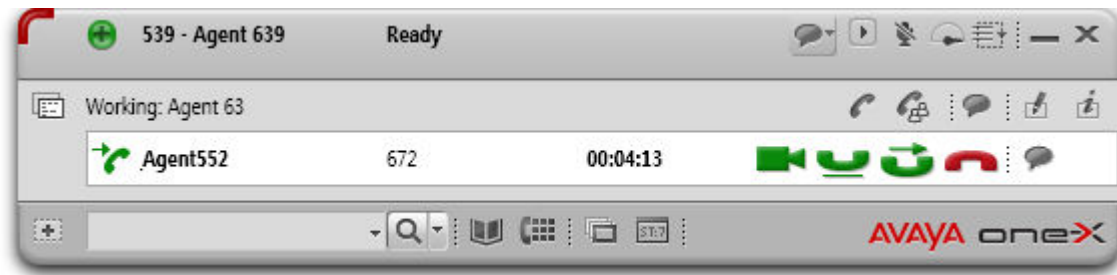


Avaya one-X® Agent 2.0

Release Notes



AVAYA one-X Agent Central Management
Version 2.0.1000.0

Users
Import Users
Manage Users
Manage Groups

Templates & Settings
Import Location Data
Manage Location Data
Manage Templates
Manage Contact Lists

Manage Users
Add user

Filter: ** No role filtered ** Only activated users [Reset](#)

Name	Username	Roles	Active	Last modified
Kulshrestha, Ashish	akulshrestha	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
Lenard, Rohan	rohan	one-X Agent Supervisor	<input checked="" type="checkbox"/>	18-Nov-2009
Lin, Eric	erlin	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
Mahabaleshwar, Niraj	mniraj	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
Mahajan, Umesh	umahajan	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
Mccarty, Bill	mccarty	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
McNamara, Paul	paul	one-X Agent Supervisor	<input checked="" type="checkbox"/>	18-Nov-2009
Mendis, Alexx	alex	one-X Agent Supervisor	<input checked="" type="checkbox"/>	18-Nov-2009
Menzies, Nina	nina	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
Menzies, Tara	tara	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009
Mogale, Nivedita	niv	one-X Agent Supervisor	<input checked="" type="checkbox"/>	18-Nov-2009
Monslow, Wayne	wayne	one-X Agent	<input checked="" type="checkbox"/>	18-Nov-2009

User Detail: Tara Menzies

Details **Group membership** **Profiles assigned** **Agent permissions**

*Username:

*Name:

*First name: *Last name:

Email:

Contact Center roles
☒ one-X Agent
☐ one-X Agent Supervisor

Web Admin roles
☐ Web Administrator

[Save](#) [Reset](#)

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Introduction

Avaya one-X® Agent

Avaya one-X® Agent 2.0 is the second release of Avaya's agent desktop application which provides seamless support for at-home agents, remote agents, outsourced agents and agents physically located in a centralized contact center. In conjunction with the technical focus for 2.0, Avaya one-X® Agent has three major themes for the 2.0 release, Collaboration, Supervisor Support and Centralized Management and Configuration.

Collaboration

Avaya one-X® Agent 2.0 has Presence and Instant messaging capabilities enabled by Presence Services to support Agent to Agent/Supervisor/Expert consultation. This release also introduces a Soft TTY capability enabling contact center agents to serve customers with speech and listening disabilities.

Supervisor Support

The new Supervisor feature set in Avaya one-X® Agent 2.0 will make it easier for supervisors to perform and seamlessly switch between regularly communicating with agents and performing a variety of quality monitoring and management functions. Key feature content includes Service Observing, Real-Time Agent Coaching, and the ability to view an agent's contact history including both Voice and IM interactions.

Central Management

An optional Central Management Web application is introduced to manage all user profiles centrally and to deploy them just in time to agent desktops. The client interface for the Web application is called Central Management.

Avaya one-X® Agent users known to Central Management will centrally store the following:

- All their configuration data (e.g. user profiles and their associated settings)
- Application data (e.g. individual user contact logs)
- Other data (e.g. recorded agent greetings)

This centrally stored data is downloaded to the agent's desktop as required. Users not known to Centralized Management will have such data stored in their local Windows Profile.

Avaya one-X® Agent 2.0 in conjunction with Centralized Management will also support Dynamic Hot Desking, which will enable any agent to sit at any configured desktop and begin work in seconds. For users to be "hot desked" they must be known to Central Management. Centrally stored user settings enable users to logon to Avaya one-X® Agent at any desk or location and retrieve their profiles containing their customized settings and user data.

1 System Requirements

1.1 Hardware Requirements

Avaya one-X® Agent Central Management requires a server with the following minimum specifications:

- At least 3 GHz dual-core processor – e.g. a Intel Xeon Dual Core 3-GHz processor
- 8 GB of RAM
- A NIC capable of supporting 100 MB
- Free disk space of at least 40 GB

Avaya one-X® Agent client requirement recommendation:

For users of the Desk Phone or Other Phone connection modes who are not leveraging any other media type (e.g. no VoIP, Video, Desktop Sharing, IM) the following are the minimum client hardware requirements:

- Processor: 733 MHz Pentium 3 processor or equivalent
- RAM: 256 MB
- Hard disk: Up to 3GB and more if you are storing records and configuration locally.
- Monitor display: 800 x 600, 256 colors
- Avaya Switcher II for Agent Greetings in the Another Phone (Dual Connect) and Desk Phone (Shared Control) modes

For users leveraging the My Computer connection mode (VoIP), Video, Desktop Sharing, or IM Personal the following are the client hardware recommendations:

- Processor: 1.5 GHz Pentium 4 processor or equivalent
- RAM: 1GB
- Hard disk: Up to 3GB and more if you are storing records and configuration locally. Also, the bigger the swap space, the better will be performance especially in VoIP.
- Monitor display: 800 x 600, 256 colors
- Universal Serial Bus: USB 2.0
- Video codecs: H.261, H.263, or H.264 up to VGA resolution (required only if you are using video)
- Web cameras:
 - Camera Logitech QuickCam® Communicate MP(S5500)

- Logitech QuickCam[®] Ultra Vision
- Logitech QuickCam[®] Pro 9000
- Microsoft VX-3000
- Microsoft VX-6000
- Creative[®] WebCam Live![®] Motion
- Avaya Switcher II for Agent Greetings in the Another Phone (Dual Connect) and Desk Phone (Shared Control) modes

1.2 OS Requirements

For Central Management, OS requirement is:

- RHEL 5.1 or 5.2 – 32 bit

For client, OS requirements are:

- Microsoft Windows XP Professional with Service Pack 2 or higher
- Microsoft Windows XP Home with Service Pack 2 or higher
- Microsoft Windows Vista Service Pack 1 for Business, Enterprise, or Ultimate
- Microsoft Windows 7
- Microsoft Windows 2003, 2008 Server

Avaya one-X[®] Agent requires the following Microsoft products:

- Microsoft Internet Explorer 6.0 or later and Firefox 3.x
- Microsoft .NET Framework 3.5 Service Pack 1

Video requires Communication Manager 4.0 or later and Avaya Video Telephony Solution (AVTS) 3.0 or 4.0. Video is supported in My Computer (VoIP) and Desk Phone (Shared Control) connection modes for IP extensions on Avaya one-X[®] Agent local PC installations only. The video features available differ depending on the Communication Manager and AVTS releases. See the table below for compatibility of AVTS with the Operating Systems supported by Avaya one-X[®] Agent.

AVTS Video is supported only on Windows XP and Vista 32-bit systems.

2 Software Download Instructions

The installation process is described in *Installing and Configuring Avaya one-X® Agent* for Avaya one-X® Agent and *Installing Server Applications for Avaya one-X® Agent* for Server Applications available from the Avaya Support Web site. You should read this document carefully before you begin the installation process.

2.1 Avaya one-X® Agent and Central Management

The Avaya one-X® Agent client and Central Management software is available for download from <http://support.avaya.com>.

2.2 Avaya Aura™ System Manager

Download the System Manager ISO image from Avaya Licensing and Delivery System web site: <https://www.plds.avaya.com>.

2.3 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.

3 Avaya one-X® Agent features

Some of the main features are:

- Instant Messaging and Presence
- Soft TTY
- Supervisor Desktop
- Service Observing
- Quick Alert
- Agent Coaching
- Barge In
- Ad Hoc Transfer
- Enhanced Screen-Pop and Client APIs
- Video File Sharing
- Desktop Sharing

4 Avaya one-X® Agent Central Management features

The main features of Central Management are:

- User management with search and filtering
- Bulk user import
- Synchronization with your LDAP server
- User grouping allowing settings to be applied across large sets of users
- User profile management allowing single user to have multiple profiles
- Inheritable templates
- Location Data management
- Supervisor functionality
- Create a list of centrally managed contacts and assign them to templates
- Ability to add a Welcome message displayed at Agent Logon
- Active Directory Integration – allows reuse of a user's credential information

5 Known issues

- **Installation**

- The process of installing/uninstalling one-X Agent cannot be cancelled at a stage where files are either being copied or being removed even when clicking on the Cancel button
- Avaya one-X® Agent installer does not stop if clicked on stop installation button on Driver installer window
- The Administrative installer does not copy the AVM folder and Avaya Virtual Soundcard.inf file to local machine.

- **TTY Issues**

- Wrong characters are displayed at the far-end TTY device if the TTY call is placed on hold and numeric characters are entered
- During conference, remote ends are not able to send TTY text to each other
- Some characters are missing if we type fast in TTY window and there may be loss of characters during communication between two TTY end points. Quality of voice may degrade during communication between two TTY end points.
- The TTY implementation works only at 45.5 Baudot
- On selecting TTY settings on for every voice call, there is a possible 3-4 seconds voice breakage after all TTY characters are sent. Sometimes, one-way voice communication was observed for FW 50.
- There are issues with transmission of TTY characters from Hard TTY devices to one-X Agent when using TN2302 (Medpro) and TN2602AP with firmware greater than 33.

- **Video**

- In case of TTY with Video call, TTY button and Video button overlaps on Work Item window. User will not be able to handle video feature via video button in WI window. In such situation, user can use Video button in video window panel to handle video related activities

- **Audio**

- The warning message "Avaya vsoundcard has not passed windows Logo Testing" appears. Please click ok and proceed
- Sometimes, the virtual sound drivers do not start properly on XP which results in breakdown of voice from Avaya one-X® Agent side. In this situation, restart the system or follow steps:
 - In start->Run type "Dxdiag.exe". It is going to open Direct X diagnostic tool application.
 - Go To "Sound 2" tab.

- Move "Hardware Sound Acceleration" slider to minimum.
- Restart Avaya one-X® Agent application.

- **Desktop**

- Avaya one-X® Agent desktop sends extraneous agent states when agent initiates a conference and hence affects certain reporting
- Application cannot merge two conferences into one

- **Recovery**

- Client Connection recovery fails after network connection is re-established during the agent login process
- IM automatic connection recovery is not working properly in Avaya one-X® Agent. One will need to manually connect back to IM
- After recovering a broken connection in a video call, video buttons don't appear back in the work list and video window panel

- **Click To Dial**

- For some websites phone numbers on the page are not highlighted when using Firefox. Usually refreshing the page corrects this problem

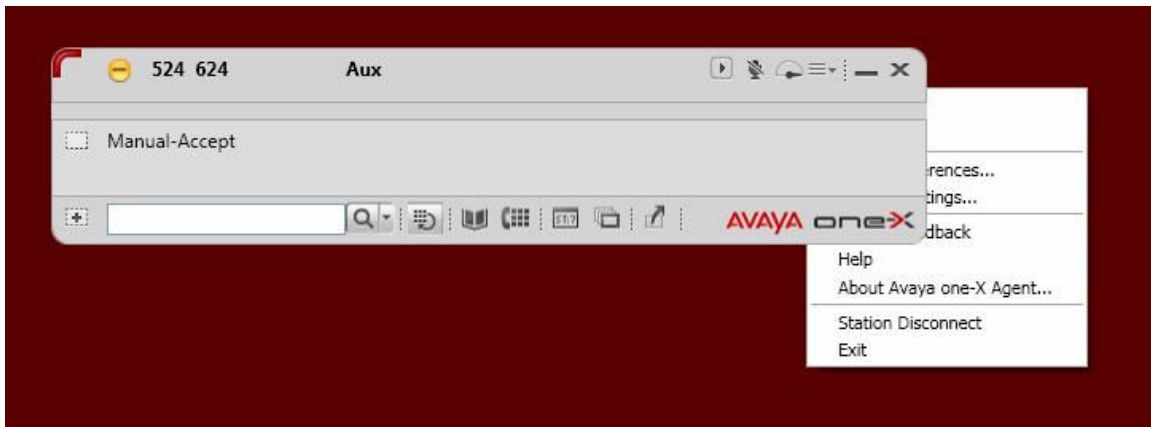
- **Central Management**

- This release does not support Single Sign On. This affects the installation process:
 - At one-x Agent 2.0 installation, **DO NOT** select the check box "Use Windows credentials to login to Central management/Presence servers"
 - During Presence Server installation, do not follow the Single-sign on configuration flow
 - After the Central Management installation, do not follow the Single-sign on configuration flow
- There is a flaw with the Graphical User Interface Uninstaller for Central Management. As a workaround, a shell script has been provided. You can run the script from: /opt/Avaya/OneXAgentCM/utls/bin/oxacmuninstall.sh
- After 3rd attempt of entering an invalid password, the account is locked but error message is not displayed
- If username contains non-ASCII characters, that user will not be able to log into Central Management or one-X Agent
- The "Directory" setting page of Central Management only allows all fields to be used together as one set. This implies that an administration should use this feature to configure all fields including username & password. If the directory is to be accessed with per agent username & password, the agent will need to configure all the fields themselves.

6 Known MS Windows Issue

Sometimes, when clicking on a menu item in Avaya one-X® Agent, the menu item appears behind the main window. This error can be noticed also in the beginning when logging into the application and selecting profile (if profile was setup initially) and then one cannot choose different profiles from the drop down menu.

Example:



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

Hotfix information

A supported hotfix is available from Microsoft. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive additional testing.

Hotfix request/download from:

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

Once hotfix installed, you will need to reboot your system. Sometimes after applying the hotfix one might face the menu behind issue. Usually logging off and re-login to Windows (not full reboot) again resets the hot fix and corrects the behavior.

7 Contact Information

To report issues with Avaya one-X[®] Agent 2.0, contact 1-800-242-2121 or go to <http://support.avaya.com>