Customer Release Notes for Uptivity WFO, v5.6

This document explains changes to Uptivity WFO since the release of version 5.5.1.

Release Build Information

Initial Build Version: 5.60.98

Release Date:

Obtaining the Release Software

Cloud customers will receive information regarding the update timeline for their deployment. For premise-based customers, Uptivity WFO 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, contact your Uptivity Account Manager.

Customer Site Requirement Changes

> ℹ For complete information regarding site requirements, see *Customer Site Requirements for Uptivity WFO, v5.6*. Premise-based customers should also refer to the Customer Guide for their PBX integration.

Server Hardware

Hardware requirements vary depending on the telephony integration, Uptivity Discover WFO components used, and number of concurrent users in the system. No new hardware requirements have been introduced in v5.6.

Server Software

- SQL Server 2014, Enterprise and Standard editions, is now supported for Uptivity WFO servers.

- .NET Framework v4.5.1 is now required and will be installed as a pre-requisite by installation teams on any Uptivity WFO servers located at the customer site.

- No other server software changes have been introduced in v5.6.

User Workstation/PC

> ℹ When screen recording and/or desktop analytics are used, Uptivity WFO Sales Engineering should be consulted for recommended system requirements based on business needs.

- The Windows 8.1 operating system is now supported for all user workstations running screen recording and desktop analytics, as well as for premise-based customers using Uptivity on-demand recording.

  Premise-based customers using Uptivity on-demand recording and Windows 8.1 should be aware that .NET Framework v2.0 is required for installation of the on-demand client, and is **not** included by default with this operating system.

- Because cloud deployments integrate with other inContact applications like Agent and Central, where Internet Explorer 8 is no longer supported, this browser is not supported for cloud-based Uptivity WFO customers.

- This version adds support for the following web browsers: Internet Explorer 10, Firefox ESR 31, and Google Chrome 40. Firefox ESR 17 is no longer supported.

  Google has announced that, beginning with Chrome v42, Microsoft Silverlight is no longer supported by default. In September, 2015, Silverlight will no longer be supported at all in Chrome. Silverlight continues to be fully supported by Internet Explorer and Mozilla Firefox.

  The Discover Web Player uses Silverlight functionality. All features of the Discover and Clarity Web Portals work with Chrome v42 and higher with the exception of functionality using the Interactions List tab. This includes locating and playing recordings as well as live monitoring of agents. Users should take these factors into account when choosing a web browser.

  Development of an HTML5-based interface for call retrieval and playback is underway and slated for release in the near future. HTML5 technology is supported by Chrome.

Licensing

The Uptivity WFO 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 Enhancements

For additional information, see the technical documentation reference or ask your Uptivity WFO representative. Features are available to both cloud-based and premise-based customers unless otherwise specified.

Call & Screen Recording

Real-Time Blackouts: Discover can now pause and resume recording of audio and screen in real-time to prevent sensitive data from being captured. For premise-based customers, real-time blackouts are an addition to the previous method, in which Discover tagged parts of a call for blackout and then deleted the tagged section of the recording during the transcoding process. For cloud-based customers, real-time blackouts are enabled by default. Reference: *Discover Administration Manual v5.6*.

Manual Player Blackouts: Users with appropriate permissions can now manually apply a blackout to a recorded interaction. This feature can supplement scripted or on-demand blackouts and provide an extra layer of protection if sensitive data is inadvertently recorded. Reference: *Discover User Manual v5.6*.

Call Exporting Enhancements: When users export a recording, they can now rename the exported file by means of user-defined filename masks. They can also export multiple records in a single batch. Reference: *Discover User Manual v5.6*.

Multi-DN Support: *Applies only to premise-based customers with Avaya DMS-MLS integrations.* This enhancement to our Avaya DMS-MLS recording integration can allow Discover to record all physical keys on a single IP phone; previously, there was a 2-key restriction. Reference: *Uptivity WFO Customer Guide to Avaya DMS-MLS Integrations*.

Agent-Initiated Recording Playback: *Applies only to cloud-based customers.* Recordings initiated by agents using inContact Agent can now be searched for and retrieved in the Discover Call List, and played back using the Discover Web Player. This allows for recording of specific interactions (or portions of interactions) that might not otherwise be recorded, or that need to be retained for different periods. It also allows for unified search and playback in regard to both agent-initiated and scheduled recordings. Reference: *inContact Discover WFO User Administration Manual v5.6* and *inContact Discover User Manual v5.6*.

Avaya IP Office Integration: *Applies only to premise-based customers.* Uptivity WFO now integrates with Avaya IP Office v9.0 for call control and metadata. The integration supports both passive VoIP and TDM (station tapping) for audio acquisition. Reference: *Uptivity WFO Customer Guide to Avaya IP Office Integrations*.

Unify OpenScape Voice Integration: *Applies only to premise-based customers.* Uptivity WFO now integrates with Unify OpenScape Voice v7.0 for call control and metadata. The integration supports passive VoIP audio acquisition. Reference: *Uptivity WFO Customer Guide to Unify OpenScape Voice Integrations*.

Quality Management

Calibration: QM administrators can now have multiple evaluations completed for the same recorded interaction for purposes of calibration. Calibration evaluations do not affect agent and group scores and trending, and can be reported on separately. Reference: *Discover Quality Management Manual*.

Filtering Enhancements: Users can now filter by agent status when searching QA evaluations, QA acknowledgments, and content acknowledgments. Reference: *Discover Quality Management Manual*.

Completed Evaluation Enhancements: Completed evaluation forms now show the date and time the evaluation was completed. In addition, when agents view their completed evaluations, they will not be able to see the name of the evaluator unless they have specific permission to do so. Reference: *Discover Quality Management Manual*.

Reporting

Audio Information for Ad Hoc Reports: Discover applies audio information tags to a recording based on the audio information in the call. The available tags are Silence and Crosstalk. Previously these tags could only be used in ad hoc reporting by customers with the optional speech analytics module. Under the Derived Audio Tags heading, audio information tags have now been added for use with call recording ad hoc reports. Reference: *Discover Reporting Manual*.

Calibration Reports: Several new reports, and new versions of existing reports, are now available to support the Calibration feature in Discover Quality Management. Reference: *Discover Quality Management Manual*.

Workforce Management

Custom Location Support for Employee Photos: *Applies only to premise-based customers.* Customers can choose to have employee photos stored in a custom location. Reference: *Clarity Administration Manual*.

Request Approval Enhancements: Customers can now grant a user permission to approve shift swap requests on the Processes report without also granting them permission to approve leave requests. Previously, these permissions were linked. Reference: *Clarity Administration Manual*.

Processes Report Enhancements: Users can now control the number of leave and shift swap requests shown per page on the Processes report screen. Reference: *Clarity User Manual*.

Shift Swap Workflow Enhancement: When two employees have agreed to a shift swap, Clarity notifies their Supervisor(s) via email that the swap is pending approval. Previously, Supervisors had to monitor the Processes report or the Dashboard widget on their Home page to be aware of pending swap requests. Reference: *Clarity User Manual*.

Adherence Data Export: Adherence data can now be exported to a .csv file for reporting or use in other applications. Reference: *Clarity User Manual*.

Performance Management

inView Integration: Uptivity WFO now integrates with inView performance management to provide customers with a unified view of all activity and data related to the contact center. inView collects information from Discover WFO data sources, then transforms and presents it in a visual format.

Survey

New Survey Types: *Applies only to cloud-based customers.* In earlier versions, only one method of survey presentation was supported: after the agent/caller interaction ended, Discover called the customer using CallerID and delivered the survey. In conjunction with inContact Studio v15.1, this release adds support for three additional types of survey delivery:

- The caller can provide a different number for survey callback.

- The caller can be directly transferred to the survey at disconnection of the agent leg of the call.

- The caller can be directly transferred to a survey by dialing a specific number (thus enabling surveys for purposes unrelated to a contact center interaction).

Functionality Changed or Removed

- **Service Level Goals in Clarity:** All Skills are now required to have an associated service level goal.

- **Shift Template Configuration Errors:** Clarity now prevents users from configuring Shift Templates with activities that begin or end outside the duration of the shift.

Known End-User Issues Resolved in v5.6

Issue Type	Key	Summary of Issue
Call and Screen Recording		
User Interface	140477	Roles with a space at the beginning of the name display incorrectly.
User Interface	140553	Discover News Widget settings screen displays incorrectly.
Workforce Management		
Functionality	135736	Activities that span two days (for example, a "lunch" hour from 11:30pm-12:30am) do not display when the user hovers over the shift.
Functionality	141938	Bidding schedule creation workflow reverts to standard schedule creation workflow when attempting to navigate directly to other steps within the workflow.
Functionality	143202	Labor rule violations for previous week are displayed when saving changes to schedules via employees' profiles.
Functionality	143378	Shift swap requests are not displaying eligible shifts correctly in some scenarios.
Functionality	144352	Inconsistent behavior when navigating dates within the Over/Under and Service Level reports.
User Interface	143192	Scroll bar position does not reset after saving changes to a user profile.
Functionality	141703	Portions of approved leave requests that span midnight are not displayed within Overview Report.
Functionality	143029	End date of PTO blackout dates are displayed as one day ahead.
Functionality	143189	PTO blackout dates cannot span December 31/January 1.

Known End-User Issues for v5.6

Issue Type	Key	Summary of Issue
Call and Screen Recording		
Functionality	140474	In some cases, multiple attempts may be needed to remove a service from the Service Manager.
User Interface	139964	The "Generate Channel Maps" field label is duplicated on the VoIP Sniffer Voice Board page.
Functionality	140551	The Play Call Segments Forward/Back buttons in the Web Player do not work with one-second or no audio recordings.
Functionality	142672	When a user tries to discard a service application in the Service Manager, the error message "Can't delete an unregistered service" is erroneously displayed.
Functionality	153909	Video blackouts fail in some scenarios.
Reporting		
Functionality	154904	When a user filters for silence or crosstalk in ad hoc reporting, incorrect results may be returned.
User Interface	155234	When a user selects a report for a new Report Subscription, the window scrolls to the bottom of the page.
Quality Management		
User Interface	140550	On the Achievement Detail page, the group column header may not display custom terminology correctly.
Functionality	152844	When a user edits a completed evaluation that includes free text questions, the text from the question may disappear.
User Interface	153141	The settings icon does not work in the Assignment Inbox widget.
Workforce Management		
User Interface	156400	The Weekly Total/Max Staffing widget on the Schedule Overview may show incorrect agent shifts on Sunday in some scenarios.
User Interface	156402	The Weekly FTE widget on the Schedule Overview may show an incorrect number of FTEs on Sunday in some scenarios.

Related Documentation

Installation Instructions

Installation Manuals and Installer Integration Guides are provided only to authorized Uptivity WFO Partners. If you need to obtain installation documentation, contact Uptivity WFO Support.

Manuals

Premise-based customers can obtain administrative and end-user manuals for the software from the Uptivity WFO online customer success portal at https://uptivity.force.com.

Cloud-based customers can find relevant administrative and end-user manuals in the Content Library of their Discover Web Portal.