



Informiam
Product Line

Contact Center Advisor and Workforce Option

Release Notes for v.3.3

Informiam Proactive Business Management™

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Overview

These release notes are for Contact Center Advisor and Workforce Option v.3.3.

The release notes detail the changes and enhancements to the product since the last generally available release. This document contains technical information for administrators and installers.

Supported languages:

- English
- German

Installation

The installer has been broken out by component: the Platform component, and the Contact Center Advisor and Workforce Option (EA) component. To install EA you must:

1. create a Platform database with the supplied platform-new-database-[version].sql script
2. run the Platform installer
3. create a Metric Graphing database with the supplied mg-new-database-version.sql script
4. run the Contact Center Advisor and Workforce Option (EA) installer

The static Web content (customizable login page and colors) is now part of the Platform distribution. Further instructions are available in the installation guide.

To upgrade an existing installation, please see the special instructions in the *ContactCenterAdvisor_and_WorkforceOption_3.3GA_InstallationGuide* at the beginning of the section, *Installing Informiam Contact Center Advisor and Workforce Option*.

To change the mail server configuration after the Contact Center Advisor server (EA Server) is installed, locate the `MailService.properties` in the Informiam conf directory and edit the settings. Restart the server for the new settings to take effect.

Contact Center Advisor and Frontline Advisor must each have its own Genesys Adapter instance. For performance reasons, they cannot share an instance.

Post installation update for Genesys data import

To connect Contact Center Advisor to the Genesys CIM Platform, you must execute the commands detailed the *GenesysAdapter_InstallationGuide_3.3GA*, see Step 17 of Installing the Genesys Adapter Configuration Database.



Supported Third-Party Software

Contact Center Advisor and Workforce Option require these revisions of this third-party software:

- Microsoft SQL Server 2005 Enterprise Edition
- Java developers kit (jdk) 1_6_19
- Internet Explorer 6 or 7
- Adobe Acrobat Reader 8.0 +

Note: If using Window 2008 Server, see the section Installing services under Windows 2008 Server in the *ContactCenterAdvisor_and_WorkforceOption_InstallationGuide_3.3GA*.

Database

For this revision of Contact Center Advisor and Workforce Option, execute the script platform-new-database-3.3.000.06.sql, which will upgrade the database to the correct schema for this release.

The Advisors suite only supports two kinds of virtual agent groups for customers with a Genesys data source: LoggedIn script-based virtual agent groups and skills-based virtual agent groups.

Notes for Users

In Contact Center Advisor and Workforce Option, for any metric that is based on agent state, the values may be different because Workforce Option does not support non-base skill groups.

The default session timeout in the navigation service, the Contact Center Advisor administration user interface, and both the Contact Center Advisor and Workforce Option dashboards have changed from 99999 minutes (69 days) to 34560 min (24 days). An inactive session in Geronimo would in theory be kept alive in the server for 34560 min (24 days), retaining its resources.

There is a three minute caching period between Alert Management and Contact Center Advisor/Workforce Option; consequently, the status of an alert may not be synchronized.



Note for Administrators

As of the Release 3.3

In previous releases, Contact Center Advisor displayed dashes (-) in the Totals and Averages row in the Skill Groups pane, for metrics aggregated from agents' states, if agent reporting in all external sources was disabled. In Release 3.3, dashes display when values can never exist.

If a customer has both Cisco and Genesys data source, it is recommended that the administrator add the data source name to the display names of the TransOut, Queue, and LongQueue metric's as a reminder to users that these metrics do not include Genesys data. In the Skill Groups pane, the Totals and Averages row display values for both Cisco and Genesys data sources.

If upgrading from 3.1.004, users must click Reset on the column chooser to remove the extra SL% metrics which are now configured in the Administration module on the Genesys Administration SL Configuration page. It is recommended that the administrator add the SL% time interval to the descriptive name of the call types (queue) on the Administration Rollups page.

The Informiam Browser is not backward compatible between versions 2.X browser and 3.X server.

Genesys Stat Server 7.6 has a limitation on the number of packages that can be issued by a single client to the Stat Server, and that number is 32767. Genesys Platform SDK 7.6 has a limitation where statistics cannot be issued without including them in a package. Since a separate package is generated for each agent group and queue that is being monitored in the Advisor suite (that is, is present on the dashboard), a customer cannot have more than 32767 agent groups and queues combined.

A file from Aspect eWFM can now contain data from more than one day. In this case, Workforce Option will no longer report a duplicate time period. However, it also means that if the START_TIME specifies a day that is not today, Workforce Option will now ignore the metrics in that line. (CAWU-2901)

As of the patch Release 3.1.003 and 3.1.004

Multi-tenancy is not supported; consequently, Stat Server must be configured to have access to all tenants in the system.

As of the patch Release 3.1.002

Fixed several bugs in Workforce Option in processing "distributed" data from eWFM. These bugs contributed to the BatchUpdateException seen in the geronimo log when



reading these files. It is no longer necessary to change the name of a staff "child" contact group's file, so it is not the same as the name of the forecast "parent" file.

The meta-data updates will not be implemented for each import cycle. The meta-data updates include adding new services/call types/queues/skill groups from the sources and updating peripheral/application/skill group names if changed at the source. Updates will occur based on the frequency set in the SYSTEM_CONFIG.METADATA_REFRESH_RATE parameter. The default value of this parameter is 30 minutes.

Exclusion: The import procedures detect when application configuration is in progress (using IP call center additions/updates as the trigger) and updates metadata without delay on the next cycle.

As of Release 3.1.0

If you have a Genesys install-base, to access the Resource Management feature, you must upgrade the Informiam Browser.

The Informiam Browser is not backward compatible between 3.1 browser and 3.0 server. Note for Genesys Sales team regarding the demo machine, reinstalling 3.0 will prevent you from logging out. The Informiam Browser does not support non-English umlaut decorated characters for authentication credentials; consequently, user names and passwords can only include characters from the English alphabet.

The IEX Totalview data file must be uploaded as a binary file not as an ASCII file.

When assigning applications or call types to skill groups, ensure that they are from the same datasource.

As of Release 3.0.0

New attribute columns have been added to the Alerts table; therefore, the alerts prior to 3.0.0 will not have values in these columns after the database upgrade script is run for v3.0.0. If you are upgrading from 2.9.6 or earlier, existing alerts must be deleted; otherwise, they will NOT appear in v3.0.0 and an XMLGEN exception will be raised. Delete alerts that existed before installing 3.0 from:

```
DELETE ALERT_CALL_CENTER
DELETE ALERT
```

As of Release 2.9.6

On the Administration Metrics page | Workforce tab, administrators must change the display name of two metrics:

- from "%Dev from Sched" to "Sched Adherence (APS)"
- from "% Dev from Req'd" to "Reqd Adh (APS)"



As of Release 2.9.2

For application threshold exceptions, rule descriptions must be created for each existing exception. Administrators must also update each existing threshold exception to specify the time zone of the exception.

Administrators must review and, if appropriate, revise all existing contact centers to ensure that the open and close times are specified in the correct/desired time zone.

Administrators cannot delete a threshold rule or exception if there is an active alert or an alert in the Expired Alerts table. The length of time expired alerts display in the Expired Alerts table is defined on the Administration | System Configuration page by the field “Expired Alerts in Business/Technical Table.” Once the time has passed and the expired alert is removed from the Expired Alerts table, the threshold rule or exception may be deleted.



Enhancements

Description	Ref. #	Software
Ability to display live charts of metrics in the Applications pane	6691	Contact Center Advisor
CCA Dashboard: Data Source Connectivity Indicator	8441	Contact Center Advisor
Metrics: Implement missing metrics enhanced for Genesys (Outbound and ExpDelay)	8285	Contact Center Advisor
Admin: display or hide the Skill Group Contact Center column in the Skill Groups pane	8516	Contact Center Advisor
If updating the relationships fails, XMLGen shall re-try immediately rather than the following night.	7853	Contact Center Advisor
Support 256 character fields in the database for first name, Last name, User name, e-mail Address	8103	Contact Center Advisor
CCA/WO Dashboards: Display dashes for metrics that cannot be configured by a data source.	1036	Contact Center Advisor/Workforce Option
Metrics: To be consistent with the Cisco version of Talking, include 109 ("CallOutbound"), 105 ("CallConsult"), and 108 ("CallInternal") in the Genesys calculation of talking.	8550	Contact Center Advisor/Workforce Option
Metrics: removed weighting from Actual SL%, Actual AHT, and Actual ASA.	8513	Workforce Option
Admin Metrics: choose which metrics are available in the column chooser	8479	Administration
Admin: Rollups page: validate that Include in Rollup must have an application group selected.	8190	Administration
Admin: Rollups page: Because of paging extend the search to include the name, application group, reporting region, and operating unit in each row and remove the Edit All Pages functionality. In addition, In the multiple edits dialog, add two new options to the Application Group, Reporting Region, and Operating Unit drop downs. The first option in the list is No Change, this indicates to the user what is not being updated for the selected items. The second option in the list is Unmap. When saving Multiple Edits, validate that if Include in Rollup is Yes, an Application Group must be selected.	8186	Administration
Admin: Rollups page: Edit Application dialog: prevent users from mixing skill groups and applications from different external systems.	8300	Administration
Metrics: ability to set service-level thresholds for each queue	8323	Administration



(Genesys data source)		
Upgrade to Java software development kit (SDK) 1.6	7976	Contact Center Advisor/Workforce Option
Upgrade to Apache Geronimo/Tomcat to 2.1.3	7708	Contact Center Advisor/Workforce Option
Produce a separate Advisor Platform CD	8203	
Installation: Do not store or hard code IP addresses.	8200	
Installation: Ability to do a silent install	8509	
Ability to test connectivity of StatServer/Config Server/databases during the installation	8508	

Resolved Issues

Description	Ref #	Software
Splitter control is lost when taken to the extreme corner.	1112	Contact Center Advisor
Functionality associated with the 'Pausing the Application' message does not work.	1149	Contact Center Advisor
Change the default zoom window size and position on the graphing window.	1166	Contact Center Advisor
The graph should track new data when the graph zoom is at the extreme right.	1167	Contact Center Advisor
Last Updated Date/Time stamp is not displayed if multiple browser windows are open.	1173	Workforce Option
Applications metric handled threshold value display doesn't match with Alert Management.	1169	Alert Management
XMLGen now creates threshold violations and alerts for an application included in a rollup but not displayed on the dashboard.	CAWU-2997	Contact Center Advisor
Optimize XMLGen: if snapshot from external systems with a later timestamp is not available, do not perform scheduled task. Applies to generation of XML for Now view, writing metrics to staging area for graphing, and generating alerts when no new threshold violations have been generated.	CAWU-2643	Contact Center Advisor
Load balancing alerts have been removed.	CAWU-2437	Contact Center Advisor



Known Issues

Description	Ref #	Software
Changing the "Display Skill Group Contact Center Column" attribute to "Yes" on the Systems Configuration page does not update the column chooser in the Skill Groups pane Workaround: Restart Geronimo.	CAWU-3028	Contact Center Advisor
XMLGen delays generating any data after starting if time on all external source systems is earlier than the time of the system on which XMLGen is running.	CAWU-3102	Contact Center Advisor
When switching time periods, the Pause indicator turns green while the data refresh is still in pause mode.	CAWU-3129	Contact Center Advisor
When manually adding a data source, the source type must be in upper case, if not when the Geronimo service is started the CA server will throw errors.	CAWU-3151	Contact Center Advisor installation
Alert metrics used to display as 0 if there are no alerts present in 3.1.x, now call centers/regions with no alerts display as N/A.	CAWU-3054	Contact Center Advisor Server
Changing availability of Contact Centers column in admin UI requires restarting Geronimo to make new setting used in.	CAWU-3016	Contact Center Advisor Server
In the Contact Centers pane, a closed call center's cells don't have a gray background.	CAWU-3140	Contact Center Advisor Server
Map: Alerts with duration times greater than the expired alerts time don't appear in the map.	273	Dashboard
Regions and application groups should both be zero suppressed when both NCO and NCH are 0.	223	Dashboard
Skill Groups pane: Add the ability to resize columns.	320	Workforce Option
tooltips: The Contact Groups and Skill Groups panes should display the metric name before the definition.	326	Workforce Option
A contact group or skill group's technical name should only display if a unique display name is provided.	324	Workforce Option
Scheduled Staffed metric from a Genesys WFM source is incorrectly calculated.	3286	Workforce Option
Inactive skill groups as well as inactive applications display.	CAWU-2987	Workforce Option
After disabling agent reporting,.no dashes display for agent skill group-based metrics in the Contact Centers pane and Contact Groups pane.	CAWU-3055	Workforce Option
After a new data source is added the data stops refreshing. Workaround: Restart XMLGen and Geronimo.	CAWU-3024	Administration
Contacts page: Adding a contact with a phone number with an extension causes a lost session.	259	Administration



Description	Ref #	Software
Alerts map displays skill group call center that is not in use	CAWU-3012	Administration
No warning message displayed when user unchecked Threshold while there is Active alert for Application Thresholds violation	CAWU-3010	Administration
No data sources are displayed in the data sources tab when a decimal value is entered on the Contact Center advisor tab of the System Configuration page.	CAWU-3059	Administration Contact Center Advisor Server
Editing the Key Action Taken or Description field cannot be saved.	3336	Alert Management
<p>Action Management Report page: Typing a key action name in the free-form text box when it has been used in an existing key action report by another user, presents an error and you can't save.</p> <p>Workaround: Type a unique name and suggest it be added to the list.</p>	861	Alert Management
<p>Action Management Report page: You cannot add a duplicate key action and cause name in the open text field.</p> <p>Workaround: If you get an error, click reset and type a unique name. In this situation, consider adding the name to the drop-down list.</p>	802	Alert Management
Action Management Report page: Errors are not presented together on the UI but one at a time after validation process.	CAWU-2381	Alert Management
Search in the Alerts and Key Action Reports tables is restricted to the subject, source system, description, application group, geographic region, reporting region, and operating unit.	CAWU-2130	Alert Management
Paging of historical alerts does not need refresh from the database.	1171	Alert Management
When session expires the Alert Management page becomes unresponsive.	1172	Alert Management
After logged in to IB for some time, opening the AM dialog from an alert's tile displays generic login dialog.	CAWU-3062	Alert Management
After logged in to Informiam Browser for some time, opening the Alert Management dialog from an alert's tile displays a generic login dialog.	CAWU-3062	Alert Management