



BroadWorks Call Center Agent and Supervisor

Release Notes

Release 14.6.47 MB13

Document Version 1.0

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BroadWorks® Guide

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Document Revision History

Release	Version	Reason for Change	Date	Author
14.6.47	1.0	Created document.	April 14, 2011	Ananda

Table of Contents

1	Introduction.....	5
1.1	Overview	5
1.2	Audience	5
1.3	Instructions	5
1.4	Content Description	5
2	BroadWorks Call Center Agent and Supervisor	6
2.1	Resolved Feature Requests.....	6
2.2	Resolved Issues.....	6
3	Appendix 1 – Detailed Content	7
4	Appendix 2 – User Interface Changes.....	8
4.1	Application Interfaces	8
4.1.1	Login Screen.....	8
4.1.2	Main Screen.....	8
4.2	Common Dialogs.....	8
4.2.1	Options Dialog	8
4.2.2	Call History.....	8
4.3	Message Boxes.....	8
4.4	Other Interfaces.....	8
4.4.1	Installation Wizard.....	8
4.4.2	Deployment Studio Changes	8

1 Introduction

1.1 Overview

This document describes resolved issues in BroadWorks Call Center. For information on maintenance, read the installation instructions and sections applicable to each component.

For detailed content description on applicable issues, see [Appendix 1 – Detailed Content](#)

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For user interface changes, if applicable, see [Appendix 2 – User Interface Changes](#).

1.2 Audience

This document is intended for those who are responsible for the deployment and management of BroadWorks Call Center. The document is intended for network administrators and systems integrators to install and maintain BroadWorks Call Center on the BroadWorks platform.

1.3 Instructions

When any user runs the build, he has to upgrade the current version or perform a fresh installation if a previous version was uninstalled manually (via Add/Remove Programs). For information on installing/upgrading using alternative deployment models such as managed networks, consult the respective user guides.

1.4 Content Description

The following build contains a complete installation of BroadWorks Call Center and has no install/upgrade dependencies. Use the appropriate packaging tools to ensure customizations are predefined before mass deployment. Each maintenance section identifies known system conflicts.

2 BroadWorks Call Center Agent and Supervisor

2.1 Resolved Feature Requests

None

2.2 Resolved Issues

113551 - CC Supervisor monitoring tab - queued calls should auto expand instead of having to click on + icon

When calls are queued against a Call Center, the view does not expand automatically without the Supervisor click on the + icon next to the Call Center name. This is fixed now. After the fix the view expands automatically whenever a call is there in the queue.

124638 - Queue Performance Analysis Report - Incorrect Report

Where there is no activity in some selected intervals, the percentage answered is more than hundred percent. Also the percentage in queue shows some value even when the report shows 0. This is fixed now. After the fix, the percentage is displayed correctly.

Appendix 1 – Detailed Content

There is no detailed content.

3 Appendix 2 – User Interface Changes

3.1 Application Interfaces

3.1.1 Login Screen

There is none.

3.1.2 Main Screen

There is none.

3.2 Common Dialogs

3.2.1 Options Dialog

There is none.

3.2.2 Call History

There is none.

3.3 Message Boxes

There is none.

3.4 Other Interfaces

3.4.1 Installation Wizard

There is none.

3.4.2 Deployment Studio Changes

There is none.