

Release Notes for *Cisco Unified Workforce Optimization Quality Management*

First Published: November 30, 2013

Last Modified: March 25, 2014

Release: Cisco Quality Management Release 10.0(1)

Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 3](#)
- [Limitations and Restrictions, page 4](#)
- [Caveats, page 7](#)
- [Related Documentation, page 7](#)

Introduction

These release notes describe all versions of Quality Management 10.0 new features, requirements, restrictions, and caveats.

These release notes are updated for every base and service release but not for engineering specials. Before you install Quality Management, we recommend that you review this document for information and issues that may affect your system.



System Requirements

Quality Management supports the following environments:

- Cisco Unified Contact Center Express 10.0, 9.0, and 8.5


Note

If your environment includes Unified CM 8.6(2) and Network Recording, note that Monitoring and Recording Services requires Unified CM Version 8.6(2) SU2 or later SU.

See the *Cisco Unified Contact Center Express Compatibility Information* on the Cisco website (www.cisco.com).

New and Changed Information

Quality Management 10.0 includes these new changes and features.

Release 10.0(1):

Note

When you install the SR, System Configuration Setup (PostInstall.exe) will not automatically appear. It will run silently and change the firststrun flag to false. You must run System Configuration Setup manually.

- Added the contact visibility aging feature that allows the administrator to configure how long contacts appear in the Recordings application by role. Note that tagging a recording for HR or training does not override this visibility setting.
- Added support for extension partition information to contact reconciliation. Extensions in different partitions and assigned to different users in the VoIP Devices table are now reconciled to the correct agent and devices are synced automatically if they are changed in Cisco Unified CM.
- Changed the requirements from an ODBC Bridge to the Informix JDBC Driver.


Note

If you are running Quality Management in a Cisco Unified CCX environment, you must replace your ODBC Bridge with Informix JDBC Driver 3.70.JC7 and configure it. See “Informix JBDC Driver” in the *Installation Guide* for instructions. If you do not install the Informix JDBC Driver, the existing phone extensions will be removed.

- Added localized help in Danish, Dutch, German, French, Italian, Japanese, Portuguese (Brazil), Russian, Spanish, and Swedish
- Added localized strings in Chinese (Simplified and Traditional), Danish, Dutch, German, French, Italian, Korean, Japanese, Portuguese (Brazil), Russian, Spanish, and Swedish
- Added the ability to detect the presence of Calabrio Desktop Analytics
- Added the Desktop Analytics tab in the Media Player for Call Recording and Quality Management. This tab only appears when only appears when you are simultaneously logged into Call Recording and Quality Management and Calabrio Analytics Desktop.
- Updated the Media Player to display Calabrio Desktop Analytics hits in the Desktop Analytics tab
- Added support for changing the retention time of an inactive workflow

- Added support for Cisco Unified Contact Center Express 10
- Added support for Cisco MediaSense 10
- Optimized the Upload Controller
- Enhanced contact reconciliation for Gateway Recording
- Gateway Recording users assigned to an archive workflow with the Don't Record option can now use the Record Tag command in Recording Controls to Record on Demand
- Support for multiple administrators using an AD Account user with an Admin Group security setting in an Active Directory environment

**Note**

If you are using Active Directory, you can no longer use the administrator account to log in as an administrator.

- Replaced the Recording IP column in the Recording Monitoring application with the Screen Address and Voice Address columns
- Moved the location for configuring the QM 3002 notification trigger from the Enterprise Settings window to the Monitoring and Notification window.
- 3x increase in throughput efficiency for concurrent recordings
- Signaling enhancements that support reliability in the event of a server failover
- Improvements in core service redundancy and load balancing to support fault tolerance
- Metadata enhancements to provide rich call and customer-related context calls for capture at the Gateway
- Support for scheduled report execution and email distribution
- Support for editing existing comments in an evaluation form
- Cisco Unified Workforce Optimization requires Java 1.7_11, 32-bit
- Bug fixes

Installation Notes

After installing 10.0, perform the following steps:

1. run System Configuration Setup (PostInstall.exe) on the Base server.

**Note**

When you install 10.0, System Configuration Setup (PostInstall.exe) will not automatically appear. It will run silently and change the firstrun flag to false. You must run System Configuration Setup manually.

2. Select Tools > Create Database Catalogs to update the existing database.

If you use Calabrio Recording Controls and you modified the recordingcontrols.properties file (for example, to limit the buttons that users can see), you must update the recordingcontrols.properties file after you install 10.0. The recordingcontrols.properties file has been updated to support new features.

Possible errors that might occur when you install 10.0(1) are as follows:

- If you notice that the associated call IDs are blank on some calls and that causes recording playback to fail, run the following SQL script in Microsoft SQL Server Management Studio:

```
UPDATE ccr SET associatedCallId=POWER(CAST(2 AS BIGINT),48) |
POWER(CAST(2 AS BIGINT),32) *
FLOOR(DATEDIFF(DAY, '1970-01-01',startTime) / 7) | icmCallId FROM ccr
WHERE associatedCallId=''
```

- If a “script missing” message appears when you install the SR, try the following workaround:
 - If the User Account Control (UAC) is enabled, disable it.
 - If UAC is disabled and the Patches.xml file in the webapps/TUP/<product> folder is corrupted, delete the Patches.xml file, and then run a repair on the base release from Add or Remove Programs. The repair on the SR will be initiated automatically.

For step-by-step installation and upgrade instructions, see the *Installation Guide*.

Limitations and Restrictions

Multi-line devices must use the same Network Recording service for each extension

When configuring extensions on a single device for network recording, any extensions that are enabled for network recording must use the same Network Recording service.

Quality Management Administrator associates a device with a recording service, so it cannot assign an individual extension with a separate recording service.

Screen recordings of extra-wide screens fail when exported as WMV

Screen recordings of monitors with a screen resolution greater than 2048 pixels in width (for example, dual monitors side by side) play back as expected in Quality Management. However, when these recordings are exported to WMV format, the screen recording portion of the recording appears as a narrow band of static when played.

To resolve this problem, set the screen resolution of the recorded monitor to a width less than 2048 pixels if you will be exporting the recording.

Restarting the Network Recording service while performing network recording might cause poor quality audio

Calls that are active when the Network Recording service is stopped and are still active when the service is restarted might result in recordings that have poor-sounding audio.

To work around this problem, do not restart the Network Recording service while calls are active. Symptoms will persist until all the calls that were active when the Network Recording service was stopped have been disconnected.

Hot desking does not work with shared lines

Shared lines allow multiple phones to use the same extension. Hot Desking requires each phone to have a unique extension.

When sending an API Login or Logout message to the Recording server or the Desktop Recording service, do not specify a shared line as the extension in the message. A shared line does not provide a unique identity for the phone. As a result, the message will be ignored. Use a unique extension on the phone for your Login message.

“Stop running script” message

The “stop running script” message appears when there are more than five widgets in your dashboard when using Microsoft Internet Explorer 8 or 9. If you use more than five widgets, the page becomes slow and unresponsive. To work around this problem, limit the number of widgets on your dashboard to 5.

Recordings in Greenwich Mean Time are 1 hour off in user interface

When a recording server is configured for the Greenwich Mean Time (GMT) time zone, the recording times in the Workforce Optimization interface are off by 1 hour. To work around this issue, delete the following item from the TZmappings file:

- GMT Standard Time: 0,1::GMT:
- GMT Standard Time: 88,89::GMT:

A “script missing” message appears when you install an SR

The “script missing” message might appear when you install or remove an SR.

The message appears when the install attempts to modify a corrupted Patches.xml file. To work around this issue:

1. If the User Account Control (UAC) is enabled, disable it.
2. If UAC is disabled and the Patches.xml file in the webapps/TUP/<product> folder is corrupted, delete the Patches.xml file, and then run a repair on the base software from Add or Remove Programs.

Login fields are cleared when you select a language from the Language drop-down list

When you complete the fields on the Workforce Optimization Login page and then choose a language from the Language drop-down list, the login fields are cleared. To work around this issue, choose a language before you complete the remaining login fields.

A search by Contact ID should ignore all other filters

Search Recordings only ignores the values for Specific Date and Date Range when you specify a Contact ID. If you include values for other search fields, the Contact ID you are looking for might not appear in the search results.

To work around this problem, use the Contact ID field alone or only with the Date Range and Specific Date fields that will be ignored. If you use one of the other filters the specified values need to match the data in the record for the search to be successful.

A call is attributed to the last user who logged into a phone configured for Hot Desking and MediaSense Recording

In this scenario, a Hot Desking agent receives a call. While the first Hot Desking agent is on the call, a second Hot Desking agent logs in to the same phone using an API tool. When the call ends, the Record server assigns the call to the second Hot Desking agent. There is no workaround for this issue.

License is being rejected

The license is rejected when uploaded from the Enterprise Settings window. To work around this issue, perform the following steps:

1. From the C:\Program Files (x86)\Cisco\WFO_QM\config folder on the Base server, open the jetty.properties file.
2. Locate the line that starts with `service4j.jvmOptions` and add the following text at the end of the line:

```
| -Djava.net.preferIPv4Stack=true
```



Note

This line is sometimes customized for memory settings, so do not copy the whole line from a local system and paste it here.

3. Restart the Jetty service (or wait until the next scheduled restart). The change does not take effect until the next restart.
4. From the C:\Program Files (x86)\Cisco\WFO_QM\config folder on the Base server, open the datapa.properties file.
5. Locate the line that starts with `service4j.jvmOptions` and add the following text at the end of the line:

```
| -Djava.net.preferIPv4Stack=true
```



Note

This line is sometimes customized for memory settings, so do not copy the whole line from a local system and paste it here.

6. Restart the Data API service (or wait until the next scheduled restart). The change does not take effect until the next restart.

Caveats

Open Caveats - Release 10.0

- CSCty06622
CHT, CHS, KOR, RUS: QM: Month number instead of name in Reports

Resolved Caveats - Release 10.0

- CSCty05151
QM Licensing service does not connect to Side B in HA UCC-X configuration
- CSCua51066
DAN+FRAN: QM: Player doesn't load
- CSCua51071
NDL+FRA+KOR+SE+ESP+CHS+CHT: QM Missing Help
- CSCua51079
ITA: QM: Script error when launching Help
- CSCua51084
ITA: QM: Error when generating Scores reports
- CSCua60533
SVE: QM: Incorrect and unresourced translation of Dashboard
- CSCua60570
DEU: QM: Truncated string in Rename Widget window
- CSCui61978
QM is only recording first 15min of calls longer than 15min
- CSCuj44559
ITA+NLD: WFO: Most of the pages are not localized
- CSCuj50033
ALL-LANG: WFO: Text is overlapping the frame in Reporting

Related Documentation

- *Cisco Unified Workforce Optimization Quality Management Application User Guide*
- *Cisco Unified Workforce Optimization Administrator User Guide*
- *Cisco Unified Workforce Optimization Installation Guide*
- *Cisco Unified Workforce Optimization Desktop Requirements Guide*
- *Cisco Unified Workforce Optimization CAD and Finesse Integration Guide*

- *Cisco Unified Workforce Optimization Error Code Dictionary*
- *Cisco Unified Workforce Optimization Troubleshooting Guide*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.


Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2013-2014 Cisco Systems, Inc. All rights reserved.

 Printed in the USA on recycled paper containing 10% postconsumer waste.