ProCall Analytics

Release Notes

Version 2.0.8.4105

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Document History

Version	Date	Author	Amendments
1	20.04.2019	Joachim Frenzel	Version 2.0.6.1673
2	09.12.2020	Bernd Kattner	Version 2.0.7.3655
3	01.04.2021	Bernd Kattner	Version 2.0.8.4105

Inhalt

1 Information for publication

1.1 Hints and known problems

All evaluations offered by ProCall Analytics are based exclusively on the journal entries logged by your UCServer. Analytics does not access Log´s of the telephone system.

If your ESTOS UCServer was temporarily not able to log call events, they will not appear in ProCall Analytics in the evaluations!

Cause would be for example: The SQL database was temporarily unavailable (maintenance work). The UCServer has failed. The connection between the UCServer and the telephone system (TAPI/CSTA) was not available (telephone system/network problem).

Since the UCServer up to version 4.1.13 only logged all calls to the nearest second (cut off all milliseconds), minor deviations / inaccuracies may occur in evaluations based on this period.

Since version 4.1.14 the logging is done with millisecond accuracy. The time fields StartTime, ConnectTime, DisconnectTime are used to calculate the duration and waiting time, not the inaccurate fields DurationTotal and DurationConnected. However, these are displayed in the ProCall Client (Journal Browser). Therefore, there may be slight differences between the Analytics values and the values from the ProCall Client!

For technical reasons, the installation of ProCall Analytics 2.0.0.39128 will delete all existing log files.

1.2 Discontinuations

1.3 Approvals

As of ProCall Analytics version 2.0.1, UCServer versions 4.1 and 5 are supported.

Only limitation: The encrypted communication from ProCall Analytics to the UCServer only works from version 5 of the UCServer.

As of ProCall Analytics Version 2.0.3, UCServer Version 6 is also supported.

1.4 Changed/new functions

1.4.1 ProCall Analytics 2.0.7.3655

PCA-782	Support for MSSQL Server 2019

1.4.2 ProCall Analytics 2.0.6.1673

PCA-742	Support for ProCall 6 Enterprise Service Release 3

1.4.3 ProCall Analytics 2.0.3.48516

PCA-721	Support for ProCall 6 Enterprise

1.4.4 ProCall Analytics 2.0.2.43444

PCA-713	Support for Windows Server 2016
PCA-713	Updated.Net Framework 4.5.1 to 4.6.2
PCA-475	Support for Microsoft Edge

1.4.5 ProCall Analytics 2.0.0.39128

PCA-568	Updated .Net Framework 4.0 to 4.5.1
PCA-589	ProCall Analytics supports MSSQL 2016 (with CTP 3.3)

1.4.6 ProCall Analytics 2.0.0.37769

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1.5 Fixed errors and problems

1.5.1 ProCall Analytics 2.0.8.4105

PCA-787	Recurring reports can now be sent manually as a test without suspending the recurring job that has been set up.
PCA-784	A problem with forwarded missed calls not being displayed has been fixed.
PCA-777	A problem with a time deviation summer/winter time when sending timed reports has been fixed
PCA-775	Manually running a scheduled report did not generate an autoreport on the same day. The error was fixed

1.5.2 ProCall Analytics 2.0.7.3055

PCA-779	A problem was fixed that ProCall Analytics displayed incorrect information about incoming calls.

1.5.3 ProCall Analytics 2.0.6.1023

PCA-734	A problem with the calendar control has been fixed.
PCA-733	A crash during reporting / data export in the contact dashboard was fixed.
PCA-732	Problems when starting Analytics services have been fixed.

1.5.4 ProCall Analytics 2.0.3.48516

PCA-722	Fixed a bug where no data was displayed when selecting multiple groups.
PCA-721	Problems when upgrading from PE5 -> PE6 have been fixed.
PCA-720	The display of double first names in the graphics has been improved.
PCA-719	The time shifts caused by the time change of summer and winter time are now correctly considered in the evaluations.
PCA-718	Buggy placeholders in the French translation have been fixed.
PCA-715	Empty graphics are now uniformly displayed in the reports.
PCA-695	The Create-Trigger dialog no longer appears in the background (without taskbar info)

1.5.5 ProCall Analytics 2.0.2.43444

PCA-674	A display error during data preparation has been corrected.
PCA-672	The trigger to the journal table in the database is now removed during deinstallation.
PCA-670	Data export no longer allows invalid special characters in the archive file name.
PCA-627	Some bugs in the English translation/installation have been fixed.

1.5.6 ProCall Analytics 2.0.1.42253

PCA-580	Incorrect layout of the help was corrected.
PCA-659 PCA-661	A problem with truncated texts in the French WebClient was fixed.
PCA-660	"one-time" scheduled tasks are now deleted after successful execution.
PCA-662	A problem with the selection "Incoming forwarded calls" was fixed.
PCA-663	A problem where the evaluation service was not available after the first login after an update was fixed.
PCA-664	The transparency of the tooltips has been revised.

PCA-668	The layout of the login page of the Mitel version has been reworked.
PCA-669	A problem with smear marks on the employee display in demo mode has been fixed.
PCA-671	Problems with data preparation (SQL) have been fixed.
PCA-678	Errors in the help layout have been fixed.
PCA-680	The mouse pointer over the calendar symbol was corrected.
PCA-681	The color values of the navigation arrows to advance the calendar have been adjusted.
PCA-682 PCA-694	Problems with the report preview have been fixed.
PCA-684	The size of the click area in the menu has been adjusted.
PCA-685	Fixed a typo in the report caused by "Scheduled Tasks".
PCA-686	Fixed problems with truncated text.
PCA-687	Fixed a problem with exporting call duration (>24h).
PCA-690	The frame of the drop down menu: "Debug Level" is now displayed completely.
PCA-691	Spider web diagrams in the management summary (demo mode) are displayed correctly again.
PCA-692	An expired PCA license now returns the correct error message in the Admin.
PCA-693	Initially all data series are displayed again.
PCA-697	Fixed a problem where a wrong time axis is displayed in the management summary in the comparison periods.
PCA-703	The support links in the About dialog now work correctly again.

1.5.7   ProCall Analytics 2.0.0.40281

PCA-533	Improve the alignment of texts in the online help.
PCA-537	The missing seconds in the call duration key figures has been added.
PCA-539	The debug console of the web interface now only opens when double-clicking on the Analytics logo.
PCA-540	A problem where the Analytics evaluation service is allegedly not available has been fixed.
PCA-546	When the time in the report generator changes, a report is no longer sent every time.
PCA-547	A problem with dialog shooting has been fixed.
PCA-566	Problems with authentication have been fixed.
PCA-581	A problem where the dashboard title bar disappears has been fixed.
PCA-582	Improved Admin Wizard jump sequence when using Next / Previous.
PCA-583	Problems with restarting the data service have been fixed.
PCA-591	In case of problems with the login to the website, the user is now reliably redirected to the login screen.
PCA-598	If no SmtpServer is configured, the option "send with mail" is no longer offered.
PCA-601	Problems with the fallback language for report templates have been fixed.
PCA-602	Problems with the '#' filter in the customer and project dashboard have been fixed.
PCA-603	The date format for configuring the export: is now correctly localized.
PCA-605	A display problem leading to empty data sets in the management summary when using multiple groups has been fixed.
PCA-606	Note windows for Analytics configuration are now always "Topmost".
PCA-607	The Analytics administration can now also be terminated without accepting the changes made.
PCA-608	An unpleasant flickering in demo wizard mode has been fixed.
PCA-609	Problems with the selection elements in the customer / project dashboard (demo mode) have been fixed.
PCA-611	The text formatting of the drilldown evaluation "Number of customer calls" has been improved.
PCA-612	A problem with the labeling of the evaluation "Availability" in the customer dashboard was fixed.
PCA-614	A multiple start of the admin interface is no longer possible.
PCA-619	Problem reports are now always stored in the correct directory.
PCA-620	Problems with time entries in demo mode have been fixed.
PCA-624	Errors in the product help were fixed.

1.5.8 ProCall Analytics 2.0.0.39128

PCA-516	Report files (ZIP archives & Pdf) are now also completely removed during uninstallation
PCA-528	The SMTP test mail is now also sent in the installed language.
PCA-538	Problems with changing the filter settings have been fixed.
PCA-543	Inconsistencies in Analytics reports have been fixed.
PCA-544	Dashboard settings no longer close automatically.
PCA-545	Incorrect entries in the scheduler are now correctly intercepted.
PCA-550	ProCall Analytics can now be completely uninstalled.
PCA-551	File names now no longer contain shares to be OEMized.
PCA-559	A problem with deleting job definitions (files) has been fixed.
PCA-564	Missing translations have been added.
PCA-579	A problem where reports always refer to the same participants by mail has been fixed.
PCA-580	Errors in help layout have been fixed.
PCA-584	Problems with activating a demo version have been fixed.
PCA-587	Logfiles revised
PCA-588	Problems with updating the report templates have been fixed.
PCA-590	Error messages no longer open in the background.
PCA-592	Fixed problem with filter initialization with alpha filter and individual customers/projects.

1.5.9 ProCall Analytics 2.0.0.37997

PCA-557	A faulty labeling in the project evaluation "Call duration" was corrected.
PCA-552	Problems with the layout in the Mitel setup have been fixed.
PCA-548	The description of the Reporting Service has been changed.
PCA-534	Problems with the disappearance of scheduled tasks after a logoff have been fixed
PCA-532	estos green elements have been removed from the WebClient online help of the Mitel OEM
PCA-531	The missing value tables of the evaluation "Number of calls / Accessibility" in the report Management Summary have been added.
PCA-530	Wait animation when manually creating a report is now neutral gray
PCA-529	When automatically sending reports by mail to multiple mail addresses, blanks no longer cause an error message.

1.5.10 ProCall Analytics 2.0.0.37769

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1.6 Improvements

1.6.1 ProCall Analytics 2.0.4.49655

PCA-729	Support for SQL Server 2017

1.6.2 ProCall Analytics 2.0.3.48516

PCA-727	SoftPhone calls are now also evaluated.
PCA-708	A Peak Hour DrillDown for evaluation on a 30min basis is now possible.

1.6.3 ProCall Analytics 2.0.2.43444

PCA-704	An index for the acceleration of the triggers is now also created.
PCA-673	The Admin now displays a message if the data migration is not finished yet.
PCA-502	Handling of group calls in the employee dashboard is now adjustable.

1.6.4 ProCall Analytics 2.0.1.42253

PCA-658	The report preview is now displayed in the client language.
PCA-689	WebClient (About-Box): Debug level has been standardized.

1.6.5 ProCall Analytics 2.0.0.40281

PCA-316	Improvement of the trigger 'journalInsert' during installation and update of ProCall Analytics.
PCA-358	Revision of the Analytics Admin User Interface
PCA-494	Improved drilldown X axis labeling in demo mode.
PCA-512	Simplification of the translation by including the report templates in RCWinTrans.
PCA-618	The Start / Stop button for the services in the Admin now controls all Analytics services.

1.6.6 ProCall Analytics 2.0.0.39128

PCA-563	TLS1.2 support
PCA-566	Improve security.

1.6.7 ProCall Analytics 2.0.0.37769

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2 Upgrade procedure

2.1 Upgrade for ProCall Analytics 1.0

To update from ProCall Analytics 1.0 to 2.0, make sure you have the latest version 1.0.5.34948 installed. If this is not the case, please upgrade your ProCall Analytics version to version 1.0.5.34948 before updating to version 2.0.

Then unzip the ZIP archive and execute the installation package ProCall_Analytics_en-EN.exe.

2.2 Worst Case – Help

In case of a serious problem, please contact our technical support immediately.

3 New features

3.1 What is ProCall Analytics

ProCall Analytics is a paid add-on module to ProCall Enterprise, which enables a graphical evaluation and control of call and communication data independent of the platform through the use of web technologies. It can be used by anyone using estos ProCall Enterprise (version 4.1.13 or higher) thanks to its simple installation and operation.

The journal database of ProCall Enterprise serves as the data basis, whereby a connection to further external data sources for future versions has already been considered.

The version contains pre-defined dashboards, which allow a graphical evaluation of the data with focus on contacts, employees and projects, as well as a management summary as an overview. These dashboards can be customized thanks to date filters and selection of the respective search base. Thanks to the report generator, these graphics with values can now also be conveniently exported as PDF and the underlying data as CSV, XML or HTML. In addition to this manual export, all reports can also be sent automatically and time-controlled by e-mail or archived on a file share.

Features:

- Simple installation in the familiar estos style
- Automatic readout of the database settings from the UC-Server
- Automatic preparation of the database for first use
- Dashboard display optimized for standard desktop browsers
- Dashboard display optimized for ProCall Tab
- Pre-defined dashboards for contacts, employees, projects and a management summa-ry
- Period and basic data can be defined for each dashboard
- Report generator for automatic creation and sending of reports as PDF files
- Automatic export of data as CSV/XML/HTML table
- Manually create reports as PDFs
- Drilldown graphics in the evaluations
- TLS encryption to UCServer

3.2 New features in version 2.0

The following features are new in version 2.0:

- Report Generator for automatic creation and sending of reports as PDF files
- Automatic export of data as CSV/XML/HTML table
- Manually create reports as PDFs

- Manual export of data as CSV/XML/HTML table
- Drilldown graphics in the evaluations
- TLS encryption to UCServer