

Release Note ACD SMR 1.8, Edition 1

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1 Introduction

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

Quadro's ACD SMR software 1.8 Date: June 8, 2010

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

Date: August 10, 2010

2 Requirements

The Quadro's SMR (Statistics Monitoring and Reporting) system is a software monitoring tool used along with the Quadro Automatic Call Distribution (ACD) feature to monitor the current status of agents on Quadro units, statuses and call statistics of Agents and Agent Groups. The status values are stored in a database and are used for generating the status and call statistics for agents and agent groups.

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
1.8	Implemented ACD calls detailed statistics
1.6	

4 Changed Features History

No changed features here at the moment.

5 Fixed Issues

Issues fixed since version 1.6:

The "Current Statistics" are shown incorrectly in case of "Custom Timeframe"	
	15844
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.

In case of some time difference between the PC and the Quadro the statistics are not shown at all		15843
D:		
C:		
Fix:	Will be fixed in the next release.	
In SMR "Current Status" the call is still shown in Queue if the call is canceled from caller side		15646
D:		
C:		
Fix:	Will be fixed in the next release.	
If there is a problem with connection to MySQL db the icon of connection statuses also shows problems with connection to Quadro		15845
D:		
C:		
Fix:	Will be fixed in the next release.	
Nothing is logged in SMR if the call is coming with preselected skills		16381
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 release.	
In "My SQL Server" field it's not allowed to enter more digits than in "Quadro IP"		16515
D:	It's not allowed to enter more digits in "My SQL Server" field than in "Quadro IP" field. For example if the IP address 172.30.10.1 is entered into "Quadro IP" field it is not allowed to enter 192.168.70.155 into "My SQL Server" field, only 192.168.70.1 is accepted. Furthermore no message is being declaimed when the entered IP address is being shortened and the last digits are cut off, and the shortened IP address is being saved without user's consent.	
C:		
Fix:	Will be fixed in the next release.	
Problem with Scrollbar of the Call Statistics Detailed Information		16518
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 release.	
Sometimes the data is not updating until any movement of scrollbar		16520
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 release.

7 Installing Instructions

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 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 Quadro.