

## Release Notes for Uptivity Discover WFO, v5.5.1

This document explains changes to Uptivity Discover WFO since the release of version 5.5.

### Release Build Information

**Initial Build Version: 5.51.21**

**Release Date: February 13, 2015**

### Obtaining the Release Software

Uptivity Discover 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, please contact your Uptivity Account Manager.

### Server Requirements

**Note:** For additional information, see *Customer Site Requirements for Uptivity Discover WFO, v5.5.1*.

The following server requirements apply to all of Uptivity Discover WFO except for certain products that have requirements in addition to those listed here. These include Uptivity Fusion Desktop Analytics, Uptivity Survey, Uptivity Speech Analytics, and Uptivity Clarity WFM.

Customer guides to PBX-specific integrations explain additional hardware, software, and licensing requirements for call recording. Your Uptivity contact can provide these customer guides and Uptivity license information.

### Hardware Requirements

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

## Software Requirements

- Operating System – Windows Server 2008/2008 R2/2012 R2 (Standard and Datacenter Editions)
- Database – Microsoft SQL Server 2008 and 2008 R2 with SQL Server Reporting Services (Standard, Datacenter, Enterprise and Express with Advanced Services editions). R2 requires SP1. R2 support depends on PBX integration. Microsoft SQL Server 2012 SP1 (Enterprise, Standard, and Express editions).

**Note:** The tested and supported database upgrade path is from Uptivity Software Suite v5.4 or from v5.3 on Microsoft SQL Server 2008 to SQL Server 2012 SP1. Upgrade of older SQL and/or Discover version databases has not been tested.

- Web Server – Microsoft Internet Information Services v7.0, 7.5, with ASP.NET 4.0 Extensions; v8.5 with ASP.NET 4.5 Extensions
- Protocols supported – IPv4

## Prerequisites

These software prerequisites will be installed on the server prior to Uptivity Discover Suite software installation:

- .NET Framework v4.0
- Microsoft Visual C++ Runtime v8.0.50727.4053 – For more detail on this software see knowledgebase article 973544 on Microsoft's support site.
- Microsoft PowerShell v2.0 or greater – For more detail on this software see knowledgebase article 968929 on Microsoft's support site.
- Windows Installer v4.5 or greater
- Microsoft Report Viewer Redistributable 2008, 2010 **and** 2012 – For more detail on this software see knowledgebase article 971119 on Microsoft's support site.

## PC Requirements

### Notes:

When Uptivity Discover Screen Recording and/or Uptivity Fusion Desktop Analytics are used, Uptivity Solution Engineering should be consulted for recommended system requirements based on business needs.

For additional information, see *Customer Site Requirements for Uptivity Discover WFO, v5.5.1*.

Users working with the Discover Web Player normally require more powerful PCs due to the processing required for full audio and video playback. Thus, Uptivity recommends exceeding the minimum system requirements.

### Software Requirements

The Discover/Clarity Web Portals and the Discover On-Demand client have been tested on and are supported for user workstations running the following:

- Operating Systems: Windows XP/Windows Vista/Windows 7/Windows Server 2008/Windows Server 2012
- Web Browsers: Internet Explorer 8-9, Firefox ESR 17 – ESR 24, Google Chrome 40
- Microsoft Silverlight browser plug-in, v5.0.61118.0 or higher – Required for Web Portal call playback.
- .NET Framework v4.0 – Required for operation of the Desktop Recording client software. Will be installed on the workstation prior to installation of the software.

### Hardware Requirements

Users working with the Discover Web Player normally require more powerful PCs due to the processing required for full audio and video playback. Thus, Uptivity recommends exceeding the minimum system requirements.

	Minimum Specification	Recommended Specification
Processor	2.0 GHz	3GHz single or 1.6GHz dual core
RAM	1GB	2GB
Hard Drive Space	50MB	50MB
Screen Resolution	1280 x 800 (16-bit color)	1280 x 1024 or higher (16-bit color)

## Licensing

The Uptivity Solution 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 & Changes

**Note:** In many cases, a customer may be updating from v5.4 or lower. See *Release Notes for Uptivity Discover WFO v5.5* for additional features/changes.

## Uptivity Clarity WFM

**Duplicate "Device Unique ID" Notification:** Users will receive an error notification when attempting to save a user profile with a Device/Device Unique ID combination that matches another active user. The error notification displays both the name and the username of the user with the duplicate values for easy identification.

**PTO Displays When Editing Schedules:** Approved, pending, and under review leave requests now display when editing a user's schedule within the "Schedule" tab of the user's profile to allow for easier consideration of leave requests when editing schedules.

**Processes Report Changes:** The Processes report now displays only Pending requests by default to improve initial report loading performance and to present users with immediately actionable requests. In addition, a filter-as-you-type feature was removed from this report to improve performance and responsiveness when performing searches.

**Email Address Requirement:** Email addresses are now required for all users. Clarity will present an error message when a user attempts to create or update a user account without an email address. **Note:** after upgrading to v5.5.1, changes to existing users without email addresses cannot be saved until a valid email address is entered.

**Permissions Change:** The "Can Be Supervisor" definition was moved from a permission that may be added to roles to a flag within users' profiles for more intuitive set-up. Note: during upgrade to v5.5.1, users with the "Can Be Supervisor" permission within their roles will be updated automatically with the "Can Be Supervisor" flag.

## Known End-User Issues Resolved in v5.5.1

Issue Type	Key	Summary of Issue
<b>User Interface</b>	COM-2983	In the Settings dialog box for the News Widget, the Labor Units header is mislabeled.
<b>Functionality</b>	VOI-6039	<b>Cisco JTAPI Integrations only:</b> calls may not record correctly when Selective Recording is enabled on the Cisco UCM.
<b>Functionality</b>	WFM-7356	Start dates for Data Sets on the Manage Forecast Data Sets page are presented as one day earlier than the date selected when the set is created. This means users cannot designate sequential data sets to be used for reporting.
<b>Functionality</b>	ANL-5072	Stereo recordings that are encrypted are not tagged.

# Known End-User Issues as of the v5.5.1 Release

Following is a comprehensive list of known issues and the version(s) they affect.

Issue Type	Key	Summary of Issue	Affected Version(s)
<b>Uptivity Discover Call and Screen Recording</b>			
<b>Functionality</b>	140474	In some cases, multiple attempts may be needed to remove a service from the Service Manager.	v5.3, v5.4, v5.5, v5.5.1
<b>User Interface</b>	140477	Roles with a space at the beginning of the name display incorrectly.	v5.5, v5.5.1
<b>User Interface</b>	140553	Discover News Widget settings screen displays incorrectly.	v5.5, v5.5.1
<b>Uptivity Discover Quality Management</b>			
<b>User Interface</b>	140550	On the Achievement Detail page, the group column header may not display custom terminology.	v5.4, v5.5, v5.5.1
<b>Uptivity Clarity WFM</b>			
<b>User Interface</b>	138811	In Firefox 23 only: Available shifts may not display properly when an agent is viewing them on the "Bid for Schedules" page.	v5.4, v5.5, v5.5.1
<b>Functionality</b>	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.	v5.5, v5.5.1
<b>Functionality</b>	135739	In cases where a shift template is configured incorrectly, Clarity's scheduling service may place activities outside a scheduled shift.	v5.5, v5.5.1
<b>Functionality</b>	135753	From the Overview Report, users can create shifts longer than 24 hours in duration.	v5.5, v5.5.1
<b>Functionality</b>	141938	Bidding schedule creation workflow reverts to standard schedule creation workflow when attempting to navigate directly to other steps within the workflow.	v5.5.1
<b>Functionality</b>	143202	Labor rule violations for previous week are displayed when saving changes to schedules via employees' profiles.	v5.5.1

<b>Functionality</b>	143378	Shift swap requests are not displaying eligible shifts correctly in some scenarios.	v5.5.1
<b>Functionality</b>	144352	Inconsistent behavior when navigating dates within the Over/Under and Service Level reports.	v5.5.1
<b>User Interface</b>	143192	Scroll bar position does not reset after saving changes to a user profile.	v5.5.1
<b>Functionality</b>	141703	Portions of approved leave requests that span midnight are not displayed within Overview Report.	v5.5.1
<b>Functionality</b>	143029	End date of PTO blackout dates are displayed as one day ahead.	v5.5.1
<b>Functionality</b>	143189	PTO blackout dates cannot span December 31/January 1.	v5.5.1
<b>Functionality</b>		Photos do not upload successfully in Clarity and the user does not receive any warning that the upload was unsuccessful.	v5.5.1
<b>Uptivity Survey</b>			
<b>Functionality</b>	SUR-5117	The system may begin sending SIP traffic prior to the connection being established.	v5.4, v5.5, v5.5.1



## **Known Installation Issues Resolved/ Changes in v5.5.1**

No known installation issues were resolved in v5.5.1.

## Known Installation/Support Issues as of the v5.5.1 Release

Following is a comprehensive list of known issues and the version(s) they affect.

Issue Type	Key	Summary of Issue	Affected Version(s)
<b>Installer</b>	140450	Application Installer still asks for three databases.	v5.2, v5.3, v5.4, v5.5, v5.5.1
<b>Installer</b>	140558	Installer fails when server modules are not installed.	v5.2, v5.3, v5.4, v5.5, v5.5.1
<b>Clarity Installer</b>	140554	Clarity installer does not update the Clarity web.config file with the report server specified during installation.	v5.5.1

# Related Documentation

## Installation Instructions

Installation Manuals are provided only to authorized distributors. If you need to obtain installation documentation, please contact Uptivity Discover WFO Support.

## Manuals

All administrative and end-user manuals for the software can be obtained from the Uptivity Discover WFO online customer success portal at <https://uptivity.force.com>.



7730 South Union Park  
Avenue - Suite 500  
Midvale, UT 84047

tele | [866.965.7227](tel:866.965.7227)  
web | [www.inContact.com](http://www.inContact.com)



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