

What's New in UC for Business 5.1?

UC for Business



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Introduction

This document explains the newest UC for Business 5.1 features and functionality.

Auto Attendant Wizard

Applies to Administrator

NEC's UC for Business (UCB) **Auto Attendant** wizard has been enhanced to provide better usability and lower the need to further edit the newly created Auto Attendant using the **Edit Auto Attendant** screen.

- 1 It is now possible to program a key to return callers to the top level of the new auto attendant.
- 2 You can now program two **Bad Option** and **Nothing** keys directly from the wizard. Previously it was only possible to program one key for each of these response types.

More Default Profiles

Applies to Administrator, Console, Desktop and Executive Insight

There are new default profiles available. These new profiles give you more flexibility when using Presence which makes your visibility and availability clearer to colleagues.



On Conference Call.



At Conference.



At Lunch.



Attending Training.



On Business Travel.

Note:

Please see your site administrator about configuring these profiles.

Queuing and Presence in Multiple Time Zones

Applies to Administrator and Reports

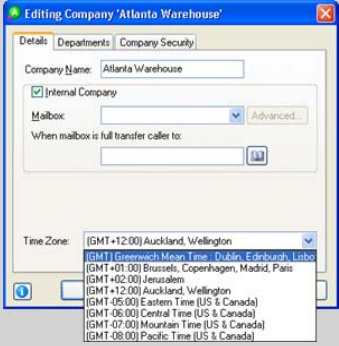
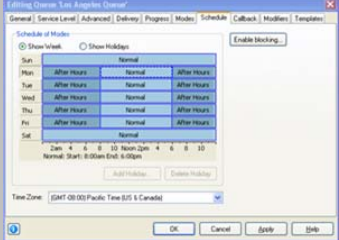
Many organizations involve companies, departments and people in different time zones all using the same systems.

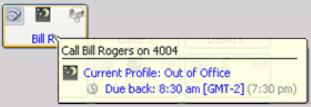


UCB enables simple and accurate administration and reporting of your communications across multiple time zones by allowing you to apply time zones to different components of your system. Time zones can be independently applied to the following components within UCB:

- Companies
- Departments
- Queues
- Mailboxes
- Agent and Operator Login Classes
- Agents and Operators
- Holidays

Once a time zone is applied to any of these items, Schedules can be edited in local time for that item. The time zones of all system components default to the time zone of the CTI server, unless otherwise set.

The following explains the effects of using multiple time zones on various aspects of UCB.

Area Affected	Effect	
<p>Companies, Departments</p>	<p>The time zone of a company or department can be changed simply by selecting a different time zone. The Update Time Zone Wizard can be used to update the time zones of queues, agents login classes and users to match those of the business unit, if appropriate.</p>	
<p>Queues, Agent Login Classes, Users, Mailboxes</p>	<p>Schedules can be edited in local time for each time zone and will automatically reflect changes such as daylight saving.</p>	

Area Affected	Effect	
Presence	When users in one time zone view Free Until and Due back information for users in another time zone, they will see the time the person is Due back/Free Until expressed in terms of both time zones. If a user in New York views the information of a user in Los Angeles who is due back at 10 a.m.(Pacific Time), they will see Due back: 10:00 a.m. [GMT -8] (1:00 p.m.).	
Reports	The times presented in Queue and Agent Reports are local time according to the time zone of that Queue or user, rather than the CTI server time. If you run an Agent report that includes some users in Los Angeles (time zone: Pacific Time) and some users in New York (time zone: Eastern Time), the times presented for Los Angeles users will be when an event occurred in Pacific Time, while those for the New York users will be when events occurred in Eastern Time. The same applies for Queues.	
Holidays	Applying a time zone to a Holiday means that holiday will only be able to be added to Schedules that have the same time zone. The UNSPECIFIED time zone means a Holiday can be applied to any Schedule, regardless of time zone.	

Examples of Using Multiple Time Zones in UCB

Exwhyzee & Co. is a Company based in Los Angeles that has offices with contact centers in both Los Angeles and New York. The CTI server for Exwhyzee & Co. is in Los Angeles. The Los Angeles center takes calls from the West Coast of the USA (time zone: **Pacific Time**), while the New York center serves the East Coast (time zone: **Eastern Time**).

System Setup

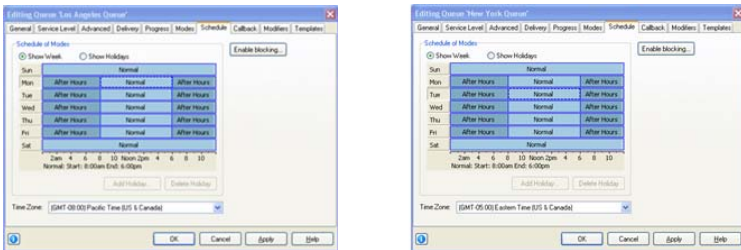
Exwhyzee & Co. is based in Los Angeles, so in UCB, the company will be set up in the Pacific Time zone. The Los Angeles and New York offices are set up as Departments.

UCB Component	Time Zone	
	Los Angeles	New York
Department	Pacific Time	Eastern Time
Queues	Pacific Time	Eastern Time
Agents/Operators	Pacific Time	Eastern Time
Agent/Operator Login Classes	Pacific Time	Eastern Time
Mailboxes	Pacific Time	Eastern Time
Holidays	UNSPECIFIED or Pacific Time	UNSPECIFIED or Eastern Time

Tip:

The UNSPECIFIED Time Zone allows Holidays to be added to all Schedules, regardless of time zone and means that the start and end times will be applied in the local time of the Schedule that the Holiday is added to. The UNSPECIFIED time zone is appropriate for Holidays that span multiple time zones and means that you only have to create one Holiday for all time zones (provided the Holiday is observed at the same time and date in each time zone). However, for regional holidays, the time zone of the region needs to be applied. Therefore, you would assign the time zone Pacific Time to regional holidays for Los Angeles, and Eastern Time to regional holidays for New York.

The contact centers in ExWhyZee & Co each provide service to their local region on weekdays between the hours of 8 a.m. and 6 p.m. local time. At all other times, callers will receive an afterhours announcement. Therefore the schedules for the Los Angeles and New York queues will look exactly the same, but will have different time zones assigned to them.



Reporting

In Reports, all times presented are local time according to the time zone assigned to that queue or agent, rather than the time the call arrived at the CTI server. Therefore, in a report run on all queues for the company, calls directed to the Los Angeles Queues will be presented in Pacific Time while calls directed to the New York Queues will be presented in Eastern Time. The same situation will also apply for Agent reports.

Queue Performance Report

For Queue(s) 'Infin (40668), Sales (40669)
For the period (8/02/2010 - 16/02/2010), (0:00:00-23:59:59)

Date	Arrival	Type	User ID	Extension
40668 Infin (GMT-08:00)				
16/02/2010	1:50:17	Q	40654	40652
16/02/2010	1:50:51	Q	40654	40654
16/02/2010	19:29:51	Q	40654	40654
16/02/2010	19:30:18	Q	40654	40654
16/02/2010	19:30:59	A	40654	40654
16/02/2010	19:31:03	Q	40654	40654
40669 Sales (GMT-05:00)				
16/02/2010	11:51:11	Q	40654	40654
16/02/2010	11:53:05	A	40654	40654
16/02/2010	11:53:08	Q	40654	40654
16/02/2010	11:55:03	A	40654	40654
16/02/2010	22:29:21	Q	40654	40654
16/02/2010	22:29:46	A	40654	40654

Agent Activity Report

For Agent(s) 'Steve Burgess (40652)
For the period (8/02/2010 - 16/02/2010)

Date	Start	Finish	Activity	Duration	Queue
40654 Steve Burgess (GMT-08:00)					
16/02/2010	8:50:07	8:50:38	Login	0:31	
16/02/2010	9:50:17	9:50:25	Queue	0:08	40668
16/02/2010	18:29:07	24:00:00	Login	5:30:53	
16/02/2010	19:29:22	19:29:41	Queue	0:19	40669
16/02/2010	19:29:46	19:29:46	Abandoned	0:00	40669
16/02/2010	19:29:52	19:30:11	Queue	0:19	40668
16/02/2010	19:30:18	19:30:52	Queue	0:34	40668
16/02/2010	19:31:00	19:31:00	Abandoned	0:00	40668
16/02/2010	19:31:03	19:31:13	Queue	0:10	40668

Contact Centers in Multiple Time Zones Taking Calls from a Single Time Zone

AyBeeSee Ltd is a company based in New York that provides service to clients on the East Coast of the USA. AyBeeSee Ltd also has a call center in Los Angeles. Between the two call centers, AyBeeSee Ltd offers service between the hours of 8 a.m. and 9 p.m., Eastern Time.

System Setup

In UCB, AyBeeSee Ltd will be set up as a company in the Eastern Time zone. The Los Angeles and New York offices are set up as Departments. However, Agents in both locations will log into the same queues.

UCB Component	Time Zone	
	Los Angeles	New York
Department	Pacific Time	Eastern Time
Queues	Eastern Time	Eastern Time
Agents/Operators	Pacific Time	Eastern Time
Agent/Operator Login Classes	Pacific Time	Eastern Time
Mailboxes	Pacific Time	Eastern Time
Holidays	UNSPECIFIED or Pacific Time	UNSPECIFIED or Eastern Time

The UNSPECIFIED Time Zone is particularly useful in this scenario as it means that same Holiday can be added to Queue Schedules, and the Schedules of Agents in both Los Angeles and New York. Pacific Time and Eastern Time need only be applied to regional Holidays.

Reporting

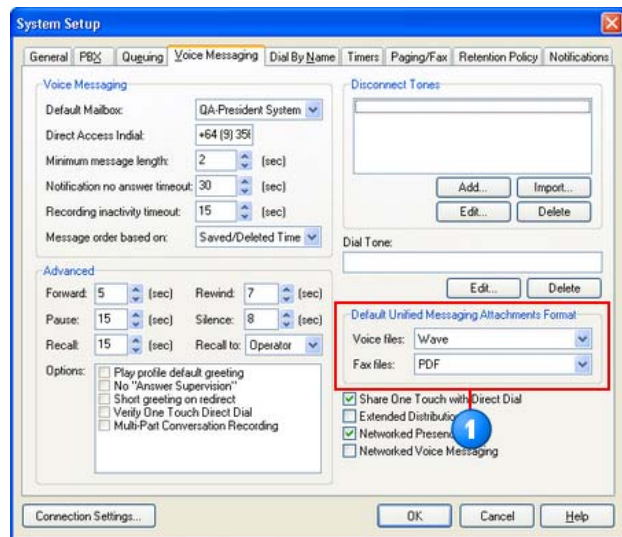
In this situation, all times presented in Queue Reports will be Eastern Time, as all queues are assigned that time zone. However, the times presented in Agent Reports will be the local time for that agent.

For example, if a call arrives at the CTI server (server time in this case = Eastern Time) at 1 p.m., it will be recorded in Queue Reports as being received by the Queue at 1 p.m. Eastern Time, regardless of the location of the agent that takes the call. However, in Agent Reports, the time associated with that same call will differ depending on the location of the agent who takes the call. If an agent in New York takes the call, it will appear in the Agent Reports as having been received at 1 p.m. Eastern time. If an Agent in Los Angeles takes the call, it will appear in the Agent Reports as having been received at 10 a.m. Pacific Time.

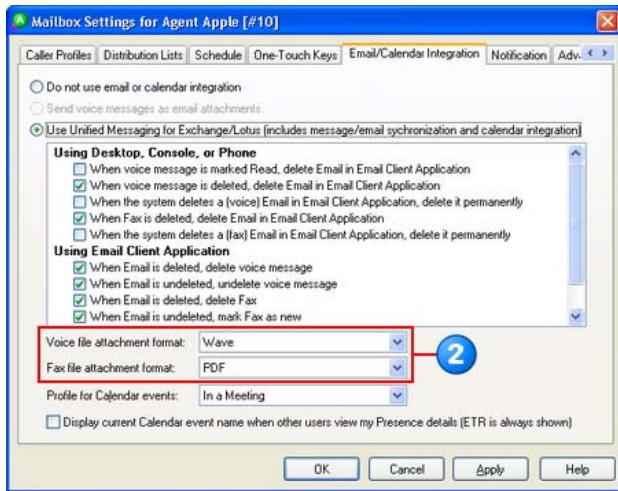
Unified Messaging Attachment Settings

Applies to Administrator

Unified Messaging voice and fax message attachments can now be configured on a per user basis. Previously the attachment type used was a global setting and it was not possible to override the global setting for individual users.



- 1 The default Unified Messaging attachment type is set within the **Voice Messaging** tab of the **System Setup** screen in **Administrator**.

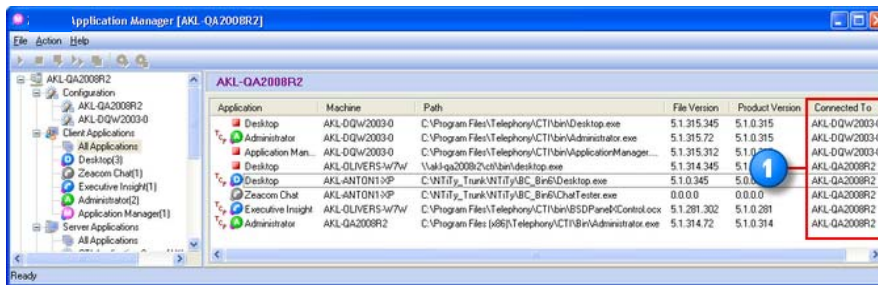


- 2 The format of Unified Messaging email attachments can now be set on a per user basis from the **Email/Calendar Integration** tab of a user's mailbox.

Display the Connection Source of Client Applications

Applies to Application Manager

A new column has been added to the **Client Applications** section of the **Information** pane. This column indicates the location where client applications are located, and can be used to identify whether an application is hosted on the CTI Server, a File Server, or installed locally on a client machine.



1

A new column has been added to the Client Applications section of the Information pane.

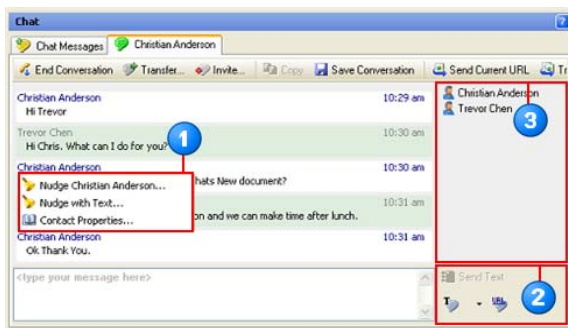
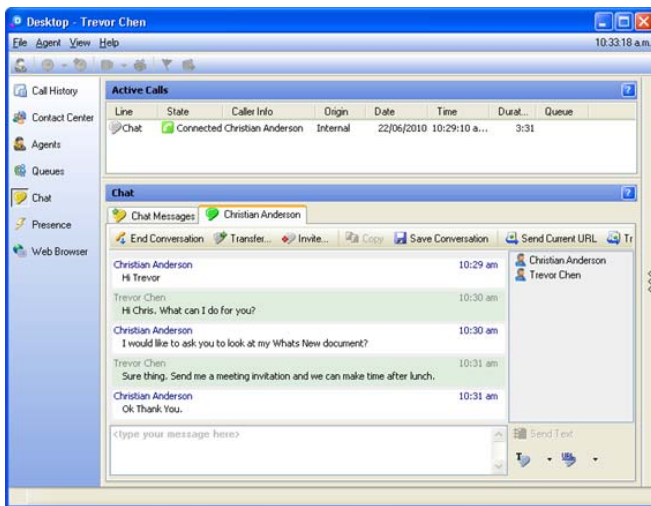
Desk-to-Desk Chat

Applies to Console, Desktop and Executive Insight

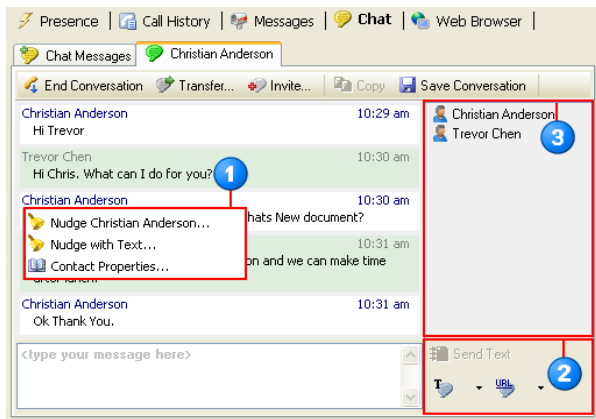
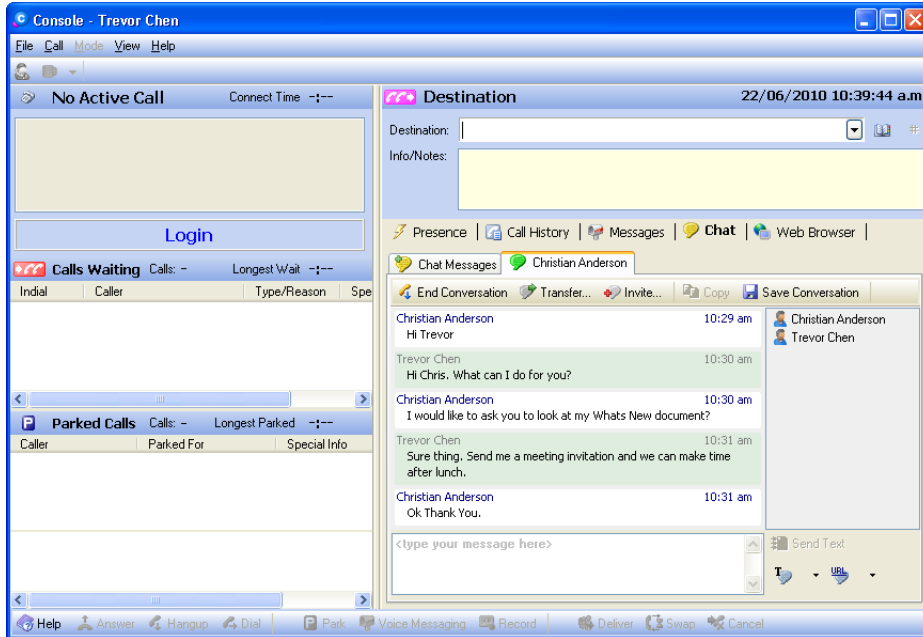
Desk-to-Desk chat has been re-designed. There is now the ability to Chat across Networked sites, have easier access to Chat history, the ability to chat to participants while on a conference call and the ability to Nudge chat participants. It is now possible to initiate a Private Chat with a chat participant when chatting to multiple participants. Global Chat Templates can be configured in administrator and allow all Desk-to-Desk Chat users access to a series of standard messages.

Improved Look and Feel

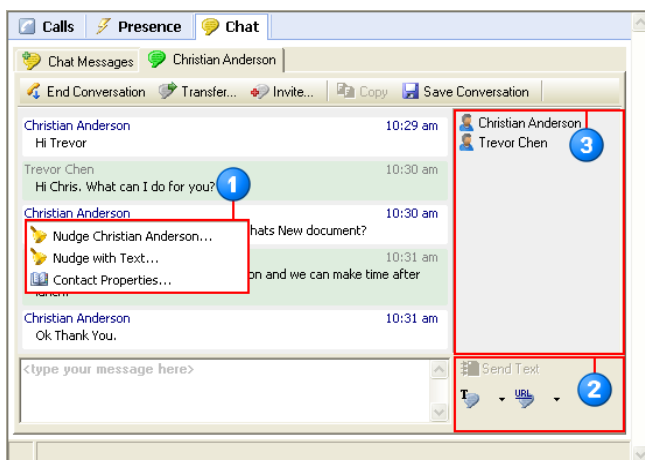
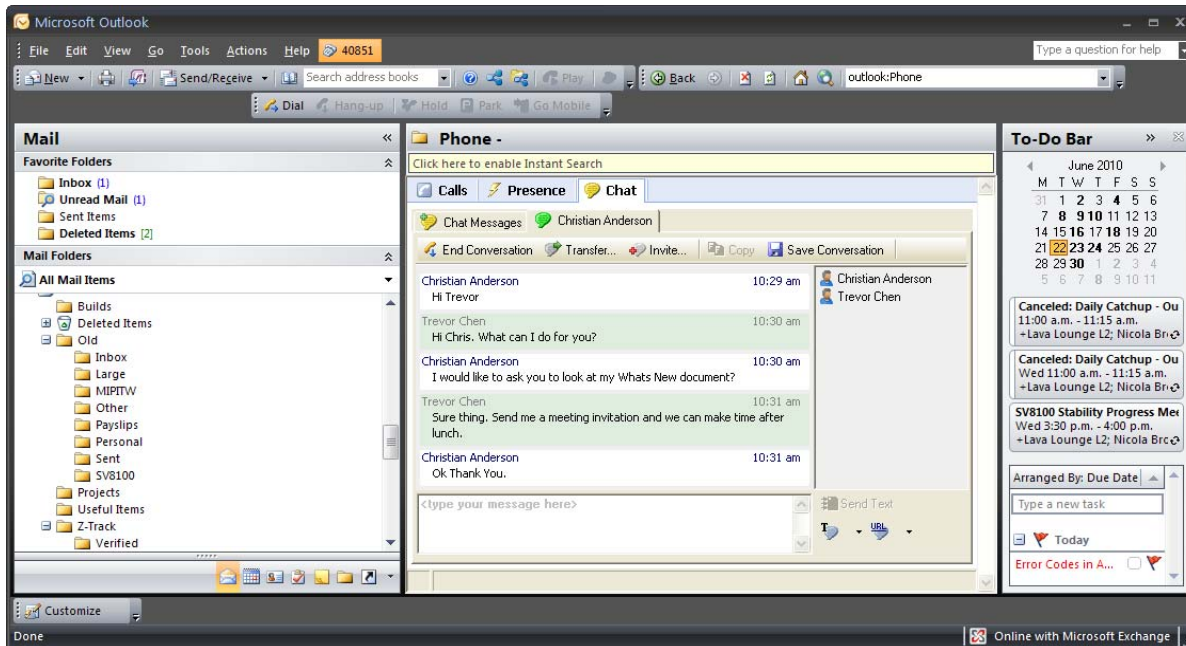
Desktop



Console



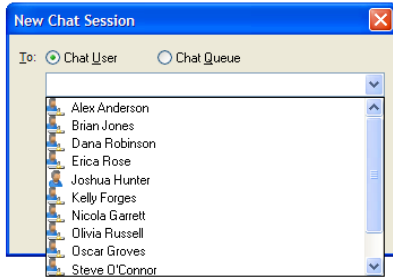
Executive Insight



- 1 Clicking on a participants name gives you the option to send them a Nudge. Select to nudge a user's application or opt to send a nudge that presents them with a text notification.
- 2 Chat Templates can be prewritten for Phrases and URL's that are used on a daily basis. Global Chat Templates can be configured in Administrator and are available globally.
- 3 The Participant Chat pane allows you to see who is in the current chat. When chatting to more than one participant, Private Chat options are available by right clicking on the user.

Networked Internal Chat

Chat conversations can now be initiated across Networked sites. Networked Chat requires no configuration if you already have features such as Networked Presence and Networked Queuing configured. When initiating a New Chat Session, Networked Chat users are identified with a Network pipe underneath them.



Archived Internal Chat

For ease of reporting and logging all Desk-to-Desk conversations are searchable and viewable in Media Viewer.

Calls							
Date	Time	Agent/User	Count	Caller	Queue	Contact Name	Status
15/06/2010	10:23:29 a.m.	Christian Anderson	1	peter@peter.com	T1 (T1)	Peter	
15/06/2010	10:24:20 a.m.	Christian Anderson	3	peter@peter.com	T1 (T1)	Peter	
15/06/2010	10:29:20 a.m.	Sergio Markovic	1	q	Support (SUPPORT)	Test	
15/06/2010	10:31:39 a.m.	Sergio Markovic	1	df	Support (SUPPORT)	new	
15/06/2010	10:32:10 a.m.	Sergio Markovic	1	djkfhjdk	T1 (T1)	test1	
15/06/2010	10:34:09 a.m.	Sergio Markovic	2	dld	T1 (T1)	new!call	
15/06/2010	10:55:58 a.m.	Sergio Markovic	1	newcall@test.com	T1 (T1)	aftersometimeNew	
15/06/2010	11:01:13 a.m.	Christian Anderson	4	peter@peter.com	T1 (T1)	Peter	
15/06/2010	11:02:53 a.m.	Sergio Markovic	1	delau	T1 (T1)	This is for Sergio to answer only	
15/06/2010	11:18:53 a.m.	Christian Anderson	2	Christian Anderson		Sergio Markovic	
15/06/2010	11:19:45 a.m.	Christian Anderson	2	Christian Anderson		Jimmy Two	
15/06/2010	11:41:20 a.m.	Christian Anderson	2	Christian Anderson		George Thompson	

Preview

Participants List

Name	Address	Start Time	End Time	Status
Jimmy Two		15/06/2010 11:20:26 a.m.	15/06/2010 11:36:05 a.m.	
Pinky Two		15/06/2010 11:08:32 a.m.	15/06/2010 11:26:19 a.m.	
Sergio Markovic		15/06/2010 11:08:32 a.m.	15/06/2010 11:21:42 a.m.	
Christian Anderson		15/06/2010 11:03:57 a.m.	15/06/2010 11:26:34 a.m.	
Peter	peter@peter.com	15/06/2010 11:01:13 a.m.	15/06/2010 11:36:05 a.m.	

15/06/2010 11:04 am

Peter
Hi

15/06/2010 11:07 am

Christian Anderson
How can I help you?
I am going to invite other people to this Chat.

15/06/2010 11:07 am

Peter
Thank you.

15/06/2010 11:08 am

Sergio Markovic is invited to join the chat.

15/06/2010 11:08 am

Pinky Two is invited to join the chat.

15/06/2010 11:20 am

Jimmy Two is invited to join the chat.

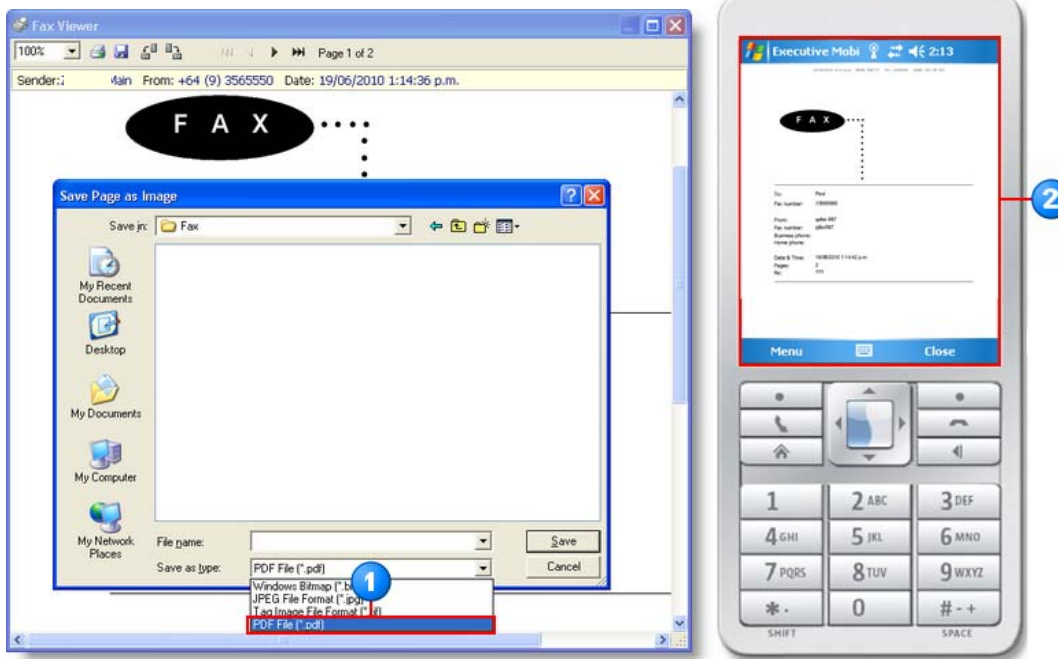
15/06/2010 11:20 am

Jimmy Two
Hi, How can I help you?

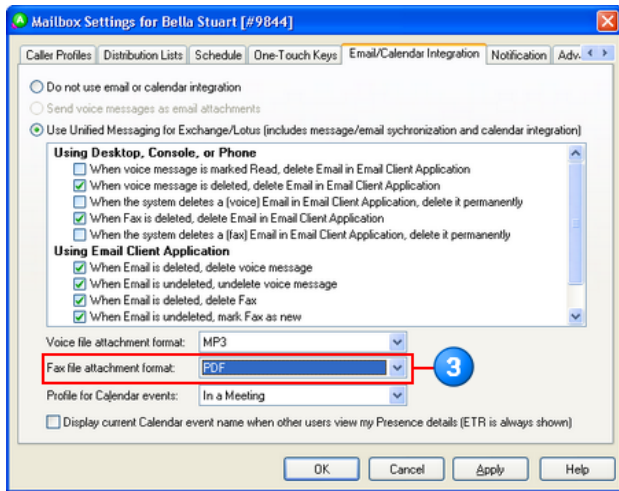
Save Fax Messages in PDF Format

Applies to Console, Desktop and Executive Insight

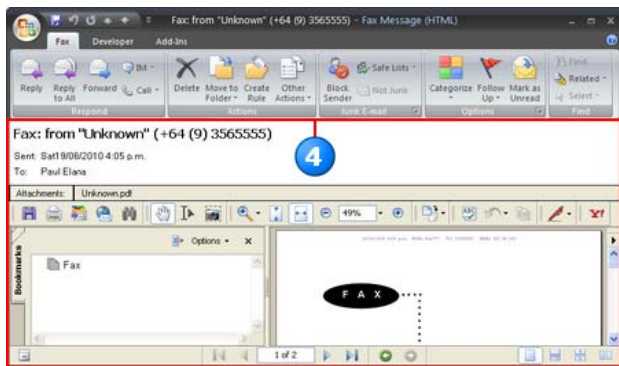
Fax Messages can now be saved in PDF format. This allows files to be saved in a standardized format that can be easily distributed across multiple platforms.



- 1 **Fax Viewer** now allows for messages to be saved in PDF format.
- 2 With a Unified Messaging license, users can attach faxes as PDF's to emails. PDF files can be easily distributed, and can be viewed on multiple platforms, operating systems and mobile devices.



3 The **Email/Calendar Integration** tab allows you to choose the file format for Unified Messaging fax message attachments.

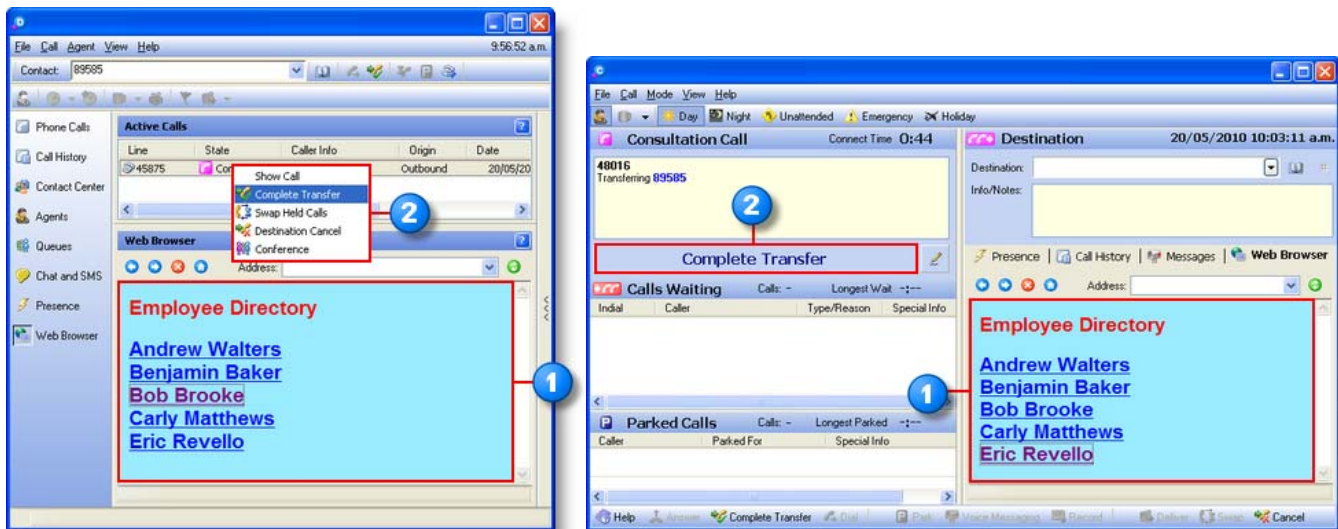


4 Unified Messaging fax message attachments are seamlessly integrated into the email body.

Transferring a Call Using the Web Browser

Applies to Console and Desktop

You can now transfer a currently connected call by using the Web Browser.



- 1 Clicking on a Web Browser contact in the Web Browser, while connected to another call, now places the existing call on hold and places an outbound call to the Web browser Contact.
- 2 After the call is connected, the transfer can be completed using the right click options from the **Active Calls** pane (Desktop) or the **Complete Transfer** button (Console).

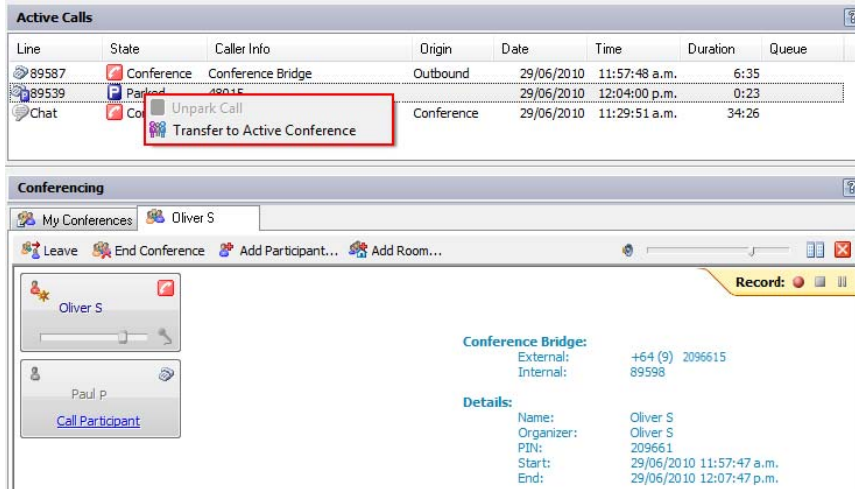
Note:

In order to use the Web Browser for dialing, specific code must be entered into the html page. Refer to the **Dialing from the Web Browser** TIB for more information.

Adding a Parked Call to a Conference

Applies to Desktop

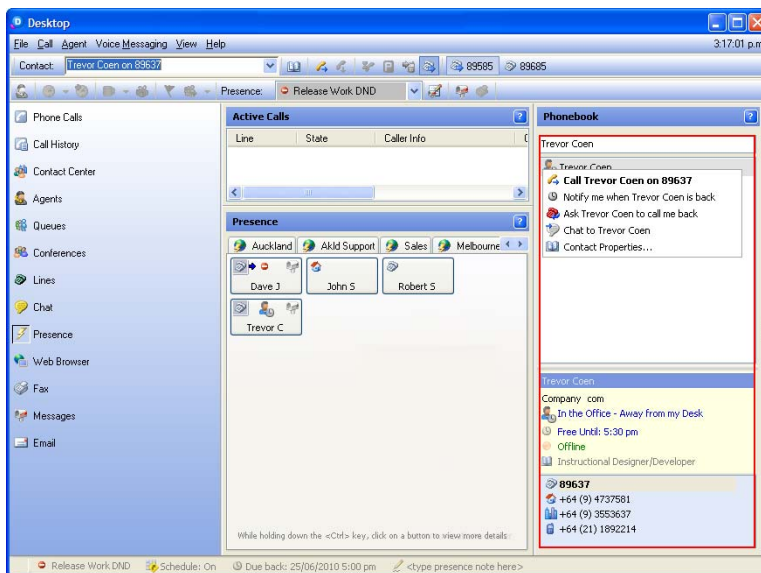
You can now transfer a parked call to a conference. This is useful when you need to add participants on an ad hoc basis or when an incoming participant is not aware of the bridge number to enter the conference or they are not in your Phonebook.



More Presence Items Available In Phonebook Slider Pane

Applies to Desktop

It is now easier to view contact details when viewing a person's profile via a Presence button. If you click on a person's Presence button while holding down the CTRL key, their presence information will display in the Phonebook slider pane. If you then right click on the person's name in the slider pane, other options are presented to you. These options are, **Notify me when {USER} is off the phone**, **Notify me when {USER} is back** and **Ask {USER} to call me back**.

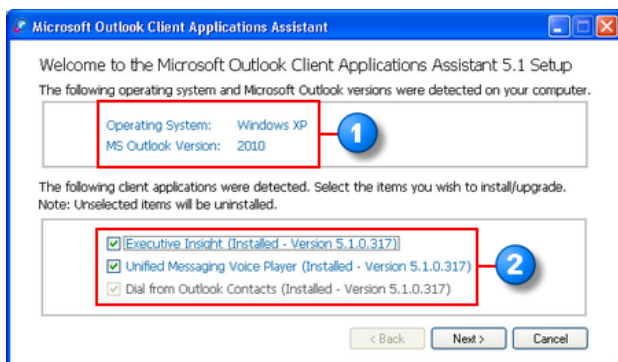


Microsoft Outlook Client Applications Assistant

Applies to Executive Insight

The **Microsoft Outlook Client Applications Assistant** was designed to make the installation of the Microsoft Outlook UCB plug-ins quick and easy. This wizard detects the operating system and Microsoft Outlook version that is installed on the client, and automatically installs the correct version of the selected add-ins.

Previously, each add-in was installed using a separate MSI Installer. The **Microsoft Outlook Client Applications Assistant** effectively replaces these MSI installers, allowing all required modules to be installed seamlessly using a single wizard.



- 1** The **Microsoft Client Applications Assistant** detects the **Operating System** and **Microsoft Outlook Version**, and ensures that the correct components and prerequisite software are installed on the client machine.
- 2** The **Microsoft Client Applications Assistant** can be used to install **Executive Insight**, the **Unified Messaging Voice Player** and the **Dial from Outlook Contacts** add-in. Previously, each of these modules was installed using a different MSI installer.

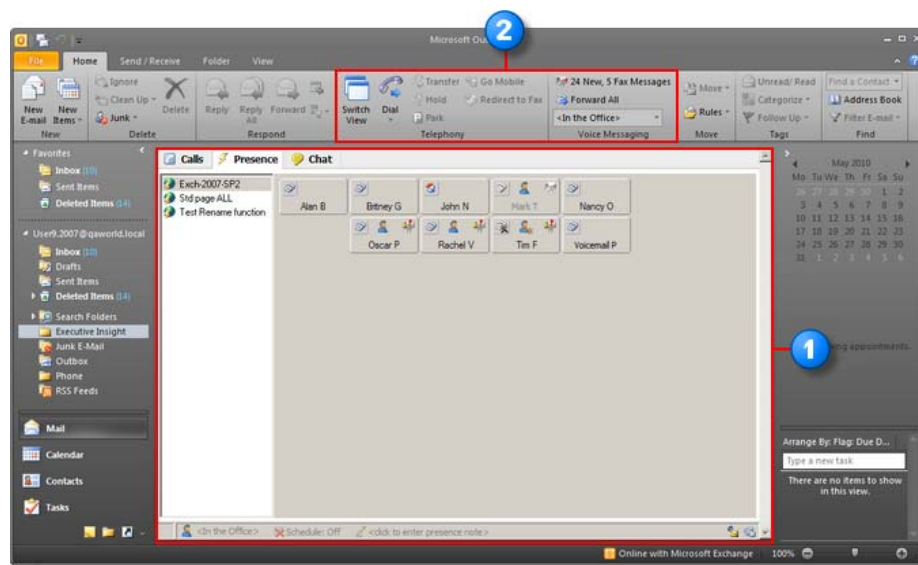
Outlook 2010 Compatibility

Applies to Executive Insight

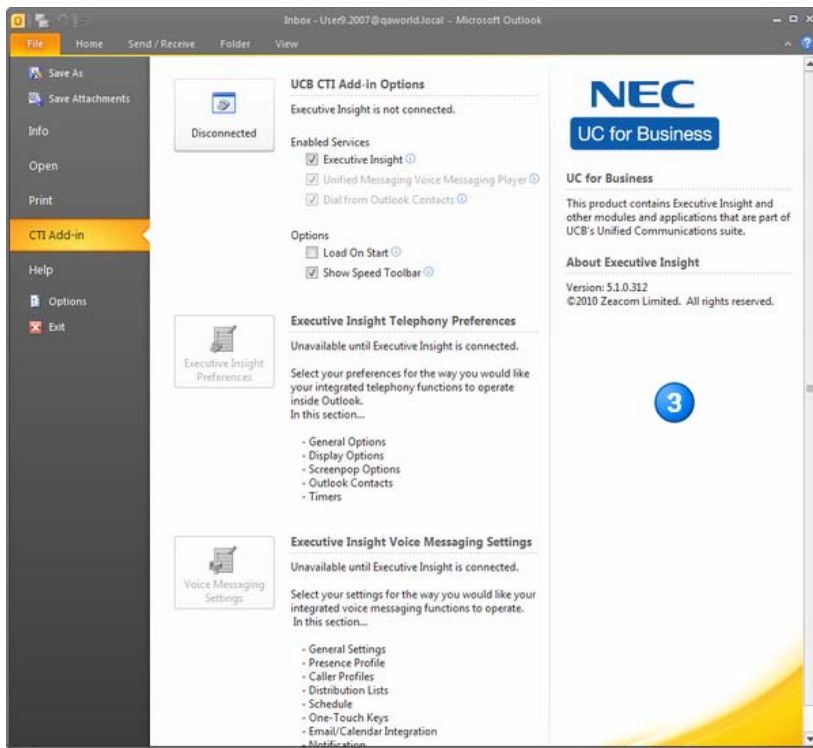
Executive Insight has been enhanced to provide full compatibility with Microsoft Outlook 2010 and Microsoft Exchange Server 2010. When Executive Insight is installed, the **Microsoft Outlook Client Applications Assistant** automatically establishes which version of Outlook is installed, and then configures Executive Insight for this environment.

Note:

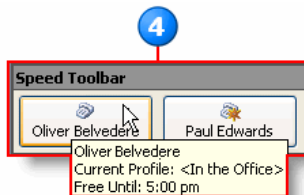
If a client computer is upgraded to Outlook 2010, then Executive Insight will need to be reinstalled.



- 1 Executive Insight can now be run in conjunction with Microsoft Outlook 2010.
- 2 Phone control, and voice messaging functionality, is now seamlessly integrated into the Outlook 2010 Ribbon bar.



- 3 The Executive Insight and Voice Messaging options are now located within the Outlook **Backstage** area. These options are accessed by clicking **File > CTI Add-in**.



- 4 The **Speed Toolbar** contains fully functional Presence style buttons, and provides quick and convenient access to your most frequent contacts. Several changes and enhancements have been made to this toolbar:
- Placing the mouse button over a Speed Button displays a popup notification message that contains information about that contact's current status and ETR (if set).
 - The Speed Toolbar can now be resized or docked within Outlook.
 - New Speed Buttons are added by right clicking on the **Speed Toolbar** and selecting **Add Speed Button** from the popup menu.

Desk-to-Desk Chat Reporting

Applies to Reports

Managers can now run reports and log the usage of Desk-to-Desk Chat. This includes Queue traffic from Web Chat Queuing and internal Chat Calls. The variables in the **Type** column indicate if a chat conversation is from a Queue or a Direct Chat Call.

Agent Performance Report

For Agent(s) Christian Anderson

For Queue(s) Chat Support (CHAT SUPPORT), Sales (SALES), SERGIOQUEUE (SERGIOQUEUE), Support (SUPPORT), T1 (T1), T2 (T2)

For the period (28/02/2010 - 30/06/2010), (0:00:00-23:59:59), , Types 'A, D, O, Q, R, U', Min Abnd '0', Min Outgoing '0', Detail 'All Details'

Date	Arrival	Type	Queue	Extension	CLI	Ring	Talk	Wait	ACW	Wrapup Time	Transfer Destination	Max Talk
40875 Christian Anderson (UTC+12:00)												
14/06/2010	16:00:44	Q	T1		peter@peter.com	0:01	16:26:52	0:31				
14/06/2010	16:18:37	D			Joe Smith	0:07						
14/06/2010	16:33:50	D			Trevor Chen	0:03	5:29					
14/06/2010	16:34:33	D			Sergio	0:22	5:01					
14/06/2010					4	0:08	4:09:21	0:31				16:26:52

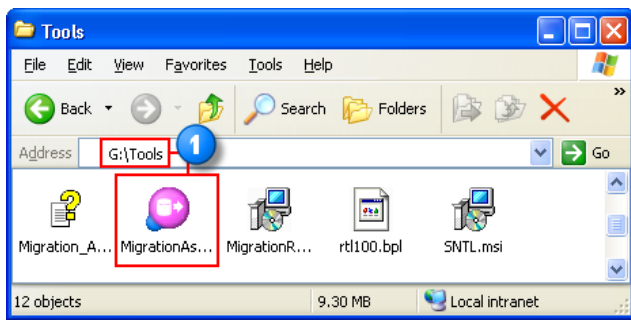
Migration Assistant

Applies to Technical Support

The **Migration Assistant** tool allows you to quickly and easily migrate an existing CTI server (and all required prerequisite software) onto a new machine. After the migration is complete, the Migration Assistant lists all tasks that need to be performed before the server can be made operational. After the additional steps have been completed, the old CTI server can be decommissioned and the new machine used.

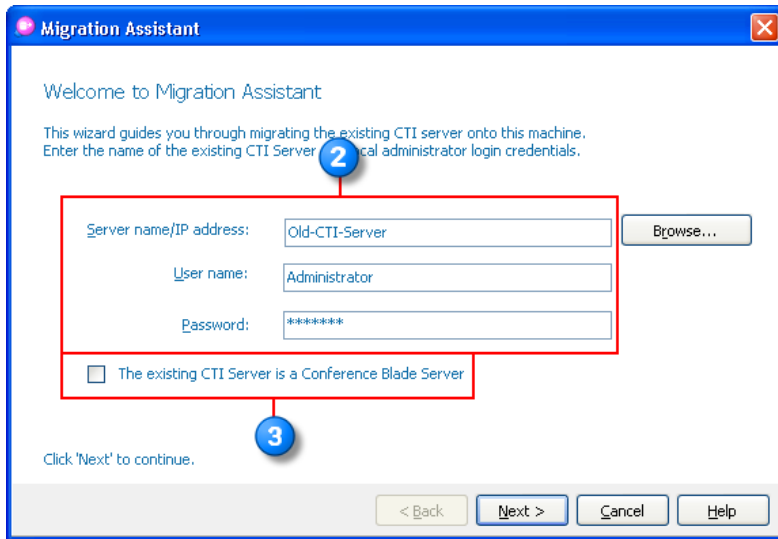
Note:

- The Migration Assistant can only be used to move/upgrade servers that contain UCB version 5.0 SP4 or later. Older versions of UCB must still be manually migrated onto the new server.
- In order to use the Migration Assistant, both servers must be connected to the same domain.

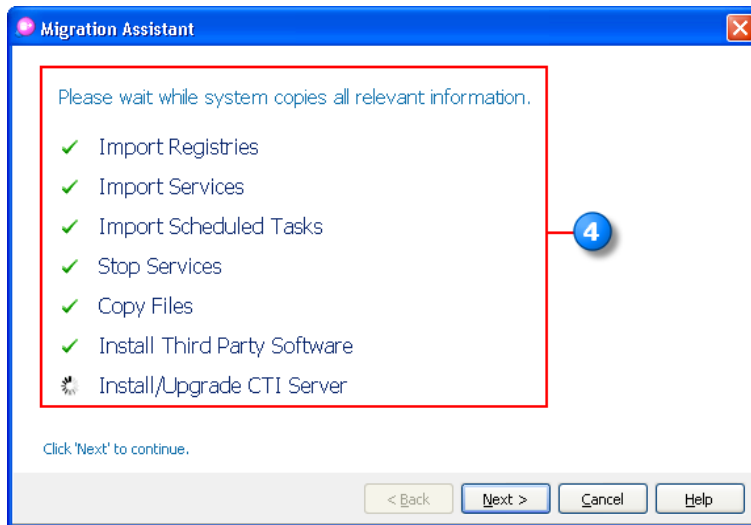


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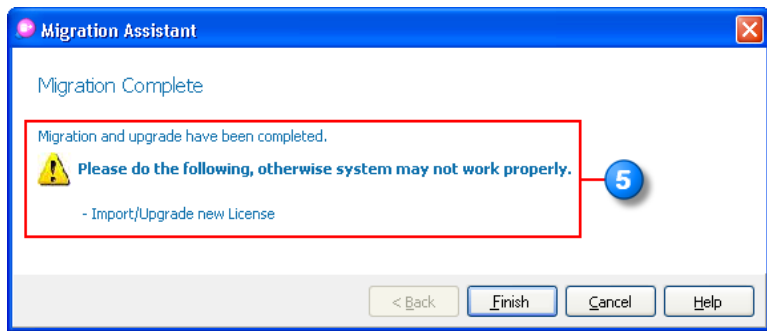
The Migration Assistant is available from the **Tools** directory of the **Installation Media**.



- 2 The Migration Assistant allows you to migrate an existing CTI Server onto a new machine using a wizard interface.
- 3 The Migration Assistant also allows you to migrate a **Conference Blade Server** onto a standalone CTI Server.



- 4 The Migration Assistant automatically installs any required prerequisite software and migrates all data from the existing CTI Server. After the data has been migrated, the latest version of UCB is installed onto the new machine.



- 5 After the migration is complete, the Migration Assistant indicates any steps that must be performed manually before the new server may be used. After these steps have been completed, the old CTI Server can be decommissioned and replaced with the new machine.

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