

## **CCE 3.0.4 Released July 2009**

### **Summary**

CCE 3.0.4 is an installable service pack release incorporating all updates since version 3.0. The purpose of this latest version is to continue with ongoing improvements to CCE without requiring engineers to run a multitude of updates post implementation.

Using the Upgrade and Migration document provided on the DVD, previous versions of CCE may be upgraded to 3.0.4.

### **Download CCE 3.0.4**

[http://www.avayacontactcenterexpress.com/Public\\_ISO\\_Images\\_3.0.4.htm](http://www.avayacontactcenterexpress.com/Public_ISO_Images_3.0.4.htm)

### **Release Notes**

The following specific issues have been resolved in this release:











































**Issues resolved in previous 3.0.3 hotfixes include;**

**CCE Desktop & CCE Reporting:**

Issue 12211:

If the Email Mediastore queue REPLY-TO address is different from the Queue email address the Reply-to address is not used in reply emails. This has been resolved and the Reply-to address is used.

Issue 12372:

When typing a reply to a plain text email, pressing enter uses a HTML paragraph which looks like a double linefeed.

This has been changed so typing a reply is consistent when replying to either a rich text or plain text email.

Issue 12269:

Right Click Cut/Copy/Paste menu no longer works after upgrading to 3.0.3\_01.

This has been resolved and the right click context menu has been resolved.

Issue 12621:

Multiple Screen Pops appears when CCE Desktop Rules is used to display a MS CRM screen pop.

This has been resolved and multiple document windows will no longer be displayed in CCE Desktop.

Issue 12806:

In Simple Messaging the user can not copy text from the Conversation window (sent and received messages).

This has been resolved and this information can now be copied from the CCE Desktop application.

Issue 12045:

MS CRM plugin unable to process a CCE Rules based return event and open a MS CRM document window to

display Contact or Account details. A return event will now be correctly processed.

Issue 11716:

In the email plugin, the TAB key can be used to move between fields, To, From, CC, BCC and subject,

but it never returned the user to the body of the email.

This has been resolved and the body is included in the TAB list.

Issue 11717:

Default cursor location for email work item was not the Email Body when replying to an email.

This has been resolved and the email body is now default.

Issue 11962:

Spellcheck is not enabled when originating a new email from CCE Desktop;

This has been corrected and when creating a new email within CCE Desktop, spell checker will be enabled.

Issue 11743:

Default save location for email attachments was My Computer;

This has been changed and now the default location is Windows User default folders.

Issue 11719:

Email addresses and hyperlinks were not able to be clicked from within an email body;

This has been resolved and both open an appropriate application when clicked.

Issue 11504:

When attaching a document to an email, the dialog by default is only showing image files, .bmp, gif etc

rather than all files; The default has been changed to show all files.

Issue 11999:

When editing an email, Copy, Cut and Paste buttons sometimes they are not enabled;

This has been resolved and the buttons are now enabled.

Issue 11863:

IClarity - IClarity was requesting a IPSoft V6 rtu in Communication Manager.

This has now been resolved and a IPSoft V5 rtu is now requested

Issue 11786:

IDS View Client has been changed to provide performance improvements in the delivery of event information

to consumer applications such as Presence and Wallboard.

Issue 11712:

Performance improvements have been made in Presence with regard to the consumption of event information and the update of the display grid.

Issue 11549:

In some circumstances changing the receive by multicast setting stops Presence from working.

This has been resolved and it is possible to switch between modes, provided of course that multicast

is enabled on the customers network.

Issue 11434:

Presence plug-in not handling culture control language strings correctly.

Issue 11517:

Presence - OtherPhone is the default agent ID field.

The OtherPhone field is ASContact is current recommended location for entering the agent id, and BusinessPhone for the station number. A specific agent id field may be provided in a later release of the database.

Issue 11524:

The Session Notes save location returns to default after a restart. This is now saved in configuration.

Issue 11989:

Wallboard Plugin - When using Configuration Manager to edit Agent, Skill, or VDN settings, a single record will not be displayed, or if there are multiple agents configured, the last record will not be displayed even though the application uses the configuration correctly. This has been corrected and all configured devices will be displayed in Configuration Manager.

Issue 11924:

Wallboard Plugin - Alerts for Queues only work in isolation and not with VDN or Agent.

Alerts can now be applied to a mixture of devices.

Issue 11787:

Workitem Alert - Appears not to work but was actually hidden by other windows.

The Workitem Alert has been changed to ensure it is displayed on top of other windows.

### **Email Media Store:**

Issue 12215:

Replies from Resident Expert that are to be returned direct to Customer are not captured and recorded

in the IDS for reporting purposes. This information is now captured and stored.

Issue 12110:

When an email is retrieved at CCE Desktop, the Email Mediastore also creates a copy of the email and

queues it to Media Director for delivery to an agent.

The Email Mediastore no longer causes a duplicate email to be delivered to agents as a result of retrieving a workitem.

Issue 11915:

Multiple copies of the same emails are delivered when the Phantom Call is RONA'd (routed on no answer);

This has been corrected and will no longer occur.

Issue 11621:

Some emails received by the email mediastore do not get queued to the Media Director.

The next time, when the EMS is restarting, these emails are processed first before rest of the emails;

This has been corrected and all emails are now processed as they arrive.

Issue 11882:

Email work-item priority is changed when work-item is suspended;

Issue 12015:

Auto Response attachments are missing when the auto response is fired to closed sender group and denied sender;

Auto responses now contain attachments when these are configured.

Issue 11746:

When an email is unable to be sent due to SMTP or similar problems the email Mediastore should send an email

to the defined administrators email account but this was not always happening.

This has been resolved and error in sending emails are now always sent out.

Issue 11678:

When an email is received with a format that cannot be displayed, an error email was sent to the defined

system administrator account but did not attach the problem email.

This has been resolved and the problem email is attached for investigation by the system administrator.

### **Preview Contact Media Store:**

Issue 12630:

When large numbers of campaigns and schedules (for example 200 queues each with 10 schedules)

are created for Preview Contact, the result could place a load on the SQL server.

The surrounding stored procedures have been optimised to improve SQL performance.

Issue 11502:

Preview Contact Media Store - When the MediaController\_WorkItemRefDelivered and MediaController\_WorkItemRefEstablished events fired for a Preview Contact workitem, the workitem type is not correct. This could potentially affect development of a custom plugin that was required to use this value; This has been resolved and the correct value is used as per developer documentation.

### **Media Director:**

Issue 11832:

Under some circumstances Media Director fails to recycle phantom calls.

While the behaviour is incorrect this does not affect normal operation of CCE.

This has been resolved and recycling of phantom calls now occurs every time.

Last Modified By: Simon Fitz-Gerald, Monday, October 19, 2009  
<http://support.avayacce.com/KnowledgebaseArticle14172.aspx>

Saturday, March 20, 2010