



IP Office Technical Bulletin

Bulletin No: 168

Date: 01 July 2014

Title: General Availability (GA) of IP Office Contact Center Release 9.0.3

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General Availability (GA) of IP Office Contact Center R9.0.3

Avaya is pleased to announce the General Availability (GA) of the Service Pack Release 9.0.3 for IP Office Contact Center software.

1 Overview

1.1 Platform Support

IP Office Contact Center Server:

- Hardware: PC with Quad core 3.1 GHz, 8GB RAM, 500GB free storage capacity
- Microsoft® Windows 2008 R2 SP1 64-bit Standard Edition or Windows 2012 R2 64-bit Standard Edition
- Single NIC network card enabled

IP Office Contact Center Client:

- Hardware: PC with Pentium 4 2.2 GHz, 4GB RAM, 10GB free storage capacity
- Microsoft® Windows 7 or Windows 8.1

IP Office Contact Center supports the following IP Office platforms running 9.0.3 Feature Pack:

- IP500 V2
- IP Office Server Edition

1.2 IP Office Contact Center 9.0.3 Software Versions

IPOCC ISO	IPOCC9.0.3700.1422.2
IPOCC OVA	IPOCC9.0.3.3700.1422.2
Sybase	Sybase ASE 15.5 EBF#18373 - SDK EBF#18417

1.3 Software and Documentation download

The IP Office Contact Center software and documentation can be downloaded from the Avaya Support Website:

- <http://support.avaya.com>
- Select “Downloads & Documents”
- Enter ‘IP Office Contact Center’ as your product
- Select the documentation or software categories required

1.4 Telephone Support

The following telephones are supported for the IP Office Contact Center:

- Avaya 1400 series telephones
- Avaya 1600 series telephones
- Avaya 9500 series telephones
- Avaya 96x1 (H.323) telephones
- Avaya 96x0 (H.323) telephones
- IP Office Video Softphone 3.2.3.49.68975 (Win32)

Details of the specific software versions of the telephones are outlined in the IP Office 9.0.3 Technical Bulletin 167.

2 New Features

- IPOCC connect via direct proprietary CTI connection to IP Office (Windows TAPI installation no longer necessary)
- Pause function for Call recording with Voicemail Pro
- Support IP Office Video Softphone as Agent Phone
- User interface: improvements regarding startup and focus visualization
- Changed initial configuration values due to Boot camp feedback
 - Change default value for topic Task Service Factor to 20 seconds
 - Change default value for “deletion of Reporting Data” and “deletion of Task Reporting Data” from 365 to 400 days
 - Change default value for “last agent” from “system” to “topic” specific
 - Change default value for “allow topic and agent group change” to the value “not allowed”
 - Add the additional tag “VMProRec” since this tag is requested for all IPOCC deployments for Voice Recording
- Password for default user (i.e. Administrator) configurable
 - After login as default user a warning is displayed until password is changed
- IPOCC R210 Turnkey Appliance
 - New turnkey hardware appliance designed to provide a fully staged, ready to install contact center server application complete with an R210 server platform, temporary Windows 2012 R2 OS license, and IP Office Contact Center base software license.

3 Resolved and Known Issues

In the table below, the JIRA number refers to the internal bug tracking database used by Avaya SME.

3.1 Resolved Field Issues

The following field issues have been addressed in IP Office Contact Center 9.0.3:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-62036	When IPOCC Server or watchdog process is stopped and restarted Historical Report Data is lost
IPOFFICE-62037	IPOCC Statistic Scheduler does not start automatically after a Windows Server restart

3.2 Known Issues

The following is a list of issues and workarounds, if available, that exists in this release of IP Office Contact Center R9.0.3 software and where applicable will be addressed in a future release.

<u>JIRA Number</u>	<u>Component</u>	<u>Description of Issue</u>	<u>Workaround (if available)</u>
PHOENIX-746	Installation	Watchdog processes don't start after IPOCC upgrade from 9.0.2001.1418	Go to "Programs and Features" and do a repair on the IPOCC9.0. 3600 call UM Archiving setup
PHOENIX-743	Call Recording	Pause Recording button should not be green after time expired	Choose for "Auto Restart Paused Recording" a large value (default is 15sec) to avoid automatic restart or recording
IPOFFICE-65151 (PHOENIX-710)	Softphone	Consultation call in ringing state shown as "Call established" in Softphone	In some scenarios the call state is not correctly displayed at Softphone, due to different event handling of softphone, the call state displayed in IPOCC UI is correct.
PHOENIX-786	IP Office	Agent is not able to login to Telephony after IP Office restart	log the agent out from the telephone and log in again then login into IPOCC UI
PHOENIX-442	User Interface	User Interface cannot be started because process still active after Agent Logout	If this occurs, go to Windows Task Manager and end process AvayaCCMain.EXE
PHOENIX-268	User Interface	The default "Export Data" folder during the User Interface Install process is hidden	Change the folder during the User Interface install process
PHOENIX-511 PHOENIX-512	Additional Countries	Tamil or Chinese characters are not sent/received correctly on IM exchange	
PHOENIX-554	Additional Countries	[Excel-UI] - Special character (ñ - n with tilde) is not correctly imported in IPOCC, instead that is imported as n (normal)	

3.3 Known Issues Regarding Short Codes

Using Short Codes in IPOCC (especially for Topic calls) may cause issues. Using Short Codes the call is outside of the context of the Contact Center. As a consequence, call center specific data (tags like Caller Name, Routing Information) are lost. This may cause reporting issues or display issues within the Telephony application of the IPOCC User Interface.

Issues regarding Short Codes are divided in 3 groups:

1. Short Codes, which must not be used for CHAP extension:

- Call Pickup (biggest risk is probably Call Pick-Up Any): remove the default Short Codes in IP Office Manager, do not program the button at phone
- Whisper/Coach/Intrude/Inclusion/Listen/Steal - may be an issue but can only occur if certain non-default configuration changes are made
- Forwarding/DND - already protected in IP Office

2. Short Codes, which should not be used for an IPOCC call distributed to the Agent:

- Call Pickup : For call pickup use the Pickup functionality in the 'Realtime information' of IPOCC User Interface (right mouse function or Drag&Drop)
- Call Park (use a "park" topic, i.e. transfer (via UI function) the call into a special topic, so the contact center context (original topic, call tags) are not lost. For unpark use the function "pick from Queue".
- Call Steal: Can be blocked by configuration, it is recommended against using call steal for a topic call
- Transfer (from phone): transfer from the phone will be destructive as far as the CC is concerned, use Consultation and Transfer Button un IPOCC User Interface
- Hold: Do not use IP Office feature hold (*24*100#) for routed (Topic) Calls , use Hold function in IPOCC User Interface instead
- Dial inclusion: Makes no sense for Contact center. It is advised against bringing the customer in hold state from outside

3. User Interface issues on the Agent desktop of the 'supervisor' (the assumed originator/initiator)

Note: dialing short codes from the phone, Agent UI (CTI) and buttons will all have different behaviors/events

- Affected function: Whisper/Intrude/Coach/Whisper Page/Inclusion/Listen
- Conference: For Conference use Conference Button in IPOCC User Interface

3.4 Restriction Regarding Supported Languages

In IP Office Contact Center 9.0.3 only languages using Latin character set are supported. Object Names with special characters including accents, Arabic, Chinese or Thai words cannot imported with the configuration spreadsheet correctly. The following list shows the countries/regions with non-Latin languages which are affected:

- UAE
- Kuwait
- Indochina

4 Technical Notes

4.1 New Installation IP Office Contact Center Server

Due to the changed connection type in IPOCC 9.0.3 it is no longer necessary to install Microsoft TAPI. In the manuals `ipocc_quick_start_en.pdf` and `ipocc_deployment_en.pdf` the chapter “Installing and configuring Microsoft® Windows TAPI” has to be skipped.

4.2 Upgrading IP Office Contact Center Server

Upgrading from version IPOCC 9.0.2.2000 and from Critical Patch IPOCC9.0.2001.1418 is supported.

- Before an upgrade can take place all IPOCC processes have to be stopped. To stop all IPOCC components open “Administrative Tools” -> “Services”, select “IPOCC Watchdog” and stop this service.
 - Observe components in TTConsole. On the left hand panel are the running processes shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper which starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
- Mount or unzip IPOCC iso file
- Start SetupWizard (in folder \Server\IP Office Contact Center)
- Click Update
- After update finished by SetupWizard a repair of the UM Archiving setup is necessary: go to Control Panel -> “Programs and Features”, right mouse click on “IP Office Contact Center Unified Media Archiving”, select “Repair”.
- After Repair is finished, reboot
- Remark regarding change of connection type to TAPI-Daemon: After reboot check if IPOTaskserver is working. In case of upgrading a System which was configured with Import tool, nothing is to change in configuration.
 - To be sure, check in PBX configuration: PBX Access: here the IP address or IPO and port 50797 have to be entered.
 - In password field the password for TAPI has to be entered (not visible, check in case IPO taskserver will not connect to IPO)
 - To remove TAPI, proceed as follows:
 - Open the settings for Phone and Modem.
 - Click tab Advanced.
 - Mark Avaya IP Office.
 - Click Remove.

4.3 Upgrading IP Office Contact Center Client

- Mount or unzip IPOCC iso file
- Go to folder \Client
- Double click Contact Center User Interface.msi

5 Third Party Terms for Avaya IP Office Contact Center

5.1 Copyright notice for Oracle Java Platform Standard Edition SDK (J2SDK) (JDK)

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Note: for all other 3rd Party components (Open source) used in IP Office Contact Center the relevant hints are included in document

ThirdPartyTermsforIPOfficeContactCenterVersion9.0.3.0_copyright_notice.pdf . More information available at <https://support.avaya.com/Copyright>.

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