IP Office Technical Bulletin

Bulletin no: 32
Date: 28th January 2005
Region: Global

General Availability (GA) of Compact Contact Center version 5 (CCCv5)

Avaya is pleased to announce the General Availability of IP Office Compact Contact Center v5 (CCCv5).

One of the major new features of CCCv5 is the use of Crystal Reports as the preferred reporting engine. The new reports are published to a Microsoft Internet Information Server (IIS) and are accessed via a web browser.

This version of software is tightly integrated with the Microsoft CRM (MS-CRM) application. This allows CCCv5 reports to be requested via the Microsoft CRM interface. The combination of reporting between these two software applications provides customers with a simple yet powerful management tool that will immediately realize productivity gains in their business.

Microsoft CRM provides a report generation module, which makes available the following categories of reports: CRM Sales Reports and CRM Service Reports. A new section named "Compact Contact Center Reports" can be added through CRM to support combined application reports.

CCCv5 is compatible with IP Office systems running 2.1 software. Any previous version of CCC will need to be uninstalled prior to a CCCv5 installation. See Section 3 of this bulletin for full details of the upgrade procedure.

PLEASE NOTE: This release of CCCv5 does not include Multimedia Module (MMM), Russian Language, Korean or Chinese installation support.

1 Product Overview

CCCv5 is based on Windows 2000/2003 server operating systems and Microsoft's MSDE and SQL technology. It is scalable to 75 agents with an extended maximum of 21 supervisor positions. The following are enhancements made to the CCC with this release:

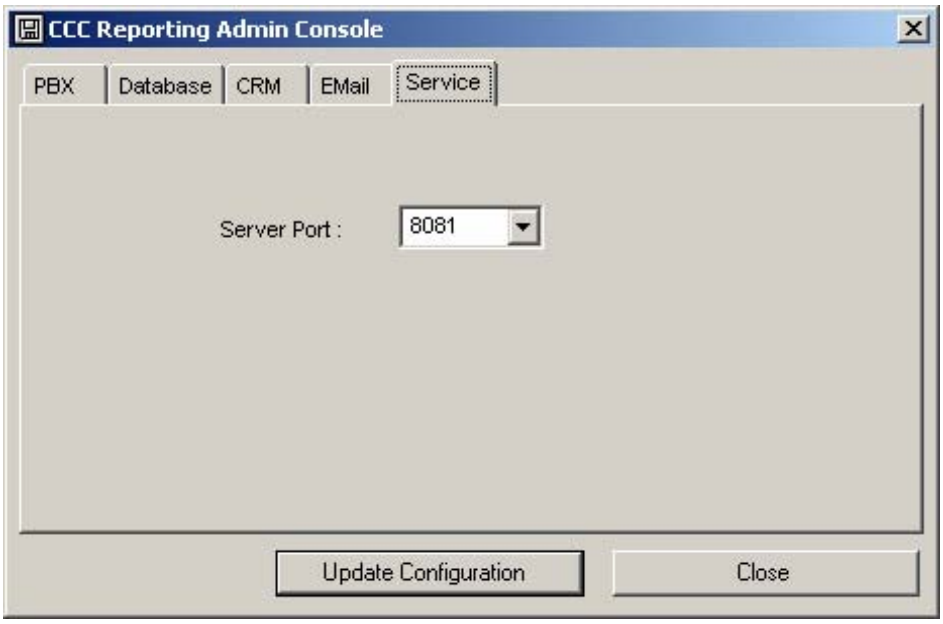
- Reporting – Crystal Report Engine replaces Business Objects
- Reporting – Microsoft CRM integration
- Reporting – Additional/Custom Reports
- Reporting – Reporting package runs as a service on the CCC server PC
- Reporting – Client connection to server is made through a web browser
- Delta Server – Now runs as a single service with an integral Archiver and SMDR built in
- Delta Server – Administered via a thin client through a web browser
- CCV – Minimum Lost Call threshold for reporting
- CCV – Agent log off at close
- CCV – Selective Alarm messaging
- CCV – New Refused Call alarm
- CCV – Force Agent Logon
- Wallboard – Support for the AdvaTel (English) model TCD226D wallboard
- Wallboard – New variable : Number in State - Logged On
- Wallboard – PC wallboard can be displayed on Plasma screen
- Installation – Windows 2003 Server support
- Installation – Selectable drive install
- Scalability – Supervisor limit increased to 21 positions
- Language – Support for Italian

2 New CCC Features

2.1 Reporting Engine

A major new feature of CCCv5 is the transition from Business Objects to Crystal Reports as the new reporting engine. This facilitates the report integration with Microsoft CRM. Reports are published onto an IIS server and accessed from a web browser.

The new reporting package runs as a service on the CCC server PC. To enable the reporting package to be configured a “CCC Reporting Admin Console” is used to setup certain connection information. This will be run at installation and can also be accessed from “Start/Programs/CCC/CCC Reporting Admin Console”.



2.2 CRM Integration

CCCv5 facilitates the creation of a combined reporting architecture with Microsoft CRM for a limited number of reports by combining information from a Microsoft CRM report and creating a unique report including telephony information.

The specific reports are listed below, with indication as to whether they are new reports or modifications of an existing Microsoft CRM report.

2.2.1 MSCRM Sales Reports

- Account Activity and Notes*
- Contact Activity and Notes*
- Contact Center Summary by Zip/Postal Code
- Contact Center Summary by State/Province
- Opportunity Activity and Notes*

2.2.2 MSCRM Service Reports

- Account Activity and Notes*
- Account Service Report*

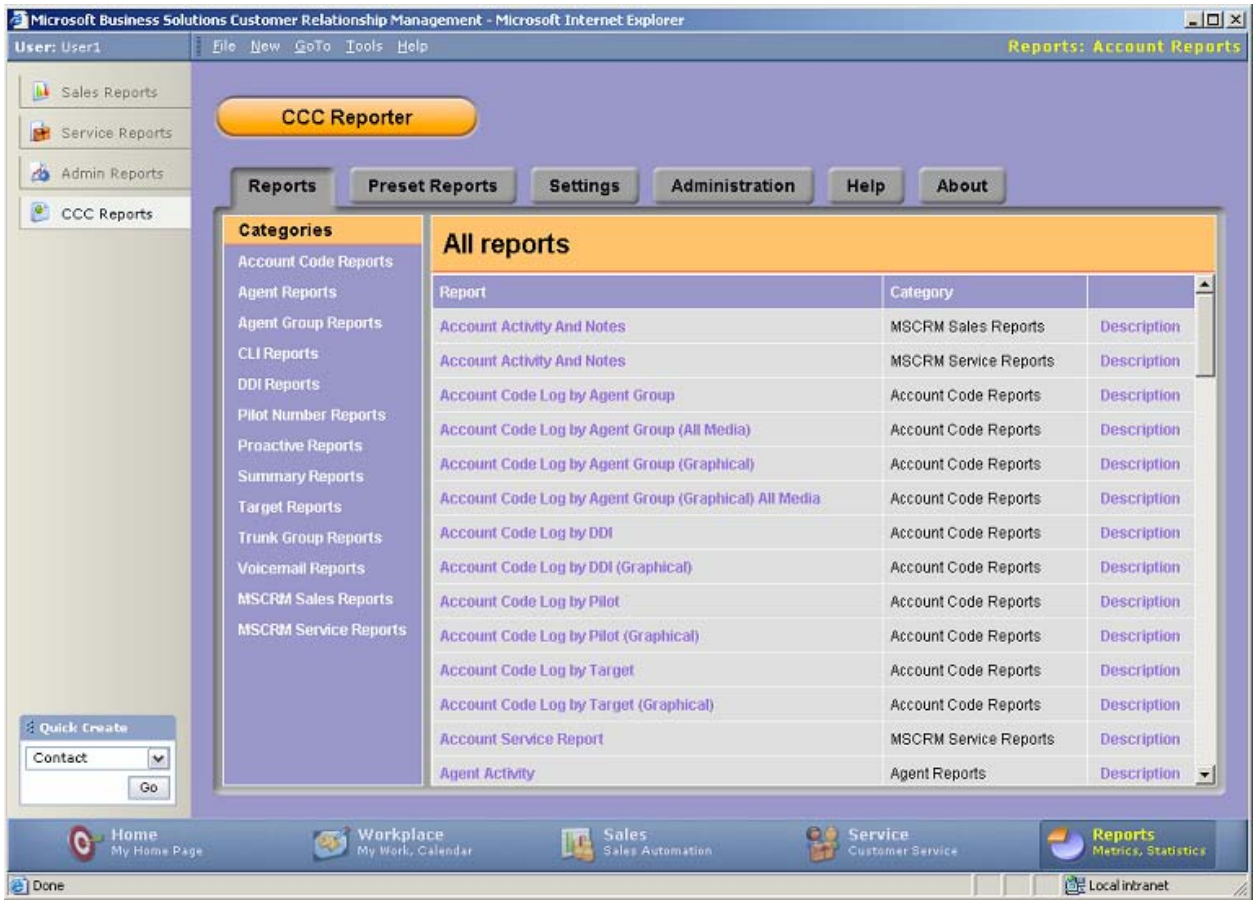
** Modified Microsoft CRM Report*

The existing Microsoft CRM reports are modified by adding telephony interactions to the "Activities" section of each report. These reports are based on the incoming CLI of the "customer." The new reports provide analytical telephony information divided by specific state, province, zip code or postal code selected.

The following telephony information shall be provided on each report:

1. Date/Time of interaction (within pre-defined time range)
2. User/Agent who handled interaction
3. Length of transaction
4. Inbound/Outbound

The CCCv5 Microsoft CRM reports can be accessed from either the CCC reporting interface or from within Microsoft CRM Reporting.

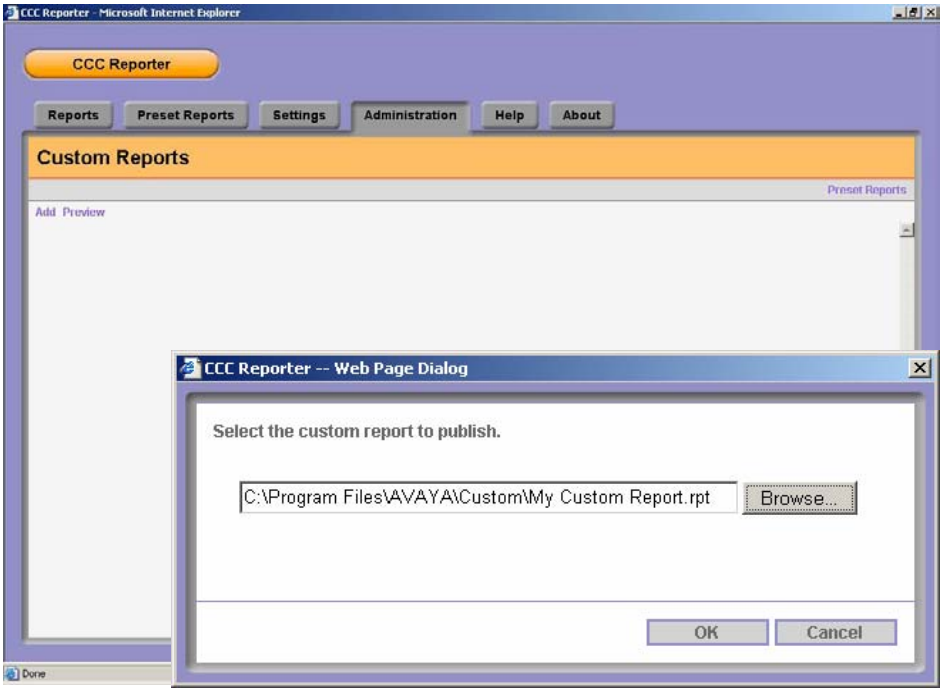


2.3 Custom Reports

With the introduction of CCCv5 the reports are now written using Crystal Reports. The report Universe is replaced by Crystal Decisions field definition data sources, which enables reports to be designed without the need to connect directly to the CCC reporting database and therefore requires no knowledge of the database schema.

The preview and publish functionality provided within the CCC reporting product are used to preview custom designed reports and make them available for other users to view.

CCCv5 enables three custom reports to be published to the server without the need of a licence. Any custom reports published beyond this figure will require the use of the Report Designer licence (IP400 Designer RFA), for unlimited custom reports. The Report Designer licence purchased for use with Business Objects will remain valid for the Crystal Reporting engine in version 5.



2.4 New Reports

In addition to the new reports for Microsoft CRM the following reports will also be added to the standard CCC reports:

- Pilot Summary (All Media) – This report shall support the reporting of multi-media interactions for a designated pilot number.
- Trunk Group Activity (All Media) - This report shall provide information on the multi-media traffic that is being consumed on the system.
- Incoming Calls by Target Group – This report is based on the current Incoming number summary report, but uses the target information as opposed to a called number information as the conditional criteria for the report.
- Proactive Reporting by Agent Name (Available with MMM release)
- Proactive Reporting by Campaign Name (Available with MMM release)

The following report changes have been made with the release of CCCv5:

2.4.1 Agent Group Tabular Summary

This is now split into the two following reports:

- Agent Group Tabular Summary (Percentage in State)
- Agent Group Tabular Summary (Time in State)

2.4.2 DDI Summary Report

This has had the fields named “Answer Time (Answered)” and “Answer Time (Lost)” removed from the report.

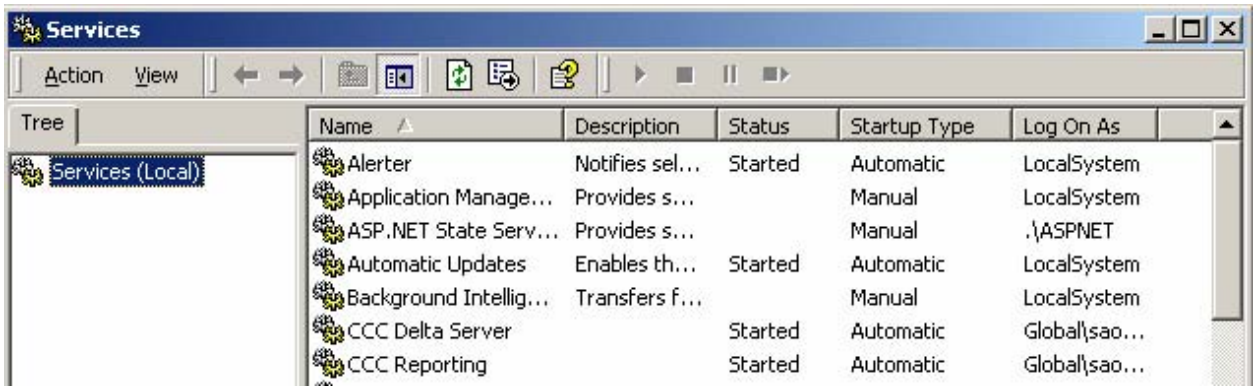
2.4.3 DDI Summary (All Calls)

This report has been removed.

2.5 Delta Server Service

2.5.1 Delta Server

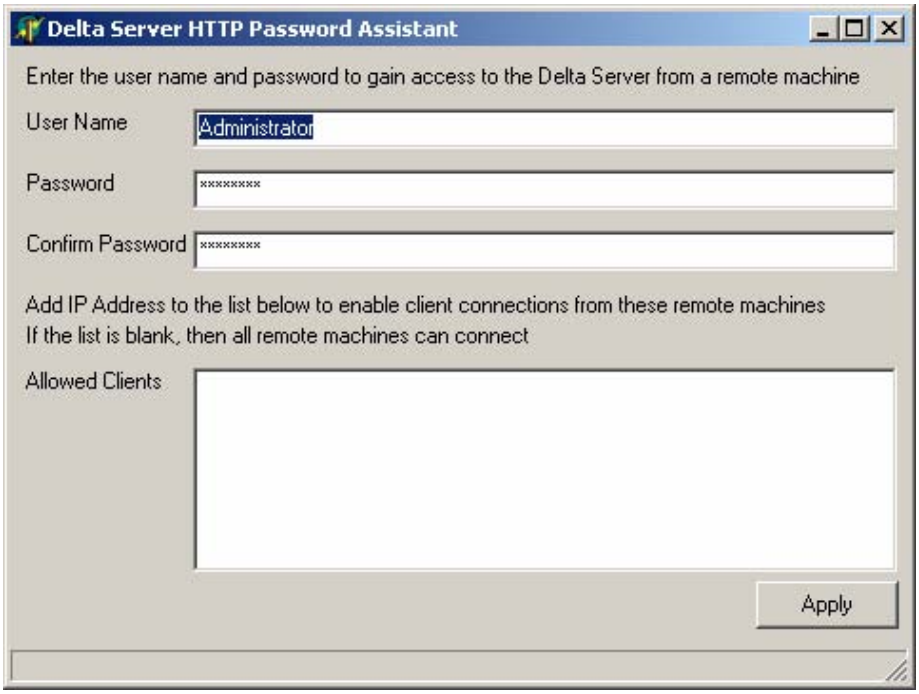
CCCv5 will provide the ability for the Delta Server, Archiver and SMDR applications to run as services. A single service is installed for the Delta Server and this has an integral Archiver and SMDR application built into it. The Delta Server is administered via a thin client interface through a web browser. The Archiver and SMDR are enabled through selection of the appropriate check box settings accessed through the Delta Server administration screens.



The Delta Server is administered from a thin client web browser – the URL is:

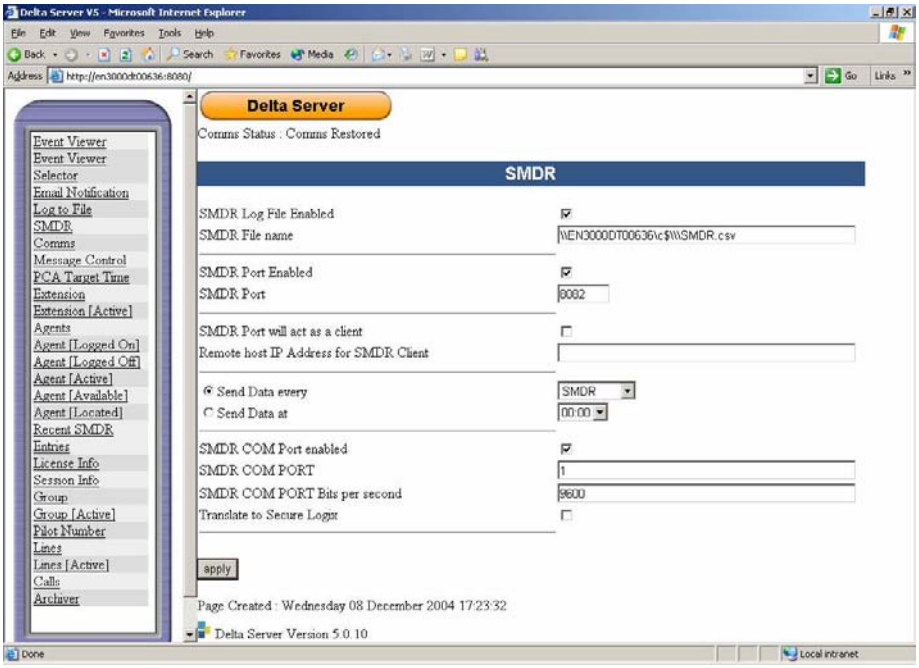
http://PC_name: 8080.

To prevent unauthorised access to the Delta Server from the network a 'Delta Sever HTTP Password Assistant' application has been made available in the Delta Server directory. This allows the configuration of specific users to access the Delta Server with a pre-defined password.



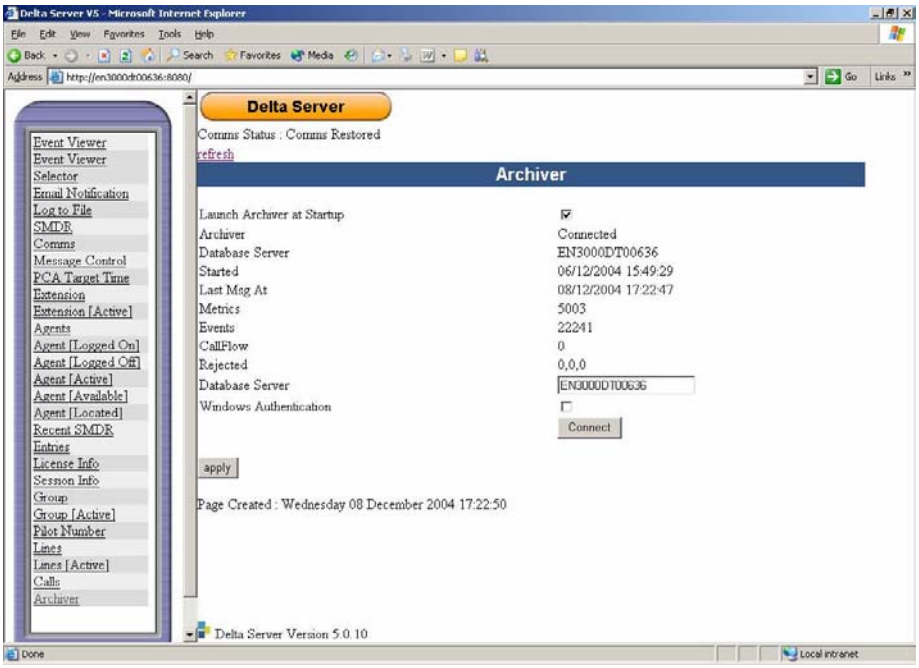
2.5.2 SMDR

The SMDR now allows the user to program a specific time when the contents of the entire SMDR file can be sent to an IP Address (port). The SMDR also provides a 'print on the fly' option to an IP Address, which outputs each transaction as it is terminated on the IP Office system. The Delta Server will also cache SMDR entries so that if the connection is lost, SMDR applications will not lose data.



2.5.3 Archiver

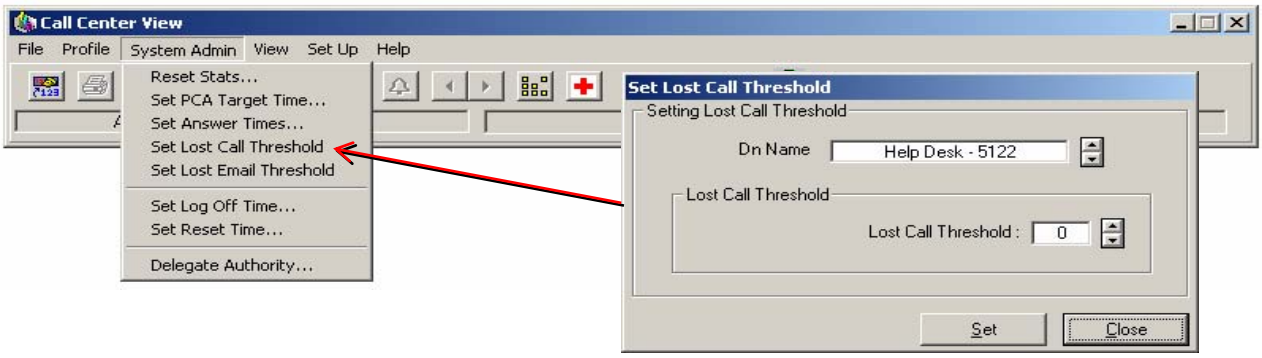
The Archiver preferences can be configured within the 'Archiver' menu.



2.6 CCV Enhancements

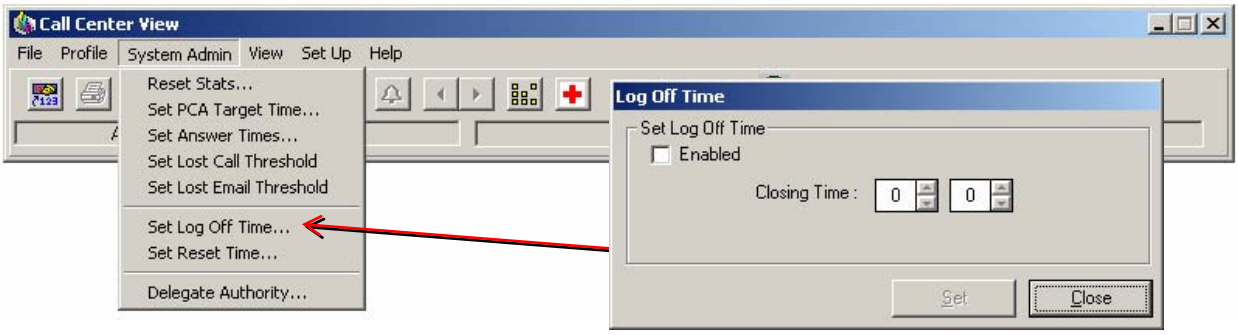
2.6.1 Minimum Lost Call Time

In order to better define the Grade of Service (GOS) the contact center supervisor now has the ability to be able to define a minimum lost call threshold. All calls that are abandoned within this time period will not be counted in the real time lost call statistics. The customer shall be able to define the minimum lost call time on a per DN basis. The range that can be set is between 1 and 30 seconds.



2.6.2 Agent Log Off at Close

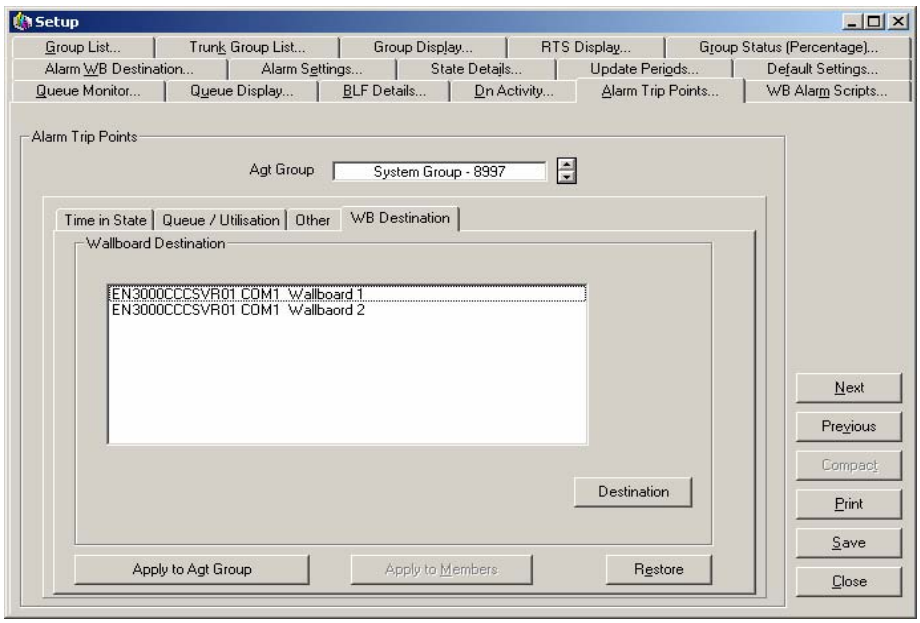
A new option has been added to the CCV to allow the configuration of the 'Agent Log Off at Close' feature. There will be a single entry 24-hour time that will be entered by the user to define the closing time. The default setting for this will be disabled.



2.6.3 Selective Alarm Messaging

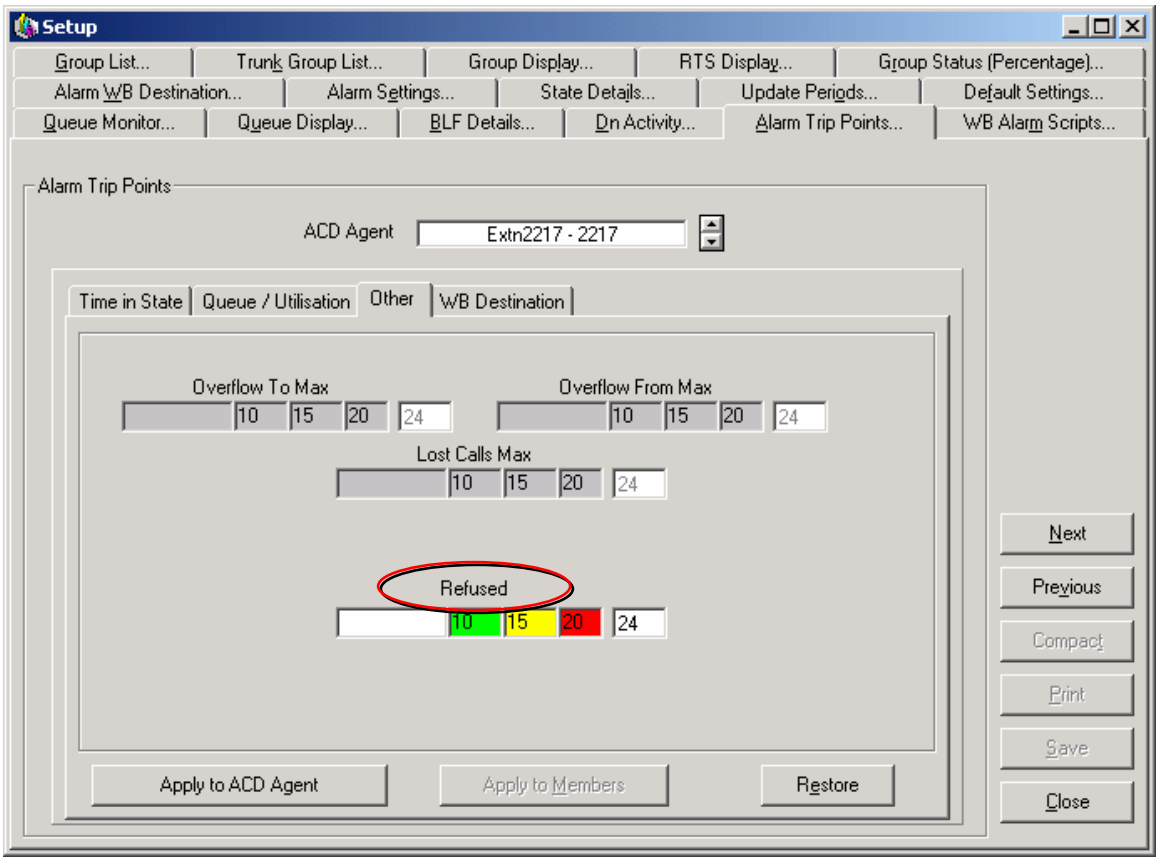
CCCv5 enables each alarm message to be sent to a different wallboard location. This is achieved through using a DN-based approach for alarm forwarding to wallboards. The wallboard destination is selected for each alarm from the WB Destination tab in the Alarm Trip Points screen.

The existing Alarm Messaging functionality is retained; however, it is overridden when a Wallboard destination is specified for a DN. Up to five Wallboard destinations can be selected for each DN. If the user selects more than five alarms, only the first five in the list will be used and copied from the WB Browser form onto the Alarm Trip Point setup screen.



2.6.6 Refused Call Alarm

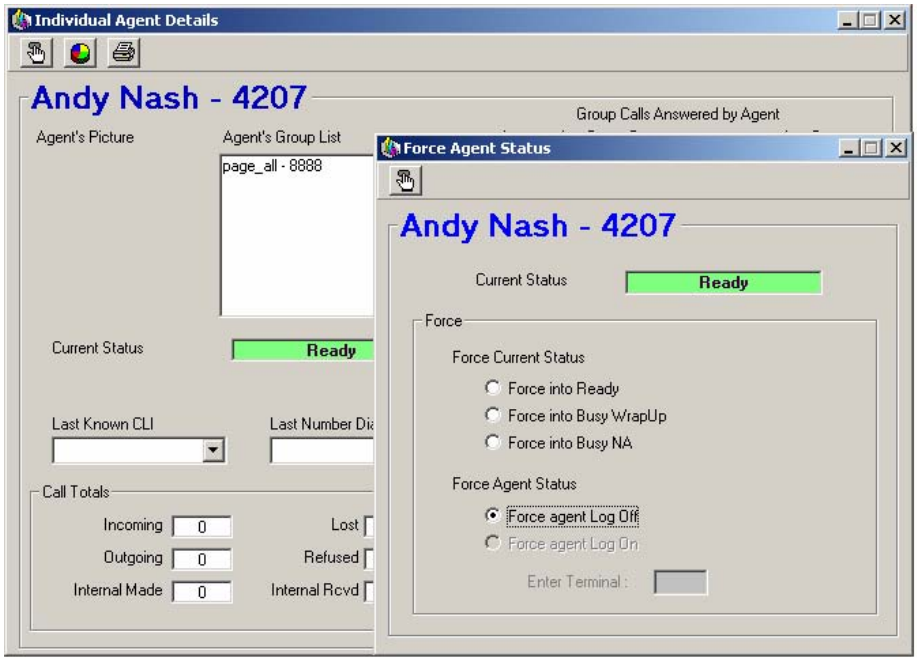
A new Refused Call Alarm has been added to the CCV and is setup in the same way as other alarms on the Alarm Trip Points setup screen tab. The alarm will trigger when the number of refused calls for an agent/group that has passed the user-defined threshold. The alarm can also be forwarded to the Wallboard Server.



2.7.1 Force Agent Logon

The Force Agent Status screen within the CCV has been enhanced to allow a supervisor to force an agent to Log On.

This feature uses the Agent located information from the Delta Server to know where an agent should be logged on. The feature will only work when an agent has logged on previously.



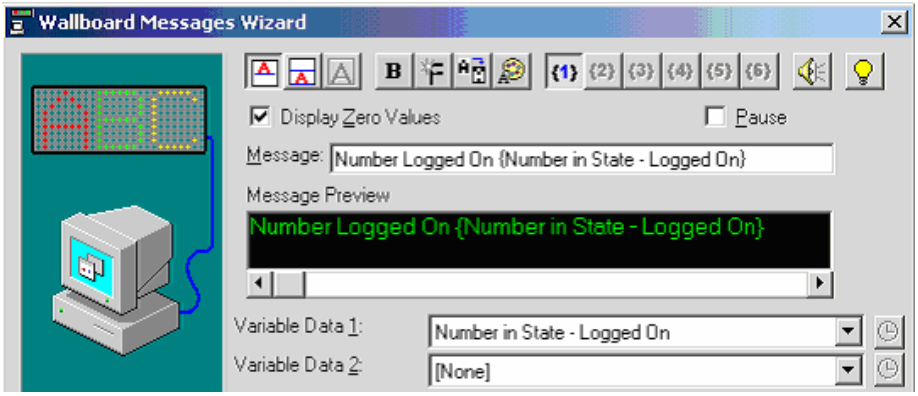
2.8 Wallboard Enhancements

2.8.1 New Wallboard Support

The Wallboard Server now contains support for the AdvaTel (English) Model TCD226C wallboard.

2.8.2 New Wallboard Variable

A new Wallboard variable “Number in State: Logged On” has been added and can be displayed on either a physical or PC Wallboard. The variable will report on a per group basis.



2.8.3 PC Wallboard

To cater for those Contact Centers that want to display the PC Wallboard application on a Plasma screen the following enhancements have been made:

- The agent that a PC Wallboard is associated with no longer needs to be logged on for the application to run.
- If the associated agent logs off, the PC Wallboard will not automatically shutdown.
- To display the PC Wallboard in a user-friendlier manner it is now possible to launch the PC Wallboard without the menu bar, toolbar and status bar being visible.

To enable these options the PC Wallboard should be run using the following command line parameters:

/PLASMA - This removes the need for the agent to be logged on and stops the application automatically shutting down when the associated agent logs off.
/NOMENUS - This removes the menu bar, toolbar and status bar.

2.8.4 Wallboard Server Auto-Start

When the Wallboard Server is run for the first time, the user is presented with a dialog asking if they want the Wallboard Server to Auto-Start. If the user selects to Auto-Start the Wallboard Server then a shortcut to the executable will be placed in the Start-up Program Group. This can also be enabled or disabled from the Setup toolbar in the Wallboard Server application.

2.9 Installation Enhancements

2.9.1 Selectable Drive Install

To allow the user to have more flexibility when installing CCCv5, it is now possible to select where the application files will be installed. The location specified can only be on a local hard drive - remote installation is not supported.

2.10 Increased Scalability

The number of supervisor positions will be increased up to 21 (20 plus 1 added by the CCCSVR RFA).
Note: Any systems using more than the 5 supervisor or report clients will require an SQL database and client access licences, which are purchased separately. An MSDE database is only supported up to 5 supervisors.

2.11 Additional Language Support

With the introduction of CCCv5 the following language support has been added to the product:

- Italian

3 Technical Notes

3.1 Upgrade procedure

Please note that the Upgrade Procedure within the CCCv5 installation manual references an upgrade procedure that will be available in a future release. For this release the following Upgrade Procedure should be adhered to:

Please refer to the sections 'Hardware Requirements' and 'Software Requirements' of the CCCv5 installation manual to ensure that the existing system has the necessary pre-requisites before upgrading.

It is vital that IIS (Internet Information Services) is installed prior to .NET. If these are installed in the wrong order, uninstall .NET and then reinstall.

The upgrade is done in six stages. These stages are as follows:

1. MSDE must have the latest service pack installed (SP3) to protect your system from recent viruses that have targeted SQL based servers.
2. The Database containing the historic data needs to be backed up.
3. CCV user profiles, wallboard files, custom reports and any report schedule information need to be backed up.
4. If upgrading from CCCv3 then the database structure needs uplifting to make it compatible with CCCv5.
5. The existing CCC applications need to be uninstalled. It is not necessary to remove the database or any of its components.
6. The new applications need to be installed.

Note: If a CCCv4 database is being moved to a new CCCv5 installation, ensure that a repair is run on the database after it has been moved so that the database is updated with the new stored procedures.

3.1.1 MSDE Upgrade

Recent viruses have led to Microsoft releasing a new service pack for MSDE, service pack 3. If you have not already applied this service pack to your system now is the ideal time to do this. Even if you have applied the service pack you are advised to follow these steps to re-apply the service pack as the install from the CCCv5 application CD will also enable you to set a password for the database login to offer you further security for your data.

1. Close down all of the CCC applications that are running on your Server.
2. Insert the CCCv5 Installation CD into your CD-ROM drive.
3. From the Windows taskbar click **Start**, select **Run** and then click on the **Browse** button.
4. View the CD drive and double click the **MSDE** folder. Select **MSDEInstSP3.exe** and click on the **Open** button. Click the **OK** button to continue.
5. Select the required language for the installation and then click on the **OK** button. The following screen will appear to enable you to setup a password for the database. It is recommended that you set this password to **NMYSBH**:

6. When you have entered the password click on the **OK** button. The installation of the service pack will continue.
7. Once the setup is complete, reboot the PC when requested.

Once Windows has restarted log back on and if any of the CCC applications restart make sure that you close them down again before backing up your database.

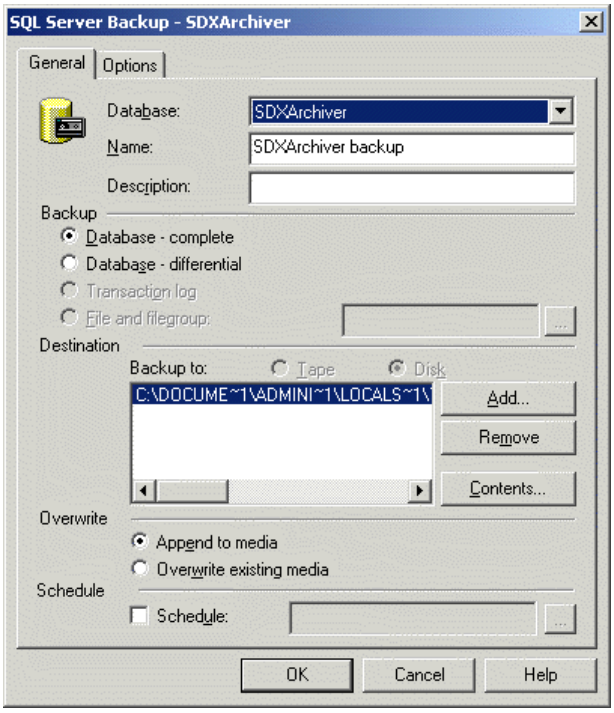
3.1.2 Backup your database

Before proceeding, backup your existing database. This is a precautionary measure that should be taken in the event of any issues that may occur during the upgrade.

1. Create a new directory on your hard drive to backup your existing files. In the example shown below we have created a directory on the"C" Drive called "Backup".

Note: The database can be up to 2 gigabytes in size so make sure that you create your backup directory on a drive that has enough storage space.

2. From the Windows taskbar click **Start**, select **Programs/CCC/Database Server Supervisor.** Remember that the password is the one that you set during the installation of MSDE service pack 3. Click on **OK** to continue.
3. Expand the Databases and Management trees and then right click on **Backup** and select **New Backup Device**. This is so that we can create a backup device to store the existing database on.
4. Give the backup device a name and set a location and filename for the backup and click on **OK**.
5. Right click on **SDXArchiver** in the databases tree and select **Backup Database**.
6. The following screen will appear. If there is anything listed in the Destination box select it and click on **Remove**.



7. Add the new backup device that was created to be the destination for the database backup. Click on **Add**, from the **Backup Device** drop down list that appears, select your backup device. Click on **OK**.
8. Make sure that you select the **Database – complete** and **Overwrite existing media** options and then click on **OK** to start the backup.
9. The database backup will now start. The length of time this takes depends on how much data you have stored in your database.
10. When the backup has completed click on **OK** and then close down the Database Server Supervisor application.
11. If you now browse to your backup directory you will be able to see the database backup file that you have just created.

3.1.3 Backup CCC files

The operator profiles used for Call Center View, Wallboard files, Custom Reports and any Report Schedule information need to be backed up.

1. Explore to **C:\Program Files\Avaya\IPOffice\CCC\CallCenterView** and copy the **Operator** directory to your backup directory that you created earlier. This directory contains the user profiles used for Call Center View.
2. Explore to **C:\Program Files\Avaya\IPOffice\CCC\WBServer** and copy the following files:
   - Aggregatevars.mdb
   - Devices.mdb
   - Wallbrd.mdb
   - Sdxwb.ini

   If you are using PC Wallboards then also copy the **Users** directory in the WBServer directory. Copy all of these files to your backup directory.
3. If you have created any custom reports then copy these to your backup directory. A new set of standard reports will be installed with CCCv5 so you do not need to back these up.
4. If there were any reports scheduled to print via the Report Scheduler then restart the Report Scheduler and make a note of the schedule list and distribution. Once you have made a note of the schedule close the application down.

Note: Custom Reports that have been created in previous versions of CCC cannot be migrated into CCCv5. All those reports will need to be re-created within Crystal reports and published within Reporter. Previous versions of CCC used Business Objects to create the custom reports. Custom reports are backed up so that they can be referred back to if needed in the future.

3.1.4 Database Uplift

If the database is CCCv3 then this needs to be uplifted so it is compatible with the new structure of CCCv5. A CCCv4 database will not need to be uplifted.
To do this we use a tool supplied on the CCC CD-ROM to "uplift" it to the correct level.

1. Browse to your CD-ROM drive containing the CCCv5 CD and go to the **Database Uplift** directory. Copy the **DBUplift4.exe** file and paste it on to the desktop.
2. Double click on the application to run it. Select your required language and click on **OK**.
3. Select your server and remember to enter the password that you set earlier when applying the service pack to MSDE. Click on **OK**.
4. A popup screen will appear telling you that the database on your server will be upgraded. Click on **Yes** to start the uplift procedure.
5. The uplift will now start modifying the database structure and applies any changes necessary to make it compatible with CCCv5.
6. Once the uplift has completed click on **OK** and then close down the uplift tool.

The total time taken to upgrade will be dependant on the current size of the database and the amount of client PC's that need upgrading. As an estimate at least 2-3 hours should be allocated to complete all upgrade activities.

3.1.5 Uninstall Previous CCC Server/Client Applications

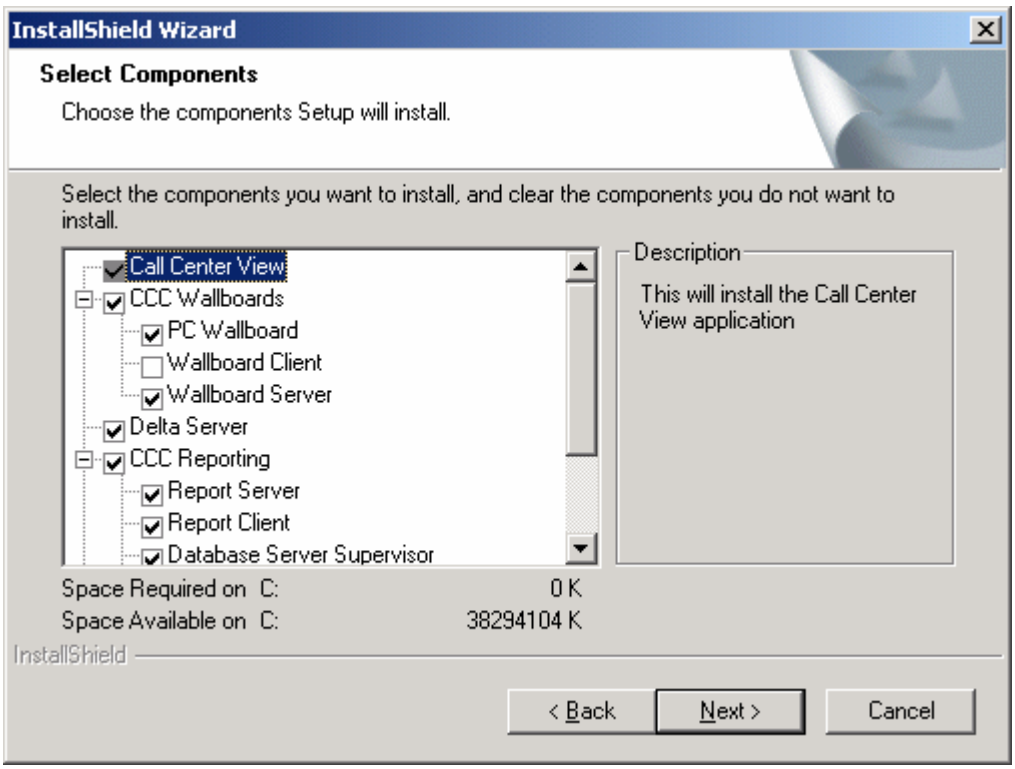
1. Follow the Back Up procedures outlined above.
2. Ensure that all CCC applications are shut down before uninstall is started.
3. Remove the Compact Contact Center Program from Add/Remove Programs in Control Panel.
4. Restart the Server.

IMPORTANT: MSDE/SQL/. NET should not be uninstalled. All database changes are made during the install or with the database uplift tool, depending on the existing CCC version.

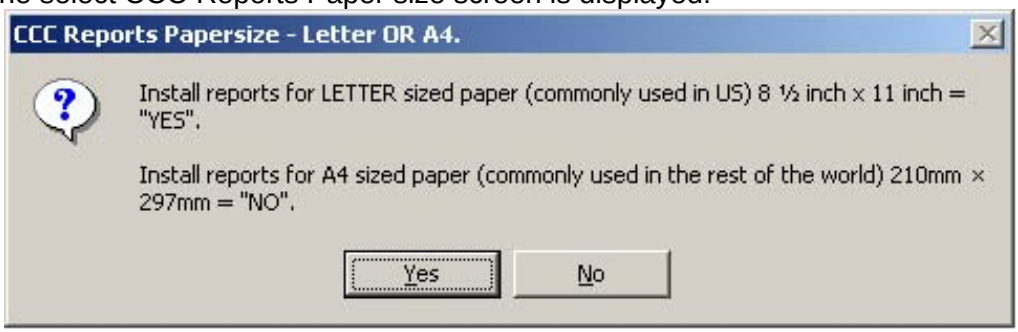
3.1.6 Install the CCC v5 Server/Client Applications

1. With Windows running, insert the **Application CD** into the CD Drive. Use the My Computer facility to view the CD drive. Within the CCC Folder, find and double click on **Setup.exe.**
2. Choose the appropriate setup language and click on **OK**.
3. The InstallShield Wizard will run.
4. If the installation is being carried out on a Windows 2000 server a message will appear asking if Microsoft.Net Framework 1.1 package should be installed. This software is required for CCC reporting. If reporting is not required click **No** and continue from step5. To install the software click **Yes**.
   A license agreement screen will appear. Read through the agreement and then select the option **I Agree** and click **Install**. Microsoft.Net Framework 1.1 files will be installed. At the message 'Installation of Microsoft .NET Framework 1.1 is complete', click **OK** to continue.
5. At the Welcome screen click on **Next** to continue.

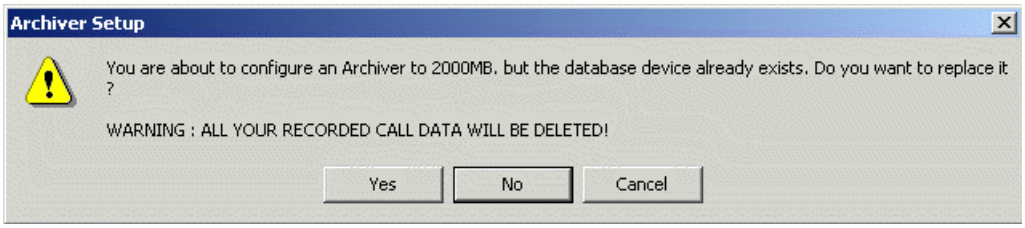
6. Choose the destination location. The **Browse** button allows the location for installation to be selected if the default is not required. The default location is C:\Program Files\Avaya\IP Office\CCC. Click **Next** to continue.
7. The Select Components menu is displayed:



8. Choose the appropriate applications for your Server/Client configuration (tick/un-tick as required). Use the scroll bar to view the Report SDK, CCV Alarm Reporter, and Workforce Management - Blue Pumpkin.
9. The select CCC Reports Paper size screen is displayed:



10. Choose the appropriate paper size for your printer.
11. Click **Next** to continue. The installation of the requested setup will start.
12. At approximately the 83% progress mark the following screen will appear. Make sure that you click on **NO** as you do not want to overwrite your existing historical call data.



13. Installation will start. A message will appear showing that the database devices are being created.

14. The CCC Reporting Admin Console menu is displayed. The application window contains a number of tabs that enable various configuration settings to be specified for the report server windows service and web application to run correctly. The CRM and Email tabs only need to be completed if applicable. The information required for each tab is described below.
    Caution: Do not click the Update button until you have checked the data in all five tabs.
    - **PBX tab**
      Enter the IP Address of the IP Office that contains the licence information.
    - **Database tab**
      Allows the name of the machine containing the call data database to be entered as well as the authentication required. If SQL Server authentication and the database user id fields are left empty then the default name SDXArchiver is used for connecting to the database. If you have connected to a different Database Server, enter the name and password of the new target. For the SQL Server Security field, enter both the name and password entered whilst installing MSDE 2000. (The defaults are sa and NMYSBH). Note: when SQL Server Security is chosen the SQL user and password are stored in plain text.
      Either accept the default settings for the Database Server/Name field or, if you have connected to a different Database Server, enter the name and password you changed to.
    - **CRM Tab**
      Either accept the default or change the CRM Host name to that of the CRM Server if not on this PC. Make sure that the date and time formats that are used by the MSCRM as specified in the Calendar tab of the system settings dialog are correct. The date and time formats must be set correctly so that any reports that contain date and time information from MSCRM run correctly. The CRM Server must be licensed.
    - **Email Tab**
      Enter the name for the SMTP Server (if the Server is on this PC enter 'localhost'). Also enter the CCC user's email address.
    - **Service Tab**
      Specify the port number that the web application uses to communicate with the windows service. Enter a Server Port number for CCC. Select the port number from the drop down list. All the port numbers are allocated to the local machine.
15. Installation will continue. Enter the CCC Server name when requested. Click **Next** to continue.
16. The setup continues with the Database Management components being installed.
17. The InstallShield wizard complete screen will appear. Select the option **Yes I want to restart the computer now** option and click on the **Finish** button.

18. The Delta Server needs to be configured.
    - Start the Delta Server application: **Start/Programs/CCC/Delta Server**
    - Click on **Comms** in the Toolbar Pane.
    - Select the required IP Office connection and click on the **Apply** button.
    - The Server, Server Type and IP Address will show at the top of the screen. The Comms Status should show as 'Comms Restored'.
    - Click on **Archiver** in the toolbar pane.
    - Enter the SQL Server Name (i.e. the name of the PC hosting the database) and tick the option **Launch Archiver at Startup**.
    - Click on the connect button. The screen will remain blank.
    - Click on the **refresh** button and the Archiver should be shown as connected. If the Archiver is not shown as connected, follow the steps below to achieve connection.
        a. Close Delta Server.
        b. Open the Administrative Tools: **Start/Settings/Control Panel/ Administrative Tools**.
        c. Double click on the **Services** icon.
        d. Right mouse click on **CCC Delta Server** and select **Restart** from the menu.
        e. Close all the open windows.
        f. Re-start the Delta Server application: **Start/Programs/CCC/Delta Server**.
        g. Click on **Archiver in the Toolbar Pane.** All the details should be completed and the Archiver shown as connected.

19. Close all programs and re-boot the PC.

3.2 Minimum Hardware and Software Requirements for CCCv5

With the introduction of CCCv5 changes have been made to the supported operating systems for the CCC Server.

The CCC Server is only supported on the following operating systems:

- Microsoft Windows 2000 Server
- Microsoft Windows 2003 Server

Note: Due to the IIS requirements of Crystal Reports this version of CCC is not supported on Windows NT.

The minimum recommended PC specifications have also changed:

Server PC: Pentium 2.0GHz or higher,
Minimum 512 Mbytes of RAM
40GByte hard disk (7200rpm)

Client PC: Pentium 800MHz or higher,
Minimum 256 Mbytes of RAM
>10GByte hard disk (7200rpm)

3.3 Hints and Tips

- Selecting the appropriate paper type ensures that the best fit versions of reports will be used. An option is presented which will require that the user specify a preference of either Letter Size (commonly used in the US) or A4 (commonly used in the rest of the world) size paper. This can be changed later, but an un-installation and reinstallation is required.
- The CCC Reporting service should run under a domain user account that is granted the appropriate privileges to access domain printers. Add the domain user to the local administrators group, this allows the service to run unrestricted.
- The Delta Server service should run under a domain user account with an associated MAPI profile. This will allow the Delta Server to send email notification alerts. Add the domain user to the local administrators group, this allows the service to run unrestricted.
- ‘Pop up blockers’ may prevent access to the CCC Reporting URL. To prevent a pop-up-blocker disallowing access to the CCC Reporting URL, add the CCC Reporting URL to the popup blockers' allow list.
- During the installation the following dialogue may appear "An option you selected requires that files be installed to or uninstalled from your system, or both. A Locked file C:\Winnt\system32\msvcp60.dll, was found while performing the needed file operations." Select the *ignore* button to complete the installation.
- The CCCv5 Delta Server has been redesigned to exclude the 'Lost’ and ’Outgoing Failed’ calls that were written to the Archiver whilst setting up a transit connection. Also, the CCCv5 Delta Server now includes statistics for calls that were incomplete due to the user hanging up before the number was fully dialled. These calls are now seen as 'Outgoing Unanswered' whereas in v4 they were not reported upon.

4 Known Issues

- The upgrade option is not available with this release. Any previous version of CCC will need to be uninstalled prior to a CCC v5 installation. See the Section 3 of this bulletin for full details of the upgrade procedure.
- It has been observed in the field that the Delta Server may show an 'Unknown22' state when a ‘merge’ is sent to the IP office. This causes the status of all Trunks to indicate a ‘busy’ state. Each Trunk will revert to its correct state when a call is received or made on that specific Trunk.
- The CRM Host configuration within the CCC Reporting Admin Console should be left blank until the CRM Server is available, with the relevant account details configured. The CCC Reporting Server service requires Windows authentication to the CRM server and the Windows account used must have a CRM Role. Failure to do this will result in an exception error when trying to access the Reports tab within CCC Reporter.
- To keep a chronological display in Monthly reports, the short date format in regional settings should be set to double digit on the CCC server – mm/dd/yy or dd/mm/yy.
- The Delta Server email notification will require at least one attachment be sent with each notification. Failure to include an attachment will result in the Delta Server service stopping.
- System summary reports will only display data when the period selected includes at least one outgoing call.
- The Agent Group Tabular Percentage In State report may not display the correct statistics if the IP Office is reset during the period that the 'time in state' calculations are made.
- CCV does not display an agent when in both BNA & BW. The agent is removed from the CCV display. The correct operation should display the agent in a BNA state.

- An error may occur whereby a connection to the CCC reporter initiates the following error:

  'Culture name <IE language name> is not supported. Parameter name: name'

  If this error message is displayed then change the user's Internet Explorer language option to English United States (en-us) and reconnect to the CCC Reporter URL. It will then be possible to change the language option within CCC; this setting will be kept as long as cookies are not deleted. The language setting for Internet Explorer can be changed back to the users preferred language at this point.
- The CCC Reporter export function to Excel incorrectly aligns 'NULL' data. This causes those columns with adjacent data to be mis-aligned.
- When running reports on MSCRM Accounts and Contacts, the phone number field rules should be observed:
  1. The Account phone number monitored by the CCC is the "Phone" field in the address section.
  2. The Contact phone number monitored by the CCC is the "Business Phone" field.
- The CCV Lost Call Functionality is not supported with this release. This will be available in a future release.
- The Longest Waiting timer for Trunk Group calls remains at 00:00 whilst calls are being queued.
- Reports that are cancelled within the 'Parameter Value' menu may initiate an 'Object Error' message. This message should be ignored.
- The Longest Waiting timer for group calls displays the time that the call entered the system, and not the time waiting against the particular queue. This will have an affect if the call is 'front-ended' by an auto-attendant / operator and then transferred to the group, as the Longest Waiting timer for the group will include the time spent with the auto-attendant/operator. The historical statistics will not be affected, and will report on the time that the call was queued against the group only.
- The Real Time Statistics for an Agent show 'busy' when answering a transferred call. The correct operation should show 'incoming'. The historical call data is correct for the number of calls answered for the Agent, although the activity statistics will be incorrect for both 'incoming' and 'busy' times.
- The Line status for an unannounced transfer over a Small Community Network line is shown as 'Incoming' when the call is connected. The correct operation should display 'Outgoing'.
- CCC custom reports make use of Crystal User Function Liberties (UFL). To create CCC Custom Reports on a host other than the CCC server the following DLL must be copied and then registered.
  1. From the CCC Server copy CRUFLCCReporter.dll from the CCC server located in the system32 folder of the CCC Server:
  2. Copy from CCC Server: \Winnt\system32\CRUFLCCReporter.dll
  3. To host creating CCC Custom Reports: \Winnt\system32\CRUFLCCReporter.dll
  4. To register the dll open a command prompt and type: Regsvr32 CRUFLCCReporter.dll

- When creating custom reports with the US Field Definition files ReporterAgent.1.0.0.1033 and ReporterIVRCallflow.1.0.0.1033, then the following must be adhered to:

Using Notepad, edit the config.xml file usually located in: -

C:\Documents and Settings\All Users\Application Data\Avaya\IPOffice\CallCenter\Reporting\
Edit the following line:
<add key="sqltables"value="ReporterAgent.1.0.0.2057,ReporterIVRCallflow.1.0.0.2057"/>
and update it to:
<add key="sqltables"value="ReporterAgent.1.0.0.2057,ReporterIVRCallflow.1.0.0.2057,
ReporterAgent.1.0.0.1033,ReporterIVRCallflow.1.0.0.1033"/>
Then restart the CCC Reporting service for this change to take effect.

5 Manuals & CD's

The latest CCCv5 manuals and CD are available from a certified Avaya distributor or can be can be downloaded from the IP Office Website from 4th February 2005:

http://support.avaya.com

6 Technical Training

For details of all the latest CCCv5 training courses please go to the Avaya Learning Center web site:

www.avaya-learning.com

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