These Patches must be re-applied after upgrading to 3.0.1

Voicemail 30.50.30.22 for BCM 3.0 And Call Center Reporting Build 20 clients for BCM 3.0/3.0.1

IMPORTANT NOTE:

The following procedure **must** be completed after applying any Call Centre Reporting Patches.

WARNING:

All previous statistical data will be lost.

Master Client PC:

Via add and remove programs, uninstall the current build of Call Centre Reporting.
Located and delete the "Call Center Reporting" folder on the Master Client PC.
(default location is c:/program files/nortel networks/Call CenterReporting)
Once completed, re-boot the PC and install the new build of Call Center Reporting Master Client
from the "Install Client" section of the BCM.
If you have Client PC's running Call Centre Reporting,
don't forget to share out the required folders as stated in the Call Centre Reporting MIS Installation Guide.

Client PC:

Via add and remove programs, uninstall the current build of Call Centre Reporting.
Located and delete the "Call Center Reporting" folder on the Client PC.
(default location is c:/program files/nortel networks/Call Center Reporting)
Once completed, re-boot the PC and install the new build of Call Center Reporting Client
from the "Install Client" section of the BCM.

Voicemail 30.50.30.22 for BCM 3.0

SR's Resolved:

- Q00619267: MIS: Agent Status incorrect when they log out while on a call.
- Q00631432-01: Desktop:(Non-English): "Unknown" appears in english regardless of the language.

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- Q00612914: Problems with Silent Monitoring.
- Q00530507: Fax: Rejected Page Appears In Image
- Q00607733: Deteline - Voicemail Stopped Functioning
- Q00111337: (Modification) Rather than delete links allthogether, now the link fails with a popup to explain why.
- Q00621974: CCR External transfer to an internal DN times out after roughly 20 seconds
- Q00611466: BCM 3.0 - Calls in skillsets getting cut off
- Q00574872-01: BT- Call Centre agents unable to login and wallboard freezes.

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- Q00599414-02: After VM patch 88 applied Call centre Calls not presented to Agents
- Q00566132: CSR 021120-63460 Call Centre Reporting call waiting real time wallboard issue
- Q00527291-01: BT- Cambrian- Call Center Reporting displays 255 calls waiting.
- Q00573668: BCM 3.0 beta load ACD greeting starts when no agents logged in
- Q00436498: BT- Call Center-Idle Agent 2 Shown on Outgoing Call
- Q00558735: BT- Call Center-Idle Agent 2 Shown on Outgoing Call
- Q00574064: VM:Attempting to Print Fax using Manual Delivery disables Voice Channel
- Q00569273: Customer would like Voice Mail DN to be able to be dialed from AA
- Q00604772: Client's Call Center not functioning as desired

Software Components Changed:

- Voicemail v.30.50.30.22

BCM Release and Affected Profiles:

- BCM 3.0
- BCM 3.0.1

Call Center Reporting Build 20 clients for BCM 3.0/3.0.1

Release Notes:

- Release notes are provided in the install folders of each of the master and Client installs, for each language They are held in the file ReleaseNotes.txt, which is a plain text file. Word format release notes are provided separately.

Note:

- Call Center Reporting Build 20 should be used with Voicemail 30.50.11.22.

SR's Resolved/Solution (since BCM 3.0 GA - Build 13):

- **Call Center Reporting Build 20 — Issued to Nortel 8-May-2003 – Full Platform Load – Multi-Language**
  - **Q00629010** - Call stuck in Real Time Screen when PCM is used as CC Agent answer. Actually this had nothing to do with VCM. The issue was to do with a possible disparity between system and skillset totals when calls moved from skillset to skillset. This has been corrected.
  - **Q00592185** - MIS: Agent state incorrect when terminate events are sent in a different order. The MIS will now check whether the Line Terminate event is associated with a call that still has active agents on it. If this is the case the MIS will create its own Agent Terminate events and feed these into the call processing model. The real Agent Terminates which arrive at the MIS subsequent to this are ignored as the call no longer exists.
- **Call Center Reporting Build 19 — Issued to Nortel 25-April-2003 – Full Platform Load – Multi-Language**
  - **Q00617816** - MIS: Agent not ready time is incorrect when agent transfers an ACD call. This has been corrected. Now if an Agent performs a blind transfer or an announced transfer their not ready time is correct. (In either type of transfer the call sometimes clears from the receiving party before the transferring party.)
  - **Q00571307** - On Line CCR Help in German does not include new Security IP Address info. This section has been added to all of the non-English builds.
  - **Q00118852** - MIS: Installation is not halted when user is logged in without admin rights. Documentation change. See SUOG version 01 (07).
  - **Q00391503-01** - MIS: The Start Data Log button is now somewhat confusing. The Start data button has been re-labeled as 'Start New Data Log' in all languages.
  - **Q00535874** - Call Centre Reporting Client awkward IP entry for BCM IP address (new for BCM30). The Master Client installation now ends with a warning message informing the user they must configure the Authorized IP address before the application will work. This has been added to al languages.
  - **Q00652937** - Section describing the logging of stats for Outgoing Calls for multi-Skillset Agents added to the SUOG.
  - **Q00651934** - Incorrect page number reference corrected in the docs (on Page 73: should be 58, used to say 38).
  - **Q00592185** - MIS: Agent state incorrect when terminate events are sent in a different order. **** THIS IS NOT A FIX **** The MIS will now mask the low-frequency intermittent root problem (in the KSU/ACCESS layer) so that the Line and Agent

information is correct in the Real Time screens. However, the Outgoing Call stat in these error cases is still lost.

- **Call Center Reporting Build 18 — Debug load.**
- **Call Center Reporting Build 17 — Issued to Nortel 25-March-2003 – Full Platform Load – Multi-Language**
  - **Q00620597-01** - Agent does not receive break time on the real time screen nor does he get break time logged into the reports when the agent transfers a call to a non agent set. Agent 1 is logged into SS 1 on Dn 2256. Agent 1 receives an ACD call to SS 1 and answers the call. Agent 1 transfers to call to a non agent set Dn 2259. Set 2259 has forward no answer to VM or it can also be answered by a non agent. On the real time screen the agent goes back to available as soon as the call is transferred. The agent should remain showing incoming for the length of their break time. This has been corrected. Another scenario related to this was where the transferring Agent remained incoming on the real time screen.
  - **Q00617816** - MIS: Agent not ready time is incorrect when agent transfers an ACD call. This has been corrected. Now if an Agent performs a blind transfer their not ready time is correct. (For a blind transfer the call clears from the receiving party before the transferring party, for an announced transfer the call clears the transferring party first.)
  - **Q00631800** - MIS: Agent cancelled a transfer call appears as available in Real Time. This has been corrected.
- **Call Center Reporting Build 16 — Issued to Nortel 11-March-2003 – Full Platform Load – Multi-Language**
  - **Q00620597** - Agent does not receive break time on the real time screen nor does he get break time logged into the reports when the agent transfers a call to a non agent set. Agent 1 is logged into SS 1 on Dn 2256. Agent 1 receives an ACD call to SS 1 and answers the call. Agent 1 transfers to call to a non agent set Dn 2259. Set 2259 has forward no answer to VM or it can also be answered by a non agent. On the real time screen the agent goes back to available as soon as the call is transferred. The agent should remain showing incoming for the length of their break time. This has been corrected. Another scenario related to this was where the transferring Agent remained incoming on the real time screen.
  - **Q00628235** - MIS: Phantom calls waiting. A fix has been put in to cater for cases of missing events for abandoned calls that occur in Out Mode. If a call was received into the Skillset queue, then abandoned (but no abandon event was sent), then terminated, the RDBServer would leave the call showing as waiting on the Real Time screens. The RDBServer will now assume that these calls had abandoned (even though it does not receive the abandon event) and will process the calls as abandoned calls, putting them into the stats and clearing them from the Real Time screens.

- **Call Center Reporting Build 15 — Issued to Nortel 25-February-2003 – Full Platform Load – Multi-Language**
  - **Q00617816** - MIS: Agent not ready time is incorrect when agent transfers an ACD call. This has been corrected.
  - **Q00616497** - MIS: Talk time not recorded for agent at portable (answer DN) answers call. This has been corrected.
  - **Q00563395-01** - MIS: Agent that terminates conference call does not get wrap in RT. Second also didn't getwrap-time or incoming talk time. This has been corrected.
- **Call Center Reporting Build 14 — Issued to Nortel 28-January-2003 – Full Platform Load – Multi-Language**
  - **Q00554971** - CC Reporting - incorrect Out Mode and Overflow increments (Daily Incoming Calls). If a call started out as an Out Mode call and then was answered in In

Mode (because an Agent had logged in to answer it) it would be counted as an Out Mode call and also as an Incoming Call. It will now only be counted as an Incoming, Answered In Mode call.

- **Q00563395-01** - MIS: Agent that terminates conference call - does not get wrap in Real Time. Transferring Agent will now receive wrap-up time in the real time screen.
- **Q00570438** - MIS: Agent not ready time is incorrect when agent makes an intercom call. When the agent places an intercom call to a non-agent set, the reports are correct. When the agent places an intercom call to a set with an agent logged into it, the calling agent receives correct stats, but the receiving agent gets their previous idle time as their Not Ready time, and their actual Not Ready time is not recorded anywhere. This has been corrected.
- **Q00571414** - MIS: Wallboard does not display outgoing call (when the agent is on an incoming call). This has been corrected.
- **Q00567150** - Calls that were parked were mis-handed by the MIS, which could lead to 255 Lines in the Pie Charts. (The number could then either slowly increase or decrease from that figure, so the customer might see 242 or 264 etc etc). (This is the Barry Communications Site fix).
- **Q00573300** - Calls that were parked were mis-handed by the MIS, which could lead to 255 Lines in the Pie Charts. (The number could then either slowly increase or decrease from that figure, so the customer might see 242 or 264 etc etc). (This is the Barry Communications Site fix).
- **Q00542643-01** - Call Centre Reporting - Real time screen incorrectly shows agent as available. While on an incoming call, when an outgoing call is placed on an ACD line, the agent remains in incoming state after the calls are cleared down. Incoming state does not clear until the agent receives another call, terminates it, and wrap time ends. While on an incoming call, when an outgoing call is placed on a non-ACD line, the agent remains in incoming state after wrap expires and while the agent is on the outgoing call. Once the outgoing call is terminated, the agent displays as idle. This has been corrected.

Software Components Changed:

- Call Center Reporting Master and Client applications. These applications do not run on the BCM but on Client PC's.

BCM Release and Affected Profiles:

- BCM 3.0
- BCM 3.0.1