

Uptivity WFO External Release Notes v5.7

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Uptivity WFO External Release Notes

- **Version** – v5.7
- **Last Revision** – September 2015
- **About inContact** – inContact (NASDAQ: SAAS) is the cloud contact center software leader, helping organizations around the globe create customer and contact center employee experiences that are more personalized, more empowering, and more engaging today, tomorrow, and in the future. inContact continuously innovates in the cloud and is the only provider to offer core contact center infrastructure, workforce optimization plus an enterprise-class telecommunications network for the most complete customer journey management. Winner of the 2014 CRM Magazine Rising Star Award, inContact has deployed over 1,800 cloud contact center instances. leader in cloud contact center software, helping organizations around the globe create customer and contact center employee experiences that are more personalized, more empowering and more engaging today, tomorrow and in the future. inContact focuses on continuous innovation and is the only provider to offer core contact center infrastructure, workforce optimization plus an enterprise-class telecommunications network for the most complete customer journey management. Uptivity WFO offers inContact customers a choice of deployment options. To learn more about Uptivity WFO for premise or hybrid environments, visit www.uptivity.com.
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Introduction to Uptivity WFO, v5.7

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

Release Build Information

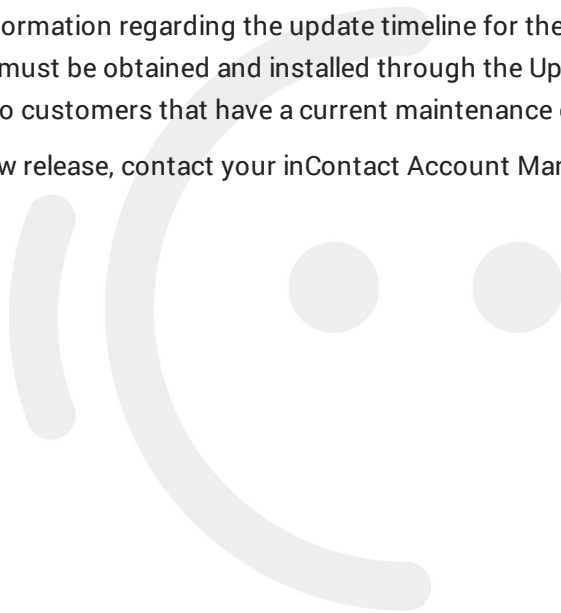
Initial Build Version – 5.70.17

Release Date – September 1, 2015

Obtaining the Release Software

Cloud customers will receive information regarding the update timeline for their deployment. For premises-based customers, Uptivity WFO software must be obtained and installed through the Uptivity WFO Installation team. Software and services are only available to customers that have a current maintenance contract with inContact.

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



Customer Site Requirement Changes

i For complete information regarding site requirements, see *Customer Site Requirements for Uptivity WFO, v5.7* and the appropriate Customer Integration Guide.

Server Hardware

Hardware requirements vary depending on the telephony integration, Uptivity WFO components used, and number of concurrent users in the system.

No new hardware requirements have been introduced in v5.7.

Server Software

RabbitMQ is now required for all Uptivity WFO systems. This "service bus" manages communication between Uptivity WFO services and applications.

At least one instance of **RabbitMQ** must be installed at every site in a customer's system; best practice is to have two servers hosting RabbitMQ at each site. For additional information, talk to your Uptivity WFO Sales Engineer.

No other server software changes have been introduced in v5.7.

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.

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 Internet Explorer 11.

Google has announced that, beginning with Chrome v42, Microsoft Silverlight is no longer supported by default. Beginning with Google Chrome v45, Silverlight will no longer be supported at all. Silverlight continues to be fully supported by Internet Explorer and Mozilla Firefox.

The Uptivity WFO 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.

The first two development phases of an HTML5-based interface for call retrieval and playback have been completed. This interface, slated for release in the near future, will help Uptivity WFO:

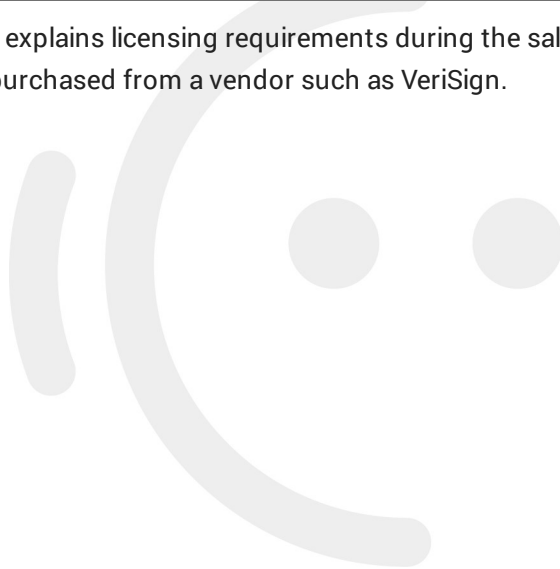
- Standardize recording formats in a central location
- Further optimize playback speed and scalability
- Provide greater flexibility in UI updates, testing and integration, and
- Eliminate the need for third party plug-ins (such as Silverlight)

We are continuing development on Phase III to offer additional capabilities and enhanced performance in the HTML5 format. HTML5 technology is supported by Chrome.

If your web browser standard is Google Chrome (in other words, Internet Explorer or Firefox are not an option), please see your sales or support representative about potential early use of HTML5. Note that HTML5 interaction list functionality is limited and live monitoring is not yet supported.

Licensing

Uptivity WFO Sales Engineering explains licensing requirements during the sales process. If SSL is used in the network, a certificate file must be purchased from a vendor such as VeriSign.



Major Features and Enhancements

For additional information, see the technical documentation references cited for each feature or ask your Uptivity WFO representative. Features are available to both cloud-based and premises-based customers unless otherwise specified.

System Architecture

With this release, Uptivity WFO has begun moving toward service-oriented architecture. As part of this transition, the platform now uses a service bus model for designing and implementing communication between the mutually-interacting software applications that make up Uptivity WFO. This architectural change offers improved communication and recovery in the case of system issues.

Call & Screen Recording

State Sourcing for API – **State Sourcing for API** allows Uptivity WFO to recover more cleanly from unexpected events by providing the **API Server** with a snapshot of the system's current state. The service listens to **API** and **CTI Core** communications and stores system events in a database table for retrieval when needed.

Clarity

Forecast Service – **Forecast Service** is used only in systems that include Clarity. It is used to calculate and produce call volume predictions for use in scheduling. The actual name of the service is Clarity Forecast Service.

Notification Service – **Notification Service** is used only in systems that include Clarity. It provides email notifications to users regarding other services. For example, this service notifies users when requested forecasts are ready. If you have multiple servers in your Uptivity WFO system, **Notification Service** should be installed on at least one server per site (LAN).

Forecast Workflow – In previous versions of Clarity, forecasts were generated by the Clarity Web Portal. With v5.7, forecasts are now generated by the new **Forecast Service**. The service provides progress updates to the user (as well as the ability to cancel the process) on the **Forecast Process Status** page. Users can also choose to be notified by email, text, or both when the requested forecast is ready. Generated forecasts can be accessed using the new **Forecast Widget** on the user's **Home** screen. **Reference:** *Clarity WFM User Manual*.

Data-Appropriate Forecast Models – The **Forecast Service** automatically selects a forecast model appropriate to the historical data being used to create the forecast. The user no longer has to select from a choice of forecast models (see [Functionality Changed or Removed](#)). **Reference:** *Clarity WFM User Manual*.

Hours of Operation for Skills – Users can now define hours of operations for **Skills**, which improves the efficiency of forecasting. **Reference:** *Clarity WFM User Manual*.

Service Bus Proxy – **Service Bus Proxy** is used only in systems that include Clarity. It facilitates communication between **Forecast Service** and the Clarity Web Portal using the Uptivity WFO service bus, **RabbitMQ**.

inView Performance Management

inView Billing Process for Uptivity WFO on Premises – Uptivity WFO includes a new permission that allows administrators to designate users intended for inView reporting. **Reference:** *Uptivity WFO Administration Manual*.

inView-Enabled Teams for Uptivity WFO in the Cloud – Administrators can designate **Teams** in **Central** as enabled for inView, thus controlling which segments of their business are available for inView reporting. **Reference:** online help for inContact Central.

Functionality Changed or Removed

Removal of Trend Step in Clarity Forecasting – The **Trend** step has been removed from the forecasting workflow, simplifying the process for users. Forecasts can still be edited on the **Predict** screen before being saved. The associated **Forecast Trend** permission has also been removed.

Removal of Forecast Models in Clarity Forecasting – Users no longer have the ability to choose a model to be used in forecasting. Instead, Clarity automatically selects a model based on the historical data set.

Known End-User Issues Resolved in v5.7

Issue Type	Key	Issue Summary
Discover Web Portal	139964	The Generate Channel Maps field label was duplicated on the VoIP Sniffer Voice Board page.
Functionality	153909	Video blackouts failed in some scenarios.
Discover Web Portal	155106	When a user right-clicked and used the context menu to delete a value from a required field on the Add WebSocket Server Settings page, there was no warning message that the field was required.
Discover Web Portal	155534	If a user refreshed the Delete Roles page after successfully deleting a role, an unexpected error was incorrectly displayed.
Functionality	159033	Calls could not be exported via email where API authentication is required.
Reporting	154904	When a user filtered for silence or crosstalk in ad hoc reporting, incorrect results were sometimes returned.
Discover Web Portal	140550	On the Achievement Detail page, the group column header did not display custom terminology correctly.
Discover Web Portal	153141	The settings icon did not work in the Assignment Inbox widget.
Functionality	135739	In cases where a shift template was configured incorrectly, Clarity's scheduling service sometimes placed activities outside a scheduled shift.
Clarity Web Portal	156400	The Weekly Total/Max Staffing widget on the Schedule Overview showed incorrect agent shifts on Sunday in some scenarios.
Clarity Web Portal	156401	The Weekly FTE widget on the Schedule Overview showed an incorrect number of FTEs on Sunday in some scenarios
Discover Web Portal	152844	In certain web browsers, when a user edited a completed evaluation that included free text questions, the text from the question sometimes disappeared.

Known End-User Issues for v5.7

Issue Type	Key	Issue Summary
Clarity Web Portal	135753	From the Overview Report, users can create shifts longer than 24 hours in duration.
Discover Web Portal	140551	The Play Call Segments Forward/Back buttons in the Web Player do not work with one-second or no audio recordings. Affects only premises-based customers whose recording integrations support Call Segments.
Discover Web Portal	146250	<i>Firefox browsers only:</i> a user may sometimes be directed to the Home tab after clicking the Coaching tab
Discover Web Portal	155234	When a user selects a report for a new Report Subscription, the window scrolls to the bottom of the page.
Functionality	155366	Calls transcoded to the VOX6 and VOX8 file formats may have poor sound quality.
HTML5 Interaction Player	181413	If a user has started call playback after clicking Evaluate this Agent and then attempts to navigate away from the page by using the on-page "Back" button, playback becomes stuck in a repeated stutter until the pop-up navigation confirmation window is closed.
Discover Web Portal	192942	Users can create schedules with a start date prior to the end date.
Functionality	192947	Recording schedule names are truncated to 20 characters when saved, which may produce unexpected search results.
Discover Web Portal	192976	QA Acknowledgment search by Acknowledgment Required column does not work correctly.
Reporting	192990	Audit Report/Log default sort is incorrect when sorted by Time Logged.
Reporting	193014	The Audit log does not correctly display usernames.

Issue Type	Key	Issue Summary
Discover Web Portal	193230	The CTI Module list does not display in alphabetical order.
Reporting	193324	Audit Report/Log may display incorrect messages for the log type "LiveMonitor Observed".
Reporting	193506	IP Phone List may sort incorrectly for some columns.
Clarity Web Portal	193990	Processes page displays incorrectly when linked to from Leave Requests widget.
Clarity Web Portal	194003	The Today button may incorrectly become active on schedules that do not include that day.
Discover Web Portal	196127	The IP Phones page does not honor the global Number of Items to Display per page setting.
Discover Web Portal	196791	The Scheduling page incorrectly displays, and accepts changes to, Days of the Week when a user views Timed Schedules, but does not save the changes. This setting should not be available when a schedule is viewed.

Related Documentation

Installation Instructions

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

Manuals

Premises-based customers can obtain administrative and end-user manuals for the software in the **Content Library** of their Discover Web Portal or 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.

