

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 "(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.

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	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.