



OnviCenter

6.1.1 System Release Notes

June 2008

OnviSource, Inc.

Headquarters:
1255 West 15th Street, Suite 500 Plano, TX 75075
Main: 469.241.9200 Fax: 469.241.0247

Operations:
2300 North 10th Street Enid, OK 73701
Main: 580.242.4636 Fax: 580.242.8255

www.onvisource.com

Table of Contents

OnviCenter 6.1.1 Overview	1
OnviTrax Auto Agent	1
Product Line Performance Improvements	3
OnViews	3
OnViews Performance Improvements	3
Manager Performance Improvements	4
OnviCall Product Line	6
OnviCall Operator	6
OnviCall Operator Performance Improvements	6
OnviCall Web	7
OnviNet Product Line	7
Switch Server	7
Switch Server Performance Improvements	7
Data Service	8
Dispatch Server	8
Performance Improvements	8
OnviTrax Product Line	9
OnviTrax Reports	9
OnviTrax Reports Performance Improvements	9
OnviTrax ICD	9
OnviTrax ICD Performance Improvements	9
OnviTrax Auto Agent	10
OnviTrax Auto Agent Performance Improvements	10
OnviCord Product Line	11
OnviCord Monitor	11
OnviCord Web	11
Console	11

OnviCenter 6.1.1 Overview

OnviCenter 6.1.1 is a major release to OnviSource's OnviCenter 6 that contains new features, bug fixes and support for OnviTrax AutoAgent. This document outlines all the changes in this release and is applicable to OnviCall and OnviCord users.

OnviTrax Auto Agent

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops, allowing them to focus on customer interactions and assist with many types of calls.

AutoAgent automation provides advantages that work to simplify agent processes and aids in preventing costly mistakes, providing automated coaching, significantly reducing the cost of training and re-training, updating and distributing information valuable to agents, increasing both customer and agent satisfaction and presenting a uniform customer experience in a virtual environment.

The OnviTrax system accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction. This eliminates costly errors and frees the agent to focus on the customer.

Call center managers can customize the call flow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens using AutoAgent's groundbreaking drag and drop configuration tools. AutoAgent makes total cost of ownership very affordable for smaller operations because it does not require highly specialized IT personnel to integrate the software with other applications.

Features

- Easily accessed, web-based program
 - Maintains a contact database with information about each client's customers
 - Segregates the database by client to secure their data
- Automates workflow
 - Automatically activates the campaign script associated with the dialed number identification service (DNIS) of the 800 or 900 number
 - Automatically pulls customer information stored in the client's database associated with the caller's ANI (caller ID) to populate customer information fields
 - Seamlessly integrates transaction functions at the agent desktop using a common interface
 - Presents screens in a predefined sequence based on the agent's selections
 - Automatically completes database entries and sends follow-up emails to clients and callers during a transaction
- Easily customizable for each client
 - Drag and drop configuration tools make it easy to tailor the workflow for each client
 - Familiar controls for configuring navigation and collecting information

Benefits

- Affordable for small to medium-sized call centers
- Ease of use results in lower training costs
- Integrates with your existing OnviCall database. Scripts utilize your existing account information.
- Agents have fewer opportunities to make costly mistakes

- Transactions flow smoothly, resulting in greatly improved agent productivity
- Agents are enabled to focus on the customer, which improves customer and agent satisfaction
- Remote agents and sites are easily supported.
- Frees agents to perform other services without additional technology or extensive training
- Makes customization for individual clients affordable
- Lower total cost of ownership

Refer to the AutoAgent User Manual for detailed information.

Product Line Performance Improvements

OnViews

OnViews Performance Improvements

The following performance improvements have been made to OnViews with this release:

- Manager can now be operated remotely with real-time call statistics.
- Disabled system users are no longer presented in the list of users.
- Added the ability to sort filter "members" column in Configuration / Groups.
- Improved error handling when attempting to enable/disable alerts.
- Improved error checking in loginType field for Agent Logs.
- Setting channels in Access Groups allowing users to access the channels can now be done through Web and OnViews.
- Set "Using Log in as a Different user" preventing the user from logging in if the account is disabled.
- Privileges can now be set through OnviCord Web and OnViews.
- File Storage Location dialog no longer cuts off part of UNC and does not set UNC path flag.
- Clarified issue where the only time OnViews shows a call being presented to an operator is when it is a 'ringing' call. The agent icon does not change colors for this; on the right side of the icon if there is a blue area with a number, this is the number of calls on hold for this agent, if there is a green area with a number this is a patch call, if there is a reddish orange area there is a call in queue.
- Fixed 2.0 Net runtime error when using System and Switch Server settings causing OnViews to close.
- Scheduled transfer no longer shows up if OnviCord is not enabled.
- Clarified that the File Storage dialog applies to OnviCord only. File storage dialog refers to where the recordings are going to be stored; this is not an OnviCall option.

Manager

Manager Performance Improvements

The following performance improvements have been made to the Manager application with this release:

- Disabled users are now displayed on the bottom of the users list rather than the top.
- Fixed issue of not reconnecting to database when connection times out.
- Changed Page level events dialog to disabled the "Time" field when "One Time only" is selected.
- Fixed issue with Play Recordings dialog displaying 0[?] for Account.
- Corrected "Object reference not set to an instance of an object" error when saving scheduled dispatches.
- Limited ability to run Call Logs and Messages for up to 15 days at a time.
- Eliminated exception error when creating and editing scheduled dispatch through OnviCall Accounts.
- Fixed Dispatch log report .CSV file not properly showing in the return results.
- Manager - View Messages -> You must check the box and rerun the filter before the "select archive" feature will work.
- Manager - Configuration -> System settings -> Corrected default echo return options.
- Copying an account no longer causes new destination account to be available as an ICD skill even if source account is not.
- Improved Views, Messages report accuracy.
- Corrected confirmation dialog when deleting an ICD overflow group.
- Fixed issue with dispatching tab allowing a user to assign a destination with a prefix code.
- Enhanced the ICD configure option to automatically refresh when adding or editing a user with Operator privilege.
- Fixed configuration issue in OnviCall Accounts -> Web URL edit box was disabled when web launch options is off.
- Fixed default expand issue in OnviCall Accounts not including the Web option when the page layout contains a web window.
- Fixed Index out of range exception when trying to configure users after fresh install.
- View Answer Phrase now displays delivered & undelivered messages separately.
- Fixed inability to save recordings from OnViews if not on the system where recordings are stored (path problem).
- Fixed issue where Messages from previous month disappeared.

- Fixed issue with fields for `icdServiceLevelThreshold` and `icdAvgWaitWindowDur` being switched in Manager.
- Fixed the misspelling of the word Echoes under the Messages heading of Manager OnviCall tab.
- Fixed Copy Archive Message issue in Manager where it would only copy the first 10 accounts and then return an Object error.
- Suppressed the Skills and ICD Group tabs if an OnviCord only system.
- Suppressed OnviCall Accounts from Configuration menu if an OnviCord only system.
- Suppressed Call Log from the Logs menu if an OnviCord only system.
- Added error prompt for the call log if a recording is deleted using the Web.
- Fixed issue where the default expand was missing Partial and Full Web Window options.
- Fixed "Input String was not in a correct format" error upon opening Configure Accounts.
- Fixed exception of type `dbLibrary.dbl` error when viewing messages on large account.
- Fixed issue of OnviCall system privileges being visible when an OnviCord system.
- Changed Configuration / Users - Filter to only load enabled users on initial load.
- Fixed issue with Print Preview not working in Configuration>Users>View.
- Fixed issue when saving results from Message Formats or Screens, there are now spaces between entries.
- Clarified issue with Account Summary Report: The number of patched calls does not match the number of outbound calls with `PtchLnks`. To get the number of patched calls you take the number of patches and divide by 2 since there are 2 CDR's involved with a patch.

OnviCall Product Line

OnviCall Operator

OnviCall Operator Performance Improvements

The following performance improvements have been made to the Operator application with this release:

- Fixed issue when a call is placed on hold the previous Web Navigate drops.
- Message copy now will transfer to a new account.
- Fixed issue with Notify causing errors and locking up the application.
- Fixed issue when adding or editing a scheduled dispatch using Client Control; it does not enter it into the schedules list. Performing this task in OnViews works properly.
- Fixed issue with Message Send: When a message was taken and saved, when a Message Send is performed the message may not be there.
- Fixed special characters being typed into a message will cause an error when saving the message.
- Fixed issue with Dispatch Results -> Resending a dispatch is working but the entry in the queue was not visible.
- Previous account's message template is present on next account even if no template is configured.
- Operator - Gain adjustments are no longer presented for remote Operators.
- Added the ability to have a Notify resource to interact with the Auto Dispatch.
- Enhanced saving a message to hide carriage returns.
- Changed Agent application to close faster.
- Fixed issue after an incomplete message was made by putting a call on hold; the message template was out of proportion.
- Enhanced display of an apostrophe and single quotes in Message template through Operator.
- Fixed issue of clicking on the 'x' to close Operator, the channel immediately goes to no line and all recording stops, even if the user response No to Are you sure question.

OnviCall Web

The following performance improvements have been made to the OnviCall Web application:

- Fixed Notify not crossing over the midnight hour.
- Enhanced exception handling when opening a page with messages.
- Corrected messages not displaying properly.
- Fixed Error 500 causing message data not to display.
- Improved response time on the return of data when clicking on a page number.

OnviNet Product Line

Switch Server

Switch Server Performance Improvements

The following performance improvements have been made to the SwitchServer within this release:

- Fixed call rip feature under the ACD.
- When an operator is in *status*, *if*, or *client* update and tries to answer a call, they no longer lose their answer line.
- Added parameter for remote operator indication to the TCPIP message.
- Changed parameter settings in the settings.cfg for Aculab pattern mode during installation.
- Fixed issue where holidays were not being recognized with regard to call schedules on accounts.
- Fixed channel view showing calls that have an "Operator w/ Voicemail" call schedule as "AUTO".
- Fixed when using the "Operator w/ Voicemail" call schedule, the resulting CDR record is now correct.
- Fixed issue where the SwitchServer installer should update the net time parameter in the settings.cfg file after prompting for the database location.
- Changed default voicemail gain parameters in settings.cfg for SwitchServer.
- Changed SwitchServer installer to install connector 1.0.7 and not 5.1.4.
- Changed SwitchServer installer to set the DbAddress for ICD in the settings.cfg file.

Data Service

The following performance improvements have been made to the Data Service within this release:

- Created an alarm and notification method when replication fails.
- Fixed issue of Events firing but the text boxes in the event messages were not visible.
- Fixed database (recording table) optimization failing.
- Fixed receiving system alert in OnViews but no alert was displayed in alert window.
- Fixed the database install to add c:\mysql\bin to the Path in the environment variable.
- Fixed the database Installer to include primary key integer changes on fresh system install.
- Fixed issue with installer when upgrading from 2.X 50 to 6.X, multiple files were left in the C:\accuCall Folder.
- Fixed the Data Server install registry setting from c: to default of d:\recds

Dispatch Server

Performance Improvements

The following performance improvements have been made to the Dispatch Server with this release:

- Updated the BDE version to stop thread maintenance bug.
- Fixed issue of not being able to resend a scheduled fax; you would receive a "no messages" message with a time stamp of 12:30am-12:30pm.
- Fixed issue of being able to resend dispatch, but instead of the message it shows date of 12/30 and "no messages".
- Fixed the Dispatch Log export to format Alpha's and Faxes properly.
- Suppressed the {\rtf and ending} when sending AutoAgent order email through dispatch.
- Fixed the email time values in the dispatch log.
- Converted the dispatch program from using BDE to ADO for database access.
- Fixed exception elist error in module dispatch "List index out of bounds".
- Fixed issue of Dispatch schedules not going in Account ID order.
- Changed the Dispatch Server so that thread checking can be turned off.

OnviTrax Product Line

OnviTrax Reports

OnviTrax Reports Performance Improvements

The following performance improvements have been made to OnviTrax Reports in this release:

- Corrected the Total InService time column in the Legacy Account Summary report.
- Fixed percentages in the Agent Time Report.
- Fixed issue where you could not select an account in OnviTrax reports.
- Changed the Agent Summary Report to display the Total row at the bottom of the report.
- Corrected the Voicemail time on the Legacy Account Summary report from being too large.
- Fixed the issue of Agent Daily Report - When Total selected, users with letters listed after the total. Their total is counted. There is no Total labeled line.
- Fixed the Agent Summary Report - When Total selected, users with letters after are listed after the total. Their total is counted.
- Fixed issue when installing OnviTrax Reports on Win XP Pro. Reports would not work until you manually installed the .Net fix.
- Changed Installer to set up IIS correctly on Server 2003.

OnviTrax ICD

OnviTrax ICD Performance Improvements

The following performance improvements have been made to the ICD in this release:

- Changed ICD to treat the agent as still working a call when agent is performing wrap activities.
- Fixed the ability to set the ICD configuration.
- Changed hold times.

OnviTrax Auto Agent

OnviTrax Auto Agent Performance Improvements

The following performance improvements have been made to the Auto Agent in this release:

- Modified the Data Server to support MultiMode messages.
- Modified the Operator app to support MultiMode messages.
- Modified the Dispatch to support MultiMode messages.
- Modified AutoAgent to check for socket connection in case the SwitchServer has been reset, or a network disconnect has occurred.
- Enhanced exception error handling occurring when launching a script with dynamically generated parameters.
- Improved RTF Control stability.
- Added a custom 'tooltip' for the RTF control that houses the echo control.
- Changed install to allow you to open the provided Demo script.

OnviCord Product Line

The following performance improvements have been made to the OnviCord product line in this release:

OnviCord Monitor

The following performance improvements have been made to OnviCord Monitor in this release:

- Monitoring video no longer causes agent to crash on screen capture clients.

OnviCord Web

The following performance improvements have been made to OnviCord Web in this release:

- OnViews Logs>User Management now displays changes to User settings or those created when they are made through the Web.
- OnviCord Web Logs>User Management no longer will display user ID number and not name if changes to User settings are made through OnViews.
- OnviCord Web reports on evaluations will no longer return an error if selecting a user who has completed a large amount of evaluations.
- Individual Evaluation Score report no longer presents the wrong score if the evaluation has an NA selected.
- Corrected the past & present tense on the "Recording History".
- Field restrictions now work if set in OnViews or in Web.
- Added User Management log.
- Now can assign user to a channel.
- If OnviCord Web Logs have notes large enough to require a scroll bar, using the scroll bar no longer causes the window to close.
- Selecting a group plus All Users in evaluation reports no longer causes an error.

Console

The following performance improvements have been made to OnviCord Monitor in this release:

- Added verification for entries into primary storage path edit box.