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CyReport 7.5 & Dashboard 7.1.0.21 Release Notes

Microsoft Partner
Gold Application Development
Silver Cloud Platform



CyReport New Features:

Issue #	Zendesk#	Description
PRPT-1048		Panasonic ACD Logging
PRPT-1112		Improvements in reporting of number of simultaneous calls in queue at any time.
PRPT-1164		Make saving of bi url optional on CyReport BI config
PRPT-1167		Logging of Unreturned missed Calls so as to be able to present on Dashboard
PRPT-1221		Add BT Business rates to installer
PRPT-1238		Create Panasonic ACD Demo Behaviour
PRPT-1258		Logging out user from CyReport BI on closing the browser window
PRPT-1289		Add Panasonic TDA 200 decoder to installer
PRPT-1291		Logging of CTI SMS events
PRPT-1304		Adding Panasonic NS decoder
PRPT-575		Allow installer to specify a different port to install the web site on then the default port 80
CRPT-563		Show Itemised records in Master Reports
CRPT-568		Create Recording Button Link in Master Report if itemised records are shown
CRPT-570		Add Wait time column in Master Report
CRPT-572		Have Another Service Level (compliance) option on Master Report
CRPT-575		Implement Group intervals Monthly, Weekly, Daily, Hourly, 30 mins and 15 min in Master Report
CRPT-577		Add "Avg Quality Score" and "Avg Quality Score%" column on Master Report
CRPT-578		Color Coded Cells in Master Report
CRPT-582		Add Idle % column in Master Report

CRPT-584		Add Missed Call Break column in Master Report
CRPT-586		Add Busy % Column in Master Report
CRPT-588		Add Completion Code Entry % column in Master Report
CRPT-590		Add Logged In Time in Master Report
CRPT-592		Add (monthly, weekly, daily, hourly, 30 mins, 15 mins, site grouping in Break Report
CRPT-606		Create Teams Filter
CRPT-902		Agent Daily statistic report
CRPT-948		Traffic, Incoming, Grouped by Half Hour, Portrait" report under Call Details --> Summary section
CRPT-955		Agent Performance Inbound Outbound Stats
CRPT-957		CyDesk Agent Reports to be included with just CyDesk and not only with CyCC
CRPT-961		New HTML5 player to play audio recordings
CRPT-967		Updated Look for Reports BI
CRPT-974		CyReport V Series Audio Recording Playback
CRPT-981		CyReport O Series Audio Recording Playback
CRPT-978		Agent Performance Outbound Stat

CyReport Fixes:

Issue #	Zendesk#	Description
PRPT-1045		Issue where if the incoming call being logged as outgoing if the call is being transferred to an agent but is taken back
PRPT-1077		CyRemote to store the temp files as ascii (not Unicode)
PRPT-1081		Improvement in Keep Alive messages between CyDesk and CyReport with older versions of CyDesk
PRPT-1090		Improvements to Maximum Calls In Queue Report
PRPT-1091		Compatibility to work with connections with Unicode text
PRPT-1093		Issue with CSV decoder truncating Caller ID
PRPT-1109	23645	Not able to send voice recordings directly via email
PRPT-1110		Issue with CSV Decoder not getting correct Caller ID

PRPT-1120		Selecting multiple agents/queues in report filter does not work
PRPT-1134		When trunkless call types is enabled, some internal calls being logged as incoming
PRPT-1136		Installer not creating Scheduled Database backup task
PRPT-1162		Issue with Digit Modification window showing erroneous column headers
PRPT-1226		Issue with Unicode characters not encrypting/decrypting correctly in passwords
PRPT-1236		Issue with Reload on timeout reloading all the sites
PRPT-1246		Special call case is checked first in charging algorithm
PRPT-1282		Issue with emails when hostname has a "-".
PRPT-1285		Report Manager does not open when configuration file is read only
PRPT-1289		Add Panasonic TDA 200 decoder to installer
PRPT-1300		Installer gives error when installing just database.
PRPT-1361		Installation wizard has issue when selecting Panasonic connection type
CRPT-558		Agent activity by day of week report does not show correct times when agent filter is done
CRPT-561		Hold Statistics By Hour report has errors in calculating total Avg hold time
CRPT-604		Format of Agent Login/Logout report should have one agent records on one page.
CRPT-625		Service Level calculated using Queue Time only and not (Queue Time + Ring Time)
CRPT-627		Call splits into segments if it has more than one Coach assessment linked to it
CRPT-633		Modify agent exclusion filters to correctly filter out restricted extensions
CRPT-648		Issue in Itemised Grouped By Extension report regarding cost percentage
CRPT-665		Itemised-ExtensionBill report issue on Non US Region system
CRPT-666		"Answer Time, Portrait" Report not showing data if there are no answered or no unanswered calls
CRPT-669		Unanswered grouped by Extension, Portrait report not showing extension number
CRPT-671		Some reports had hardcoded sales percentage of 14%
CRPT-685	27845	Error when Saving new Report when Date of Time filter is used

CRPT-691	28077	Itemised Standard columns, Ungrouped report not showing the queue name per the value selected in Reported Queue parameter.
CRPT-693		completion code report show point x on chart for no completion codes
CRPT-699		Include Conference time as Talk Time in Reports DLL
CRPT-704	27974	Max Waiting time column should be renamed as ""Max (Queue Time + Wait Time)" in Itemised Queue Time Banded report
CRPT-709		Agent Login / Logout report is not displaying correctly
CRPT-723		update dashboard statistics page to show applicable items as per the license
CRPT-842		Standard Columns, Swapped Caller Ids report does not Load
CRPT-917		On "Hold Statistics grouped by Hour, Portrait" report, New Page report option did not work properly
CRPT-919		On "Incoming Calls by Target Group" report, Some report options does not work properly
CRPT-921		Remove Hide Details option from "Week Queue calls" report
CRPT-923		On "Break Duration grouped by Break Type, Portrait" report, Graph options does not work
CRPT-926		On "Trunk Usage, Portrait" report, Graph Legends shows type name instead of actual legend
CRPT-927		Report "Charge Zone Summary, Linked by Directory Account Codes, Portrait" not filtering out call types
CRPT-932		Average in "Traffic, Incoming, Grouped by Day, Portrait" report is not correct.
CRPT-934		"Charge Zone grouped by Trunks, Portrait" shows all records including non trunk calls
CRPT-936		In "Answer Time grouped by Day, Portrait" report, Average number of calls are not correct
CRPT-938		In "Grouped By your selection, extended columns" report, Number is never shown
CRPT-945		Remove URL Prefix from "Grouped by your selection, Portrait" report
CRPT-950		Email subscription issue with port 587
CRPT-953	29214	Avg Queue time is not correct in the Total Row at the end for "Abandoned calls group by queue then day" report and "Abandoned calls group by queue then hour" report
CRPT-963		Recording cell on Listed Portrait Report does not have border
CRPT-965		Vertical Scroll bar on Report Viewer is almost totally hidden
CRPT-980		Not able to play recording when Itemised Survey Report is exported to pdf

CRPT-983	29440	User Selection, Averaged portrait report had some data not shown correctly
CRPT-985		Improvement to Itemised Survey Report to improve its running speed
CRPT-988		In Queue Times Percentages report wait times are not being calculated as Queue Time + Ring Time
CRPT-991		Ability to play Archived Calls for V Series from archived filepath

Dashboard New Features:

Issue #	Zendesk#	Description
PDSH-197		Add Tickertape for Panasonic ACD environment
PDSH-208		ACD Group Stats in Dashboard
PDSH-236		Add ACD Agent Stats data type in Dashboard
PDSH-237		Implement the throttle in retrieving the data
PDSH-242		Implement Team Stats in Dashboard
PDSH-244		More Agent Stats available like Avg Talk Time
PDSH-266		Improved Dashboard Licensing Functionality
PDSH-274		Show number of currently connected Dashboard Clients on Dashboard Client
PDSH-283		Create Unreturned Missed Call control

Dashboard Fixes:

Issue #	Zendesk#	Description
PDSH-211		Grid font gets back to stretch mode on reloading the dashboard
PDSH-213		"Calls Answered" statistics changed to "Day Calls Answered" for Queues in Dashboard.
PDSH-214		Dashboard Gateway does not work when SQL server is installed on any other system
PDSH-226		Dashboard does not resume getting data after network disconnection is restored
PDSH-229		If the Report Statistics (Average type) does not have a value, it shows a invalid value in the control
PDSH-249		Adding many boxes on the Dashboard Grid makes it stop working
PDSH-254		Dashboard stops working on deleting a row and adding the row again in the grid
PDSH-256		Sound Alarm is not playing on threshold
PDSH-257		Email to servers with port 465 is not being sent
PDSH-292		Data not coming for Report Statistics
PDSH-294		Dashboard Grid title colour not loading when opening the dashboard design file
PDSH-307		Avg Call Duration stat using Report Statistics does not give correct result
PDSH-317	29732	Issues with loading configuration files that are saved on a machine with different language (say English)

		and opened on a system with another language (say Afrikaan).
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