Release Note ACD SMR 1.12, Edition 1

1 Introduction

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

Epygi IP PBX's ACD SMR software 1.12 Date: March 4, 2015

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

Date: March 6, 2015

2 Requirements

The Epygi IP PBX'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:

- MS Windows XP, MS Windows Vista, MS Windows 7, MS Windows servers 2003 and 2008
- MySQL server version 5.0.45 or higher
- Network connection to the Epygi IP PBX
- The Epygi 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 IP PBX Software Requirements

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

- QuadroM32x: SW-5.2.10
- QuadroM8L/M26x/M12Li/M26xi: SW-5.2.7
- QX1000:   SW-5.2.11
- QX2000:   SW-6.0.2
- QX50/QX200   SW-6.0.2
- QXISDN4+   SW-6.0.11

3 New Features History

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

Release	New Features
1.12	"Today" timeframe type for showing Call Statistics has been added.
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

No changed features here at the moment.

5 Fixed Issues

Issues fixed since version 1.11:

T: Title
D: Description

16691	T:	The SMR behaves incorrectly if the ACD agent ID is longer than 16 symbols
	D:	After the 16th symbol some irregular sign is shown in the end of ACD agent's name. And when that ACD agent is removed from ACD group the SMR doesn't remove it from group, even after closing and reopening the SMR.

6 Known Issues

T: Title
D: Description
C: Consequences
Fix: How to avoid the situation, or what to do in case the situation has occurred.

16520	T:	**Sometimes the data is not updating until any movement of scrollbar**
	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.
16518	T:	**Problem with Scrollbar of the Call Statistics Detailed Information**
	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.
15845	T:	**If there is a problem with connection to MySQL DB the icon of connection statuses also shows problems with connection to Quadro**
	D:	
	C:	
	Fix:	Will be fixed in the next releases.

7   Installing and Upgrading Instructions

To install, run the executable setup files for Epygi IP PBX'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 Epygi IP PBX, see the Administrator's Manual for the Epygi IP PBX.

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.