Release Notes for Cisco Unified Workforce Optimization Quality Management

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Release: 11.5

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Introduction

These release notes describe all versions of Quality Management 11.5 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 (Unified CCX) 9.0, 10.0, 10.5, 10.6, 11.0, 11.5 and 11.6
- Cisco Unified Communications Manager (Unified CM) 8.0, 8.5, 8.6, 9.1(2), 10.0, 10.5 SU2a, 11.0(1a), and 11.5
- Cisco MediaSense 9.1, 10.0, 10.5, 11.0, and 11.5

New and Changed Information

Quality Management 11.5 includes these new changes and features.

Release 11.5(1)

- Support for WebM screen recording
- Added requirement for FFmpeg on the servers where Media Encoder service is installed.
- Added ability to import and export VoIP Devices in CSV format to the VoIP Devices table.
- Added ability to assign Associated Call ID, Contact ID, and ICM Call ID call identifier options to a survey from the Post-Call Survey API.
- Comments can now be applied to the entire form, a specific section, or a specific question on an evaluation form.
- Added the Coach Panel to the evaluation form.
- Added Surveys All Data and Survey Form Scores reports.
- Add the ability to specify the AXL provider in the Unified CM Configuration dialog box.
- Added support for the Import Calls API.
- Added support for cloud-based recording storage.
- Added the Screen Converter utility to convert screen recordings from REC format to M4V format.
- Users can generate and manage their own encryption keys.
- Users can untag calls that had been previously tagged for retention.
- Users must use their own system administrator credentials to configure changes in the Admin API instead of using generic credentials built into the product.
- Recording API now requires additional header data to prevent Cross-Site Request Forgery vulnerability.
- Improved search capability from the VoIP Devices table in Monitoring and Recording Administrator.
- Administrator roles are now selected from the Roles panel in the User Administration window.
- Evaluator role has new configuration options.
- Added options to address screen flashing issue when using Live Screen Monitoring.
- All Managers Evaluate and All Supervisors Evaluate check boxes removed from the Evaluation and Approval Settings in Evaluation Form Administration.
• Mark for Quality, Mark for Training, and Mark for HR options have moved to Media Player.
• Added Kerberos Authentication to the Enterprise Server Settings window.
• Bug fixes

**Release 11.5(1) SR5**

• QM authentication can now use OpenLDAP (Lightweight Directory Access Protocol) to bind with standard LDAP servers and query for users. Full user management functionality may be limited by your LDAP directory architecture.
• QM now supports Cisco IP Communicator phones (phones with the IPC prefix) for desktop recording.
• Administrators can designate the time zone in which an agent’s contacts are recorded.
• Administrators can specify whether contacts can be tagged for training.
• Users can change the speed at which the Media Player plays back contacts.
• When specifying goals for contact evaluations, administrators can define ranges of dates when the goals are effective, and when contacts are selected.
• Quality Management version 11.5(1) user interface localized in Chinese, Chinese (Taiwan), Danish, Dutch (Standard), German, English (US), French (European), French (Canadian), Italian, Japanese, Korean, Portuguese (Brazil), Spanish (International/Neutral), and Swedish.
• Bug fixes

**Release 11.5 (SR6)**

• Added field to the Workflow Administration window that allows after-call work recording to stop when a new call begins.
• Bug fixes.

**Release 11.5 (SR7)**

• Added support for Cisco Unified Contact Center Express Release 11.6
• Bug fixes

**Installation Notes**

*Note*

Upgrades from 11.0 to newer versions of 11.5 are supported. All such upgrades must be manual. This means that the old version of Quality Management (but not your Quality Management database) must be uninstalled before the new version is installed. Over the top upgrades from 11.5 to newer versions of 11.5 are supported.
If you are upgrading from 10.5(1) SR4, note that the installation instructions has changed for web server redundancy. A Configure High Availability tool has been added to System Configuration (PostInstall.exe). See “Web Server Redundancy” in the Installation Guide for more information.

If you upgrading from 10.5(1) or earlier and you modified the recordingcontrols.properties file (for example, to limit the buttons that users can see) for Recording Controls, you must update the recordingcontrols.properties file after you install 11.0. The recordingcontrols.properties file has been updated to support new features.

Possible errors that might occur when you install 11.5(1) are as follows:

- If you upgraded from an 8.x system to 10.5 before 11.5, you will need to adjust the database entries after installing 10.5(1). To adjust the database entries run the following command against the SQMDB in SQL:

  ```
  update ServerProperties
  setting=100
  where id='serverMaxConcurrentRecordings' and set=100
  ```

- 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, the Patches.xml file is corrupt. To work around this problem, delete the Patches.xml file in the webapps/TUP/<product> folder, 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.

### Upgrading REC Format Screen Recordings to M4V Format

Screen recordings in REC format are not automatically upgraded to M4V format when you upgrade to QM 11.5. You must convert REC format recordings to M4V format before you upgrade to QM 11.5. If you do not, those recordings will be lost.

Use the Cisco Screen Converter utility to convert your REC recordings to M4V. This utility supports upgrades from versions 10.0, 10.5, and 11.0.

For information on using the Screen Converter utility, see the “Cisco Screen Converter Utility” section in the Quality Management 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.

**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.

**“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 9. If you use more than five widgets, the page becomes slow and unresponsive. To work around this problem, upgrade to Microsoft Internet Explorer 10 or 11.

**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.
Generic memory error icon appears when trying to play back a screen recording

Generic memory error icon appears when trying to play back a screen recording.
The generic memory error icon appears when you try to play back a recording that includes a screen recording.
When the generic memory error icon appears in the Screen window and the screen recording will not play back.

Adobe Flash Player displays the generic memory error icon when running in a very low memory environment. It indicates that the web browser does not have much memory available. For more information on the generic memory icon, go to:
http://blogs.adobe.com/dekesmith/2012/06/07/what-is-the-gray-circle-with-an-exclamation-mark-or-bang/

To work around this issue, close the web browser, then reopen the web browser and try again.

When a supervisor or manager accesses the Dashboard an error message appears

When you first access the Dashboard, the following error message appears:
The <range> is not valid
Note that the value for each band changed from a range of numbers to a single integer in 11.0.
To resolve this issue, delete the existing Best Performers Widget and then create a new one. Or change the Band values in the widget from a range of numbers to a single integer.

The client PC flashes when Live Screen Monitoring is initiated

When you initiate Live Screen Monitoring, the client PC will flash black for a few seconds before establishing the connection.

To disable the flash:
1. Click Start, type services.msc in the search field, and then press Enter.
2. From the Services window, double-click Desktop Window Manager Session Manager.
3. Choose Disabled from the Startup type drop-down list and then click Apply. You will need to restart your client PC.
4. Optional: Disable the Desktop Windows Manager Session Manager if you do not want to restart your client PC.
The Team Scores All Data report displays non-configured users

When generating a report, the Agent field displays two instances of the same user. In the database, these are actually different users with the same name, only one user is configured and should be shown. There is no workaround for this issue.

Record option in Recording Controls fails to tag and record the call

When issuing a Record option in Recording Controls, the API fails to record the call and mark the call as “agent tagged”. There is no workaround for this issue.

Windows Aero theme is not supported by the Desktop Recording service

Live screen monitoring is based off the Microsoft Windows Desktop Sharing API. This same API is used by Microsoft Windows Remote Assistance. One limitation of the Microsoft Windows Desktop Sharing API is that it does not support the Windows Aero theme for the PC being monitored during the time when another PC is connected to and viewing that PC. Every time a user begins to live screen monitor your PC, Windows must automatically switch your PC to the Windows Basic theme. Once the live screen monitor session on your PC ends, Windows will automatically switch your PC back to the Windows Aero theme. Based on customer feedback, we changed the behavior in 10.5(1) SR5 so it would only switch to the Windows Basic theme once at the start of the Desktop Recording service. The Windows Basic theme will remain until the Desktop Recording service is stopped.

If this is not the desired behavior, choose one of the following workarounds:

- Configure your PC to always use the Windows Basic theme. Then when the QM Desktop Recording service starts it does not have to change to that theme since it is already in place.
- Disable the live screen monitoring feature in Monitoring and Recording Administrator by clearing the Enabled check box under Live Screen Monitor in the Interface Settings window under Recordings. This will disable live screen monitoring for all users. When live screen monitoring is disabled, it will not switch to the Windows Basic theme.

Unable to connect to the PC using Windows Remote Assistance if Live Screen Monitoring is enabled

Cisco uses Windows Remote Assistance to provide the live screen monitoring session. You are only allowed to have a single incoming session per PC, so while the Live Monitoring service is in use, any attempts to connect to the PC will be denied. To workaround this issue, disable Live Monitoring or change it to only start the service when a Live Monitoring session is requested. If you are using the Windows Aero theme, every time a Live Monitoring session is requested, the agent’s screen will change from Aero to Basic causing a screen flash.
Caveats

Open Caveats

The caveats in Table 1 describe possible unexpected behavior in the latest Cisco Workforce Optimization release. These caveats may also be open in previous releases.

Table 1  Open Caveats in Release: 11.5

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCut10140</td>
<td>3</td>
<td>Enhancement request: alarms for socket error issues, documented best practices</td>
</tr>
<tr>
<td>CSCvc06974</td>
<td>3</td>
<td>JPN:QM: “Form Comment”, “Section”, “Question” are not localized</td>
</tr>
<tr>
<td>CSCuv03934</td>
<td>4</td>
<td>JPN: QM: Tooltips are incorrectly wrapped</td>
</tr>
<tr>
<td>CSCuv19392</td>
<td>4</td>
<td>ALL-LANG: QM: Strings not localized in Gamification widget</td>
</tr>
<tr>
<td>CSCuv19433</td>
<td>4</td>
<td>ALL-LANG: QM: String ‘Type name’ inside text boxes is not localized</td>
</tr>
<tr>
<td>CSCuv19964</td>
<td>4</td>
<td>ALL-LANG: String ‘Error’ in Performance Collector is not localized</td>
</tr>
</tbody>
</table>

Resolved Caveats

Release 11.5(1)

Table 2 lists the caveats that were resolved in Release 11.5(1).

Table 2  Resolved Caveats in Release: 11.5(1)

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCux03179</td>
<td>3</td>
<td>OVA template for the WFO-QM is incorrect</td>
</tr>
</tbody>
</table>

Release 11.5(1) SR5

Table 3 lists the caveats that were resolved in Release 11.5(1) SR5.

Table 3  Resolved Caveats in Release: 11.5(1) SR5

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCvc07141</td>
<td>3</td>
<td>JPN: QM: Character corruption on the Report name</td>
</tr>
<tr>
<td>CSCvc10985</td>
<td>3</td>
<td>ALL-LANG: Hyperlink found in QM dashboard with no name</td>
</tr>
<tr>
<td>CSCvc16003</td>
<td>3</td>
<td>DEU: QM: String “Live Monitoring” is not localized</td>
</tr>
<tr>
<td>CSCvc17495</td>
<td>3</td>
<td>PTBR: QM: String ‘Eval Form’ is missing dots in abbreviated words</td>
</tr>
<tr>
<td>CSCvc05449</td>
<td>3</td>
<td>ALL-LANG:QM: “Cancel Search” is not localized</td>
</tr>
<tr>
<td>CSCvc05573</td>
<td>3</td>
<td>ALL-LANG:QM: “This agent is not assigned ...” is not localized</td>
</tr>
<tr>
<td>CSCvc05475</td>
<td>3</td>
<td>JPN+DEU+NLD:QM: Incorrect date format on Report</td>
</tr>
<tr>
<td>CSCuv19372</td>
<td>4</td>
<td>ALL-LANG: QM: String not localized</td>
</tr>
</tbody>
</table>
**Table 3** Resolved Caveats in Release: 11.5(1) SR5 (continued)

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCuv19385</td>
<td>4</td>
<td>ALL-LANG: QM: Error description in create contact not localized</td>
</tr>
<tr>
<td>CSCuv19395</td>
<td>4</td>
<td>ALL-LANG: QM: Bottom part of letters like p, g, and j is truncated</td>
</tr>
<tr>
<td>CSCuv19444</td>
<td>4</td>
<td>ALL-LANG: QM: String ‘Select One...’ inside menu boxes is not localized</td>
</tr>
<tr>
<td>CSCuv19469</td>
<td>4</td>
<td>DEU: QM: String ‘Metrics’ in Gamification widget not localized</td>
</tr>
<tr>
<td>CSCuv19489</td>
<td>4</td>
<td>CHT: QM: Different string in source language and Chinese TW</td>
</tr>
<tr>
<td>CSCuv19948</td>
<td>4</td>
<td>ALL-LANG: QM: Unresourced string in Application Manager</td>
</tr>
</tbody>
</table>

**Release 11.5(1) SR6**

No Workforce Optimization Quality Management caveats were resolved in this release.

**Release 11.5(1) SR7**

Table 4 lists the caveats that were resolved in Release 11.5(1) SR7.

**Table 4** Resolved Caveats in Release: 11.5(1) SR7

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Severity</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCvf03344</td>
<td>2</td>
<td>Multiple Vulnerabilities in curl</td>
</tr>
</tbody>
</table>

**Related Documentation**

- Cisco Unified Workforce Optimization Recording and Quality Management User Guide
- Cisco Unified Workforce Optimization Recording and Quality Management Quick Start Guide
- Cisco Unified Workforce Optimization Recording and Quality Management Administrator Guide
- Cisco Unified Workforce Optimization Recording and Quality Management Installation Guide
- Cisco Unified Workforce Optimization Recording and Quality Management API Programmer Guide
- Cisco Unified Workforce Optimization Recording and Quality Management Design Guide
- Cisco Unified Workforce Optimization Recording and Quality Management Integration Guide for CAD and Finesse
- Cisco Unified Workforce Optimization Error Code Dictionary
- Cisco Unified Workforce Optimization Recording and Quality Management Troubleshooting Guide

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