

Release Note ACD SMR 1.9, Edition 2

THIS DOCUMENT CONTAINS CONFIDENTIAL AND PROPRIETARY INFORMATION OWNED BY EPYGI TECHNOLOGIES LTD. ANY COPYING, USE OR DISCLOSURE OF THE DOCUMENT OR THE INFORMATION CONTAINED HEREIN WITHOUT THE WRITTEN PERMISSION OF EPYGI TECHNOLOGIES LTD. IS STRICTLY PROHIBITED.

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Epygi Technologies to be accurate as of the date of publication, is subject to change without notice. Epygi Technologies assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

Epygi is a registered trademark of Epygi Technologies, Ltd. All other products and services are the registered trademarks of their respective holders

1 Introduction

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

Quadro's ACD SMR software 1.9 Date: November 4, 2010

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

Date: December 2, 2010

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:

• 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
1.9	
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 1.8:

In "M IP"	y SQL Server" field it's not allowed to enter more digits than in "Quadro 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:	

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:	t shown at all 15843	
C:		
Fix:	Will be fixed in the next releases.	
In SMR "Current Status" the call is still shown in Queue if the call is cancelled		
	caller side 15646	
D:		
C:		
Fix:	Will be fixed in the next releases.	
	re is a problem with connection to MySQL db the icon of connection	
	es also shows problems with connection to Quadro 15845	
D:		
C:		
Fix:	Will be fixed in the next releases.	
Nothir	ng 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 releases.	
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 releases.	
	times 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 releases.	

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.