

cc: Discover Release Notes, v5.2

This document explains changes to the cc: Discover suite of applications since the release of version 5.2.

cc: Discover Release Build Information

Initial Build Version: 5.2.8

Release Date: 31 May 2013

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

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 And Changes

Ad Hoc Reporting: Enables users to analyze data and create custom, reusable reports. Users control the data in a report and how the data appears. Reports can be displayed in RDL format with capability to export to Excel, Word, and PDF. Reports can also be displayed in interactive HTML format for in-app presentation. Data from recordings, quality management, workforce management, Voice of the Customer surveys are all available as data sources.

QM Evaluation Dispute Process: Administrators now have the option of allowing agents to dispute evaluation scores electronically via an arbitration system built into evaluation forms. Evaluators can select third party arbitrators in the system. All dispute status history and comments are tracked and delivered via the Assignment Inbox feature.

QM Evaluation Text Boxes: Limits have been placed on the special characters that can be used in free-form text boxes on evaluations. Only the following characters may be used without generating an error: percent signs (%), parentheses, hyphens, commas, and periods. In addition, these fields are limited to 1,500 characters (including spaces).

Forecasted Volume Editor: When viewing historical call volume data in the acquisition step of forecasting, you now have the ability to modify call volumes over multiple call volumes (up to one month in a single operation). Call volumes can be modified across multiple skills simultaneously. Users have the option of modifying volume by raw number or percentage.

Leave status displays for agents in Real Time Roster: When viewing the Real Time Roster, users will now be able to identify agents that were originally scheduled, but now have updated schedules due to a Leave Request or Call-Off. The type of Leave Request or Call-Off will display in the 'Scheduled' column on the Roster view.

Incremental Leave Requests: PTO is now broken down in to 15 minute increments as opposed to the entire block of time included in a scheduled shift. Associates are no longer forced to request an entire shift off of work as they can more specifically target the time they need to be away from work. Configurability allows for organizations that represent PTO in smaller increments to accurately represent the amount of PTO allocated and used by its associates.

Mass Shift adds in Overview Report: Enhanced functionality allows users to add a single shift to multiple schedules. Shifts can be added to existing schedules after publication.

Full Changes in This Release

General

Issue Type	Key	Summary
Feature	COM-55	5.2 Database Consolidation
Feature	COM-265	Reporting Engine
Feature	COM-296	Reporting Framework

cc: Clarity

Issue Type	Key	Summary
Feature	WFM-5461	Saveable Search Filters
Feature	WFM-5729	Service Level Snapshot
Feature	WFM-5763	WFM Ad-Hoc Reporting
Feature	WFM-5806	Forecasted Volume Editor
Feature	WFM-5808	Incremental PTO for Clarity
Feature	WFM-5821	Display Forecast Outlier Details
Feature	WFM-5859	AHT Goal Configuration
Feature	WFM-5901	Modifications to the Service Level Snapshot Widget
Feature	WFM-5905	Add a "Mass Shift Add" to the 'Overview' report in Clarity
Feature	WFM-5918	Data Import Formatting
Feature	WFM-5921	Leave Request Real Time Roster Display

cc: Discover

Issue Type	Key	Summary
Feature	COM-269	Discover Ad-Hoc Reporting

cc: Quality

Issue Type	Key	Summary
Feature	QM-54	Quality Assurance Dispute
Feature	WFM-5828	QA Benchmark Widget

cc: Survey

Issue Type	Key	Summary
Feature	SUR-5053	SIP Survey Call Linking

cc: Voice

Issue Type	Key	Summary
Feature	VOI-5250	Cisco JTAPI CTI Core Integration
Feature	VOI-5275	Remote Core Connector
Feature	VOI-5306	Add OnDemand Permission to user profile for hiding the recording state when call isn't initiated by OnDemand
Feature	VOI-5367	Audio Pitch Correction
Feature	VOI-5408	Cisco BIB SIP Trunk Failover Support

Known/Outstanding Issues

Issue Type	Key	Summary
Fix	COM-73	The system status page displays all users who have logged in recently rather than all users who are logged in.
Fix	COM-195	WEB-1703 - If a user is logged in on multiple computers or browsers and they log out in one it will remove them from the list of logged in users even if they remain logged in on the other.
Fix	COM-560	5.0 SP1 Web Portal Database Failure Page
Fix	COM-565	OnDemand not stopping recordings
Fix	COM-620	Using existing configuration file in database installer, wrong "version detected" is displayed in installer screen.
Fix	COM-630	db_version table and it has some old entries
Fix	COM-636	Links to CallCopy external player do not open properly to play the call back if you are not already logged into CallCopy
Fix	COM-684	HTML charts lag in IE
Fix	COM-733	Reporting - Data Parameter Issue with English based Cultures
Fix	COM-736	If a user logs out from the New Assignments or Reviewed Assignments page, they will not be directed to these pages on login.
Fix	COM-737	When a user logs out from a non-default dashboard, they are directed to the non-default dashboard rather than the expected default dashboard.
Fix	COM-740	5.2 Regression- Web Portal Settings Window- Edit Widget Window Formatting Errors
Fix	COM-778	Deployment 5.2: After uninstalling the CallCopy product, a CallCopy\bin folder remains.
Fix	IN-20	TOOL-195 -The drag/drop control in the toolbar does not always highlight.
Fix	QM-159	Unable to acknowledge a QA - Potentially Dangerous Form
Fix	QM-164	5.2 Regression- Search QA Evaluations- Saved Criteria and Criteria Hide Button Error
Fix	QM-166	5.2 Regression- Search QA Acknowledgements- Acknowledgement Required Criteria
Fix	QM-8	5.0 - When access to the contents folder is denied when a user attempts to upload a content item, the page appears to be stalled and no user message is displayed.
Fix	QM-31	WEB-2082 - When current call list is filtered in a way to include large number of calls, timeout occurs when user tries to navigate to furthest pages.
Fix	QM-32	WEB-1986 - The Calendar Quick Filter does not have days with calls highlighted and in some cases, not all of the days appear on the calendar due to a database timeout error.
Fix	WFM-6024	5.2 Regression - Clarity Forecast>Acquire - Required Field Validation
Fix	WFM-6025	5.2 Regression - Clarity Stand Alone Installation - AdHoc Permissions
Fix	WFM-6026	5.2 Regression - Clarity Create Employees Page- Device Unique ID

Related Documentation

Installation Instructions

Installation Manuals are provided only to authorized CallCopy distributors. 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>.