



Release Notes for Arc Premium



Version 5.1.4

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Release Note Version: 1.1.1

These release notes describe the new features and caveats for Arc Premium (previously known as Arc Enterprise Premium) Version 5.1.4

You can access the most current Arc Premium documentation at this URL:

<http://www.arcsolutions.com/uk/services/technicaldocumententerprise.aspx>

http://www.arcsolutions.com/middle_east_africa/services/technicaldocumententerprise.aspx

<http://www.arcsolutions.com/europe/services/technicaldocumententerprise.aspx>

http://www.arcsolutions.com/asia_pacific/services/technicaldocumententerprise.aspx

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1.1 Introduction

The Arc Premium version 5.1.4 introduces some significant new features, including:-

1.1.1 Telrex 4.1 support for call recording

With release 5.1.4 Arc Premium now offers compatibility with TelRex CallRex call recording software

Using the already familiar call record button in either Arc Premium Attendant Console or Arc Call Connect Agent, calls may be tagged for recording. Alternatively, Arc Premium allows for ALL calls to be recorded on a particular queue if required.

When the call is recorded a number of useful pieces of information are stored in the server along with the recording itself. This means that administrators can go to the CallRex administrative interface and search for call recordings matching certain criteria:-

- Arc Premium operator or Call Connect agent's extension number / Directory Number (DN)
- Calling Line ID (CLI) – the number the caller is dialing from
- Direct Dial In (DDI) details – the number dialed by the caller
- Agent Full Name – the Arc username of the agent who pressed the record button
- Delivery Queue Name – the queue that the incoming call was answered on (if applicable)
- Delivery Queue Type – is the queue VIP, Forced Delivery, etc
- Arrival Queue Name – the queue that the incoming call arrived on (if applicable)
- Arrival Queue Type – is the queue VIP, Forced Delivery, etc
- Filter Tag Text – a text description of call filters applied to that queue
- Arc Call ID (useful for more technical investigation)
- TSP Call ID (useful for Cisco network investigation)

1.1.2 Arc Premium Directory Connector

Arc Premium Directory Connector enables web browser users to search the Arc Premium Attendant Console directory from a web browser.

Use with Arc Click to Dial

As the directory is stored and maintained by the Arc Premium server, it's likely that this will be the most accurate telephone directory your organization has. When used with Arc Click to Dial it can be used by desk workers as a powerful directory solution. It will reduce internal calls to the operator and save time in staff contacting co-workers.

With Call Connect

When used in conjunction with Arc Call Connect and Click to dial, it empowers Call Connect agents with the ability to perform simple attendant functionality - search and transferring calls to the requested destination using the easy to use Click to Dial screen dialer tool. Since Call Connect is able to trigger specific web pages per queue, it may be that this feature is only available on some of the inbound queues in your call centre, therefore controlling which agents are able to use it.

On tablet devices

Use Arc Directory Connector on tablet devices like the Cisco CIUS to enable mobile staff with a directory-dial feature on the move. Note: The number must be valid to dial by the CIUS.

Note:

- (1) For the Directory Search to work, users' browsers must be able to connect across the network to the Arc Server.
- (2) Arc Directory Connector supports Arc 5.1.2 and above only
- (3) Validity of numbers dialed will depend on the accuracy of the Arc Premium Attendant Console directory

1.1.3 Screen Pop API added to Console

Enhanced integration capabilities for Call Connect with CRM or Helpdesk systems using Screen Pop API and Arc Premium Console

Using consultancy services from **Arc Advanced Services**, Arc can now offer desktop integration to the Arc Premium Attendant Console – just as it has been doing with Arc Call Connect since Arc 5.1.1. This service allows users of desktop CRM or Helpdesk applications to leverage their Arc Premium attendant console for telephony and inbound call delivery.

This is a service, not a product feature on its own.

Upon qualification of the requirement, and depending on the type of application being used, it may be possible for **Arc Advanced Services** to provide the following features:-

- The ability to collect digits from the caller whilst they are waiting in queue. Arc Voice Connect can already allow callers to press single digits to select menu options. Now, callers can choose to type in a numeric string of digits such as an account number that can then be stored against the call and delivered to the Arc Call Connect agent.
- Display the status of the Arc Attendant Console or Agent within the CRM application as well as the queues that the agent is associated with, the extension they are logged into (and its status) and the name of the agent. This may be useful in logging transaction activities within a CRM or Helpdesk application for the purpose of timekeeping or auditing.
- On an incoming call, **Arc Advanced Services** can provide the following information to the CRM application:-
 - Call information including Calling Line ID and Originating Line ID
 - Dialed Number (DNIS) information
 - Digits collected within the call queues
 - Statistics including queue time

Such information can be used by the application to perform database searches immediately the call is answered. By doing this the operator centre or call centre can reduce the amount of time a caller has to wait before the agent has their records in front of them.

- (Arc Call Connect only) The ability to set Agent statuses and completion codes as well as phone device statuses. This may be valuable in pairing the CRM or Helpdesk application's user status with the Arc Call Connect agent.

- Basic call control options, allowing the CRM application to control the Arc Premium Attendant Console or Call Connect agent. Answer call, Clear call, Hold call, Make call, Transfer call are available. Note that it is necessary for Arc Premium Attendant Console or Call Connect to be running. These features would allow the agent work more efficiently by avoiding having to switch between the CRM or Helpdesk application and the Arc Call Connect agent.

1.1.4 Support for Cisco Unified Communications Manager 8.6.2

There is a known issue in Cisco Unified Communications Manager 8.6.2 (updated January 20th, 2012)

Installers, engineers and customers are advised that an issue exists in version 8.6.2 of Cisco Unified Communications Manager whereby CTI ports fail to register in certain circumstances, causing significant problems with call control within the Arc Premium server.

This issue is observed on CUCM build version 8.6.2.20000-2 with TSP version 8.6(2.2) on Windows 2008 Service Pack 2 32 bit.

The Cisco ticket reference is CSCtw79059.

Since this is solely a CUCM issue and is outside of Arc Solutions domain, you are advised to contact Cisco for updated status on this issue.

1.1.5 Localisation Support

Arc Premium version 5.1.4 supports Arabic (Saudi Arabia), Chinese (Hong Kong SAR), Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Hebrew, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Turkish and Swedish.

See *Arc Solutions Design Guide January 2012* which provides further information regarding Operating System Locale, which will impact on the deployment of the software in locations where languages other than English are used.

1.2 Build table

The following table outlines the product components and the respective file and version numbers. Products highlighted in bold signify a version increase since the previous release.

Product Name	File Name	Version
Admin	ICDConfig.exe	5.1.4.492
Server	CTSS.exe	5.1.4.631
	CTSSMGR.exe	5.1.4.631
	XMLMessageService.dll	5.1.3.86
	Phones.xml	1.0.0.002
	Telrex Integration – CallRex.dll, CTSS.exe config	1.0.0.002
CT Driver	ASTAPI2x.dll	1.0.1.105
LDAP Server	ArcLDAPServer.exe	5.1.4.123
	ArcLDAPManager.exe	5.1.4.123
CTI server	CTI Server.exe	1.0.1.87
	CTI Server Manager.exe	1.0.0.31
	FileLogger.dll	1.0.0.15
	TcpSocket.dll	1.0.0.50

CUPS Server	Cisco Presence Server Plug-in.exe	1.0.0.36
	Cisco Presence Server Plug-in Manager.exe	1.0.0.17
	CupsPresence.dll	1.0.0.36
	FileLogger.dll	1.0.0.15
	TcpSocket.dll	1.0.0.50
Arc Presence Server	PSCM.dll	1.1.0.11
	Presence Web	1.1.0.009
	Presence XML	1.1.0.11
	CreateSubVirtualDir.exe	1.1.0.6
	SwitchModeUtil.exe	1.1.0.9
DB Upgrade Tool	TransferData.exe	1.0.0.87
	MetaphoneCOM.dll	1.0.0.0
	XPMetaphone.dll	1.0.0.4
Database Script	ICD Files	Build 108
Resilience	ASR.dll	1.0.0.4
	ASXPR.dll	1.0.0.4
Phonetics	MetaphoneCOM.dll	1.0.0.0
	XPMetaphone.dll	1.0.0.4
	StemmingLib.dll	1.0.0.4
Arc Language Translator	ArcLanguageTranslator.dll	4.1.0.4
Voice Server	vsrs.exe	5.1.4.111
	vsrsmgr.exe	5.1.4.111
XML Agent	AgentConnect.dll	5.1.2.11
	AgentConnectX.ocx	5.1.2.41
OCS Server	OCSPresenceServer.exe	1.0.0.12
	Microsoft OCS Server Plug-in Manager.exe	1.0.0.4
	TcpSocket.dll	1.0.0.52
	FileLogger.dll	1.0.0.16
	UCMAConnector.dll	1.0.0.24
	UtilEP.exe	1.0.0.2
	UIUtilEP.exe	1.0.0.4
Arc Console Operator	Operator.exe	5.1.4.616
Arc Connect Agent	Arcagent.exe	5.1.4.321
Arc Connect Supervisor	Suprvise.exe	5.1.4.466
Arc Supervisor Reports		5.1.4.67
Arc Connect Wallboard	WallBrd.exe	5.1.4.100
Arc Desk Manager		5.1.4.014
Accessibility Scripts		Build 006

1.3 Resolved Issues from 5.1.3

The following table outlines fixes that have been resolved since the 5.1.3 release. They include issues that have arisen during internal review as well as generic fixes that have been reported via testing and customer support calls.

Log Number	Issue description
CT Server	
TP 31406	Call is not routed to an available agent
TP 31321	Error while trying to change presence status. Error code D102
TP 31651	Arc users prompted to login to Secondary Arc server.
TP 31564	Slow memory leak on LDAP Synch.
TP 31563	Arc Supervisor: Unable to delete completion codes - Arc server failed to process update
PDD 27638	Arc Presence cannot be set from web or phone until restart of CT Service
PDD 25665	CT server Exception message when start/stop server
TP 23429	Dial Plans not being applied when moving calls from PreCT to HostPBX
TP 28837	Devices are being reported as being out of service.
Admin	
TP 29015	Administrator is unable to record/playback phrases
TP 28587	Contacts Exporting not working due to locale settings
Operator Console	
TP 28505	Operator unable to add notes when other notes field is an LDAP mapped field
Supervisor	
TP 30970	Issues with monitor templates on the new Supervisor
TP 27331	Stability issues due to configuration database and the relation of agents and queues (was TP 19833).
TP 29015	Administrator is unable to record/playback phrases
TP 28978	Cannot assign queues to an operator when it is in a non-full access community
DB Upgrade Tool	
PDD 27652	This issue is to do with backups not being created by the DB Upgrade application
Supervisor Reports	
TP 31246	Missing dates when exporting AR05 Report to excel
TP 28266	GOS level 2 report is not being calculated properly
TP 28740	QR03 Report is not being sorted correctly on times

Documentation	
TP 31532	Premium Upgrade document review

Open issues with Version 5.1.4

Log Number	Issue description
CT Server	
PDD 27566	TSP Memory leak due to heavy extension mobility usage
Voice Server	
PDD 25522	If a new voice port is added then the voice server service is required to be restarted
Supervisor	
TP 31496	unable to delete skill from templates RQST115007
Supervisor Reports	
TP 31538	CS03.RSQ needs to be changed as it does not take care of all Redirected Completed and all Overflow type.
N/A	Reports (including Graphical) have several layout/display issues that are to be resolved and contain some inconsistencies as well as inaccuracies
CUPs Server	
TP 31531	Arc Operator Console where the 'Info' field from Cisco Presence is not always populating
TP 31382	Cannot see presence if User ID is in UPN format
Operator	
TP 31575	CSCtw72622: Attendant Console is not popup, when second call comes
TP 30553	If you change search fields the application stays in the previous field and does not move over.
PDD 27515	Problem getting CUPS status when contacts with duplicate UserIDs are in the display
PDD 27542	Problems obtaining Free\Busy calendar information from Exchange 2010. Work around available, see design guide
Agent	
TP 30356	Extra logging - Agent software only shows half a screen. Message Window only half displayed.

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