Technical Bulletin | Alcatel-Lucent OmniPCX Office

TC1779 ed.01 • • • • • | **Release: R9.0**

NEW ACD PACKAGE 9.0.0 - 9.08.01 FOR OMNIPCX OFFICE

This document gives all necessary information on the New ACD package 9.0.0 - 9.08.01 for OmniPCX Office.

Revision History

Edition 1: February 12, 2013   creation of the document

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1 New ACD package 9.0.0 - 9.08.01 for OmniPCX Office

A new ACD package 9.0.0 - 9.08.01 is available for OmniPCX Office.

This ACD package and its applications are compatible with all OXO releases R3.x to R9.0.

This version replaces the version 9.0.0 - 9.04.01.

2 Application versions

This ACD package 9.0.0 - 9.08.01 contains de following applications:

Application	Version
Agent Assistant	9.02.01
Supervisor	9.06.01
Statistics	9.04.01

3 Corrections

Identifier	Siebel	Headline
Crms00358393		ACD user manual upgraded for SCR
Crms0041105		Wrong calculation on statistics of day and month total in R9.0
Crms00418258		Choice of language issue in supervisor and statistics application
Crms00418586		Possible choice of language during installation now possible for 19 languages (operators)

4 ACD Package historic

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Applications	Package ACD 9.04.01
Agent Assistant version	9.01.01
Supervisor version	9.04.01
Statistics version	9.01.01 (= 8.03.01)

5 Installation and Migration of new ACD Applications 9.0.0 - 9.08.01

These applications are compatible with all OmniPCX Office releases R3.x, R4.x, R5.x, R6.x, R7.x, R8.x and R9.x.

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Warning !

On Windows operating systems after XP versions, it is mandatory to install all ACD Applications using a "right click" on "setup.exe" file and choose "Run as Administrator"; If this process is not used, some components may not be installed !

5.1 Migration from 9.xx.xx to 9.08.01

In order to perform a migration from an ACD applications from 9.xx.xx to 9.08.01, just install the new applications; existing ones will be upgraded automatically.

5.2 Migration from 5.xx.xx, 6.xx.xx, 7.xx.xx or 8.xx.xx to 9.08.01

In order to perform a migration from an ACD application 5.xx.xx, 6xx.xx, 7.xx.xx or 8.xx.xx to 9.08.01, it is mandatory to uninstall one by one all previous ACD applications 5.xx.xx, 6.xx.xx, 7.xx.xx or 8.xx.xx present on the PC.
To uninstall ACD applications use preferably:
 /control Panel/Program and feature/ Uninstall   Windows Menus.

Do not forget to delete all directories available under: "C:\program files\ Alcatel Omni Touch Call Center Office".

Before uninstalling the statistic application, make sure "Automatic printing" is disabled and verify that no ACD statistics are stored in ACD statistics directories; if statistics are present then save them in another directory.

Then reinstall one by one all new ACD applications following the different Wizards.

WARNING:

- If you install New ACD applications 9.0.0- 9.08.01 on the PC, without removing the old applications 5.xx, 6.xx, 7.xx or 8.xx.xx, the ACD applications modules will not be destroyed or upgraded. In this case the new applications 9.0.0 – 9.08.01 will not operate properly.
- New "Windows Framework" components (Microsoft .NET Framework) are used for statistics management starting from version OmniPCX Office R4.0. If this software is not installed on the PC, a special Wizard will be proposed in order to install the "Framework" before installing the statistics application. "Framework" components are mandatory for ACD Applications.

6 Supported OS

ACD Application	Windows XP SP3	VISTA 32 bits SP2	Windows 7 32 bits / SP1	Windows 7 64 bits / SP1	Windows 2008 server R2 64 bits/SP1
3.0.0	Yes	No	No	No	No
4.0.0	Yes	Yes	No	No	No
5.0.0	Yes	Yes	Yes	Yes	Yes
6.0.0	Yes	Yes	Yes	Yes	Yes
7.0.0	Yes	Yes	Yes	Yes	Yes
8.0.0	Yes	Yes	Yes	Yes	Yes
9.0.0	Yes	Yes	Yes	Yes	Yes

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twitter.com/ALUEnterpriseCare

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Submitting a Service Request

Please connect to our eService application at :
https://businessportal.alcatel-lucent.com/alugesdp/faces/gesdp/customerSupport/CustomerSupport.jspx

Before submitting a Service Request, make sure that :
- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the Technical Knowledge Base
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the the Technical Knowledge Base

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