Contact Center Anywhere

Release Notes

Version 8.1.2

July 2008

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Contents

Overview

Oracle's Contact Center Anywhere 8.1.2 release represents continued evolution of the 8.1 product stream. Contact Center Anywhere version 8.1.2 release's primary content is targeted to the Multi-Tenant environment however many of the features are suited well to the Enterprise operation as well.

The CCA 8.1.2 Release Notes provide the latest content additions for this release only. Specially, this document describes the delta of Features, Issues Fixed, Behavior Changes, Installation Notes and Documentation between CCA version 8.1.1 and version 8.1.2 releases only.   Previous Release documentation is required to gain an understanding of the CCA version 8.1 product stream.

Additional high level and detailed information is available from Oracle at http://www.oracle.com/technology/documentation/siebelcca.html. Please consult this site for the full complement of information material available with Contact Center Anywhere version 8.1.2.

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 and small features, maintenance builds, and patch inclusions.

Compatibility

The section defines compatibility for Contact Center Anywhere Release 8.1.2.

Application Area	Windows 2000 SP4	Windows 2003 SP1	Solaris 5.9 and 5.10	Red Hat LINUX ES4	Unbreakable LINUX 4
Session Servers and Java					
Oracle Application Server 10g Release 3 (10.1.3.1)	---	Yes	Yes	Yes	Yes
BEA Weblogic 8.1 & 10	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 (Server) 1.5.0 Update 10	Yes	Yes	Yes	Yes	Yes
Java Runtime Environment (Client) 1.5_5 , 1.5_10 and **1.6** (Configurable)	Yes	Yes	Yes	Yes	Yes
SMSC Gateway - JRE 1.5	Yes	Yes	Yes	Yes	Yes
Databases					
SQL Server 2005	Yes	Yes	---	---	---
SQL Server 2000 SP4	No	Yes	---	---	---
Oracle 9i		Yes (1)	Yes (1)	---	---
Oracle 10g		Yes (1)	Yes (1)	Yes (1)	Yes (1)
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 3rd Party Software	Version	Comments
RealOne Player	Build 6.0.10.505	
Microsoft Media Player 9.0	9.0~	
Microsoft Sound Recorder 5.0	5.0	
Norton v7.60.926 (Server/Enterprise)	v7.60.926	Server/Enterprise
Adobe v7	v7	**Required** to view Advanced Reports
Lame (V3.97)	V3.97	Required for MP3 conversion. Must now be supplied by customer.

Browsers	**Windows XP**	**Vista 1.5.0_10**			
Internet Explorer Version 6 and Version 7	Yes	Yes			
Firefox Vers.2.0.0.1	Yes (2)	Yes (2)			

NOTES: (1) Oracle 9i, 10g supported with JServer V 9.0.2
          (2) Firefox: To enable Firefox, follow the directions on this site: http://mindprod.com/jgloss/installingjaws.html
          (3) If using the Siebel Chat Integration with Parameter Extensions, Weblogic must be upgraded to Version 10
          (4) Resin may be used for custom development activities. Resin should be upgraded to version 3.0.23 to be compatible with the Axis2 changes.

(5) According to BEA, JDBC Drivers for MSSQL 2005 are only supported in 8.1 SP6 and higher (source: BEA).

(5) Contact Center Anywhere Resources run on 32-bit Operating Systems. 64-bit is not supported at this time.

(7) CCA requires a standard ODBC/JDBC connection to the Database.   Database Servers can utilize the full range of hardware / software configurations supported by the Database Vendors , Oracle or Microsoft, including 64-bit, clustering, etc.). For Oracle, see the following link.
http://www.oracle.com/technology/software/products/database/index.html
Known Database Drivers: *Oracle's Driver (Thin) Versions:81.7,9.0.1,9.2.0* (TMA) & OJDBC14.jar

(8) Database replication requires Oracle 10.2 Streams or a later release. The 10.2 release is a minimum version since it provides the full support for replication of LOB data types, of which we have several instances in our schema. Oracle 9.i is not suitable for replication.

Release Summary

8.1.2 Feature Set

NetAdmin Menu – Creation of a new menu for the former "Go to..." operations and new NetAdmin level views and reports.

Data Retention – Utilities to manage online retention of statistical data, recordings and transcripts on the system. Auto-Archive of recordings to a remote site is configured by tenant. FTP Enhancements for the recording archive.

Supervisor Panel Templates – Ability to create SM Panel templates for publication throughout company. Comprehensive default panel templates provided.

Configuration Baseline – Utility to export a baseline of the company configuration to an XML file.

SMS Inbound Media Type – Addition of SMS for inbound ACD media type.

Real Time Tenant Summary View – Summary view per tenant of current system activity.

Tenant Use Report – Tenant and system wide report for resource usage.

New Report Output Formats – New report output formats of HTML, XLS, CSV in addition to PDF.

Gateway Alarming – SNMP traps for General and user specified gateway alarms.

Phone Login Actions – Ability for DTMF actions during phone only login operation.

Calling Options Display – Calling options that are not configured for the company will not display in the IM Dialer interface.

Regionalization – Country and Language – Creation of Country and language libraries for Internal and External facing country and language selections.

DB Replication – DB Schema changes have been made to support DB Replication.

Non-Mandatory Agent Email Address – Email address will not be a mandatory field for the agent configuration.

Company Directory – Pagination control added for directory and transfers.

Disable User Login – Now available for SysAdmin permission.

CCA WebServer Bindings – Now supports both Axis2 and Glue Bindings on same host, eliminating the need for multiple web servers.

Recording without Contact – Now, an interaction can be recorded without assigning a contact.

French/Spanish – New Translations for the GUI are presented with this release. Spanish will be a universal translation. French will have two translations: French Canadian and European French.

JRE Version Selection – The JRE version is selectable from the configured versions for the company and/or agent.

Siebel Chat Channel – Extension of the CCA/Siebel CRM Integration with addition of Chat Channel support.

Behavior Changes

Agent Interaction Report – Offline Interaction Reporting

Web Chat Page – System Alias Removed

Company Name Field Increase

Contact Fields – Special characters handling

Campaign Workgroup Callback Step - Announcement

English – AU State/Region Instead of County

Play Icon – Company Prompts Removed

SIP Redirect – Use all payload types

Company Alias/Username – Case Authentication

G729 VAD Configuration

Features

NetAdmin Menu

Module: Administration Manager

Breadcrumb: AM | NetAdmin Menu

Description: Previously, the NetAdmin functions were provided in the "Go to …" menu of the Companies Listing page, or within the tenant configuration for the Administration Manager. To consolidate and streamline these utilities, the NetAdmin Menu is now presented upon login to the Administration Manager in a Multi-Tenant configuration. The NetAdmin menu includes the utilities from the "Go To … " menu as well as some new features that will be described below.

This menu structure will improve the usability of the interface for the NetAdmin level user and the associated features only available for this permission type.
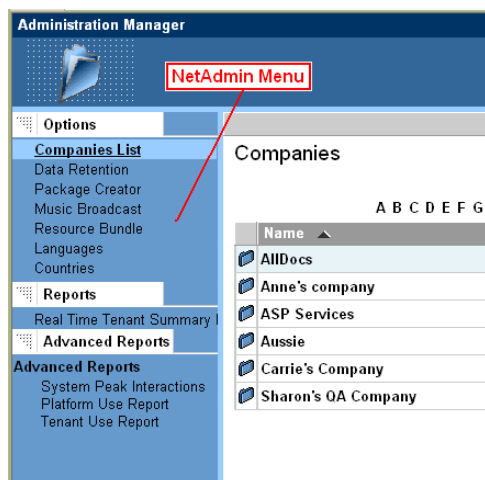
Figure – NetAdmin Menu

Data Retention

Module: Administration Manager / Database

Breadcrumb: AM | NetAdmin Menu | Data Retention
                          AM | Company Listing | Options | Data Retention

Description: The Data Retention features allows for the compression, archive and purging of statistical data, recordings and transcripts from the CCA System. Also, a provision for archive of recordings to a remote location and leaving meta-data on the system to reference the archive location is provided. The utilities for compression and deletion of data are system wide and are configurable by: Interval Statistics, Interaction Detail and Recording/Transcripts.

The Data Retention feature assist with the management and optimization of your database and storage system, keeping your system running at peak performance. In the ASP Configuration, the remote recording archive will Transfer management and storage of these key transactions to the customer's environment, thus streamlining management of the system.

Figure – NetAdmin Menu – Data Retention

Data Compression/Delete/Purge

This section will describe the provisions to compress/delete/purge for the various data in the system. These are all System Wide settings and effect all companies or tenants in the system.

Statistical Data Compression and Purge – Interval Statistics Tables

The interval statistical data (15 Minute Intervals) contained in the system is Workgroups, Projects and User centric. The reports from these tables are the Advanced Reports.

The tables affected are: workgroupstat, projectstats, userstats and interactionspeaks
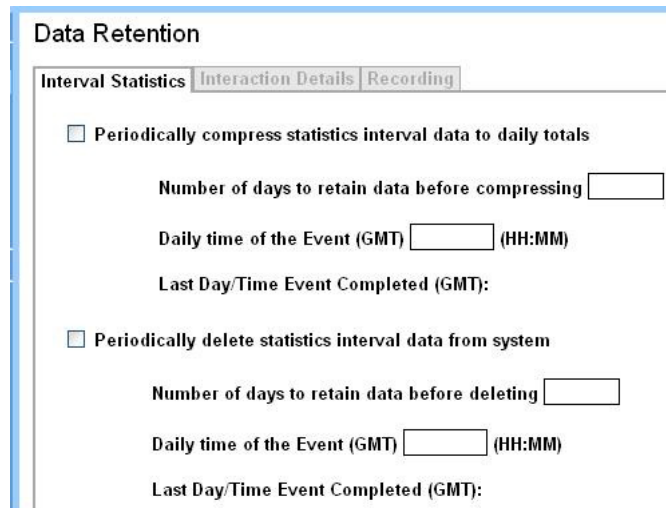
The compression utility provides a summation of the 15-Minute Data to Daily based upon retention settings provided by the user. An automatic routine, scheduled by the user, will roll-up or sum the 15-minute data after X days into daily data. These settings are system wide. The automatic compression routine will post the last successful completion of the task.

The purge or delete utility is scheduled by the user to delete the statistical data older than X days, as defined by the user. These settings are system wide: NOT per company or tenant. The automatic purge/deletion routine will post the last successful completion of the task.

Reporting of data will reflect the lowest granularity available for the date range requested. For example, if the data has been rolled up before June 1st, an interval report spanning May 1st through June 30th will report daily summations from May 1st through May 31st and 15-Minute Intervals from June 1st – 30th.

Caution: Once the purge utility has run, the data is not recoverable.

Operation: The retention and schedule of data compression time frames for the Interval Statistics Tables are scheduled system wide through the NetAdmin menu: AM | NetAdmin Menu | Data Retention – Interval Statistics Tab

Data Retention

Interval Statistics | Interaction Details | Recording

☐ Periodically compress statistics interval data to daily totals

Number of days to retain data before compressing [____]

Daily time of the Event (GMT) [____] (HH:MM)

Last Day/Time Event Completed (GMT):

☐ Periodically delete statistics interval data from system

Number of days to retain data before deleting [____]

Daily time of the Event (GMT) [____] (HH:MM)

Last Day/Time Event Completed (GMT):

Figure – NetAdmin Menu – Interval Statistics Tab

Interaction Detail Data Purge

The Interaction Detail Records include interaction history and transcripts; Contact Notes, Interaction Notes, Chat Transcripts, Email Transcripts, SMS Transcripts and FAX Transcripts.

The tables affected are: historyactions, historycontactinformation, historyoutcome, historypredictiveresults, historyautomatictemplate, historyroutingevents, historyroutingproject, historyroutingtransfer, historyroutinguser, historyroutingworkgroup, interactions, usersstatusduration, userlogin, missedcalls, predictivelogin, billing and predictiveprojectsstatistics

The purge or delete utility is scheduled by the user to delete the interaction detail records older than X days, as defined by the user. These settings are system wide – NOT per company or tenant. The automatic purge/deletion routine will post the last successful completion of the task.

Caution: Once the purge utility has run, the data is not recoverable. It is advisable to keep a time buffer within the date range configured to insure that any archive activities are completed successfully prior to deletion of Interaction Data.

Operation: The retention time frames for Interaction detailed records are scheduled system wide through the NetAdmin menu: AM | NetAdmin Menu | Data Retention – Interaction Detail Tab.

Figure – NetAdmin Menu – Interaction Detail Tab

Reporting

Interval Statistics – Workgroup, Project and User Reports (Advanced Reports Only)
For these reports, once the data has been rolled up to daily totals, the15-minute granularity in reporting will not be available.   All interval reports will present the data in the lowest common granularity for the time/date range requested.

If a report is requested for a time frame for which all or some of the data has been purged, an exception message will be returned at the time the report is executed indicating that the data is not available in total for that date range. The user will have the ability to change the reporting parameters, or continue and have the "missing" data reflected as 0's.

For the scheduled reports, the email would also carry this disclaimer, along with the report.

Recordings – Remote Location Transfer and Storage

Recording Storage

A new utility allows the remote archive of recordings. The settings for this archive are combined with the Remote Database at a tenant level. This option is enabled through the company package.

Path: AM | Options | Company – Remote Data Storage

Figure – New Company Tab – Remote Data Storage

Note: The Remote Database tab duplicates the current functionality of this feature.

The Recordings tab is where the FTP settings and login credentials are defined for the Archive or movement of recordings to the remote location. This is triggered by the deletion of the recordings on the system with the Data Retention system parameters. When recordings are deleted, if the recording archive is configured for the tenant, the recordings will be moved to the remote location.

Configuration: The Web File Transfer / External configuration will need to be configured within the Network Manager for this functionality to work properly. See Installation Notes later in this document for details.

Operation: If enabled, the recordings will be archived when the purge/delete routine for the system is executed. For example, if the system is to retain recordings for 10 days, on the 11th day, the recordings 11 days old will be moved to the remote recording archive, then deleted from the online system.

Figure – Remote Data Storage – Recordings Tab

Recording - Purge/Delete

The Quality Control and Transaction Recordings can be purged/deleted from the system. The Quality Control recordings are those initiated by the system or by the supervisor under the Quality Control feature or the Call Trace feature. The Transaction recordings are those initiated by the user during the interaction.

The purge or delete utility is scheduled by the user to delete recordings older than X days, as defined by the user. These settings are system wide, NOT per company or tenant. The automatic purge/deletion routine will post the last successful completion of the task. Each category can be retained and scheduled separately.

Note: If the Recording Archive is configured for the company, the purge utility will "MOVE" the recordings to the remote archive.

Caution: Once the purge utility has run, the recordings are not retrievable on the online system. If you are archiving your recordings and/or retaining meta-data on recordings, keep this in consideration when defining these options.

Operation: The retention time frames for recordings is scheduled system wide through the NetAdmin menu: AM | NetAdmin Menu | Data Retention – Recordings Tab.

Figure – NetAdmin Menu – Recordings Menu

Interaction History – Recordings

When the recordings are archived and/or deleted, a record within the Interaction History will be written to describe the status of the recording.

> **Recording Deleted** – When the file is deleted from the system, the following information will be logged within Interaction History:
>
> > *<Date/Tim>e – Recording has been deleted from the system.*
>
> **Recording Transferred Remotely** – When the file has been transferred to a remote location, the following information will be logged within Interaction History
>
> > *<Date/Time> – Recording has been transferred remotely as remote file name: <date/time>_<ANI or 0 if disabled>_<Interaction ID_n>_<AgentID>*

When accessing recordings that have been archived from within the IM Client through the Interaction History dialogs, a recording may be in one of the following states. The actions for each state are as follows:

Deleted not Remotely Transferred: If the file has been deleted from the system the recording text should not be underlined indicating that it is not accessible. This will alert that the recording is not available for playback.

Remotely Transferred not Deleted: Since normal access from the existing interfaces can be provided, no specific action will be taken. No behavior change.

Deleted and Remotely Transferred: If the file has transferred to a remote location and then subsequently deleted, the recording text should not be underlined indicating that it is not accessible. This will alert that the recording is not available for playback.

Figure – Interaction History – Recording Transfer and Recording Deleted

Interaction Media Search

PATH: Integrated Client | Interaction | Interaction History – Media Tab

A new dialog is available for searching of Media attachments directly without having to search within Contacts or Interaction History. The Media search capabilities will provide for search of Recordings, Email Transcripts, Chat Transcripts, and FAX Transcripts.

When the recordings and transcripts are deleted as part of the Data Retention feature, the Meta-Data required to locate these attachments at a remote site, even though the recording/transcript have been deleted within Interaction History.   The Data Retention feature to delete "meta-data" will be used to limit the media reference data kept in the system.

The Search Criteria for Media Attachments can be done in various ways:

Find Interactions – Ability to search for a media type or interaction ID.

Find Participants – Find the Originator/Destination or System User creating of the media interaction. The agent who recorded a contact, or vice versa.

Find Period – Timeframe where the media attachment occurred.

Status – Media stored Remotely or Media Removed from system.
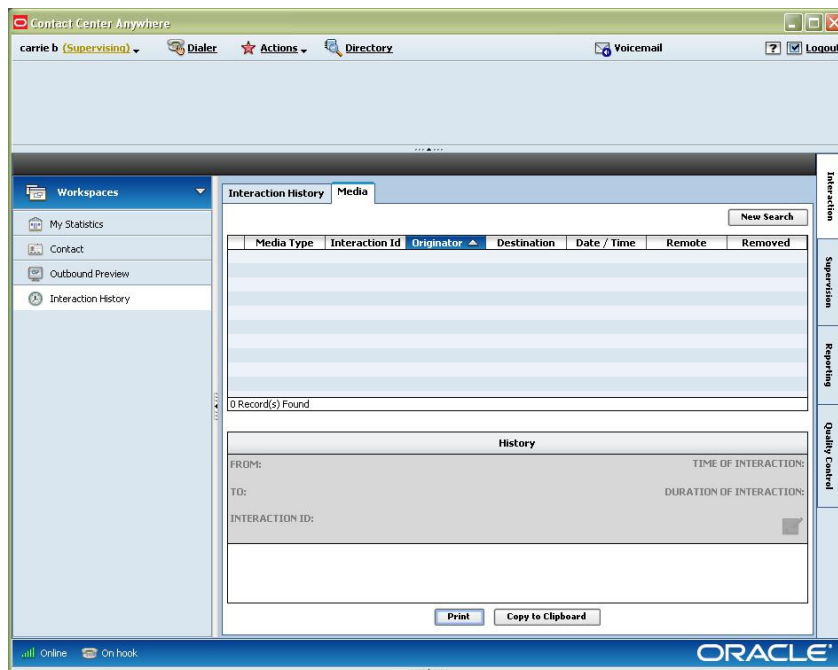
Figure – Interaction History – Media Search

Media Search Results

The same states will exist for Media search as in Interactions Search. The actions for each state are as follows:

Deleted not Remotely Transferred: If the file has been deleted from the system the date the file was deleted will be noted in the remove column. The option to listen to the recording will not be accessible.

Remotely Transferred not Deleted: Since normal access from the existing interfaces can be provided, no specific action will be taken. No behavior change.

Deleted and Remotely Transferred: If the file has been deleted and transferred to a remote location the delete date will be noted in the "Remove" column, and the date that the file was transferred remotely will be noted in the "Remote" column. A mouse over of the Remote date will indicate the file name the recording was saved remotely under. A copy filename option will be available.

Supervision Manager – Quality Control / Recordings Search

Path: SM | Quality Control – Recordings

Within the Quality Control / Recordings search, status indications have been added to describe the state/location of the recordings. Two new columns have been added to describe this status.

Remote: This column will display the date/time that the file was copied to the remote location. Mouse-Over provides the filename that was transferred. A copy filename option is available to capture this information.
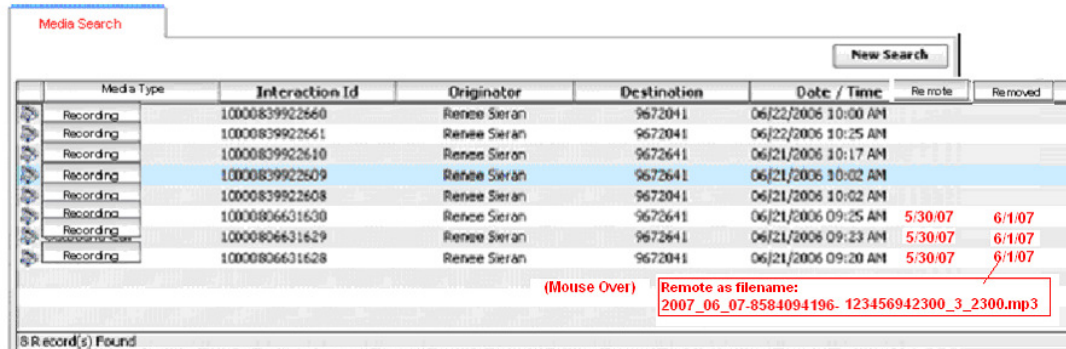
Removed: This column will display the date/time when the files were removed or purged from the system. Note: If the recording has been removed from the system, the Play icon will be disabled, as the recording will not be available for playback.

Figure – Quality Control Recording Search – Archived and/or Purged Recording

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Interaction History – Media Search GUI Example

Search results for Media Search

Figure – Media Search

The same states will exist for Media search as in Interactions Search. The actions for each state are as follows:

Deleted not Remotely Transferred: If the file has been deleted from the system the date the file was deleted will be noted in the remove column. The option to listen to the recording will not be accessible.

Remotely Transferred not Deleted: Since normal access from the existing interfaces can be provided, no specific action will be taken. No behavior change.

Regionalization – Country and Language Libraries

Module: Regionalization

Breadcrumb: (NetAdmin Menu) Country and Language

Description: New Language and country libraries are now configured to streamline the internal and external regionalization language options for the system.

Languages – The Language library provides the definition of languages for a company. The default system library contains all languages available in the system. If a subset of languages or a single language is desired for a particular company, a new library for only that language(s) is created by the NetAdmin and assigned to the company through the AM | Company –Company Configuration settings. Only the languages defined in the library will be available to the CCA applications. The order that the languages will appear for login and prompts can be configured within the language library. If only a single language is defined, the language selection option for the login page will not be shown.

Figure – NetAdmin Language Library
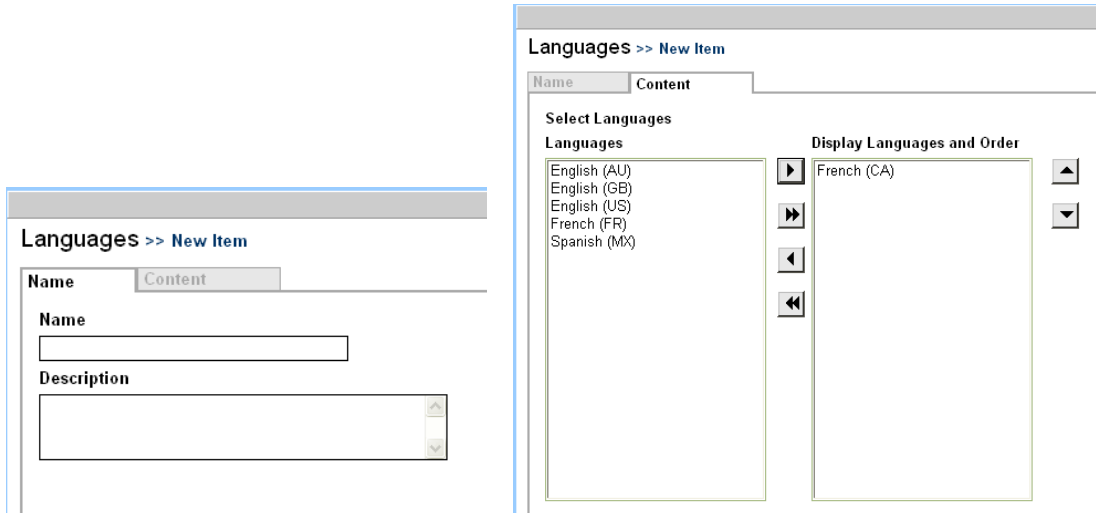
Figures – Company Language Library Definition

Countries – The Country library provides the definition of countries available for the company. The default system library contains all countries available to the system and the default order. All country code listings for dialing and Country lists for contacts and user/company configurations are affected by the assigned library for the company.

If a subset of available countries for the country codes and other options is required, a new library is defined and then assigned to the company. The order list of the countries can also be revised within the library.

Figure – NetAdmin Country Library

Figure – Company Country Library

Supervisor Panel Templates

Module: Supervision Manager

Breadcrumb: AM | Options | Agents – Controls and Restrictions
                 SM | My Panels – Drop Down Menu

Description: The Supervisor Panel Templates provide for default and pre-defined real time views/panels to be distributed company wide along with the alarming capabilities of the Supervision Manager. Publishing of Templates and assignment of a template to a user will save significant configuration time and provide a baseline that Supervisors can tailor to fit their business needs.

A comprehensive set of panels is provided within the Default System template provided. The Default System template includes all workgroups, projects and users. The supervisor will need to modify the objects for their specific responsibilities as appropriate. New panels/views can also be added. In case of inadvertent changes to the template based views, the supervisor can restore to the assigned template configuration.

Template Creation - The Admin user permission creates Panel/Views from the Supervision Manager client and publishes the template for the company.   A new drop-down menu from the "My Panels" left panel allows the ADDition of a panel, DELET(e)ion of a panel or the PUBLISH of a set of panels for a template. The template is assigned to the Supervisor users through the Administration Manager/Agent configuration.

Supervisor Alarms are also defined and carried forward with the Panel Template. It is very important to insure all alarms are configured properly and are measuring against the same KPIs for the Contact Center.

Template Assignment – Templates are then assigned to the Supervisors via the Admin through the Agent/Controls & Restrictions. The system default as well as published templates will be presented in a drop down for selection. When the supervisor logs in, the panels/views defined will all objects will be displayed. The supervisor can then configure the appropriate Workgroups, Projects and Users to the views. These changes will be saved for the user.

If the Supervisor would like to "restore" the original template, the Restore Template option in the My Panels drop down can be initiated. Again, the appropriate objects will need to be configured.
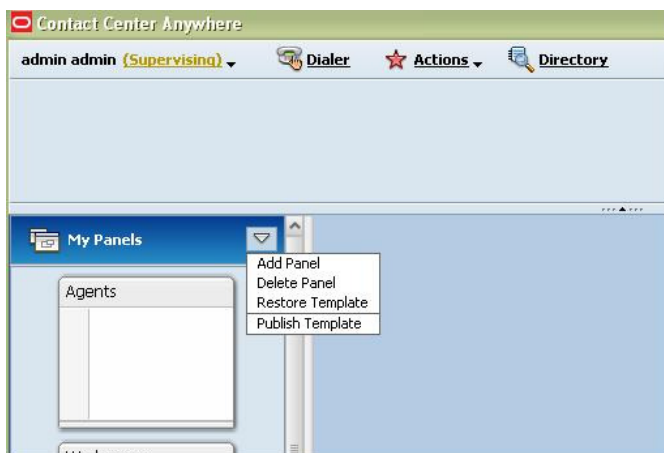
Figure – SM Panel Template Creation (Admin User Signed in as Supervisor)

Figure – SM Template Assignment

Configuration Baseline

Module: Administration Manager – Libraries

Breadcrumb: AM | Libraries | Configuration Baseline
                    AM | Advanced Reports – Configuration Baseline

Description: The Configuration Baseline feature provides for the creation of a library of benchmarked company configurations and subsequent XML output for reporting. This feature does not provide for the restoration of a configuration, only a report.

When the configuration baseline library is created, all of the Company, Project, Agent, Workgroups, and Project configuration elements are exported to an XML file with a time/date stamp. This represents a point –in-time reference. Most likely, the configuration will be base lined at cutover and when significant changes are made.

Operation:

PATH: AM | Libraries | Configuration Baseline

The "SAVE CONFIGURATION" action will produce an XML file containing the baseline of the configuration for the company. The user saves the configuration library with a date/time stamp as well as a Name/Description for clarification. While processing, the status will be pending. When the XML file has been generated, the status will change to Done.

Figure – Configuration Baseline Library

PATH: AM | Advanced Reports | Configuration Baseline

The XML output file can be viewed with the Configuration Baseline Report.   The appropriate library is selected and the XML / Tree structure is displayed to the user. The display collapsible hierarchy for the Company, Project, Workgroup & User configurations.
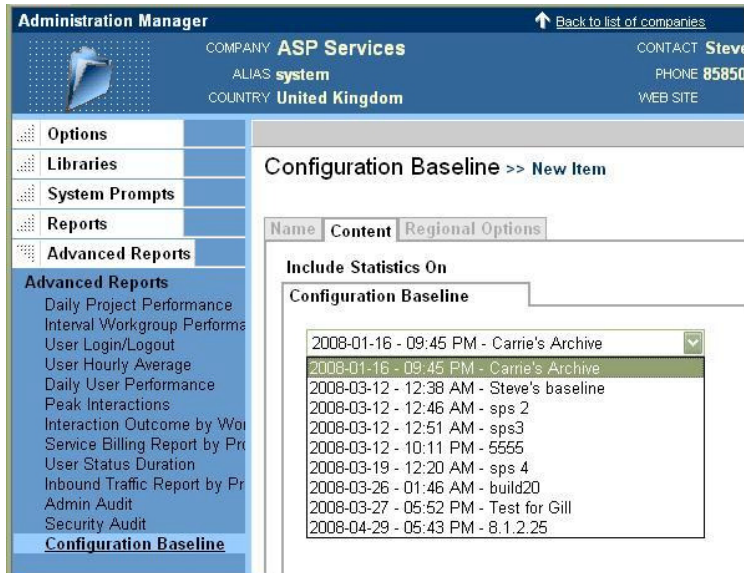
Figure – Configuration Baseline Report Creation – Selection of Library

.
Figure – Configuration Baseline Report – XML Output

SMS Inbound ACD Media Type

Module: Interaction Processing

Description: SMS (Short Message Service) or text messaging has been added to the CCA product for a new Inbound ACD Media. SMS will be available for Inbound ACD processing only for a single transaction only. Personal SMS or Outbound initiated SMS is not part of this feature. For more information regarding SMS, please reference the CCA 8.1.1 Statement of Direction available on Metalink.

NOTE: An SMS service will need to be subscribed by the customer for this feature to be available to CCA. As SMS providers have implemented the SMPP protocol with slight variations, it is highly likely that Oracle Consulting Services will need to be engaged to configure the implementation. To date, only the AustralianTelstra Network/ SMPP has been certified with CCA. Additional certifications are forthcoming and will be announced when available.

New Interaction Type:
SMS shall represent a new Inbound ACD Interaction type for the system. Although similar to chat and email, handling and reporting are separate to provide the necessary control and reporting for the system.

Interaction Handling: The SMS interaction will be received and a single reply will be delivered to the agent identical to other offline interactions. The options to Accept/Decline will be available. The agent has one minute to accept the interaction, else it will be routed to another agent and place the first agent in *NoAnswer.* The agent will accept and reply via a SMS Window, similar to Chat. The SMS designation of the outside party will be displayed at the top of the window. When the agent responds, the interaction is terminated.

There is not a concept of an SMS session to continue communication. If a second message is sent by the same party, association can be set up to the agent, however it is treated by the system as a new incoming interaction and can be directed to another agents. Agents cannot initiate a SMS internally or to an outside party.
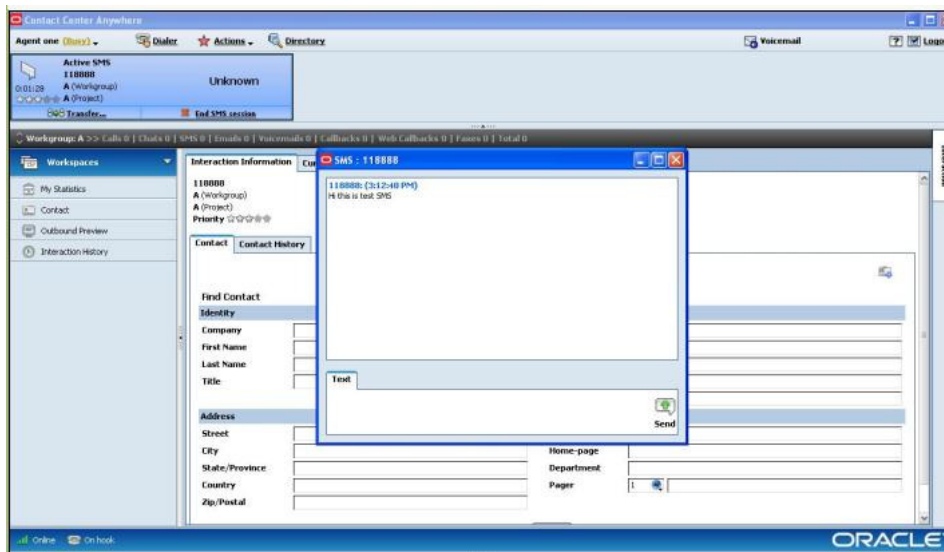
Figure – SMS Interaction Type

Current Session History
SMS interactions shall present Current Session History equivalent with all other media types with the change indicating that the Interaction type is SMS. The text of the SMS exchange (incoming message and agent response) will only be contained within Interaction History. A separate transcript file is not part of this implementation. The text of the messages will be in the "chunks" sent.

Licensing:

Each incoming SMS and corresponding response shall be counted as one Transaction in the system. An SMS interaction will consist of an incoming customer request and the resulting Agent response. Multiple incoming messages from a customer shall be treated as distinct interactions and transactions.

An SMS message shall be billed as an interaction in a similar manner to emails such that during the following states the message will be counted against the available Interaction pool.

-Time interval during retrieval of the incoming SMS interaction from the SMS subsystem

-Time interval that the interaction is assigned to an agent and in an Active state

-Time interval that the CCA system is communication with SMS subsystem for the purpose of sending the SMS response.

SMS Server

The Server is a dedicated resource that will be responsible for communicating with the SMSC Gateway and the ACD Server and will support hot backup.

SMSC Gateway

Communication to receive inward and send outward messages via SMS shall be done via SMPP. The Gateway will be situated between the SMS Server and the SMSC. It is a shared resource that will support load balancing.

Message Lengths
At a minimum, the system shall support message lengths of at least 160 bytes as defined by the standard. Messages sent from the same SMS address that are a continuation of a message also be tied together and delivered to the same agent. This is referenced as message chunking. Up to 2000 total bytes will be accepted for a single SMS message, consisting of chunks of 160 bytes each.

Consistent behavior with other media types
SMS interactions will consistent with Chat and Email when being handled by a Workgroup with regarding to Overflow, Multimedia queues, route to workgroup and preferred agent.

Termination of the Interaction

When the agent closes the SMS window, the interaction will be terminated. Presentation is consistent with the Chat operation.

Operation and Set Up

The SMS Server and SMSC Gateway will need to be configured via the Network Manager. Reference the Installation notes in this document for further instructions.

Path: (NetAdmin Menu) AM | Company Package

The SMS media type will be included with the Company package options. It will be disabled by default. If configured for the company, the associated screen appearances for "SMS" will be shown throughout the product.

Path: AM | Options | Company – Licensing

The SMS media type can be limited for number of interactions within the licensing for the company. Currently, these interactions are treated like a voice interaction and will be distributed one at a time, unless the agent becomes available and then can accept multiple interactions. This will be changed with a future release.

Figure – SMS Licensing Configuration

Path: AM | Options | Projects – SMS Tab

A new tab within the Project Options has been created for SMS Project Configuration. The DNIS for the library as well as Priority, Script, FAQs and Workgroup selection is provided.

Figure – SMS Project Setup

Path: AM | Libraries | Agent Statues – ACD SMS

A new ACD SMS status is provided to support the new media type.   The default system status is "Busy".

Figure – SMS Agent Statuses

Reporting

Reporting for the SMS interactions will be limited to the following reports:

Peak Interactions/System Peaks – New column after Chat – SMS

Interaction Outcome by Workgroup – Inserted data for SMS Media Type

Service Billing Report by Project – Inserted data for SMS Media Type

Audit Report – Added SMS Configuration Changes

Real Time Statistics

SMS Media counts are also represented in the Interaction Manager Banner and Supervision Manager views.

Agent View
  ATT SMS (Avg Talk Time)
  SMSs Answered
Project Media Totals View
  ANS SMS
  SMS Queued
  SMS Total
  OFL SMS (Overflow SMS)
Project Statistics View
  SMS Total (Already Exists)
  Wgrp SMS Current (Already Exists)
  Max Wrap ACD SMS
  ASA SMS
  Max Wait SMS
  ATT SMS (Avg Talk Time)
  MTT SMS (Max. Talk Time)
  Avg Wrap SMS
  AHT SMS (Avg Handle Time)

Workgroup Media Totals View
  ANS SM
  SMS Queued
  SMS Total
  OFL SMS (Overflow SMS)
Workgroup Statistics View
  ASA SMS
  Max Wait SMS
  ATT SMS (Avg Talk Time)
  MTT SMS (Max. Talk Time)
  Avg Wrap SMS
  AHT SMS (Avg Handle Time)

Real Time Tenant Summary View

Module: NetAdmin RealTime Reporting – JSP Page

Breadcrumb: (NetAdmin Menu) Reports | Tenant Summary View

Description: The Tenant Summary View provides a tenant level and system wide view of consumed resources. The view is updated every 10 seconds by default, however the interval is configurable. The view contains information with the current users and interactions by type active in the system. This view is very helpful in a Multi-Tenant configuration with determining the current load on the system by tenant.

The view will show if a value has increased since the last refresh, decreased since the last refresh.   A mouse over will display the last value of the previous refresh.

Configuration of the report provides for the companies configured, the refresh mode and rate, the order or the data columns and the regional options for time, language and date format.

Figure – Real Time Tenant Summary View

Figure – Real Time Tenant Summary View Content

Platform Use Report

Module: NetAdmin Reporting

Breadcrumb: (NetAdmin Menu) Advanced Reports | Platform Use Report

Description: The perspective of the Platform Use Report is an overall system report that provides a view into the Company Package, Resource counts (users) and Interaction traffic for each tenant and system wide over a historical period of time. The report can be configured to include all or selected companies and the reporting interval of the data (15 Min, 30 Min, Hourly, Daily and Monthly). *Note: Data Retention parameters set for the system will determine the granularity available for the report. For example, if the interval data has been compressed into daily sums, the report will be available for daily data only, not for a lower granularity.*

Platform Use Report

Report Interval: Daily
Date / Range: 2008-05-07 - 2008-05-07
Within Hours: 12:00 AM - 11:59 PM

		Configuration				Inbound ACD Calls				Outbound Direct & Preview/Predictive							
Company	Package	Max. Agent Logins	Agents Configured	Max Supv Logins	Supv Configured	Inbound Offered	Agent Handled	IVR Handled	Abandoned	Outbound Attempts	Answer Complete	Busy	No Answer	Ans. Machine		Fax	Abandon
AllDocs	ASP Services template																
		5	2	5	3	0	0	0	0	0	0		0	0			0
AllDocs Total:		5	2	5	3	0	0	0	0	0	0	0	0	0			0
Grand Total		5	2	5	5	0	0	0	0	0	0	0	0	0	0		0

Prepared For: System
By: System
Date Frm: 2008-05-07 02:50 PM America/Los_Angeles

Figure – Platform Use Report

Tenant Use Report

Module: NetAdmin Reporting

Breadcrumb: (NetAdmin Menu) Advanced Reports | Tenant Use Report

Description: The Tenant Use Report is an overall system report that provides a view into the system configuration of each tenant and system wide. This report outlines the features activated for the company, the defined users, Projects by Media and workgroups. Combined with the Platform Use Report, these reports provide a comprehensive picture of the system configuration and resource consumption.

Figure – Tenant Use Report

Report Output Formats

Module: Advanced Reports (ONLY)

Breadcrumb: AM | Advanced Reports – All Reports

Description: For all Advanced Reports, new report output formats are available. When creating a report, the options for HTML (default), PDF, XLS and CSV are available. These options will allow for the creation of customize reports by merging with other business data. For example by using XLS to combine contact center data with business data to create a comprehensive report.

The HTML output will have pagination indications (headers/footers. Within the CSV/XLS output, the headers and footers will also be present. The data however will be aligned within the section and with the totals with a comma being the delimiter.

Figure –Report Output Format Options

Figure – XLS/CSV Report Output Formats

Gateway Alarming

Module: SNMP Alarming

Description: Gateway alarming is now available for communication errors received via the Proxy Server in a network configuration. SNMP Alarms for two SIP events that occur in the SIP Manager have been added.

The first is a general event on all SIP messages and reports a failure when attempting to send a SIP message to a specific host. The alarm SIP_SEND_MSG_FAILURE will be raised to the SNMP server. To erase the alarm, the message SIP_SEND_MSG_SUCCESS will be sent to the SNMP server when the messages to the specific host that raised the alarm are cleared.

The 2nd alarm is more complex as it depends on the 3rd party hardware used. The event is SIP_DISCONNECT and will alarm on selected disconnect reasons. The condition will be alarmed on with SIP_DISCONNECT_REASON raised to the SNMP server for a specific host. To erase the alarm the message SIP_DISCONNECT_SUCCESS when the capability to dial out on that specific host with no errors is restored.

A new Database table will define the disconnect codes that are desired to be used for alarming. All other codes received, will not be alarmed, as this will cause significant overhead for the server. Configuration changes for this table will be made directly to the database. There will not be a user interface for configuration of this table.

Reference: Instructions for population of the database will be defined in the Implementation Notes for this feature later in this document.

Phone Login Actions

Module: System

Description: The phone login feature provides for login and ACD call processing without the Web Client Interface. Some new actions have been added to provide more flexibility while handling calls in this mode.

Note: With this feature operation, the SIP Redirect will not be available. The system needs to be in control of the SIP stream in order to "listen" for the DTMF actions.

Last Call – During an interaction, the agent can signal the system to place them in the Last Call status by dialing **#8**. This action will place the agent in an unavailable status after the completion of the current ACD Call. The SM View status will be "Last Call" and the ACD status will be On-Break.

Stop All Recording – If configured for the agent, during an interaction, to signal Stop Recording, the agent will dial **#1.** This will stop all recording of this transaction throughout the duration of the call.

No Answer – In the phone login mode, the agent will only go to NoAnswer after the second attempt to deliver an interaction. For the first attempt, if the agent doesn't answer the call, they will be placed back into available. The second attempt will place them in NoAnswer.

WrapUp State – If configured, the agent will enter the wrap up state after a call for the defined period of time prior to receiving a new call. If the agent hangs up the call, the system will wait until the defined period of time has lapse before considering the agent available for another call.

Calling Options Display

Module: Integrated Client

Breadcrumb: Outbound Dialing Dialogue

Description: If dialing options are not configured for the company package, those options will not appear in the drop down selections for the dialer.
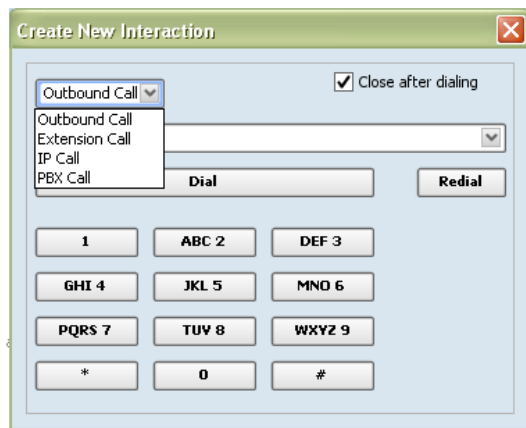
Figure – Interaction Manager Dialer Window

The table below reflects the changes to the Dialing Options as a result of disabling dialing features within the company package:

Package Feature	Previous	Disabled
H323 and SIP		
PBX		
Dialing Out		

Non-Mandatory Agent Email Address

Module: Administration Manager

Breadcrumb: AM | Options | Agents – Email

Description: Previously, an email address was required to be defined for all users regardless of the configuration. With this release, the entry of the agent email address is not mandatory. If the system is configured for email, or voicemail delivery by email, when the agent record is attempted to be saved and the email address has not been entered, a message box will inform the user that the email address will need to be defined for the user if these features are to function properly.
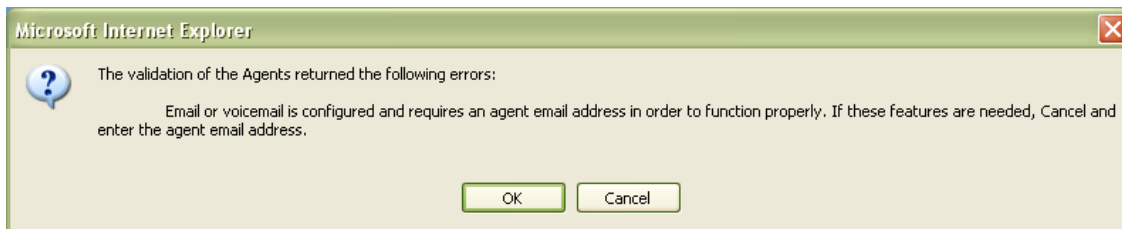
Pagination Control: Company Directory and Transfer

Module: CCA Clients

Description: Updates to the pagination control for the company directory have simplified the display and search. If the list contains more than 51 entries, a Find Filter will display at the top of the listing and the pagination controls at the bottom. This feature is designed to follow the Yahoo Pattern.
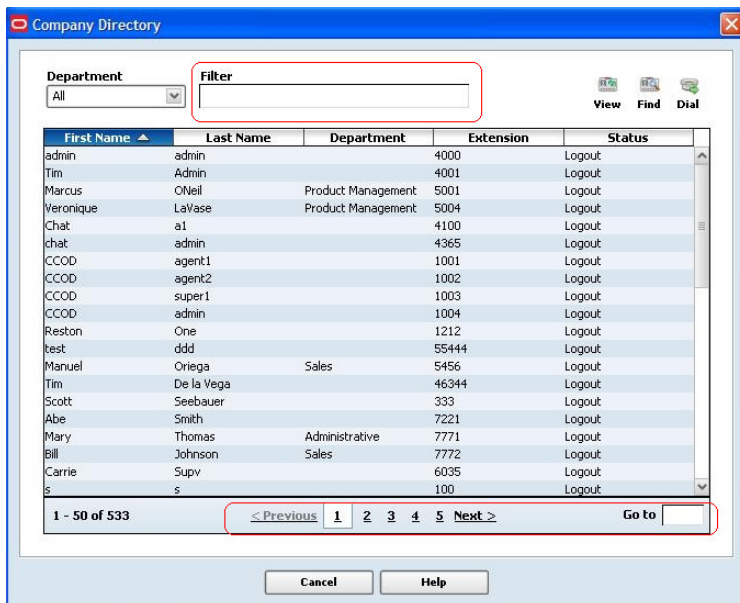
Disable User Login – Enhancement   12-1LEGD6N

Module: Administration Manager

Breadcrumb: AM | Options | Company | Login Policy – Deactivate user account if inactive for x Days

Description: Previously, only the NetAdmin permission level could enable the Disable User Login feature. Now this capability is extended to the SysAdmin permission level.

CCA WebServer – Axis2 and Glue Bindings Supported on Same Host 12-1MFX5ZD

Module: cca.war

Description: The CCA WebServer will now support Axis2 and Glue bindings on the same host. The directory structure of the web application and the build scripts were modified to generate one unified WAR: cca.war.

Recording without a Contact   12-1NCHORH

Module: Integrated Client

Breadcrumb: AM | Options | Company – Company Configuration

Description: Previously, an interaction could not be recorded unless a contact was assigned. Now, the recording button will be available in the IM with or without a contact being assigned if this option is configured for the company. No longer will a DB change be required for this functionality.

New French and Spanish Translations

Description: New translations are being deployed for French – FR, French – CA and Universal Spanish. These translations are for the GUIs only. The Spanish translation will be a universal version to compliment both EMEA and Latin American operations.

The prompts will be updated for linguistic changes with the next release. Help has not been translated for Spanish or French/French-CA and will be part of an upcoming release.

DB Replication

Module: Database

Description: Significant schema changes to the database have been made with this release to support database replication. The new 8.1.2 Data Dictionary will note these changes.   Custom code may be affected by these changes. If replication is needed in your environment, 8.1.2 would be the preferred version as there are many changes to the schema to support Master/Master replication.

Configuration of DB Replication is not supported by CCA Support. Please contact your DBA or Oracle Professional Services.

JRE Version Selection

Module: Client Java

Breadcrumb: AM | Options | Company/Agent – Applet Configuration Console

Description: The JRE version is now selectable from the configured versions for the company and/or agent. The agent configuration will override the company version configured. For 8.1.2, these versions are 1.5.2_05, 1.5.2_10 and 1.6.0_06.

Siebel Chat Channel Extension – CCA/CCOD Integration

Description: The chat capabilities of CCA/CCOD have now been extended with the Siebel – CCA/CCOD Integration through the Siebel Virtual CTI Connector to the Siebel 8.1 user interface (CTI Tool Bar). Although the CCA/CCOD Chat collaboration was not extended through the integration, the Siebel application has leveraged their knowledge management and search capabilities and incorporated into the Chat Channel Integration. A very powerful channel addition to the Siebel CRM application.

Behavior Changes

Agent Interaction Report – Offline Interaction Reporting   12-1FGWS-13567

Module: Reporting   Behavior Change

Breadcrumb: AM | Reports | Agent Interaction Report

Description: Previously, offline interactions were represented in this report as the time when they were received, not handled. If the email was left on Saturday … it showed on Saturday's report not on Monday when it was handled. This perspective was confusing to many customers, as it appeared that the agents were not handling the offline interactions. In that the perspective of this report is "Agent", we have changed this to be the reverse: Offline interaction will be shown when *Handled*, not *Received*.

Web Chat Page – System Alias Removed   12-1KCQ1DD

Module: Administration Manager   Behavior Change

Description: Previously, the System Alias was contained in the Web pages for Chat (view source code). As some customers use the System Alias for company confidential information, we have removed the system alias notation and replaced with the Project ID.

Company Name Field Increase   12-1KCW5IL

Module: Database   Behavior Change

Description: The company name field has increased to 60 characters. The upgrade scripts have also been updated to allow for the longer company name fields.

Contact Fields – Special Characters   12-1MTVXUP

Module: Integrated Client – Contact DB   Behavior Change

Description: With the legacy Interaction Manager client, special characters (>,<,") for the Contact Fields were not allowed. The new Integrated Client does support special characters for the Contact Fields.

Campaign Workgroup Callback Step – Announcement   12-1FGWS-12759

Module: Administration Manager   Behavior Change

Description: Previously, after being prompted to enter a callback number within a campaign, the customer was disconnected immediately after the callback number was entered. No indication could be given to the caller that their callback request was received. Now, a prompt can be defined after the callback step in the campaign to be played to the caller so an indication can be given that their call back request has been received and will be executed when an agent is available.

English – AU State/Region Instead of County   12-1NH80B9

Module: Resource Bundles- Administration Manager   Behavior Change

Breadcrumb: AM | Company

Description: The notation for State/Region has been changed to County for the English-AU language.

Play Icon – Removed for Company Prompts   12-1OK15AP

Module: Administration Manager   Behavior Change

Breadcrumb: AM | Libraries | Company Prompts

Description: The play icon for the company prompts has been removed. This action was not functional. Searching for the .wav file and right click to play will allow playback of the prompts.

SIP Redirect Server – All Payloads   12-1O76U4T

Module: Redirect Server   Behavior Change

Description: Previously, the SIP Redirect Server did not have an option to specify the payload type and defaulted to ULAW. The SIP Manager.dll was changed to accept calls from all payload types.

Company Alias & Username – Case Authentication   12-1MV7SB1

Module: TAW.war   Behavior Change

Description: To support various back end databases, the company alias and username can be optioned within the system configuration for case sensitivity. Oracle DB is case sensitive while MS SQL DB is not case sensitive. If you were to upgrade for MS SQL to Oracle, there might be conflicts with the logins.   Now, there is a configuration flag within the 'systemconfigurationtable' to effectively make the alias and username case insensitive for Oracle. 'Casesensitiveauthentication' column has been added. If the value is set to 1, the login bypasses case for alias and username.

G729 – VAD Configuration   12-1NEUF8P

Module: TWCRSIPStack   Behavior Change

Description: Previously, G729 was hard coded for VAD on. This limitation has been removed and either VAD or No VAD will function. Testing was on Cisco gateways only. The Oracle Standard is G729a – No VAD.

8.1.2 Issues Resolved

CCA Platform

12-1FGWS-12441	Master/Backup Failover – Interactions not Accepted
12-1MFDYNX 12-1MFDYOM 12-1LSWHM0	Conference and Recording Quality
12-1K94KQQ	SIP Re-Invite – P=Asserted Identity Field
12-1FGWS-806	Security – DB Password Visible
12-1KFMZDJ	RTP Port – Open Port Errors
12-1FGWS-13850	DST Issue – Australian Time Zones
12-1LJ950O	MCU Server – Memory Leak
12-1FGWS-13180	CTI Master Reconnect – Disconnect Interactions
12-1LXM9SJ	Campaign – ACD Voicemails and Callbacks Removed from Queue
12-1N2JZ29	Duplicate Billing Records
12-1NC0IED	ACD Email Interactions – Removed from Agent Queue
12-1FGWS-6263	Association for Web Callback Interactions
12-1JYKEMK	Failover to TIPT Secondary Server
12-1ONVE7L	SNMP – Messages Ping/Pong
12-1OK1YC9	TCP/IP Bus – Registration
12-1O5I1JD	Project Interaction Limit
12-1NZODH3 12-1LYMKJH	Predictive Server Issue
12-1NZNUL5	SIP Invite Delay too Long (Win/Solaris)
12-1NQOHFZ	Channel State
12-1NPPVNX	FTP File Path Construction
12-1NALW7H	IMServer / Intermittent
12-1L5NWO5	Call Reject Feature Issue

Administration Manager

12-1LPGIVT	Callbacks – Removed from Queue
12-1N8PHNT	Campaign Callback Not Scheduled
12-1MBP4WB	Campaign – Validation Option Terminator
12-1L75ZNT	Company Package – Predictive View Disable when Predictive Not Configured
12-1FGWS-13686	Dynamic Change – Agent Status
12-1IZ5HOV	Dynamic Change – Email Delivery Options
12-1KTUFZB	Tool Tip	Campaign Draft and Deployed
12-1LW1I1N	Voicemail Delivery by Phone – G729 Environment
12-1MFE2E1	8.1.x Upgrade Script – Oracle DB 9i to 10g
12-1MYLICD	Conference Call with Quality Recording
12-1FGWS-12967	Routing Association Issue
12-1FGWS-11632	Chat License Overflow – Error Message
12-1NGFK2J	Email Disconnect before Acceptance Issue
12-1FGWS-12152	Agent Extension Range – GUI Error
12-1LTFHE9	Company Configuration – Restrict to NetAdmin Only
12-1FGWS-8794	Campaign Association – Can't Delete
12-1K82E7Y	Campaign Deployment – Last in the List
12-1OLHI1T	Campaign – Query Agents logged In
12-1LTYKZA	Project Menu – Case $CURRENTTIME
12-1KJP5T7	Partition Error with Campaign Creation
12-1M80BPJ	Dialer List Upload through Proxy
12-1KUCXHD	NetAdmin User – Password Confirmation Missing
12-1NWD980	Parameter Extension – First Definition
12-1K2IRKV	Predictive – Answering Machine Leave Message

12-1O7O18V	Report Language
12-1OK0OTX	NetAdmin Deactivate Agent
12-1LLV4HI	Enable/Disable – Email Tab
12-1J4ZE69	Outbound Dialing Disabled/Agents
12-1N02ZH3	Admin Web 500 Error
12-1LTIBND	Default Country Setting – Dialer

12-1MM7BBK	Custom Tab Disable - Display
12-1OQDGWT	Inactivity Logout - IM
12-1JFQQEI	Voice Mail Playback
12-1NWD9G7	WG VM Transfer – Email not Delivered
12-1JTEADK	Interaction Stuck
12-1OK2077	Warm Transfer Lockup

Interaction Manager

12-1KCW5IL	Successful Spelling Error
12-1MEAQK0	External Transfer – One Way Audio
12-1L5NWGJ	HTTPS IM Operation
12-1M7F7NO	Loading Predictive Script Page
12-1JOF8TD	CRM Tab – Data Entry Refresh
12-1KTUG00	Tool Tip | Stop Recording
12-1KTUG00	Tool Tip | Voicemail
12-1LNI8AS	CRM Integration – Application Display Error Message
12-1LRC54B	Workgroup Chat – Transferred Interaction Window
12-1LUJCGA	Web Renderer Issues - IM
12-1LX2OEV	No "Offline" Warning – Session Server Lost
12-1M4VY22	Contacts –Showing Cross Company
12-1M82U96	Country Code Restrictions – Block Calls from Contact Tab
12-1MPNWJA	Agent – Supervising Status
12-1MQ87L1	Voicemail Indicator – Internal Voicemails
12-1N31K5D	Off Hook Agent Operation
12-1NSKPN1	Mute Button Operation while SM Monitoring
12-1NFSMHZ	Mute Button – IM Interaction Recording
12-1JFA0LN	Removal of Voicemail – My Statistics and Wallboard
12-1LTGJ8I	Agent Login Status
	Apostrophe within Contact Fields

Supervision Manager

12-1IYMRBD	Project Statistics View
12-1FGWS-9031	Agent View – Percent Busy and On Break
12-1LHTP0X	Graphic Display – Pie Chart w/No Data
12-1L75MU5	Dynamic Update: Outbound Control – Percentage Completed
12-1LJRQTD	Direct Chat Issue
12-1LRC5E1	Callback Display Issue
12-1MAMLAP	SM Chat Statistics – Incrementing for FAX
12-1LXMSBP	SM Panel Configuration – Not Saved
12-1NZOBGM	Quality Recording – Agent Mute Button Activation Issue
12-1LSNKE9	SM Recording – Error Message Description
12-1MIV3DD	SM "Supervising" Status for Admin
12-1KO1DK8	File Print/Legacy IM/SM
12-1OCJL06	# Agents / # Busy Agents – Change Location
12-1M96D1U	SM Stats – Number of Interactions

Historical Reporting

12-1KNZRS7	Overdue Callback Report
12-1NFB6JS	Workgroup Performance - TFS
12-1JOGM77	IDLE Agent Statistics – Day Change and Server Startup
12-1LLW362	Graphic Display in Standard Reports
12-1LRC596	Security Audit – Incorrect Description
12-1NG9XKJ	Interaction History – Erroneous Data Shown

12-1NQP1BX	Workgroup Segments – Name for English AU
12-1O7OU6J	Overflow Call Statistics
12-1NQ78SP 12-1MRB1K9	Int. WG Performance - DST
12-1M18I33	Project Routing Schedules Report - DNIS
12-1MXLWPH	Workgroup Segments Report – Threshold Values
12-1M7E7H2	DTMF Digits in Interaction History

Installation / Upgrade

12-1LRE9D5	tcpipbus install fails on 8.1.1 solaris with 10g database
12-1OG2XMN	8.1.1 Upgrade / H.323 Failed -1

Documentation/Help

12-1FGWS-13595	AM Help – Project Menu Creation
12-1FGWS-13821	Interval Workgroup Performance – Formula Tab
12-1IYI8U1	12-1JL6BU0	Campaign – Creating Get Digit Menus
12-1IYI8VR	Project Profile – Add Display Template - Help
12-1JNW748	Project Segments Report – Avg. Hold Time
12-1FGWS-13831	Obsolete Option – Allow Multiple ACD Interaction
12-1FGWS-11986	12-1FGWS-11995	Permission Tab: Admin Audit and Security Audit – Help
12-1IZ3DDD	SM Current Alarms Start Time - Help
12-1LWKJQ7	Auto-Assigning Contacts
12-1L9BSQ5	FAX Handling

Issues Resolved

CCA System

Master/Backup Failover – Interactions not Accepted   12-1FGWS-12441

Description: Previously an issue was reported, where if an interaction has been received, but not accepted during a master/backup failover, the interaction could not be retrieved by the IM. This issue could not be reproduced with 8.1.2; assumption that it was fixed in a previous release or with the correction of another issue.

Conference and Recording Quality   12-1MFDYNX | 12-1MFDYOM | 12-1LSWHM0

Module: RTPManager (MuLaw/Solaris Configuration)

Description: An Issue has been corrected with the RTP Manager that was causing conference call quality to be choppy. The issue was with the algorithm that selects the louder speaker. The conference quality is now acceptable. This same issue was responsible for a quality drop and agent leg being muted when a conference added an external call.

SIP Re-Invite – P=Asserted Identity Field   12-1K94KQQ

Module: SIP Manager | TeleAPI | CallCenter   8.1.1 Patch Incorporated

Description: The P-Assert Field is now configurable for the SIP Re-invite messaging. By default, this field will be disabled.

Security – DB Password Visible   12-1FGWS-806

Module: Configuration.jsp

Description: Previously, from the configuration.jsp page, you could view the source and the database password would be visible form the HTML source file. To correct this security issue, we have removed the configuration.jsp page

RTP Port - Open Port Errors   12-1KFMZDJ

Module: RTP Manager

Description: Previously, if there was an error opening a port an error message was produced that the RTP Manager was unable to close FTP Ports causing subsequent calls on the same channel to fail. Now a check has been inserted to not to attempt to close the RTP port, if an error was made trying to open.

DST Issue – Australian Time Zones   12-1FGWS-13850

Module: DB Table: timezones

Description: The time zones for Australia for the end of DST for 2008 were set incorrectly. A change was made to end DST on 4/6/08 at 3AM for the Australian time zones.

MCU Server – Memory Leak   12-1LJ950O

Module: RTP Manager

Description: An issue manifested as the MCU server failing to open RTP ports causing a conference to fail. The service had to be restarted. A fix for a memory leak was made that should correct the issue. Testing with the conference feature has passed QA testing.

CTI Master Reconnect – Disconnect Interactions   12-1FGWS-13180

Module: CTI Server

Description: An issue has been corrected where reconnection of the CTI Server Master to the TCP/IP bus would drop all calls for a company. Changes to the CTI Server have corrected this occurrence. If the bus is interrupted and restarted for the CTI Master, the calls will not be dropped.

Campaign – ACD Voicemails and Callbacks Removed from Queue   12-1LXM9SJ

Module: CallCenter

Description: An issue has been corrected where ACD Voicemails and ACD Callbacks generated from an IVR campaign were removed from the queue. After restart of the ACD Server, the callbacks and voicemails would return to the queue. A code change with the CallCenter has corrected this issue and ACD Callbacks and ACD Voicemails generated from an IVR campaign will enter the queue properly.

Duplicate Billing Records   12-1N2JZ29

Module: CallCenter

Description: A condition has been corrected where duplicate billing records were being inserted. When a call leg received a disconnect from the CTI Server at the same time a SIP BYE message was received, the CallCenter would execute the insert into the billing table twice. This has been corrected and the CallCenter will only insert a single record into the billing table in this scenario.

ACD Email Interactions – Removed from Agent Queue   12-1NC0IED

Module: IM Server

Description: An issue has been corrected where upon a tenant restart, ACD Email interactions were removed from the Agent Queue, but remained visible to the SM Views. This has been corrected and upon restart of the Email Server, interactions will remain in the proper agent queue.

Association for Web Callback Interactions   12-1FGWS-6263

Module: ACD Server

Description: Previously, association was not working for Web Callbacks. A code change was made and now association will work properly for Web Callback interactions.

TIPT Failover to Secondary Server - Timeout   12-1JYKEMK

Module: TWSipManager

Description: Previously, the 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.

SNMP – Messages Ping/Pong   12-1ONVE7L

Module: BusClient_IM.java   7.1.8 SP2 Only

Description: An issue has been corrected for the SNMP configuration causing a ping/pong effect. This was due to the Web responding to a message from the SNMP agent with an incorrect destination. This has been corrected and now the messages will transmit properly.

TCP/IP Bus – Not Registering properly to the Web   12-1OK1YC9

Module: TCP/IP Bus

Description: An issue has been corrected where the TCP/IP bus was not registering properly to the Web after a network failure on the application server. The WebServer was re-registered before disconnection of the previous connection, causing the registration from the bus to be sent on an invalid port. This has been corrected and the bus will register properly after being disconnected.

Project Interaction Limit – IMServer Restart   12-1O5I1JD

Module: IM Server

Description: An issue has been corrected where if the IMServer was restarted, the Project Interaction Limit changed to unlimited.   Now, restart of the IMServer will retain the interaction limit configured for the project.

Predictive Server Issue   12-1NZODH3 12-1LYMKJH

Module: Predictive Server

Description: An issue has been corrected where excessive use of time zone class was causing issues with the predictive server. A change was made to this process to alleviate this issue.

SIP Invite Delay – Too long   12-1NZNUL5

Module: RVSIP.dll (Windows/Solaris)

Description: An issue has been corrected with the subsequent SIP invites there was an excessive delay between the invites resulting in call failures on failover.   The delay was shorted and SIP failure re-invites will function properly.

Channel Clearing - Issue   12-1NQOHFZ

Module: CallCenter

Description: An issue occurred where a channel became in a bad state when the CallCenter attempted to use the channel that had been disconnected, but was not cleared. This was due to the CTIServer message to release the channel was received by the CallCenter, however the message was no longer valid causing the bad state. The outdated message will be ignored by the CallCenter & not place the channel in an erroneous state.

FTP File Path Construction   12-1NPPVNX

Module: FTPClient.java

Description: Previously, if the web application was run on windows and the backend resources were run on UNIX the web application will not be able to properly FTP files to the storage server as the file delimiter was determined by the host OS. Now the delimiter for the file.separator has been changed to "/".

IM Server Intermittent   12-1NALW7H

Module: IM Server

Description: An issue has been corrected where the IMServer would intermittently terminate. This was due to the time zone object on Windows. A code change was made for incoming calls to GetDay using String object.

Call Reject Feature – Ringing Message   12-1L5NWO5

Module: TWSIPManager

Description: An issue has been corrected with the Call Reject Feature that the "Ringing" was sent to the Telco prior to the call rejection cause code, causing the rejection process to fail. A code correction has been made and the ringing message will not be sent.

Administration Manager

Callbacks – Removed from Queue   12-1LPGIVT

Module: ACDServer

Description: An issue has been corrected where after a callback was handled, it would come back into the queue when the services were restarted. An issue was found with not deleting records from the interaction persistent table. This has been corrected and the table will be updated appropriately when callbacks are handled.

Campaign Callback Not Scheduled   12-1N8PHNT

Module: CallCenter

Description: An issue has been corrected when if a caller hung up immediately after entering their callback number (within a campaign) or hung up the call during the "good bye" prompt, the callback was considered abandoned and did not enter the callback queue. This has been corrected and the callback will enter the callback queue as appropriate.

Campaign – Validation Option Terminator   12-1MBP4WB

Module: CallCenter

Breadcrumb: AM | Campaign – Action Node/Validation Option

Description: Previously, validation options for the action record were presented however only the "#" would function properly. A correction was made and now all options are available and function as designed.

Company Package – Predictive View Disable when Predictive Not Configured 12-1L75ZNT

Module: Administrative Manager – Company Package

Breadcrumb: NetAdmin Menu | Company Package – Predictive Media (Dynamic Change)

Description: Previously, if Predictive Media was not selected within the company package, the Predictive View for the Supervision Manager was displayed. A change was made to disable this view type if the Predictive Features is not part of the company feature package.

Dynamic Change - Agent Status   12-1FGWS-13686

Module: Java Cache Handler

Breadcrumb: AM | Libraries | Agent Status

Description: Previously, if the color and/or ACD Status of the agent status was changed, the change was not dynamic. Now the change will be dynamic and will not require a logout/in of the client.

Dynamic Change – Email Delivery Options   12-1IZ5HOV

Module: Administration Manager

Breadcrumb: AM| Agents| Controls and Restrictions| Agent received ACD Voicemail by:

Description: A dynamic change issue has been corrected with the Email Delivery options for the agent. Previously, any changes would not be dynamic and would require a logout/in by the agent. Now, the change will be dynamic.

Tool Tip | Campaign Draft and Deployed   12-1KTUFZB

Module: Administration Manager

Breadcrumb: AM | Options | Campaign – Draft and Deployed Campaign Icons

Description: The tool tips for the Draft Campaign and Deployed Campaign icons have been added. Previously, there were no tool tips describing these icons.

Voicemail Delivery by Phone – G729 Environment   12-1LW1I1N

Module: CallCenter | Host Manager | Unified Server

Breadcrumb: AM | Options | Agents – Controls and Restrictions – ACD Voicemail by Phone Option

Description: An issue has been corrected where if the agent was configured to receive voicemail via the phone, the message would be sent to the agent's email address. The agent would also be called by the system and prompted to receive the voice mail, however the recording would not be played. Now, the agent will receive the voicemail by phone properly.

8.1.x Upgrade Script – Oracle DB 9i to 10g   12-1MFE2E1

Module: Database

Description: The Upgrade script failed from 717SP1 to 8.x; A specific case when upgrade to Oracle 10g from 9i and only if you did an export from 7.1.7SP1 DB in 9i and then import into 10g and then upgraded the DB with the 8.1.1 upgrade script. The 'upgrade.sql' script has been updated for the Oracle DB patch: The "DROP INDEX" qualifier was added to all "DROP CONSTRAINT" commands in the upgrade script. The script will now run properly for this scenario.

Conference Call with Quality Recording   12-1MYLICD

Module: CallCenter and VoIP Teleapi

Description: An issue has been corrected where previously conference calls would not be recorded if Quality Recording was set to 100%. This feature works properly now.

Routing Association Issue   12-1FGWS-12967

Module: ACD Server

Description: An issue has been corrected, where for email interactions routing association was not delivering the call to the agent who previously handled the call. A change to the ACD Server was made and now association is working properly for email interactions.

Chat License Overflow – Error Message   12-1FGWS-11632

Description: An issue has been corrected where, if the licensing limit had been met, a new arriving chat interaction would display the message "Please wait while your are connected" to the customer. The customer would never be connected. Now, the message "Service Temporarily Unavailable" will be displayed to the customer is the license limit has been met.

Email Disconnect before Acceptance Issue   12-1NGFK2J

Module: ACD Server

Description: Previously, if an email was disconnected before it was accepted caused server issues. Now, if the agent "Disconnects" without accepting, the interaction will disconnect properly.

Agent Extension Range – GUI Error   12-1FGWS-12152

Module: Administration Manager / Resource Bundles

Breadcrumb: AM | Company Configuration – Agent Extension Ranges

Description: The agent extension range default should start at 100 and end at 899. In the GUI, it was 999. This has been corrected and will now end the range at 899.

Company Configuration – Restrict to NetAdmin Only   12-1LTFHE9

Module: Administration Manager

Breadcrumb: AM | Company | Company Configuration Tab

Description: An issue has been corrected where Admin & SysAdmin permissions could change the configuration tab for the company. Now, these will be read only for these permission types. NetAdmin will be the only permission level able to edit this tab.

Campaign Association – Can't Delete   12-1FGWS-8794

Module: Administration Manager

Breadcrumb: AM | Options/Libraries – Workgroups/URLs/Company Prompts

Description: An issue has been corrected where once a Workgroup, URL or Company Prompt had been associated with a Campaign, it could not be deleted after the campaign was deleted and no further reference for these configuration items. The association was not cleared. Now, after the campaign is deleted, the configuration items can be deleted properly.

Campaign Deployment – Last in the List   12-1K82E7Y

Module: Administration Manager

Breadcrumb: AM | Options | Campaign – Deploy Option

Description: An issue has been corrected where if attempting to deploy a campaign that was the last one noted on the menu page, an error would display. An error with the menu pagination has been corrected and all campaigns will deploy properly regardless of their position in the list of campaigns.

Campaign – Variable for Agents Logged On 12-1OLHI1T

Module: ACDServer – Login Stats

Breadcrumb: AM | Options | Campaign – Action Menu

Description: An issue has been corrected where setting a variable to query the number of logged in agents for a workgroup within the Action Menu, the result was not reporting properly.   The log out of an agent was not being updated properly, thus showing the increased count. This has been corrected and the number of agents logged in will be maintained properly.

Project Menu – Case Statement $CURRENTTIME 12-1LTYKZA

Module: TAWServer

Breadcrumb: AM | Options | Project Menu – Case Statements

Description: An issue has been corrected where using $CURRENTTIME within a case statement only worked for GMT. Now, the time zone setting for the company regional settings will be used.

Partition Error with Campaign Creation 12-1KJP5T7

Module: Administration Manager

Breadcrumb: AM | Option

Description: An issue has been corrected where the campaign was not being created in the correct partition upon deployment. The issue manifested it self with another partition's workgroups showing in the campaign. This has been corrected and the campaign will be created in the proper partition.

Dialer List Upload through Proxy 12-1M80BPJ

Module: TAWClient.jar

Breadcrumb: AM | Options | Projects – Dialer Lists

Description: An issue has been corrected where uploading of a dialer list through accessing a remote system through a proxy would fail. The applet would return "No Route to Host". A code change was made and now the dialer list load will work properly through a proxy.

NetAdmin User – Password Confirmation Missing 12-1KUCXHD

Module: Administration Manager

Breadcrumb: AM | Options | Agents – NetAdmin

Description: An issue has been corrected where the confirmation text box for the password entry did not present, thus could not create a new NetAdmin user. This has been corrected and the confirmation text box will display allowing the creation of a new NetAdmin user.

Parameter Extension – First Definition 12-1NWD980

Module: Administration Manager

Breadcrumb: AM | Libraries | Parameter Extensions - ADD

Description: An issue has been corrected where the first Parameter Extension defined was not showing in the definition grid; however was present in a Chat Request page. A correction to the index provides for the first definition to display properly.

Predictive – Answering Machine Leave Message 12-1K2IRKV

Module: CallCenter   8.1.1 Patch Incorporated

Description: Previously, when using predictive through a gateway, the detection of an answering machine did 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. This has been corrected and now he time is set to 12 seconds, as most home answering machine messages are this length.

Advanced Report Language 12-1O7O18V

Module: Administration Manager

Breadcrumb: AM | Advanced Reports – Regional Settings

Description: When logging in to the client with a language other than English-US, the report language of the webpage dialog still showed English-US. The language ID will now be taken from the session regardless of the language saved in the regional tab of the report.

NetAdmin Deactivate Agent 12-1OK0OTX

Module: Administration Manager

Breadcrumb: AM | Options | Agents – Profile (Inactive/Reason)

Description: Previously, if a NetAdmin deactivated an agent, the message on the profile screen was misleading (Reason: Forced inactive reset -1min) This has been changed to "Reason: Forced Logout".

Enable/Disable – Agent Email Tab 12-1LLV4HI

Module: Administration Manager

Breadcrumb: AM | Options | Agents – Email Tab

Description: An issue has been corrected where if the email media type and voicemail delivery by email is disabled for the company, the email tab should not be presented in the Admin for agent configuration. This has been corrected and the tab will be disabled in this configuration.

Outbound dialing Disabled - Agents 12-1J4ZE69

Module: Administration Manager

Breadcrumb: AM | Options | Agents - Controls & Restrictions

Description: An issue has been corrected where if the company configuration option to "Allow Outbound Calls" is disabled, newly created agents did not have the "Company Default" applied and Outbound calls were enabled. This has been corrected and the company default will be applied.

Country Code Setting – IM Dialer   12-1LTIBND

Module: Company Configuration

Description: An issue has been corrected where the country default settings were not being extended to the IM Dialer for the default country (other than US). Now the country default settings for the company will be extended to the dialer as the default country code setting.

Language Setting – Action Menu   12-1LTIBND

Module: Administration Manager

Breadcrumb: AM | Options | Campaign | Action Menu – Set Language

Description: An issue has been corrected where the language default for the company was not being extended to the Set Language Action Menu within the campaign. The language will now default to the company language for this campaign option.

Interaction Manager

Successful Spelling Error   12-1KCW5IL

Module: Interaction Manager - GUI

Breadcrumb: IM | Banner – Login Message

Description: The word successful was spelled incorrectly within the login message on the banner. This has been corrected.

External Transfer – One Way Audio   12-1MEAQK0

Module: Teleapi

Description: An issue was corrected where when a call was transferred to an external number, the transferred party couldn't not hear the external party, however the external party could hear. This occurrence has been corrected.

HTTPS IM Operation   12-1L5NWGJ

Module: Integrated Client

Description: An issue has been corrected where the Integrated client (Interaction Manager/Supervision Manager) will now work properly for HTTPS.

Loading Predictive Script Page   12-1M7F7NO

Module: Integrated Client – Interaction Manager

Description: An issue has been corrected where the script page was not being presented upon acceptance of a Predictive call. The issue has been corrected and the page will load appropriately.

CRM Tab – Data Entry Refresh   12-1JOF8TD

Module: Integrated Client – Interaction Manager

Breadcrumb: IM | CRM Tab

Description: An issue has been corrected where data entered on the display for the CRM tab within the Interaction Manager would not be maintained if the agent navigated away from the display. Now, if an agent makes a call or some other action, upon returning to the CRM tab the values previously entered will be maintained in the display. Changes were made to the event handler.

Tool Tip | Stop Recording   12-1KTUG00

Module: Integrated Client – Supervision Manager

Breadcrumb: SM | Agent View | Stop Recording Icon

Description: The tool tip for the Stop Recording icon has been change from "Stop" to "Stop Recording".

Tool Tip | Voicemail 12-1KTUG00

Breadcrumb: IM | Interaction Control Panel – Voicemail

Description: The tool tip for the Voicemail icon has been change to be consistent with the other actions. The tool tip was changed to "Click to listen to your voicemail"

CRM Integration – Application Display Error Message 12-1LNI8AS

Module: Integrated Client – Interaction Manager

Breadcrumb: AM | Company | CRM Integration – External Application

Description: An issue has been corrected where a valid external application website would display an error message. Now, upon acceptance of an interaction, the application will display properly.

Workgroup Chat – Transferred Interaction Window 12-1LRC54B

Module: Integrated Client – Interaction Manager

Breadcrumb: IM – Transferred Workgroup Chat Interaction

Description: An issue has been corrected where the destination agent for a transferred chat interaction did not receive the message display window. Now the chat window will display properly.

Screen Pop Issues - IM 12-1LUJCGA

Module: Web Renderer

Description: Several issues were found with the Interaction Manager operation and corrected with updates to the Web Renderer software and other updates to the client.

> 12-1LUJCGA CRM Tab – Not Passing all parameters to the External Web Page
> 12-1LSNKGH – Custom Tab Configuration causing IM Error message
> 12-1LO0UW3 – CRM Page pops multiple times.
> 12-1LZNLLU – Custom tab doesn't preload content
> 12-1LUJCJA – Alert box for CRM tab does not pop up.
> 12-1M7F7NO – Predictive Script Page doesn't automatically load.
> 12-1LUJCKR – The external application from the CRM is popped when call is disconnected.
> 12-1J66FGN – Script/FAQ/Contact viewing caused CPU increase after tracing and ACD Voicemail.
> 12-1NSKPZT – Population to custom tab.

No "Offline" Warning – Session Server Lost 12-1LX2OEV

Module: Integrated Client – IM/SM

Breadcrumb: IM/SM – Bottom Bar Status Indication – ONLINE/OFFLINE

Description: Previously, when there was a loss of communications with the session server, the Integrated Client did not display the "Offline" warning on the bottom bar. Instead, the system logged out the user with an "Out of Sync" error message. This issue has been corrected and when the session server communications are interrupted, the "OFFLINE" warning on the bottom bar will appear. When the session is re-established, the "ONLINE" indicator will appear.

Contacts –Showing Cross Company   12-1M4VY22

Module: Contacts Handler

Description: An issue has been corrected where a contact with the same number could be shown within another company. The query was corrected to provide the appropriate contact for the appropriate company.

Country Code Restrictions – Block Calls from Contact Tab   12-1M82U96

Module: Integrated Client – Interaction Manager

Breadcrumb: IM | Contacts Tab – Dial Option

Description: An issue has been corrected, where if using Country Code Restrictions, calls to an enabled country code would be blocked from dialing within the Contact Tab. This has been corrected and calls to enabled country codes will be allowed and calls to disabled country codes will be blocked.

Agent – Supervising Status   12-1MPNWJA

Module: IMServer

Description: An issue with the agent going to 'Supervising" Status upon login has been correct. There was a re-sync error when there was a change location scenario causing the erroneous status. This has been corrected and the last status will be resent when a change location occurs.

Voicemail Indicator – Internal Voicemails   12-1MQ87L1

Module: Integrated Client – Interaction Manager

Description: When leaving a voicemail from one agent to another, the Voicemail indicator on the top bar of the IM did not turn Red indicating a waiting voicemail. This has been corrected and the voicemail indicator will turn red for internal voicemails.

Off Hook Agent Operation   12-1N31K5D

Module: CallCenter

Description: Previously, if an agent working in the off-hook mode allowed the distant party to disconnect and then went immediately to "Log Out" or "Sign Off", the agent leg of the connection would be held up and not broken down. This resulted in extensive phone charges until the agent hung up their phone manually. Now, if the distant end disconnects, the agent leg will be broken down as well.

Mute Button Operation while SM Monitoring   12-1NSKPN1

Module: CTI Server and Teleapi

Description: An issue has been corrected where while a supervisor was monitoring an agent, the mute button did not work properly. If the agent activated Mute, the GUI would indicate that the call was in Mute, however it was not and all parties could hear the agent. This has been corrected and the Mute button will function properly during SM monitoring of the agent.

Mute Button – IM Interaction Recording   12-1NFSMHZ

Module: CTI Server

Description: An issue with the sequence of actions by the agent caused the Mute button not to function correctly. If the agent Hit the Mute button first, then initiated a interaction recording (hit Record), the Mute button appeared to be activated (Un-mute displayed), however the microphone was live with the customer. If the reverse action was done, the mute would work properly. This sequence has been corrected and mute will now function properly.

Removal of Voicemail – My Statistics and Wallboard   12-1JFA0LN

Module: Integrated Client

Breadcrumb: SM | My Statistics and Wallboard

Description: Within the Integrated Client, if voicemail was defined in the company package, references for Voicemail within My Statistics and the Wallboard were not removed. This has been corrected and Voicemail will not appear in the My Statistics or the Wallboard if not selected in the Company Package.

Agent Login Status   12-1LTGJ8I

Module: Integrated Client – Interaction Manager

Breadcrumb: IM | Top Bar Agent Status Indication

Description: Inconsistently, the agent status on login was not as defined for the user. If defined for "Available", the status showed "Logout". This has been corrected and the agent status upon login will be displayed properly as defined for the user.

Apostrophe within Contact Fields   12-x

Module: Contact DB

Description: An issue was found and corrected where an apostrophe within one of the contact record fields would cause a search for the contact to lock the contact tab in the IM. This has been corrected and apostrophes will not impede the search for a contact.

Custom Tab Disable - Display   12-1MM7BBK

Module: Integrated Client

Breadcrumb: AM | Options | Company – CRM Integration (Custom Tab)

Description: The Custom Tab of the Integrated Client was being shown when the disabled in the AM. This has been corrected and if not enabled, will not display in the IM.

Inactivity Logout - IM   12-1OQDGWT

Module: Integrated Client

Breadcrumb: AM | Options | Company – Inactive Session Timeout

Description: An issue has been corrected where changes from disable to enable of the Inactive Session Timeout within the Admin didn't take effect properly; agents were not logged out if the timeout value was reached. This has been corrected and all changes will execute properly.

Voicemail Playback - Phone   12-1JFQQEI

Module: CallCenter

Description: An issue has been corrected where if a DTMF key was depressed during playback of a voicemail through the phone, the message would not playback. The correct operation is, while the prompt is playing, any DTMF key will skip the prompt and then replay the message. This action will now operate properly.

Workgroup VM Transfer – Email not Delivered   12-1NWD9G7

Module: IMServer

Description: An issue has been corrected where the email for a transferred workgroup Voicemail would be delivered to the original agent's email, not to the mail box of the transferred agent. An error with the email address within the unified messenger and SMTP ID has been corrected and the email will be delivered with the interaction to the appropriate email address of the agent receiving the transfer.

Interaction Stuck   12-1JTEADK

Module: IMServer   **Behavior Change**

Description: Previously, in the scenario where an off-hook agent logs out of the IM client while on a call, then while logging back in, the caller disconnects, the interaction would be stuck in the Interaction Manager. This issue was due to a message synchronization error.

Behavior Change: Due to the above occurrence, the re-sync feature for IMServer messages has been disabled by default. If this functionality is desired, reference the Installation Notes later in this document.

 Description: Every bus message contains a messageid which is a counter. This counter is used to keep track on the web of messages and make sure one is not missed. The messages should bed receive in order; 1, 2, 3..... To start this process the IMserver sends a start sync message to the web for a session with a starting number. Every interaction message then must come in order. If for example 1, 2, 4 is received, the 4 message is ignored and a request is sent to the IMSErver to resync. Every message received for the mailbox is then ignored until the IMServer sends a restart sync to the mailbox. The IMServer will then resend all the interactions.

Warm Transfer – Lock Up   12-1OK2077

Module: Integrated Client

Description: An issue has been corrected where during a warm transfer of a call, the IM would occasionally lock up with the Combine or Leave actions. A code change has corrected the issue and warm transfers will perform properly.

Supervision Manager

Project Statistics View   12-1IYMRBD

Module: Integrated Client – Supervision Manager

Breadcrumb: SM | Project Statistics View | Abandoned Interactions Total

Description: A correction was made to the Project Statistics View to display the Abandoned Interactions "Total" in the Available and Displayed columns. Previously the totals for these columns were missing.

Agent View – Percent Busy and On Break   12-1FGWS-9031

Module: Integrated Client - Supervision Manager

Breadcrumb: SM | Agent View

Description: An issue has been corrected with the proper update of the %On Break and %Busy fields for the SM Agent View. These fields will update correctly now.

Graphic Display – Pie Chart w/No Data   12-1LHTP0X

Module: Integrated Client – Supervision Manager

Breadcrumb: SM | Graphic Displays

Description: Previously, if a pie chart was configured with no available data, the message "Loading Chart Data …" would persist/hang. Now, if there is no available data to display, the message "No Data to Display" will display until data is available and then the pie chart will populate as appropriate.

Dynamic Update: Outbound Control – Percentage Completed   12-1L75MU5

Module: Integrated Client – Outbound Control

Breadcrumb: SM | Outbound Control - Percentage Complete

Description: Previously, the Project Percentage Complete field was not being updated dynamically as the project progressed. The SM had to be restarted for the values to be display properly. This issue has been corrected and the values will be displayed dynamically.

Direct Chat Issue   12-1LJRQTD

Module: Direct Chat Java

Breadcrumb: SM | Agent View - Chat

Description: An issue has been corrected where, after several chat sessions with an agent, the window would not display to the agent. Instead the agent received that chat as an incoming interaction, not a supervisor direct chat. This has been corrected and the direct chat will function properly.

Callback Display Issue   12-1LRC5E1

Module: IMServer

Breadcrumb: SM and Wallboard

Description: Previously, if the callback option was enabled for a project and associated with a workgroup, the supervisor displays and wallboards for the IM and SM did not display correctly. The Supervisor would display Workgroup Unknown. As issue was found and corrected where the wrong WG ID was being sent. The callbacks will display properly now for both applications.

SM Chat Statistics – Incrementing for FAX   12-1MAMLAP

Module: IM Server

Breadcrumb: SM | Workgroup View

Description: Within the Workgroup View, Chat Interactions were incrementing for both Chat and FAX. A correction was made to the IM Server and the chat interactions will not be incremented for FAX.

SM Panel Configuration – Not Saved   12-1LXMSBP

Module: Integrated Client – Supervision Manager

Breadcrumb: SM | Panel Configuration

Description: Previously, a panel configuration was saved at logout. If the supervisor was logged out due to another simultaneous login, or the client was lost, the preference information would not be saved. Now, the preference information will be saved every 1 minute. If an interruption occurs within a minute of making changes, the possibility of loss is still present, but not a likely occurrence.

Quality Recording – Agent Mute Button Activation Issue   12-1NZOBGM

Module: CTI Server

Description: An issue has been corrected, where while SM monitoring an agent, if the agent activated Mute, a new Quality Recording file would be started. Now, the recording will continue and not create a separate file if the agent initiates Mute.

SM Recording – Error Message Description   12-1LSNKE9

Module: CTI Server, IM Server and Resource Bundles

Description: If a supervisor attempted to record an agent that had activated the "Do Not Record" feature, the error message to the supervisor was "No Recording in Progress". This description was not intuitive. The message has been changed to "Recording Not Allowed".

SM "Supervising" Status for Admin   12-1MIV3DD

Module: Integrated Client – Supervision Manager

Breadcrumb: SM | Top Bar User Status Menu

Description: An issue has been corrected where, an Admin user logs into the SM and the auto-status is "Supervising". If the status is changed to another status, the "Supervising" status is removed from the drop down list. This has been corrected and the "Supervising" status will be available.

File Print/Legacy IM/SM   12-1KO1DK8

Module: Legacy Interaction Manager

Description: Previously, there were File/Print issues with the legacy clients that would freeze the application. A code change was done to correct this. File/Print works properly in 8.1.2 with the legacy clients.

SM Statistics - # Agents and # Busy Agents   12-1OCJL06

Module: IM Server

Description: An issue has been corrected with the reporting of number of agents and number of busy agents busy. The issue was found and corrected with the change location action. These statistics will now be reported properly.

SM Statistics – Number of Interactions   12-1M96D1U

Module: Call Center

Description: An issue has been corrected with the reporting of number of interactions in the banner versus the Interactions Tab. The scenario involved calls that were routed to another project menu, if no agents were available in the workgroup. The second project menu routed to another workgroup. The message from the CTI Server (new ACD call) to the IMServer was received after the message from the CallCenter indicating that the call has been answered by a project menu due to no agents in workgroup, The number of interactions in queue for the original workgroup is never decreased. This issue has been corrected and the banner and Interactions Tab will now reflect the correct number of interactions.

Web Callback Population "To/From" Fields   12-1K2I61N

Module: IM Server

Description: An issue has been corrected with the population of the To: & From: fields for Interaction History for web callbacks. The ANI and DNIS will now populate the record once the web callback is initiated.

Historical Reporting

Overdue Callback Report   12-1KNZRS7

Module: Reporting

Breadcrumb: AM | Reports – Overdue Callbacks Report

Description: An issue has been corrected with the Overdue Callback Report that if the graphics were enabled for the report, a 500 Exception would be returned for some web servers (OAS). This has been corrected and the report will display correctly.

Workgroup Performance - TFS   12-1NFB6JS

Module: Reporting

Breadcrumb: AM | Advanced Reports | Workgroup Performance

Description: The TFS column heading has been removed and replaced with "Service Level".

IDLE Agent Statistics – Day Change and Server Startup   12-1JOGM77

Module: IMServer

Breadcrumb: Reporting

Description: An issue has been corrected, where at day change and IM Server start up, the IM Server was writing statistics with 0 value for Idle Agents (agents who are not logged in). This resulted in a significant number of records being written and numerous extra records included in the reports. A code fix was made for the day change and start up of the IM Server routine to not write these erroneous stats.

Graphic Display in Standard Reports   12-1LLW362 and 12-1KFM3QR

Module: Administration Manager

Breadcrumb: AM | Reports

Description: An issue has been corrected where within many standard reports the graphics did not display properly. This has been corrected and the graphics will now display properly. The reports effected were: Login by Group of Users, Outcome Statistics, Predictive Summary and Predictive Detail reports.

Security Audit – Incorrect Description   12-1LRC596

Module: Reporting

Breadcrumb: AM | Advanced Reports | Security Audit

Description: Previously, if a NetAdmin activated an account, the reference in the Security Audit report as "NetAdmin logged in Successfully. Now the appropriate message of "Account Activated by Netadmin" will be entered for this action.

Interaction History – Erroneous Data Shown   12-1NG9XKJ

Module: Interaction History

Description: Within Interaction History, an entry for a terminated interaction included other data (agent name and routing ID). This has been corrected and the entry will display properly.

Normal: Interaction terminated, interaction duration 00:01:02
Extra Text: Interaction terminated, interactionBrian 2-1 duration 00:01:02

Workgroup Segments – Name for English AU   12-1NQP1BX

Module: Reports – English AU Resource Bundles

Breadcrumb: (English AU) AM | Reports | Workgroup Segments Report

Description: For the English AU language, the report name for the Left Selection menu was not changed from "Workgroup Key Statistics" to "Workgroup Segments" when the report was redone in a previous version. This has been corrected and the proper name will be displayed in the Reports selection menu. English AU/GB is correct.

Overflow Call Statistics   12-1O7OU6J

Module: CallCenter

Description: An issue has been corrected for a scenario where within the campaign that contained an overflowed condition, the call statistics were not cleared for the queue.   The message answer by IVR was received before the enter workgroup message. This was an ordering message issue and has been corrected.

Interval Workgroup Performance – DST Issue   12-1MRB1K9 12-1NQ78SP

Module: Reporting

Breadcrumb: AM | Advanced Reports – Interval Workgroup Performance

Description: An issue with the reporting of workgroup statistics around the DST change has been corrected for 3/9/08. An additional hour was added causing this report to be a 25 hour day. This has been corrected and the report will run properly for 3/8/08 as well as the next time change event.

Project Routing Schedules - DNIS   12-1M18I33

Module: Reporting

Breadcrumb: AM | Reports – Weekly Project Routing Schedules

Description: An issue has been corrected where the DNIS ID was displaying for the Weekly Project Routing Schedules instead of the DNIS number. This has been corrected and will display properly.

Workgroup Key Statistics – Threshold Values   12-1MXLWPH

Module: Reporting

Breadcrumb: AM | Reports – Workgroup Key Statistics

Description: An issue has been corrected where edit of the threshold values for this report was not updated properly and the defaults were used. This has been resolved and edits to these values will be saved properly.

Interaction History – DTMF Entered Digits   12-1M7E7H2

Module: HistoryDetails

Breadcrumb: IM/SM | Interaction History

Description: An issue has been corrected with the Integrated Client where the DTMF digits results from a GetDigits within a project menu were not displayed within Interaction History.   This has been corrected and the entered digits will display properly.

Project Menus – Web 500 Error   12-1N02ZH3

Module: Administration Manager

Breadcrumb: AM | Options | Project Menus

Description: An issue has been corrected when a web error was experienced after edit of the Session timeout in the company profile and then with the touch-tone values for a project menu.   This occurance was caused by a concurrency issue. A code change was made and this scenario has been corrected.

Installation / Upgrade

8.1.1 – TCP/IP Bus Install Failed Oracle 10g   12-1LRE9D5

Module: libtawdbapi.so

Description: The 8.1.1 TCP/IP Bus installed failed for Oracle 10g/Solaris-Linux.   If using Oracle 10g, rename this file "libtawdbapi.so.ForOracle10g" to "libtawdbapi.so".

8.1.1 Upgrade – H.323 Failed   12-1OG2XMN 595

Module: TWH323Manager.dll

Description: The configuration files for h.323 have been corrected and H.323 will function for the client.

Documentation Fixes

AM Help – Project Menu Creation   12-1FGWS-13595

Module: AM Help

Breadcrumb: AM | Options | Project Menus – Creating Project Menus

Description: Previously, within the help steps for creating a project menu, there was no step for saving the menu before adding events. The text has been corrected to describe the process properly.

Interval Workgroup Performance – Formula Tab   12-1FGWS-13821

Module: AM Help

Breadcrumb: AM | Advanced Reports | Interval Workgroup Performance – Formula Description

Description: A correction has been made in the Help to include the Formula Description for the Interval Workgroup Performance Report previously missing.

Campaign – Creating Get Digit Menus   12-1IYI8U1 | 12-1JL6BU0

Module: AM Help

Breadcrumb: AM | Options | Campaign – Creating Get Digit Menus

Description: A correction to the Help has been made to the description and Figure 132 – A Get Digit Menu. The option "Do Not Retain User Entered Digits" was missing. The description and screen shot have been updated with the new feature option.

Project Profile – Add Display Template - Help   12-1IYI8VR

Module: Administration Manager

Breadcrumb: AM | Options | Project – Profile – Select Display Template

Description: A "404 Not Found Error" would be found when attempting to access Help for Add Display Template. The link was corrected and now the help will display properly for this topic.

Project Segments Report – Avg. Hold Time   12-1JNW748

Module: Reporting

Breadcrumb: AM | Reports | Project Segments Report – Average Hold Time

Description: Previously, the Average Hold Time for the Project Segments Report was not being reported correctly. A change to the query corrected this and now the Average Hold time will be reported properly.

Obsolete Option – Allow Multiple ACD Interaction   12-1FGWS-13831

Module: AM Help – Table 69

Breadcrumb: AM | Options | Agents - Applet Console Configuration

Description: The reference to the "Allow Multi ACD Interaction …" has been removed from the Applet Console Configuration. This is not a viable option and has been removed from the Help. The product display does not contain this option.

Permission Tab: Admin Audit and Security Audit – Help 12-1FGWS-11986 | 12-1FGWS-11995

Module: AM Help

Breadcrumb: AM | Advanced Reports | Admin Audit and Security Audit – Create … Report

Description: The permissions tab was incorrectly documented for both the Admin Audit and Security Audit reports. This is not a valid option with these reports. The screen shots were also corrected.

SM Current Alarms Start Time - Help 12-1IZ3DDD

Module: SM Help

Breadcrumb: SM | Alarming

Description: The documentation for the start time of the current alarm dialog was incorrect. The correct definition is that the Start column of current alarm dialog displays the time when opening the Current Alarm dialog, not when the alarm was triggered. The notation has been corrected in the Online help.

Assigning Contacts 12-1LWKJQ7

Module: IM Help

Breadcrumb: IM | Assigning Contacts

Description: Updates were made to the auto assigning of contacts to note which fields are matched for which interaction types. For example, a Web Callback interaction will match the phone number and not an email address, etc.

FAX Handling 12-1L9BSQ5

Module: IM Help

Breadcrumb: IM | FAX Handling

Description: Updates were made to FAX Handling for Incoming ACD Fax and FAX Dialing via Contacts for the online help.

Known Issues

This section captures general and specific known issues with the Contact Center Anywhere 8.1.2 release.

SM Predictive Alarms Missing   12-1M06R5X

Description: Integrated client alarms for predictive missing in new client.

Real Time Summary View   12-1PAWW6P

Description: In some configurations, the Content Tab does not function properly. All tenants are selected by default and cannot be changed.   This only effects specific environments.

SIP Re-Invite Timing   12-1NKJFBH

Description: Oracle has a std time-out on SIP calls set at 30 seconds in the PIX and Firewalls. A change to 15 minutes is needed and is an acceptable time period to insure a recintite (reinvite) within the timeout window.

Installation Changes

This section will description the Installation changes with this release that are not documented in the CCA/CCOD Installation Document. These will be incorporated in the next release of this document. This section is organized as follows:

> Database
> Servers, includes the Network Manager
> WebServer

Database Installation

The following describes the changes to the database installation for CCA/CCOD.

Change Summary

DB Script Option Changes:

Option	Description
buildtype	The operation of this variable has changed. Now it is a reference for Siebel Parameter Extensions for library
Seed	New Option: Used for DB Replication for the instance number
Increment	New Option: Used for Replication for the number offset for unique records.

DB Table Changes:

Feature	Table/Field	Description
Supervisor Reporting	Systemconfiguration -urlforccatotawreports	Population of URL of the report server for Supervisor Reports.
SIP Re-Invite	Systemconfiguration -usereinvite	Flag to enable or disable SIP Re-Invite. 0 (disable) / 1 (enable)
SIP Gateway Alarms	sipalarmcodes	Configuration of gateway specific alarm codes
USEPASSERT	systemconfiguration	

DB Upgrade:

Feature	Table/Field	Description
DB Upgrade		SQL Upgrade "dummy"

Install/Upgrade Script Changes

java -jar DatabasePopulation.jar -hostname=%1 -username=%6 -password=%7 -databasePortNumber=%8 -databaseName=%5 -saUsername=%2 -saPassword=%3 -dbPath=%4 -remoteDatabase=%9 **-buildType=0 -seed=1 -increment=1**
Example of Non-Replication Script

Build Type – Functionality Change

The build type designation for branding has been removed.   We have moved to an overlay approach on top of the TAW.war. The change files for branding are separated into an overlay file which is dropped on top of the war.

The build type is no longer required to install the Siebel Chat parameter extensions. These are installed automatically upon upgrade or new installation. The 'buildtype' option is now used for the Siebel parameter extensions for the language set only.   A value of 1 enables this language set for the extensions.

Seed – Data Replication

This new option is for the database replication environment and is for identity of multiple databases. If there are not multiple databases for replication, this value is not needed. The seed value is the starting number of the sequence, that is used to set the ID field, that is the primary key of the table. For example, if there are two databases in the system, one instance will be 'seed =1' and the other DB 'seed =2'. All IDs for the first instances will start with 1 and for the other 2.

NOTE: For Oracle, the position is 20 for Seed and 19 for Increment.

Increment – Data Replication

This new option for 'increment' works in tandem with the "seed" value as the offset of the primary key identifier. Set this value to the total number of databases in the system. For example, if set to 2, the IDs for the first database will start with 1 and be incremented by 2 … 3,5,7 . For the second DB, the ID will start with 2 and will increment by 2 starting with 2,4,6 …. Again, if replication of multiple databases is not used, this value is not required.

DB Table Changes

Supervisor Reporting

The reporting option was removed from the web.xml; this was to prevent errors in editing the various web server configurations. Previously, TAW was required to run on all machines so the SM could run reports. The web.xml contained the TAW context. Now, the URL for the TAW instance is referenced in the DB, which means only one instance is required on the report server.

In the system table: systemconfiguration, set the urlforccatotawreports field to the URL of the report server. You must set this field or Supervisor reports will not be presented

Example: http://pm71/TAW

SIP Re-invite

In 7.1.8, the option to enable SIP RE-Invite was hard coded to be enabled.   In 8.1.2, the option is in the database and is disabled.   You must enable the feature if desired.

In the table systemconfiguration, set the usereinvite field to 1 (enabled) or 0 (disabled).

Example: 'Set usereinvite to 1' for equivalent to 7.1.8 capability.

DB Upgrade

For Oracle DB. use the 'UseMe_upgrade.sql upgrade' script. There is no need to change the "dumy" values to the correct values. All other parameters need to be supplied.

```
--  &1 - sys password              (dumy)sys_password
--  &2 - Database TNS Name          my_db_connection
--  &3 - TWTableSpace              (dumy)TAW Table Space
--  &4 - PathTableSpace             (dumy)/usr/oracle/ora9i/oradata/oracle/twtablespace.dbf Path for the TAW Table Space
--  &5 - TableSpaceSize            (dumy)500M Initial size of the Table Space
--  &6 - TWTableSpaceTemp         (dumy)TAW Temporary Table Space
```

```
--  &7 - PathTableSpaceTemp           (dumy)/usr/oracle/ora9i/oradata/oracle/twtablespacetmp.dbf Path for the TAW Temporary
Table Space
--  &8 - TableSpaceTempSize           (dumy)50M Initial size of the Temporary Table Space
--  &9 - TableSpaceTempGrowthSize     (dumy)10M Temporary Table Space Growtrh Size
-- &10 - TWRole                       (dumy)TWRole
-- &11 - ADMINCC70 (Admin Username)    ADMINCC70
-- &12 - ADMINCC70 (Admin Password)    ADMINCC70
-- &13 - CC70 (User Username)          CC70
-- &14 - CC70 (User Password)          CC70
-- &15 - Database Service Name         oracle --> Use by the JDBC Connection
-- &16 - Database Hostname            dbHostname --> Use by the JDBC Connection
-- &17 - Database Port Number         db port number --> Use by the JDBC Connection
-- &18 - build type                   TYPE_GENERIC = 0;TYPE_SIEBEL = 1;TYPE_TELUS = 2;TYPE_TELSTRA = 3;TYPE_MCI =
4;
-- &19 - sequence increment number    how many machine in the system, then you have to skip this number. If you have 2
machines, then this number is 2
-- &20 - sequence start number        1


@upgrade.sql 'darkstar' 'tnsName' 'dumy' 'dumy' 'dumy' 'dumy' 'dumy' 'dumy' 'dumy' 'dumy' 'ADMINCC70' 'admincc70' 'CC70' 'cc70'
'oracle' 'hostname' 1521 0 2 1
```

Server Installation Changes

Follow the normal procedure for installation the CCA Resources. New options/changes are noted below.

Follow the normal procedures for installing the Network Manager Application.   Note: the network manager has changed in 8.1.2. New version is required to Setup the FTP configuration and SMS.

Follow Normal procedures for installing CCA resources.   Note the change to Gateway alarming Noted below.

Change Summary

Resource	Feature	Description
DB Connection Library	Oracle 10g	A new DB connection library for Oracle 10g is released. (Oracle 9i library is default)
Network Manager	New Version 8.1.2	The new version of Network Manager must be installed. Changes are made for FTP configuration (web.xml setup no longer available) the new SFTP protocol and File Copy.
SMS Server SMSC Gateway Server	New Servers	Two new Server for SMS or Text Messaging feature
Other Servers	Gateway Alarms	Required DB patch and reload to make functional

Oracle 10g DB Connection Library

A new DB connection library for Oracle 10g is released for Solaris only. The file has a different name 'libtawdbapi.so.ForOracle10g'.   While installing, it needs to be renamed to 'libtawdbapi.so. The out of box library is for Oracle 9i.

New Network Manager

A new version of the Network Manager is provided with version 8.1.2. New Servers and FTP Enhancements are included.

FTP Configuration
FTP Options have been significantly enhanced in version 8.1.2.   Additional support for secure protocols has been added and the Internal FTP configuration was moved from the 'web.xml' to the database.   FTP setup is configurable through the Network manager. You must configure both Web File Transfer and Server File Transfer Options for the system to be fully operational.

The *Web File Transfer* option effects the transfer of all transcripts, recordings, etc. between the Web, the FTP Server, and the Remote Database Options.   The *Server File Transfer* option effects the transfer of all transcripts, recordings, etc. between the backend resources, the host manager, and the FTP Server.

Note: It is not feasible to migrate existing FTP configuration; migrated customers must re-edit their FTP configuration for correct system operation. It would be a good idea to have these configurations ready to configuration with the Network Manager. The Server File Transfer configuration must be configured in the Network Manager.

FTP Options available in the Network Manager include: FTP, FTPS (FTP – Using SSL), SFTP)(SSH – Secure Shell) and File Copy (Patch needed for this operation).

A transfer is considered **external** if the target file server is located outside of the system, e.g. at a third party location or another host. The external configuration is only used for the Recording Archive for the Data Retention feature. Otherwise, a transfer is considered **internal** which is used for everything else**.**

FTP is given as a general example.   The other options are configured in a similar fashion. All options and their descriptions are provided in the table flowing this example.

How to Configure Standard FTP Configuration
Many configurations utilize standard FTP access and internal access. To configure standard FTP for your configuration requires the following steps.   A basic example is provided. The complete set of settings and their definition is provided and the end of this section. Both the Web File Transfer and Server File Transfer needs to be configured.

To Configure Standard FTP

1. Log in using the username and password provided.
2. If you are a migrated customer, it may be useful to review your existing FTP Settings before proceeding.
3. Path: Network Manager | System | Web File Transfer – Web File Transfer Internal
4. The Web File Transfer Configuration dialog box will appear.   Select FTP from the drop down menu. The default options will appear.
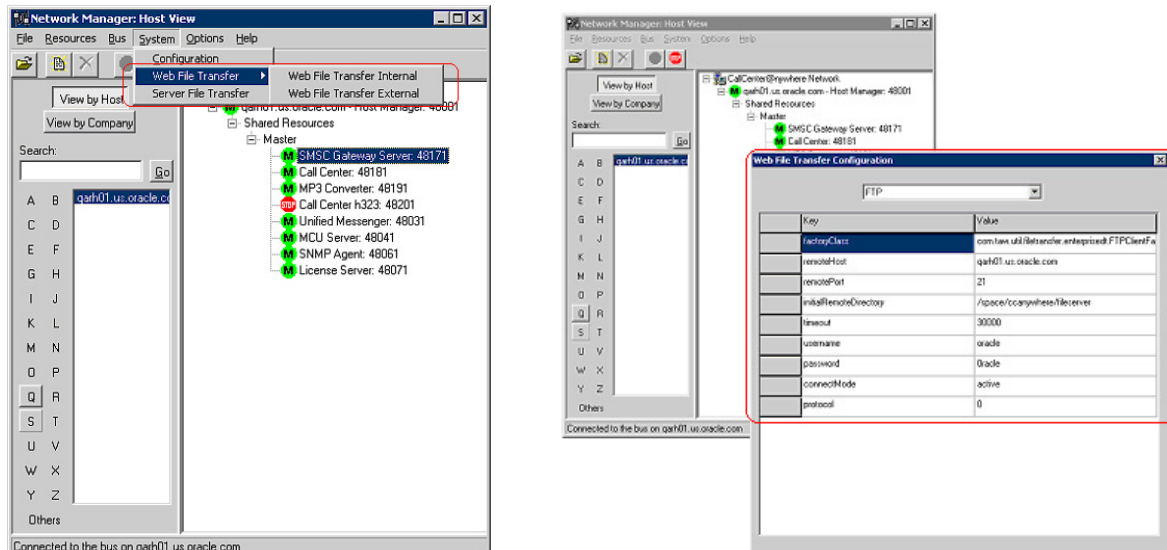
5. Complete the fields for your configuration. For a basic internal installation, you might enter

remoteHost	Enter the hostname or IP address of your File Server
remotePort	Normally would default to port 21
initialRemoteDirectory	Normally, you enter "/" or what you copied from the system configuration
username	Enter the FTP username
password	Enter the FTP username's password
connectMode	active or passive

5. Select OK to save your changes
6. Path: Network Manager | System | Server File Transfer – Server File Transfer Internal
7. The Server File Transfer Configuration dialog box will appear.   Select FTP from the drop down menu and complete the fields for your configuration. In our example, you would enter the same information as for the Web File Transfer.
8. Select OK to save your changes
9. After changing the FTP parameters, All Host Managers and Web Servers must be restarted.

Other FTP Configuration Types

Configuration of the other FTP types (FTPS & SFTP/SSH) follows the same steps as outline above, however the options are different. Configure the Web File Transfer and Server File Transfer as appropriate for your configuration. The table below provides the parameters, values and descriptions for each protocol.

Notes:

- FTPS is not available for Server File transfer and SFTP will perform as a secure copy without the secure shell.
- All authentication types must provide a "username" as set up on the server.

- In public key authentication, SSH clients and servers authenticate each other via public/private key pairs. Each must have access to their own private key, and they must have access to each other's public key (unless server validation is disabled). You should ensure that the server's public keys are loaded by specifying knownHostsFilePath or serverKeyfilePath. The client's public key must be registered with the SSH server, typically by copying it into the server's authorized_keys file.

- A patch is required for both the SSH and File Copy operations.

FTP Configuration Settings and Definitions

Parameter Name	Parameter Value	Description
"protocol"	"ftp"	The protocol used to interact with the remote host.
"factoryClass"	"com.taw.util.filetransfer.enterprisedt.FTPClientFactory"	Class that is responsible for creating file transfer client instances.
"remoteHost"		The IP address or name of the remote host.
"remotePort"	default = "21"	The port to connect to on the remote host.
"initialRemoteDirectory"	default = "/"	The initial remote directory that all connections change to immediately on connection.
"timeout"	default = "30000"	Set the timeout for socket connections. In milliseconds.
"username"		The name of the user to log in with.
"password"		The password of the user to log in with.
"connectMode"	default = "passive"	The data transfer mode where the client initiates the connection.
	"active"	The data transfer mode where the remote host initiates the connection.

FTPS Configuration Settings

Parameter Name	Parameter Value	Description
"protocol"	"ftps"	The protocol used to interact with the remote host.
"factoryClass"	"com.taw.util.filetransfer.enterprisedt.FTPSClientFactory"	Class that is responsible for creating file transfer client instances.
"remoteHost"		The IP address or name of the remote host.
"remotePort"	default = "21"	The port to connect to on the remote host.
"initialRemoteDirectory"	default = "/"	The initial remote directory that all connections change to immediately on connection.
"timeout"	default = "30000"	Set the timeout for socket connections. In milliseconds.
"username"		The name of the user to log in with.
"password"		The password of the user to log in with.
"connectMode"	default = "passive"	The data transfer mode where the client initiates the connection.
	"active"	The data transfer mode where the remote host initiates the connection.
"securityMechanism"	"auth_tls"	Used to ask for SSL negotiation without implicitly protecting the data connection.
"startWithClearDataChannels"	default = "false"	By default the client switches to private data channels immediately after connecting to the remote host. This flag stops this behavior if set to "true".
"allowBasicConstraintsNonCA"	default = "false"	Enabling this flag permits non-CA certificates to have basic constraints.
"disableSessionResum	default = "false"	Session resumption is a feature of SSL/TLS, which speeds up the

ption"		establishment of secure connections by caching certain cryptographic parameters during the first connection, such that they may be used in subsequent connections. This is particularly handy for FTPS which opens a new connection for each file transfer. Occasionally it can cause problems when establishing secure connections on data-channels, so this flag is provided for disabling the feature and thus forcing a full exchange of cryptographic data for every file.
"disableSSLClosure"	default = "false"	Disables standard SSL closure by forcing on both data and control channels SSL connections to close in a non-standard manner. This flag may be useful if it is found that the client or the server (or both) freezes after a data-transfer or when the FTP connection is closed.
"disableWaitOnClose"	default = "false"	If set, stops the client waiting for an SSL closure acknowledgement on both the control channel and the data channel. This flag may be useful if it is found that the client freezes after a data-transfer or when the FTP connection is closed.
"enableServerValidation"		If server validation is on, the identity of the server as presented via its certificate (SSL) is verified by checking a certificate store. In production systems server validation should always be enabled.
"rootCertificatesPath"		The full path of the root certificates that the remote host certificate will be validated against.
"clientCertificatePath"		The full path of the PEM file containing the client certificate and private key. This is required if client authentication is to be used.
"clientCertificatePassphrase"		The pass phrase for the client certificate.

SFTP Configuration Settings (SSH)

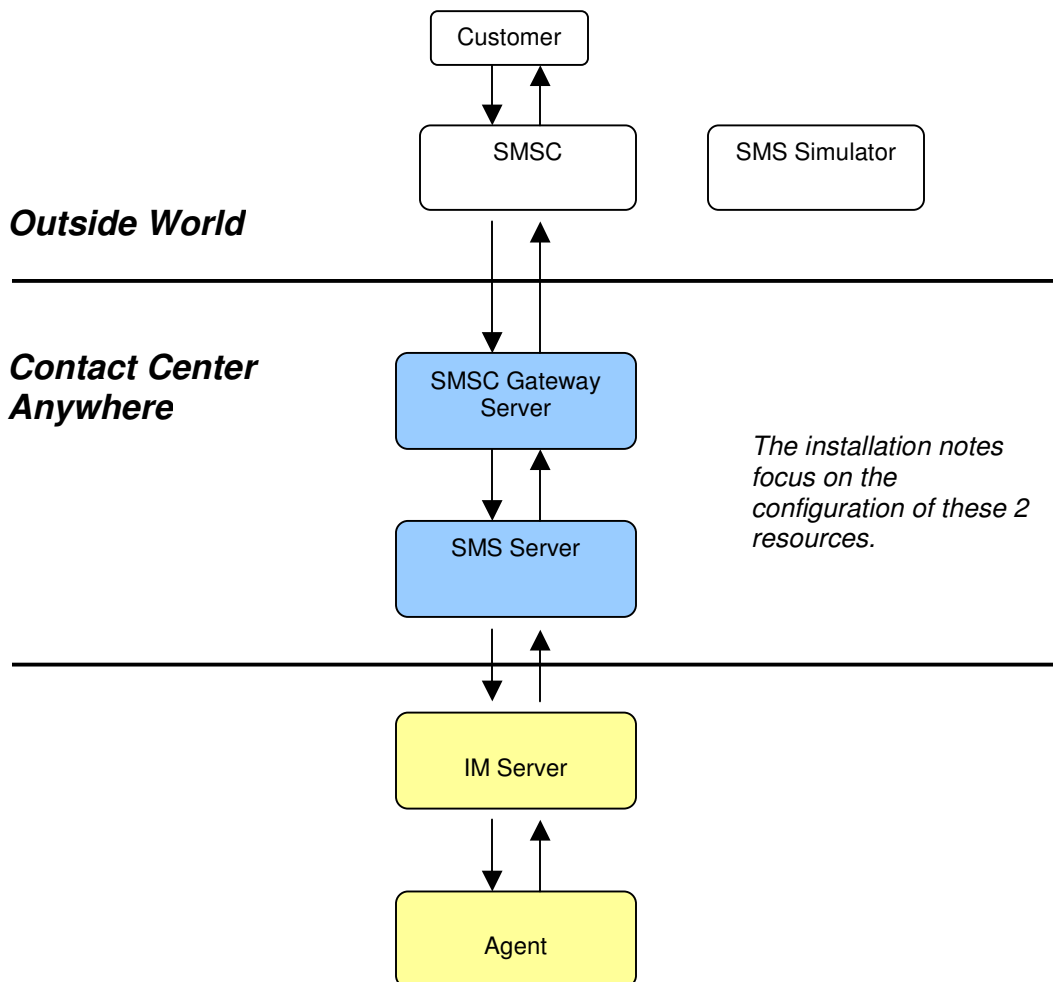| Parameter Name	Parameter Value	Description
"protocol"	"sftp"	The protocol used to interact with the remote host.
"factoryClass"	"com.taw.util.filetransfer.enterprisedt.SFTPClientFactory"	Class that is responsible for creating file transfer client instances.
"remoteHost"		The IP address or name of the remote host.
"remotePort"	default = "22"	The port to connect to on the remote host.
"initialRemoteDirectory"	default = "/"	The initial remote directory that all connections change to immediately on connection.
"timeout"	default = "30000"	Set the timeout for socket connections. In milliseconds.
"username"		The name of the user to log in with.
"password"		The password of the user to log in with.
"enableServerValidation"		If server validation is on, the identity of the server as presented via its public key (SSH) is verified by checking a known hosts file or a server key file. In production systems server validation should always be enabled.
"knownHostsFilePath"		The full path to the file containing public keys that the server public key will be validated against. They are typically stored in a file called *known_hosts*. This parameter is mutually exclusive with *serverKeyfilePath*.
"serverKeyfilePath"		Server public keys can also be maintained in their own individual key files and be used for server validation without adding them to the *known_hosts* file. Both OpenSSH and SECSH standard formats are supported. This parameter is mutually exclusive with *knownHostsFilePath*.
"authenticationType"	"password"	This type sets up client validation using a username and password.
	"publickey"	This type sets up client validation using a private/public key-pair.
	"publickeyandpassword"	This type sets up client validation using a private/public key-pair, followed by password authentication.
"clientKeyfilePath"		The full path of the private key file.
"clientKeyfilePassphrase"		The optional pass phrase of the private key file.
"disableWaitForChannelClose"	default = "false"	Disables waiting for an acknowledgement from the server when the client has requested that a channel be closed. Set to "true" to disable the wait.
"maxPacketSize"		Set the maximum packet size. This should be used if errors are being received such as "packet too long: xxxx". Set the size smaller than the size listed in the error message.

■

New SMS and SMSC Gateway Servers

To support the SMS Inbound ACD Media type, two new servers will need to be configured.

Introduction to SMS SERVER

The SMS SERVER consists of two components; the SMS Server which is a dedicated resource and SMSC Gateway Server which is a shared resource. The SMSC Gateway Server handles all the SMS messages coming from the outside world, and also acts as an interface to reply messages back to the outside world.

The SMS Server receives the SMS message sent by SMSC Gateway Server and forwards it to IM Server. The IM Server in turn distributes to a workgroup Agent to handle the message. The Reply sent by an agent is received by IM Server and is given to SMS Server, which forwards it to the SMSC Gateway Server.

SIMPLIFIED SMS Message Flow

Customer

SMSC   SMS Simulator

Outside World

Contact Center Anywhere

SMSC Gateway Server

The installation notes focus on the configuration of these 2 resources.

SMS Server

IM Server

Agent

Using the Network Manager to Setup and Manage SMS

The Network Manager is used to configure, start and stop CCA resources.   In preparation for SMS, you must install JRE 1.5.0_10 where both the Network Manager and the SMS Resources are installed.

To use Network Manager

1. Start Network Manager. Run the executable file NetworkManager812.exe in Network Manager directory. For example, C:\ccanywhere\NetworkManager\NetworkManager.exe
2. Log in using the username and password provided.
   For example: Alias = ecc812, User = ecc812 and Password = ecc812
3. NOTE: Network Manager logs to Network Manager\ log\NetMgr_xxx.log only if the log directory is present. You do not need the log file unless you are experiencing problems running a service.

Note: When Adding or modifying Server information, you normally must restart the resource for the changes to take effect.

To Add the Java Database Configuration

1. Open the System Configuration (Select System, select Configuration)
2. Select the JDBC Tab
3. In System Configuration dialog box, complete the following fields:

Class Name refers to the name of the class for the JDBC driver that will be used for database reads and writes.

Examples:

   Opta2000(MSSQL) driver would be com.inet.pool.PoolDriver.
   Oracle9i driver would be oracle.jdbc.OracleDriver

URL refers the connection to the Database. It contains the host, port and SID of the schema.

Examples:

   Opta2000 (MSSQL) driver would be jdbc:inetpool:inetdae7:engallia1000- 02.telephonyatwork.com:1433.
   Here you would change engallia1000-02.telephonyatwork.com to the hostname or IP of the machine where the database is located. 1433 is the port to connect to.

   Oracle9i driver would be 'jdbc:oracle:thin:@voip2:1521:orcl'.
   Here you would change voip2 to the hostname or IP of the machine where the database is located. 1521 is the port to connect to. 'orcl' would be changed to the SID.
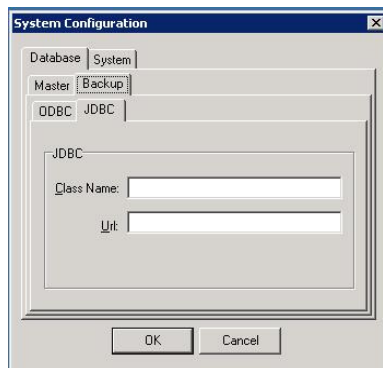
4. Click on OK button to save the changes.

To add SMSC Gateway Server resource in Network Manager

5. Open View Hosts by clicking View by Host to add SMSC Gateway Server, which is a shared resource.
6. Right-click on the Host Manager, click on the Add Resource or In the Resources, and click on Add Resource.
7. In the Add New Server dialog box, complete the following fields:

   Host: Select the computer on which the resource is to be loaded.
   Resource ID: Numeric sequential identifier for the resource. This value is automatically assigned when the resource is created.
   Port: The IP port the resource uses for TCP/IP Bus messaging. This value is automatically assigned when the resource is created.
   Resource Type: From the drop down menu select "SMSC Gateway Server" resource to configure.
   Resource Mode: Set this to Master (as it's a shared resource it will always be master mode)
   Trace Level: The level of detail written to the logs (where 1 is lowest and 5 is highest; 0 is recommended unless troubleshooting).

8. Click on Save button to save the changes.

9. Click on the Advanced button.
10. In the SMSC Gateway Server Dialog box, complete the following details. These fields are mandatory.

    Address: IP address or hostname of the SMSC (or where simulator is running).
    Port: 2775   Port on which the SMPP protocol is running
    Username: Username provided by the SMSC service provider (example "smppclient")
    Password: Password provided by the SMSC service provider (example "password")

11. Click on the OK button.
12. Click on the Save button
13. Select the SMSC Gateway Server Resource and start (Right Mouse Click and Select Start Resource)

Configuration File

The CCA SMS feature is standards based, based on the SMPP protocol.   The design also includes an optional configuration file for customizing interoperability settings. This configuration file should be copied under the 'c:\ccanywhere\bin' directory. This file is optional.   If the file does not exist, the SMSC Gateway Server will use default values. This will change in the future to use the DB instead of a configuration file.

SMSConfig.txt

Submit System ID:smppclient
Submit Password:password
Submit System Type:MHS
Submit Bind Ton:0
Submit Bind Npi:0
Submit Address Range:0
Submit Source Ton:0
Submit Source Npi:0
Submit Source Address:0
Submit Destination Ton:0
Submit Destination Npi:0
Submit Destination Address:0
Receive System ID:0
Receive Password:0
Receive System Type:MHS
Receive Bind Ton:0
Receive Bind Npi:0
Receive Address Range:0
Receive Source Ton:0
Receive Source Npi:0
Receive Source Address:0
Receive Destination Ton:0
Receive Destination Npi:0
Receive Destination Address:0

SMS Parameters
The following table provides the configurable parameters and their definitions for SMS.

Field Name	Definition
Submit System ID	Username to connect to the SMSC. Configure this if you want to override the username given through NM
Submit Password	Password to connect to the SMSC. Configure this if you want to override the password given through NM
Submit System Type	Type of ESME system, by default it is empty. If configured it will take the configured value.
Submit Bind Ton	If configured it will override the default Ton i.e 0 when binding with SMSC
Submit Bind Npi	If configured it will override the default Npi i.e 0 when binding with SMSC
Submit Address Range	If configured it will override the default Address Range when binding with SMSC
Submit Source Ton	If configured it will override the destination Ton in receive message and submit the reply message with the value given in Submit Source Ton
Submit Source Npi	If configured it will override the destination Npi in receive message and submit the reply message with the value given in Submit Source Npi
Submit Source Address	If configured it will override the destination address in receive message and submit the reply message with the value given in Submit Source Address
Submit Destination Ton	If configured it will override the source Ton in receive message and submit the reply message with the value given in Submit Destination Ton
Submit Destination Npi	If configured it will override the source Npi in receive message and submit the reply message with the value given in Submit Destination Npi
Submit Destination Address	If configured it will override the source address in receive message and submit the reply message with the value given in Submit Destination Address
Receive System ID	Username to connect to the SMSC. Configure this if you want to override the username given through NM

Receive Password	Password to connect to the SMSC. Configure this if you want to override the password given through NM
Receive System Type	Type of ESME system, by default it is empty. If configured it will take the configured value.
Receive Bind Ton	If configured it will override the default Ton i.e 0 when binding with SMSC
Receive Bind Npi	If configured it will override the default Npi i.e 0 when binding with SMSC
Receive Address Range	If configured it will override the default Address Range when binding with SMSC
Receive Source Ton	If configured it will replace the original source Ton value present in the received message with the configured value
Receive Source Npi	If configured it will replace the original source Npi value present in the received message with the configured value
Receive Source Address	If configured it will replace the original source Address present in the received message with the configured value
Receive Destination Ton	If configured it will replace the original Destination Ton value present in the received message with the configured value
Receive Destination Npi	If configured it will replace the original Destination Npi value present in the received message with the configured value
Receive Destination Address	If configured it will replace the original Destination Address present in the received message with the configured value

To add SMS Server resource in Network Manager

1. Click on View by Company to add the SMS Server resources, which is a dedicated Company resource.
2. From Resources menu, choose Add Resource. In the Add New Server dialog box, complete the following fields:

- ▪ **Host:** Select the computer on which the resource is to be loaded.
- ▪ **Resource ID:** Numeric sequential identifier for the resource. This value is automatically assigned when the resource is created.
- ▪ **Port:** The IP port the resource uses for TCP/IP Bus messaging. This value is automatically assigned when the resource is created.
- ▪ **Resource Type:** The type of resource to configure. Select SMS Server.
- ▪ **Resource Mode:** This can be set to Master or Backup.
- ▪ **Company:** Select the Company
- ▪ **Trace Level:** The level of detail written to the logs (where 1 is lowest and 5 is highest; 0 is recommended unless troubleshooting).

3. Click Save to add this resource.
4. Select the SMS Server Resource and start (Right Mouse Click and Select Start Resource)

Gateway Alarming

Gateway Alarm Table

The following will describe the addition/deletion of the SIP Gateway alarms to be configured for the system.

insert into sipalarmcodes(errorcode, alarminfo, reported) values(1,'Unallocated number',1);

Any specific gateway condition that is desired to be activated needs to be inserted into the table. These alarms would be unique to the gateways being used. The *errorcode* and associated *alarminfo* will be *inserted into the sipalarmcodes table. If the reported field is set to 1, the trap will be report. In this case trap 29 sip DialOutFailure along with the reason/description as set in the DB will be thrown.*

If the reported field is set to 0 the trap will not be thrown.

Once the DB table is populated, the CallCenter can be made to load the values without stopping and restarting the server. This can be done by going to the Network Manager -> right click on the Callcenter | Callcenter | Reload SIP Alarm Codes. This will load the values from the DB.

Example: Cisco supports both default and custom mappings. Detailed information is available thru the Cisco web site. One example is shown below:

http://www.cisco.com/en/US/docs/ios/12_2t/12_2t11/feature/guide/ftmap.html

Web Server Installation Changes

There have been extensive changes to the web.xml files for CCA and TAW.

WARNING: Best practice is to take the web.xml provided in the build and edit for your configuration. This prevents installation and operational issues. Do no reuse an old web.xml.

Change Summary

Feature	Description
Supervisor Reporting	The TAW context for Supervisor Reporting was removed from the web.xml and moved to a DB setting. (See Database Installation Section)
Oracle DB	Cca web.xml – Oracle parameter is required if using Oracle DB
Data Retention	Must add 'classname' definition to enable the automatic invocation from the backend.
Agent recording w/o Contact	Legacy clients enable this option through changes to the activeXObjects.js file. The new clients are enabled through the Administration manager. See Features Section.
Weblogic 8.1 & 10	Use weblogic.xml with the release, make no changes.
WebLogic 10	Changes required for web.xml.

Oracle and the New Integrated Clients.

The new clients now require the schema to be defined in the web.xml when configured for an Oracle database. The following parameters must be added to the cca web.xml

```
<context-param>
   <param-name>databasePlatform</param-name>
   <param-value>ORACLE</param-value>
</context-param>

<context-param>
   <param-name>databaseSchema</param-name>
   <param-value>ADMINCC832B2</param-value>
</context-param>
```

Data Retention

To Enable Data Retention, you must also enable the messaging from the backend. Add the following entry to the custom.xml file.

```
<application
    className="DataRetentionThread"
          package="com.taw.web.service.bean">
</application>
```

Recording without a Contact Assigned

In the legacy clients we allow recording with out a contact by setting a property in the activeXObjects.js. This then becomes a system wide setting for all tenants.

This option can be configured for integrated clients through the Administration Manager (Options | Company | Company Configuration).

Weblogic 8.1 & 10

Weblogic.xml will be provided with the GA Release.

```
<weblogic-web-app>
 <container-descriptor>
 <prefer-web-inf-classes>true</prefer-web-inf-classes>
 </container-descriptor>
</weblogic-web-ap
```

Make no changes to the BEA configuration after installation. An issue with XML parsing has been corrected with the weblogic.xml provided with the CCA/TAW release. Previously, it was difficult to decipher the error message on the integrated client, due to difficulties with XML parsing. Now, CCA/TAW will force the use of our application class libraries for XML parsing. If BEA is not used, the file can be deleted or left on the server.

Note: If you plan to use the Siebel Chat integration, you must upgrade to Weblogic 10.

Weblogic 10

With Weblogic 10, the web.xml file will need to be modified. There are duplicates of two tags that need to be removed, else an error message is thrown. Delete the following duplicate tags only.

```
<mime-mapping>
      <extension>html</extension>
      <mime-type>text/html</mime-type>
   </mime-mapping>

-and-

<mime-mapping>
      <extension>rtf</extension>
      <mime-type>text/rtf</mime-type>
   </mime-mapping>
```

TechPubs Document Library

The following Documentation is available with the release of 8.1.2 and is available via Metalink or the link below.

http://www.oracle.com/technology/documentation/siebelcca.html

Contact Center Anywhere Release Documentation, Version 8.1, September 2007

Contact Center Anywhere Release Notes v8.1.2
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 and Upgrade Guide (*New* – Combined Document)
Contact Center Anywhere SNMP Guide, v8.1.2
Contact Center Anywhere Network Manager Guide, v8.1.2
Contact Center Anywhere Data Dictionary, v8.1.2 (*New*)