

OASIS

Contact Centre Integration System

OASIS 11.0.PRD.8 Software

Release Note

Date: 31 January 2014
Reference: S22192
Issue: 1.0



Change History

Issue	Date	Author	Comments
1.0A	24 Jan 2014	Release Manager	First draft.
1.0B	24 Jan 2014	Release Manager	Correction to SCR list and delivered this draft to Gerry Trenkler at VDR.
1.0C	30 Jan 2014	Release Manager	Updated SCR lists after review
1.0	31 Jan 2014	Release Manager	Issued

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1. Introduction

1.1 Purpose of document

This document is a Release Note to accompany a software release of Volt Delta International deliverables to VDR.

1.2 Intended Audience

This document should be read by staff members involved in the support and management of the VDI /VDR customer system. It assumes that the reader is familiar with the appropriate VDI/VDR platform and the environments into which the system will be released.

1.3 Scope

This document:

- Overviews the contents of the delivery, describing the nature of the delivery e.g. new functionality or a maintenance release, and providing a description of the software changes supplied with any other related information;
- Supplies the VDI release identifier;
- Summarises any pre-requisites for the successful installation of the delivery;
- Supplies, or cross references to, details of how the delivery is to be applied.

1.4 Document Structure

This document is structured as follows:

Section 1	Introduction
Section 2	Description of Delivery
Section 3	Installation Details

1.5 Release Components

This release consists of the following items:

- A VDI Release Note (this document);
- A Configuration and Installation Note detailing the installation procedure (see 1.6 Related Documents section below);
- An electronic delivery containing a complete set of the software and documentation files that constitutes this release.

1.6 Release Documents

No.	Title	Reference	Issue
1.	OASIS 11.0.PRD.8 Configuration & Installation Upgrade Note	S22169	1.0

2. OASIS 11.0.PRD.8 Software Delivery

2.1 Overview

This note delivers software to VDR.

This release is known as OASIS 11.0.PRD.8 and is a baseline software release. The features and fixes listed below are for the incremental 11.0.PRD.8 release.

The media containing the entire delivery of OASIS 11.0.PRD.8 has been virus checked.

2.2 New Functionality

- **ER-PRD1467** - Support Optimized Operator Voice Leg Management for Data Calls
- **ER-PRD1487** - Provide Supplementary Info in MMR CTR - [C10690 DeltaACD 2.0 MMR Usage Billing
- **ER-PRD1508** - CRM Contact Tracking for OASIS Chat

2.3 Maintenance Fixes

2.3.1 SCR Summary

VDR Requested in 11.0.PRD.8	24
We fixed in 11.0.PRD.8	15
Should be Closed Already	0
Configuration Only/Awaiting VDR	2
Not Yet Fixed	7

In Addition, we expedited (fixed)	14
Requested for (no Target)	4
Requested for 11.0.PRD.7 (past release)	0
Requested for 11.1.PRD.1 (future release)	10
Overall Total of fixes delivered in this release:	15+14 = 31

The following SCRs have been resolved in this release:

- Sorted by descending order of SCR ID.

2.3.1.1 We fixed in 11.0.PRD.8

SCR #	Title	Priority	WR Reference
026184	VDRPA - call wrap up fails to save the record if call actions are added to the w	Medium	DE WR 12405
026162	VDRPA - AMS2, Smartstation contact lists not editable by Contact Center admin	High	DE WR 12458
026064	VDRPA - AMS2, Recording selection, you are not authorized to access this service	High	DE WR 12664

SCR #	Title	Priority	WR Reference
025960	VDRPA - Observing agent cannot observe agent that is connected to a different CW	High	DE WR 12585
025956	VDRPA - Observe by classification for Outbound call from Smartstation does not	Medium	DE WR 12178
025944	VDR - AMS2, Add BU Products script error	Medium	DE WR 12118
025920	VDRPA - Smartstation new call button not available after running a traffic load	Medium	DE WR 12640
025916	VDRPA - AMS2, User Security Group admin can delete User Profiles	Medium	DE WR 12586
025865	VDRPA - inactive user session end time is incorrectly marked in the sessions tab	Medium	DE WR 12389
025813	VDRPA - Smartstation agent in resting state cannot set to Not Ready state	Medium	DE WR 12321
025806	VDRPA - Organization database has tables that fill up the database under load	High	DE WR 12355
025782	VDRPA - application event viewer on user PC running Smartstation Click Once is o	Medium	DE WR 12426
025264	VDRPA - AMS2, Routing Plan allow classifications and re-class from sub-tenants	Medium	DE WR 12671
025214	VDRPA - call recording search by call id returns the same record twice	Low	DE WR 11568
025198	VDRPA - AMS2, Historical USDR incorrect Not Ready states	Medium	DE WR 11642

2.3.1.2 Should be Closed Already

- None

2.3.1.3 Config Only/Awaiting VDR

SCR #	Title	Priority	WR Reference
025866	VDRPA - AMS2 Publication Snapshot failed to populate Property Definition table o	Medium	DE WR 12385
025815	VDRPA - SmartStation copyright and Product name display Oasis SmartStation and V	Medium	

2.3.1.4 Not Yet Fixed

SCR #	Title	Priority	WR Reference
026183	VDRPA - SmartStation process workstation.exe does not always exits on ClickOnce	High	DE WR 12824
026168	VDRPA - smartstation agents not able to login after a smartstation contact confi	High	DE WR 12791
025945	VDR - Unable to route RightNow MCG Calls for Different Channels	High	DE WR 12797
025943	VDRPA - Smartstation release A button does not drop call from agent position for	Medium	DE_WR_12763

025242	VDRPA - User Service Centre Report - No Avg Active Handling Time for > 1 calls	Medium	DE WR 11551
024602	VDRPA - Smartstation displays error when using the Hangup Release A option	Medium	DE WR 10614;DE WR 12823
024127	VDR - clear text passwords for some users are in Oasis Configuration Files	High	DE WR 12194;DE WR 11069

2.3.1.5 Fixed - Requested for (No Target)

SCR #	Title	Priority	WR Reference
026075	VDR - Historic Reports - User Sessions Detail Report shows "#Error" in output	Medium	DE WR 11642
026052	VDRPA - Historic Reports - Call Audit Report > Presentation End Type needs to be	Medium	DE WR 12688
026038	VDRPA - AMS2 Smartstation Data Server URL truncated	Medium	DE WR 12639
025988	VDRPA - UMIS install_05_Views.sql reports error on newly build CIS server	Medium	DE WR 12633

2.3.1.6 Fixed - Requested for 11.0.PRD.6 (past release)

- None

2.3.1.7 Fixed - Requested for 11.1.PRD.1 (future release)

SCR #	Title	Priority	WR Reference
026117	VDR - AMS2, Routing Step Voice, Events don't change with Voice App change	Medium	DE WR 12075
026055	VDRPA - adding back an AMS user that was previously deleted will sometimes fail	Medium	DE WR 12661
025950	VDR - AMS2: Queue Reporting Group Field Security field is visible for Queues	Medium	DE WR 12616
025949	VDR - AMS2, Queue template Precedence spelled incorrectly	Low	DE WR 12584
025947	VDR - AMS2: Classification Reporting Group Field Security field is visible	Medium	DE WR 12616
025946	VDR - Call Audit Report - Presentation End Type (Input) ignored.	Medium	DE WR 12601
025913	VDRPA - Periodic Announcement Profile should make the Announcement field mandato	Medium	DE WR 12433
025912	VDRPA - AMS2, Unable to delete a User Security Group	Medium	DE WR 12661
025579	VDRPA - CSA-MMR Modify Voice Mail to use attachments instead of links	High	DE WR 11993;DE WR 12354

2.3.2 WR Summary

The following WRs are fixed in 11.0.PRD.8:

- Sorted by Component.

Component	Request Id	SCR	Title	Priority
AMS2	DE_WR_12458	026162	AMS2: Smartstation Contact Configurations are only configurable by Host Admin	High
AMS2	DE_WR_12745	-	MMR-AMS2: Map refreshing seems to have regressed	High
AMS2	DE_WR_12671	025264	MMR-AMS2: Add Classification / Queue BU to forms	Medium
AMS2	DE_WR_12744	-	AMS2 All users should be able to create user charts	Medium
AMS2	DE_WR_11575	-	MMR-AMS2: Changes to Voice Application - Destination Queue Transfer	Medium
AMS2	DE_WR_12613	-	AMS2: Extend abilities and configuration to inherit values on Business Unit creation	Medium
AMS2	DE_WR_12715	-	MMR-AMS2: Host Admin cannot unlock plan locked by tenant admin.	High
AMS2	DE_WR_12703	-	AMS2: Queues should have clustering on by default	Medium
AMS2	DE_WR_12389	025865	VDRPA - Crashed ClickOnce loggon sessions have wrong end time (inactiveLogonSession cleanup)	Medium
AMS2	DE_WR_12125	-	CRM HR:Print and Export functions are not made available except for CRMAdminVolt user	Medium
AMS2	DE_WR_12604	-	AMS2: Make configuration for Media Record Triggers user friendly	Medium
AMS2	DE_WR_12118	025944	AMS2: Script Error when adding Products to Business unit	Medium
AMS2	DE_WR_9404	-	MMR-AMS2: Announcement Repeat Delay <blank> results in continuously repeated In Q announcement	Medium
AMS2	DE_WR_12661	025912 026055	VDRPA - AMS2 Unable to delete a User if SecurityGroup contains de-activated user	Medium
AMS2	DE_WR_12392	-	MMR-SystemCatalogue: Improve 'Update System Catalogue' error handling	Medium
AMS2	DE_WR_12639	026038	VDRPA - AMS2 wsOasisDataServerURLUser misses 'OasisDataService.svc' creating BU	Medium
AMS2	DE_WR_12075	026117	MMR-AMS2: Updating a Voice Application RS doesn't update RSEs when RSEs added to/deleted from Voice Application Profile	Medium
AMS2	DE_WR_12624	-	AMS2:Search Results view on CallTypes lacks the version columns of Active view	Medium
AMS2	DE_WR_12355	025806	AMS2: Implement Housekeeping of 'Call Records' and 'Call Action Records'	Medium
AMS2	DE_WR_12616	025950 025947	VDR - AMS2: Reporting Group Field Security field is visible for Queues & Classifications	Medium
AMS2	DE_WR_12614	-	AMS2: BU Management Information updates following review	Medium
AMS2	DE_WR_11386	-	MMR-AMS2: Associations between all entities via the associated records view	High
AMS2	DE_WR_12586	025916	AMS2 Add remove button for several entities.	Medium
AMS2	DE_WR_12584	025949	Correct spelling in AMS2	Medium

Component	Request Id	SCR	Title	Priority
AMS2	DE_WR_12399	-	MMR-SystemCatalogue: Find window in Active Service Addresses doesn't match on Address Lookup field	Medium
AMS2	DE_WR_12518	-	MMR-AMS2: Unable to copy routing plans with time of day routing steps	Medium
AMS2	DE_WR_12433	025913	MMR-AMS2: Announcement in Timed Announcement should be mandatory	Medium
AMS2	DE_WR_9376	-	MMR-AMS2: Removal of Service Announcement Profile fields	Medium
AMS2	DE_WR_12354	025579	MMR-AMS2: Remove <URL> tag from default Voice Mail profile text	Medium
CDS	DE_WR_12178	025956	CDS: Observe Agent by calltype doesn't work for user created calls	Medium
CDS	DE_WR_11047	-	CDS: Call Action Records for Call Action 'Call Created' belong to the host (HST) tenant	Medium
CDS	DE_WR_12527	-	EHC_BIL: CRulesManager::LoadSMSAttributes - Exception opening [SMSTempFile.txt]	Medium
CSA-MMR	DE_WR_12434	-	CSA-MMR: Allow CSA-MMR to re-read configuration without service restart	Medium
CSA-MMR	DE_WR_12577	-	MMR-CSA: translated digits on a reseller rerouted call seem to be wrong	Medium
WSS	DE_WR_12808	-	CRP incorrectly returns port 4430 for playlist query	Urgent
WSS	DE_WR_12572	-	MMR-FPSS: FPSS Does not handle publication of Smartstation config from different tenants	High
WSS	DE_WR_12585	025960	Observe: Subsequent Observe Agent requests fail if agents are not on the same CWS	High
WSS	DE_WR_12640	025920	VDRPA - SmartStation new call button not available after running a traffic load (12 hours)	Medium
WSS	DE_WR_12578	-	CRM HR:Text Message label in Call Audit Report should be removed	Low
WSS	DE_WR_12575	-	CRM HR:Chat Audit Trail report Topic search criteria label should be 'Subject'	Medium
WSS	DE_WR_11956	-	SST: After a CDS failover an Observer is no longer able to select an agent to observe	Medium
WSS	DE_WR_12564	-	Call Audit Report: Link to Call Recording is not displayed for calls that are recorded	Medium
WSS	DE_WR_12405	026184	WSS: Adding extra call actions in Call End Reason dialog can return error	High
WSS	DE_WR_12528	-	CRM HR:User availability Active User average incorrect	Medium
WSS	DE_WR_12323	-	CRM HR:Inconsistent display of Service Provider filter in report headers	Medium
WSS	DE_WR_12494	-	CRM HR:User Availability Report has label Queue when No Filter option used	Medium

Component	Request Id	SCR	Title	Priority
WSS	DE_WR_11642	025198 026075	VDRPA - Historical USDR reports incorrect the original Not Ready states	Medium
WSS	DE_WR_12357	-	CRM HR: Printed reports that present as landscape are produced as portrait	High
WSS	DE_WR_12417	-	SST: Observe is disabled after using Transfer to Supervisor	Medium
WSS	DE_WR_11857	-	WSS: Call End reasons are not working with parent and child Tenant (Business Unit)	Medium
WSS-DB	DE_WR_11642	025198 026075	VDRPA - Historical USDR reports incorrect the original Not Ready states	Medium
WSS-DB	DE_WR_12688	026052	VDRPA - Historic Reports - Call Audit Report > Presentation End Type needs to be	Medium
WSS-DB	DE_WR_12664	026064	VDRPA - Recording Playback not authorized due to flattening security group structure on LDS	High
WSS-DB	DE_WR_12653	-	WSSDB: OASIS_Install_01 fails on new install	High
WSS-DB	DE_WR_12633	025988	VDRPA - UMIS_7__Install_05_Views.sql reports error on fresh DB install	Medium
WSS-DB	DE_WR_12601	025946	VDR - Call Audit Report - Presentation End Type (Input) ignored.	Medium
WSS-DB	DE_WR_12262	-	CRM HR:Call Audit Report displays Report Data truncated message but only 3 pages available	Medium
WSS-DB	DE_WR_12564	-	Call Audit Report: Link to Call Recording is not displayed for calls that are recorded	Medium
WSS-DB	DE_WR_12204	-	CRM HR: Frequent Caller Audit Report Number of Calls including calls from other Classifications	Medium
WSS-DB	DE_WR_11857	-	WSS: Call End reasons are not working with parent and child Tenant (Business Unit)	Medium
WSS-DB	DE_WR_12470	-	CRM MIS:cah_t_vwConsultationCalls End Type not decoded	Medium
WSS-DB	DE_WR_11568	025214	All Contact Centre Call Recordings not accessible by Contact Operation	Medium
chat	DE_WR_12629	-	WebChat: inserting space after preGreetingText	High
ws.smart	DE_WR_12426	025782	VDRPA - application event viewer on user PC running Smartstation Click Once is o	Medium
ws.smart	DE_WR_12213	-	Contact tracker - Click to Connect - error message required if call fails	High
ws.smart	DE_WR_12321	025813	VDRPA - SmartStation agent in Resting state cannot set to Not Ready state	Medium
ws.smart	DE_WR_12543	-	SST: Connection to CTI has been lost message is not correct - rewording required	Low
ws.smart	DE_WR_12544	-	SST - Unable to access Contact menu items	High
ws.smart	DE_WR_12390	-	SST: Selecting Not Ready Sub-State on when call slots available invokes Not Ready	High

Component	Request Id	SCR	Title	Priority
ws.smart	DE_WR_11859	-	WSS: Unexpected Auto Ready Behaviour	High
ws.smart	DE_WR_12265	-	CRM data intermittently populated in SST Click once	High

2.4 Outstanding Issues

2.4.1 WR Summary

The following is the complete list of outstanding WRs in OASIS 11:

- Sorted by descending order of SCR

ID	SCR Reference	Title	Status	Priority	OASIS Release Found	OASIS Release Target
DE_WR_12797	026153 025945	CSA-MCG: Enhance with MMR routing info for RightNow	WORKING	High	11.0.PRD.7	
DE_WR_12175	025647 025724	VDRPA : Reports contain incorrect rdI filename in version label	WORKING	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_12813	026181	VDRPA - User Call Handling Report - 0wr_GSC set hardcoded "Declined" value to 0	RAISED	Medium	11.0.PRD.7	
DE_WR_12791	026168	SST: SmartStation fails to startup if external contact list configured	WORKING	High	11.0.PRD.8	
DE_WR_12800	026168	VDRPA - IWS warnings "Could not find a web resource with name" Exception messages	RAISED	Low	11.0.PRD.7	
DE_WR_12776	026140	Dynamic Report: Windoes IE error popup "Stop running this script"	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12775	026139	Dynamic Reports: Average Handling Time report doesn't display output wh	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12773	026138	Dynamic Reports: Service Level Report doesn't display in "Line Chart"	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12765	026134 ¹	CDS: EHC_SSS: Suppress cah_s_SwitchSessionStatesNRSubStates Add as no tenant ID provided	ACCEPTED	Medium	11.0.PRD.7	11.0.PRD.8
DE_WR_10415	026126	SST/CTI: Outbound: Queues provided instead of Classifications in list of call types to use for New Call function in SST	WORKING	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12739	026119	VDRPA - AMS2, Reporting USPR Abandon not picking up Offers in formula	WORKING	Medium	11.0.PRD.7	
DE_WR_12724	026092	VDRPA - Historic Reports - User Productivity Report "Ready - Not Ready" columns	WORKING	Medium	11.0.PRD.7	
DE_WR_12714	026085	VDRPA - Deployment tool enhancement for windows Failure Recovery	RAISED	Medium	11.0.PRD.7	
DE_WR_12682	026054	SCR 026054 - VDRPA - AMS2, Mgmt Dashboard not updating Call Handling for same BU as agent	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12687	026053	VDRPA - AMS2 using apostrophe in Dashboard name gives general error	RAISED	Low	11.0.PRD.7	
DE_WR_12697	026041	VDR - Smartstation running embedded Counterpath fails to re-register the SIP pho	ACCEPTED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12650	026040	VDRPA - review to make start stop Call Recording controlled only by user profile	RAISED	Medium	11.0.PRD.7	
DE_WR_12623	025955	CDS: No Transaction Phase 10 CDR produced for an observer voice leg	RAISED	Medium	11.0.PRD.6	11.1.PRD.1

¹ There is a workaround using a setting on the CIS - Instructions sent to VDR.

ID	SCR Reference	Title	Status	Priority	OASIS Release Found	OASIS Release Target
DE_WR_12615	025953	VDR - Remove headset unplugged option from the Smartstation Pause menu	RAISED	Medium	11.0.PRD.6	
DE_WR_12763	025943	WSS: Position not auto relinquished when unanswered A-Party is released (sasEnableAutoPositionRelease)	WORKING	Medium	11.0.PRD.8	11.0.PRD.8.1
DE_WR_12295	025814	VDRPA - Observing agent fails to observe	RAISED	Medium	11.0.PRD.2	
DE_WR_12276	025804	AMS2: System needs to readily support multiple English languages (UK, US, etc.)	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_12259	025797	VDRPA - ClickOnce SmartStation display delays about 6 seconds (GetCCB2 COMException reported)	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_12230	025783	VDRPA - Frequent Caller Report reports on wrong time period and time zone correction for Frequent Counts Callers report	RAISED	Medium	11.0.PRD.5	
DE_WR_12184	025734	VDRPA - OBS displays the internal three digit tenant ID not the expected BU name	RAISED	Medium	11.0.PRD.2	
DE_WR_12181	025712	VDRPA - Smartstation (TS) some Call Types not registered (Logon Modifier screen)	ACCEPTED	Low	11.0.PRD.2	
DE_WR_12182	025711	VDRPA - Smartstation (TS) times out after 30 seconds (logon modifier timer error)	ACCEPTED	Low	11.0.PRD.2	
DE_WR_12078	025321	VDRPA - "User Productivity Report" call information missing	RAISED	Medium	11.0.PRD.2	11.1.PRD.1
DE_WR_11643	025290	VDRPA - ovr_GPx- report does not display "Users" based on the Skill Group	ACCEPTED	Medium	11.0.PRD.2	11.0.PRD.7
DE_WR_11551	025242	VDRPA - GUSC Average Active Handling Time is not reported when crosses into another hour	ACCEPTED	Medium	11.0.PRD.4	11.0.PRD.7
DE_WR_11641	025241	VDRPA - screen recordings are not separated by tenant directories as audio recor	RAISED	Medium	11.0.PRD.2	11.1.PRD.1
DE_WR_11538	025197	VDRPA - Call rejected shown at consulted agent if consulting agent ends consult	ACCEPTED	Low	11.0.PRD.2	11.1.PRD.1
DE_WR_11278	025058	VDR - OHE: Call handling not working when one Agent Select Skill Group assigned	ACCEPTED	Medium	11.0.PRD.2	11.0.PRD.5
DE_WR_10697	024847	CRM HR: Changing some parameters on report selection produces spurious 'Report being generated' message	ACCEPTED	Medium	11.0.PRD.2	11.1.PRD.1
DE_WR_10690	024669	WSS: SAS expects ObserveSessionStateRequest seq number to match that sent in CreateObserveSessionRequest	ACCEPTED	Medium	11.0.PRD.1.1	11.1.PRD.1
DE_WR_12823	024602	CTI: When SmartStation ReleaseA is invoked CTI does not generate OnConnectionChanged when the call is auto released	ACCEPTED	Medium	11.0.PRD.8	11.0.PRD.8.1
DE_WR_11069	024127	AMS2: CRM Usernames and Passwords should not be visible on user profile	ACCEPTED	Medium	11.0.PRD.3	11.0.PRD.9
DE_WR_10035		WSS: Web Deployment Application Tool: RollRunner log would be better if written to disk.	ACCEPTED	Low	11.0.PRD.1	11.1.PRD.2
DE_WR_10059		WSS: Web Application Deployment Tool: Documentation indicates it tracks installed packages	ACCEPTED	Medium	11.0.PRD.1	11.1.PRD.2
DE_WR_10066		ODSVC: Installation doc M11876 requires updating for Oasis11	RAISED	Medium	11.0.PRD.1	11.0.PRD.6

ID	SCR Reference	Title	Status	Priority	OASIS Release Found	OASIS Release Target
DE_WR_10070		MMR-AMS2: Ability to take a routing plan out of service required	RAISED	Medium	11.0.PRD.1.1	11.1.PRD.1
DE_WR_10078		MMR-AMS2: When viewing Routing Plan Maps it would be useful to fit to window	RAISED	Medium	11.0.PRD.1.1	11.1.PRD.2
DE_WR_10175		SST: Error reported after user call hungup	WORKING	Medium	11.0.PRD.1.1	
DE_WR_10191		WSS: Logon Sessions Type incorrect for Terminal Services user.	RAISED	Medium	11.0.PRD.1.1	11.1.PRD.1
DE_WR_10193		AMS2: After BU created, focus given to right-most tab rather than BU list	RAISED	Low	11.0.PRD.1.1	11.1.PRD.2
DE_WR_10194		MMR-AMS2: It should be possible to insert a new Routing Step in a Plan	RAISED	Medium	11.0.PRD.1.1	11.1.PRD.2
DE_WR_10228		AMS2: BU Filter refresh changes selected filter to default	RAISED	Low	11.0.PRD.1.1	11.1.PRD.2
DE_WR_10310		AMS2: Call Recording Access directly from Call Action and Call Record	ACCEPTED	Medium	11.0.PRD.1.1	11.0.PRD.7
DE_WR_10349		XMS: Attempt to fetch http announcement after 404 file not found already returned	WORKING	High	11.0.PRD.1.1	11.1.PRD.1
DE_WR_10383		AMS2: SmartStation Call Arrival Tab field has a documented list of valid values but field free-format	RAISED	Medium	11.0.PRD.1.1	11.0.PRD.7
DE_WR_10397		WSS: Web Deployment Tool can wreck webservice installation if run inappropriately	ACCEPTED	Medium	11.0.PRD.1.1	11.1.PRD.2
DE_WR_10399		AMS2: DR Scaling drop down has Automatic twice	RAISED	Medium	11.0.PRD.1.1	11.0.PRD.6
DE_WR_10441		WSS: Agent cannot service Agent Queue only	ACCEPTED	Medium	11.0.PRD.1.1	11.1.PRD.2
DE_WR_10471		WSS: Log file path contains badly named folder	RAISED	Medium	11.0.PRD.1.1	11.0.PRD.7
DE_WR_10503		CRM HR: Error messages not customer friendly	ACCEPTED	Medium	11.0.PRD.2	11.0.PRD.7
DE_WR_10517		CRM HR: Call Duration Summary Report - Total Duration and Average Duration incorrect	ACCEPTED	Medium	11.0.PRD.2	
DE_WR_10520		CRM HR: Call Duration Summ - Short/Long call limits should be set to null	RAISED	Low	11.0.PRD.2	11.1.PRD.2
DE_WR_10540		WSS: CTI generating a Not Ready when call offered - very occasional	ACCEPTED	Medium	11.0.PRD.2	11.1.PRD.2
DE_WR_10586		AMS2: BU identity across the forms not consistent	RAISED	Low	11.0.PRD.2	11.1.PRD.2
DE_WR_10613		CRM HR: Report header needs to include ANY if selected	WORKING	Low	11.0.PRD.2	11.1.PRD.1
DE_WR_10615		CRM HR: Call Pres Duration report header improvements	RAISED	Low	11.0.PRD.2	11.1.PRD.2
DE_WR_10694		CRM HR: Call Audit Rep has workstation/SP parameters - not required by spec.	WAITING FOR INFO	Medium	11.0.PRD.2	11.0.PRD.6
DE_WR_10775		SST Observe - User can observe themself	RAISED	Low	11.0.PRD.2	
DE_WR_10804		SST Observe - Incorrect state displayed when call taken over	RAISED	Low	11.0.PRD.2	
DE_WR_10845		MMR-AMS2: User can select Queues or Classifications of invalid BU when they use a personal view	RAISED	Low	11.0.PRD.2	11.1.PRD.2
DE_WR_10861		Many files not version stamped	RAISED	Low	11.0.PRD.2	11.1.PRD.2

ID	SCR Reference	Title	Status	Priority	OASIS Release Found	OASIS Release Target
DE_WR_10869		SST Observe - Observee receives indication they are being observed (tabs in SmartStation refresh)	ACCEPTED	High	11.0.PRD.2	11.0.PRD.7
DE_WR_10890		AMS2: Security groups created with truncated members list if form closed early	RAISED	Medium	11.0.PRD.3	11.1.PRD.2
DE_WR_10939		TSS: First logon for a new user has no Logon Session statistics created	RAISED	Medium	11.0.PRD.3	11.1.PRD.2
DE_WR_10941		AMS2: PreferentialCallRelTreatmentReq needs to have a new entity to implement selection options.	RAISED	Medium	11.0.PRD.3	11.1.PRD.2
DE_WR_10973		CRM HR: All subsequent input parameters are disabled if a parameter has no values	ACCEPTED	Medium	11.0.PRD.3	11.1.PRD.2
DE_WR_11040		AMS2: Extended permissions Names cannot be changed for language purposes	RAISED	Low	11.0.PRD.3	11.1.PRD.2
DE_WR_11050		Call Recording Playback can include call recordings from multiple Contact Centres	WORKING	Medium	11.0.PRD.3	11.1.PRD.2
DE_WR_11128		OHE: With OHE running in Non full screen mode we get redundant slider bars	RAISED	Medium	11.0.PRD.3	11.1.PRD.2
DE_WR_11144		FPSS: Publications incorrectly show Pending rather than Scheduled status	RAISED	Medium	11.0.PRD.3	
DE_WR_11145		FPSS: No mechanism to cancel or re-schedule a scheduled publication	RAISED	Medium	11.0.PRD.3	
DE_WR_11191		SST Consult - Classification in the Supervisor Queue	RAISED	Medium	11.0.PRD.4	
DE_WR_11199		Not possible to Consult and Transfer between Contact Centres	ACCEPTED	Medium	11.0.PRD.3	11.1.PRD.1
DE_WR_11204		SST - Consult by Supervisor Queue - Unable to release after consult fails	RAISED	Low	11.0.PRD.4	
DE_WR_11211		SST - Consult by Supervisor - Incorrect message after consult declined	RAISED	Medium	11.0.PRD.4	
DE_WR_11213		AMS2: Business Unit Filter does not show shared records.	ACCEPTED	Medium	11.0.PRD.4	11.0.PRD.7
DE_WR_11312		WSS: Cannot unpark calls following user abuse	RAISED	Medium	11.0.PRD.4	11.1.PRD.2
DE_WR_11338		AMS2: Views menus are very non-standard in presentation	RAISED	Medium	11.0.PRD.4	
DE_WR_11346		WSS: Error in event log when Observe successfully started	RAISED	Medium	11.0.PRD.4	
DE_WR_11348		WSS: SAS crash when SST application closed from X	ACCEPTED	Medium	11.0.PRD.4	11.1.PRD.1
DE_WR_11349		WSS: Event log error DELETOBSERVESESSIONREPLY when starting observe in TS	RAISED	Medium	11.0.PRD.4	
DE_WR_11401		AMS2: The Name displayed on the Logon Session form duplicates information in the form	RAISED	Medium	11.0.PRD.4	11.1.PRD.2
DE_WR_11415		SST - OHE TS - Skill Set Selection Window	RAISED	Low	11.0.PRD.4	
DE_WR_11417		SST - Default skill set remains after deletion	RAISED	Low	11.0.PRD.4	
DE_WR_11450		AMS2: Team Leader role cannot see Call Actions - should they?	RAISED	Medium	11.0.PRD.4	
DE_WR_11452		AMS2: Call Record date fields look inconsistent, form labels?	RAISED	Low	11.0.PRD.4	

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DE_WR_11470		MCG-AMS2: CRM User Password on MCG Channel config page is clear text	RAISED	Medium	11.0.PRD.4	
DE_WR_11471		AMS2: Call Action Transfer Type incorrect on Transfer when A&B exist	RAISED	Medium	11.0.PRD.4	
DE_WR_11555		CTISM: Exception thrown due to malformed URL when launching Clickonce workstation	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.1
DE_WR_11562		WSS: Ringing state displayed when call configured for AutoAccept	RAISED	Low	11.0.PRD.5	
DE_WR_11595		CHAT: email chat transcript has timestamps 1 hour behind callers local time	ACCEPTED	Medium	11.0.PRD.5	
DE_WR_11602		US5 Billing - Incorrect UserClientType on 10 record when call times out	RAISED	Medium	11.0.PRD.4.1	
DE_WR_11605		VDRPA - "User tried to run an OASiS Application and ..." is presented when running Workstation.exe again	RAISED	Low	11.0.PRD.4	
DE_WR_11645		CRM DR - Performance Parameters not ordered	ACCEPTED	Low	11.0.PRD.5	11.1.PRD.1
DE_WR_11646		AMS2: Logon Session thin client computerID is blank - should be Not Applicable	RAISED	Low	11.0.PRD.5	
DE_WR_11656		CRM DR - Queue Size Report display of y axis values updates incorrectly	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11662		CRM DR - Delays in loading Dynamic Report Preview	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11664		AMS2: New BU - Ship To Address Fields Should Have Option to be Auto Populated From Bill To Address	RAISED	Low	11.0.PRD.5	
DE_WR_11665		AMS2: Logon Sessions - does not record authentication failures	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.2
DE_WR_11679		CRM DR - Report display items appear incorrect in Line Chart view	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11680		CRM DR - Unable to view Line Chart in Horizontal Mode	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11686		CRM DR - Inconsistent behavior when Dynamic Report Preview closes	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11689		AMS2: On BU Products Page Inconsistent Use of Terms - Feature v Product	RAISED	Low	11.0.PRD.5	
DE_WR_11710		CRM DR - Dashboard still present on most recent after deletion	ACCEPTED	Low	11.0.PRD.5	11.1.PRD.1
DE_WR_11711		CRM DR - Unable to create a dashboard with multiple Dynamic Reports	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11712		AMS2: Contact Tracker URL field not visible to parent admin	RAISED	Medium	11.0.PRD.5	11.1.PRD.2
DE_WR_11713		CRM DR - Unable to add multiple Dynamic Reports to an exiting Dashboard	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11718		Observe: It is not possible to Observe if the Observer does not have Queues assigned	WORKING	Medium	11.0.PRD.5	11.1.PRD.1
DE_WR_11720		CTI: SASSrv crashes when stopping SmartStation in TSS environment	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.1
DE_WR_11726		VDRPA - CRM Click to preview functionality results in an Unhandled Exception	ACCEPTED	Low	11.0.PRD.4.1	11.1.PRD.2
DE_WR_11751		CRM DR - Performance issues with Dynamic Reports when viewed in a dashboard	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.1

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DE_WR_11775		CRM HR: Printed reports lack complete selection criteria in header, presents very unhelpfully	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.1
DE_WR_11783		AMS2: Create Status on User profile doesn't report job failure	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11793		WSS: Call Transfer to Supervisor Queue has no Call Transfer Type in Call Action	RAISED	Medium	11.0.PRD.5	11.1.PRD.1
DE_WR_11816		CRM DR - Default view when selecting Secondary Input Filter should be Active Call Types	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11817		WSS: Follow on user call made on B-party, should be A-party	RAISED	Medium	11.0.PRD.5	
DE_WR_11856		SST: Manual Answer and Priority Interrupt do not operate together	ACCEPTED	Medium	11.0.PRD.5	
DE_WR_11858		WSS: Priority Interrupt does not work for voice calls	ACCEPTED	High	11.0.PRD.5	11.0.PRD.7
DE_WR_11863		WSS - Observe - Break In: speech path icon at observed SST is not correct	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11868		AMS2: Chat Channel UI Comments on Colour Control Attributes	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11872		CRM HR: Call Audit Report aborts - timeout handling?	RAISED	Medium	11.0.PRD.5	
DE_WR_11899		SST/CTI: SmartStation & CTI should support basic SIP URLs to be dialled	RAISED	Medium	11.0.PRD.5	
DE_WR_11903		WSS - Observed agent: missing info that call was taken away by supervisor	ACCEPTED	Medium	11.0.PRD.5	11.0.PRD.7
DE_WR_11908		WSS: Observe window cannot be resized with the drag control - Terminal Server	RAISED	Low	11.0.PRD.5	11.1.PRD.2
DE_WR_11909		SST: ObsSA2.exe crash when observed agent unslots a call	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.2
DE_WR_11912		CDS: CallProc crash after secondary CDS promoted after CDS failover	ACCEPTED	Medium	11.0.PRD.5	11.1.PRD.1
DE_WR_11932		WSS - ClickOnce: SST - The submenu entries of button Hold wrongly activ during consultation	RAISED	Medium	11.0.PRD.5	
DE_WR_11936		WSS - ClickOnce: Supervisor transfer - CCB not transferred to Supervisor SST	RAISED	Medium	11.0.PRD.5	
DE_WR_11947		AMS2: Not always able to login Agents while AMS2 Upgrade Data being performed	RAISED	Medium	11.0.PRD.5.1	
DE_WR_11948		AMS2: Supervisor temporarily lost observe capability during AMS2 upgrade	RAISED	Medium	11.0.PRD.5.1	
DE_WR_11972		OHE: Username box not wide enough for most OASIS11 usernames	RAISED	Medium	11.0.PRD.5.1	
DE_WR_11984		AMS2: BU Filter user interface is not the best	RAISED	Medium	11.0.PRD.5.1	
DE_WR_11985		MMR-AMS2: Can't copy routing plan to new tenant BU	RAISED	Medium	11.0.PRD.5.1	11.1.PRD.3
DE_WR_12012		CRM HR: Call Audit Report title reports time period incorrectly	RAISED	Low	11.0.PRD.5.1	
DE_WR_12013		WSS: Statistics in SST- no data for calls with a classification belonging to BU with role Contact Operation	RAISED	Medium	11.0.PRD.5.1	
DE_WR_12021		MMR-AMS2: Route to Queue field is overlong for its purpose	RAISED	Low	11.0.PRD.5.1	11.1.PRD.3
DE_WR_12047		CRM HR: Reports have incomplete selection criteria after page 1	RAISED	Medium	11.0.PRD.5.1	

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DE_WR_12072		AMS2: Cannot upgrade AMS2 solution unless same logon used each time	ACCEPTED	High	11.0.PRD.5.1	11.0.PRD.7
DE_WR_12076		SST: Unexpected External consultation B-party failed message when B-Party successfully dialed	WORKING	Medium	11.0.PRD.5.1	11.1.PRD.1
DE_WR_12081		WSS: SAS crash when I launch and kill SST in OHE without handling a call	RAISED	Medium	11.0.PRD.6	
DE_WR_12093		WSS: Consulted transfer of data call fails as target workstation fails to accept	RAISED	Medium	11.0.PRD.5.1	
DE_WR_12098		WSS: winvnc.exe prevents an upgrade installation of SST	RAISED	Medium	11.0.PRD.6	
DE_WR_12106		SST: phone call - currenty Activity of transferred call not editable	ACCEPTED	High	11.0.PRD.6	11.0.PRD.8
DE_WR_12126		WSS:Call Information table has column CallClassification that isn't for the Call Classification	RAISED	Low	11.0.PRD.6	
DE_WR_12130		CRM HR:Call Duration Summary has coulms reporting in seconds and minutes	RAISED	Medium	11.0.PRD.6	
DE_WR_12131		SST: User/Classification lists cannot be invoked with double-click	WAITING FOR INFO	Medium	11.0.PRD.6	
DE_WR_12142		WSS: PC newly started, SST: 1st attempt to set agent ready always fails	RAISED	Medium	11.0.PRD.6	
DE_WR_12147		WSS: supervisor can't continue observing after take over followed by Transfer to User	RAISED	Medium	11.0.PRD.6	
DE_WR_12149		WSS: Observe does not track the CH window when moved onto secondary monitor	ACCEPTED	Medium	11.0.PRD.6	11.0.PRD.7
DE_WR_12159		WSS: Call Pres table - some AutoAccepted calls accumulate Ringing time	RAISED	Medium	11.0.PRD.6	
DE_WR_12163		WSS: User Sessions table - Team name column redundant in AMS2	RAISED	Low	11.0.PRD.6	
DE_WR_12164		WSS: User Sessions tables - CallCentre field contains erroneus data	RAISED	Medium	11.0.PRD.6	
DE_WR_12165		WSS: User Sessions table contain column called UWSActiveDateTimeGMT - UTC more appropriate	RAISED	Medium	11.0.PRD.6	
DE_WR_12167		WSS: User Session tables - TS fields are blank	RAISED	Low	11.0.PRD.6	
DE_WR_12168		WSS: User Sessions tables - ClickOnce shown as Remote TS Logon	RAISED	Low	11.0.PRD.6	
DE_WR_12179		CRM HR: Frequent Call Connections report has missing Call Connections because Queue reported as Classification	RAISED	Medium	11.0.PRD.6	
DE_WR_12204		CRM HR: Frequent Caller Audit Report Number of Calls including calls from other Classifications	WORKING	Medium	11.0.PRD.8	
DE_WR_12217		MMR-FPSS: Integrate FPSS Installation into Web Services Rollout Scripts	RAISED	Medium	11.0.PRD.6	11.1.PRD.2
DE_WR_12227		CRM HR:SSRS Report Viewer has to be invoked 3 or 4 times at start of day before populated	WORKING	Medium	11.0.PRD.6	
DE_WR_12235		AMS2:User can create greater than 9 Active Not Ready SubSates	RAISED	Medium	11.0.PRD.6	
DE_WR_12237		AMS2: New Persona form in Classification creates a Language Persona	RAISED	Medium	11.0.PRD.6	

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DE_WR_12238		AMS2: Can create duplicate Language personas. Is this correct?	RAISED	Medium	11.0.PRD.6	
DE_WR_12239		CRM MIS:cah_sd_SwitchSessionStatesCallType QueueName includes spurious detail	RAISED	Medium	11.0.PRD.6	
DE_WR_12246		CRM HR:UserCall Handling Row has two Total Average Rows per granularity period	RAISED	Medium	11.0.PRD.6	
DE_WR_12253		AMS2: Lookup for Individual Queue different error trapping to other lookups	RAISED	Medium	11.0.PRD.6	
DE_WR_12270		SST Observee cursor indicates observe has started	ACCEPTED	High	11.0.PRD.6	11.0.PRD.7
DE_WR_12294		VDRPA - Unable to create bugtrap process: Win32Exception (0x80004005): The system cannot find the file specified.	RAISED	Medium	11.0.PRD.5	
DE_WR_12316		AMS2: Text on KPI chart is constructed incorrectly	RAISED	Low	11.0.PRD.6	
DE_WR_12320		SST - Observe process crash (ObsSA2) when call taken over in OHE TS Mode	RAISED	Medium	11.0.PRD.6	
DE_WR_12335		OBS - Drop down dialogues not shown on observers display	RAISED	Medium	11.0.PRD.6	
DE_WR_12347		Term-serv - consult gui does not update	ACCEPTED	Medium	11.0.PRD.6	
DE_WR_12359		VDRPA - control CRM tracing to keep disk space within limits for different TraceCategories	RAISED	Low	11.0.PRD.5	
DE_WR_12363		WSS: Combination of Auto Accept=Yes and Auto Accept Consults=No doesn't work for transfers	RAISED	Medium	11.0.PRD.6	
DE_WR_12364		WSS: Enable Transfers = YES and Enable Consults = NO results in consults allowed but not transfers	RAISED	Medium	11.0.PRD.6	
DE_WR_12386		Observe: First call Break In/Takeover not enabled, next call all OK	ACCEPTED	Medium	11.0.PRD.6	11.1.PRD.1
DE_WR_12388		SST: Not Ready Sub-state is ignored	ACCEPTED	High	11.0.PRD.6	11.1.PRD.1
DE_WR_12400		SST: Can Hangup call while unsaved Call End Reason dialog displayed - lost data	WAITING FOR INFO	Low	11.0.PRD.6	
DE_WR_12415		SST: When Call End Reason first displayed, CER window missing default text.	WAITING FOR INFO	Low	11.0.PRD.6	
DE_WR_12436		WSS: Screen recording delaying acceptance of call by around 1 second	ACCEPTED	Medium	11.0.PRD.6	11.0.PRD.7
DE_WR_12463		CRM MIS:Declined calls always have Queueing time of zero in CallPresentations	RAISED	Medium	11.0.PRD.7	
DE_WR_12482		AMS2: Running the UpgradeData command is taking too long	RAISED	Medium	11.0.PRD.7	
DE_WR_12483		CDS: Allow Requeue when Queues are Closed fails and call drops	RAISED	Medium	11.0.PRD.7	
DE_WR_12491		WSS: Call End Reason does not persist to second presentation	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12492		WSS: Call End Reason dialog does not display System Call actions	WAITING FOR INFO	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12493		WSS: Amended Call End Reason ignored	RAISED	Medium	11.0.PRD.7	
DE_WR_12499		SST: Invalid options offered on Not Ready substate picklist	RAISED	Low	11.0.PRD.7	

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DE_WR_12506		FPSS: Scheduled publications that are set in the past never get published	RAISED	Medium	11.0.PRD.7	
DE_WR_12507		FPSS: Scheduled publication date/time cannot be viewed	RAISED	Medium	11.0.PRD.7	
DE_WR_12519		WSS: Calls Offered in dashboard only increments when call accepted	RAISED	Medium	11.0.PRD.7	
DE_WR_12524		CRM HR: Only Host can load Reports - no ability to load unique BU report	RAISED	Medium	11.0.PRD.7	
DE_WR_12525		AMS2: Trying and failing to create a duplicate user results in unable to delete user.	RAISED	Medium	11.0.PRD.7	
DE_WR_12526		MMR-AMS2: Announcement Media Prompt List selection logic should be explained on the form	RAISED	Low	11.0.PRD.6	11.1.PRD.2
DE_WR_12529		MCG: New record, Logging Level requires a default	RAISED	Low	11.0.PRD.7	
DE_WR_12530		MCG: New records created as version 0, should be version 1	RAISED	Medium	11.0.PRD.7	
DE_WR_12531		Chat: New Channel Config version is 0, should be 1	RAISED	Medium	11.0.PRD.7	
DE_WR_12536		WSS: Connection to CTI has been lost - occurring regularly since last upgrades	ACCEPTED	High	11.0.PRD.7	11.1.PRD.1
DE_WR_12538		VNC: Winvnc.exe process does not end when SST Clickonce closed	RAISED	Medium	11.0.PRD.7	
DE_WR_12551		AMS2: External contacts publish dialog non-standard	RAISED	Medium	11.0.PRD.7	
DE_WR_12560		AMS2: Call Record/Action fields in BU record not ordered logically	RAISED	Low	11.0.PRD.7	
DE_WR_12561		AMS2: Text on Call Record/Action Retention Time not the best	WORKING	Low	11.0.PRD.7	11.1.PRD.1
DE_WR_12568		AMS2: Call Rec/Action default retention periods incompatible with Last Month view?	WAITING FOR INFO	Medium	11.0.PRD.7	
DE_WR_12569		CDS: Call End actions have internal class name	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12573		AMS2: Allow Requeue when Queues are Closed is on Class needs to be Queue	RAISED	Medium	11.0.PRD.7	
DE_WR_12576		SST: Smartstation state change to Not Ready fails - Part 1	ACCEPTED	High	11.0.PRD.5.1	
DE_WR_12589		WebChat: Internal username displayed if Web Chat Nickname is not configured	RAISED	Medium	11.0.PRD.7	
DE_WR_12591		WebChat: Entering an Email causes "Start chat" to always fail	RAISED	Medium	11.0.PRD.7	
DE_WR_12596		AMS2: CSA Configurations can be seen by customers - should not be seen	ACCEPTED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12680		MMR-AMS2: Multiple selection unselected after Lock invoked	RAISED	Low	11.0.PRD.8	11.1.PRD.1
DE_WR_12698		AMS2: Security role name has a typo	RAISED	Medium	11.0.PRD.7	
DE_WR_12734		MMR-AMS2: Map does not include Classification allocations - should it?	RAISED	Medium	11.0.PRD.7	11.1.PRD.1
DE_WR_12738		AMS2: Combined CallType Type field missing icons	RAISED	Low	11.0.PRD.7	
DE_WR_12743		WSS: ClickOnce fails to install workstation until temp internet files deleted	RAISED	Medium	11.0.PRD.7	

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DE_WR_12746		AMS2: Trying to add a child classification SG to a parent SG results in business error	RAISED	Medium	11.0.PRD.8	
DE_WR_12750		WSS: Rejected Chat call not represented to available operator	RAISED	Medium	11.0.PRD.7	
DE_WR_12767		AMS2: Chat Channel form has read only field apparently available for edit	RAISED	Low	11.0.PRD.8	
DE_WR_12768		AMS2: Deleting Chat Channel in AMS2 does not remove it from IWS	RAISED	Medium	11.0.PRD.8	
DE_WR_12770		AMS2: Chat Channel form has not meaningful tool tips	RAISED	Medium	11.0.PRD.8	
DE_WR_12771		AMS2: Chat channel form uses colour codes for some colour config.	RAISED	Medium	11.0.PRD.8	
DE_WR_12774		WebChat: Chat Channel config - colour controls don't control what they say they do	RAISED	Medium	11.0.PRD.8	
DE_WR_12777		AMS2: Chat Channel - logon URL too small	RAISED	Medium	11.0.PRD.8	
DE_WR_12779		WebChat: Client app banner could be better	RAISED	Medium	11.0.PRD.8	
DE_WR_12781		WSS-DB: Organisation database scripts should not be case sensitive	RAISED	Medium	11.0.PRD.8	
DE_WR_12786		CRM HR - Call Audit Report - Alphabetical listing of pull downs	RAISED	Medium	11.0.PRD.7	
DE_WR_12790		CRM HR - User Sessions Detail Report incorrect NR sub states when User group has no users	RAISED	Low	11.0.PRD.7	
DE_WR_12792		AMS2: BU filter not applied to Active SmartStation Contact Config view	RAISED	Medium	11.0.PRD.8	
DE_WR_12793		AMS2: First saved/published version of a SmartStation blacklist is version 0 not 1	RAISED	Low	11.0.PRD.8	
DE_WR_12794		AMS2: No audit history for SmartStation contact and blacklists	RAISED	Medium	11.0.PRD.8	
DE_WR_12798		Chat Client: User log shows two Connections to chat server - is this right?	RAISED	Low	11.0.PRD.8	
DE_WR_12801		AMS2: SmartStations failed during import of AMS2 upgrade solution - unable to log back in	RAISED	High	11.0.PRD.8	
DE_WR_12802		AMS2: More than one SmartStation contact list / blacklist can be created and published per BU	RAISED	Medium	11.0.PRD.8	
DE_WR_12807		Call end reason dialogue is cleared by A-Party hangup	ACCEPTED	High	11.0.PRD.8	
DE_WR_12816		Chat: Phantom chat call presented	RAISED	Medium	11.0.PRD.8	
DE_WR_12817		Contact Tracker: History area for Chat need resizing/tidying	RAISED	Low	11.0.PRD.8	
DE_WR_12819		AMS2: Web services configuration should be republished after service upgrade	RAISED	Medium	11.0.PRD.8	
DE_WR_12825		SST: Logon sometimes stalls - logon to Contract Tracker failure suspected	RAISED	High	11.0.PRD.8	
DE_WR_12835		HR MIS: Chat Report detail corrupted	RAISED	High	11.0.PRD.8	
DE_WR_12839		CRP: CRP sessions are not being tied to one IWS server	RAISED	High	11.0.PRD.8	

ID	SCR Reference	Title	Status	Priority	OASIS Release Found	OASIS Release Target
DE_WR_7431		Smartstation remains to show 'Ready' when phone is ringing for an incoming consultation on a phone based agent	ACCEPTED	Low	11.0.PRD.1 (VDR BETA3)	11.1.PRD.2
DE_WR_7448		AMS2: Password field for new User Profile is pre-filled	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA2)	11.1.PRD.2
DE_WR_7540		AMS2: CSA components are not installed in consistent locations	RAISED	Low	11.0.PRD.1 (VDR BETA2)	11.1.PRD.1
DE_WR_7551		XMS: Too much DTMF leaking through clamped conference	ACCEPTED	Low	11.0.PRD.1 (VDR BETA3)	
DE_WR_7799		WSS: ClickOnce - missing pre-requisites not handled well for non-admin users	RAISED	Medium	11.0.PRD.1 (VDR BETA3)	11.1.PRD.2
DE_WR_7919		CTI: does not handle missing Call Type (Queues) configuration well	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA4)	11.1.PRD.2
DE_WR_7945		WSS: Workstation installation docs require SAS properties configuration details	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA4)	11.1.PRD.2
DE_WR_7962		XMS: a pool of 100 conference licences allows only 50 conferences to be instantiated	ACCEPTED	Low	11.0.PRD.1 (VDR BETA4)	
DE_WR_8468		AMS2: Deleted BU leaves a lot of redundant objects in the system.	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA5)	11.1.PRD.2
DE_WR_8491		CTI: WS trace logs written on local workstation could do with a more useful folder name	RAISED	Medium	11.0.PRD.1 (VDR BETA5)	11.1.PRD.2
DE_WR_8501		CTI: Smartstation placing calls to both A and B Parties without waiting for ringing call details	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA7)	11.0.PRD.7
DE_WR_8527		MMR-AMS2: Original prompt name and location should be displayed on prompt management page	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA5)	11.1.PRD.1
DE_WR_8640		AMS2: Deactivating a BU does not deactivate member elements	WORKING	Medium	11.0.PRD.1 (VDR BETA5)	11.1.PRD.2
DE_WR_8779		SmartStation can no longer be configured as single slot application	RAISED	High	11.0.PRD.7	
DE_WR_9157		MMR-AMS2: Feature- Routing Plan Rollback	RAISED	High	11.0.PRD.1 (VDR BETA7)	11.1.PRD.2
DE_WR_9333		MMR-AMS2 : Ability to view TOD entries in users timezone not implemented	RAISED	Medium	11.0.PRD.1 (VDR BETA7)	11.1.PRD.2
DE_WR_9398		CTI: Invoking SST Call Recording for Chat call fails	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA8)	11.1.PRD.2
DE_WR_9415		WSS: HR - Issues in Call Audit Report (CAR), no data returned where data exists	WORKING	Medium	11.0.PRD.1 (VDR BETA7)	11.0.PRD.7

ID	SCR Reference	Title	Status	Priority	OASIS Release Found	OASIS Release Target
DE_WR_9453		AMS2: IE8 causing problems if window pop-up is set to new tab	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA8)	11.0.PRD.7
DE_WR_9526		AMS2: Create new user job can take several minutes then often fails	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA8)	11.0.PRD.7
DE_WR_9554		AMS2: Deactivating a computer doesn't update LDS logons not prevented	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA8)	11.1.PRD.2
DE_WR_9584		AMS2: Where publishing fails for data (e.g. routing plans, call types), the published number is incremented	ACCEPTED	Medium	11.0.PRD.1 (VDR BETA8)	11.1.PRD.2
DE_WR_9718		chatclient: config.xml - xmppServerURL wrong predefined	WORKING	Low	11.0.PRD.1	
DE_WR_9841		CTI: OHE - observed SmartStation flickers when observation starts	ACCEPTED	Medium	11.0.PRD.1	11.0.PRD.7
DE_WR_9894		WSS - Windows Services Deployment Tool requires CAB id to be selected twice	ACCEPTED	Medium	11.0.PRD.1	11.1.PRD.2
DE_WR_9896		WSS - Windows Services Deployment Tool error trapping and other quirks	ACCEPTED	Medium	11.0.PRD.1	11.1.PRD.2
DE_WR_9981		CDS: 1-way speech between A and B parties when call routed via Route Outbound routing step	RAISED	Low	11.0.PRD.2	11.1.PRD.2

2.5 Release Impact

A list of the platforms to be upgraded can be found in reference 1.

2.6 Release Pre-requisites

This delivery supports both an upgrade from 11.0.PRD.7 to 11.0.PRD.8 and a fresh install in production. Please follow the relevant installation documentation.

2.7 Run time Versions

A tabular list of the software identity can be found in reference 1.

3. Installation

A list of the detailed installation procedures can be found in references 1.