

# **Call Center Reporting Build 77 clients for BCM 2.5 Feature Pack 1 Maintenance Release 1.1**

## **Voicemail v.4.8.94 patch for BCM 2.5 FP1 MR1.1**

### **IMPORTANT NOTE:**

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

#### **WARNING:**

All previous statistical data will be lost.

#### **On the Master Client PC:**

Via add and remove programs, uninstall the current build of Call Centre Reporting. Then locate 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 on 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.

#### **On the Client PC:**

Via add and remove programs, uninstall the current build of Call Centre Reporting. Then locate 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 on the BCM.

# Call Center Reporting Build 77 clients for BCM 2.5 Feature Pack 1 Maintenance Release 1.1

- This build of Call Center Reporting should be used with Voicemail 4.8.94 or higher.

## 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.

## SR's Resolved/Solution:

- Call Center Reporting Build 77 — Issued to Nortel 12-03-2003 – Full Platform Load – Multi-Language
  - 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. (Singer Friedlander fix.)
- Call Center Reporting Build 74 - Issued to Nortel 23-01-2003 - Full Platform Load - Multi-Language
  - Q00570438: 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.
  - 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.
- Call Center Reporting Build 73 - Issued to Nortel 19-12-2002 - Full Platform Load - Multi-Language
  - Q00571414: Wallboard does not display outgoing call (when the agent is on an incoming call) This has been corrected.

- Q00453158: Desktop icon for the Client now has the word 'Client' appended to the description.
- Q00520582: Agent on Outgoing call shows available. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
- Q00536553: Agent on Outgoing call shows available. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
- Q00536580-01: Agent on outgoing calls shows available when the internal leg of conf call drops. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
- Q00536586-02: Agent 1 and Agent 2 are on an internal call together (Call A). Both agents are grey on the real-time screen. Agent 1 makes an outgoing external call (Call B), turning him yellow on the real-time screen, and conferences the two calls together using F3. Agent 1 hangs up leaving Agent 2 talking to the external call. When Agent 1 hangs up both Agent 1 and 2 are displayed as available (agent 2 should be not ready) on the real-time screen. This has been corrected, and the times recorded in the stats are now correct. \*\* Some scenarios require fixes in the Call Center.
- Q00536588-01: Answered call - Agent not busy. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
- Q00563395-03: Agent that terminates conference call - does not get wrap in Real Time. The transferring Agent will now receive wrap-up time in the real time screen. Incoming line is now released when the call is cleared.
- Q00571259-01: Agent on a transferred ACD call does not change state when the call is released. One scenario - two problems: Agent on transferred ACD call remains incoming in real time after the call is terminated. Actual Not Ready time for the agent is not recorded. Agent's idle time is logged as their not ready time. (Same as Q00570438) This has been corrected.
- Agent places outgoing call and terminates it, stays in outgoing mode.
- Call Center Reporting Build 72 - Issued to Nortel 6-12-2002 - Full Platform Load - Multi-Language
  - Q00536586-02: Agent 1 and Agent 2 are on an internal call together (Call A). Both agents are grey on the real-time screen. Agent 1 makes an outgoing external call (Call B), turning him yellow on the real-time screen, and conferences the two calls together using F3. Agent 1 hangs up leaving Agent 2 talking to the external call. When Agent 1 hangs up both Agent 1 and 2 are displayed as available (agent 2 should be not ready) on the real-time screen. This has been corrected, and the times recorded in the stats are now correct. \*\* Some scenarios require fixes in the Call Center.

- Q00542643-02: 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.
- Q00570438: 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.
- Q00571259: Agent on a transferred ACD call does not change state when the call is released. One scenario - two problems: Agent on transferred ACD call remains incoming in real time after the call is terminated. Actual Not Ready time for the agent is not recorded. Agent's idle time is logged as their not ready time. (Same as Q00570438) This has been corrected.
- Q00571414: Wallboard does not display outgoing call (when the agent is on an incoming call. This has been corrected.
- Q00453158: Desktop icon for the Client now has the word 'Client' appended to the description.
- Call Center Reporting Build 71 - Issued to Nortel 21-11-2002 - Full Platform Load - Multi-Language
  - Q00542643-02: Call Centre Reporting - Real time screen incorrectly shows agent as available. If an Agent made an outgoing call when they were in wrap up time and the wrap time expired when they were still on the outgoing call they were shown as Blue instead of as Yellow. This has been corrected.
  - Q00563395: Agent that terminates conference call - does not get wrap in Real Time. The transferring Agent will now receive wrap-up time in the real time screen.
- Call Center Reporting Build 70 - Issued to Nortel 12-11-2002 - Full Platform Load - Multi-Language
  - Q00559964: An Agent making an internal call to another Agent which was never answered was placed into the Incoming state instead of being returned to Available.
- Call Center Reporting Build 69 - Issued to Nortel 6-11-2002 - Full Platform Load - Multi-Language
  - Q00536586: 2nd Agent stays available. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).

- Q00536588: Answered call - Agent not busy. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
- Q00500323: Agent time always showing a logged in duration of 1 second in the Agent Profile Report for logged in Agents. This has been corrected.
- 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.
- Q00542643: Agent incorrectly shown as available. If an Agent took an incoming ACD call and then made an outgoing call, cleared down the outgoing call, they were returned to the Available state instead of remaining in the incoming state.
- Call Center Reporting Build 68 - Issued to Nortel 29-10-2002 - Full Platform Load - Multi-Language
  - Agents were not being automatically placed into WrapUp following clear down of a call. This has been corrected.
  - Q00536586: Agents were being left in the outgoing state if they had made an outgoing call, conferenced in another agent and then dropped out of the conference.
- Call Center Reporting Build 67 - Issued to Nortel 26-10-2002 - Full Platform Load - Multi-Language
  - Q00453158: The desktop Icon now has the word 'Master' or 'Client' added to it, as appropriate ('client principal' is used for French Master, 'cliente principal' is used for Spanish Master, and Master is used for Italian and German. All languages use 'Client' except for Spanish which uses 'Cliente'.)
  - Q00520582 & Q00536553: Agent on Outgoing call shows available. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
  - Q00536580: Agent on outgoing calls shows available when the internal leg of conf call drops. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
  - Q00536586: 2nd Agent stays available. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
  - Q00536588: Answered call – Agent not busy. This has been fixed. Extra checks are in place to verify an Agent state following clear down of a call (with reference to any on-hold calls).
  - Q00453900-03: When Office XP is installed it places copies of a file called MSCAL.OCX onto the hard disk. Microsoft had unintentionally changed the binary interface in the MSCAL.OCX. This meant that products (such as the CCR application) which operated correctly with

earlier

versions of the MSCAL.OCX using early binding would no longer operate correctly with the XP version. The Microsoft wrapper class within the CCR application has been amended to use late binding to overcome this.

A further step was required in some instances, depending on an installation of an earlier (pre-fix) CCR had been installed on the target PC. This has been added.

- Q00500323: Agent time always showing a logged in duration of 1 second in the Agent Profile Report for logged in Agents. This has been corrected.
- Call Center Reporting Build 66 - Issued to Nortel 30-07-2002 - Full Platform Load - Multi-Language
  - Q00453900: When Office XP is installed it places copies of a file called MSCAL.OCX onto the hard disk. Microsoft had unintentionally changed the binary interface in the MSCAL.OCX. This meant that products (such as the CCR application) which operated correctly with earlier versions of the MSCAL.OCX using early binding would no longer operate correctly with the XP version. The Microsoft wrapper class within the CCR application has been amended to use late binding to overcome this.
  - Q00482366: The close-down warning message within the RDB Server has been changed to: "Warning: Closing the RDB Server will result in a loss of statistics for current Call Center activity and activity initiated while the RDB Server is shut down. Continue?"
  - Q00118806: Wallboard messages would intermittently be unable to be removed. This has been corrected.
  - Q00417415: This SR was fixed in Build 60, but the required translations have now been added.
  - Q00489998: QT does not count when there is only 1 call in the Queue. Actually what was happening was that calls that came into a Skillset that was in Out Mode, System Wallboards did not show a queuing time (neither did the Skillset Real Time screens). This has been corrected so that the oldest call routines now also check Skillsets in Out Mode
- Call Center Reporting Build 60 - Issued to Nortel 31-05-2002 - Full Platform Load - Multi-Language
  - Q00245932: RDB Translations. Entries for the Start, Programs, Nortel Networks menu have been standardised according to the convention where RDB is always RDB and 'server' is translated to the appropriate language. (Note: in some languages, 'server' is still 'server'.)
  - Q00453872: The numbers of incoming and outgoing calls displayed on the Wallboard and IpView SoftBoard are "doubled" the actual calls made. The wallboard stats were needlessly being read from the database and added to the on-going totals following a disconnect and re-connect with the new buffering and handshaking implementation. The values are no longer read from the database on these kinds of disconnects.
  - Q00305335: Answered Others calls were incorrectly incrementing the Incoming Total and the Answered Totals a second time. This led to a disparity between the Calls answered figures for Lines and Agents.

Answered Others calls will now only increment the appropriate columns once. (Note that there are still other, valid, reasons why the Agent and Lines answered figures may differ.)

- Q00417415: RDBServer does not have sufficient logging. The error message shown when the Client cannot connect to the Master has been reworded, and now offers the user the chance to Retry the connection, to Close the client or to open a Help page offering tips and hints regarding why the network connection to the Master may not be connecting.
- Q00224901-01: Agents were not always assigned a log out time if the RDBServer was stopped and re-started quickly several times. This was due to the delta (if any) between the Call Center and the Master PC clocks not being initialised before the close down procedure was started. This delta is used to yield log out times in Call Center time, not Master PC time.

#### **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 2.5 Feature Pack 1 Maintenance Release 1.1

# Voicemail v.4.8.94 patch for BCM 2.5 FP1 MR1.1

## Problem:

- BT - RT & wallboard show calls waiting, but they aren't presented to avail agents
- Customer requires more than 9 Caller Input Rule tables

## Solution:

- When a new ACD call enters a skillset, we will now also initialize that call\_id's record on the rtsTask side as well. Also, when an ACD call is terminated, its call record on the rtsTask side is now always cleared. This fix will make sure that a new ACD call\_id is indeed using a properly initialized rtsCall record when it enters a skillset.
- The number of Caller Input Rule tables should be equal to the number of potential skillsets.

## SR's Resolved:

- Q00574872: BT - Call Center agents unable to login and wallboard freezes
- Q00598847: Call Center Pro: Users get 50 skillsets, but only 9 Call Input table rules

## 4.8.92

- Q00607733 / Q00591213: Sites that use fax over PRI can experience "stuck" voice ports.
- Q00599414: After VM patch 88 applied Call centre Calls not presented to Agents

## 4.8.88:

- Q00436498-03: BT- Call Center-Idle Agent 2 Shown on Outgoing Call
- Q00520582: Agent on outgoing call attempts to transfer the call shows Not Ready in realtime
- Q00537699: ISDN WAN dial out activates with no reason, intervals of 10 or 20 minutes.
- Q00511515: WAN ISDN dial out ISP connection is triggered after a dial in disconnects.

## 4.8.86:

- Q00527291: BT – Cambrian – Call Center Reporting displays 255 calls waiting.



- Q00566132-02: CSR 021120-63460 Call Centre Reporting call waiting real time wallboard issue.

4.8.88:

- Additional Fix for Q00436498-03: BT- Call Center-Idle Agent 2 Shown on Outgoing Call. (Agent status incorrect when an inactive call is terminated from the far end. If the inactive call was outgoing, the agent would appear outgoing when idle. If the RDB server was closed and restarted, the agent would not appear in realtime. If the agent logged out and back in, they would appear idle in realtime. Although this appears to reset the status of the agent, it doesn't. The only way to truly reset them is to restart voicemail. Until then, the agent will continue to display incorrectly.)

#### **Software Components Changed:**

- Voicemail version 4.8.94

#### **BCM Release and Affected Profiles:**

- BCM 2.5 FP1 MR1.1