

cc: Discover Release Notes, v5.0 R2

This document explains changes to the cc: Discover suite of applications since the release of version 4.5.

cc: Discover Release Build Information

Initial Build Version: 5.0.2483

Release Date: April 2, 2012

Obtaining the Release Software

cc:Discover software must be obtained and installed through the CallCopy Support team. Software and services are only available to customers that have a current maintenance contract with CallCopy.

To inquire about obtaining a new release, please contact your CallCopy Account Manager, or e-mail projectmanagement@callcopy.com.

Server Requirements

The requirements cover cc: Discover, On-Demand, Screen Capture, and Insight. cc: Fusion, cc: Survey, cc: Analytics, and cc: Clarity have requirements in addition to those listed here. PBX-specific integration overviews explain additional hardware, software, and licensing requirements for call recording. Your CallCopy contact can provide integration overviews and CallCopy license information.

Hardware Requirements

Hardware requirements vary depending on the telephony integration type, components running, and the number of concurrent users in the system. cc: Analytics must be installed on a dedicated machine due to CPU usage. Hardware specifications are determined by the CallCopy Sales Engineering team during the sales process.

Software Requirements

- Operating System – Windows Server 2003 SP2/2008/2008 R2
- Database – Microsoft SQL Server 2008 with SQL Server Reporting Services. R2 requires SP1. R2 support depends on PBX integration. See the *cc: Discover 64-bit Compatibility Brief*.
- Web Server – Microsoft Internet Information Services v6.0, 7.0, 7.5 with ASP.NET 4.0 Extensions
- Protocols supported – IPv4

Prerequisites

The following software packages are required for the operation of the CallCopy software and will be installed on the server prior to installation of the cc: Discover software.

- .NET Framework v4.0 or greater
- Microsoft Visual C++ Runtime v8.0.50727.4053 – For more detail on this software see: <http://support.microsoft.com/kb/973544>

- Microsoft PowerShell v2.0 or greater – For more detail on this software see:
<http://support.microsoft.com/kb/968929>
- Windows Installer v4.5 or greater
- Microsoft Report Viewer Redistributable 2008 and 2010– For more detail on this software see:
<http://support.microsoft.com/kb/971119>

PC Requirements

These requirements are for PCs using the cc: Discover Web Portal, cc: Screen Capture client, On-Demand client, cc: Fusion, and cc: Insight desktop displays.

Users working with the portal's Web Player component normally require more powerful PCs due to the processing required for full audio and video playback. With those tasks in mind, CallCopy recommends exceeding the minimum system requirements.

Software Requirements

- Operating Systems: Windows XP/2003/Vista/2008/7
- Internet Explorer 7/8, Internet Explorer 9 (In Compatibility mode), Firefox 3.6+
- Microsoft Silverlight browser plug-in, v5.0.61118.0 – Required for Web Portal call playback.
- .NET Framework v3.5 SP1 or greater – Required for the operation of the Screen Capture Client software and will be installed on the workstation prior to installation of the software.

Hardware Requirements

Minimum Specifications:

- 2.0 GHz Processor
- 1 GB RAM
- 50 MB hard drive space
- 1280 X 800 – minimum screen resolution at 16 bit color depth

Recommended Specifications:

- 3Ghz or 1.6Ghz dual core
- 2 GB RAM
- 50 MB hard drive space
- 1280 X 1024 or higher screen resolution at 16 bit color depth

cc: Insight

The Insight requirements are in addition to the Discover requirements. See the *cc: Insight Widget Developer Guide* for requirements and prerequisites for widget development.

Hardware

Hardware requirements vary depending on the components running and the number of concurrent users in the system. Hardware specifications are determined by the CallCopy Sales Engineering team.

Software

In addition to the cc: Discover software requirements, cc: Insight requires for billboard displays:

- Internet Explorer 7/8, Firefox 3.6 - 11

Licensing

The CallCopy Sales Engineering team explains licensing requirements during the sales process.

If SSL is used in the network, a certificate file must be purchased from a vendor (e.g., VeriSign).

Major Features Added

- **cc: Clarity** – A new product to the cc: Discover suite, Clarity is a web based Workforce Management tool that can be used to forecast contact center call volumes, build optimized employee schedules and staffing plans, and display real-time adherence and status information about your employees. See <http://www.callcopy.com/products/workforce-management> for more information regarding this product.
- **New Database installer** – Database installation is now a separate process. This new process includes detailed logging, better error handling, and the ability to save install options for automated deployment.
- **Database redesign** – cc: Discover now uses two databases, one for user information shared across all CallCopy products, and a second for system and other data. Database structure has been redesigned for optimized transaction speeds and increased capacities. The cc: Clarity product is designed to use a third database for schedule, forecasting, and other workforce management data.
- **Security Roles** – Previous versions of Discover assigned permissions to each user account. Roles specify permissions and are assigned to one or more users. Users also can be assigned multiple roles. Now, permissions for multiple users can be changed by changing the permissions on just one role or adding or removing a role. This feature improves security by standardizing permissions management, while also reducing administration costs.
- **Thales ISS nShield Encryption Key Management support** – Keys created with CallCopy's cc_crypt.exe can be used with Thales ISS nShield hardware security modules for encrypting and decrypting files.
- **Improved cc: Voice recording failover modes (Buddy Cores)** – Improved resiliency feature that eliminates the need for having duplicate recordings and by-passes the limitations of some recording methods. Uses two recording cc: Voice Cores, a primary and secondary. The secondary runs in standby mode and monitors the primary. If the primary fails, the secondary detects the failure after a defined time and automatically starts recording.
- **Service Manager resource monitoring** – This feature was redesigned for easier deployment and use. The Manager displays the current CPU and Memory usage for each managed service.
- **Enhanced Auditing** – This function now tracks forty events including user creation, user changes, role changes, and password changes. Easier to understand messages and improved location tracking provide are included with this update.
- **Fixed Content Storage (XAM) support** – Records can now be archived to Fixed Content Storage systems that support the XAM API.
- **Avaya SMS integration support**
- **Avaya Proactive Contact v5.0 support**
- **Siemens OpenScape Contact Center v8.0 support**

Major Changed/Removed Functionality

- **Agent accounts converted to user accounts** – Earlier versions of Discover allowed for the creation of both user and agent accounts, with the latter having limited default permissions. Now, all accounts are user accounts, and permissions are assigned through roles. This change simplifies and standardizes user administration in order to improve security permissions.
- **Web Portal Active Directory changes** – Users with AD accounts and correct permissions can login to cc: Discover and have Discover accounts created automatically the first time they login. Security roles can also be assigned to the user based on AD group memberships. This function eliminates the need for manually creating the accounts.
- **Redesign of Web Portal Administration tab** – Administration functions have been grouped into settings-specific menus (e.g., Permissions, Recorder Settings, Web Portal Settings).
- **Discontinued support for legacy cc: Discover player.**
- **Discontinued support for legacy Channel maps.**

Upgrade Path

Due to database design changes made for v5.0, customers must be running v4.5 in order to upgrade. Customers running v4.4 or earlier must first upgrade to v4.5 and then upgrade to v5.0. There is no software cost for migrating to v4.5 as part of the upgrade.

Full Changes in this Release

cc: Voice

New/Changed Features

Issue Type	Key	Summary
New Feature	RECORDER-2444	Migrate Cisco UCCE/UCCX integrations to Core architecture
New Feature	RECORDER-2527	H.323 Passive Trunk Recording
New Feature	RECORDER-2530	CTI Core - Avaya PC 5.0 Support
New Feature	RECORDER-2593	Avaya TSAPI - Dynamically monitor stations based on agent login
New Feature	RECORDER-3208	Multiple Archiver instance support - allow each instance to only process from specified actions
New Feature	RECORDER-2658	Revation Active SIP Integration
New Feature	RECORDER-2748	SimpleSupport Tool - System information collection utility
New Feature	RECORDER-2895	IP Phone registration via Avaya SMS integration
New Feature	RECORDER-2899	AvayaPC 5.0 support
Improvement	RECORDER-3110	CTI Core - Create Record Failed Channel Event message
New Feature	RECORDER-3112	Siemens OpenScape Contact Center v8.0 Integration
New Feature	RECORDER-3172	Fixed Content Storage (XAM CAS) Archiving Support
New Feature	RECORDER-3248	CTI Core - Ability to perform a controlled failover to a second Core (Buddy Cores)
New Feature	RECORDER-3334	Avaya DMCC - Initiate Multiple registration on agent login
New Feature	RECORDER-3564	allow user fields 6-15 for the recording stop API event
New Feature	WEB-2789	Multiple Analytics Engine support

cc: Screen

New/Changed Features

Issue Type	Key	Summary
Improvement	MED-1	Improved Live Monitoring/Screen Capture scalability
New Feature	RECORDER-2597	JPEG Compression for mirror driver captures
Improvement	RECORDER-2701	Suppress excessive log messages in screen capture server

cc: Quality

New/Changed Features

Issue Type	Key	Summary
Improvement	WEB-2250	Clarify Evaluation ID vs. Record ID in reports
New Feature	WEB-2862	Highlight enabled/disabled QA Forms on List Forms page for easier viewing

cc: Reports

New/Changed Features

Issue Type	Key	Summary
New Feature	RECORDER-3141	Improved Database/Reporting graphical installer
New Feature	SURVEY-177	Survey Report: Detail Report, survey per line
New Feature	WEB-2085	New Call List Filter - Filter by agent name
Improvement	WEB-2216	Remove 'CCP Unavailable' warning on Playback
New Feature	WEB-2702	Improved Auditing system - add originating IP address to every event, improve audit messaging, support auditing all actions in application

cc: Analytics

New/Changed Features

Issue Type	Key	Summary
New Feature	ANALYTICS-59	Add Speech Analytics enabled/disabled on per Schedule basis
New Feature	WEB-2789	Multiple Analytics Engine support

cc: Surveys

New/Changed Features

Issue Type	Key	Summary
Story	SURVEY-110	Integrate Surveys into Discover Web/Installer
New Feature	SURVEY-186	Add a setting to allow playing a question back if an invalid response was selected and Invalid_Response file is being used
New Feature	SURVEY-187	Make the wait time for digit presses configurable

Web Portal

New/Changed Features

Issue Type	Key	Summary
New Feature	RECORDER-2727	Groups can now be active/inactive
Improvement	WEB-1990	Allow default Call List column selection to be set for new users
New Feature	WEB-2036	Live Monitoring - ability to expand player to full screen
Improvement	WEB-2171	Clarify Survey menu item titles
Improvement	WEB-2262	Call List - Highlight record row on mouse over
New Feature	WEB-2519	Ability Web Player to connect to separate servers for Playback and Live Monitoring
Improvement	WEB-2935	Update Live Monitor Analyser to be able to parse all streams into files for debugging issues easier.
Improvement	WEB-3047	CTI Monitors - Add numerical sort.
New Feature	WEB-3382	Indicate locked workstations on Live Monitoring status list
New Feature	WEB-464	Add CallList setting to display/hide each type of QuickFilter.
New Feature	WEB-518	Convert user permissions to Security Role based system
New Feature	WEB-1847	Automatically create CallCopy user account on first login attempt if user is a member of an authorized AD group
New Feature	WEB-1847	Assign user's security role (permissions) based off AD Group membership on first login
New Feature	RECORDER-2522	TLS Encryption Support for audio/screen capture playback
New Feature	RECORDER-2445	Native Playback/Live Monitoring for all supported CCA and VOX formats
New Feature	RECORDER-3207	Combine user and agent accounts into a unified 'user' type.

cc: Fusion

New/Changed Features

Issue Type	Key	Summary
New Feature	WH-10	Add support for 'keepdays' call update function
New Feature	WH-11	Support Windows 7 temp directories for logging
New Feature	WH-22	Add ability for script to get a value from a window
New Feature	WH-6	Add option to hide the icon in the task tray for fusion.
Improvement	WH-7	Add capability to set archive action in callupdate api call

cc: Clarity

New/Changed Features

This is a new software system. See the Clarity release documents for information.

Related Documentation

Installation Instructions

Installation Manuals are provided to authorized CallCopy distributors only. If you need to obtain installation documentation, please contact your Account Manager.

Manuals

All Administrative and End-User manuals for the software can be obtained from the CallCopy online customer success portal, cc: Community at <http://success.callcopy.com>.