



Avaya Aura® Call Center Elite Multichannel Release Notes

Release 6.3.0

October 2013



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1.Introduction

Avaya Aura® Call Center Elite Multichannel works on the Microsoft Windows operating system. Companies can use the Call Center Elite Multichannel feature to change one-dimension call centers into powerful multimedia contact centers.

This document provides late-breaking information to supplement Avaya Aura® Call Center Elite Multichannel Release 6.3.0 software and documentation. This document also provides the known issues and the available workarounds.

For updated documentation, product support notices, and service pack information, go to the Avaya Support Center Web site at: <http://support.avaya.com>.



2. Licensing

2.1. Avaya Licensing

Avaya WebLM manages Avaya Aura® Call Center Elite Multichannel licenses.

For more information about licensing, see *Installing Avaya Aura® Call Center Elite Multichannel*.

2.2. Microsoft Licensing

For Call Center Elite Multichannel OVA, a valid license key for Windows Server 2008 R2 with Service Pack 1, VL Build (x64) - DVD (English) is required from Microsoft.

To procure license:

1. The end-customers of Call Center Elite Multichannel OVA who already own Open Volume licenses/agreements with Microsoft can login to the Microsoft Volume Licensing Service Center (VLSC) at: <https://www.microsoft.com/Licensing/servicecenter/default.aspx>.
2. Customers who have existing Open Volume licenses/agreements with Microsoft can access this link and view their purchases and agreements.
3. Customers who have existing Open Volume licenses/agreements with Microsoft can also obtain the older 2008 R2 PID/Key from the Microsoft Web site – again Open keys belong to end-customers.
4. In many cases, a reseller can also access the agreement on behalf of the end-customer and obtain the keys.
5. The end-customers of Call Center Elite Multichannel OVA who do not have Open Volume licenses/agreements with Microsoft must contact Microsoft and obtain a license from Microsoft before the Call Center Elite Multichannel OVA installation. To contact Microsoft, customers can use the contact information mentioned below.
6. New customers can purchase new key codes and existing Open License holders can purchase or access key codes using the telephone and email. To request the older 2008 R2 keys, customers can call or send email to VLSC:

Microsoft Support Center Contact Info

Country:	United States
Email(s):	vlserva@microsoft.com
Toll Free Number(s):	(866) 230-0560
Hours of Operation:	5 AM - 5 PM PST Mon - Fri
Languages Supported:	English and French



3. Enhancements in Call Center Elite Multichannel

3.1. Release 6.2.5

3.1.1. Virtualization support for Call Center Elite Multichannel

Call Center Elite Multichannel Release 6.2.5 supports virtualization. You can also download Open Virtualization Appliance (OVA) of Call Center Elite Multichannel from Avaya Support site.

3.1.2. IE 9.0 Web Browser support for end-customer

Call Center Elite Multichannel Release 6.2.5 includes support for IE 9.0 Web Browser for end-customer.

3.2. Release 6.3.0

3.2.1. Avaya Aura Workforce Optimization Release 11 and 12 Support

Call Center Elite Multichannel Release 6.3.0 supports Avaya Contact Recorder (ACR) Release 11 and 12. "On-Demand" recording from Agent Desktop is supported. You can use the supervisor plug-in to start or stop recording the calls for monitored agents.

3.2.2. Increased capacity of concurrent Voice Agents

In Call Center Elite Multichannel Release 6.3.0, the capacity of supported concurrent Voice agents is increased to 1000. For more information, see Chapter 3 of *Avaya Aura® Call Center Elite Multichannel Overview Guide*.

3.2.3. Support for SIP endpoints

Call Center Elite Multichannel Release 6.3.0 supports 96x1 SIP endpoints for logging in Agents and Supervisors. Agent coaching from a Supervisor using SIP endpoints is also supported. For supported SIP endpoints, see *Avaya Aura® Application Enablement Services Release Notes*.

3.2.4. Single Server installation of Call Center Elite Multichannel

Call Center Elite Multichannel supports full server installation and configuration on a single system. In this configuration, the IDS server is installed in the same system where EMC Core Server is installed. There are two types of installation:

- For using single server configuration on a physical machine, you must install EMC Core and EMC IDS on the same server. For more details, see *Installing Avaya Aura® Call Center Elite Multichannel guide*.
- For using single server configuration in a virtualized environment a new OVA-deployment option EMC Full is introduced to support this configuration. For more details, see *Deploying Avaya Aura® Call Center Elite Multichannel in an Avaya Customer Experience Virtualized Environment guide*.

You must install Microsoft SQL Server and Avaya WebLM on separate systems.

3.2.5. Platform Upgrades

Call Center Elite Multichannel Release 6.3.0 adds support of the following products:

- Microsoft Exchange 2010



- Microsoft Exchange 2013
- MS SQL Server 2012 (all flavors)
- Internet Explorer 10
- Avaya Aura Experience Portal



4. Installation

In a virtualized environment, you can directly deploy the Call Center Elite Multichannel Release 6.3.0 OVA. For more information, see *Deploying Avaya Aura® Call Center Elite Multichannel in an Avaya Customer Experience Virtualized Environment*.

For upgrading Call Center Elite Multichannel from a previous release and migration from Contact Center Express, see *Avaya Aura® Call Center Elite Multichannel Upgrade and Migration Guide*.



5. Issues fixed in Call Center Elite Multichannel

5.1. Release 6.2.5

Issue Number	Component	Issue Summary
CCEM-56	Elite Multichannel Desktop	The next button of the calendar window does not respond.
CCEM-66	Elite Multichannel Desktop	The template inserts the attachment but does not insert the text when agent replies an email for the second time.
CCEM-61	Elite Multichannel Desktop	Un-exception error appears when an agent enters invalid value in the Rules functionality parameters.
CCEM-57	Interaction Data Server	After restarting the IDS_View and IDS_Multimedia services, incorrect ConfigKey appears in IDS_View and IDS_Multimedia.

5.2. Release 6.3.0

Issue Number	Component	Issue Summary
CCEM-8	OVA	The system displays an incorrect message "Input WebLM port" when a user deletes the WebLM IP in the Configuration tab of the vCenter application.
CCEM-99	Control Panel	The "Save" and "Save and Close" buttons are disabled when you click the "Save" button after editing a contact. These buttons are not enabled even if you have some more changes.
CCEM-2432	EMC Desktop	The phantom call stays in "held" state on deskphone even if the Multimedia contact is closed.
CCEM-121	IDS Voice & Presence	Connection clear event is called during UpdateAgentState.
CCEM-2388	EMC Desktop	Unable to move to another tab when you create a tab with long name in dashboard.
CCEM-100	EMC Control Panel	When deploying the reporting files the username and password are not detected correctly.
CCEM-81	EMC Desktop	The Dial option must be enabled if user only selects the phone number to dial.
CCEM-72	EMC Control Panel	The Advance work code is not added properly if adding with name "Adv Work Code for Email" or "Adv Work Code for Chat" or "Adv Work Code for Voice".
CCEM-129	Preview Contact Media Store	Schedules are not activated intermittently.
CCEM-120	EMC Desktop	First template in the Desktop application is not loading when the agent is in auto-answer mode.
CCEM-2418	EMC Control Panel	"Paste as a Child Group" on a "Child Template" of the Template

Issue Number	Component	Issue Summary
		feature stops responding.
CCEM-2391	Email Media Store	Email Media Store suppresses the auto-response, when the sender email address has a blank/white space in the display name.
CCEM-2419	EMC Control Panel	Advanced Work Code does not save when the name is greater than 31 characters.
CCEM-2266	EMC Desktop	Smart Search functionality is not working in Directory plugin of the Agent Desktop application.
CCEM-2310	Simple Messaging Media Store	When an agent uses TAB while typing, customer receives a question mark '?' for the inserted tabs.
CCEM-38	EMC Desktop	Remove zero value from the drop-down list of font size in HTML Editor.
CCEM-477	EMC Desktop	History plugin is required to notify customer that not all records from the search are returned.
CCEM-2429	Voice Media Store	When the agent is active on a voice call and the Web chat / Instant Messaging is closed then the ACD voice call disconnects.
CCEM-2436	EMC Control Panel	While creating work code if you use Single Tier work code in the Control Panel application then, the Advanced Work code does not show the Save and Cancel button in the Desktop application.
CCEM-132	EMC Desktop	On retrieving WI through history, for an inbound call (station/vdn call), UI is not updated.
CCEM-118	IDS Voice & Presence	In certain scenario, IDS Interval counters for TotalAuxTime, TotalACWTime, and TotalOtherTime increase more than Staffed time for that interval. You can view the information in the Agent Summary report.
CCEM-117	EMC Control Panel	In Email Media store, under Manage Templates, when you copy the root node and then and try to paste the root node as Child node the application stops responding.
CCEM-130	Simple Messaging Media Store	Schedule of a program is activated as per database server time instead of Call Center Elite Multichannel server time.
CCEM-82	EMC Control Panel	New Schedule accepts Current Date and year as End Date.
CCEM-80	EMC Desktop	The Select All option does not work in Interaction note and Conversation note.
CCEM-46	EMC Control Panel	Cannot edit the description without editing the name of the template group.
CCEM-45	EMC Desktop	If you double-click on any attachment and select Save, the Save as Type option shows an empty drop down list.
CCEM-26	EMC Control Panel	The Control Panel application stops responding if you paste the



Issue Number	Component	Issue Summary
		child group from the same root template group from which it was copied.
CCEM-25	EMC Desktop	The move up and move down buttons stop responding when there are multiple Advanced work codes.
CCEM-32	EMC Desktop	The scroll bar is not available when reviewing the long note at Interaction and Conversation for Outbound Email
CCEM-131	EMC Desktop	Work-item Alert is clipped if the content is large. The Work-item requires formatting.
CCEM-12	EMC Control Panel	When you close another tab while deploying reports in the Control Panel application, the system displays an incorrect message.
CCEM-11	EMC Control Panel	If you close the Control Panel application while deploying reporting, the Control Panel application stops responding and must be restarted.
CCEM-3	EMC Control Panel	Hardcoded error message appears when Call Center Elite Multichannel is not able to connect to Communication Manager.
CCEM-20	EMC Desktop	Unable to save or edit contact notes after receiving the Web Chat and initiating the Preview Contact from Desktop application.
CCEM-54	EMC Control Panel	The Password of AES Username must not be visible in DMCC Worker of Virtual Agent.
CCEM-28	EMC Control Panel	When you add a program that contains more than 500 characters, the program is added without an error but it does not appear in the Program tree view.

6. Known Issues

CCEM-2364 - When installing the Call Center Elite Multichannel Desktop/Reporting component on Microsoft Windows 7 64-bit system, an *error* for TAPI service provider is displayed

The iClarity plug-in is not supported on Microsoft Windows 7 operating system. EMC desktop can run in conjunction with one-X Agent on Microsoft Windows 7 to offer remote workers VoIP capabilities. If you are not using the iClarity Plugin then you can ignore this error.

CCEM-2007/CCEM-1975 - Digitally Signed Emails

Call Center Elite Multichannel accepts Incoming Digitally Signed Emails. When an agent receives a digitally signed email, the digital signature is shown as an attachment with the name "smime.p7s". The signature is not verified by Call Center Elite Multichannel.

CCEM-2189 - Report Generation is Slow

The speed of generating reports depends on the size of the ASMSdata Database. If there are frequent timeouts and delays while running reports, check the size of ASMSData Database. If the size is large, create a new ASMSData database and make the old database offline.

CCEM-1893 - Call Center Elite Multichannel Desktop is not Getting Uninstalled Completely

If Call Center Elite Multichannel Desktop is uninstalled after upgrading from any previous versions, Call Center Elite Multichannel Desktop is partially uninstalled. Media Proxy folder structure remains in the installation directory and runs as a Service.

If you want to install Call Center Elite Multichannel Desktop on the same system after uninstallation, you can specify the same path as that of the previous installation. The installer updates and uses the same instance of the media proxy.

CCEM-2331 - Activities in the MSCRM public queues

The Activities in the MSCRM public queues are duplicated once on every restart of PCMS when schedule expires.

Work Around: For any maintenance activity, if you require to restart the PCMS, restart only if there are schedules active for the Interaction queues of the PCMS which are mapped to the Public queues of MS-CRM. Also, if there are 100 items to be re-queued on restart, set "Service Restart Synchronization Wait Interval" to at least 300 seconds, allowing 3 seconds for each workitem to be processed.

CCEM-2305 - Email: Forward to RE

The Send button functionality is not working when agent enters the Advanced WorkCode before and after sending the mail for Forward-to-RE.

In cases of Reply/Reply-to-All/Forward, the Agent must press the Send button only once, with the fix provided for 13976. Only in case of Forward-to-RE, the agent must press the Send button after entering the Advanced WorkCode, even if the Agent has pressed the Send button before entering workcode.

CCEM-2349 - Call Center Elite Multichannel License Director / WebLM: 'No Licenses' Issue

From the Call Center Elite Multichannel License Director perspective:

It is configured to connect to the WebLM locally using the default URL string: <https://localhost:52233/WebLM/LicenseServer>. This configuration defines that WebLM is installed on the same server as the Call Center Elite Multichannel Server. From a high-level the „localhost“ specification at the URL means to connect to the same host address, but it is found that depending on the customer environment this approach may result in intermittent connection issues.

For this issue, it is recommended to follow the 2-part configuration stated below:

Part#1: Change the Call Center Elite Multichannel Server License Director WebLM URL to use the HOSTNAME of the Server hosting the WebLM. For e.g. Change this: <https://localhost:52233/WebLM/LicenseServer> To this: <https://EMC-CORE:52233/WebLM/LicenseServer>

Part #2 : Add a new entry of HOSTNAME of the Server hosting the WebLM to the \windows\system32\drivers\etc\hosts file as follows: 10.10.221.63 EMC-CORE

*** After the changes reboot the server, then make sure the configuration is in place at the License Director configuration and the host have the correct entry.

Then:

To verify the WebLM connection: Open the Internet Explorer and point to the URL defined above: <https://EMC-CORE:52233/WebLM/LicenseServer>

You may see the SSL page, click continue and the WebLM page will show up.

CCEM-2389 – Save button is not available in Conversation page of IE10

If a conversation is initiated from page <http://EMCServer/WebChatAsp>, which is the out-of-the-box sample chat application, IE 10 needs to be run in compatibility view for the "Save" button to be displayed. For more information, go to <http://windows.microsoft.com/en-IN/internet-explorer/use-compatibility-view>.

CCEM-133 - Call stays active, even if agent closes the call using Call Center Elite Multichannel Desktop during Avaya Aura Session Manager Failover

After Avaya Aura Session Manager Failover, the voice path between Agent and Customer is active. The agent will not be able to perform any call control operation from the Agent Desktop for this call. Call Control for this active call should be done from the Desk Phone.

Note: This issue only occurs on SIP Endpoints.

CCEM-2541 – External application is not saved when Call Center Elite Multichannel Desktop is closed

When an external application like Notepad or Microsoft Excel is opened and not saved, closing the Call Center Elite Multichannel Desktop opens the Save request of the corresponding application. But the external application is closed before the Agent can respond to the Save request. As a result, the application is not saved.

CCEM-134 –If an ongoing call is held from Call Center Elite Multichannel Desktop during SM Fail-Over, this causes all buttons of Desktop to gray out.

During SM Fail-Over, clicking on the Hold button on desktop makes all the buttons of Elite Multichannel Desktop gray out. After sometime, all buttons become available but releasing the call



we see the “Complete Success” button is still available and the agent cannot be logged out – logout button is grayed. While SM Fail-Over if we don’t do the Hold but if we input Work Code or Auto Text, the task does not make the Agent Desktop buttons gray out.

CCEM-111 - Call Center Elite Multichannel Desktop and Reporting applications become non-responsive for 15-30 seconds during any task, when DMCC settings are entered in its Options

When DMCC information is filled in the settings of Call Center Elite Multichannel Desktop or Reporting, these applications become non-responsive for 15-30 seconds while completing any task by clicking on the functions, having incoming email – call – webchat, initiating an outbound email, webchat, or even do nothing, the desktop becomes non-responsive. This issue does not happen when DMCC settings information are removed from Desktop/Reporting.

CCEM-51 - The Watermark text is lost when real-time reports with watermark are exported to graphic formats

When real-time reports with watermark are exported, watermark text is retained only in PDF format. For all other graphic formats, the watermark text is lost.

7. Additional Information

CCEM-17 - Not able to view Call Center Elite Multichannel Queue Data report using web CMS Supervisor

CMS Supervisor has to be used to view Call Center Elite Multichannel reports.

CCEM-1823 - IDS-V&P Fail to Monitor Devices When AES-CM Link goes down and comes up

The fix for this issue is twofold. Earlier Call Center Elite Multichannel used to ignore the "SS_ENABLED" value returned in csta_sysstat message. Now Call Center Elite Multichannel checks this value and replaces monitors appropriately. This fix is dependent on an AES fix. There was an issue with earlier versions of AES where csta_sysstat message was not sent to Call Center Elite Multichannel. This issue is fixed in AES 4.2.4.

The AES version required is 4.2.4

CCEM-2121 – RONA Feature in Multimedia

For Multimedia VDN's RONA should not be configured. Call Center Elite Multichannel Media Director is designed to handle phantom calls which do not get answered

CCEM-2202 – All components' .ini files get reset

All components' ini files get reset when there is no space left on the drive where Call Center Elite Multichannel has been installed.

Resolution

It is expected to keep a backup of all ini files before any upgrade. To have the system up again do the following steps:

1. Close all Call Center Elite Multichannel Services.
2. Replace the ini files.
3. Start all Call Center Elite Multichannel Services.

CCEM-2300 - In Presence tab, 4105 column is displaying in normal mode and 4276 and 4105 in supervisor mode

In Presence tab, 4105 column is displaying in normal mode and 4276 and 4105 in supervisor mode.

To display correct value, remove entries for the numbers from subsections Column Caption Normal, Column Width Normal, Column Caption Supervisor and Column Width Supervisor of Agent Desktop and Reporting desktop INI files/Configuration Server Presence Section.

CCEM-2024 - In IE 8.0, only one web chat session is possible from client side

Due to changes in the session handling mechanism by Microsoft all the instances of the Internet Explorer will share the same session of Web Chat on end user machine.



Workaround: To initiate a different chat session on IE8 or higher, a user has to select "New session" option from the file menu and then initiate chat.

CCEM-2165 – Total Call Counter set the Total Agent Available Counter is Incorrect

The agent's available counter is not set properly in Wallboard if a new call arrives on a station that is not monitored. So workaround is to get this value correctly, add all devices (stations) in the ini file of IDS voice and presence server for monitoring.

CCEM-2192 – Last Agent State

The "lastagentstate" counter in presence gives the time interval since the agent has been monitored. This counter starts from 00.00.00 in the format hh.mm.ss when the monitoring starts.

CCEM-1715 – Display Proper Language in Notification by Using Rules Plug-In

The Notify window does not display the non-English text (if fetched through SQL query) correctly if you have not correctly set the collation in the SQL database for the language in which you have installed Call Center Elite Multichannel application.

CCEM-2462 – Inconsistent behavior of Call Recording when more than one party has Start/Stop capability

The behavior of Avaya Contact Recorder (ACR) is not consistent when more than one party uses the On-Demand Recording feature of Elite Multichannel. For a conference call, ACR does a single recording and so the recording state cannot be mapped to each Agent/Supervisor's call state. This affects the recording state (sometimes causing abrupt stoppage) when an Agent has conferenced another Agent/Supervisor into a customer-call.



8. Customer documentation

The Avaya Aura® Call Center Elite Multichannel Release 6.3.0 includes the following documents. These documents are available on the Avaya product support site at: <http://www.avaya.com/support>

- Avaya Aura® Call Center Elite Multichannel Call Routing Server User Guide
- Avaya Aura® Call Center Elite Multichannel Application Management Service User Guide
- Administering Avaya Aura® Call Center Elite Multichannel
- Avaya Aura® Call Center Elite Multichannel Desktop User Guide
- Installing Avaya Aura® Call Center Elite Multichannel
- Avaya Aura® Call Center Elite Multichannel Configuration Client Developer Guide
- Avaya Aura® Call Center Elite Multichannel Overview Guide
- Installing TTrace Avaya Aura® Call Center Elite Multichannel
- Avaya Aura® Call Center Elite Multichannel Reporting User Guide
- Avaya Aura® Call Center Elite Multichannel TTrace Console User Guide
- Avaya Aura® Call Center Elite Multichannel Upgrade and Migration Guide
- Deploying Avaya Aura® Call Center Elite Multichannel in an Avaya Customer Experience Virtualized Environment