



Avaya Call Reporting 4.2 Release Notes

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Document Changes

1/29/20 Avaya Call Reporting 4.2 Release Notes

Introduction

This document provides late-breaking information to supplement Avaya Call Reporting 4.2 software and documentation. For updated documentation, product support notices, and feature pack information, go to the Avaya Support site at <http://support.avaya.com>.

Installation

PRODUCT COMPATABILITY

For the latest and most accurate compatibility information, go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

BACKING UP THE SOFTWARE

Refer to the Deploying Avaya Call Reporting guide.

INSTALLING THE RELEASE

Refer to the Deploying Avaya Call Reporting guide. This can be found at ximasoftware.com/oemdownloads

For information about patches and product updates, see the Avaya Technical Support website: <https://support.avaya.com>.

TROUBLESHOOTING THE INSTALLATION

Refer to the Deploying Avaya Call Reporting guide.

UPGRADING TO THIS VISION

Updating to Avaya Call Reporting 4.0 from release 3.12.4 or later

Download and run the "Update" program for the appropriate operating system. The Updater is downloaded from https://forms.ximasoftware.com/oemdownloads-3_12

Note: Any prior version of Avaya Call Reporting can be updated to 3.12.4 directly, no intermediate updates are required.

Update to Avaya Call Reporting 4.0

Download and run the "Update" program for the appropriate operating system. The Updater software is downloaded from https://forms.ximasoftware.com/oemdownloads-4_0

- New services will be installed
- Data Migration will start automatically
- Both versions 3.12 and 4.0 will be running

Decommission 3.12 instance when ready

Once the database migration has completed, a message will appear in the top right corner of the Avaya Call Reporting 3.12 application homepage (status pane) indicating that the migration completed successfully.

Decommission the 3.12 instance and free up those system resources by selecting the "Decommission old (3.12) version of Avaya Call Reporting" option which is located in the Avaya Call Reporting 4.0 Java interface > Admin (System) > Manage Backups.

Updating to Avaya Call Reporting 4.2 from release 4.0 through 4.0.9

Download and run the "Update" program for the appropriate operating system. The Updater software is downloaded from https://forms.ximasoftware.com/oemdownloads-4_0

SALESFORCE INTEGRATION INSTALLATION

This is supported in Lightning Mode. Classic Mode is not supported. Salesforce Integration will be available via ximasoftware.com/oemdownloads, not the Salesforce AppExchange. This integration utilizes the Salesforce Open CTI API to enable screen pops and Click-to-Dial.

What's New

- Subscription pricing
- Simplified wallboard metric selection
- There is better support for the new languages provided
- Salesforce integration within the Contact Contact Agent Client

Translations Supported

Translations supported in this release.

- Chinese
- Czech
- Danish
- Dutch
- English
- French
- French (Canadian)
- German
- Hungarian
- Italian
- Mediterranean
- Portuguese
- Spanish
- Swedish

It's important to note that this list is only applicable to the HTML UI

Documentation Errata

NA

Contacting Support

CONTACT SUPPORT CHECKLIST

If you are having trouble with Avaya Call Reporting, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support website <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

CONTACT SUPPORT TASKS

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.