



# OnviCenter 6.1.3

## 6.1.3 System Release Notes

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## OnviCenter 6.1.3 Overview

OnviCenter 6.1.3 release provides numerous feature requests from the Telephone Answering Service (TAS) market segment into OnviSource's OnviCenter 6 as well as bug fixes. This document outlines all the changes in this release and is applicable to OnviCall and OnviCord users.

### Overview of new OnviCall features

OnviCenter 6.1.3 is focused on adding new features for the TAS market as well as improving the robustness of dispatching. These features should improve the efficiency of answering services.

Nine of the TAS new features were coordinated with the OEO Technical Committee. These features were prioritized by survey response of the OEO membership. These features include:

1. Failed dispatches can create an echo so an agent can easily identify and follow-up for any failed dispatches.
2. Operator playback and history is now accessible for several prior days. Previously, the operator could only access history and call recordings from the last time they logged into the system.
3. Echo recall and history is now available. The Echo log presents the operator name and time when echo is closed.
4. Night bell is now available.
5. OnViews Manager permission levels have been expanded to enable individual permission for each log view.
6. Caller ID is now presented on the Operator screen for incoming calls. Caller ID can also be send to preprogrammed pages.
7. The F4 Operator List now indicates the account that the operator is working.
8. Date and time of each display is presented on the Dispatch Display.
9. Account data can be exported and imported again. Additionally, accounts can be renamed and marked as disabled. This allows new accounts to be named with the disabled account's DID and the disabled account can be restored later if they choose to return to the TAS.

#### **Additional TAS features include:**

- a. Fax dispatches can now be set with maximum transmission rates and with audio monitoring enabled. Clients that have difficulty receiving faxes can now be set to slower transmission speeds which typically improves the success of fax transmission while allowing all other accounts to be transmitted at maximum speed. Listening to the fax transmission can also assist with identifying fax transmission issues.

- b. Reports can now be saved in .CSV format as well as .ZIP format.
- c. A new Message Summary report is available that maintains compatibility with TASBILLER when you use Legacy Account Summary Report.
- d. When an Operator requests a message history, the time of the dispatches is now presented in the Client's time zone.
- e. Global time zones are now supported. This enables clients in Alaska and Asia to be supported.
- f. A minor issue in Wrap time and Account Update time reports was resolved that was encountered if the update straddled midnight.
- g. ICD call distribution was improved to better handle Priority Accounts.
- h. Priority of dispatches has been improved. Messages that require immediate transmission are now sent with higher priority than scheduled dispatches. This enhancement reduces the waiting for alpha or fax messages when received during times when many scheduled dispatches are scheduled.

## Overview of OnviCord updates

For Call Recording systems, 6.1.3 enhancements include:

1. Enhanced LDAP compatibility to enable Active Directory to be used for agent password control.

## Overview of General updates

These general updates are applicable to all OnviCenter6 users.

Another new capability is the System Monitor Utility. This utility can be installed on each server, LDX, SBX, Data Server, Switch Server, Dispatch Server, Recording Server, etc. The System Monitor can then be configured to monitor applications and services running on this server or other servers. If an error is detected, the System Monitor creates errors in the error log which can trigger email alerts. The System Monitor can also be configured to automatically restart applications and services.

In conjunction with the System Monitor, OnviSource is introducing a new system monitoring service called First Alert. If you choose to subscribe to First Alert, OnviSource will monitor your system errors. If an error is observed, the One Call Solution Center will automatically take action to resolve the issue, whether it be calling you to report a network issue or to remotely log into your system and take action.

# Product Line Performance Improvements

## ***OnViews***

### **OnViews Performance Improvements**

The following performance improvements have been made with this release:

- System Users '---' and 'SCH' are no longer displayed.

## ***Manager***

### **Manager Performance Improvements**

The following new feature has been made with this release:

- Added time of day Page Schedule capability to user accounts.

The following performance improvements have been made with this release:

- OnviCord system privileges now visible.
- Corrected issue when opening “Configure Accounts” the error message "Input String was not in a correct format" was being displayed.
- When saving CDR's in comprehensive mode (Logs/Calls/List/Save as/Comprehensive (CDR)), added the dial out to the output to allow viewing of the 'hook-flash' with the dialed digits.
- When viewing Answer Phases, selecting “Filter/Custom/Default Page only” fixed to list only the answer phases on the default pages.
- Corrected issue with system not allowing saving of recordings from the Logs/Calls/Play/Save menu option.
- Changed Time Zone selection from local + xx to Atlantic Time Zone, Eastern Time Zone, Pacific Time Zone. See Dispatch for more information.

## OnviCall Product Line

### ***OnviCall Operator***

The following performance improvements have been made with this release:

- Corrected issue in message recall not being able to see all messages. Also made some speed improvements in viewing messages.
- When viewing message history, the timestamp on the message will reflect the time for the time zone of where the message is delivered. See dispatch for more information.
- Enhanced error checking added to prevent duplicate resources from being entered in Notify.

### ***OnviCall Web***

The following performance improvements have been made with this release:

- Unable to add duplicate resource within same account
- When viewing message history, the timestamp on the message will reflect the time for the time zone of where the message is delivered. See dispatch for more information

## OnviNet Product Line

### ***Switch Server***

The following new features have been made with this release:

- Support for Portal T1 Interface is implemented.
- Added support for time of day Page Schedule capability to user accounts.
- ICD can route calls based on call completion or wrap time completion (global).

The following performance improvements have been made with this release:

- Holidays are now recognized with regard to call schedules on accounts.

### ***Data Service***

The following performance improvements have been made with this release:

- Corrected problem of receiving System Alert in OnViews but no alert displayed in Alert window.
- Undelivered messages are no longer archived.
- Some percentages are off in the Agent Time Report. Still Testing.
- Create an alarm and notification method when replication fails.

## **Dispatch Server**

The following performance improvements have been made with this release:

- Corrected Dispatch Log export to properly format Alphas and Faxes for a .csv file.
- Corrected problem with batched alpha pages were all given the same result as the last page sent. So if last alpha passed then entire batch updated with pass result, same for fail result.
- Corrected resending of a “Scheduled Fax” from OnViews (Admin/Views/Dispatch Schedules/) so it goes out the proper port (Flex or Fax, not email).
- Added Time synchronization with Data Server for multi-server applications.
- When messages are dispatched, the time displayed in the message is based on the time zone of the source of the message. The time recorded in the logs reflects the time zone of the destination of the message.
- Improved port error checking and change port selection to round robin.

## **OnviTrax Product Line**

### **OnviTrax Reports**

The following performance improvements have been made with this release:

- Agent Summary Report - When Total selected, Agents with user names starting with the letters ‘T’ and higher were listed after the “Total” in the report. The totals were correct, but not displayed in proper order.

### **OnviTrax ICD**

The following performance improvements have been made to the ICD in this release:

- When an operator places a call on hold or closes a call, calls are no longer redistributed between all agents. Instead, capacity changes only impact calls new calls into the system. This results in more efficient distribution of calls.
- When an operator goes into rotation, only one call will be reassigned to this operator. This eliminates many calls being redistributed from several operators when the operator pool changes. This refinement reduces the re-distribution of calls between the operators.

### **OnviTrax Auto Agent**

The following performance improvements have been made to the Auto Agent in this release:

- None in this release.

## **OnviCord Product Line**

### ***OnviCord Monitor***

The following performance improvements have been made to OnviCord Monitor in this release:

- None in this release.

### ***OnviCord Web***

The following performance improvements have been made to OnviCord Web in this release:

- Enabled full screen viewing of screen capture video files.
- Added position settings to the Screen Pop Options in the OnviCord.Agent Settings to allow user to position where the Screen Pop is positioned when popped.

### ***OnviCord Recording Service***

The following performance improvements have been made to OnviCord Monitor in this release:

- Improved response time to start and stop recording events when channel is set to Client Device mode. This improvement prevents channels from becoming locked and losing recordings.