<u>**IMPORTANT NOTE:**</u>

The following procedure **<u>must</u>** 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.

Call Center Reporting Build 26 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 26 should be used with Voicemail 30.50.50.22.or later

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

- **Call Center Reporting Build 26 — Issued to Nortel 22-August-2003 – Full Platform Load – Multi-Language**
    - **Q00719566:** Incorrect talk time was recorded for agent one if they transferred a call to agent
    two, and then the call eventually returned to them. This has been recorded. (actually,
    it isn't 'talk time' it is the time the agent was in possession of the call, whether it was on hold or not.)
    - **Q00668898:** Agent does not receive break time in Real Time after terminates conference. Agent
    is now correctly show in as in wrap-up on the Real Time screens.
    - **Q00691997:** Agent duration times will be displayed as HH:MM for hours and minutes and as MM:SS for minutes and seconds. In the System Manager real time screens the sort by duration
    will now provide a descending sort of duration with the longest times at the top. (There is no sort at Supervisor level.)
    - **Q00699579:** Agent activity showing as available when logged out.
    If an Agent logged out when they were Not Ready they did not have their Not Ready time
    allocated them in the reports. This has been corrected.

- **Call Center Reporting Build 24 - Issued to Nortel 20-June-2003 - Full Platform Load - Multi-Language**
    - **Q00587446:** On a very small number of installations printing on an A4 printer required a button to be pressed on the printer to correct the summary report from trying to print in Letter size. The Summary report will now print on A4. Note that on a very small number of installations there may be a blank page printed as well, but all pages will be A4, with no human intervention.

- o **Q00691997:** Agent durations that had exceeded an hour are displayed in the format of 01h23 where 'h' represents hours. Durations below an hour were displayed in the format 12m32 where 'm' represented minutes. The sort routines built into the toolkit used to create the real time screens sorted the entries with 'h' in them behind those with 'm' in them. The sorting routines are not under the control of ITEL. To force the 'h' entries to be counted as higher duration than the m entries, the
  'm' entries are reverted to the format 12:32 (using the colon).
- o **Q00685752:** CCR showing calls waiting when there are no calls. When calls were transferred to a new Skillset by an Agent from the first Skillset, and then overflowed back to the original Skillset there was a received event for the call arriving back into the old Skillset but there is no received event for the new Skillset. The RDBServer has been changed to cope with this.
- o **Q00661612:** On line CCR Help (English) needs re-work. Various small changes: 'Security' instead of 'Password', etc.
- o **Q00668898:** Agent does not receive break time in Real Time after terminates conference. Agent is now correctly show in as in wrap-up on the Real Time screens.
- o **Q00598039-01:** Online help, Wallboard Message shows incorrect parameter value limit. In several places within the on-line help the limit was stated as 70 characters instead of 64. This has been corrected.
- o **Q00683424:** When an agent parks a Skillset call and the call is received by a non-agent the call is treated as abandoned. Actually the call wasn't treated at all. It is now correctly recorded in the stats, as a call on the line (part of which was Answered by Others), a call on the Agent.
- o **Q00668717:** Phantom calls in real-time report (Transfer to CDN, Caller input rules). A pro-processor was added that checks a call is in the skillset queue that a MoveToQueue event tries to move it out of; if this is not the case it is moved into that queue before it is then moved out.

- **Call Center Reporting Build 20 — Issued to Nortel 8-May-2003 – Full Platform Load – Multi-Language**
  - o **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.
  - o **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**
  - o **Q00617816** -
  - o **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.

- o **Q00118852** - MIS: Installation is not halted when user is logged in without admin rights. Documentation change. See SUOG version 01 (07).
- o **Q00391503-01** - MIS: The Start Data Log button is now somewhat confusing. The Start data button has been re-labelled as 'Start New Data Log' in all languages.
- o **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.
- o **Q00652937** - Section describing the logging of stats for Outgoing Calls for multi-Skillset Agents added to the SUOG.
- o **Q00651934** - Incorrect page number reference corrected in the docs (on Page 73: should be 58, used to say 38).
- o **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 17 — Issued to Nortel 25-March-2003 – Full Platform Load – Multi-Language**
  - o **Q00620597-01** -
  - o **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.)
  - o **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**
  - o **Q00620597** -
  - o **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**
  - o **Q00617816** -

- o **Q00616497** - MIS: Talk time not recorded for agent at portable (answer DN) answers call. This has been corrected.
- o **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**
  - o **Q00554971** -
  - o **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.
  - o **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.
  - o **Q00571414** - MIS: Wallboard does not display outgoing call (when the agent is on an incoming call). This has been corrected.
  - o **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).
  - o **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).
  - o **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

Voicemail 30.50.50.22 for BCM 3.0/3.0.1

SR's Resolved:

- Q00730856 CC Agent left on ACD call when Answer and Routing events occur simultaneously
- Q00715394-01 CC: Intermittant "Exiting the system" when leaving message in Skillset mailbox
- Q00736450 group lists beyond 16 members, the ADD button disappears
- Q00668653-01 Desktop: Under load IMAP server fails

Voicemail 30.50.40.22

- Q00678015: BCM 3.0 CallCenter Agents not receiving calls
- Q00699583: BCM 3.0 - Prime telephone made unavailable when used as a Call Centre Agent
- Q00670791: MIS: Real time contains erroneous status if activities in CC started before MIS

Voicemail 30.50.30.22

- 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.

Voicemail 30.50.10.22

- Q00612914: Problems with Silent Monitoring.
- Q00530507: Fax: Rejected Page Appears In Image
- Q00607733: Voicemail Stopped Functioning
- Q00111337: (Modification) Rather than delete links altogether, 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: Calls in skillsets getting cut off
- Q00574872-01: Call Centre agents unable to login and wallboard freezes.

Voicemail 30.40.10.22

- Q00599414-02: After VM patch 88 applied Call centre Calls not presented to Agents
- Q00566132: Call Centre Reporting call waiting real time wallboard issue
- Q00527291-01: Call Center Reporting displays 255 calls waiting.
- Q00573668: BCM 3.0 beta load ACD greeting starts when no agents logged in
- Q00436498: Call Center-Idle Agent 2 Shown on Outgoing Call

- Q00558735: 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.30.50.50.22

BCM Release and Affected Profiles:

- BCM 3.0
- BCM 3.0.1