



Avaya Aura® Call Center Elite Multichannel Release Notes

**Release 6.3.1
December 2013**



Contents

1. Introduction.....	3
2. Licensing	4
Avaya Licensing	4
3. Enhancements in Call Center Elite Multichannel	5
4. Installation.....	6
5. Issues fixed in Call Center Elite Multichannel.....	7
5.1. Release 6.3.1	7
6. Known Issues.....	8
7. Customer Documentation.....	9



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 6.3.1 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 Japanese and Korean languages

Call Center Elite Multichannel now supports Japanese and Korean languages as part of localization.

In addition to earlier supported languages, Call Center Elite Multichannel Desktop and Reporting Desktop now support Japanese and Korean languages.

3.2. Avaya Security Gateway (ASG) integration

Access Security Gateway (ASG) is a challenge and response protocol that eliminates the need for a shared password. ASG provides a secure access of provisioned Avaya services logins to customer equipment. Authentication is done by a challenge-response authentication mechanism utilizing one-time tokens.

Avaya Secured Gateway (ASG) is integrated with Call Center Elite Multichannel.



4. Installation

To install Call Center Elite Multichannel 6.3.1, you must first install Call Center Elite Multichannel 6.3.0, and then upgrade to Call Center Elite Multichannel 6.3.1.

The components available for upgrade are:

- Application Management Service
- ASG Plugin
- Call Center Elite Multichannel Desktop
- Call Center Elite Multichannel Reporting
- Email Media Store
- License Director
- Simple Messaging Media Store
- Task Director

For more details on upgrading each component, refer to *Avaya Aura® Call Center Elite Multichannel Release 6.3.x Upgrade and Migration Guide*.

NOTE: You must upgrade the Databases and re-deploy the Reports through Call Center Elite Multichannel Control Panel for 6.3.1 release.



5. Issues fixed in Call Center Elite Multichannel

5.1. Release 6.3.1

Issue Number	Component	Issue Summary
CCEM-2164	Call Center Elite Multichannel Reporting	Report "Work Code" brings no result when the parameter 'Delivered Date Time' is provided
CCEM-2484	Simple Messaging Media Store	Every time a new SMS message is received, Simple Message Media Store raises a Media Store Database connection alarm
CCEM-2485	Call Center Elite Multichannel Control Panel	Control Panel crashes if user clicks on 'New' button while filtering an agent in Communication Manager
CCEM-2542	Call Center Elite Multichannel Desktop/Reporting	Call Center Elite Multichannel Desktop/Reporting stops working within 5 minutes if outbound call/transfer/conference is done with Enhanced Dial UUI being configured with maximum data allowed
CCEM-2810	Call Center Elite Multichannel Reporting	Some fields related to date and time in the reports display "#Error"
CCEM-2491	License Director	When Call Center Elite Multichannel is configured to work with WebLM 6.3, the License Director fails to acquire any license
CCEM-2836	Simple Messaging Media Store	The URL's coming through the chat Window in Call Center Elite Multichannel are sometimes getting malformed



6. Known Issues

CCEM-2514 - [3rd Party - HTML Editor] 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 - [3rd Party - Keyoti] 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 - [3rd Party- DevExpress] 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 are not localized in Call Center Elite Multichannel Desktop.

CCEM-3021 - The subject of auto-reply email in customer client does not match the subject in Media Store database

The interaction-ID is not present in the subject of auto-reply email when the 'Interactions' table of ASMSData database is checked. The same email has the interaction-id present in the subject when checked on the customer client.

NOTE: For known issues of Call Center Elite Multichannel 6.3, refer to *Avaya Aura® Call Center Elite Multichannel 6.3 Release Notes*.



7. 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 6.3.x Call Routing Server User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x Application Management Service User Guide
- Administering Avaya Aura® Call Center Elite Multichannel Release 6.3.x
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x Desktop User Guide
- Installing Avaya Aura® Call Center Elite Multichannel Release 6.3.x
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x Configuration Client Developer Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x Overview Guide
- Installing TTrace Avaya Aura® Call Center Elite Multichannel Release 6.3.x
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x Reporting User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x TTrace Console User Guide
- Avaya Aura® Call Center Elite Multichannel Release 6.3.x Upgrade and Migration Guide
- Deploying Avaya Aura® Call Center Elite Multichannel Release 6.3.x in an Avaya Customer Experience Virtualized Environment