



# **Avaya Aura® Call Center Elite Multichannel Release Notes**

**Release 6.6  
March 2019**



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# 1. Introduction

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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 6.6 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

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### **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

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### 3.1. Server

#### 3.1.1. SUPPORT FOR EXCHANGE WEB SERVICES (EWS)

Exchange Web Services (EWS) is a cross-platform API that enables applications to access mailbox items such as email messages, meetings, and contacts from Exchange Online, Exchange Online as part of Office 365, or on-premises versions of Exchange starting with Exchange Server 2007. EMC 6.6 will support EWS and can access mailbox items locally or remotely.

#### 3.1.2. SUPPORT FOR MS DYNAMICS 365

EMC 6.6 supports integrating with MS Dynamics 365, a cloud version of CRM where the organization don't have to maintain the site or worry about updates and security, which were taken care by Microsoft. EMC also continue to support in house MS Dynamics CRM.

**Note:** MS CRM 365 customizations cannot be supported

#### 3.1.3. SUPPORT OFFICE 365

EMC 6.6 supports use of office 365 accounts in inbound and outbound email queues of email media store.

#### 3.1.4. SUPPORT REALTIME REPORTING FOR 500 AGENTS WITH UNICAST

EMC 6.6 supports real-time reporting for 500 agents with unicast. A new parameter, "Asynchronous Communication with clients" is introduced and needs to be enabled to support this feature.

#### 3.1.5. SUPPORT FOR SCHEDULED CALLBACK USING CS PORTAL

EMC 6.6 supports preview call (outbound), where end users/consumer can request for a callback using customers web portal by sharing the day & time of callback. A Sample implementation is included as part of CSPortal Web Chat UI, where users will now be given a choice between starting a live chat or scheduling a callback.

Administrators need to configure the following additional parameters in **web.config** of **WebChatWebService** module:

- Media Store Database Server Name: Hostname of EMC Database.
- Media Store Database User Name: Username to access EMC Database.
- Media Store Database User Password: Password to access EMC Database. This will be encrypted and stored in the config file when WebChatWebService is restarted.

- Server Instance ID: Server Instance ID of Preview Contact Media Store.

### **3.1.6. SUPPORT DATABASE SIZE OF 100GB**

Earlier versions of EMC supported 2 online ASMSDataX databases up to a size of 10GB each, post which Administrator needs to create a new database. EMC 6.6 will support 5 such databases up to size of 20GB each.

### **3.1.7. QUEUEING PRIORITIES FOR EMAIL BASED ON SENDER ADDRESS/ DOMAIN**

In versions prior to EMC 6.6, priority to email work items can be set using contacts or queue configuration. A new option is introduced in EMC 6.6, to set priority based on keywords in keyword rules section of Keyword based routing preprocessor.

## **3.2. Agent (Desktop)**

### **3.2.1. SUPPORT INLINE IMAGES FOR EMAIL**

Earlier versions of EMC used to show images as part of attachments separated from email content on Agent desktops. EMC 6.6 supports inline images for email, whereby image is displayed as a part of email content on agent desktops. Agents can also add inline images to a new outbound email, while responding to and forwarding an incoming email.

### **3.2.2. DISPLAY END USER/CUSTOMER NAME AS PART OF SCREEN-POP**

Customer name is displayed on screen-pop of an incoming call at an agent, when a customer calls the call center.

### **3.2.3. EMAIL OF CHAT TRANSCRIPT TO END USER**

EMC 6.6 will provide an option to customer to receive the chat transcript over an email at the end of the chat session, using CSPortal.

### **3.2.4. INCREASED LENGTH OF THE VALUES FOR KEY AND TOPIC IN AUTO TEXT**

The length of each string that is provided for key and topics in auto text is increased from 50 to 120.

### **3.2.5. OUTBOUND EMAIL QUEUE PER AGENT**

Earlier versions of EMC used to display the entire list of outbound email queues when initiating a new outbound email (ad-hoc email). EMC 6.6 provides a way to configure, such that agents can see only those queues they are responsible for or enabled for.

Administrators need to configure the newly introduced parameter "Email Queues" with Email Queue names in the form of a semicolon separated list as follows:

- Single instance of EMS: then agents can provide semicolon separated list of queue names.
  - Queue1;Queue2;Queue3
- Multiple instances of EMS:
  - Instance1:Queue1,Queue2;Instance2:Queue3,Queue4

**Note:**

1. Queue names & Instance names must not contain semicolon(;), colon(:) or comma(,) characters.
2. Queue names & Instance names must be case sensitive.
3. Instance names must be picked up from Email Media Store ini from the field "Media Store Name"

### **3.2.6. SUPPORT LATEST RELEASE OF VMWARE HORIZON VIEW**

EMC 6.6 will be supported on VMware Horizon View 7.6.

### **3.2.7. SUPPORT LATEST RELEASE OF CITRIX XENAPP**

EMC 6.6 will be supported on Citrix Xenapp 7.18.

## **3.3. Security**

### **3.3.1. END OF SUPPORT for TLS 1.0/1.1. SUPPORT TLS 1.2 ONLY**

Support for TLS 1.0 and 1.1 security protocols have been dropped from EMC 6.6. Following components of EMC are applicable.

- TLS 1.2 for EMS
- TLS 1.2 for connecting CRM and 365 CRM link through EMC
- TLS 1.2 for database connectivity of Configuration server
- TLS 1.2 for database connectivity of Call Routing Server
- TLS 1.2 for database connectivity of IDS Voice and Presence
- TLS 1.2 for DMCC

Note: This security enhancement will no more support WebLM 6.x as it was on TLS 1.0/1.1 only.

## **3.4. Platform**

### **3.4.1. SUPPORT LATEST RELEASE OF VC++ (2017)**

EMC 6.6 will be supported on Microsoft Visual C++ 2017 Redistributable.

### **3.4.2. SUPPORT FOR WINDOWS SERVER 2016**

EMC 6.6 will be supported on latest OS of Microsoft Windows Server 2016 with updates up to Feb 2019.



#### **3.4.3. SUPPORT FOR SQL 2017**

EMC 6.6 is supported with Microsoft SQL server 2017.

#### **3.4.4. SUPPORT LATEST RELEASE OF MS.NET FW**

EMC 6.6. is supported on Microsoft .Net Framework version 4.7.2

#### **3.4.5. SUPPORT FOR TOMCAT 9.0 FOR CSPORTAL**

Tomcat server for CSPortal have been upgraded to Apache Tomcat 9.0

### **3.5. End of Support**

#### **3.5.1. EOS FOR GTALK/XMPP**

#### **3.5.2. EOS FOR WEBLM 6.x**



## 4. Installation

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New installation can be done using this installer directly which gives EMC 6.6.

For installation of Call Center Elite Multichannel 6.6, refer to the *Installing Avaya Aura® Call Center Elite Multichannel Release 6.6*.

For upgrading from a previous release of Call Center Elite Multichannel, refer to the *Avaya Aura® Call Center Elite Multichannel 6.6 Upgrade and Migration Guide*.

For migration from Contact Center Express, see *Avaya Aura® Call Center Elite Multichannel 6.6 Upgrade and Migration Guide*.

Post that this is an in place direct upgrade to 6.6. Follow the same standard upgrade process as mentioned in the above upgrade guide.

**NOTE:** You must upgrade the Databases and re-deploy the Reports through Call Center Elite Multichannel Control Panel of Elite Multichannel 6.6.

## 5. Resolved Issues

JIRA	Description
CCEM-5789	External Application launches chrome browser window outside of EMC Desktop
CCEM-5776	Voice Stuck Interactions are seen when doing a Transfer from an unmonitored station to a monitored VDN
CCEM-5800	Email Templates are not maintaining the format after saving it.
CCEM-5799	JavaScript error when navigate within CRM pages
CCEM-5783	EMC Desktop in minimized mode providing a provision to escape advanced workcodes
CCEM-5806	Emails forwarded, replied from EMC loses some content
CCEM-5817	License Director shows Licenses which are not present in License file
CCEM-5829	Realtime report - queue report show duplicate queue name in the list
CCEM-5827	Email queue get stuck with bad base64 encoding.
CCEM-5809, CCEM-5810, CCEM-5811, CCEM-5812	Workcode asked twice even if provided at first
CCEM-5937	Unable to put commas in CSV file for an outbound email message body
CCEM-5947	Wallboard 'agent available' counter not updated properly
CCEM-5804	EMC 6.5 SP3 - Some of the Email Content hide and added extra new lines
CCEM-5805	Certain emails are causing the EMC desktop client to crash when attempting to load the WorkItem
CCEM-5949	Create new ini parameter in Web Chat Gateway ini for connection type between WC Gateway and SMMS
CCEM-5447	EMC WebChat, some Remote Services restart randomly
CCEM-5944	SMMS Service crashes due to unhandled exceptions in logging
CCEM-5820	EMC rule on voice.widelivered is not triggered
CCEM-5938	Chats dropping due to queue size overrun error.
CCEM-5736	When there is connection issue between WebLM/License Director, Media Director requires restart.
CCEM-5818	Tab focus works on Stations when doing a Transfer > Consult Transfer, but does not on VDN's.
CCEM-5825	EMC 6.5.3 Agent desktop cannot transfer calls using quick dial.
CCEM-5826	The aux code is not appearing in the lower right corner as it did in EMC 6.3
CCEM-5830	EMS - disable Auto response of email
CCEM-6024, CCEM-6028	Voice Stuck interactions bug fixes
CCEM-5842	Initiate a chat in WebChatASP, interaction popup can't display
CCEM-5965	Configuration server fails to connect to DB if used TLS 1.2



CCEM-5967	'Agent ID' id is not available in chat interaction reports for the workitems established at an agent desktop that's connected on Master Media director
CCEM-5537	The Open MSCRM Contact Option in directory plugin does not work
CCEM-5927	Ribbon Toolbar shows only single instance of Email Media Store even if multiple instances are present.



## 6. Customer Documentation

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

- Avaya Aura® Call Center Elite Multichannel Release 6.6 Call Routing Server User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.6 Application Management Service User Guide
- Administering Avaya Aura® Call Center Elite Multichannel Release **6.6**
- Avaya Aura® Call Center Elite Multichannel Release 6.6 Desktop User Guide
- Installing Avaya Aura® Call Center Elite Multichannel Release 6.6
- Avaya Aura® Call Center Elite Multichannel Release 6.6 Configuration Client Developer Guide
- Avaya Aura® Call Center Elite Multichannel Release **6.6** Overview Specification
- Installing TTrace Avaya Aura® Call Center Elite Multichannel Release 6.6
- Avaya Aura® Call Center Elite Multichannel Release 6.6 Reporting User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.6 TTrace Console User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.6 Upgrade and Migration Guide
- Deploying Avaya Aura® Call Center Elite Multichannel Release 6.6 in an Avaya Customer Experience Virtualized Environment