



## **IP Office Technical Bulletin**

### **Bulletin no: 164**

**Date:** February 28<sup>th</sup> 2014

**Title:** General Availability (GA) of IP Office Contact Center Release 9.0.2

## Table of Contents

1.1 Platform Support .....	2
1.2 IP Office Contact Center 9.0.2 GA Software Versions .....	2
1.3 Release Documentation .....	2
2 Telephone Support.....	3
3 Known Issues.....	3
3.1. Known Issues in Documentation.....	5
4 Logistics and Ordering .....	5
5 Avaya Global Services .....	6
6 IP Office Contact Center Credentials and Avaya University Training.....	6



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**Region:** Global

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### **General Availability (GA) of IP Office Contact Center R9.0.2**

Avaya is pleased to announce the general availability of IP Office Contact Center Release 9.0.2 software.

Full details of the IP Office Contact Center 9.0.2 can be found in the [IP Office Contact Center Offer Definition Document](#).

This is the first release of the IP Office Contact Center product and key highlights include:

- Delivers powerful, comprehensive Contact Center solution capabilities for new or existing IP Office customers
- Improve customer interaction with Voice, E-Mail and Web Chat in a system that is fully integrated into IP Office
- Skills based routing to connect customers to the most able agent
- Simple Agent & Supervisor User Interface for interacting with customers
- Support 100% call recording of all calls for all agents when deployed with VMPro and Contact Recorder (standard offerings)
- Simplified installation process
- Support for up to 100 active agents and up to 500 configured agents when deployed with an IP Office Server Edition. On an IP Office 500v2 system, the product supports up to 30 active agents and 150 configured agents

IP Office Contact Center 9.0.2 is sold in the following English speaking markets:

- US, UK, Canada, Australia, New Zealand and India.

## 1.1 Platform Support

IP Office Contact Center Server:

- Hardware: PC with Quad Core 3.1 GHz, 8GB RAM, 500GB free storage capacity
- Microsoft® Windows 2008 R2 SP1 64-bit Standard Edition or Windows 2012 R2 64-bit Standard Edition
- Single NIC network card enabled

IP Office Contact Center Client:

- Hardware: PC with Pentium 4 2.2 GHz, 4GB RAM, 10GB free storage capacity
- Microsoft® Windows 7 or Windows 8.1

IP Office Contact Center supports the following IP Office platforms running 9.0.2 Service Pack. Please refer to the Technical bulletin 163 for more details on the IP Office 9.0.2 Service Pack.

- IP500 V2
- IP Office Server Edition

## 1.2 IP Office Contact Center 9.0.2 GA Software Versions

IPOCC Server ISO	IPOCC9.0.2000.1405
IPOCC Client	IPOCC9.0.2000.1406
IPOCC Server OVA	IPOCC9.0.2000.1405.2
TAPI	TAPI2 4.0.4
Sybase	Sybase ASE 15.5 EBF#18373 - SDK EBF#18417

## 1.3 Release Documentation

The latest version of detailed release information can be found in the following documents available with the Avaya IP Office Contact Center R9.0.2 software pack for downloading from [support.avaya.com](http://support.avaya.com):

- Deploying Avaya IP Office Contact Center Quick Start
- Deploying Avaya IP Office Contact Center
- Using IP Office Contact Center User Interface
- IP Office Contact Center TTrace Console
- Deploying IP Office Contact Center TTrace
- IP Office Contact Center TTrace Error Numbers Reference
- Deploying IP Office Contact Center Watchdog
- IP Office Contact Center Text Block Administration
- IP Office Contact Center Task Tags Reference
- IP Office Contact Center Taskreporting Server

- IP Office Contact Center TaskFlow Editor
- IP Office Contact Center IVR-Editor
- IP Office Contact Center Dialer
- IP Office Contact Center Statistics Counters
- Using IP Office Contact Center Configuration Tool
- Using IP Office Contact Center Archiving
- IP Office Contact Center Address Book Administration
- Using IP Office Contact Center XStat Server

To access the IP Office Contact Center documentation:

- Go to [support.avaya.com](http://support.avaya.com)
- Select “Downloads & Documents”
- Enter ‘IP Office Contact Center’ as your product
- Click the ‘Documents’ radio button
- Click ‘Enter’ to see all documentation

The latest version of the [IP Office Contact Center Product Offer Definition](#) document which defines the product in more detail, is found on the Avaya Partner Portal ([www.avaya.com/salesportal](http://www.avaya.com/salesportal)) and will require a valid Single Sign On (SSO) user name and password to view it online.

**Note:** Always refer to the Avaya websites for the latest versions of any Product Documentation

## 2 Telephone Support

The following telephones are supported for the IP Office Contact Center:

- Avaya 1400 series telephones
- Avaya 1600 series telephones
- Avaya 9500 series telephones
- Avaya 96x1 (H.323) telephones
- Avaya 96x0 (H.323) telephones

Details of the specific software versions of the telephones are outlined in the IP Office 9.0.2 SP Technical Bulletin 163.

## 3 Known Issues

The following is a list of issues and workarounds, if available, that exists in this release of IP Office Contact Center R9.0.2 software and where applicable will be addressed in a future release of software.

Issue Ref	Component	Description of Issue	Workaround (if available)
<a href="#">PHOENIX-491</a>	TAPI Link	To avoid restarting the TAPI service every time you add a user in IP Office who is also an IPOCC user, create a pool of	Restart IPOCC TAPI Service

		users to be used by IPOCC Agents.	
<a href="#">PHOENIX-490</a>	TAPI Link	The connection with PBX is not automatically re-established after rebooting Primary server	Restart IPOCC TAPI Service
<a href="#">PHOENIX-457</a>	User Interface	When the Agent User Interface window size is reduced and the search filter enabled (on the E-Mail page), this may obscure the close filter icon.	Maximize the Agent User Interface window
<a href="#">PHOENIX-442</a>	User Interface	Agent User Interface process may remain active after agent logout from user interface	If this occurs, go to Windows Task Manager and end process AvayaCCMain.EXE
<a href="#">PHOENIX-268</a>	User Interface	The default "Export Data" folder during the User Interface Install process is hidden	Change the folder during the User Interface install process
<a href="#">IPOFFICE-54159</a>	IP Office Server Edition	Having installed a second hard drive for the Contact Recorder on the IP Office Server Edition, during the ignition process, the Vendor, Product and Device Type is not displayed for the newly inserted hard drive.	
<a href="#">IPOFFICE-54700</a>	User Interface	User Interface does not indicate the party who is targeted for dial inclusion when feature is performed using programmed button on the Telephone	
<a href="#">IPOFFICE-55231</a>	User Interface	User Interface does not indicate any active call after the call is Unparked using programmed button on the Telephone. However, the User Interface call control buttons can be used to manipulate the call.	
<a href="#">IPOFFICE-53836</a>	IP Office Server Edition	No talk path when call to a topic is routed to second agent on Expansion system.	When using IP Office Expansion Units with a Server Edition, the following patch <a href="#">9.0.201.1</a> is required

### 3.1. Known Issues in Documentation

- Avaya only supports call control functionality via the IPOCC User Interface. For example, Hold, Conference, Pickup etc
- The following IPO features for routed (Topic) calls are not supported
  - Hold reminder
  - Follow Me
  - Call Coverage
  - Line Appearance Buttons
  - Mobile Twinning
  - Dial On Pickup (Hotline)
  - Internal Twinning
  - User Announcements
  - Bridged Appearances

## 4 Logistics and Ordering

Use the Avaya Product Licensing and Delivery System (PLDS) <https://plds.avaya.com> to generate and download license files for IP Office Contact Center. PLDS is an online, Web-based tool for managing license entitlements and electronic delivery of software and related license files.

The following IP Office Contact Center license bundles are available in PLDS:

Material code	Description
306493	IP Office Contact Center Base 30
306640	IP Office Contact Center Base 100
306495	IP Office Contact Center 1 voice agent license with skills based routing and call recording
306496	IP Office Contact Center 1 Multichannel License with email, chat and outbound campaigns
306497	IP Office Contact Center 1 Supervisor License
306641	IP Office Contact Center Base 30 to Base 100 migration

For a valid license file for IP Office Contact Center, the MAC address of the computer which is being used as the IPOCC server needs to be provided.

The following IP Office licenses are required:

ADI license	Description
IP Office Preferred Edition	
CTI Pro License	Enabled third-part TAPI connection
Avaya IP Endpoint License	For CHAP connection
VMP Pro Recording Administrators	Enables Contact Recorder
Preferred Edition Additional VoiceMail Ports	Needed for 100% call recording

For more details refer to the [IP Office Contact Center Product Offer Definition](#) document.

## 5 Avaya Global Services

Refer to the [IP Office Contact Center Product Offer Definition](#) document which provides details of Avaya Global Services details.

## 6 IP Office Contact Center Credentials and Avaya University Training

Refer to the [IP Office Contact Center Product Offer Definition](#) document which provides details of the Credentials and Avaya University Training.

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