



Release notes for Avaya one-X[®] Agent 2.5.4

December 2013

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Introduction

Avaya one-X[®] Agent is an integrated telephony soft-phone solution for agents in contact centers. Avaya one-X[®] Agent provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairments.

Avaya one-X[®] Agent 2.5.4(Avaya one-X[®] Agent 2.5.4) introduces five new features in Agent desktop. Additionally offers Click-To-Dial Improvements, several bug fixes, Work Handling changes, Windows 8 Support, and seamless support for Sonicwall VPN.

Avaya one-X[®] Agent 2.5.4 is compatible with Call Center Elite 6.0, Avaya one-X[®] Agent Central Management 2.5, and Avaya Aura[®] Communication Manager 2.x and later.

Avaya one-X[®] Agent 2.5.4 also provides the ability to inter-operate with other IM and Presence clients, namely, Avaya one-X[®] Communicator 6.x and Microsoft Office Communicator 2007. Avaya one-X[®] Agent 2.5.4 supports Avaya Aura[®] Presence Services 6.1 with Avaya Aura[®] System Manager 6.1 SP1.1.

List of files included in this release

File Name	Description
OnexAgentSetup2.5.40081.0.zip	Install program for one-X [®] Agent client.

System requirements

Hardware specifications for Desk Phone or Other Phone mode

Users with extensive Desk Phone or Other Phone connection modes must have the following minimum client hardware. Systems with these specifications do not leverage any other media type, such as VoIP, Video, Desktop Sharing, or IM.

Server requirement	Description
Processor	1.5 GHz Pentium 4 processor or better
RAM	1 GB
Hard disk space	Minimum 2 GB and more, if records and configuration are stored locally.
Monitor display	1024 x 768, 16 colors
Avaya Switcher II	For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes

Hardware specifications for My Computer mode

Users with extensive My Computer connection modes must have the following minimum client hardware. Systems with these specifications leverage on media types, such as VoIP, Video, Desktop Sharing, or IM.

Server requirement	Description
Processor	2.4 GHz Core 2 Duo or equivalent
RAM	2 GB
Hard disk space	A minimum of 10 GB and more if records and configuration are stored locally. Larger the disk space, better is the media performance especially in VoIP
Monitor display	1024 x 768, 16 colors
Avaya Switcher II	For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes
Universal Serial Bus	USB 2.0
Web camera	The following USB cameras have been tested with Avaya one-X [®] Agent and functionadequately. <ul style="list-style-type: none">• Camera Logitech QuickCam[®] Communicate MP(S5500)• Logitech QuickCam[®] Ultra Vision• Logitech QuickCam[®] Pro 9000• Microsoft VX-3000• Microsoft VX-6000• Creative[®] WebCam Live![®] Motion
Sound card	The computer must have a full-duplex sound system. Avaya recommends the following soundcards for use with Avaya one-X [®] Agent as these sound cards have performed adequately. <ul style="list-style-type: none">• Creative Labs - Live• Creative Labs - Audigy• Creative Labs - Audigy 2

PC headset or headphones

PC Headsets are needed for operation in the My Computer mode.

Avaya no longer tests, sells, or supports headsets. However, some of the headsets are tested with Avaya one-X[®] Agent by DevConnect partners. Avaya one-X[®] Agent has published an API supporting Avaya branded headsets that allows the DevConnect Partners to test headset interface through the DevConnect program. For current information on testing, see the DevConnect Website or Application Notes on the Avaya one-X[®] Agent page at the Avaya website.

Note:

Avaya does not recommend any specific headset, however some of the Avaya branded versions of the Plantronics headsets are tested through the DevConnect program.

For mapping of former Avaya branded headsets to their Plantronics equivalent, see the Avaya to Plantronics headset Transition guide on the Plantronics Website.

Software requirements

Software requirement	Description
Operating System (Avaya one-X Agent)	<ul style="list-style-type: none">• Desktop computers or laptops must have one of the following 32-bit or 64-bit operating systems:• Microsoft Windows 7 Service Pack 1• Microsoft Windows XP Professional with Service Pack 2 or Service Pack 3• Microsoft Windows Vista Service with Service Pack 1 for Business, Enterprise, or Home Premium• Windows 8 Enterprise (x86/x64)• Windows 8 Professional (x86/x64)• Microsoft Windows 2003 Server - Terminal Services• Microsoft Windows 2008 Server - Terminal Services
Other Microsoft software	<p>Avaya one-X Agent requires the following Microsoft products:</p> <ul style="list-style-type: none">• Microsoft Internet Explorer 7.0 32 bit or later (to use Click-to-Dial from

Software requirement	Description
	<p>Internet Explorer)</p> <ul style="list-style-type: none"> • Microsoft .NET Framework 3.5 Service Pack 1 • Microsoft Re-distributable Primary Interop Assemblies (PIA), required only when importing Microsoft Office Contacts from Microsoft Office 2003 or 2007 • Windows Media Player R10 or higher, required if you are using the H.323 protocol <p>To download the software from the Microsoft website, click: http://www.microsoft.com</p>
Other softwares	<ul style="list-style-type: none"> • Firefox 3.5 (to use Click-to-Dial from Firefox)

Software download instructions

The installation procedure to deploy the Avaya one-X Agent solution is provided in the *Installing and Configuring Avaya one-X Agent* and *Installing Server Applications for Avaya one-X Agent* documents. You can download the documents from the Avaya Support website at <http://support.avaya.com>.

Server Application	Description
Avaya one-X Agent and Central Management	The Avaya one-X Agent client and the Central Management software are available on the Avaya Support Site at http://support.avaya.com .
Avaya Aura® System Manager	Download the System Manager ISO image from the Avaya Licensing and Delivery System website at https://www.plds.avaya.com .
Avaya Aura® Presence Services	Download Presence Services installer file from https://www.plds.avaya.com and copy the installer to the host where you want to install Presence Services.

Note:

Before carrying out the installation, ensure that you read the document.

New features and changes from earlier releases

1. Skip Welcome Screen

With the release of one-X® Agent 2.5.4, there is an option to enable or disable Welcome Screen under Agent preference setting. Enabling this option brings one-X® Agent direct to Station Registration Screen on the Startup avoiding the Welcome Screen.

The following are the details about the Skip Welcome Screen feature:

- In **System Settings>Agent Preferences>User Interface**, option is provided to enable or disable Welcome Screen. The option is captioned as “Skip Welcome Screen”.
- When Skip Welcome Screen is enabled, the system skips the Welcome Screen and proceeds with station registration steps.
- A new attribute *SkipWelcomeScreen* has been added in the Preferences.xml to save this option. Default value of this option is false.

Note:

This option is currently not supported with CAM and ACM.

2. Cancel button for Agent Login

In earlier releases of Avaya one-X Agent, an Agent is unable to cancel agent login procedure if the Agent entered incorrect credentials. The Agent had to wait for 45 seconds before he/she can restart the login procedure. In one-X Agent 2.5.4, a Cancel button is available on Agent login screen to abort the login procedure immediately.

The following are the details about the Cancel button for Agent Login:

- The Cancel button is shown on the login process message box as long as the Agent Login is in progress.
- If the Agent Login is successful, then Cancel button disables immediately.

3. After Call Work as a new State

In the earlier versions of one-X Agent, After Call Work (ACW) was unavailable as a separate state. When agent goes into *After-Call* state, the system displays the state in the one-X Agent Title bar as *Ready* state only.

In one-X Agent 2.5.4, ACW is introduced as a new state. When Agent goes in *After-Call* state, the system displays the new state in the one-X Agent Title bar.

The following are the details about ACW as a new state:

- If the Agent state is changed to the *After-Call* state, one-XAgent reflects the state with the correct title and a red icon in the Title bar.

- On an Active Call, if an agent attempts to go in the *After-Call* state and Communication Manager puts the call in the pending ACW state then the state shows as Pending ACW state.

Option to Disable ACW from the drop down menu

One-Xagent 2.5.4 offers a registry key to control the show or hide of the ACW option from the drop-down menu.

The Key is stored under HKCU along with the other one-XAgent Settings. The following are the key values:

HideACWMenu equals to 0 or not present.

=> Show the ACW Option

HideACWMenu not equals to 0

=> Do not show ACW Option

4. Agent State Timer

One-X Agent 2.5.4 displays for how long an agent is in current state.

The following are the details about the Agent State Timer feature:

- One-X Agent UI displays only one timer at any point of time.
- Agent State Timer shows up only if Agent is logged in.
- This is the Count up timer which will count the time for how long an Agent is in a particular state.
- Timer resets only when the agent changes state. Pending states are not associated with this timer.
- When an agent is in the Follow up state, if the agent extends the follow up state then the timer starts from the position the countdown timer ends.
- Timer is associated with a label which is same as in the title bar except for Pending states.
- To keep the consistency with earlier release, follow up and After Call work timers are kept different.
- Timer only resets based on the state change confirmation from Communication Manager.
- Timer is positioned at different location in case of the Followup state (after-call) state.

5. Worklog reflecting state changes

In one-X Agent 2.5.4, all the state changes are available in Work Logs.

When user changes its state from one to other, this state change will be visible under Work Logs with following details

- Topic/Name
- Number
- Date/Time
- Duration. (The value will be empty for current state)

In **System settings>Work Log**, you can select or clear the **Log State Change** option to enable or disable this feature. The default value of this option is selected.

Note:

This option is currently non supported with CAM/ACM.

6. Work Handling Changes

Work handling automatically switches agent states after the call.

The following are the changes in Work Handling execution by one-X agent as compared to earlier releases.

- Any changes done to work handling settings during an ongoing call will be applied for the on-going call also. The Ready mode (Auto-in/Manual-in) settings is an exception.
- Work Handling is not executed for station calls.
- Work Handling setting is not executed for Missed calls.
- Work Handling is not executed for outbound calls.
- Work handling is not executed for IM interactions.

7. Click to Dial Upgrade:

Click to Dial (C2D) plugin for Microsoft Internet explorer is enhanced to provide support for Internet Explorer 9 and 10 as well as support compatibility with Internet Explorer 7 and 8. However, its compatibility is limited to 32 bit versions of Internet Explorer only.

- Added support for dynamically loaded/changed content.
- Added support for “heavy” pages with sub-windows complex hierarchy.
- Improved memory management and removed leaks.

Localization Status

The new features provided in one-X Agent 2.5.4 are currently supported in English Only. Localization of the new features provided in this release supporting the languages in the table below (one-X Agent 2.5.5) will be available in March, 2014.

APAC:		
China		Simplified Chinese
China		Traditional Chinese
Japan		Japanese
Korea		Korean
India		English
Australia		English
EMEA:		
France		French
Germany		German
Italy		Italian
Russia		Russian
UK		English

Netherlands		Dutch
Americas International:		
Mexico		Lat-Spanish
Brazil		Brazilian-Portuguese
Canada		French/English
US:		
US		English

Known Limitations

1. CAM and ACM: Does not support Skip welcome screen and Work Log related changes.
2. Agent logins, Agent logout and Agent States changes should not be done using hard phone or CTI application.
3. Timer does not work if an Agent is already logged in on a station. This scenario might come up if one-X Agent tries to log in on a station and one-X Agent notices that an Agent is already logged on this station.
4. Agent login in other phone mode cannot be cancelled unless the other phone is picked up or timed out.
5. Reason codes for the Aux states , given by *Dialpad* don't reflect properly in the title bar.
6. Change in "Transition to ready" option on one-x Agent Work handling Settings page is applied immediately on the next ACD\Agent call even though the confirmation box says this change would apply after the Agent state is changed to Ready state.

Known Interoperability Limitations with Avaya Control Manager

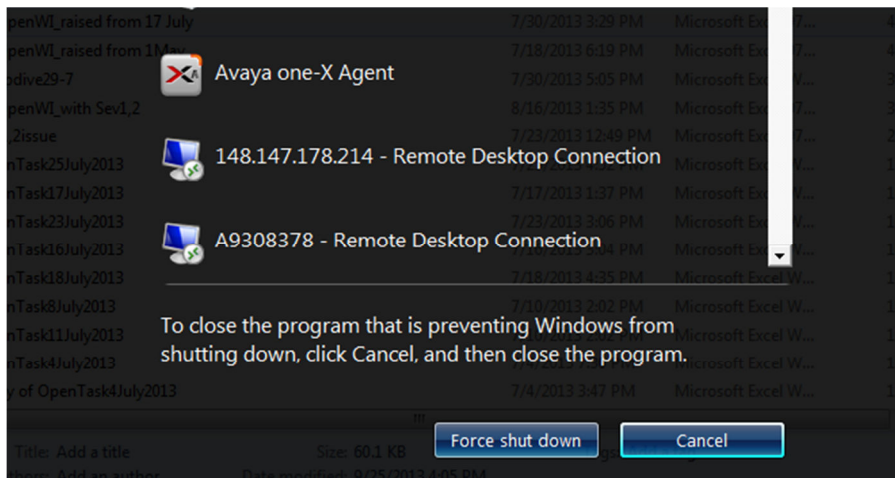
Avaya Control Manager (ACM) does not support:

1. The new one-X Agent 2.5.4 features Skip welcome screen and Work Log related settings.
2. Multiple or multi-level templates per user/agent. This impacts agents who are assigned to multiple job types and would be using different Agent Greetings as part of their individual templates.
3. Administration for supervisors to have multiple agent groups assigned to them.
4. Users/agents being administered as members of multiple supervisor groups.
5. The use of multi-level work codes.
6. The ability for a supervisor to view an agent's work log.
7. Integration of C2D settings with Internet explorer or firefox with one-X agent.
It is possible for agent to enable the C2D integration setting everytime he/she starts the one-x agent.
8. Saving newly added reason codes on ACM when they are added or modified on one-X Agent
9. An Agent Greeting being recorded on one machine and being played/modified on a different machine.
10. The uploading of some IM tab fields from one-X Agent to ACM.
11. "Appender" and "Remote Host for Central Logging" field values do not get saved in ACM when saved in one-X Agent.
12. Literal Meaning property of an Abbreviation that is modified from one-X Agent for the TTY feature is not preserved in ACM.
13. An add/remove phone number button in ACM for one-X Agent.
14. Option to delete Agent profile information from the desktop on Exit.
It is possible for agent to manually remove the profile information from the Desktop.
15. The number of contacts per screen field for Work Log page is not supported in ACCCM
16. Aux reason code for Manual-ready under work handling that is set in ACCCM is not shown correctly in one-x agent.

List of issues addressed in this release

Changes driven by Defects

- Windows 7 and Windows 8 shutdown procedure shows notification during the shutdown if the one-X agent is running.



- Changing of Agent states by pressing a Feature button on the Tool bar updates the title bar properly.

Other Major issues resolved in the one-X Agent 2.5.4

- Memory leaks
- Bring main window to front setting does not work randomly.
- Ability to Answer calls on one-X Agent with keyboard shortcut key A is fixed.
- Advanced search for contacts does not return any value of the given filter for the type <char>wildcard<char>is documented.
- One-X agent shows follow-up bar, however, on the Communication Manager agent stays in the Manual-in Mode.
- After ending Conference one-XAgent workhandling is not executed making Agent ready immediately after the end of conference.
- Click to dial for Internet explorer is initiating multiple calls after only one click.
- One-X agents put the Agent in timed follow up even if the Agent has initiated a pending follow-up during the call.
- One-X agent does not allow to pick up of a call if the desktop system time changes when the call is ringing on the screen.
- Follow up state is automatically completed when ending IM.

- In case of multiple call, Agent moves to pending Aux state from Pending Logout state when one call is ended and answered the other.
- One-XAgent is going in follow-up state after call was ended before it was picked up.
- In case of multiple call, Agent moves to Ready state from Pending ACW state when transferred to another call.
- One-XAgent is not going to followup after DAC call followed by outbound call.
- Consultative Transfer/Conference buttons are not working on TTY window.
- IM Login button is not available when Agent is in ACW state.
- Current Call is held when clicking “No” button on Auto-Hold Confirmation.
- Agent Login fails in first attempt while reconnecting station and agent.
- Numbers are not highlighted in IE if content of iframes is changed via JavaScript.

Troubleshooting

Issue	Resolution
Installing server applications for Avaya one-X Agent 2.5 covers procedure to install, upgrade server applications. During install and upgrade, the installer prompts the user to enter an encryption key.	You can enter any encryption key of your choice. However, you can also choose to keep the encryption key as blank.
Cancel button in the other phone mode cannot cancel the agent login procedure till the other phone is still ringing, picked up or call is timed out.	Wait till the other phone is picked up or timed out.
On Certain machine with multiple core/processor.one-X Agent might exhibit heavy jitter while playing the voice of other end and Agent state timer may show improper time elapsed randomly. This might happen due to a known issue on certain machines where Hardware Abstraction Layer is not able to provide correct value for the high performance counters.	User can resolve this issue by following the steps mentioned in the KB: http://support.microsoft.com/kb/895980 Caution: This is Windows wide setting and you must undo the changes if it does not resolve

Issue	Resolution
This has been observed only with HP machines so far.	the problem.
Intermittent OneWay Talk Path has been observed on Windows 7 Machine where the one-XAgent User cannot hear the remote party.	You must install Service Pack1 of Microsoft Windows 7.
Sometimes, Citrix Receiver (version: 3.1.0.64091) for Windows crashes when you attempt to log on. The problem can occur through a Remote Desktop Protocol (RDP) session and/or an ICA session to a published desktop. The problem is observed when you attempt to launch a published application from the Start menu. Because of this, One-X Agent fails to start.	Disable Data Execution Prevention) (DEP) for SparkEmulator.exe. For details, see, http://support.citrix.com/article/CTX132332
When the length for FAC configured in the Dial plan and the length of FACs assigned for agent login and logout do not match or there are multiple entries in dial plan consisting/overlapping the assigned agent login/logout FAC, then the agent login/logout does not function correctly.	Ensure that the dialplan and FAC are correctly configured on Communication Manager.
Sometime one-XAgent installation fails on certain computers.This is because the default script host is changed to C.	The default script host needs to be changed to VB script using following command on command prompt - "wscript.exe //H:wscript".

List of known issues

- For the first agent call the agent greeting may play with delay when there is high load on CPU.
- Worklog and Contact list are not 508 Compliant.

Known Windows Issue

Sometimes, when you click a menu item in Avaya one-X Agent, the menu item appears

behind the main window. You can also see this error when you login to the application and select profile (if profile was setup initially) and then you cannot choose different profiles from the drop-down menu as shown in the following image.



This is a known Windows issue and there is hot fix for this available from Microsoft.

Hot fix information

A supported hotfix is available from Microsoft. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive (receive or require) additional testing. Hotfix request/download from:

<http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnum=943326&kbIn=enus>

Once you install the hotfix installed, you must reboot your system. Sometimes after applying the hotfix you might face the menu behind issue. Usually logging off and relogin to Windows (not full reboot) again resets the hot fix and corrects the behavior.

Contact information

To report issues with Avaya one-X Agent 2.5, contact 1-800-242-2121 or go to <http://support.avaya.com>.