



**inContact
Workforce
Optimization
External Release
Notes 16.1**

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inContact Workforce Optimization External Release Notes

- **Version** – 16.1
- **Last Revision** – March 2016
- **About inContact** – inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest, and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model, and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum, and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations, and business process outsourcers (BPOs) who operate in multiple divisions, locations, and global regions. To learn more about inContact, visit www.incontact.com.
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Release Notes for inContact WFO 16.1

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

Release Dates – March 14, 2016 for Premises; March 28, 2016 for Hosted and Hybrid

Obtaining the Release Software

Hosted customers will receive information regarding the update timelines for their deployment. For Premises customers, inContact WFO software must be obtained and installed through the inContact 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

Note:

For complete information regarding site requirements, see *Customer Site Requirements for inContact WFO, 16.1* and the appropriate customer guide(s) for recording integrations, workforce management integrations, or both.

Server Hardware

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

32-bit servers are no longer supported due the requirements of supported operating systems.

Any server that hosts **RabbitMQ** (see [Server Software](#)) must have at least 6 GB of RAM.

No new hardware requirements have been introduced in 16.1.

Server Software

RabbitMQ is required for all inContact WFO systems. In Hybrid deployments, **RabbitMQ** must be installed on at least one PREMISES server per physical site.

For additional information, talk to your inContact WFO Sales Engineer.

Windows 2008 R2 is only supported in Premises deployments. Windows 2012 R2 is required for all servers in Hybrid or Hosted deployments, including the PREMISES server(s).

No other server software changes have been introduced in 16.1.

User Workstation/PC

Note:

When the system includes inContact Screen Recording, inContact Desktop Analytics, or both, inContact WFO Sales Engineering should be consulted for recommended system requirements based on business needs.

Windows XP and Windows Vista are no longer supported for user workstations.

Internet Explorer versions 9 and 10 are no longer supported.

Mozilla Firefox version ESR 24 is no longer supported.

This version adds support for Mozilla Firefox ESR 38.

The inContact WFO Web Player uses Microsoft Silverlight functionality. As of Google Chrome v45, Silverlight is no longer supported. Silverlight continues to be fully supported by Internet Explorer and Mozilla Firefox. Users should take these factors into account when choosing a web browser.

If your web browser standard is Google Chrome (in other words, Internet Explorer or Firefox are not options), please see your sales or support representative about potential early use of the inContact WFO HTML5 Interaction Player.

Note:

The HTML5 **Interaction List** functionality is limited and live monitoring is not yet supported.

Licensing

inContact 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 inContact WFO representative. Features are available to Hosted, Hybrid, and Premises customers unless otherwise specified.

System Architecture

Version 16.1 marks a major step forward for inContact WFO with the introduction of the Hybrid deployment model. This model allows customers to enjoy the benefits of cloud-based services while maintaining the ability to integrate with third-party PBX/ACD solutions. In this release, Hybrid deployment is available only for new customers. A migration path for existing customers will be introduced in the future.

Online Help

Online help is now available for inContact Workforce Optimization. Two separate help sites are offered:

- help.incontact.com/WFO/cloud/help.htm for Hosted customers and
- help.incontact.com/WFO/prem/help.htm for Premises and Hybrid customers.

Help can be reached from within the inContact WFO Web Portal by clicking the help icon in the upper right corner. Users are automatically taken to the correct help site for their deployment model.

Call & Screen Recording

SIPREC Recording Integration – *Applies only to Premises and Hybrid customers.* inContact WFO now offers an ACD vendor-agnostic integration using SIPREC in conjunction with a Session Border Controller (SBC). The integration has been developed and tested with the Oracle/Acme Packet SBC only at this time. A custom script may be needed to gather additional metadata from the ACD in a customer's environment where SIPREC is used. **Reference:** the *Customer Guide to SIPREC Integrations*.

Avaya AACC with CM Recording Integration – *Applies only to Premises and Hybrid customers.* Previously, inContact WFO offered Avaya integrations to customers using Avaya Communication Manager (CM) along with Avaya Application Enablement Services (AES) for metadata. With 16.1, we now offer an additional integration that allows customers using Avaya CM and AES to capture additional metadata from Avaya AACC. **Reference:** the *Customer Guide to Avaya CM-AACC Integrations*.

Avaya IP Office Integration Update – *Applies only to Premises and Hybrid customers.* inContact WFO integrates with Avaya IP Office v9.1 for call control and metadata. This integration has been successfully tested by Avaya in their lab via the DevConnect partner program. The integration supports both passive VoIP and TDM (station tapping) for audio acquisition. **Reference:** the *Customer Guide to Avaya IP Office Integrations*.

Cisco Recording Integration Updates — *Applies only to Premises and Hybrid customers.* Integrations with several Cisco products have been tested on and are now supported with updated versions:

- Cisco Unified Communications Manager (CUCM) v10.5.2,
- Cisco Unified Contact Center Enterprise (UCCE) v10.5,
- Cisco Unified Contact Center Express (UCCX) v10.6,
- Cisco MediaSense v10.0
- Cisco Unified Border Element (CUBE) v15.2

Existing requirements and limitations for these integrations remain unchanged. **Reference:** the appropriate *Customer Guide* for the specific integration.

inContact Quality Management

Agent Self-Evaluation — this new feature provides improved administration and visually-distinguishable forms and reporting for organizations that want to enable agents to evaluate their own performance. This is a customer-requested feature that can lead to higher-quality customer service, reduced agent confusion and frustration, and improved employee morale. **Reference:** the *inContact Quality Management Manual*.

Additional Data Exposure — In previous versions of inContact Quality Management, only certain user-defined fields were available for consideration in evaluations and reporting. In this version, all 15 of these fields can be seen while performing new, and viewing completed, evaluations. The fields can also be viewed on QM-related reports. **Reference:** the *inContact Quality Management Manual* and the *inContact Workforce Optimization Reporting Manual*.

inContact Workforce Management v2

inContact WFM v2 is an all-new, separately-licensed module of inContact WFO. It is a hosted workforce management solution that can be used as a standalone system or deployed alongside any type of inContact WFO deployment (Premises, Hybrid, or Hosted). **Reference:** Talk to your inContact representative for more information.

Known End-User Issues Resolved in 16.1

Issue Type	Key	Issue Summary
inContact WFO 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.
inContact WFO Web Portal	146250	<i>Firefox browsers only:</i> a user may sometimes be directed to the Home tab after clicking the Coaching tab
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.
inContact WFO Web Portal	192942	Users can create schedules with a start date prior to the end date.
inContact WFO Web Portal	192947	Recording schedule names are truncated to 20 characters when saved, which may produce unexpected search results.
inContact WFO 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.
inContact WFO Web Portal	193230	The CTI Module list does not display in alphabetical order.

Issue Type	Key	Issue Summary
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.
inContact WFO Web Portal	196127	The IP Phones page does not honor the global Number of Items to Display per page setting.
inContact WFO 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.

Known End-User Issues for 16.1

Issue Type	Key	Issue Summary
inContact WFM v1 Web Portal	135753	From the Overview Report, users can create shifts longer than 24 hours in duration.
Functionality	155366	Calls transcoded to the VOX6 and VOX8 file formats may have poor sound quality.
inContact WFM v1 Web Portal	193990	Processes page displays incorrectly when linked to from Leave Requests widget.
inContact WFO API Commands	225025	Some API commands allow creation of user accounts without requiring a Phone ID.
inContact WFO API Commands	225038	Exporting multiple calls via API command can result in inconsistent file names.
inContact WFO	225303	If a user's System Username is in all capital letters (for example, <i>MARY_SMITH</i>), screen recording, live monitoring, or both may not function correctly.
HTML5 Interaction Player	227380	If an interaction includes recorded video, it is always included in playback. Users cannot play only the audio portion.
HTML5 Interaction Player	230540	Mouse pointer movement is not displayed in screen recordings.
inContact WFO Web Portal	246898	When a user selects a report for a new report subscription, the window scrolls to the bottom of the page.
inContact WFM v1 Web Portal	246906	The Today button may incorrectly become active on schedules that do not include that day.
inContact Quality Management	246917	The Calibration Evaluator Comparison Report does not return correct results when Form is set to <i>All</i> .

Issue Type	Key	Issue Summary
inContact Quality Management	246918	In the Calibration Evaluator Comparison Report, the link to the recorded interaction does not work.
inContact Quality Management	246963	The Calibration Agent QA Summary report produces an error if the user tries to drill down to the Question level.
inContact Quality Management	246966	The Calibration Evaluator QA Summary report produces an error if the user tries to drill down to the Question level.
inContact WFO Web Portal	256923	Printing reports from any browser is no longer supported (previously available in IE 11; discontinued by Microsoft).
inContact WFO Web Portal	257444	Under certain conditions, cross-talk and audio tag information may not populate correctly in the Call List .
inContact WFM v1 Web Portal	261025	If a user logs out from the Employees tab, they may see an error message when they log back in. This does not prevent the user from working in the inContact WFM v1 Web Portal; the user can click any tab to continue.