



Intelligent Customer Routing

Release Notes

Release 7.0
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Introduction

The release notes document contains Intelligent Customer Routing Release 7.0 product information and known issues with the applicable workarounds.

Note: The updated version of the release notes is available on the Avaya Support website at <http://support.avaya.com>.



New features and enhancements

The following are the new features and enhancements provided with Intelligent Customer Routing Release 7.0.

Runtime configurable ICR CCA properties

At runtime, you can configure the properties of the Call Control Application (CCA). These properties are specific to the CCA that you are configuring. For each CCA, you can configure different values for all the properties.

ICR CCA periodically checks the properties that you configured on the Change ICR Applications page and uses the changed values for the new calls that arrive in ICR.

Zoning support

In Avaya Aura® Experience Portal, zoning is a functionality to distribute various systems and resources, such as applications and media servers, into different groups called zones.

With zoning, organizations can best utilize the resources that are widespread across the geographical locations. Distributing the resources into zones helps organizations to reduce the time and cost in serving customers in a particular zone.

ICR being a managed application of Avaya Aura® Experience Portal supports the zoning functionality for the following components:

- Call Control Application
- Real time monitoring
- SIP connection for ICR Core server

Consultation transfer from Self Service Application

Consultation transfer, which also called as Supervised transfer, is a feature in Avaya Aura® Experience Portal (AAEP). As ICR is a managed application of AAEP, ICR supports the Consultation transfer feature.

With Consultation transfer, an ICR Call Control Application (CCA) can transfer a call from Self Service Application (SSA) to another destination without releasing the call till the call is successfully transferred to the destination. If the call transfer fails, ICR CCA returns the appropriate response to SSA. SSA then, takes further action to handle the call transfer.

Preferred and failover ICR Core

After you install ICR and configure ICR Core servers, you can set the preferred and failover ICR Core servers on the application server.

With the preferred and failover settings on the application server, Pluggable Data Connector (PDC) can receive the routing information for a call from ICR Core server and keeps the call traffic within a particular site.

For example, PDC can route all calls arrived at Site 1 to the ICR Core servers configured as preferred at Site 1. If the preferred ICR Core servers at Site 1 are unavailable, PDC will route all calls arrived at Site 1 to the ICR Core servers configured as failover at Site 1.

Sending updated EWT and queue position values to the running WTA

In the 7.0 release of Avaya Aura® Experience Portal, the VoiceXML browser is enhanced to send and receive the external events within a voice application in a synchronous and asynchronous mode.



As ICR is a managed application of Avaya Aura® Experience Portal. Therefore, ICR leverages the enhancement of the VoiceXML browser to send the updated or real time EWT and queue position values to the running WTA through external event.

Call Management System (CMS) rt_socket based routing enhancements

Intelligent Customer Routing, Release 7.0 provides support for using Call Management System (CMS) as a data source to receive real time data about skills and agents statistics for all Avaya Aura® Communication Manager ACD.

ICR uses the information about skills and agents and finds the best destination ACD to route the calls under agent surplus and call surplus situations across ACDs.

Note: ICR does not support configuring a single Terracotta cluster for ICR Core servers that are located in data centers connected over WAN. Therefore, if you want to use the CMS based routing across data centers that are connected over WAN, you must deploy the ICR Core servers in separate Terracotta cluster for each data center. This deployment will avoid the performance issues that might occur due to the inherent latency problems associated with WAN. For more information about ICR Core deployment models, see *Implementing Intelligent Customer Routing*.

SIP endpoint support

In the 7.0 release, ICR supports SIP endpoints and also the mixed environment consisting of SIP endpoints and H.323 endpoints.

Customers having contact center with SIP environment or mixed environment can use ICR for best routing of the calls.

Load balancing across SIP proxy servers

ICR performs load balancing of the BSR polling requests to Communication Manager across multiple SIP proxy servers.

ICR leverages the SIP connection configuration of Avaya Aura® Experience Portal. In a SIP connection configuration, the administrator can designate some proxy servers as primary servers for a service and some proxy servers as backup servers by setting a priority and weight to each configured proxy server.

Dynamically reducing cache freshness interval

In ICR, you can configure a property to dynamically reduce the cache freshness interval under an agent surplus situation.

ICR identifies an agent surplus situation when Communication Manager returns the BSR response with an Estimated Wait Time of 0. ICR dynamically reduces the polling cycle to the configured value so that frequent polling can take place and ICR can provide efficient route destination.

Opt out from WTA

While the call is in the wait treatment, the opt-out from WTA enhancement allows ICR Call Control Application (CCA) to cancel the queued call and disconnect the caller. If you do not want ICR Call Control Application (CCA) to disconnect the caller, you can also set ICR Call Control Application (CCA) to blind transfer the caller to another destination.

Call routing enhancements

During cache freshness, ICR Core always returns the same cached destination VDN to route the calls. Therefore, ICR cannot efficiently route the calls across multiple ACDs.



With the call routing enhancement, ICR Core can efficiently route the calls across multiple ACDs within cache freshness interval by adjusting the BSR information in cache.



Product information

You can find the Intelligent Customer Routing Release 7.0 software on the Avaya support site at: <http://support.avaya.com>.

The Intelligent Customer Routing documentation library is available in the ISO image of the Intelligent Customer Routing software. Mount the ISO image to access the documentation library.

In addition to the documentation library, ICR provides the following documents on the Avaya support site.

Sr. No.	Guide Name	File name
1	Intelligent Customer Routing Overview and Specification	ICROverviewAndSpecification.pdf
2	Implementing Intelligent Customer Routing	ImplementingICR.pdf
3	Upgrading Intelligent Customer Routing	UpgradingICR.pdf
4	Administering Intelligent Customer Routing	AdministeringICR.pdf
5	Troubleshooting Intelligent Customer Routing	TroubleshootingICR.pdf
6	Intelligent Customer Routing Events and Associated Alarms	ICREventsAndAlarms.pdf
7	Intelligent Customer Routing Developer Guide	ICRDeveloperGuide.pdf
8	Intelligent Customer Routing Release Notes	ICRReleaseNotes.pdf
9	Intelligent Customer Routing Port Matrix	ICRPortMatrix.pdf

Note: You can download the updated version of all the documents from the Avaya support site.

For information about the compatibility matrix of ICR 7.0, see *Intelligent Customer Routing Overview and Specification* guide.

Updating the documentation library on the ICR system

About this task

The ICR documentation library is integrated with the application. When you install ICR on a system, the installer also installs the documentation library on the system. However, you can download the updated documentation library from the Avaya support site <http://support.avaya.com> and then update the documentation library that is installed on the system.

Note: After you install ICR 7.0, you must update the documentation library installed on the system with the documentation library available on the Avaya Support website.

Perform the following steps to update the documentation library installed on the system.

Procedure

1. From the Avaya support site, download the ICR documentation library.
The system downloads the documentation library in a ZIP format.
2. Go to the system on which you installed ICR Admin.
3. Stop the **vpms** service.



Enter the command: `service vpms stop`

4. Copy the downloaded ZIP file to the `/opt/Tomcat/tomcat/webapps/VP_ICRAAdmin/help/VP_ICRAAdminDocLibrary` directory.

5. In the directory, extract the ZIP file.

Enter the command: `unzip <File_Name>.zip`

6. Enter **A** to overwrite all files.

7. From the directory, delete the ZIP file.

8. Change the ownership of all files to `avayavp.avayavpgroup`.

Enter the command: `chown avayavp.avayavpgroup *`

9. Set the file permissions to 755.

Enter the command: `chmod 755 *`

10. Start the **vpms** service.

Enter the command: `service vpms start`



Installation

Note: Install or upgrade to Avaya Aura® Experience Portal before installing or upgrading the Intelligent Customer Routing, Release 7.0.

If you choose to upgrade Linux follow the upgrade procedure documented in *Upgrading to Avaya Aura Experience Portal 7.0*. You can download this document from the Avaya support website at: <http://support.avaya.com>

Fresh install

ICR 7.0 can be used for fresh install of Intelligent Customer Routing software.

For information about installing Intelligent Customer Routing 7.0, see the *Implementing Intelligent Customer Routing* guide

Upgrade install

ICR 7.0 provides an installer that you can use to upgrade ICR release 6.0.x to 7.0.

For information about upgrading ICR 6.0.x release to ICR 7.0, see the *Upgrading Intelligent Customer Routing* guide.

Note: Upgrading the Avaya Linux OS on a standalone system preserves only the ICR components installed on that system.



Known issues and resolutions

The following table lists the known issues and the possible workaround identified in Intelligent Customer Routing, Release 7.0.

Component	MR / WI	Issue
ICR Admin:ICR:Reporting:Historical Report	wi01067043	ICR CCA Session Detail Report (SDR) does not display SDR belongs to a deleted zone. Workaround: Use the Custom ICR Session Detail Report to view the SDR of ICR CCA application calls for which zone is deleted from the system.
ICR Core:SIP	wi00992195	Over the call load, at times the ICR Core alarm is generated as <i>User-to-User header is missing from SIP response 183 Session Progress</i> . Workaround: NA
ICR Admin:Application Configuration	wi00897217	While saving the ICR application, the following error message is displayed: <code>Unable to access database</code> Workaround: Save the application data one or two times, the system saves the data successfully.
ICR Admin:ICR:Reporting:General	wi00875705	When switching the reporting database from local to external, the following error message is displayed: <code>Cannot access database</code> Workaround: The system removes the error once the data is polled.

Component	MR / WI	Issue
ICR:Documentation:HTML Help	NA	<p>In the ICR documentation library or HTML help integrated with the ICR application, the Changing ICR Core settings topic mentions to enter the values in the BSR Request Timeout and CMS Data Expiry Timeout fields in seconds. However, the values in both these fields must be in milliseconds.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Update the installed documentation library to reflect correct information in the Changing ICR Core settings topic. <ol style="list-style-type: none"> a. Download the updated documentation library from the Avaya support site. b. Update the documentation library installed on the ICR system. For more information, see Updating the documentation library on the ICR system.

Component	MR / WI	Issue
ExpPortal:EPM:Admin	wi01143738	<p>On the primary EPM system, if you add a new auxiliary EPM or MPP and save the certificate of the new system, the primary EPM is unable to communicate with the ICR Core servers installed on a standalone system.</p> <p>Because of this issue, you cannot start or stop the ICR Core server from the ICR Manager page. Also, the primary EPM cannot push the updated configurations to the ICR Core server.</p> <p>This issue occurs because the primary EPM system cannot find the certificate of the ICR core system in the truststore file.</p> <p>Workaround:</p> <p>Perform the following steps to save the ICR core certificate in truststore file.</p> <p>Note: Perform the following steps only for the ICR Core servers installed on a standalone system.</p> <ol style="list-style-type: none"> 1. On the ICR Manager page, if the ICR Core service is in the running state, stop the ICR Core process on the ICR Core system. Enter the command: <code>service icrcore stop</code>. 2. Access the EPM interface and log into the EPM system. 3. In the left navigation pane, click ICR Configuration > ICR Core. 4. On the ICR Core Servers page, click the ICR Core server name link in the Name column. 5. On the Change ICR Core Server page, select the Trust new certificate check box. 6. Click Save. 7. On the ICR Manager page: <ol style="list-style-type: none"> a. From the Process Commands area, start the ICR Core process. b. From the Service Commands area, start the ICR Core service.



Contacting support

Contact support checklist

If you are having trouble with Intelligent Customer Routing 7.0, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of the events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support by:

1. Logging on to the Avaya Technical Support website: <http://www.avaya.com/support>.
2. Calling or sending a fax to Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support website.

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya website.

Contact support tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.