



Release Notes for Uptivity Discover Suite, v5.3

This document explains changes to the Uptivity Discover Suite since the release of version 5.2.

Release Build Information

Initial Build Version: 5.3.30

Release Date: 12/9/2013

Obtaining the Release Software

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

To inquire about obtaining a new release, please contact your Uptivity Account Manager.

Server Requirements

The following server requirements apply to all of the Uptivity Discover Suite except for certain products that have requirements in addition to those listed here. These include Uptivity Desktop Analytics, Uptivity Surveys, Uptivity Speech Analytics, and Clarity by Uptivity.

PBX-specific integration overviews explain additional hardware, software, and licensing requirements for call recording. Your Uptivity contact can provide integration overviews and Uptivity license information.

Hardware Requirements

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

Software Requirements

- Operating System – Windows Server 2008/2008 R2
- Database – Microsoft SQL Server 2008 with SQL Server Reporting Services. R2 requires SP1. R2 support depends on PBX integration. See the *Discover 64-bit Compatibility Brief*.
- Web Server – Microsoft Internet Information Services v7.0, 7.5 with ASP.NET 4.0 Extensions
- Protocols supported – IPv4

Prerequisites

The following software packages are required for the operation of the Uptivity software and will be installed on the server prior to installation of the 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

The following PC requirements apply to PCs using the Discover Web Portal, the Uptivity Desktop Recording client, the Uptivity Call Recording client, Uptivity Desktop Analytics, or the Discover toolbar.

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, Uptivity recommends exceeding the minimum system requirements.

Software Requirements

- Operating Systems: Windows XP/2003/Vista/2008/7
- Internet Explorer 8, Internet Explorer 9 (In Compatibility mode), Firefox ESR 17 – ESR 23
- Microsoft Silverlight browser plug-in, v5.0.61118.0 – Required for Web Portal call playback.
- .NET Framework v4.0 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 Uptivity 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

Projected Over/Under Staffing and Service Level Reporting: Clarity by Uptivity now offers the ability to view projected over-staffing, under-staffing, and service levels during schedule creation when using forecast data. Clarity will run simulated, forecasted call data through generated schedules to allow users to identify gaps and make adjustments to staffing prior to schedule publication.

Achievements: Managers can set up automatic and ad hoc point-bearing awards that motivate and reward agents for improving individual, team, and center performance. Individual and team achievements are communicated via email alerts and dashboard widgets displayed on agent desktops.

Saving In-Progress QA evaluations: Evaluators can start evaluations, save them, and return at a later time to complete the evaluation. Other evaluators can also complete in-progress evaluations if needed. The Start and Completed Dates enable users to employ ad hoc reporting to track whether evaluations are being completed in a timely manner.

Enhanced Ad Hoc Reporting: Users can now create matrix reports and line graphs to show trends across time periods (e.g., days, weeks, months). Additional data fields include QA Score %, Survey Score %, and QA Review process data (e.g., arbitrators, Questioned Count, Disputed Count, Score Changes).

Speech Analytics Ad Hoc Reporting: Users can now design custom speech analytics reports using additional data fields and search criteria. This feature provides greater insight into agent behavior and call activity by enabling exploration of the data.

Active Directory Multiple Domain Support: Customers that authenticate via Active Directory can now configure Discover to work with multiple domains, simplifying user management.

Cisco JTAPI Integration Support: Uptivity now supports integration with Cisco Unified Communication Manager using the Cisco JTAPI client in addition to the previously supported TAPI client.

Call Segments: Users can now easily listen to a caller's complete interaction. If the caller was transferred to several agents, the user can find all associated recordings. Currently only supported in the Avaya TSAPI integration.

Info Broker Service: This new service allows for greater system growth, expandability, and scalability by splitting the Web Media Server's tasks between it and the Info Broker. In this way, the Info Broker can direct Live Monitor traffic and requests between components rather than sending all traffic to the Web Media Server.

Known/Outstanding Issues

Issue Type	Key	Summary
Fix	ANL-5072	Analytics not handling encrypted stereo.wav files
Fix	ANL-5147	5.3 Regression - Analytic Criterion Edit screen error statement
Fix	COM-1080	When the Target Calls field is blank on a schedule Save, the user error displayed indicates that the Target Percent value is missing.
Fix	COM-1375	TOOL-195 -The drag/drop control in the toolbar does not always highlight.
Fix	COM-1586	5.3 Regression - Report Tools > Report Library - After selecting a report criteria to run, incorrect back button navigation
Fix	COM-2631	Installer needs to set the App Pool to Integrated mode
Fix	COM-2773	Create Schedule - Table Formatting Differences Compared to ASPX
Fix	COM-2791	5.3 Regression - Service Manager - Services Are Not Always Removed on First Attempt
Fix	COM-2794	5.3 Regression - Service Manager - Page Stops Refreshing and Displays Script Error
Fix	COM-2849	Automation: When navigating from the Security page to another page, errors occur and the next page load can take 20-40 seconds.
Fix	COM-2870	5.3 Regression - Missing Message Text When Deleting Analytic Tag Groups
Fix	COM-2871	5.4 Changes to Acknowledgment Spelling
Fix	COM-2873	5.3 Regression - Categories > New Category
Fix	COM-2879	5.3 Regression - Login - Locked Message is Displayed for Superusers that are not Locked
Fix	COM-2880	5.3 Regression - Blank Rows in Ad Hoc Reports
Fix	COM-2883	Workstations List Column Sorting/Mouse Cursor
Fix	COM-607	Application installer should be modify with one database.
Fix	COM-620	Using existing configuration file in database installer, wrong "version detected" is displayed in installer screen.

Issue Type	Key	Summary
Fix	COM-684	HTML charts lag in IE Ad Hoc
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-758	Regression 5.2: If a dashboard has multiple instances of a widget for which the user does not have the necessary permissions, the user permission message is displayed on only the 1 - 2 instances.
Fix	COM-761	5.2 Regression- Discover Scheduling- Record N Calls Schedule Editor Mislabeled
Fix	COM-778	Deployment 5.2: After uninstalling the CallCopy product, a CallCopy\bin folder remains.
Fix	QM-164	5.2 Regression- Search QA Evaluations- Saved Criteria and Criteria Hide Button Error
Fix	QM-178	When a user clicks the Done icon for a CMS item in the Assignment Inbox Widget, any entries in the Pending Assignment tab are removed.
Fix	QM-325	Groups Page Displaying Deleted Agents
Fix	QM-364	Discover timed out while creating a QA form
Fix	QM-372	Status field is a required field but 'All' is not selected
Fix	QM-385	Attempting to Edit a Deleted Saved In Progress Evaluation Opens the Discover Home Page in a Sub-Window
Fix	QM-386	Save In Progress Evals - Saving Changes to a Deleted Evaluation Says "Saved Successfully" When They Aren't
Fix	QM-387	5.3 Regression - Evaluation In Question Status Can Be Modified By Someone Other Than The Evaluator
Fix	QM-388	5.3 Regression - The number of items listed for an agent is incorrect. Page shows one number while the count on the left side link is another
Fix	QM-389	5.3 Regression - Edit QA Permission Not Working As Expected
Fix	QM-390	5.3 Regression - KPI widget not refreshing on setting change
Fix	SUR-5065	5.2 Regression- Surveys- Import/Export Error

Issue Type	Key	Summary
Fix	VOI-5433	5.2 Regression Saving a Schedule State seems not to happen properly on CTIScheduleStates.aspx page
Fix	VOI-5434	5.2 Regression - Ondemand Client About Page Copyright Update
Fix	VOI-5738	5.3 Regression - Poor Performance On Live Monitor Page Using IE8
Fix	VOI-5739	5.3 Regression - Administration - Workstation Settings - Instructions for File Import Do Not Match Results (LocationID)
Fix	VOI-5740	5.3 Regression - Non-Editable Fields On Transcoder Page Can Be Edited
Fix	VOI-5741	5.3 Regression - Administration - Voice Boards - Unexpected Error Occurs in Remarkably Unique Scenario
Fix	WFM-5887	Adherence Schedule Bar Hover - Not Showing Full Date Range When Spanning Multiple Days
Fix	WFM-6026	5.2 Regression- Clarity Create Employees Page- Device Unique ID
Fix	WFM-6034	Regression 5.2: When the user searches for an employee in the Leave Requests, a page error is triggered and the table sort arrows do not appear immediately with the results displayed.
Fix	WFM-6060	On ModifyPredict page, "Modify Selected" dialog box does not match with dialog box on ModifyAcquire page.
Fix	WFM-6224	Generic Browser 'purchase' warning in Clarity when changing Timezone on User Settings
Fix	WFM-6346	5.3 Regression - Sort By Date On Edit Business Closures Not Correct
Fix	WFM-6347	5.3 Regression - Sort By Date On PTO Blackout Dates Page Not Correct
Fix	WFM-6349	5.3 Regression - Add PTO Blackout Date Without Description - Missing Warning Message
Fix	WFM-6365	Import error from the Forecast > Acquire > Import data from a file page.
Fix	WFM-6374	Over/Under service crashes when no email is in user profile. No user impact.
Fix	WFM-6375	5.3 Regression - Predict Chart - Modified Selected Not Displaying Correctly
Fix	WFM-6376	5.3 Regression - Predict Chart - Add Event To Selected Not Working
Fix	WFM-6379	5.3 Regression - Over Under and Service Level report data is not matching correctly for some 15 min intervals.

Related Documentation

Installation Instructions

Installation Manuals are provided only to authorized Uptivity 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 Uptivity online customer success portal at <https://success.uptivity.com>.



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What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, and call recording. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.