



3COM Release Notes

for the 3Com® eXchange Call Center, Release 4.33 on NBX R4.2.9

NOTE: The 3Com eXchange Call Center has been qualified on IBM Server Z Pro Series (Pentium 4) machines.

CAUTION: BEFORE YOU INSTALL the Call Center hardware and software, be sure to read and understand all of:

- These Release Notes for 3Com eXchange Call Center Release 4.33
- The Release Notes for NBX System Release 4.2.9

CAUTION: If your Call Center server has virus protection software:

1. **Before** you install the NBX applications and the Call Center software, **turn off** the virus protection software.
2. Configure the virus protection software to:
 - **Scan** during off-peak hours
 - **Not to scan** C:\Program Files\3COM\NBX\NBX TSP\Logs
3. After you install all of the Call Center-related software on the Server, **turn back on** the virus protection software.

(ID 4454)

Route Points Require Passwords

- **CAUTION:** When you add TAPI Route Point to the NBXTSP on the NBX system, you must add a password for each Route Point. The Call Center will not redirect calls to a Route Point that has no password. Instead, the caller hears “ring no answer” and is never connected. (ID 4539)

Upgrade and Downgrade Procedures

See the Appendix in the *3Com eXchange Call Center Installation and Getting Started Guide* for upgrade and downgrade procedures. Note that you should install the NBXTSP Release 4.28.

Caution: You must back up your database and move it to a secure location before beginning any upgrade or downgrade procedure.

Features of the 3Com eXchange Call Center at Release 4.33

The 3Com eXchange Call Center is a comprehensive call center solution designed to control, manage, monitor, and support the activities at a Call Center site. It has these parts:

- The **eXchange Engine** system includes a sophisticated Intelligent Routing mechanism. It also employs an integrated Interactive Voice Response (IVR) package that enables the Call Center manager to design a routing plan and accurately assesses Call Center activity trends. On the basis of this information, management can provide the most efficient personnel allocation plan to meet the Call Center’s requirements.

- The **eXchange Visor** Management Information System (MIS) monitors Call Center activities, generates reports that summarize system performance over a given time period, and provides statistical analysis of the Call Center system behavior within a specified period.
- The **eXchange Agent** station provides a fully computerized environment, allowing easy operation of all telephone and software activities required by agents.
- The system uses a **networked client/server architecture**, comprising server applications on the Call Center Server and client applications at the supervisors' and agents' stations. The modules of the Server software, which run on the Server computer continuously, are responsible for connecting to contact resources (for instance, the NBX system), routing and handling contact channels, and creating and storing performance data and statistics.
- The **client software applications** are the user interface of the system. They run on client computers and enable supervisors and managers to configure the system and display and generate statistical reports. The applications also enable agents to perform their activities.

Known Anomalies and Considerations in eXchange Call Center 4.33

ID numbers in parentheses are for internal 3Com use only.

“Announce Wait Time in Queue” Not Available

- This feature is not part of 3Com eXchange Call Center. Do not choose the WAV file as part of your control script, even though the file is in the directory. (ID 4943)

Conference Calls Restriction

- You can only conference three 3Com Telephones using the Start Conference icon. You should be able to conference four telephones. (ID 4364)

Workaround for ID 4364: Use an agent's physical phone for the fourth party in the conference.

Help File Inaccessible from F1 Key in Real-Time Monitoring

- Pressing F1 in Real-Time Monitoring doesn't display the Help file. (ID 4866)

How to Select Columns for Sorting in Historical Report for Groups (Visor)

- To select a column, click and drag the column that you want to sort. (ID 4815)

Redirected Call

- If a call is redirected from an IVR port, the transfer timer is used. Instead, the TAPI Redirect timer should be used. The Transfer Timeout value takes precedence over the Redirect Timeout value. The Transfer Timeout of the eXchange Call Center Server should be set to 3 times the eXchange Force Release Timeout value. (ID 4665)

Scheduling Destination for an Automatic Report

- The Visor Workstation and the eXchange Server must be in the same network. If not, in the Visor application, on the **Automatic Reports > Destination** tab, the Visor will be unable to select the destination of the scheduled report, and when the Visor clicks the Browse button to navigate to a destination, the directory window does not appear for the eXchange Server. (ID 4819)

Workaround for ID 4819: Verify that the Visor Workstation and the eXchange Server are in the same network domain.

Uninstalling the Call Center Software:

- Case 1: If you press CANCEL during the Installation Wizard, you may experience a problem with the Add / Remove program. **Workaround:** Reinstall the version and click Yes to Keep DATABASE. After you complete the installation, the Add / Remove program works again.
- Case 2: If you press CANCEL during the Installation Copy File stage, the Call Center cannot run. **Workaround:** Reinstall the version and click YES TO KEEP DATABASE. The Call Center runs after this reinstallation.

(ID 4950)

Comments

Please send e-mail comments about these Release Notes or any of the eXchange Call Center documentation to: VOICE_TECHCOMM_COMMENTS@3com.com

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