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 experiance "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