



Informiam
Product Line

Release Notes

Informiam Proactive Business Management Suite™

Informiam Frontline Advisor v3.3

April 20, 2010

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Overview

The main purpose of Informiam Frontline Advisor Version 3.3 is to improve application performance and support for German localization.

Prerequisites

Advisors Platform v.3.3.0 and Apache HTTP Server 2.2 must be installed and configured. (See the *Advisors_Platform_InstallationGuide_3.3.000GA.pdf*)

The third party software prerequisites include:

- Java 6 SDK (JDK 1.6)
- Microsoft SQL Server 2005
- Windows 2003 Server
- Acrobat Reader

Database

There is no need to modify your existing ICM setup. There are no scripts to run. Informiam uses existing views and tables, as long as the real-time tables are turned on.

Other

Informiam Browser must be installed before Genesys Frontline Advisor.

Frontline Administrator must also be a Contact Center Advisor Administrator.

Configurable URLs

The URLs for the buttons on the Supervisor or Agent console which open a new browser are defined in a property file and are passed into an instance of the system's default browser (e.g., Internet Explorer or FireFox). Clicking a button multiple times causes multiple launches.

The person installing Frontline Advisor can set new URLs in the property file located in WEB-INF/classes/url.properties. It is not necessary to stop and re-start Frontline Advisor. If the URLs are changed, Frontline Advisor loads the new URLs. The URLs are loaded as session attributes for future use.



Contents of Release

- release notes
- installation for Windows
- alert Web services document
- user manuals for the administrator, supervisor, and agent
- product guides for Frontline Advisor and Agent Option
- fa-hierarchy-mssql-3.3.000.05.sql
- gfa-server-installer 3.3.000.05.jar
- fa-new-database-3.3.000.05.sql
- fa_mssql_ddl_3.1.sql
- fa_mssql_initial_upload_3.1.sql
- \supplemental\DropAllFADBObjects.sql
- \supplemental\CleanCmmConfigsAtFadb.sql
- \supplemental\PopulateHierarchy.sql
- \supplemental\RemoveFAUsersFromFA.sql
- \supplemental\SetObjectLevelPermissions.sql

Enhancements

| Description | Ref. # |
|---|----------|
| Custom Metrics Module | SN# 8520 |
| Apply Platform's Declarative Synchronization to the threads scheduled in Frontline Advisor. | GFA-460 |

Closed Significant Issues

| Description | Ref. # |
|--|---------|
| Agent alerts pane shows unexpected agent alerts | GFA-326 |
| Return back agent metric columns – skill group and service | GFA-356 |
| When repositioning columns in a TeamView, a different TeamView is modified | GFA-365 |
| Supervisor Dashboard - Agent alert indicator always shows as green | GFA-368 |
| Header text is wrong for Hierarchy and Team Views on printout | GFA-376 |
| Horizontal ScrollBar position in Teams Pane | GFA-377 |
| Alert counts are not shown in hierarchy grid | GFA-380 |



| Description | Ref. # |
|--|---------|
| Apply new column in agent Console seems to be broken | GFA-381 |
| Column widths are too small when agent logs in for the first time | GFA-382 |
| User preference for column widths not being saved/loaded correctly | GFA-385 |
| Print Out: Extra line is printing in first pane of Agent Console | GFA-415 |
| Print Out: Even though Agent name Visibility is set to false, Agent Id is printed on Agent Console Printout. | GFA-420 |
| Sup Console: Can't save a note with special character when clearing agent's alerts. | GFA-423 |
| Sup Console: 'Unsaved' alert note is lost after a refresh. | GFA-435 |
| Agent Threshold NCH gets wrong color. | GFA-437 |
| Agent Console: Columns width on the 'My Current alerts' pane and 'My Alerts history' is not persisted. | GFA-438 |
| Agent Threshold color is out of sync. | GFA-439 |
| Link In Button: Passing Module Id, Agent ID and Team ID doesnt work. | GFA-441 |
| Link Out Button: In the Agent Console, Primary Supervisor Person ID comes as 'undefined'. | GFA-442 |
| Agent console print doesn't work for column chosen at printing time | GFA-446 |
| Sup Console /User Settings: The last selection in the hierarchy tree is not saved/restored for top level user. | GFA-447 |
| Agent state data (10s) stop updating when 'Agent Performance Interval' is set to <60>. | GFA-448 |
| Agent Console: user preference for column widths not being saved /loaded correctly. | GFA-451 |
| Saving global system settings takes over 7 minutes. | GFA-452 |
| Validation does not work properly in Admin Console for Thresholds and Rules | GFA-454 |
| Admin: The Reset option is available for constraints that have the inherited values. | GFA-455 |



| Description | Ref. # |
|--|---------|
| L10N: The value of "Nachbearbeitung" is missing on the printout. | GFA-477 |
| Team Statistics has "undefined" as one of status. | GFA-487 |
| Column Chooser: it shows as only "Name" column is selected even though all columns are showing in Hierarchy Pane. | GFA-488 |
| Column Chooser: In the Hierarchy tab, if all columns are selected then a check mark should appear. | GFA-500 |
| "Agent State" column should be always displayed and can't be re-ordering | GFA-501 |
| Migration scripts: Column "MetricPatternNum" should be Unique not primary key. | GFA-508 |
| Hierarchy Update does not occur as expected | GFA-513 |
| Custom Metrics: On FA dashboard, Data is not showing for some metrics. | GFA-530 |
| Custom Metrics: On Admin Thresholds page, If Name of the Metric's length is more than 13 letters then value in the critical high text box can't be seen fully. | GFA-533 |
| Errors in FA log. | GFA-535 |
| Custom Metrics: Thresholds doesn't work for the first time. | GFA-536 |
| FA_server.log doesn't have "Hierarchy Loader Completed" statement. | GFA-540 |

Known Issues

| Description | Ref. # |
|--|---------|
| Custom Metrics: Decimals are displayed for columns which have data type as type int (integer). | GFA-539 |
| Agent name is not showing up in the Alert Show details window when 2 supervisors try to add a note for the same alert. | GFA-537 |
| Print out: Number of alerts for the supervisor is not printed. An extra line is printed on 2nd page of hierarchy pane. | GFA-517 |
| Print Out: Team Alerts printing has last line cut in some pages. | GFA-443 |
| Print Out: A scroll bar is printing on the right side of the Teams pane. | GFA-550 |



| Description | Ref. # |
|---|---------|
| Sup Console: Teams pane displayed agents of wrong team. | GFA-547 |
| Fractional values are formatted differently on hierarchy and team panes. | GFA-532 |
| Agent Console: Expand/collapse settings for column configurator do not persist. | GFA-492 |
| Sup Console should display hierarchy according to the login credentials. | GFA-548 |
| Printout of hierarchy pane does not differentiate between nodes in the hierarchy. | GFA-512 |

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

- DOM4J 1.6.1 - This product contains software written by Dom4J <http://www.dom4j.org>
- [Java Beans Activation Framework \(JAF\) 1.1](#) - Only distribute items defined in documentation as Redistributable (only activation.jar), see distributionREADME.txt plus license and copyright files.
- Javassist 3.6.ga - Javassist is distributed under terms of the Mozilla Public License 1.1
- This product includes software developed by the Apache Software Foundation (<http://www.apache.org>)
 - Ant 1.5
 - commons-codec 1.2
 - commons-primitives 1.0
 - commons-logging 1.1.1
 - Jakarta Regexp 1.3
 - xml-apis 1.0.b2
- This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com>):
 - OSCache 2.4