-descriptor>
</weblogic-web-app>
```

For more information, see the following link:

   http://ws.apache.org/axis2/1_2/app_server.html

Integration .jnlp Changes

As a result of the URL change, the connector requires a change in the .jnlp file to be able to launch. Without this change, these application will not launch successfully.

…….\webapps\integration

Edit the launch_connector.jnlp file and change the following line to match your configuration.   Replace "localhost" with your own hostname or address.

<property name="taw.cca.server.url" value="http://**localhost**/cca"/>

Migration/Upgrade

Depending on your configuration and the version that you are migrating from, your migration may be more complex.   Oracle Professional Services is ready to assist you as needed.

Customers upgrading from 7.1.8 SP2, 7.1.7 SP3 –SP6, 7.2 or 8.1.0 may migrate up to 8.1.1.   CCA provides a simple upgrade path requiring no supplemental steps for data conversion.   If any special steps are required, they are identified here.

DNIS Libraries.   DNIS numbers are converted into DNIS Libraries in 8.1.1. Wherever a DNIS number was used in a previous release, it was converted to a DNIS Library.   This includes all uses of DNIS numbers: Project Phone DNIS, Agent DID, etc.

Partitions. Partitions migrate as DISABLED for all releases except 7.2, retaining the same behavior as before for these customers.

When you upgrade and run the database scripts, the 'systempackage' table is rebuilt.   This has the effect of turning off the partition option and/or default setting defined.   The partition option in the template will not be available.

You may need to re-enable partitions by toggling the field in the database as mentioned in the Installation Section (for enabling Partitions).

3rd Party Integration - Chat Extension Languages - When you upgrade to a new version and have implemented the 3rd Party Integration - Chat Extensions, you may need to recopy the new language resource bundles that were added via patch. This will be true until the files are available via the build. The database patch does not need to be rerun.

Email Migration from 7.2 to 8.1 – Make sure that all email errors are resolved prior to upgrade as they will not be able to be corrected after the migration.

Vista - Some PC configurations with Vista have the 1.6 version of the JVM installed.   CCA is not yet compatible with 1.6.   Java 1.6 can be removed and 1.5_10 can be installed and Vista operates correctly with CCA.

SNMP Alarming

The CCA Alarming capability using SNMP was significantly enhanced with 8.1.1.   A number of new alarm types were introduced.   The new MIB is available with the build may need to be loaded into your SNMP manager for browsing

SNMP Traps from CCA.   The MIB can be found in the CCA bin directory (**taw.mib**). A new SNMP Guide will be available on SupportWeb shortly for v8.1.1.

Dual Database Read

The Dual Database feature of CCA allows for the identification of primary and secondary database connections. It provides for distribution of the database load in an installation where there are two data centers supporting CCA, while allowing fail over of the database connection in the event that there is disruption in the connection between application servers and the database, or between the two database servers themselves.

The CCA 7.1.8 implementation of dual Database supported concurrent writes to both databases for interaction data and statistics, where logging of incomplete or failed changes to each database was captured separately. Database reads would obtain data from either database, with the preference being the one identified as primary.

In CCA 8.1.1 the application will write to only one of either database connection, and the propagation of changes to the other database is handled by standard Oracle replication. This change was made to achieve greater performance in the copy function, as well as reducing memory requirements and manual correction steps in the event of database connection loss.

Database Replication configuration is outside the scope of this document. All testing and configurations have only been completed using Oracle database.   The following changes below are required to implement Dual Database in CCA.

Web.xml Changes

The following tags should changes be added to the TAW web.xml for the secondary database configuration and edited to match the configuration.

```
- <!--
      <context-param id="ContextParam_26">
         <param-name>secondarydatabaseDatasource</param-name>
         <param-value>admincc88b15k</param-value>
      </context-param>
      <context-param id="ContextParam_27">
         <param-name>secondarydatabaseUser</param-name>
         <param-value>admincc88b15k/param-value>
      </context-param>
      <context-param id="ContextParam_28">
         <param-name>secondarydatabasePassword</param-name>
         <param-value>admincc88b15k</param-value>
      </context-param>
      <context-param id="ContextParam_29">
         <param-name>secondarydatabaseSchema</param-name>
         <param-value>ADMINCC88B15K</param-value>
      </context-param>
-->
  ...
```

Network Manager Changes

Similarly, the Network Manager should be used to configure the secondary database.

More information can be found on Supportweb. See the White Paper on CCA Dual Database Support
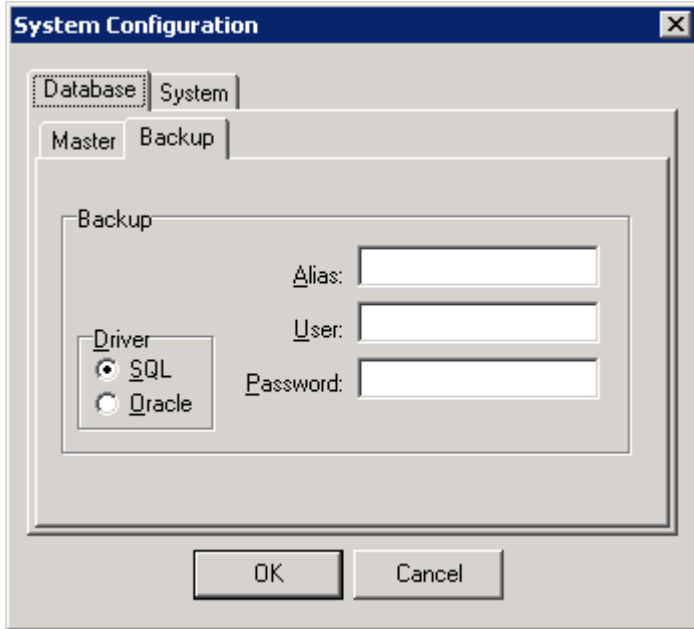
Custom Client Applications

Some Customers have Custom Client Applications that are primarily CCA but with small custom changes.   These versions are enabled through the execution of the following DB patch, the Custom war files (Client Applications), and an optional change to the '.jnlp file' For Distributors who have these versions, edit and run the upgrade patch with the change noted below, install your version of the war files, and validate the package configuration to create your special versions.

1) Enable the Database

rem %1 <The database server name>
rem %2 <The admin users - Normally sa>
rem %3 <The password for the admin user>
rem %4 <The database name>
rem %5 <taw username>
rem %6 <taw password>
rem %7 <Database Port Number>   sql server default use 1433
rem %8 <flag isUpgrade>
rem %9 <buildtype>   <Insert appropriate build type>

echo off

java -jar DatabasePopulation.jar -hostname=engenvsql01 -username=pm81 -password=pm81 -languageOption=1 -databasePortNumber=1433 -databaseName=pm81 -saUsername=sa -saPassword=darkstar -isUpgrade=true -**buildType=1**

echo on

2) Copy and deploy custom War File

If you are a customer that uses a custom war file, copy and deploy the war file as normal.

SQL Server 2005 (12-1K5KAF5)

Note: When creating your SQL Server 2005 username and password, you must create them in upper case. Otherwise, you will get an error when attempting to login to the Network Manager.

SQL Server 2005 (Driver Upgrade)

Weblogic configurations may require a Driver upgrade to support SQL Server 2005.

The SQL Server 2005 JDBC Driver is available to all SQL Server users at no additional charge, and provides access to SQL Server 2000 and SQL Server 2005 from any Java application, application server, or Java-enabled applet. This driver is a Type 4 JDBC driver that provides database connectivity through the standard JDBC application program interfaces (APIs) available in J2EE (Java2 Enterprise Edition). We tested using version 1.1.1501.101.

For more information, please see the following link:
http://www.microsoft.com/downloads/details.aspx?FamilyID=6d483869-816a-44cb-9787-a866235efc7c&DisplayLang=en

Siebel CTI Tool bar Integration - Webserver impact

At 8.1.1 release, CCA 8.1.1 uses Axis2 data bindings. Siebel integration is using Webmethods Glue data bindings. These binding solutions cannot run on the same host machine. This creates a situation where a webserver would need to be allocated for 'cca' (Axis 2) to support the supervisors. The other webservers would support the Siebel application needs. This situation will be resolved by Siebel v8.1.

Siebel Chat Integration

Release 8.1.1 includes the Chat Integration feature with Oracle's Siebel Application suite. To simplify the integration with Siebel, the parameter extension library that defines the integration can be automatically populated into the CCA system for use. Edit the db patch script as follows and execute.

```
rem %1 <The database server name>
rem %2 <The admin users - Normally sa>
rem %3 <The password for the admin user>
rem %4 <The database name>
rem %5 <taw username>
rem %6 <taw password>
rem %7 <Database Port Number>      sql server default use 1433
rem %8 <flag isUpgrade>
rem %9 <buildtype>                 1=Siebel Chat Extensions

echo off

java -jar DatabasePopulation.jar -hostname=engenvsql01 -username=pm81 -password=pm81 -languageOption=1 -databasePortNumber=1433 -databaseName=pm81 -saUsername=sa -saPassword=darkstar -isUpgrade=true -buildType=1
echo on
```
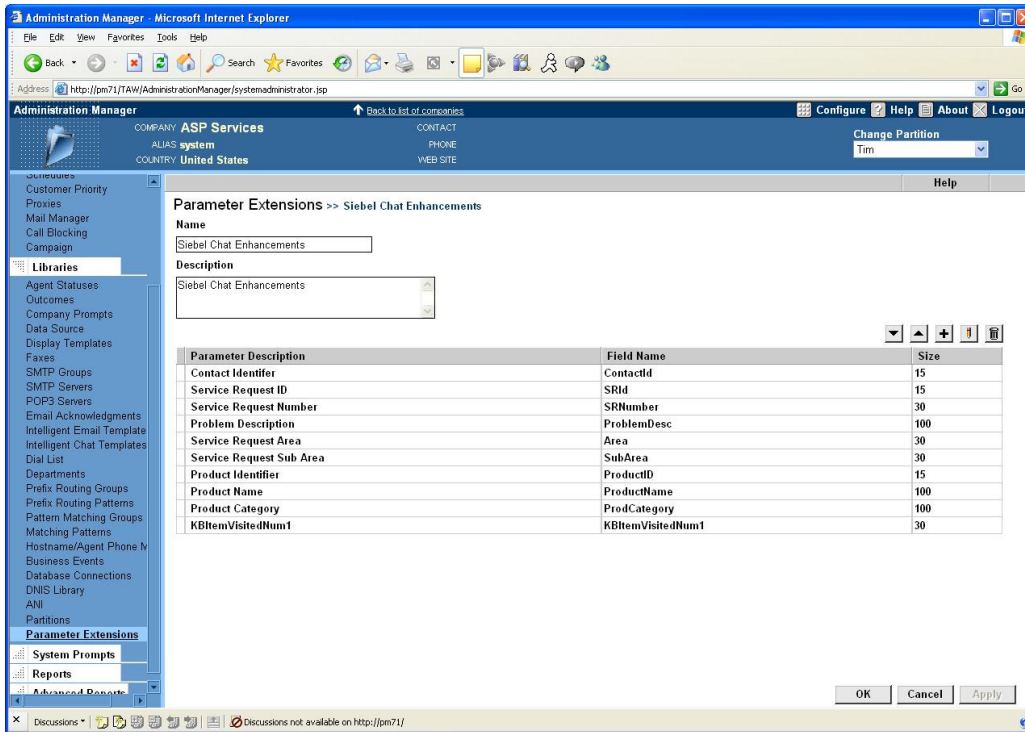
Siebel Parameter Extensions

Running the scripts pre-populates the parameter extension library to support Siebel Chat. Use the Admin to see the full library. A sample is show below:

Language Expansion

CCA has the capability to support multiple languages. Simplistically, this means that GUIs (i.e. Resource Bundles) and Prompts (.wav files) are available in these languages. CCA supports 6 languages in the standard product offering (English – United States, English - Great Britain, Spanish - Latin American, French - France and French – Canada. A user can select one of these languages for their GUI interface at login (requires special .gif file). System prompts and IVR menus can operate in one of these languages also. As of 8.1.1, French and French Canadian Resource Bundles are being finalized.

8.1.1 Introduces additional integration Siebel and CCA in the form of Chat. Siebel Applications support up to 35 languages.   Siebel Chat language expansion focuses on the agent chat page.   User Choice at Login, other portions of the GUIs, and prompts are not included.

CCA 8.1.1 can be extended, through a patch, to support additional languages for Siebel Chat Integration. Two steps are required.

1. Expand the LocaleLanguages table to support the necessary languages.
2. Copy the Siebel Chat Resource Bundles, for all the desired languages, to the correct folder on the webserver(s).

LocaleLanguages

This table is used by CCA to indicate what languages are supported by CCA.   Normally this table would show the standard 6 languages available in the product. However, CCA allows this table to be extended to support additional languages through a database patch.

The usage column is critical for this feature.   A value of 0 indicates that this language is Siebel Chat Integration Only.

A patch is available (Siebel Chat Integration) that will modify this table to add the Siebel Supported Languages. This patch makes CCA available for the extended languages.

Resource Bundles
The Siebel Chat resource bundles for the new languages are available in the patch also (*Siebel Chat Resource Bundles*) and must be dropped into the following directory on all webservers. Basically 1 file per every new language is provided.

…..\TAW\WEB-INF\classes

SIP Re-Invite Feature – Table Change

The new SIP Re-Invite feature optimizes CallCenter channel usage for soft-switch configurations.   To implement this feature for the system, edit the **systemconfiguration table.**   Change the **usereinvite** column to 1.

Open Source

Solaris Configurations – CCA's ACD executable requires **libstdc++.so.2.10.0.** After upgrading or installing 8.1.1, you must acquire a copy of this library and copy it into the 'cca' lib directory before propagating onto CCA resource servers. You can copy this file from your previous configuration or acquire it from a reliable source.

As a workaround, download and install the gnu compiler **gcc 2.95.x. This compiler version includes libstdc++.so.2.10.0**. Set the environment variable LD_LIBRARY_PATH to point to the directory where libstdc++.so.2.10.0 is installed.

http://gcc.gnu.org/gcc-2.95/ (link to FTP and generic description)
ftp://ftp.gnu.org/pub/gnu/gcc/ (link directly to all available 'gcc' download location)

Support Changes

Upgrades

When you upgrade and run the database scripts, the 'systempackage' table is rebuilt.   This has the effect of turning off the partition option and/or default setting defined.   The partition option in the template will not be available.

You may need to re-enable partitions by toggling the field in the database as mentioned in the Installation Section (for enabling Partitions).

Netadmin Account Locked

Security features added with v8.1.1 may affect the NetAdmin user.   The NetAdmin account may be locked because the number of allowed failed login attempts was exceeded (ie. hack attack). When this happens you can reset the "**numberoflogin**" to 0 in the **users** table via a database change.

Resin (Version Upgrade)

Some users may be using Resin for custom development activities. Resin should be upgraded to version 3.0.23 to be compatible with the axis2 changes.

Siebel / Chat Integration

When you upgrade to a new version and have implemented the Siebel Chat Extensions, you may need to recopy the new language resource bundles that were added via patch. This will be true until the files are available via the build. The database patch does not need to be rerun.

TechPubs Document Library

The following Documentation is available with the release of 8.1 and is available via SupportWeb.

http://supportweb.siebel.com

Contact Center Anywhere Release Documentation, Version 8.1, September 2007

Contact Center Anywhere Release Notes v8.1.1
Contact Center Anywhere Administration Manager Guide
Contact Center Anywhere Supervision Manager Guide
Contact Center Anywhere Interaction Manager Guide
Contact Center Anywhere Interaction Manager Guide (Legacy Client)
Contact Center Anywhere Reports Guide
Contact Center Anywhere Installation Guide
Contact Center Anywhere Upgrade Guide ***NEW***

Coming Soon ….

Contact Center Anywhere SNMP Guide, v8.1.1
Contact Center Anywhere Network Manager Guide, v8.1.1
Contact Center Anywhere Data Dictionary, v8.1.1