# BCM 3.6 Voicemail v.36.00.76.22 Update

**\*\*WARNING:** You must ensure that the RCC client is not polling the BCM at the time you apply this patch. If you are applying an RCC patch as well, first uninstall the RCC Client from the Web Host PC, apply the patches to the BCM, then install the new RCC Client. If you are not applying an RCC patch, you must either stop the RCC Launcher Service on the Web Host PC or shut down the Web Host PC before applying the VM patch to the BCM.

## The following issues are addressed:

- Q01084491-01 -  Agts are prompted for ACs when upg from BCM 3.5
- Q01143802-01 -  Voice portion of Phone and browser call not shown in RCC
- Q01149449 - BCM 3.6 - RCC incorrect Agent Detail Real time

## Plus all fixes in previous 3.6 core patches: List of patches

**VM_36_00_75_22**

- Q01085985-02 - Call does not appear in XML when agent logs out during the call.
- Q01095211 - Idle time duplicated for an Agent resulting in invalid Available time stats in Agent Profile report.
- Q01095541 Voice Mail Hang Error seen on reboot: Event logger 7022 - Service Control Manager- "Voice Mail hung on Startup"
- Q01108587 - Transferred call shown in Realtime but not in reports
- Q01111545-01 Voicemail message "Cannot continue" and "Exit" for all users
- Q01112179 Call Center Connection Download stalls at 1% and never continues nor does it error out.
- Q01116354 XML parsing error because of Invalid Characters in the XML CLID field
- Q01105802 Multiple fax pages sent to internal fax machine

**VM_36_00_74_22**

- Q00873473 - realtime agent log out then in stats
- Q01085273 - BCM400 IPview, reports incorrect

**VM_36_00_70_22**

- Q01075322-01 - One button Park and Page enhancement
- Q01074053 - XML Schema missing definitions
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**VM_36_00_67_22**

- Q01025319 - RCC | Get Unknown Server Error viewing realtime stats

- Q01046564 - Errors in XML
- Q01047077 - BCM 3.6 RCC Agent Audit Report incorrect
- Q01064493-04 - update xml schema to make DNInfo node an non-required item
- Q01064493 - update xml schema to make DNInfo node an non-required item
- Q01065124 - upgrade to 1.1.30 causes HST to fail
- Q01022327-03 - Dialing Translation Table issue where dialable #'s cannot be used

## VM_36_00_66_22

- Q01024497 - Skillsets that have a forced greeting are preventing other skillsets from distributing

## VM_36_00_65_22

- Q01012651-01 - BCM 3.6 RCC Build 42 not pegging abandoned call when skillset calls are transfer

## VM_36_00_54_22

- Q00877810-03 - Express Msg / FAX
- Q00887800-01 - Cooperators: Call Center Transfer to AA Routing not working as expected

## VM_36_00_57_22

- Q00893014 - BCM 3.6 RCC Build 28 stopped displaying Real Time Data
- Q00906146 - No display of answ'd CC calls on RT Call Summary and Call Detail
- Q00572075 - Request for Beep verses a Ringback tone given for forced answer calls in CC (beep tone shortened from 4 seconds to 2 seconds for UK profile).
- Q00903663 - F70 Transfer to VM dn reason show SSTransTODN instead of ManTrans

## VM_36_00_59_22

- Q00952740-01 CC:Upgrade from CC Basic to CC Prof when RCC key code applied fails
- Q00872840-04 CC: Agt Avail timer not reset to zero if gone into supervisor state
- Q00893014 - BCM 3.6 RCC Build 28 stopped displaying Real Time Data
- Q00903663 - F70 Transfer to VM dn reason show SSTransTODN instead of ManTrans
- Q00906146 - No display of answ'd CC calls on RT Call Summary and Call Detail
- Q00960780 - RCC Build 41 Shows AGENTS STUCK ON OUTGOING CALLS
- Q00963636-01 - CCRS: supervision ends too soon
- Q00968198 - BCM 3.6: Call Cen Agent not propted for Activity Code in 1 scenario

**36.00.60.22**

- Q00902175-02 - Don't blow away Call Center Reporting Server Database with future patches
- Q00970662-02 - Support for Military A digit

**36.00.61.22**

- Q00981895-02 - Calls are not being routed in the Call Center (with RCC Build 2.1.042 or higher)

**36.00.62.22**

- Q00944660-01 - Wrap time inconsistent with Call Transaction end time
- Q00980179 - No calls being shown in reports for F70, CF
- Q00993143-01 - When VPIM re-replying to a voice message the message doesn't go through.

**36.00.63.22**

- Q01006070 - CCRS: DB upgrade required

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## Status:

- Generally Available