inContact Workforce Optimization External Release Notes 16.2

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inContact Workforce Optimization External Release Notes

- **Version** — 16.2

- **Last Revision** — June 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 Workforce Optimization 16.2

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

Release Dates — June 14, 2016 for Premises; June 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:**
>
> This section discusses **only** those site requirements that have changed since the previous version of inContact Workforce Optimization. For complete information regarding site requirements, see *Customer Site Requirements for inContact WFO, 16.2* 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.

No new hardware requirements have been introduced in 16.2.

Server Software

Support for SQL Server 2008 is now limited to SQL Server 2008 R2 SP1.

No other server software changes have been introduced in 16.2.

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.

Support has been added for Windows 10; however, the Microsoft Edge browser included with Windows 10 is still being tested and is not yet supported.

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** does not yet support live monitoring or Microsoft browsers (such as Internet Explorer and Edge).

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.

Call & Screen Recording

Avaya Communication Manager Integration Update — *Applies only to Premises and Hybrid customers.* inContact Call Recording integrations are now supported with Avaya CM and AES 7. **Reference:** the appropriate customer guide for the specific integration.

Avaya IP Office Integration Update — *Applies only to Premises and Hybrid customers.* This integration previously supported IP500 V2 standalone and Server Edition standalone. In this release, we have added support for the following IP Office configuration: Server Edition with 500V2 expansion. 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 Contact Center Enterprise (UCCE) v11.0
- Cisco Unified Contact Center Express (UCCX) v11.0

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

ShoreTel Connect Integration Update — *Applies only to Premises and Hybrid customers.* ShoreTel has introduced ShoreTel Connect 1.0 as the latest version of its platform (previously known as ShoreWare). inContact WFO has been tested internally and supports both TAPI-WAV and TAPI-VoIP integrations with ShoreTel Connect Onsite. **Reference:** the appropriate customer guide for the specific integration.

inContact Quality Management

Bonus Points — inContact Quality Management now supports bonus questions that can result in evaluation scores above 100%. This allows evaluators to reward agents for going above and beyond; for example, the agent who initiates a significant upsell or saves an angry customer's account might deserve bonus points. **Reference:** Online Help > Quality Management > Forms > Create QA Evaluation Forms.

Penalty (Deduction) Points — In some situations, awarding zero points for a question may not be enough. You may want to actually penalize the agent by deducting points from their score. For example, an agent might disclose confidential information or fail to comply with proper credit card handling procedures. For these scenarios,

inContact Quality Management now supports negative point values. In addition, new fields are available in ad hoc reporting to support this feature. **Reference:** Online Help > Quality Management > Forms > Create QA Evaluation Forms.

Display All Possible Responses — Previously, inContact Quality Management displayed only the response chosen, and the associated points, on a completed evaluation. With this version, each question displays all possible responses, as well as their associated points. This will help agents and coaches more easily compare possible and actual scores for each question. **Reference:**Online Help > Quality Management > Evaluations > Page Details: Perform QA and Page Details: Search QA Evaluation.

Evaluation History Preservation — Previously, inContact Quality Management displayed only the most recent values associated with evaluation actions. For example, if an arbitrator changed a score on an evaluation, the arbitrator's name would then appear in the **Evaluator** field and the date the new score was saved would appear in the **Evaluation Date** field. New fields have been added to preserve the original evaluation data, and to allow new options for filtering. **Reference:** Online Help > Quality Management > Evaluations > Page Details: Perform QA and Page Details: Search QA Evaluation.

inContact Workforce Management v2

AACC Integration — inContact WFM v2 now integrates with Avaya Aura Contact Center for historical and real-time data. **Reference:** Online Help >Workforce Management > inContact WFM v2 Integrations > Avaya Aura Contact Center Integration.

Cisco UCCE Integration — inContact WFM v2 now integrates with Cisco Unified Contact Center Enterprise for historical and real-time data. **Reference:** Online Help >Workforce Management > inContact WFM v2 Integrations > Cisco UCCE Integration.

Known End-User Issues Resolved in 16.2

Issue Type	Key	Issue Summary
inContact WFO API Commands	225025	Some API commands allow creation of user accounts without requiring a Phone ID.
inContact WFO	225303	If a user's **System Username** is in all capital letters (for example, *MARY_SMITH*), 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.
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 Quality Management	246917	The Calibration Evaluator Comparison Report does not return correct results when **Form** is set to *All*.
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	257444	Under certain conditions, cross-talk and audio tag information may not populate correctly in the **Call List**.

Known End-User Issues for 16.2

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	225038	Exporting multiple calls via API command can result in inconsistent file names.
HTML5 Inter-action Player	230540	Mouse pointer movement is not displayed in screen recordings.
inContact WFM v1 Web Portal	246906	The **Today** button may incorrectly become active on schedules that do not include that day.
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.
inContact WFO Web Portal	287122	If a user clicks a calendar date in the Call List, a message appears stating that "an unknown error occurred." However, there is no actual error and functionality is not affected.