



# **Contact Center Anywhere**

Version 7.1.7.5 (SP5)

Release Notes

May 2007 – Update 5/25/07

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# Compatibility

| Application Area  | Windows 2000 SP4   | Windows 2003 SP1 | Solaris 5.9 & 5.10 | Compac TRU64 5.1 |
|---|--|------------------|--------------------|------------------|
| Session Servers & Java  |  |                  |                    |                  |
| BEA Weblogic 8.1 SP5  | Yes  | Yes              | Yes                |                  |
| IBM Websphere Application Server, 5.1.0.5<br>Build Number: cf50427.04<br>Build Date: 07/10/2004 | ---  | Yes              | Yes                |                  |
| Java SDK J2SDK 1.4.2_13   | Yes(1)   | Yes(1)           | Yes(1)             |                  |
| Java Runtime Environment 1.5_10   | Yes(1)   | Yes(1)           | Yes(1)             |                  |
| Browsers  |  |                  |                    |                  |
| Internet Explorer Version 6 and Version 7   | Yes  | Yes              | Yes                | Yes              |
| Databases   |  |                  |                    |                  |
| Microsoft SQL Server 2000 SP3a  |  | Yes              | ---                |                  |
| Oracle 9i (all with JServer, version 9.0.2)   |  | Yes              | Yes                |                  |
| Telephony –Hardware, Protocols & Codecs   |  |                  |                    |                  |
| Protocols   |  |                  |                    |                  |
| Dialogic 5.11   | Yes  | No               | ---                | Yes              |
| Dialogic 6.0  | No   | Yes              | ---                | ---              |
| SIP   | Yes  | Yes              | Yes                | No               |
| H323  | Yes  | Yes              | No                 | No               |
| Gateways  |  |                  |                    |                  |
| Cisco   | Supports H323, SIP- G711 & G729 – CMS Series                   |                  |                    |                  |
| Quintum   | Supports SIP   |                  |                    |                  |
| Audiocodes  | Supports H323 - Mediant  |                  |                    |                  |
| Codecs  |  |                  |                    |                  |
| G711  | Yes  | Yes              | Yes                | ---              |
| G729  | ---  | In Test          | No (Planned)       | ---              |
| 3 <sup>rd</sup> Party Software  |  |                  |                    |                  |
| Siebel CTI Integration for Siebel 7.7 and 7.8.  |  |                  |                    |                  |
| RealOne Player Build 6.0.10.505   |  |                  |                    |                  |
| Microsoft Media Player 9.0  |  |                  |                    |                  |
| Microsoft Sound Recorder 5.0  |  |                  |                    |                  |
| McAfee 2004 (Client/Server/Enterprise)  |  |                  |                    |                  |
| Norton Antivirus 7.6  |  |                  |                    |                  |
| Adobe v7  | Required to view Advanced Reports                              |                  |                    |                  |
| Lame (V3.97)  | Required for MP3 conversion. Must now be supplied by customer. |                  |                    |                  |

**Notes:** Must use Server 1.4.2 \_ 13 and Client Java 1.5\_10 due to DST changes for 2007. There is also a subsequent Java patch that should be applied.

# Naming Convention

The naming convention used for Contact Center Anywhere – Version 7 stream is defined as follows:

**1<sup>st</sup> Number:** Edition Release

**2<sup>nd</sup> Number:** Major Features Release

**3<sup>rd</sup> Number:** Small Features & Maintenance Release

**4<sup>th</sup> Number:** The service pack designation will include fixes, and special patch inclusions.

# Release Summary

## Behavior Changes

| Ref. | Description                            |
|------|--|
|      | MS Internet Explorer 7 - Certification |
|      | Project Menu – DTMF Entry              |
|      | Posting URL/Script/FAQ                 |
|      | SM –Outcome Status                     |

## Fixed Issues

| Ref. | Description |
|------|-------------|
|------|-------------|

### CCA SYSTEM

|  |                                      |
|--|--------------------------------------|
| 12-1J3JOTP   | Predictive – List Load               |
| 12694   12-1FGWS-11460   | Remote DB – Sync of Project/WG Stats |
| 14541   12-1FGWS-13245   | CTI Server Disconnect – Ghost Calls  |
| 14891   12-1FGWS-13592<br>14350   12-1FGWS-13057<br>13878   12-1FGWS-12593 | CallCenter – Project Menu – Locks    |
| 13878   12-1FGWS-12593   | Banner Board Issue                   |
| 15025   12 1FGWS-13725   | Email Distributor – Restart Issue    |

### Administration Manager

|                        |  |
|------------------------|--|
| 14772   12-1FGWS-13475 | TAW Login Policy                               |
| 15119   12-1FGWS-13818 | Daily Project Performance – Label Mis-Spelling |
| 14839   12-1FGWS-13541 | Campaign Manager – Stored Procedure            |
| 14839   12-1FGWS-13541 | Campaign Manager – GetSubString Function       |
| 14672   12-1FGWS-13376 | Project Menu – DTMF Entries Saved              |

### Supervision Manager

|             |                        |
|-------------|------------------------|
| 13969   12- | Workgroup Media View – |
|-------------|------------------------|

|                        |                              |
|------------------------|------------------------------|
| 1FGWS-12683            | Removal Preview Columns      |
| 14491   12-1FGWS-13196 | eSM – Agents not displaying. |
| 11104   12-1FGWX-10039 | Outcome Status               |

### Historical Reporting

|  |   |
|--|---|
| 14272   12-1FGWS-13282                           | Agent Utilization – Busy Time Calculation         |
| 14445 14338   12-1FGWS-13045                     | Outcome Statistics Report - Correction            |
| 11155   12-1FGWS-10124                           | Outcome Statistics Report – Correction WG Name    |
| 14566   12-1FGWS-13270                           | Advanced Reports – Reporting End Date after 10/29 |
| 15160   12-1FGWS-13859                           | Advanced Reports – DST Change Issue               |
| 13227   12-1FGWS-11959                           | Advanced Reports – Report Name Change Issue       |
| 14624   12-1FGWS-13328<br>14077   12-1FGWS-13224 | History Actions – Project Query                   |

### Statistical Connector | 3<sup>rd</sup> Party Connector

|                        |                            |
|------------------------|----------------------------|
| 12570   12-1FGWS-11338 | IEX Reports – Outcome time |
|------------------------|----------------------------|

### Other

|                        |                       |
|------------------------|-----------------------|
| 14520   12-1FGWS-13224 | Migration – DB Script |
|------------------------|-----------------------|

# Behavior Changes

Contact Center Anywhere Version 7.1.7 stream is now a maintenance only stream. New features will be brought into the product with v8.1 stream. This section will address any changes to behavior as a result of an issue being fixed, or new certifications for 3<sup>rd</sup> party software.

## MS – Internet Explorer Version 7

Module: Compatibility

Description: MS – Internet Explorer Version 7 has been certified with Version 7.1.7.5.

## Project Menus – DTMF Entry

Breadcrumb: AM | Project Menus – Touch Tones Tab

Description: There has been a behavior change with the entry of digits for a project menu. Previously, the user was able to click on the number listing associated with the Menu Events Summary. Now, only the Dial Pad is clickable for the key entry.

**Administration Manager** [Back to list of companies](#)

COMPANY **ASP Services** CONTACT  
 ALIAS **system** PHONE  
 COUNTRY **United States** WEB SITE

**Options**

- Company
- Skills
- Agents
- Workgroups
- URLs
- Project Menus**
- Projects
- Schedules
- Customer Priority
- Mail Manager
- Call Blocking
- Campaign

**Libraries**

- System Prompts**
- Reports
- Advanced Reports

**Project Menus >> Documentation Change**

Menu **Touch-Tones**

Select a key Case

|        |        |        |
|--------|--------|--------|
| 1      | ABC 2  | DEF 3  |
| GHI 4  | JKL 5  | MNO 6  |
| PQRS 7 | TUV 8  | WXYZ 9 |
| *      | OPER 0 | #      |

Timeout Action  
Default Link

**Menu Events Summary**

|                                   |               |
|-----------------------------------|---------------|
| 0                                 | Invalid Entry |
| 1                                 | Invalid Entry |
| 2                                 | Invalid Entry |
| 3                                 | Invalid Entry |
| 4                                 | Invalid Entry |
| 5                                 | Invalid Entry |
| No Longer Available for Selection |               |
| 7                                 | Invalid Entry |
| 8                                 | Invalid Entry |
| 9                                 | Invalid Entry |
| *                                 | Invalid Entry |
| #                                 | Invalid Entry |
| Time Out                          | Invalid Entry |
| Default Link                      | Invalid Entry |

Click

## Scripts/FAQs/CRM – URL Posting

---

Description: A change in behavior has been made with regard to the sending of the CRM/Script/FAQ URL pages. The application is now using an HTTP POST, instead of a HTTP GET. This change was made to enable the encoding of the parameters. This change was made in 7.1.7 SP3 and documented under issue 9429.

## eSM – Outcome Status

11104 | 12-1FGWX-10039

Breadcrumb: SM | Agent Status

Behavior Change

Description: Previously, the Outcome Status was shown as blank within the agent view of the Supervision Manager. Now, the agent status will be wrap-up.



# Issues Fixed

## CCA System

### Predictive – Pattern Matching/Contact Loading 12-1J3JOTP

---

Module: Predictive

SPR/SP4

Description: An issue was corrected where if there was more than one pattern to match for a predictive/preview list an error would be generated that the contacts couldn't be loaded. An error in the query was causing this issue and has been corrected. Now the contacts will be loaded properly with multiple patterns.

### Remote DB – Sync of Project/WG Stats 12694 | 12-1FGWS-11460

---

Module: Remote DB

Description: An issue has been corrected where the Project and Workgroup statistics tables were not syncing with the remote database correctly. This was caused due to the queries in the web services taking too long and the request was timing out. Improvements to the queries have corrected this issue.

### CTI Server Disconnect - Ghost Calls 14541 | 12-1FGWS-13245

---

Module: CallCenter Server

Description: An issue has been corrected where after the CTI Server Master was disconnected and reconnected, multiple "Ghost" Interaction appeared in the queue. These calls were actually dropped calls from the CallCenter that were not cleared. Now, the interactions will be cleared from the queue when dropped by the CallCenter and not displayed.

### Call Center – Project Menu Update Issue 14891 | 12-1FGWS-13592

Lockup/Not Routing 14350 | 12-1FGWS-13057

13878 | 12-1FGWS-12593

---

Module: CallCenter

SPR/SP4

Description: An issue has been correct with the CallCenter Server where updates to a Project Menu were causing a race condition and subsequent lockup. The issue was with the Regular Expression parser and has been corrected. Updates will perform properly now.

## Call Center – Banner Board Issue

13878 | 12-1FGWS-12593

SPR/SP3

Module: CallCenter

Description: An issue has been corrected with the CallCenter Server that had manifested itself with the Banner board not showing the correct stats in the IM and SM. The IMServer was counting interactions twice in the instance where the interaction was routed to a project menu if no one was logged into a workgroup and the ACD Intro was disabled for that menu. The messaging was out of sync which caused the double count. The messaging error has been corrected and the proper call stats will be displayed in the banner.

## Email Distributor – Restart Issue

15025 | 12-1FGWS-13725

Module: Email Distributor

Description: An issue has been corrected where upon restart of the Email Distributor, the project email queue size increased and stopped delivering emails to agents. This was due to the Master mode message not being received by the backup Email Distributor when the Master went offline. The messaging was corrected and the Email Distributor will restart properly.

## Administration Manager

### TAW Login Policy 14772 | 12-1FGWS-13475

Breadcrumb: AM | Options | Company | Login Policy | Select Login Policy - TAW Default Login Policy (menu item)

Module: Administration Manager

Description: The Description for the default Login Policy within the selection box has been changed to exclude the TAW from the name. The option is now "Default Login Policy"

### Daily Project Performance – Label Misspelling 15119 | 12-1FGWS-13818

Breadcrumb: AM | Advanced Reports | Daily Project Performance – Available Projects

Module: GUI - AM

Description: The "Available Projects" label within the GUI for the Daily Project Performance report has been corrected for proper spelling.

### Campaign Manager – Stored Procedure. 14839 | 12-1FGWS-13541

Breadcrumb: AM | Options | Campaign Manager – Stored Procedure SPR

Module: Campaign Manager

Description: Functionality to return a result set when calling a stored procedure has been returned to the product. Changes to dblist.dll and CallCenterVoIP.exe were made to restore this functionality that had been previously removed.

### Campaign Manager – GetSubString Variable 14839 | 12-1FGWS-13541

Breadcrumb: AM | Options | Campaign Manager – Action Menu

Module: CallCenter

Description: An issue has been corrected where if the IVR function GetSubString was called with negative values as a parameter, this would cause an issue with the CallCenter. This has been corrected and the GetSubString function will work properly.

## Project Menu – DTMF Entries Saved

14672 | 12-1FGWS-13376

Breadcrumb: AM | Project Menus

SPR/SP3P2

Module: Administration Manager

**Behavior Change**

Description: An issue has been corrected where within the Project Menu the DTMF was not being saved for: Workgroup Extension, Route to IVR Server, Company Directory, Route to Menu (if select an existing menu), Mailbox Manager, Enter Conference and Disconnect. Now the entries will be saved appropriately.

Also, there is a change in behavior with this feature. Previously, the user was able to click on the number listing associated with the Menu Events Summary. Now, only the Dial Pad is clickable for the number entry. This change was made as a result of the fix described above.

## Supervision Manager

### Workgroup Media View – Removal Preview

13969 | 12-1FGWS-12683

Breadcrumb: SM | View – Workgroup Media Totals

**Behavior Change**

Module: eSM

Description: Within the Workgroup Media View, selections for Preview statistics have been removed. In the real application, the preview interaction is not related to workgroup. For that reason, three columns Preview, ANS Preview and Preview Total have been removed. These statistics are reported under the Predictive/Preview View.

### eSM – Agents Not Displaying

14491 | 12-1FGWS-13196

Breadcrumb: eSM | Panel – Agent Display

Module: Data Handler

Description: An issue has been corrected with the real time data handler with agents disappearing from view. Now agents will display properly.

## Historical Reporting

### Agent Utilization – Busy Time Calculation

14272 | 12-1FGWS-13282

Breadcrumb: AM | Advanced Reports - Agent Utilization Report

Module: Reports

Description: Previously, the formula for Busy time did not include wrap-up. Now the wrap-up will be included as busy for this report along with Talk and Hold time.

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**Outcome Statistics Report - Correction** 14445 14338 | 12-1FGWS-13045

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Breadcrumb: AM | Reports | Workgroup Productivity Report – Outcome Statistics

Module: Reports

Description: The Outcome Statistics Report queries had an issue with the outcomes for Outbound Call, Preview, and Predictive interactions not being reported. The correction has been made and now these statistics will populate correctly.

---

**Outcome Statistics Report - Correction** 11155 | 12-1FGWS-10124

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Breadcrumb: AM | Reports | Workgroup Productivity Report – Outcome Statistics

Module: Reports

Description: An issue has been corrected where the reporting Workgroup Name did not appear on the reports if there was no data for the reporting period. This has been corrected and the Workgroup name will appear.

---

**Advanced Reports – Reporting End Date** 14566 | 12-1FGWS-13270

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Breadcrumb: AM | Advanced Reports

Module: Time Zones

Description: An issue with reporting end date after October 29<sup>th</sup> for a DST time zone causing the report to not have data as well as advance the end date one day. This issue has been corrected.

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**Advanced Reports – DST Change Issue** 15160 | 12-1FGWS-13859

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Breadcrumb: AM | Advanced Reports

SPR/7.1.7.4

Module: Reporting – Time Zones

Description: An issue was corrected for reporting data after April 1<sup>st</sup> for the Advanced Reports. Data was not being reported for the proper time frame, but adding an hour to the start/end time for the report. This has been corrected and will report properly.

---

**Advanced Reports – Report Name Change Issue** 13227 | 12-1FGWS-11959

---

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

Module: Reporting

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

---

**History Actions – Project Query** 14624 | 12-1FGWS-13328

Predictive Interaction History 14077 - 12-1FGWS-12788

Module: HistoryActions

Description: The query to load Interaction History was incorrectly searching for the project ID. This resulted in the display of “Project Not Found” errors being returned. The query for the Use of DatasourceID/Display Template has been corrected and Interaction History will be displayed properly.

---

**Peak Interaction Report** 14978 | 12-1FGWS-13678

Breadcrumb: AM | Advanced Reports – Peak Interactions Report/System Peak Interactions

Module: Reporting

Description: An issue has been corrected with the report not returning results. The report will now properly display data.

## Statistical Connector | 3<sup>rd</sup> Party Connector

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**IEX Reports – Outcome Time** 12570 | 12-1FGWS-11338

Module: Statistical Connector

Description: A change has been made to include the time it takes to close the Outcome window as part of the wrap-up time.

## Other

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**Migration – DB Script** 14520 | 12-1FGWS-13224

Module: Database Script


Description: An issue has been corrected where indices were missing with the Oracle automated DB patches for the Remote DB. This has been corrected and released with this build. The missing indices were: HistoryActions table ix\_ha\_cidactidstartdtuid : companyid,actionid,startdate,userid,

## Known Issues

- **MCU Configuration.** Within the Network Manager, the MCU configuration allows the port to be changed, however in reality it only uses 5070.
- **Agent Hourly Average Report** – An outstanding issue with this report is being worked and will be available with the next release. The report is not available for display.
- An issue has been discovered with Microsoft XP that the playing of prompts within the application is a security violation of XP thus blocking this functionality. Throughout the AM/IM/SM, the speaker icon will not function correctly in an XP environment. As a workaround, the user can locate the .wav file and play outside of the CCA application. This is targeted to be resolved with the v8.1.2 release.

### Company Prompts >> [New Item](#)

If a file download prompt appears, select "Open this file from it's current location".

|                                       |   |
|---------------------------------------|---|
| <b>Prompt Name</b>                    |   |
| <input type="text"/>                  |   |
| <b>Languages</b>                      | <b>Wav File</b>   |
| <input type="checkbox"/> English (US) | <b>Description</b>  |
| <input type="checkbox"/> English (GB) | <input type="text"/>  |
| <input type="checkbox"/> French (FR)  | <input type="text"/>  |
| <input type="checkbox"/> Spanish      | <b>Current File</b>   |
| <input type="checkbox"/> French (CA)  | <input type="text"/>  |
| <input type="checkbox"/> English (AU) | <b>Select Wav File</b>  |
|                                       | <input type="text"/> <input type="button" value="Browse..."/>  |