



Product Support Notice

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PSN # PSN002057u

Original publication date: 13-Aug-08. This is Issue #01, published date: 13-Aug-08. Severity/risk level Medium Urgency When convenient

Name of problem Contact Center Express R 3.0.3 Service Pack Availability on July 8, 2008.

Products affected

Contact Center Express (CCE) R 3.0.2 and prior versions.

Problem description

CCE 3.0.3 is a service pack (SP) to CCE 3.0 (released on December 2006) that includes all the hot fixes to the 3.0 release that have been issued to date. This release will be combined full release and SP and is intended to replace the current DVD shipped from manufacturing.

Note:

As was the case in CCE 3.0.2, MS SQL 2005 is the minimum requirement for CCE 3.0.3.

Resolution

Customer availability:

- Once the release is available, new CCE customers will automatically get shipped this DVD from the factory.
- For existing CCE customers, they can download the release from http://www.avayacce.com/Public_CD_Images.htm

CCE 3.0.3 includes the following:

- Official Support for Microsoft CRM 4.
- Email handling is now better with the inclusion of templates and a HTML toolbar for managing text editing.
- Reporting has been improved to include a number of statistical reports and allow for a wider range of input criteria.
- Outbound interactions such as email, IM, SMS and Preview Contact can now be created directly from the agent desktop.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

n/a

Service-interrupting?

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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