

NEW ACD PACKAGE 9.1.0 - 9.53.01

FOR OMNIPCX OFFICE

This document gives all necessary information on the New ACD package 9.1.0 - 9.53.01 for OmniPCX Office.

Revision History

Edition 1: April 22, 2013	creation of the document
Edition 2: June 6, 2013	update of the document

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1 New ACD package 9.1.0 - 9.53.01 for OmniPCX Office

A new ACD package 9.1.0 - 9.53.01 is available for OmniPCX Office.

This ACD package and its applications are compatible with all OXO releases R3.x to R9.1.

This version replaces the version 9.0.0 - 9.08.01.

2 Application versions

This ACD package 9.1.0 - 9.53.01 contains de following applications:

Application	Version
Agent Assistant	9.53.01
Supervisor	9.54.01
Statistics	9.50.01

3 Corrections

Identifier	Siebel	Headline
Crms00423540		ACD Supervisor German text not reachable in R910
Crms00418586		Change request to set operators target; 19 supported languages

4 New features in R910

Force automatic call answer on ACD agent:

When auto answer feature is enabled for an agent, ACD incoming call presented to the agent's phone is connected automatically by the ACD engine after a configurable time out.

Auto-answer for ACD agents is configured in the ACD via OMC or via supervisor application.

See expert doc section 10.3.3.1.4 and "help on line" of supervisor and agent assistant applications.

5 ACD Package historic

Applications	Package ACD 9.08.01
Agent Assistant version	9.02.01
Supervisor version	9.06.01
Statistics version	9.04.01

6 Installation and Migration of new ACD Applications 9.1.0 - 9.53.01

6.1 Installation

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



Warning !

6.1.1 Administrator rights:

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 !

6.1.2 Running ACD application (Statistics Manager) on OS Windows 8 and Windows Server 2012

The Framework.NET functionalities must be activated as described bellow.

ACD applications provide some services based on HTTP Framework.NET 1.0 and 2.0 functionalities.

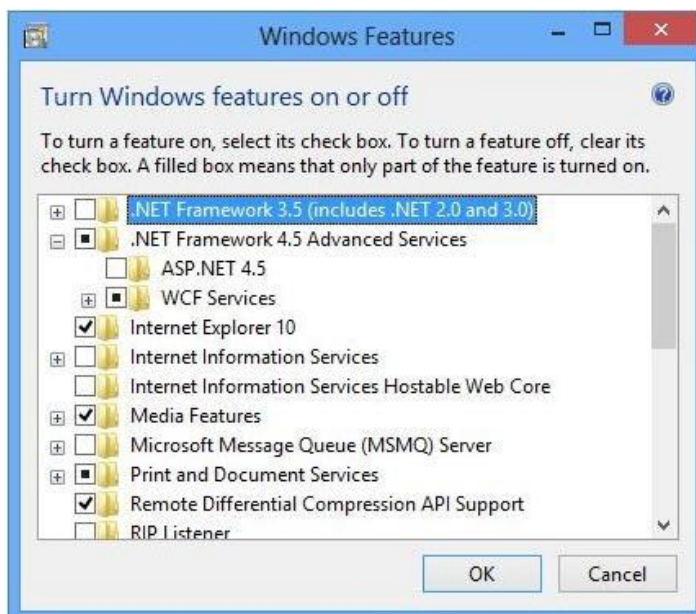
These versions are no more installed on Windows 8 or Windows Server 2012, only the version 4.0 is installed.

That means ACD applications will not natively work with FrameWork.NET 4.0 on both systems.

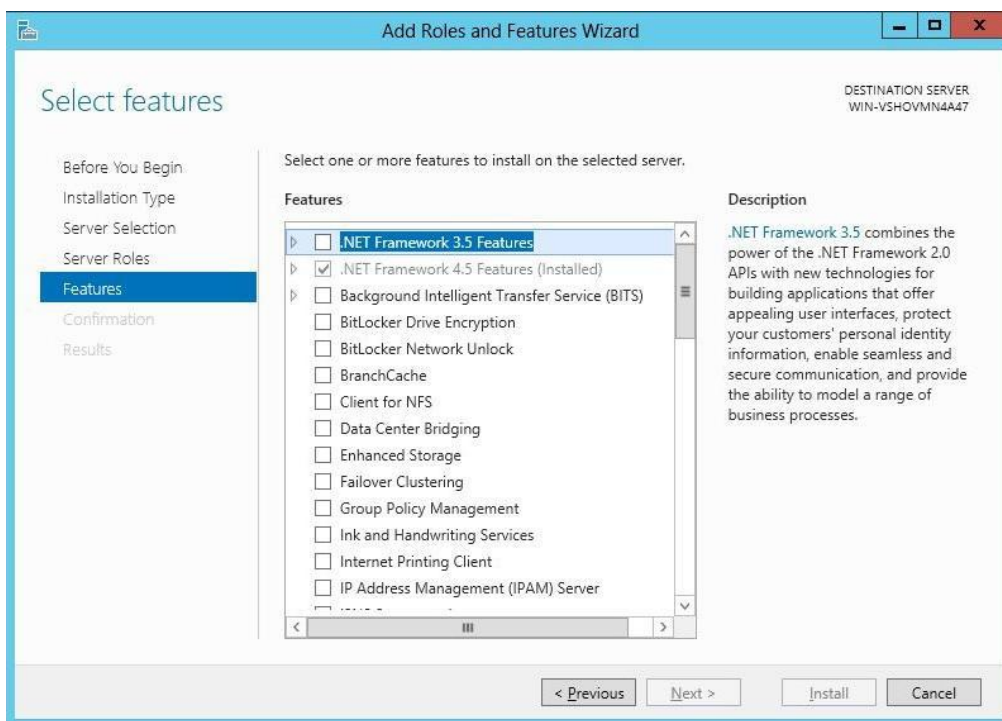
To make it possible it is necessary to provide FrameWork.NET 2.0 functionalities through FrameWork.NET 3.5 on these operating systems.

Windows 8 and windows Server 2012 provide a way to activate FrameWork.NET 3.5 functionalities by checking the following option in administration mode.

- Activate "FrameWork.NET 3.5 functionalities" in Windows 8 using "Configuration panel/program & functionailty/functionality" menu by checking the following option in administration mode.



- Activate "FrameWork.NET 3.5 functionalities" in Windows Server 2012 by checking the following option in "Add Roles and features Wizard" menu.



6.2 Migration from 9.xx.xx to 9.53.01

In order to perform a migration from an ACD applications from 9.xx.xx to 9.53.01, just install the new applications; existing ones will be upgraded automatically.

6.3 Migration from 5.xx.xx, 6.xx.xx, 7.xx.xx or 8.xx.xx to 9.53.01

In order to perform a migration from an ACD application 5.xx.xx, 6xx.xx, 7.xx.xx or 8.xx.xx to 9.53.01, 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- 9.53.01 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 – 9.53.01 will not operate properly.

7 Supported OS

ACD Application	Windows XP SP3	VISTA 32 bits SP2	Windows 7 32/64 bits SP1	Windows 8 32/64 bits	Windows 2008 server R2 64 bits/SP1	Windows 2012 Server 64 bits
3.0.0	Yes	No	No	No	No	No
4.0.0	Yes	Yes	No	No	No	No
5.0.0	Yes	Yes	Yes	Yes	Yes	Yes
6.0.0	Yes	Yes	Yes	Yes	Yes	Yes
7.0.0	Yes	Yes	Yes	Yes	Yes	Yes
8.0.0	Yes	Yes	Yes	Yes	Yes	Yes
9.0.0	Yes	Yes	Yes	Yes	Yes	Yes

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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 [Technical Knowledge Base](#)

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