

Avaya Call Reporting 4.0 Release Notes

August 6, 2019

Introduction

This document provides late-breaking information to supplement Avaya Call Reporting 4.0 software and documentation. For updated documentation, product support notices, and feature pack information, go to the Avaya Support site at <http://support.avaya.com>.

Installation

Product Compatibility

For the latest and most accurate compatibility information, visit:
<https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

Backing Up the Software

Refer to the Deploying Avaya Call Reporting guide.

Installing the Release

Refer to the Deploying Avaya Call Reporting guide.

For information about patches and product updates, see the Avaya Technical Support website:
<https://support.avaya.com>.

Troubleshooting the Installation & Restoring Software to Previous Version

Refer to the Deploying Avaya Call Reporting guide.

What's New

- BlueDB
- Active Recording
- HTML User Interface
- Reports, Cradle to Grave, and Realtime
- Contact Center Agent Client (CCAC)
- Internationalization - Selectable languages for UI (Coming Soon)
- Salesforce integration in CCAC (Coming Soon)

Supported Languages

Chinese, Czech, Danish, Dutch, English, French, German, Hungarian, Italian, Mediterranean, Portuguese, Spanish, and Swedish. This list is only the supported report and Realtime Wallboard template translations in the Java UI.

Contacting Support

If you are having trouble with Avaya Call Reporting, you should:

- 1 Retry the action. Carefully follow the instructions in written or online documentation.
- 2 Check the documentation that came with your hardware for maintenance or hardware-related problems.
- 3 Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

- 1 Log in to the Avaya Technical Support website <https://support.avaya.com>.
- 2 Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.