

## cc: Discover Release Notes, v5.1 R1

This document explains changes to the cc: Discover suite of applications since the release of version 5.0.

### cc: Discover Release Build Information

**Initial Build Version:** 5.1.10

**Release Date:** 21 February 2013

### Obtaining the Release Software

cc: Discover software must be obtained and installed through the CallCopy Support team. Software and services are only available to customers that have a current maintenance contract with CallCopy.

To inquire about obtaining a new release, please contact your CallCopy Account Manager, or e-mail [projectmanagement@callcopy.com](mailto:projectmanagement@callcopy.com).

## Server Requirements

The requirements cover cc: Discover, On-Demand, Screen Capture, and Insight. cc: Fusion, cc: Survey, cc: Analytics, and cc: Clarity have requirements in addition to those listed here. PBX-specific integration overviews explain additional hardware, software, and licensing requirements for call recording. Your CallCopy contact can provide integration overviews and CallCopy license information.

### Hardware Requirements

Hardware requirements vary depending on the telephony integration type, components running, and the number of concurrent users in the system. cc: Analytics must be installed on a dedicated machine due to CPU usage. Hardware specifications are determined by the CallCopy Sales Engineering team during the sales process.

### Software Requirements

- Operating System – Windows Server 2003 SP2/2008/2008 R2
- Database – Microsoft SQL Server 2008 with SQL Server Reporting Services. R2 requires SP1. R2 support depends on PBX integration. See the *cc: Discover 64-bit Compatibility Brief*.
- Web Server – Microsoft Internet Information Services v6.0, 7.0, 7.5 with ASP.NET 4.0 Extensions
- Protocols supported – IPv4

### Prerequisites

The following software packages are required for the operation of the CallCopy software and will be installed on the server prior to installation of the cc: Discover software.

- .NET Framework v4.0 or greater
- Microsoft Visual C++ Runtime v8.0.50727.4053 – For more detail on this software see: <http://support.microsoft.com/kb/973544>

- Microsoft PowerShell v2.0 or greater – For more detail on this software see: <http://support.microsoft.com/kb/968929>
- Windows Installer v4.5 or greater
- Microsoft Report Viewer Redistributable 2008 and 2010– For more detail on this software see: <http://support.microsoft.com/kb/971119>

## PC Requirements

These requirements are for PCs using the cc: Discover Web Portal, cc: Screen Capture client, On-Demand client, cc: Fusion, and cc: Insight desktop displays.

Users working with the portal's Web Player component normally require more powerful PCs due to the processing required for full audio and video playback. With those tasks in mind, CallCopy recommends exceeding the minimum system requirements.

### Software Requirements

- Operating Systems: Windows XP/2003/Vista/2008/7
- Internet Explorer 7/8, Internet Explorer 9 (In Compatibility mode), Firefox 3.6+
- Microsoft Silverlight browser plug-in, v5.0.61118.0 – Required for Web Portal call playback.
- .NET Framework v3.5 SP1 or greater – Required for the operation of the Screen Capture Client software and will be installed on the workstation prior to installation of the software.

### Hardware Requirements

#### Minimum Specifications:

- 2.0 GHz Processor
- 1 GB RAM
- 50 MB hard drive space
- 1280 X 800 – minimum screen resolution at 16-bit color depth

#### Recommended Specifications:

- 3Ghz or 1.6Ghz dual core
- 2 GB RAM
- 50 MB hard drive space
- 1280 X 1024 or higher screen resolution at 16-bit color depth

## Licensing

The CallCopy 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 Added

**cc: Discover Dashboards** – A widget based dashboard framework that allows users to build customized views of data across multiple products on a single page. New widgets can be downloaded from the CallCopy Customer Portal and installed by users into their system.

**Redesigned Web Player Interface** – The Web player interface has been redesigned for ease of use and easier visibility/management of data layers including speech analytics tags, bookmarks, crosstalk/silence, and blackout areas. Improved screen capture playback interface and data layer details panes. Interaction zooming allows for greater control over the display of data for longer duration interactions.

**Improved voice recording failover recovery** – Simplified recovery from backup recorders to primaries after a failover.

**Cisco Contact Center Directory Syncing** – Users, Groups (Teams), agent number/extension assignments can all be automatically synced from Contact Center Express and Enterprise directories. Provides simplified user management and assists in automating on-boarding and off-boarding processes.

**Automatic After Call Work (Wrap) screen recording management** – Recording schedules can now be configured to automatically terminate ACW/Wrap screen recording when the next recording for an agent begins. This was the top voted feature request from the CallCopy CONNECT 2012 user conference.

**Live Monitoring from cc: Clarity Real Time Roster** – Customers that have both cc: Clarity and voice/screen recording with cc: Discover can now initiate live monitoring sessions directly from the cc: Clarity Real Time Roster page. Live monitoring will run continuously until the observer stops playback.

**cc: Clarity Schedule Adherence Reporting** – Our system provides historical views of what happened when compared to what an agent was actually scheduled. This is used to see how well your staff are following the predetermined optimal shifts. Schedules that are premade based on expected call volumes have little use if they are never followed.

**cc: Clarity Bulk Schedule Removal** – Remove schedules from cc: Clarity that have been previously published. This allows for schedulers to make bulk changes in just a couple of clicks and publish new schedules based on updated data and scenario's impacting the contact center.

**cc: Clarity Bulk Calendar Management** – Ability to schedule a meeting, training, or other activity for a group, location, team. Instead of having to edit each schedule one by one, our system makes creating schedule additions for many people at once.

**cc: Clarity PTO Blackout Dates** – Our system allows for blacking out of days for PTO requests based on certain thresholds. During certain times of the year, a high number of requests come in for PTO. The system allows the WFM professional to select a number of individuals that are allowed to request off before blacking out the day on the calendar.

**cc: Clarity New Real-Time/Historical Data integration support** – The following platforms are now supported for real-time and historical data feeds:

- ShoreTel Contact Center 7/8
- Avaya CMS 'CLINT' Interface
- Cisco Unified Contact Center Express

# Full Changes in This Release

## General

Issue Type	Key	Summary
Feature	<a href="#">COM-218</a>	Change default e-mail addresses in Installer
Feature	<a href="#">COM-220</a>	Role Consolidation tool
Feature	<a href="#">COM-226</a>	API User/Role Management functions
Feature	<a href="#">COM-244</a>	Improvements to Acknowledgement Table Procedures
Feature	<a href="#">COM-256</a>	Agent Sync Module: Init Service Controller
Feature	<a href="#">COM-257</a>	Agent Sync Module: Sync UCCX Resource Data
Feature	<a href="#">COM-258</a>	Agent Sync Module: Sync UCCX Team Data
Feature	<a href="#">COM-259</a>	Agent Sync Module: Sync UCCE Persons Data
Feature	<a href="#">COM-260</a>	Agent Sync Module: Sync UCCE Teams Data

## cc: Analytics

Issue Type	Key	Summary
Feature	<a href="#">ANL-5049</a>	Distributed Analytics: Splitting the Indexing and Call Tagging processes
Feature	<a href="#">ANL-5050</a>	Distributed Analytics: Shared Work Pool
Feature	<a href="#">ANL-5051</a>	Distributed Analytics: Survivability
Feature	<a href="#">ANL-5052</a>	Distributed Analytics: Language assignment
Feature	<a href="#">ANL-5054</a>	Distributed Analytics: Encryption
Feature	<a href="#">ANL-5061</a>	Allow users to disable tags and track disabled tags in analytics

## cc: Clarity

Issue Type	Key	Summary
Feature	<a href="#">WFM-5174</a>	PTO Blackout dates
Feature	<a href="#">WFM-5210</a>	Permission Dependencies
Feature	<a href="#">WFM-5321</a>	Active/Inactive Devices
Feature	<a href="#">WFM-5350</a>	Live Monitor/Clarity Integration on Real-time Roster
Feature	<a href="#">WFM-5364</a>	Historical Schedule Adherence
Feature	<a href="#">WFM-5449</a>	Avaya CLINT WFM Interface
Feature	<a href="#">WFM-5463</a>	Mass Calendar Page
Feature	<a href="#">WFM-5465</a>	Business Closures
Feature	<a href="#">WFM-5478</a>	Ability to Un-publish Schedules or Overwrite during scheduling
Feature	<a href="#">WFM-5480</a>	Installer for cc: Clarity

<b>Feature</b>	<a href="#">WFM-5564</a>	Ability to add an event for multiple individuals – Town hall meeting, training session, etc
<b>Feature</b>	<a href="#">WFM-5567</a>	Weekly Schedule Configurations
<b>Feature</b>	<a href="#">WFM-5572</a>	Event schedule vs. non-Event schedules (User bound to multiple schedules)
<b>Feature</b>	<a href="#">WFM-5582</a>	ShoreTel ECC Hub Integration
<b>Feature</b>	<a href="#">WFM-5754</a>	Labor Rules in Scheduling Logic
<b>Feature</b>	<a href="#">WFM-5757</a>	Add Clarity Services to Installer

## cc: Discover

Issue Type	Key	Summary
<b>Feature</b>	<a href="#">IN-1</a>	cc: Discover Dashboard Architecture
<b>Feature</b>	<a href="#">IN-13</a>	A user can add up to 10 widgets to a dashboard only.
<b>Feature</b>	<a href="#">IN-37</a>	Create Widget for Assignment Inbox
<b>Feature</b>	<a href="#">IN-62</a>	Pre-loading Dashboard Widgets

## cc: Fusion

Issue Type	Key	Summary
<b>Feature</b>	<a href="#">FUS-2</a>	Add ChatUpdate to Fusion client

## cc: Screen

Issue Type	Key	Summary
<b>Feature</b>	<a href="#">SCR-6</a>	Wrap time teardown message from server to client
<b>Feature</b>	<a href="#">SCR-7</a>	Screen Capture Client handle wrap tear down message
<b>Feature</b>	<a href="#">SCR-8</a>	Screen Capture client actual wrap time message
<b>Feature</b>	<a href="#">SCR-9</a>	Add screen capture wrap teardown setting to schedules page.
<b>Feature</b>	<a href="#">SCR-10</a>	Screen Capture Wrap Time Tear Down DB setting
<b>Feature</b>	<a href="#">SCR-12</a>	Screen Capture Client status on system status page

## cc: Quality

Issue Type	Key	Summary
<b>Feature</b>	<a href="#">QM-20</a>	Call List CSV Export

## cc: Survey

Issue Type	Key	Summary
Feature	<a href="#">SUR-5018</a>	Cisco SIP Survey linking
Feature	<a href="#">SUR-5052</a>	Convert Survey audio files that are imported through the web interface

## cc: Voice

Issue Type	Key	Summary
Feature	<a href="#">VOI-5069</a>	Multiple recordings for a single call through API record starts
Feature	<a href="#">VOI-5105</a>	'Blackouts' feature improvements: Time Schedules, Multiple Recordings
Feature	<a href="#">VOI-5113</a>	TSAPI monitor request timeout
Feature	<a href="#">VOI-5117</a>	Buddy Core Failure Enhancement: Prevent Hard failure when restarting primary while backup running.
Feature	<a href="#">VOI-5251</a>	Web Media Server database settings
Feature	<a href="#">VOI-5278</a>	Core Handling for Screen Capture Wrap Teardown setting from schedule
Feature	<a href="#">VOI-5281</a>	3rd Party Core Connector Module
Feature	<a href="#">VOI-5295</a>	Web Player - Control Panel
Feature	<a href="#">VOI-5296</a>	Web Player - Playback Detail Panel
Feature	<a href="#">VOI-5301</a>	Web Player - Screen Capture Panel
Feature	<a href="#">VOI-5302</a>	Update Web Player Skin
Feature	<a href="#">VOI-5303</a>	Web Player - Layer Detail Panel
Feature	<a href="#">VOI-5305</a>	Correct .NET archiver pathing issues
Feature	<a href="#">VOI-5307</a>	Failover between primary/backup UCCX servers
Feature	<a href="#">VOI-5310</a>	Make the archiver .ini settings backwards compatible.
Feature	<a href="#">VOI-5311</a>	Transcoder - Cross-talk/Silence detection
Feature	<a href="#">VOI-5313</a>	Web Player - Title Bar
Feature	<a href="#">VOI-5317</a>	Cross Talk/Silence Database Changes
Feature	<a href="#">VOI-5318</a>	Media Server/Web Player reading in Crosstalk/silence markers from DB
Feature	<a href="#">VOI-5319</a>	Silence detection for mono files
Feature	<a href="#">VOI-5320</a>	Variable Speed playback for Screen capture only files
Feature	<a href="#">VOI-5321</a>	Overall Testing Of New Web Player
Feature	<a href="#">COM-97</a>	API call to support Agent Blackout

## Known/Outstanding Issues

Issue Type	Key	Summary
Fix	<a href="#">ANL-5073</a>	Stereo.wav files can be purged before indexing for all languages has been completed
Fix	<a href="#">ANL-5075</a>	When processing locally, if a recording matches multiple criteria that have different languages only the first language will be indexed
Fix	<a href="#">COM-488</a>	Service Manager will not connect when site is using SSL unless the user chooses to allow unsecured content in IE
Fix	<a href="#">QM-34</a>	Call List Filter - Survey Score cannot filter by 'n/a'
Fix	<a href="#">QM-35</a>	Call List Filter Allowing Invalid Values
Fix	<a href="#">QM-49</a>	Regression 5.1 Test: The Acknowledgment Report for Content cannot return the acknowledgement list
Fix	<a href="#">QM-50</a>	Regression 5.1 Test: With SSL, an "unencrypted info" alert is triggered when adding content
Fix	<a href="#">SUR-5061</a>	Regression 5.1 Testing: The Go To Page page number is carried from one search to the next on the Survey Form Search list
Fix	<a href="#">VOI-5359</a>	Transcoder Edit Page Not Graying Out Fields In IE7
Fix	<a href="#">VOI-5364</a>	Web Player - Vox file playback speed incorrect
Fix	<a href="#">VOI-5379</a>	Regression Test Issue Live Monitor - Screens View - Play Button Not Updating Properly
Fix	<a href="#">VOI-5380</a>	Regression Testing - Dialogics boards not saving setting correctly in the database/generating exceptions
Fix	<a href="#">VOI-5381</a>	Regression Testing - Revation voice board page not retrieving Assign Val from database
Fix	<a href="#">VOI-5382</a>	All bookmark show as public in the player
Fix	<a href="#">WFM-5788</a>	If a user clicks the save button on the EditServices page without making any changes, an error is displayed
Fix	<a href="#">WFM-5795</a>	On the Overview page, when the user adds a shift it is displaying in the employee time zone instead of the logged in user
Fix	<a href="#">WFM-5799</a>	When creating a schedule with IE7, a page error is displayed when the scheduling service returns json responses
Fix	<a href="#">WFM-5805</a>	In IE7 on Reporting/RequestApprovals page, Warning message is displayed on the screen
Fix	<a href="#">WFM-5827</a>	When adding or removing a schedule or shift to the page, after saving the page reloads without the changes

# Related Documentation

## Installation Instructions

Installation Manuals are provided only to authorized CallCopy distributors. If you need to obtain installation documentation, please contact your Account Manager.

## Manuals

All Administrative and End-User manuals for the software can be obtained from the CallCopy online customer success portal, cc: Community at <http://success.callcopy.com>.