



**inContact
Workforce
Optimization
External Release
Notes 17.1**

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Hosted

inContact Workforce Optimization External Release Notes

- **Version** – 17.1
- **Last Revision** – March 2017
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Release Notes for Hosted inContact Workforce Optimization 17.1

This guide introduces the changes to Hosted inContact WFO since the release of the previous version.

Release Dates – March 2, 2017

Obtaining the Release Software

Customers will receive information regarding the update timelines for their deployment.

Customer Site Requirement Changes for Hosted inContact WFO

Note:

This topic discusses **only** those site requirements that have changed since the previous version of inContact Workforce Optimization. For complete information regarding site requirements, see the appropriate customer site requirements guide for your deployment model.

Server Hardware

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

No new hardware requirements have been introduced in 17.1.

Server Software

No new server software requirements have been introduced in 17.1.

User Workstation/PC

Note:

When a system includes inContact Screen Recording, inContact Desktop Analytics, or both, consult inContact WFO Sales Engineering for recommended system requirements based on business needs.

.NET Framework 4.6.1 is now required for any PC running the inContact Screen Recording client.

inContact WFO is now supported with Microsoft Edge 38.14393.0.0 with Microsoft Edge HTML 14.14393.

inContact WFO offers two options for recording search and playback, both using the **Recorded Interactions** page. **Recorded Interactions with Web Player** (also known as the Silverlight Player) is supported in the following browsers: Internet Explorer and Firefox ESR 38 only. **Recorded Interactions with HTML5 Interaction Player** is supported in the following browsers: Microsoft Edge, Chrome, and Firefox only. For more information on limitations that impact the use of both options, see [Major Features and Enhancements for Hosted inContact WFO](#).

For a full list of supported environments, see [Supported Environments](#).

Users should take these browser and feature limitations into consideration when choosing which search and playback option to use.

Licensing

inContact WFO Sales Engineering explains licensing requirements during the sales process.

Security

inContact WFO communications over TCP/IP can be secured using TLS/SSL. A trusted, signed certificate must be used for TLS, one purchased from a vendor such as VeriSign or managed by a trusted internal CA.

Major Features and Enhancements for Hosted inContact WFO

For additional information, see the technical documentation references cited for each feature or ask your inContact WFO representative.

inContact Workforce Optimization

HTML5 Live Monitor Player Support – Live monitoring capability is now available as part of HTML5-based **Recorded Interactions**, enabling real-time audio monitoring of agents both on and off the phone. This replicates the functionality present in the existing Silverlight **Call List**. For details, search online help for keyword *live monitor*.

Support for Microsoft Edge – The Edge browser is supported with the HTML5 Interaction Player and **Recorded Interactions** list. For details on browser support in this release, see [Customer Site Requirement Changes for Hosted inContact WFO](#).

Evaluation Details Logging – Users can now view an *Evaluation Details* log, which shows when evaluations are started, saved as a draft, edited, and saved/submitted. This log is only supported for evaluations initiated in **Recorded Interactions** (in other words, logged details are not available for evaluations performed by selecting **Evaluate an Agent** on the WFO > Quality Management page). For details, search online help for keyword: *audit log*.

Call Details Logging – When users select *Call Playback* as the **Log Type** on an Audit Report, they can now choose to view specific call details, which shows actions that were performed in the player while the call was being played back (for example, pause, seek, and so forth). Call details are only available if you use the **Recorded Interactions** list with HTML5 Interaction Player. For details, search online help for keyword: *audit log*.

Filtering Enhancements for Recorded Interactions – Users now have the ability to filter the **Recorded Interactions** list based on self-evaluation and calibration evaluation scores. This feature is supported only in the **Recorded Interactions** list with HTML5 Interaction Player. Users must use the **Filter** page to access these fields. For details, search online help for keyword *filters*.

Auto-Save Evaluations – inContact WFO now automatically saves evaluations while they are being completed. This helps to protect against a user's work being lost due to unexpected shutdowns and other events. For details, search online help for keyword *in-progress evaluation*.

Recorded Interactions List Enhancement – Previously, users could only reorder the column display in the **Recorded Interactions** list with HTML5 Interaction Player in the **Settings** window. Now users can choose whether to use that method, or to drag and drop the columns in the list itself. This offers feature parity with the **Web Player** (that is, the Silverlight player). For details, search online help for keyword *Recorded Interactions list*.

System Timeout Warning – After a period of inactivity defined by your system administrator, inContact WFO now warns you that a timeout is imminent. For details, search online help for keyword *timeout*.

inContact Speech Analytics – Legacy inContact Speech Analytics is supported in 17.1 *only* for upgrading customers. The next generation of inContact Speech Analytics, using the inContact Nexidia engine, will be available soon; currently, it is planned as an interim release between 17.1 and 17.2. Site requirements will change from those previously published. Talk to development prior to quoting new installations of inContact Speech Analytics.

HTML5 Interaction Player – With the addition of live monitor support in HTML5 Interaction Player, most customers with audio recording only should now be installed with this playback method (as opposed to the Silverlight Player and **Call List**). The Silverlight method is available for customers who use only Internet Explorer as their browser, who need speed-adjusted playback, or who need manual blackout capability. Silverlight is strongly recommended for any customers with inContact Screen Recording due to a known issue with playing back long video recordings using the **HTML5 Interaction Player**. Customers with inContact Screen Recording who choose to use the **HTML5 Interaction Player** should be aware that, if problems arise, they may be asked to use the Silverlight method, with a supported browser, as we work to resolve this issue.

Permissions – An extensive list of new permissions associated with NICE Uptivity Performance Management has been added to the **New/Edit Role** page. For details, see Performance Management Permissions (for organizations using NICE Uptivity Performance Management search online help for keyword *permissions*).

Licensing Additions and Changes

NICE Uptivity Performance Management is a new, separately-licensed feature. inContact Quality Management, previously a part of the basic inContact WFO suite, is now a separately-licensed feature. This section discusses how these additions and changes impact the features and functionality of inContact WFO.

INCONTACT QUALITY MANAGEMENT LICENSING

The inContact Quality Management license allows access to inContact Quality Management, the **Content Library** and ability to manage content, and the **Achievements** feature. The license is enabled by selecting the appropriate checkbox in the **Licensed Features** section of the **License Generator**.

More specifically, the following are true when the system is licensed for inContact Quality Management:

- The **Coaching** tab is visible; functionality enabled by this tab is unchanged
- Printable reports for QA, QA Calibration, and QA Self-Evaluation appear
- Ad hoc reporting includes QA options
- Report subscriptions include QA reports
- Evaluation options appear in the context (right-click) menu in **Recorded Interactions**
- Evaluation options appear in the context (right-click) menu on the **Call List**
- Coaching permissions appear on the **New/Edit Role** page

- **QA Score**, **Calibration Score**, and **Self-Evaluation Score** are available columns in **Recorded Interactions** and can be configured on the **Recorded Interactions Settings** page
- The QM section appears on the **Advanced Filter** page for **Recorded Interactions**
- The **Assignment Inbox** appears
- The **License Info** system report includes "Licensed to use QM: Yes/No"

NICE UPTIVITY PERFORMANCE MANAGEMENT LICENSING

Performance Management includes the following three license features which can be enabled alone or in combination:

- **Performance Basic** – Allows access to a separate web portal with these features: **Dashboards**, **Basic Goals**, **Scorecard Designer**, and **BI Designer** (previously available through VPI). Also allows access to the **Achievements** feature in inContact WFO.
- **Ticker** – Allows access to a separate web portal with these features: **Ticker Runtime** and **Ticker Manager** (previously available through VPI)
- **Telephony Reporting** – Allows access to a separate web portal with a variety of ACD reports (previously available through VPI)

The licenses are enabled by selecting the appropriate checkbox(es) in the **Licensed Features** section of the **License Generator**.

More specifically, the following are true when the system is licensed for **Performance Basic**:

- The **Coaching** tab is visible in the inContact WFO Web Portal; only **Achievements** appears in the left navigation menu
- A new **Performance Management** tab appears in the **inContact WFO Web Portal**; clicking this tab takes the user to the Performance Management **Web Portal**
- New permissions appear on the **New/Edit Role** page, and can be used to grant users rights to Performance Management functionality

Online Help Enhancements for Hosted inContact WFO

This topic introduces the changes, additions, and improvements to online help for Hosted inContact WFO since the release of the previous version:

- Online help for this version includes the first iteration of the new **Comprehensive Data Dictionary**, a reader-friendly explanation of the fields used in inContact WFO. A number of other topics have also been updated to include more complete information on data fields. For an example, see [Recorded Interactions with HTML5 Interaction Player](#) search Internal help for keyword *data dictionary*.
- Conceptual and task information for inContact WFO reporting is now available in online help (and thus searchable). Reference information for the various reports is still in PDF format, but will be converted to online topics over the course of the next few months. Search online help for keyword *reporting*.
- Conceptual, reference, and task information for inContact WFO live monitoring is now available in online help (and thus searchable). Search online help for keyword *live monitor*.