

UNITY DASHBOARD – LATEST RELEASE NOTES

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Release 2.0.2.7

Application	Feature/Component	Description	Source
Unity Dashboard	Manage Display Template/ View	Users with "Trial" and "Graphical" licenses can only see charting templates. Otherwise, they will be hidden.	FR
Unity Dashboard	Display Template/ Dashboard	New stat "Agent Awaiting Call" is included.	FR
Unity Dashboard	Start-up	Limited the max call centers supported by Unity Dashboard to 50.	FR
Unity Dashboard	Display Template	The default state of Charting template is changed to maximized state.	FR
Unity Dashboard	Display Template/ Dashboard	The components inside a band will stay filled.	FR
Unity Dashboard	Dashboard	Multi-level bar charts is limited to percentage stats only.	FR
Unity Dashboard	Settings	A new tree node "Charting" is added as a sub node in "Dashboard" where the sampling intervals are set.	FR
Unity Dashboard	Dashboard	The configured charting templates will be preserved instead of deleting when the license type is changed to standard or any license type which does not support charting.	FR
Unity Dashboard	Display Template	A new option (checked combo box) for default data source is added in charting template form.	FR
Unity Dashboard	Display Template	Preconfigured templates (canned reports) are added.	FR
Unity Dashboard	Display Template	Modified all charting components to use default data source.	FR
Unity Dashboard	Display Template	Multiple duplicate metrics are displayed in the tabular display template.	BF

Release 1.1.10.8

Application	Feature/Component	Description	Source
Unity Dashboard	Dashboard/Settings	Include "Current Time:" in Dashboard according to the settings in display "Show current time".	FR
Unity Dashboard	Dashboard	Upgrade Dev Express dlls used in charting to latest version – V17.1	FR
Unity Dashboard	Dashboard	Incorrect Hook state issue - Unity Dashboard will hide "Hook state", "Hook State Duration" and "ACD/Hook State" if the BW server version is R19 and below. For R20 and above, these three stats are shown and will be based on the Hook State event.	BF
Unity Dashboard	Dashboard	Incorrect hook State duration upon start up and on internet reconnection. When Dashboard is starting up or recovering from a dropped connection, we need to get the initial state for hook state and call details, so we know whether to start incrementing the idle timers or not, and also to get the initial "on-call" statistic. CTI initial event upon resubscription will be used for this.	BF
Unity Dashboard	Start Up	When we rename the field name as part of a modification in release, if such a field was set as "agent based on" in sorting of display template as below earlier before an update, the sorting will not work. This is true for queues as well.	BF
Unity Dashboard	Dashboard	Some expired subscriptions are not removed from the SubscriptionID list kept internally and the application tries to re-subscribe them along with valid subscriptions.	BF

Release 1.1.10.4

Application	Feature/Component	Description	Source
Unity Dashboard	Settings	Remove the checkbox to enable/disable Connection logs in Network Settings. Connection logs to be kept for the past 5 days.	FR
Unity Dashboard	Dashboard/Settings	Service Level – Adding average for SL2 and SL3 intervals. Renames “Service Level” statistic to “Service level 1 Average” and add new stats for “Service level 2 Average” and “Service level 3 Average”. These will calculate the same way and be averages of the Service Level x %. If there are no calls for 10 mins [or whatever the refresh interval is set to] then this drops to 1. The user can see overall for the day how many calls are answered between 16 – 30 seconds, or whatever SL2 is configured as.	FR
Unity Dashboard	Dashboard	Total Call Duration to be renamed back to Inbound Call Duration. Rename "Inbound and outbound call duration" to "Total Call Duration" for both Queue and Agent statistics.	FR
Unity Dashboard	Dashboard	Dashboard should always start in the same window state that it was in when last closed, the same as the other Unity clients. The application could be opened in full screen mode at all times. Add close button next to full screen button.	FR
Unity Dashboard	Dashboard	Added new stat Inbound ACD Average Call Duration, Outbound ACD Calls, Total ACD Calls, Total ACD Call Duration and Total ACD Average Call Duration.	FR
Unity Dashboard	Start Up	Download Dashboard Charting - dlls from remote folder.	FR
Unity Dashboard	Dashboard	Corrected calculation of inbound average call duration, Outbound Average Call Duration and Total Average Call Duration.	BF
Unity Dashboard	CTI	Resubscription of users with subscription terminated event.	BF
Unity Dashboard	Dashboard	Rename Inbound and Outbound Total Calls to Total Calls in both User/Agent & Queue Stats.	FR
Unity Dashboard	Dashboard	Rename Inbound and Outbound Average Call Duration to Total Average Call Duration in both User/Agent & Queue Stats.	FR
Unity Dashboard	Dashboard	Exclude all zero values while calculating Total of columns showing average values.	FR

Release 1.1.10.3

Application	Feature/Component	Description	Source
Unity Dashboard	Settings	Remove the checkbox to enable/disable Connection logs in Network Settings. Connection logs to be kept for the past 5 days.	FR
Unity Dashboard	Dashboard/Settings	Service Level – Adding average for SL2 and SL3 intervals. Renames “Service Level” statistic to “Service level 1 Average” and add new stats for “Service level 2 Average” and “Service level 3 Average”. These will calculate the same way and be averages of the Service Level x %. If there are no calls for 10 mins [or whatever the refresh interval is set to] then this drops to 1. The user can see overall for the day how many calls are answered between 16 – 30 seconds, or whatever SL2 is configured as.	FR
Unity Dashboard	Dashboard	Total Call Duration to be renamed back to Inbound Call Duration. Rename "Inbound and outbound call duration" to "Total Call Duration" for both Queue and Agent statistics.	FR
Unity Dashboard	Dashboard	Dashboard should always start in the same window state that it was in when last closed, the same as the other Unity clients. The application could be opened in full screen mode at all times. Add close button next to full screen button.	FR
Unity Dashboard	Dashboard	Added new stat Inbound ACD Average Call Duration, Outbound ACD Calls, Total ACD Calls, Total ACD Call Duration and Total ACD Average Call Duration.	FR
Unity Dashboard	Start Up	Download Dashboard Charting - dlls from remote folder.	FR
Unity Dashboard	Dashboard	Corrected calculation of inbound average call duration, Outbound Average Call Duration and Total Average Call Duration.	BF
Unity Dashboard	CTI	Resubscription of users with subscription terminated event.	BF
Unity Dashboard	Dashboard	Rename Inbound and Outbound Total Calls to Total Calls in both User/Agent & Queue Stats.	FR
Unity Dashboard	Dashboard	Rename Inbound and Outbound Average Call Duration to Total Average Call Duration in both User/Agent & Queue Stats.	FR

Release 1.1.9.3

Application	Feature/Component	Description	Source
Unity Dashboard	Display Template/ Dashboard	Change the statistic text from "Average Handle Time" to "Current Handle Time" in the column header and display template. Change the statistic text from "Average Speed of Answer" to "Current Speed of Answer" in the column header and display template"	FR
Unity Dashboard	Dashboard/Settings	Setting to ignore zeros, which will only apply to the Current Handle Time and Current Speed of Answer statistics.	FR
Unity Dashboard	Dashboard	In the calculation to work out the Average Call Duration, divide by Answered Calls rather than Inbound Calls for Call Centers and for Agents.	FR

Release 1.1.8.5

Application	Feature/Component	Description	Source
Unity Dashboard	Start-up	Change "Load settings" to "Loading settings" when starting up.	FR
Unity Dashboard	Display Template	Hiding grid when thresholds cannot be set for a statistic and there are no default background colours used.	FR
Unity Dashboard	Display Template	Available columns are excluded from saving in the XML.	FR
Unity Dashboard	Home Page	Restart button prompt changed to "Are you sure you want to restart Unity?".	FR
Unity Dashboard	Display Template/ Dashboard	Add stat Average Wait Time In Queue statistics.	FR
Unity Dashboard	Display Template/ Dashboard	Add stat HookState, HookStartDuration, AcdAndHookState and Inbound Idle in Agent/User statistics.	FR
Unity Dashboard	Display Template/ Dashboard	Setting whether default background colour is displayed or not, only if thresholds cannot be set and only if we do show default background colours.	FR
Unity Dashboard	Dashboard	Dashboard will only start populating values once the subscriptions get populated otherwise dashboard will show agent name with blank cells.	FR
Unity Dashboard	Dashboard	Counters won't be incremented until all the subscriptions are received for that Agent.	FR

Release 1.1.7.3

Application	Feature/Component	Description	Source
Unity Dashboard	Start-up	Display an error message if there is an issue connecting and also if a CTI response is not received from the server, even if we can connect.	FR
Unity Dashboard	Start-up	Remove the check if "Client call control" service is not enabled for the user and also remove the user notification.	FR
Unity Dashboard	Display Template/ Dashboard	Rename Average Wait Time to "Average Handle Time". Add stat Average Speed of Answer.	FR
Unity Dashboard	Display Template/ Dashboard	List stats so that the count and % are next to each other in the DT. i.e. Missed Calls, Missed Calls Percentage etc.	FR
Unity Dashboard	Dashboard	Inaccurate or no data when there are many agents. We now use a queue for CTI subscription requests, so that rather than sending to the CRTI server the different threads will just add them to the queue. Then we will have a separate thread (on a timer) that will fire every second and send only the number of CTI subscription requests that is set in Settings.	Bug fix
Unity Dashboard	Settings	Add a setting in network to specify the "Number of subscriptions per second" with default value as 10, maximum value as 10 and minimum value as 1. Only whole number allowed.	FR

Release 1.1.6.5

Application	Feature/Component	Description	Source
Unity Dashboard	Settings	Added Proxy in settings.	FR
Unity Dashboard	Dashboard	All web requests must use proxy.	FR
Unity Dashboard	Dashboard	Show enterprise level unavailable code in dashboard.	FR

Release 1.1.5.4

Application	Feature/Component	Description	Source
Unity Dashboard	CTI	Use "XSI Application ID" from branding in the every CTI requests	FR
Unity Dashboard	Dashboard	Longest Wait Time is updated every second on Dashboard	FR
Unity Dashboard	Dashboard	Bounced calls are excluded from Missed calls calculations.	FR
Unity Dashboard	Display Template	"Transferred Calls" and "Transferred Calls Percentage" at the queue level are renamed to "Supervisor Transferred" and "Supervisor Transferred Percentage" respectively.	FR
Unity Dashboard	Dashboard	Totals for Longest Wait Time, Average Wait Time, Staffed Ratio, Agents Available, Service Level and Idle are removed.	Bug Fix
Unity Dashboard	Dashboard	Totals for all percentage values are changed to the total percentage of the corresponding fields	Bug Fix
Unity Dashboard	View	Dashboard will show the Call Center login ID Instead of Name if the Call Center is not found in the business directory.	FR

Release 1.1.4.5

Application	Feature/Component	Description	Source
Unity Dashboard	Settings	Redesign Service Level page.	Feature request
Unity Dashboard	Display Template	First row of all time-based thresholds should have a grey colour placeholder as "HH:MM:SS" for start and end value.	Feature request
Unity Dashboard	Display Template & Dashboard	<p>The following Statistics has been added in Agent/User statistics.</p> <ol style="list-style-type: none"> 1. Outbound Call Duration Percentage 2. Inbound Call Duration Percentage 3. Answered Calls Percentage 4. Bounced Calls Percentage <p>The following Statistics has been added in Queue statistics</p> <ol style="list-style-type: none"> 1. Service Level 2. Outbound Total Calls 3. Bounced Calls Percentage 4. Transferred Calls Percentage 5. Escaped Calls Percentage 6. Overflowed Calls Percentage 7. Answered Calls Percentage 8. Missed Calls Percentage 9. Inbound Calls Percentage 10. Outbound Calls Percentage 	Feature request
Unity Dashboard	Display Template	<p>Display template labels in ACD Queue Statistics and Agent/User Statistics as</p> <ul style="list-style-type: none"> • Available Columns → Available Statistics 	Feature request

		<ul style="list-style-type: none"> • Included Columns → Included Statistics • Column Properties → Statistic Properties 	
Unity Dashboard	Dashboard	Time duration interval from “Service Level” column header is removed.	Feature request
Unity Dashboard	Dashboard	The default sort order of Agents based on ACD state must be such that Agents in Available are listed first, then Wrap-Up, Unavailable, then Sign-In, then Sign-Out. When the user clicks on the column header, the reverse sort order should apply.	Feature request
Unity Dashboard	Dashboard	When a number is halfway between two others, it is rounded toward the highest number.	Bug fix
Unity Dashboard	Dashboard	Clear Overflowed Calls –Wait Time and Overflowed Calls –Queue Size count on purge.	Bug fix
Unity Dashboard	Dashboard	Corrected the sorting of ACD State Start Time.	Bug fix
Unity Dashboard	Home page	Change text of Wallboard button to Dashboard.	Feature request

Release 1.1.3.2

Application	Feature/Component	Description	Source
Unity Dashboard	About	Right click on Mac address in About page to show context menu to copy to clipboard.	Feature request
Unity Dashboard	About	Label change to "Licensed MAC address"	Feature request
Unity Dashboard	Display Template	Threshold cannot be set against "Agents Available" in queue stats.	Bug fix
Unity Dashboard	Start-up	Dashboard do not function properly if call-center Login IDs do not have domain name appended to the end.	Bug fix
Unity Dashboard	Wallboard	Outbound Average Call Duration	Bug fix

Release 1.1.2.2

Application	Feature/Component	Description	Source
Unity Dashboard	Start-up	Append domain in Broadworks directory.	Feature request
Unity Dashboard	Settings	Updating Service level configuration values in every second after purge.	Bug fix
Unity Dashboard	View	Refresh User group settings based on display template.	Bug fix

Release 1.1.1.1

Application	Feature/Component	Description	Source
Unity Dashboard	Installation settings	Added Installation settings file	Feature request
Unity Dashboard	Start-up	Show alert message when application encounters a corrupt user.config file.	Bug fix

Release 1.1.0.5

Application	Feature/Component	Description	Source
Unity Dashboard	Settings	Added an option to configure service level.	Feature request
Unity Dashboard	Display Template & Wallboard	<p>The following statistics has been added in Agent/User statistics.</p> <ol style="list-style-type: none"> 1. Outbound Internal Calls 2. Outbound External Calls 3. Transferred Calls 4. Idle <p>The following statistics has been added in Queue statistics</p> <ol style="list-style-type: none"> 1. Stranded Calls 2. Agents Available 3. Average Abandoned Time 4. Callcenter Status 5. Service level 1 6. % Within Service Level 1 7. Service level 2 8. % Within Service Level 2 9. Service level 3 10. % Within Service Level 3 11. Service level 4 12. % Within Service Level 4 13. Service level 5 14. % Within Service Level 5 	Feature request
Unity Dashboard	License	The wallboard checks the license every 3 hours.	Feature request
Unity Dashboard	License	Pass the MAC address of the PC rather than the login ID of the user and Computer name instead of user name.	Feature request

Unity Dashboard	Application	Added restart button.	Feature request
Unity Dashboard	Application	Added confirmation popup on closing application.	Feature request
Unity Dashboard	Wallboard	Added minimize button in wallboard.	Feature request
Unity Dashboard	Wallboard	Separate external and internal calls for Outbound calls.	Feature request
Unity Dashboard	Wallboard	Missed Calls at Agent level - We are changed this to Bounced Calls - and the Bounced Calls at the call centre level will be the sum of all the Bounced Calls at the Agent level	Feature request
Unity Dashboard	Wallboard	Removed Wallboard (Real-time) text from wallboard.	Feature request
Unity Dashboard	Wallboard	Added colour for ACD States. Available=Green, unavailable = Black, Wrap-Up=Orange, Sign-In=Dark Green, Sign-out=Red.	Feature request
Unity Dashboard	Start-up	Show user, an alert (The user could not be found in the business directory. Please check that directory privacy is not enabled.) If user is not present in directory.	Feature request
Unity Dashboard	Start-up	Show user, an alert (The queue could not be found in the business directory. Please check that directory privacy is not enabled.) If call-center is not present in directory.	Feature request
Unity Dashboard	About	Display mac address in About page.	Feature request
Unity Dashboard	Start-up	Application stuck in the loading progress frame saying "Loading Settings".	Bug Fix
Unity Dashboard	Wallboard	Wallboard sorting not persistent.	Bug Fix

Release 1.0.4.4

Application	Feature/Component	Description	Source
Unity Dashboard	Wallboard	Show 'x' number of queues in wallboard and sorted based on selected included column in display template.	Feature request
Unity Dashboard	Display Template	Added fields in display Template to show 'x' number of queues (E.g.: based on, top 5 queues, etc.)	Feature request
Unity Dashboard	User-group	Ability to search departments in user-group	Feature request
Unity Dashboard	License	The license has been changed to "UnityDashboard".	Feature request
Unity Dashboard	Display Template & Wallboard	The following statistics has been added. Staffed ratio ACD Call Transferred ACD Call Bounced ACD Call Escaped ACD Overflowed calls ACD Overflowed calls – Wait time ACD Overflowed calls – Queue size	Feature request
Unity Dashboard	Settings	Change text "Specify the authentication details for the VoIP platform" to "Please enter the user credentials for the Dashboard user. For call-center statistics this user must be assigned as a Supervisor of the call-centers" and compare the text in each GUI with Unity Desktop products and Make proper GUI alignment in all forms.	Feature request
Unity Dashboard	Update	Auto Update	Feature request
Unity Dashboard	Auto Update	After an update the restart functionality must work according to the following settings: 1. Alert me after update 2. Automatically restart after update 3. Automatically restart when statistics are next purged	Feature request

Unity Dashboard	Purge	Purge stats at midnight	Feature request		
Unity Dashboard	Start-up	Dashboard will check for "Client call control service" on start-up. If not, Dashboard will only allow user to access settings and About page.	Bug Fix		
Unity Dashboard	Start-up	The dashboard will alert user on start-up if the user is not assigned as a supervisor of any of the call-center. Unity Dashboard will not restrict any functionality if it is not assigned. It is just an information pop up.	Feature request		
Unity Dashboard	Installer	Write logs to the installation folder instead of "AppData" folder	Feature request		
Unity Dashboard	Installer	Full Control to the "users" built-in Windows group, which then applied to everyone using Unity	Feature request		
Unity Dashboard	Installer	Run with the "SYSTEM" built-in user, which ensures the installer has sufficient rights.	Feature request		
Unity Dashboard	Installer	Ensure that Windows doesn't use virtualization to put Unity in the app data folder	Feature request		
Unity Dashboard	Installer	Unity installer as per Kakapo standards.	Feature request		
Unity Dashboard	Wallboard	"Network unavailable. Attempting reconnection." Will be displayed in the wallboard when internet connectivity is not available.	Feature request		
Unity Dashboard	Wallboard	Changed the logic of inbound Total calls as follows, Inbound Total calls = Answered calls + Missed Calls	Feature request		
Unity Dashboard	Display Template & Wallboard	The default name of the statistics has been changed as follows. <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>ACD Queue Statistics</u> Inbound Calls Answered Calls Calls In Queue Longest Wait Time Average Wait Time </td> <td style="width: 50%; vertical-align: top;"> <u>Agent Statistics</u> Inbound Calls Answered Calls Missed Calls ACD State ACD State Start Time </td> </tr> </table>	<u>ACD Queue Statistics</u> Inbound Calls Answered Calls Calls In Queue Longest Wait Time Average Wait Time	<u>Agent Statistics</u> Inbound Calls Answered Calls Missed Calls ACD State ACD State Start Time	Feature request
<u>ACD Queue Statistics</u> Inbound Calls Answered Calls Calls In Queue Longest Wait Time Average Wait Time	<u>Agent Statistics</u> Inbound Calls Answered Calls Missed Calls ACD State ACD State Start Time				

	<p>Abandoned Calls</p> <p>Missed Calls</p> <p>Bounced Calls</p> <p>Escaped Calls</p> <p>Transferred Calls</p> <p>Overflowed Calls - Wait Time</p> <p>Overflowed Calls - Queue Size</p> <p>Staffed Ratio</p> <p>Inbound Call Duration</p> <p>Inbound Average Call Duration</p> <p>Outbound Calls</p> <p>Outbound Call Duration</p> <p>Outbound Average Call Duration</p> <p>Inbound and Outbound Total Calls</p> <p>Inbound and Outbound Total Call Duration</p> <p>Inbound and Outbound Average Call Duration</p>	<p>ACD State Duration</p> <p>Total Call Duration</p> <p>Average Call Duration</p> <p>Outbound Calls</p> <p>Outbound Call Duration</p> <p>Outbound Average Call Duration</p> <p>Inbound and Outbound Total Calls</p> <p>Inbound and Outbound Total Call Duration</p> <p>Inbound and Outbound Average Call Duration</p>	
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Release 1.0.3.1

Application	Feature/Component	Description	Source
Unity Dashboard	Settings	Added an option to change the font size in wallboard	Feature request
Unity Dashboard	User group	Added department search in user group.	Feature request
Unity Dashboard	Wallboard	ACD State Start Time lags by 1 hour.	Bug fix

Release 1.0.2.3

Application	Feature/Component	Description	Source
Unity Dashboard	Manage View	Change OCI UserCallCenterGetSupervisorCallCenterListRequest to GroupCallCenterGetAgentListRequset.	Bug fix
Unity Dashboard	Display template	Resize issue.	Bug fix

Release 1.0.1.0

Application	Feature/Component	Description	Source
Unity Dashboard	Display Template	Add ACDDState, ACDDStateStartTime and ACDDStateDuration in agent/user statistics	Feature request
Unity Dashboard	Wallboard	Display ACDDState, ACDDStateStartTime and ACDDStateDuration	Feature request

Release 1.0.0.0

Application	Feature/Component	Description	Source
Unity Dashboard	Application	Make font style and size uniform in Wallboard grid.	Feature request
Unity Dashboard	View	Include "Show total in bold" checkbox in View page.	Feature request
Unity Dashboard	View	Show "Include non-Callcenter calls" and "Include Callcenter calls" checkbox in "View" page.	Feature request
Unity Dashboard	Application	Change the Unity icon to blue.	Feature request
Unity Dashboard	Wallboard	Hide the top header panel in wallboard when the user clicks on the full screen button.	Feature request
Unity Dashboard	Settings	Include "Use same server address for OCI-P" checkbox just under the "Server address" field to enter the CTI server address Network page under Settings.	Feature request