
TFB Release Notes

ACD Reports Version 3.7

These Release Notes explain the enhancements, fixes, and installation notes for ACD Reports 3.7. This new release is available for installation or upgrade as of July 23, 2009 from support@tfbc.com. TFB requires one-week advance lead time to perform an upgrade.

Newly Added Features and Enhancements

Agent/Contact Combo Report.

This report includes statistics from both the Agent and Contact reports in the *Report Generator*. Also included are all agent durations, calls stats by unique call and presentation, as well as user-defined service-level metrics.

Persistent Duration Formats.

Users can set their preferred duration format system-wide so that it is used in all reports.

New Duration Formats.

For duration fields, users now have the option to use hh:mm:ss, where hours do not roll into days. For example, 2 days, 3 hours, 5 minutes, 6 seconds is 51:05:06.

New Relative Date String to Time Grammars.

Users can now specify month-to-month and week-to-week durations for reports. Saved reports can now be reused without adjusting the date to obtain data for the previous n weeks or n months.

Data Validation: Data Integrity Checking.

New nightly tasks check for data gaps, record counts, and logically missing messages.

Data Validation: Reporting on Data Integrity Checking.

Reports display a warning in the footer if any data used in the report is suspect, or has not been reconciled.

Redundant Monitoring of Data Feed: Heartbeat on Live Feed.

A more robust, real time feed that self corrects if there is a hiccup. Additionally, alarms can be configured to be sent should real time feed interruption occur.

Automated Data Fill and Validation Processes Enhancement.

These have been reworked maintenance tasks to ensure they terminate before SOD.

Bug Fixes

Drill-down Bug Fixes for Both Contact and Agent Reports.

Under certain circumstances, drill-down data could be unavailable. This bug has been resolved.

Installation Notes (included in TFB Support Notice)

- Installation does not interrupt call processing.
- Reports will be unavailable to users for up to two hours.
- No special actions are required from users when logging into the new version.