

# Release Note ACD SMR 1.11, Edition 2

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## 1 Introduction

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This Release Note describes hardware and software requirements to use with the

**Quadro's ACD SMR software 1.11 Date: December 24, 2010**

Additional enhancements, bug fixes and known issues incorporated in this software will be listed as known.

Date: January 20, 2011

## 2 Requirements

The Quadro's SMR (Statistics Monitoring and Reporting) system is a software monitoring tool used along with the Automatic Call Distribution (ACD) feature to monitor the current status of Agents and Agent Groups and to display the statistics related to each. The status values are stored in a database and are used for generating the status and call statistics for Agents and Agent Groups on the SMR window running on the user's PC.

### 2.1 System Requirements

The following specifications are required for the proper operation of the ACD SMR:

- Microsoft Windows XP or Vista for client applications, Microsoft Windows XP for ACD service
- MySQL server version 5.0.45 or higher
- Network connection to the Quadro IP PBX

#### Network Connectivity

- The Quadro IP PBX, the host where MySQL is installed and the host where the ACD service is running should be visible to each other. The host running the ACD service should be visible for the host running the SMR (if the components are installed on different hosts).

### 2.2 Quadro Software Requirements

The Quadro's SMR system is compatible with the following Quadro IP PBXs beginning with the software versions listed below and with the properly configured ACD feature:

- QuadroM32x: SW-5.2.10
- QuadroM8L/M26x: SW-5.2.7

## 3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent Quadro's SMR release.

Release	New Features
1.11	Possibility to export the data from ACD SMR
	Added "Agent Name" capability to view and navigate ACD data by "Agent Name"
1.9	
1.8	Implemented ACD calls detailed statistics
1.6	

## 4 Changed Features History

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No changed features here at the moment.

## 5 Fixed Issues

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Issues fixed since version 1.9:

<b>In SMR "Current Status" the call is still shown in Queue if the call is cancelled from caller side</b>	
	<b>15646</b>
D:	
C:	

## 6 Known Issues

D: Description

C: Consequences

Fix: How to avoid the situation, or what to do in case the situation has occurred.

<b>In case of some time difference between the PC and the Quadro the statistics are not shown at all</b>		<b>15843</b>
D:		
C:		
Fix:	Will be fixed in the next releases.	
<b>If there is a problem with connection to MySQL db the icon of connection statuses also shows problems with connection to Quadro</b>		<b>15845</b>
D:		
C:		
Fix:	Will be fixed in the next releases.	
<b>Nothing is logged in SMR if the call is coming with preselected skills</b>		<b>16381</b>
D:	If the call is coming from ACD Attendant with some chosen skills, nothing is being logged under the "Call Statistics" of SMR after the call.	
C:		
Fix:	Will be fixed in the next releases.	
<b>Problem with Scrollbar of the Call Statistics Detailed Information</b>		<b>16518</b>
D:	When scrolling the window downwards by scrollbar until the end of the window is reached the statistics shown on it still does not show the last records and there is a need to scroll the window (by clicking on the down arrow several times) to reach the last records. Furthermore if scrollbar is used the window doesn't capture the records in any case, it jumps to the upper ones.	
C:		
Fix:	Will be fixed in the next releases.	
<b>Sometimes the data is not updating until any movement of scrollbar</b>		<b>16520</b>
D:	Sometimes the data on the Call Statistics page (in both total calls and detailed statistics parts) is not being updated in real time mode, though there is an active change in statistics. Only some movement of scrollbar of Call Statistics Detailed Information makes the data on the whole page to be updated.	
C:		
Fix:	Will be fixed in the next releases.	

## 7 Installing and Upgrading Instructions

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To install, run the executable setup files for Quadro's SMR system (service and client applications) and follow the instructions of the setup wizards until the last page is reached.

For more details on how to install and configure ACD service and client application, as well as how to setup and configure MySQL server, see the SMR User's Guide.

For information on how to activate and configure the ACD feature on the Quadro IP PBX, see the Administrator's Manual for the Quadro.

To upgrade from an existing version, close the SMR system and run the setup wizards for the new version. The configuration and the data will remain after the upgrade since the data is stored in the MySQL server. It is not necessary to uninstall the previous version before the upgrade.