Avaya Aura® Call Center Elite Multichannel Release Notes

Release 6.4
January 2015

Contents

1. Introduction

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

This document provides late-breaking information to supplement Avaya Aura® Call Center Elite Multichannel Release 6.4 software and documentation. This document also provides the known issues along with 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

Avaya Licensing

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

For more details on licensing refer to *Avaya Aura® Call Center Elite Multichannel Installation Guide.*

3. Enhancements in Call Center Elite Multichannel

3.1. Support for .NET 3.5

The underlying .NET framework of Call Center Elite Multichannel has been upgraded from version 2.0 to version 3.5. All the 3rd party components have also been upgraded to their latest versions resulting in advanced functionality, security and better graphical user interface.

3.2. Chat – Typing notification

Real-time typing notification is displayed in the web chat client and Agent desktops. When a customer is in a chat session he/she gets notification when the agent is typing. The agent also receives notification that the customer is typing.

3.3. Chat – Timestamp on chats

A time stamp is displayed on the agent's and customer's user interface of a chat conversation. The timestamp marks the date and time at which the interaction was sent.

3.4. Encrypt stored chat transcripts

The Interaction text is now encrypted before storing in the database. When the interaction is retrieved again by history plugin the text is decrypted and displayed.

3.5. Upgraded MSI Installers

The Installshield framework has been updated from Installshield 10.5 (which does not have official support) to the latest version (Installshield 2012 spring version).

3.6. Platform Upgrades

This release adds support of the following products:

- Windows Server 2012 R2
- Windows 8
- Windows 8.1

Also, support of Windows XP and iClarity has been removed in this release.

3.7. Chat transfer - Ability for an agent to transfer a chat

When an agent receives a web chat they should have the ability to transfer the chat session to another agent or queue/skill. The receiving agent should be able to view the transcript from the previous agent.

3.8. Multiple Call Handling (MCH) enhancement

Multiple Call Handling (MCH) allows agents to receive an ACD call while other types of calls are alerting, active, or on hold. This feature will enable the Agent to become available if the MCH is set and Agent puts current ACD call in hold.

3.9. Support for MSFT Dynamics 2011

Added support for MSFT Dynamics 2011 along with Microsoft Dynamics CRM version 4.0. Also note that support for MS CRM 3.0 is removed from this release.

3.10. Email Support of secure email

An option has been provided to the customer to use either an unsecure connection with Email server or to configure a secure channel for both incoming as well as outgoing emails.

EMC supports the following security protocols

1. Unsecure

2. STARTTLS

3. TLS/SSL

3.11. Supervisor Real time reporting

Real time reporting plugin is a part of the EMC reporting application. Real Time reporting plugin will provide real time report than can be used by the supervisor/CC Manager to view all agent activity with current active call and type of call in progress. For example, if agent 1 has an active email, voice call and web chat in progress. Agent 2 may have a voice call and web chat, etc.

3.12. Added 'From' address check added in rules based routing

For routing email to another queue or to preferred agent EMS already have Keyword based routing processor which was parsing the 'Keyword' in body and/or subject. Now EMS has added new field 'From' address for parsing keyword.

3.13. Single msi installer for EMC Desktop.

EMC Desktop installer is now available as single msi. An administrator can also send this installer to the agent machines using a distribution tool, such as Microsoft SCCM. For further details please refer to Installation guide.

3.14. Upgraded Html Editor

The EMC desktop provides formatting options for inbound / outbound emails. This is provided with the help of a third party HTML Editor control. The HTML Editor gives various functionalities to add more detail and format the email content. EMC desktop 6.3.1 was using WinHTMLEditorControl from Spice logic version 3.3.0.1. The latest version upgraded to this third party is 5.3.1.4.

3.15. Upgraded Keyoti Spell Check functionality.

The EMC desktop provides spell checking functionality for plugins that implement text based controls. This is provided with the help of a third party Keyoti RapidSpell Desktop .Net control. EMC desktop 6.3.1 was using Keyoti.RapidSpell & Keyoti.RapidSpellMDict library from Keyoti version 3.6. The latest version upgraded to this third party is 5.1

3.16. Upgraded Devexpress Component.

EMC Reporting desktop have plugin Realtime Reporting which will generate monitoring view for the specific entity (includes Agent, Device, Queue and VDN which are monitored in IDSV&P). Third party component DevExpress converts these reports to Document format which will use for exporting, printing and formatting. EMC desktop *6.3.1* was using DevExpress version *6.2.0.15*. The version now upgraded to is DevExpress version 12.2.

3.17. Help file is now in the Html format.

Help file for EMC desktop was in .chm format, which is now available in Html format. The starting/home page is called index.html.

3.18. Added option to use "Reply Email Address" as from address for Agent replies and Agent initiated emails

In EMC control Panel, for Email Media store checkbox for "Use Reply Email Address for Agent Initiated Emails" has provided at general tab of email queue configuration. With this check box, you can configure different email addresses for the auto response, agent replies, and agent initiated emails. By default, this email address displays in the From field of all outgoing emails. However, if you select the Use Reply Email Address for Agent Initiated Emails check box, this email address displays in the From field and populates in the Reply To field of all auto response emails.

Note: If you are using "Use Reply Email Address for Agent Initiated Emails" the "reply Email Address" field at SMTP Queue configuration is not optional. You have to fill correct email address there.

To apply this configuration, you must access your exchange server and configure Manage "Send As Permission" for a user other than the SMTP user configured in the Outbound tab. To configure Manage Send As Permission in Microsoft Exchange Server, see

http://technet.microsoft.com/en-us/library/bb676368%28v=exchg.141%29.aspx.

Without configuring "Manage Send As Permission", you can configure different email addresses only if anonymous access is configured on the email server and no SMTP user name and SMTP password are configured for the From and Reply accounts

3.19. Upgraded AES client

AES TSAPI client which is shipped with EMC installer is now upgraded to 6.3.3.103. For more information about installing the AES TSAPI client with custom certificates, see Avaya Aura® AES TSAPI and CVLAN Client and SDK Installation Guide available on the Avaya Support site at http://support.avaya.com .

3.20. Upgraded support for WebLM server to 6.3.

Support for WebLM server for Call Center Elite Multichannel is now upgraded to WebLM Server 6.3. For installation and configuration of WebLM server 6.3, please refer *Installing Avaya Aura® Call Center Elite Multichannel Guide.*

4. Addition Content - 6.4 Patch 1

Patch 1 is also provided with following fixes. Process for applying patch is described in ReadMe file. ReadMe file available in Patch zip file.

Customer wants to use Preview Contact Media Store, Email Media Store, Virtual agent Service, IDS View service has to apply this patch.

CCEM-3976: Control Panel is un-responsive for some time post every queue refresh

On EMC Control Panel, after Email Media Store Queue refresh EMC Control Panel will become un-responsive.

CCEM-3979: Auto response and Reply email is stuck after an invalid reply email address

If Use Reply Email Id for Agent Initiated Emails is enabled and exchange server is enabled authentication, configure a invalid Reply email, agent cannot reply a email, it said "Client doesn't have permissions to send as this sender". But if user change Reply email to a valid address, the auto response and Reply email of new email are stuck too.

CCEM-3962: Agent staffed and agent available count on wallboard does not goes beyond 399

Agent staffed and agent available count on wallboard does not goes beyond 399 in case desktop is configured to receive data by multicast

CCEM-4002: PCMS functionality is broken for other than US time zone.

PCMS program will show Current state as "Stoppedbyschedule" if the time zone of the EMC server is other than US time zone.

CCEM-4000: The Email Address show in To list when agent reply all an email

If Use Reply Email Id for Agent Initiated Emails is enabled, the Reply Email address is used when agent reply or reply all an email. But when agent does "reply all" an email, the Email address is showed in To list.

CCEM-3992: Test Connection for POP3 takes long time to update UI, does not show user wait cursor

At EMC Control Panel, for EMS Outbound queue configuration, clicking test connection button for POP3 server takes longer time and does not show wait cursor for user to wait.

5. Installation

In a virtualized environment, you can directly deploy the Call Center Elite Multichannel 6.4 ova. For more details refer to *Deploying EMC 6.4 in an Avaya Customer Experience Virtualized Environment*.

For upgrading from a previous release of Call Center Elite Multichannel, refer to the *Avaya Aura® Call Center Elite Multichannel 6.4 Upgrade and Migration Guide*.

For migration from Contact Center Express, refer to the *Avaya Aura® Call Center Elite Multichannel 6.4 Upgrade and Migration Guide*.

NOTE: You must upgrade the Databases and re-deploy the Reports through Call Center Elite Multichannel Control Panel of Elite Multichannel 6.4.

6. Issues fixed in Call Center Elite Multichannel

Issue Number	Component	Issue Summary
CCEM-3042	EMC Desktop	Times in world clock gradually become further and further out of sync with actual PC time as the days pass. Dashboard clock time in EMC lags behind PC time
CCEM-3615	EMC Desktop	After "abort transfer or conference" a popup selection to 'un-Hold' call with "Yes or No" shows up, if 'No' is selected call goes 'un-hold'
CCEM-3434	Virtual Agent	When an outbound email is triggered by the virtual agent, the email that is received by the customer has the "Station ID" instead of the actual email address.
CCEM-3330	EMC Desktop	In a 'Single Tiered' Advanced Work Code configuration agent press the 'clear' button after selecting some value- selected values are cleared the first drop-box shows content to be selected however the second drop-box is always empty
CCEM-2572	License Director	License Director count of licenses consumed does not match the number of agents logged in
CCEM-3337	EMC Desktop	The EMC Desktop is crashed when agent click spell checks on an email with special html format.
CCEM-4024	Desktop Installer	EMC Desktop shortcut icon points to incorrect location instead of ASGUIHost.exe in installed location.
CCEM-3515	EMC Desktop	The Work Codes window closes before user saves the work codes when there are more than 10 work code entries in work code drop down menu.
CCEM-3485	EMC Desktop	Agent cannot identify the time details of Workitem in History plugin if it is in in 24 hours format zone line German format
CCEM-3512	EMC Desktop	Email routed from different queue using KBR gets priority 1 always, and if KBR rule is configured for search keyword in body then it does not parse body part of email if it is in HTML format
CCEM-3367	Voice Media Store	In Auto-Answer mode, when station is not monitored by Voice Media Store, Agent-ID is not recorded in segment table of database

CCEM-3354	EMC Control Panel	While adding work codes in advanced work code, if we add more work code values than the capacity of work code display box, then scrollbar does not appear. So that we cannot see or edit/ delete the work code which are out of the box size
CCEM-3352	EMC Web Chat Application	EMC Web Chat shows error message when running on Chrome.
CCEM-3339	EMC Desktop	EMC desktop a call is received on a monitored Voice Media Store (VMS) VDN , EMC desktop showing a Work-Code group associated with another VDN group
CCEM-3067	License Director	The count of licenses shown by License Director does not match the number of licenses shown as 'Acquired' by WebLM
CCEM-3058	EMC Desktop	EMC Desktop loads a blank email when it accepts emails with date format like: Date: Fri, 14 Feb 2014 09:17:48 -0600 (CST)
CCEM-3041	EMC Reporting	Work Code Report gives incorrect Delivered and Established times in case of call transfer scenario.
CCEM-3081	Email Media Store	Emails stuck in email media store due to incorrect decoding format.

7. Known Issues

CCEM-3921 - Uninstallation of EMC desktop(which is upgraded from its previous version) leaves some registry entries

Uninstallation of 6.3.1 and prior releases may not be clean due to issues in respective uninstallers. In such case, the new installer can still detect as upgrade, where it won't ask any configuration.

Hence it is recommended to do a direct upgrade where possible without uninstall of earlier version

CCEM-2514 - Style Builder and other windows are not localized for email plugin

When you write a new email or reply to an email, and you click the Style builder, dialogue box shows all the strings in English. In css control, the table dialog and css dialog are not localized. When you right-click the email editor textbox, the context menu is not localized.

CCEM-2528 - Spell checker plug in does not support Japanese and Korean dictionary

The spell checker plugin of Call Center Elite Multichannel Desktop does not recognize Japanese and Korean languages, and does not provide spelling correction suggestions.

CCEM-2606 - Toolbar option windows in Realtime Report's "Report View" are not translated

When you click "Report View" option in any realtime report, toolbar option windows like 'Find', 'Color', 'Watermark', 'Customization' and page number tool tip are not localized in Call Center Elite Multichannel Desktop.

CCEM-2007/CCEM-1975 - Digitally Signed Emails

Call Center Elite Multichannel now accepts Incoming Digitally Signed Emails. When an agent receives a digitally signed email, the digital signature, will be 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 execution speeds depends on the size of the ASMSdata Database. If you experience frequent timeouts and delays while running reports, check the size of ASMSData Database. If the size is huge create a new ASMSData database and make the old offline as soon as possible. Reports would be faster.

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

If Call Center Elite Multichannel Desktop is uninstalled after upgrade from any previous supported versions, it is not getting uninstalled completely. Media Proxy folder structure is still present and it is running as Service.

If you want to install on the same machine after uninstallation, you just need to install it on the same path as that of previous installation, and it updates the same instance of the media proxy and works fine.

CCEM-2331 - Activities in the MSCRM public queues

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

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

CCEM-2305 - Email: Forward to RE

Send button functionality is not working in the same manner when agent enters the Advanced WorkCode before & after sending the mail for Forward-to-RE.

In cases of Reply/Reply-to-All/Forward, the Agent has to press the Send button only once, with the fix provided for 13976. Only in case of Forward-to-RE, the agent will have to 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, CCEM-4033 – Save button is not available in Conversation page of IE10 and Firefox

If a conversation is initiated from page http://EMCServer/WebChatAsp, which is the out-of-the-box sample chat application save button is not visible in conversation page IE10 and Firefox Browser

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.

CCEM-3371 - Email plugin - The bullet/numbering applied only on the first line of paragraph when the cursor stays on the last line

When Agent makes an outbound email , after typing some line at the last line, click Bullet list/Numbered list. It affects the first line of paragraph only.

CCEM-2449 - [CM Issue] ACD call is on hold state, After failover when select listen hold option from hold menu, call goes on hold on EMC desktop but on hardphone it is active call.

After SM failover when any third party call control (Avaya Aura Elite Multichannel) application puts the call on hold then it reflects on third party application as CM sends the success message but call on hard phone remains active.

CCEM-2448 – [CM Issue]: After SM failover, agent from desktop is able to drop last call party and himself and it is reflecting the EMC desktop and on CM. But call is there in hard phone.

After SM failover, third party call control application (Avaya Aura Elite Multichannel) is able to drop the last called party and self and it is reflecting in application as CM sends the success message. But call does not get dropped from the hard phone.

CCEM-3348 – [CM Issue] Desktop – The Join as coach works improperly when Supervisor use the 1XA/1XC with Other phone mode

When Supervisor using 1XA with Other phone mode, the Join as coach option turns to conference. Three parties (customer, agent and supervisor) can hear each other.

CCEM-3415/CCEM-3481 – HTML Editor Issues

HTML Editor having following issue in it

-Heading formatting option in HTML editor does not work as expected. Once Agent sets multiple lines as Heading 1 <h1> tag and then selects No heading for last line, still last line shows as Heading 1.

-"Apply Highlight color" is not working as per expected. Once the option "Apply Highlight color" is selected there is no option to deselect the option.

CCEM-4016- The Email Address show in To list when agent reply all an email if the email is routed from different queue.

When agent select "Reply All" option for the email which is routed from different queue in Email Media Store using KBR, then original queue's Email Address is shown in To list .

CCEM-128- PCMS - Schedule of a program is activated as per database server time instead of EMC server time

Schedule of a PCMS program is activated as per database server time instead of EMC server time. Workaround for this is to configure same time on EMC server and EMC database server.

CCEM-4001- [Intermittent] Icon of EMC Desktop is lost after upgrading EMC Desktop to 6.4

Sometimes the desktop icon for EMC Shortcut goes blank on upgrade to EMC 6.4 from previous version. (This will generally happen when the desktop shortcut has been manually created in user space as opposed to public space as created by EMC installers). EMC Installers will not update manually created shortcuts.

To resolve this, old shortcut should be manually deleted and new shortcut be created again from the new installed application.

CCEM-4032- Virtual Agent uses "Reply email address" as From address for outbound email campaigns

In case of Email campaign running on Virtual agent, then Virtual agent uses Reply email address to send outbound email. This may fail in case if EMS has configured to use authentication for SMTP server.

Workaround for this is to Configure "Manage Send as User" at Exchange server for "Reply email address".

CCEM-4036 - The tooltip of Reply email address is incorrect.

Correction for tooltip for "Reply Email Address" at SMTP queue configuration is needed. Clarification on tooltip is like: "Reply email address for this queue. If configuration value 'Use Reply Email Address for Agent Initiated Emails' is set to true then this email address will be used as "From" address in reply or forward emails at agent. If you are using "Use Reply Email Address for Agent Initiated Emails" the "reply Email Address" field at SMTP Queue configuration is mandatory. Else (ie 'Use Reply Email Address for Agent Initiated Emails' is set to false) this email address will be used if agent replies to a customer's email and the customer decides to reply back, this address appears in the customer's reply emails To field. If this parameter is left blank, the customer email clients will use the email address for this mailbox as the To address."

CCEM-4040 - Developer installer doesn't update files in installed location during upgrade.

If we upgrade EMC Developer from an older version to 6.4 then Developer installer doesn't update files in installed location during upgrade.

Workaround: uninstall the older version. Delete all the dll files from previous installed location and do fresh install.

CCEM-4039 - Cannot add dot (.) in Exclude Words keyword list at EMS rules

While creating rule in Email Media Store we cannot add wild character dot (.) in Exclude Words list.

Example - domain name like 'avaya.com'.

CCEM-3983 – License director service and process hangs when stopping

License director service and process hangs when stopping and fails to stop process

CCEM-3985 – WebChat Gateway process hangs when stopping windows service.

WebChat Gateway process hangs when stopping windows service. Process eventually stops after a long period of time

CCEM-3986 – SMS Gateway process hangs when stopping windows service

SMS Gateway process hangs when stopping windows service. Process eventually stops after a long period of time

8. 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.

Troubleshooting steps for out-of-box WebChat Application

WebChat application does not work as designed if 'Compatibility View' is set in Internet browser. It doesn't enable the Launch Conversation button when trying to launch the conversation. Do not configure Internet Explorer for Compatibility View. Also make sure you uncheck option "Display Intranet sites in compatibility view' at Internet Explorer 'Compatibility View Setting'.

9. Customer Documentation

The following documentation is available on the Avaya product support site at: http://www.avaya.com/support

- Avaya Aura® Call Center Elite Multichannel Release 6.4 Call Routing Server User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.4 Application Management Service User Guide
- Administering Avaya Aura® Call Center Elite Multichannel Release 6.4
- Avaya Aura® Call Center Elite Multichannel Release 6.4 Desktop User Guide
- Installing Avaya Aura® Call Center Elite Multichannel Release 6.4
- Avaya Aura® Call Center Elite Multichannel Release 6.4 Configuration Client Developer Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.4 Overview Guide
- Installing TTrace Avaya Aura® Call Center Elite Multichannel Release 6.4
- Avaya Aura® Call Center Elite Multichannel Release 6.4 Reporting User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.4 TTrace Console User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.4 Upgrade and Migration Guide
- Deploying Avaya Aura® Call Center Elite Multichannel Release 6.4 in an Avaya Customer Experience Virtualized Environment