



Avaya Aura® Call Center Elite Multichannel Release Notes

**Release 6.5 SP1
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1. Introduction

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

This document provides late-breaking information to supplement Avaya Aura® Call Center Elite Multichannel Release 6.5 Service Pack 1 (SP1) software and documentation. This document also provides the known issues along with the 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, see *Avaya Aura® Call Center Elite Multichannel Installation Guide*.



3. Enhancements

3.1. SERVER

3.1.1. Media Director Queue Limit in Control Panel change to 1000

The number of workitems that can be queued to Media Director is now increased from 100 to 1000. This will now allow more phantom calls to be dialed into CM if more phantom stations configured, thus capturing chat / email arrival time more accurately and reflect better time in CMS reports.

3.1.2. Paging in Control Panel

Following tabs on Control Panel now have paging implemented in the lists

- PCMS workitem list
- Media Director Queue list

Additionally, Alarms list in Control Panel will only show the recent 100 Alarms, and not show the older, closed alarms.



3.2. AGENT (DESKTOP)

3.2.1. Email: Attachment and Email format indicators and format mismatch warning

There is now an attachment icon on the Email Header which shows up when the Email has an attachment with it. This is particularly useful when the Header is in collapsed mode, not directly showing the attachment list.

Similarly, Email format (Text/html) is also shown in the Email header section to indicate the format of the incoming or outgoing email.

There is also a format mismatch warning popup that now shows up when sending an Email in case Email is being sent out in Text format using the default send button (**Send as Default**).

This warning can be disabled using desktop configuration as follows:

Key: Always Display Format Compatibility Dialog
Values: True (Default), False.

Eg:

Always Display Format Compatibility Dialog = False

Note: Warning box is displayed only when the following conditions are set.

- "Always send as HTML" is set to "False" on the particular EMS Queue on Server
- Email format is plain text
- **Send as Default** button is clicked (which will send this as plain text, as per Email format)
- "Always Display Format Compatibility Dialog" is set to "True".

3.2.2. Added Option to disable the "Proceed with Unhold" confirmation pop up

This "**Proceed with Unhold**" confirmation window can be disabled using desktop configuration as follows:

In [Voice] section a parameter has been added in the ASGuiHost.ini file as follows

[Voice]
Show Unhold Confirmation Box = False

Default value for this is False. If it set to True then the "**Proceed with Unhold**" pop will show to the Agent if Agent clicks on voice tab which is currently in hold state.

3.2.3. Enforce mandatory work codes on all work items before closing the Desktop

EMC now enforces closure of all open work items with mandated work codes before being able to close the Agent desktop.

When EMC Desktop is closed, it will try to close all the open work items. But if certain work item does not have work codes entered and if minimum required work codes are > 0 (set on EMC Server), the closure of EMC Desktop will fail and Agent will be prompted to close all the open work items before closure.



3.2.4. **Agent Desktop shows additional parameters coming from chat portal**

A new vertical tab “**Additional Details**” is added at EMC Agent Desktop within the workitem details tab, vertically on the left border of the workitem page, beside the “**Contact**” tab, that displays these additional parameters to the Agent.

3.2.5. **AUX, ACW and Dial Buttons have bigger Icons on Ribbon Menubar**

The Ribbon Menubar now has bigger icons for AUX, ACW and Dial Buttons on the Agent desktop in full expanded mode by default.

3.3. **CHAT FEATURES**

The new CSPortal based sample browser Chat client shipped with EMC 6.5 is the recommended Chat UI as the start point for customization. All new Chat enhancements are tested only with the CS Portal sample UI.

The CSPortal sample Chat client has a JavaScript/HTML based interface and provides contemporary user experience, like browser in a browser Chat window, Multi Tab Support, Automatic Proactive Chat prompt after elapsed time etc. It also provides a more secure starting point for further security implementation as compared to the old ASP based Sample WebChat UI.

Note: The ASP Sample WebChat UI has been deprecated from EMC 6.5 release onwards.

3.3.1. **CSPortal APP Server passing additional configured parameters to EMC**

CS Portal can now pass the additional parameters to Agent if configured.

Additionally, a new vertical tab “**Additional Details**” is added at EMC Agent Desktop in the workitem details tab, vertically on the left border of the workitem tab and adjacent to the “**Contact**” tab that displays these additional parameters to the Agent.

The number of additional parameters that can be passed from CS Portal to Agent is limited to 25, maximum size of key is 25 characters and the maximum size of any additional parameter value is limited to 255 characters to prevent DoS attacks.

Note: Clickable hyperlinks have been disabled in the Sample CS Portal customer chat browser client due to known vulnerability with these. Enabling hyperlinks using optional configuration with proper vulnerability fix will come in next Service Pack. This code is open though and expected to be customized for every deployment, so the customization team can reinstate the clickable feature back taking care of the vulnerabilities if needed.

3.3.2. Chat message waiting Flash indicator with elapsed time on inactive chat

When Agent is handling multiple Chats on Agent desktop, Earliest Chat message waiting indicator (Time since first unread message on Tab, Flash each tab if unread message waiting) is now available as an additional option for an inactive chat.

This feature can be enabled using desktop configuration as follows:

[Simple Messaging]

Set the “Activity Indication Type” field to “Flash(Elapsed Time)”.

This feature can also be enabled from **Tools>Options** Page on Agent Desktop:

Open **Options** page and go to **Multimedia>Simple Messaging** Tab. In the **Document Activity Indication** section, select the “Flash(Elapsed Time)” Radio Button and click **Apply**

3.3.3. Chat timeout warning indicator

When Agent is handling multiple Chats, if any inactive chat is about to time out, then that Tab color changes to Orange to warn of timeout of that chat. Similarly a canned chat timeout warning message is also shown in the chat window on Agent side.

This time interval for timeout warning can be configured using desktop configuration as follows:

In the WebChatGateway.ini file from ‘C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Gateways\Web Chat Gateway’

[Gateway] Section

Set “Seconds to Display warning before Timeout” to the desired value in seconds.

If this value is set to something greater than or equal to the value of the “Idle Session Timeout” configuration, then this value will default to 20 seconds.

Ensure WebChat Gateway Service is stopped before making changes to the ini file.

3.4. SECURITY

3.4.1. Connectivity to Microsoft Exchange now supports TLS 1.2

Microsoft Exchange 2016 interop is certified in this service pack. This version of Exchange supports TLS 1.2 level of security protocol enabling that support from Elite Multichannel too.



3.5. INTEROPERABILITY

3.5.1. Support for Exchange 2016

Call Center Elite Multichannel 6.5 SP1 now compatible with latest releases of Microsoft Exchange 2016. It also supports TLS 1.2, which is available in Exchange 2016.

3.5.2. Support for SQL 2016

Call Center Elite Multichannel 6.5 SP1 is now certified with latest releases of Microsoft SQL Server 2016.

3.5.3. Support for MS CRM 2016

Call Center Elite Multichannel 6.5 SP1 is now certified with latest releases of Microsoft Dynamics CRM 2016.

3.5.4. Support for latest release of Citrix XenApp and VMware Horizon View

Call Center Elite Multichannel 6.5 SP1 is now certified with following releases of Citrix XenApp and VMware Horizon View:

- Citrix XenApp 6.5, 7.5, and 7.11
- VMware Horizon View 5.3 and 7.0

3.6. MULTI - EMS CONFIGURATION

EMC now supports a multiple Email Media Stores Configuration. This enables increasing the BHCC to up to 6K for emails with a 3 EMS configuration. This configuration also enables configuring 150 email queues distributed over the 3 EMS servers with a total BHCC of 4500.

This support comes with certain restrictions though, like

- Exclusive Queues for each EMS.
- Keyword based routing not supported across Email Media Stores
- Email Media Stores connect to a common Media Director
- Each Email Media store has the Emails on individual servers.

For detailed design and limitations refer to the EMC 6.5 SP1 Administration Guide



3.7. PROCEDURES, WORKAROUNDS AND UPCOMING PATCHES

3.7.1. Configuration Server Manager fix for Windows Server 2012 R2

The Configuration Server Manager was incompatible with the Windows update KB3000850 in Windows 2012 R2. This is because CFG (Control Flow Guard) feature included with this update.

Workaround:

The .reg file that is used to create the registry entry is available in 6.5 SP1- Installer in **Utilities** folder.

Download the package, and extract the .reg file available in utilities and run it with Administrator privileges to create the registry entry.

Note: Use the administrator account to add registry entry. No reboot should be required. Additionally, in future, if any other Windows update updates this registry entry and causes the Configuration Server Manager to fail, then the registry file will have to be replied.

3.7.2. Mechanism for Silent install with inline parameters using SCCM

Sample batch file is provided that enables Silent install with inline parameters using SCCM. This sample file is included in the **Utilities** folder of installer and will need update for the hostname/ip address parameter in it.

Following is the command used in the batch file:

```
c:\windows\system32\msiexec.exe /i "Avaya Aura Call Center Elite Multichannel Desktop.msi" /qn  
ALLUSERS=1 BUSEINI="0" CS_APPNAME="CC Elite Multichannel Desktop"  
CS_MACHINEIP="<hostname/ip>" CS_USER="%%U" /! *v "C:\support\msilog4.txt"
```



3.7.3. Upcoming Preferred Agent Patches over 6.5 SP1

3.7.3.1. Media Director Preferred Agent Patch

A Patch over 6.5 SP1 will be available post SP1 GA that improves the best effort nature of preferred Agent assignment. With this patch, any workitem will wait at-least the configured amount of time for the preferred Agent to become available before being handed over to the next available Agent. This wait will apply as long as there are other workitems to be assigned to the current available Agent. If that is not the case, then the first workitem in queue will be assigned even if waiting for some other preferred Agent.

The interval to wait for preferred Agent can be configured in Media Director INI file as follows:

Change the following entry in "ASMediaDirector.ini" file present in "C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Director":

in section: [Queue <QueueID>]
Maximum Wait For Preferred Agent = <wait Time in minutes>

Example:

```
[Queue EmailQueue]
Maximum Wait For Preferred Agent = 30

[Queue ChatQueue]
Maximum Wait For Preferred Agent = 2
```

The default value of this parameter is 3 minutes.

If the value is set to 0 it defaults to the original behavior where the workitem is assigned to the preferred Agent if the preferred Agent becomes available while the workitem is in queue. But if the workitem reaches the front of the queue, it is assigned to the next available Agent (unless there are other workitems in the queue waiting on the next available Agent marked as preferred Agent).

Note: Ensure Media Director Service is stopped before making changes to the ini file. The above parameters will need to be manually added to the ASMediaDirector.ini" file post Patch upgrade or else they will carry the default value of 3 mins and show in the INI file post subsequent restart.



3.7.3.2. SMMS Patch to set Preferred Agent for Chat/SMS Workitems

A Patch over 6.5 SP1 will be available post SP1 GA that will allow to set Preferred Agent for Simple Messaging Work Items based on the Last Agent assignment for recent workitems from current customer. Two new parameters will be added in ASSimpleMessagingMediaStore.ini file as follows:

```
[Simple Messaging Media Store]
Consider cross channel history for last agent = True/False (Default)
```

This parameter will consider the last Agent associated with the customer to be set as the Preferred Agent if a recent interaction found within the recent configured number of days. This parameter can be set to either True or False.

If set to False, it will assign the last Agent only of Simple Messaging channel workitems (Eg: Chat and SMS) recently received within the configured number of days as the Preferred Agent for the new workitem. This is the default value.

If set to True, it will assign the last Agent that handled the customer request on any channel (Eg: Voice, Email, Chat, SMS, etc) recently received within the configured number of days as the Preferred Agent for the new workitem. This implies all Agents are capable of handling all channels

```
[Simple Messaging Media Store]
Number of history days to consider for last agent = <number of days>
```

This parameter will specify the number of days to be considered for the last Agent associated with the customer workitem to be assigned as Preferred Agent. If the number of days is set to 0, it will not set any Preferred Agent. By default, this parameter is set to 3 days.

Note:

1. The two parameters will be found in ASSimpleMessagingMediaStore.ini file present in 'C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Simple Messaging Media Store' after applying the patch.
2. Any contact can be assigned a default Preferred Agent in the Contacts Details page. This **Contact assigned Preferred Agent will take higher priority** than the recent last Agent as Preferred Agent.



3.7.3.3. EMS Patch to set Preferred Agent for Email Workitems

A Patch over 6.5 SP1 will be available post SP1 GA that will allow to set Preferred Agent for Email Work Items based on the Last Agent assignment for recent workitems from current customer. This is available as another Pre Processor for emails.

Two new parameters will be added in ASEmailMediaStore.ini file as follows:

```
[Pre Processors]
Consider cross channel history for last agent = True/False
```

This parameter will consider the last Agent associated with the customer to be set as the Preferred Agent if a recent interaction found within the configured number of days. This parameter can be set to either True or False.

If set to False, it will assign the last Agent only of Email channel workitems recently received within the configured number of days as the Preferred Agent for the new workitem. This is the default value.

If set to True, it will assign the last Agent that handled the customer request on any channel (Eg: Voice, Email, Chat, SMS, etc) recently received within the configured number of days as the Preferred Agent for the new workitem. This implies all Agents are capable of handling all channels

```
[Pre Processors]
Number of history days to consider for last agent = <number of days>
```

This parameter will specify the number of days to be considered for the last Agent associated with the customer workitem to be assigned as Preferred Agent. If the number of days is set to 0, it will not set any Preferred Agent. By default, this parameter is set to 3 days.

A new preprocessor called CrossChannelLastAgentRouting has been added to achieve the above results which will need to be configured in the ASEmailMediaStore.ini file. Steps to configure the preprocessor is provided in Patch Readme file.

Note:

1. The two parameters will be found in ASEmailMediaStore.ini file present in 'C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store' after applying the patch.
2. Preferred Agent can now be set for Email WorkItems through four preprocessor
 - a. ContactID
 - b. Last Agent Routing (emails in same email conversation get same Preferred Agent)
 - c. Keyword Based Routing
 - And now additionally,
 - d. Cross Channel Last Agent Routing

Whichever preprocessor sets it first will take priority over others. The **sequence for preprocessors can be altered** in ASEmailMediaStore.ini for individual Email Queues.



4. Installation

For installation of Call Center Elite Multichannel 6.5, see *Installing Avaya Aura® Call Center Elite Multichannel Release 6.5*.

For upgrading from a previous release of Call Center Elite Multichannel, see *Avaya Aura® Call Center Elite Multichannel 6.5 Upgrade and Migration Guide*.

For migration from Contact Center Express, see *Avaya Aura® Call Center Elite Multichannel 6.5 Upgrade and Migration Guide*.

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

5. Resolved Issues

Key	Summary	Comments
CCEM-5088	Complete conference button gets disabled when Bulk recording on ACR is ON with BEEP tone on	This is an ACR Limitation. Workaround: Use Blind Transfer/Conference if Beep ON mode is used with ACR.
CCEM-5614	Agent Name not displayed on CSPortal Chat Window at Customer end	Workaround: In Agent Specific Welcome Message Text Box, type <Agent Name> @ @ @ <Welcome Message>. <Agent Name> put will be displayed at Customer end in Chat
CCEM-5580	Configuration Server Manager crashes when updating User / Template properties (Windows 2012 R2 server)	Workaround: .reg file included in "utilities\Registry file for Configuration Server" directory for Windows 2012 R2 server.
CCEM-5674	Silent install fails with SCCM when install parameters used	Workaround: Sample batch file available that enables Silent install using SCCM using inline parameters. Included in the utilities folder of installer
CCEM-5690	Only one of the two entries (From or Subject) matched from rules to Ban "Undelivered/Out of office" etc emails.	Now, both From and Subject must match for email to be Banned. If existing systems only have out of box default rules, then these should be updated with correct From address for proper banning.
CCEM-5455	Agent can close interaction without entering workcode by closing the Desktop	Enforced mandatory work codes on all work items before closing the Desktop
CCEM-5547	SMS - Customer receives two single quotes even though Agent replies with a single quote or apostrophe.	
CCEM-5552	MCH: Available button is not enabled even after holding the call in case "Allow user-selected work mode" is set to true.	
CCEM-5587	URL becomes case insensitive in chat	
CCEM-5585	Different time stamps in emails when they are forwarded or replied.	
CCEM-3917	Elite Multichannel: Agent name is added to the Work Item Notes on a supervisor tab and the incorrect name shows up.	

CCEM-5605	EMC Desktop -Voice plugin had added dependency on "VoiceWorkItemInfoPlugin.dll"	
CCEM-5589	CMS not reporting Real Time queue data.	
CCEM-5581	Agent Reply All - Email does not reach to addresses CC and BCC fields, when sent in collapsed mode of email header	
CCEM-5612	PCMS Paging - When there is load in PCMS workitem list, loading PCMS work item summary page takes time to load.	
CCEM-5550	When AES Server is down and some specific way of using Xml Client is implemented in custom desktop plugins, then XML Server restart is seen.	
CCEM-5506	Intermittent : Email editor is opened in read only mode in Outbound or Reply Email on slower machines with high CPU utilization	
CCEM-5564	Preview Contact – The Control panel does not permit scrolling	
CCEM-5592	Auto-Answer does not work in Media Client Plugin	
CCEM-5594	EMC not able to monitor ten digit extensions on hunt groups / split	
CCEM-5624	On MSCRM screen pop-up missing prefix zeros from the caller id	
CCEM-5236	Wrong additional symbol in email subject (with Russian language subject)	
CCEM-5544	Email attachments aren't showing up properly (specific attachment extension case)	
CCEM-4165	Elite Multichannel: Attachments will not open in EMC desktop client. (specific attachment extension case)	
CCEM-5582	Cyrillic symbols getting changed to unreadable format. (with Russian language)	
CCEM-5595	Auto Text for Web Chat doesn't maintain formatting on the customer side	



CCEM-4402	Footer not inserted properly to outgoing email	
CCEM-5591	CSPortal APP Server does not pass additional configured parameters to EMC	
CCEM-5619	When using smart dial to add 9 and/or 1 to the numbers, then it is adding it for send DTMF button and dial	
CCEM-5662	Unable to disable Options/Rules Options with ribbon interface. Auto Text Preview is not available in Ribbon Button	
CCEM-5604	Workcodes not showing correctly in Call transfer in multi XML node scenarios	



6. Known Issues

Key	Summary	Comments
CCEM-5680	Failed to auto close Voice Work Item when Blind Transfer from Normal WorkCode VDN to Advanced WorkCode VDN with override setting	
CCEM-5617	CSPortal: URLs are not clickable when chatting from browser.	This is removed due to known vulnerability with clickable hyperlinks. Proper fix for this would come in next service pack.



7. Customer Documentation

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

- Administering Avaya Aura® Call Center Elite Multichannel Release **6.5.x (SP1)**
- Avaya Aura® Call Center Elite Multichannel Release 6.5 Call Routing Server User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.5 Application Management Service User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.5 Desktop User Guide
- Installing Avaya Aura® Call Center Elite Multichannel Release **6.5.x (SP1)**
- Avaya Aura® Call Center Elite Multichannel Release 6.5 Configuration Client Developer Guide
- Avaya Aura® Call Center Elite Multichannel Release **6.5.x (SP1)** Overview and Specification
- Installing TTrace Avaya Aura® Call Center Elite Multichannel Release 6.5
- Avaya Aura® Call Center Elite Multichannel Release 6.5 Reporting User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.5 TTrace Console User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.5 Upgrade and Migration Guide