

RELEASE NOTES

ShoreTel Contact Center Agent Dashboard

ShoreTel Advanced Applications

Revision History

Version 4.9 -- August 28, 2017

- (1) Rebuilt with the latest version 4.5.43 of the ShoreTel COM SDK.
- (2) Now qualified to be deployed on Windows Server 2016. The pre-requisite of ASP.NET 3.5 SP1 must be enabled on the IIS 10.x.

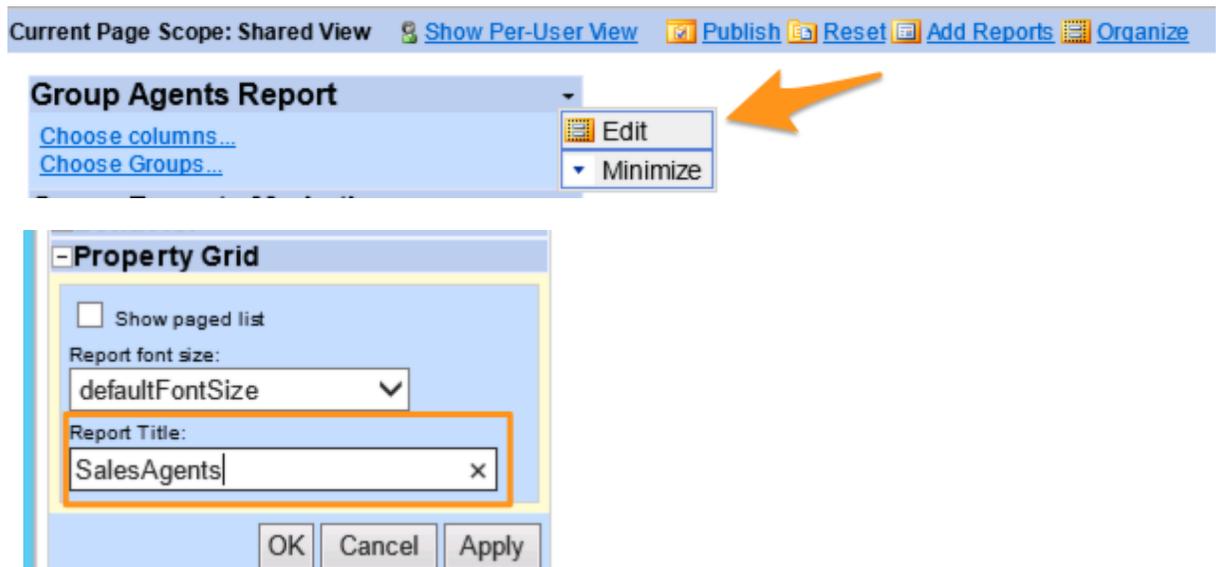
Version 4.7 -- March 15, 2016

Rebuilt with the latest version 4.5.29 of the ShoreTel COM SDK.

Version 4.6 -- March 11, 2016

New

Group Agents Report enhancement: A CCAD Administrator can now rename the title of a Group Agents Report from as the below screenshots show:





SalesAgents										
	Agent▲	ID	Ext	State	DNIS#	DNIS	ANI	Total Calls	Daily ACD Calls	Daily N. ACD Calls
	John Ford	4501	501	Rls				0	0	2
	Moto Tachiri	4503	502	Rls				0	0	0

Notes:

- 1) Different such reports can have different titles.
- 2) Group Agents Report is currently the only CCAD report whose title can be customized in this way.
- 3) If empty title is specified, the default report title of “Group Agents Report” is used.
- 4) If two Group Agents Report are named the same, then a number prefix is automatically added to the reports’ title such as “SalesAgents [1]” and “SalesAgents [2]” to distinguish the reports.

Fix: For click to call, when a user extension with a hyphen was reassigned, call could not be made from that extension.

Version 4.5 -- February 29, 2016

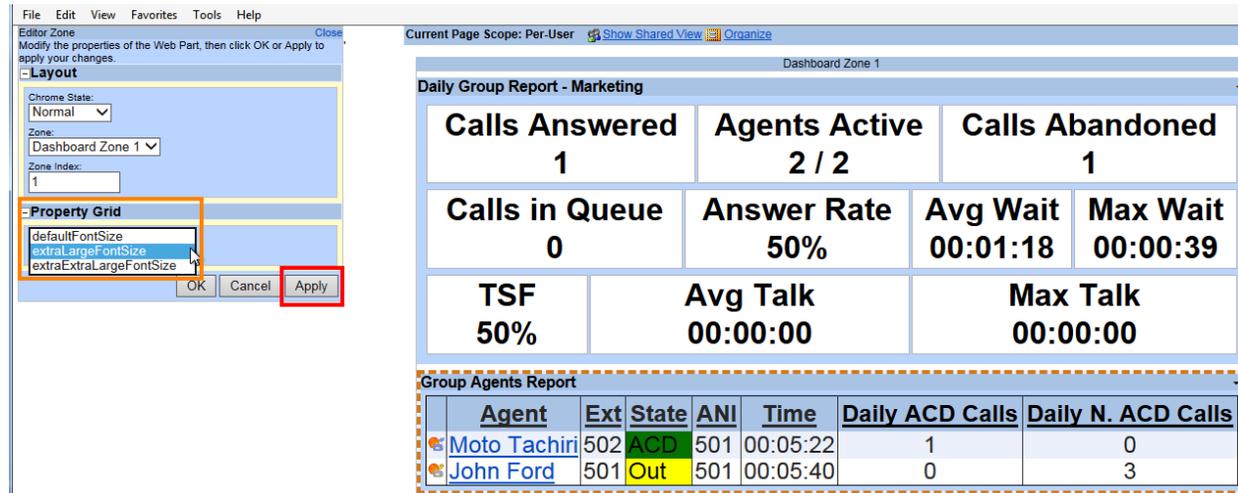
New

Group Agents Report enhancements:

- Based on a new optional global configuration flag, the agent state column can be colored to match with the default agent state coloring done in the ECC Agent Manager’s real time reports. These colors are not customizable.
- Two additional statistics can now be optionally displayed: daily inbound ACD calls answered and daily non-ACD calls handled by each shown agent. The daily count of non-ACD calls per agent includes all kind of non-ACD “direct dialed” calls - inbound, outbound, external or internal. These daily agent statistics, as available from the ECC, accumulate data from 12 AM onwards for the day, or from the time of the last ECC server restart.
- A CCAD user can now individually configure the HTML font size of a Group Agents report to one of three sizes: default, extra-large and extra-extra-large. For instance, a user can edit the default font size of a Group Agents Report to extra-large:

Group Agents Report [1]							
	Agent▲	Ext	State	ANI	Time	Daily ACD Calls	Daily N. ACD Calls
	John Ford	501	Idle		00:03:55	0	3
	Moto Tachiri	502	Idle		00:03:44	1	0

Edit
Minimize



Similarly, when the extra-extra-large font size is chosen, the report appears like below:

Agent	Ext	State	ANI	Time	Daily ACD Calls	Daily N. ACD Calls
Moto Tachiri	502	ACD	501	00:07:13	1	0
John Ford	501	Out	501	00:07:31	0	3

This then allows, for instance, the extra-extra-large font size to be used for the CCAD when displayed on a LCD TV while, when displayed on individual desktops, the default font size can be chosen. This font-size preference is persisted for each CCAD user and applied on next CCAD login of that user. Please note these HTML font sizes are applied by a browser and the agent state icon is always of the same size. Also, this individual user chosen report font size can be overridden by a CCAD Administrator when republishing the updated CCAD.

Daily Group Report enhancement: Two additional daily group statistics can now be optionally displayed: Max Wait Time and Number of Abandoned calls for the day. These daily group statistics, as available from the ECC, accumulate data from 12 AM onwards for the day, or from the time of the last ECC server restart.

Fix: For click to call, 6 digit extensions and Route Points can now be configured, respectively, in **WindowsUsers2ExtensionsMap.xml** and **ECCGroupNames2RoutePoints.xml**.

Version 4.4 -- February 19, 2016

New

- **Click to call Agent and Group:** Depending on a new application-wide configuration flag, a **Group Agents Report** shows clickable agent names and, on clicking an agent,

allows a CCAD user to dial the agent's ShoreTel extension. Similarly, a **Daily Brief Group Report** shows clickable group names and, on clicking a group, allows a CCAD user to dial the configured ShoreTel Route Point (RP) for the clicked ECC group name:

Daily Brief Group Report [1]											
Name ▲	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD	
EmailGrp	0		00:00:00	0	0	0	0	0	0	0	
Marketing	0		00:00:00	0	0	0	2	0	1	0	
Sales	0		00:00:00	0	0	0	1	0	0	0	
Support	0		00:00:00	0	0	0	2	0	1	0	
Test Group	0		00:00:00	0	0	0	0	0	0	0	

Group Agents Report [1]											
Agent▲	ID	Ext	State	Start time	Code	DNIS	ANI	Time	InB. ACD Calls	Total Calls	
John Ford	4501	501	Ris	10:59:37 AM	No Code			23:49:25	0	0	
Moto Tachiri	4503	502	Idle	09:30:00 AM				01:19:02	0	0	

Please note the following pre-requisites for this functionality to work:

- ShoreTel 14.2 as well Connect ONSITE deployment but NOT Connect CLOUD.
- A CCAD instance will need to be deployed on a ShoreTel Application Server (and not ECC server itself.)
- Call is made from the configured ShoreTel user extension of the Windows user that is using the CCAD. The mapping from a Windows/Active Directory (AD) User ID to ShoreTel user extension is determined from a new XML configuration file **WindowsUsers2ExtensionsMap.xml** and is separate from user configuration in the ShoreTel Director. Similarly, the ShoreTel RP corresponding to a clicked Group name is determined from another new XML configuration file **ECCGroupNames2RoutePoints.xml**. The routing of calls presented at the ShoreTel RP to the named ECC group will need to be configured inside the ECC, outside of the CCAD. These files are used to: (1) determine the ShoreTel user extension of a Windows/AD User who is logged in to the CCAD, and (2) determine the ShoreTel RP that is configured to route, inside ECC, to a named ECC group. These mappings allow the CCAD to initiate calls directly to ShoreTel user or Route Point extensions based on associations to ECC agents and groups, respectively.
- These two new mapping XML files need to be manually edited (separately from the standard CCAD web site configuration using IIS Administration) using common editors (notepad and any other.) As and when any of these mapping files are updated, the CCAD needs to be restarted for the configuration changes to take in affect. These two files need to be manually kept current corresponding to the relevant ShoreTel and ECC configuration.
- Clicking an agent name or group name will initiate a new call to that agent's ShoreTel extension or to the corresponding RP, respectively, from the CCAD user's ShoreTel extension. The CCAD user will need to track and manage calls (existing as well as new, transfer or otherwise) as well as determine whether the made call succeeded or failed using the ECC Agent Toolbar, ShoreTel Communicator or ShoreTel phone outside of the CCAD.

Fix: In some browsers CCAD session was still getting timed out even it was disabled.

Version 4.2 -- November 23, 2015

New

- Now multiple instances of the CCAD can be deployed by configuring each CCAD instance to request and enforce a specified number of user licenses. Please note:
 - (1) Each CCAD instance must still be deployed on a separate server (other than the ECC server itself.) There can't be two CCAD instances on the same server.
 - (2) For each instance of the CCAD, the documented deployment requirements will apply.
 - (3) Each CCAD instance will need to be configured separately to optionally request and enforce a specified number of CCAD user licenses out of total available. Please note, if not configured so, a CCAD instance by default gets all the available licenses at startup resulting in deployment of only one CCAD instance.
 - (4) If the number of requested licenses exceeds available, then only available licenses will be returned and enforced by a CCAD instance.
 - (5) A customer will still need to test CCAD performance (server and user browser response times) in their environment so as to plan how many CCAD instances they need to deploy, which and how many users need to use a particular CCAD instance and others.
 - (6) Since each CCAD instance will use a separate ECC Group Activity Event Feed connection, adequate ECC Group Activity Event Feed licenses will need to be provisioned separately from the total CCAD user licenses.
 - (7) CCAD Administrator will need to instruct a CCAD user to login to a particular CCAD instance on a particular server.
- Certified to work with ShoreTel Connect Contact Center ONSITE but not with Connect Contact Center CLOUD.
- **Browser support:** Microsoft Internet Explorer Edge browser on Windows 10 desktops as well as Apple Safari, Google Chrome and Mozilla Firefox browsers on Mac "Yosemite" and "El Capitan" OS X supported.

Fixes

- Intermittent Web page update problem with Safari and Chrome browsers on Mac OS X Yosemite.
- In a rare instance showing list of groups when configuring some reports threw error.
- In another rare instance out of memory error was received when connection terminated with ECC Event Feed while TCP receive was ongoing.

Changes

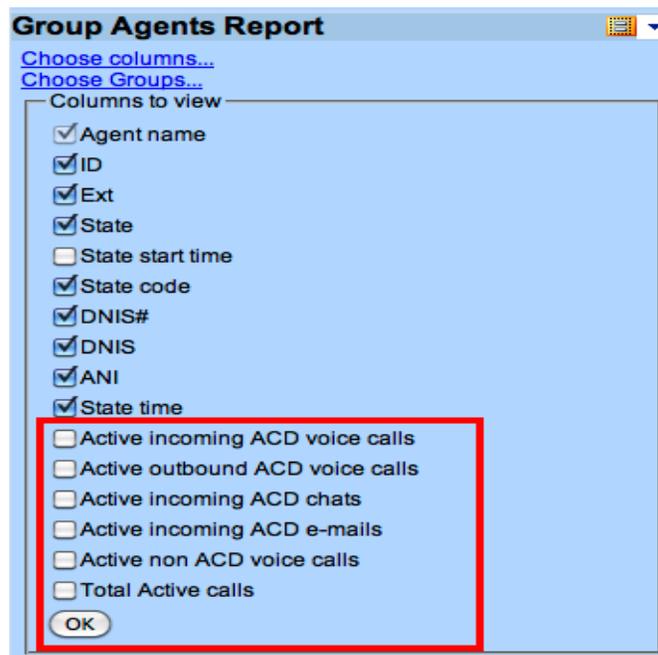
- Deployment on Windows 2003 server is no longer supported.
- Browsers on Windows XP are no longer supported.

Version 3.9 -- May 28, 2014

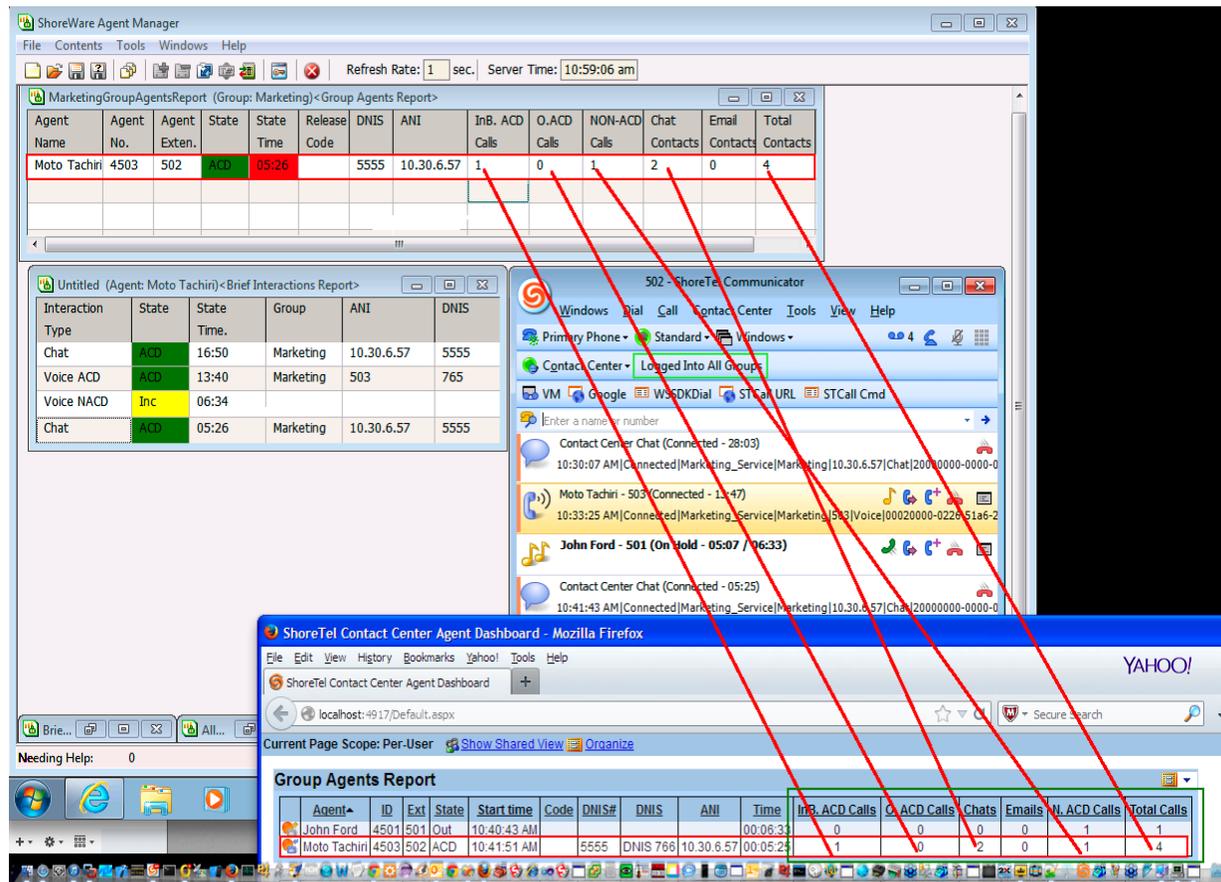
- Qualified to be deployed on Microsoft IIS 8 and Windows Server 2012 provided that the ASP.NET 3.5 is enabled on the IIS.
- Fix: Handled a rare condition when Microsoft ASP.NET view state was intermittently being corrupted causing users to re-login to the CCAD.

Version 3.8 -- February 10, 2014

- Certified to work with the ShoreTel Contact Center 9 release.
- In the CCAD Group Agents Report, additional columns can now be optionally configured to display the count of each kind of interaction (inbound ACD voice, outbound ACD voice, non-ACD voice, e-mail and chat) as well as total interactions currently being handled by an agent:



These counts correspond to the respective counts in the **Group Agents Report** of the ECC Agent Manager as the below screenshot shows:



These new columns are sortable like the other report columns.

Please note the following:

- Currently only the interaction counts can be displayed and NOT the details of each interaction.
- The interaction counts of an agent are displayed in the newly added columns only and NOT when hovering mouse over the agent.
- In case the agent is handling multiple interactions, the displayed agent state and time (in the available columns as well as when hovering mouse over the agent) follows the behavior of the Agent Manager's Brief and Group Agents Report. That is, the displayed agent state is actually the agent's current state in one of the active interactions as reported by the ECC core Event Feed. Typically the agent's state in the oldest ACD interaction (inbound voice, outbound voice, chat or e-mail) currently handled by the agent is shown as the agent's current state.
- **Fix:** E-mail address of sender not displaying as ANI for an E-mail ACD call. The e-mail address by the ECC Event Feed was sent enclosed in angle brackets as <x@y.com>. It was being interpreted as HTML tag by the CCAD Web page and was not being

displayed. Now the CCAD removes these angle brackets when displaying the ANI for E-mail ACD calls.

- **Browser support:** Microsoft Internet Explorer 11 browser on Windows (7, 8, 8.1) desktops as well as Apple Safari, Google Chrome and Mozilla Firefox browsers on Mac “Mavericks” OS X supported.
- **Windows XP and Windows Server 2003 Compatibility:** Note that Microsoft will announce End of Life for these operating systems as of April 8, 2014 (<http://www.microsoft.com/en-us/windows/enterprise/endofsupport.aspx>). While this CCAD Version 3.8 at the time of its release (Spring, 2014) continues to operate properly within these OS environments, ShoreTel cannot guarantee continued support. Should compatibility issues arise in the future, customers may need to upgrade their Windows desktop and server machines to newer versions in order to continue to enjoy the CCAD.

Version 3.7 -- September 6, 2013

- In the Daily Group Report, three additional daily statistics panels can now be configured to be displayed: average ACD wait time, average ACD talk time and maximum ACD talk time:



Daily Group Report - Marketing		
Calls Answered 4	Agents Active 1 / 1	
Calls in Queue 0	Answer Rate 50%	Avg Wait 00:03:55
TSF 37%	Avg Talk 00:02:18	Max Talk 00:03:40

Important: These additional statistics, like the other statistics, take into account only inbound ACD voice calls not outbound ACD, e-mail or chat and are accumulated since midnight or the last CC server restart.

- When upgrading from the CCAD version 3.3 or earlier, the additional configuration step, as detailed below in the notes for the CCAD version 3.5, is required.
- Latest versions of the Google Chrome browser on Mac and Microsoft Windows are now supported. Specifically, at the time of this writing, Google Chrome browser versions 29.0.1547.65 for Mac and 29.0.1547.66 for Windows have been qualified to work with the CCAD. As in the case of the other supported browsers, JavaScript and cookies must be enabled in the Chrome browser.

Version 3.6 -- July 3, 2013

- Daily Target Service Factor (TSF) statistics available in the Daily Group Report and Daily Brief Group Reports:

Daily Brief Group Report									
Name ^	Queued	Curr Max Wait	Max Wait	Accepted	Abandoned	Login	Release	Idle	TSF
Sales-Group	0		00:00:14	2	2	2	1	1	100%
Support-Group	0		00:00:04	6	4	2	1	1	66%

Daily Group Report - Support-Group	
Calls Answered 2	Agents Active 1 / 2
Calls in Queue 0	Answer Rate 33%
TSF 66%	

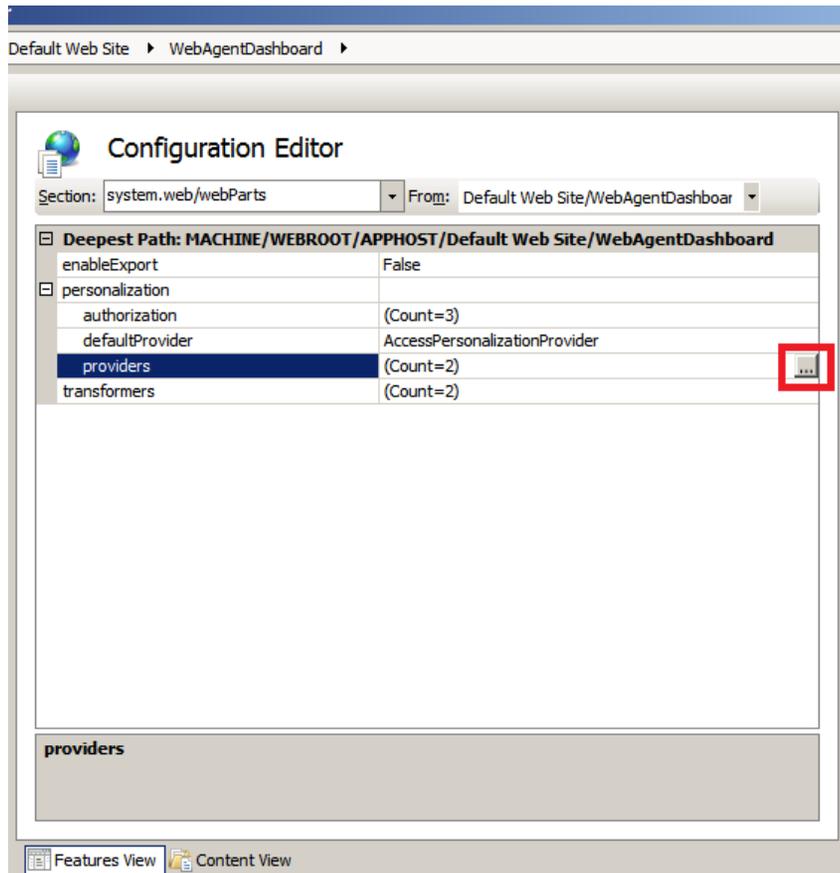
- Important:** The daily TSF, just like the interval based TSF, is NOT calculated by the CCAD. It is calculated by the CC core Event Feed using the TSF calculation formula configured in the CC Director.
- The CCAD shows then the daily TSF “as is” as calculated and sent by the CC Event Feed. Also, this daily TSF is different from the interval-based TSF shown in the Group Report.
 - **Fixed:** Occasionally unexpectedly large daily statistic values sent by the CC Event Feed were causing the CCAD to stop processing further events.
 - When upgrading from the CCAD version 3.3 or earlier, the additional configuration step, as detailed below in the notes for the CCAD version 3.5, is required.

Version 3.5 -- April 4, 2013

Special Installation Instructions

- If you have the 3.4 Alpha version or the 3.5 Beta version installed, you must uninstall it before upgrading.
- Required additional step when upgrading from previous CCAD versions (3.3 or earlier):

If the CCAD server is a Windows 2008 R2 server, from the IIS Manager open the Configuration Editor for the **WebAgentDashboard** virtual directory and then open the **providers** under **personalization** in the **system.web/webparts** section:



Select the **AccessPersonalizationProvider** in the shown Collection Editor. In the **Properties** bottom pane, change the **type** property to:
STPS.ASPNETProvider.AccessPersonalizationProvider, STPSAccessProvider:


```

Web.config - Notepad
File Edit Format View Help
<add name="AccessRoleProvider" type="Samples.AccessProviders.AccessRoleProvider, SampleAccessProviders"
connectionStringName="AccessFileName" applicationName="SampleSite"/>
</providers>
</roleManager-->
<anonymousIdentification enabled="true" cookieName=".ASPXANONYMOUS" cookieTimeout="100000" cookiePath="/" cookieRequiresSSL="false"
cookieSlidingExpiration="true" cookieProtection="None" domain="" />
<webParts>
  <personalization defaultProvider="AccessPersonalizationProvider">
    <providers>
      <add name="AccessPersonalizationProvider" type="STPS.ASPNETProvider.AccessPersonalizationProvider, STPSAccessProvider"
connectionStringName="AccessFileName" applicationName="SampleSite"/>
    </providers>
    <authorization>
      <allow verbs="entersSharedScope" roles="BUILTIN\Administrators"/>
    </authorization>
  </personalization>
</webParts>
  
```

Then make sure to save the file.

New Product Features

- Certified to work with the ShoreTel Contact Center 8 release.
- 2 more vertical zones are now available (making a total of 4) for organizing the reports in order to make best use of the screen real estate of widescreen monitors.

The screenshot shows the ShoreTel Contact Center Agent Dashboard with four distinct report zones. The 'Daily Group Report [1] - Support-Group' zone contains the following data:

Calls Answered	0	Agents Active	1 / 2
Calls in Queue	0	Answer Rate	0%

If there are reports in all the 4 zones of the CCAD Web page, when viewing it using the mobile Safari browser on an iPad, it will be then required to swipe through the Web page to view all the reports. For example, reports in the first 2 zones will be visible first:

The screenshot shows the dashboard on an iPad, displaying the first two report zones:

Group Agents Report

Agent	ID	State	Code	DNIS#	DNIS	ANI	Time
Bruce Walker	4502	Rls	OutOfOff				1d 01:27:08
John Ford	4501	Idle					00:13:31

Group Report - Support-Group

Queued	0	Max Wait	00:00:00	Int Max Wait	00:00:58
Login	2	ACD	0	Release	1
TSF 100%					

Then swiping to the right will show the other reports in the next 2 zones:

The screenshot shows a browser window with the URL 10.15.11.1/webagentdashboard/default.aspx. The page title is 'ShoreTel Contact Center Agent Dashboard'. There are two report sections:

- Dept Performance Report - SalesSupport**: A red bar displays '10%'.
- Daily Brief Group Report [2]**: A table with the following data:

Name	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle
Dispatch	0		00:00:00	0	0	0	2	1	1
Customer SAT	0		00:00:00	0	0	0	0	0	0

- A new tabular report named “Daily Brief Group Report” is available in the CCAD reports catalog:

The screenshot shows a 'CC Real Time Reports Catalog' window with a 'Close' button. The 'Catalog' section lists several reports with checkboxes:

- Group Agents Report
- Group Report
- Dept Performance Report
- Daily Group Report
- Daily Brief Group Report

Below the list, there is an 'Add to:' field with a dropdown menu showing 'Dashboard Zone' and a tooltip that says 'Shows daily statistics of CC group(s)'.

This new report shows some common real-time and daily statistics of multiple groups. It also applies a group’s thresholds as configured in the CC Director:

Daily Brief Group Report [1]

Name	Queued	Curr Max Wait	Max Wait	Accepted	Answered	Abandoned	Login	Release	Idle	ACD
Sales-Group	0		02:22:40	1	0	1	1	1	0	0
Support-Group	1	00:00:19	00:00:58	4	0	3	2	2	0	0

- Internet Explorer 10 on Windows 8 desktops (and not tablets) is now supported:

- In the Group Agents Report, sort arrows are now displayed on each column (except the “Start Time”) to indicate the sort direction (ascending or descending):

Group Agents Report

Agent▲	ID	Ext	State	Code	DNIS	ANI	Time
Bruce Walker	4502	502	ACD		SalesDNIS	501	00:03:28
John Ford	4501	501	Out				00:03:34

Group Agents Report

Agent	ID	Ext	State	Code	DNIS	ANI	Time▲
Bruce Walker	4502	502	ACD		SalesDNIS	501	00:04:31
John Ford	4501	501	Out				00:04:37

- Apple Safari and Mozilla FireFox browsers on Mac OS X 10.8 “Mountain Lion” now supported.
- More granular diagnostic logging facility added. Specifically, separate log files and log levels for the application, CC Event Feed messages and MS Access Database updates can be configured.
- JavaScript files minified to reduce initial data transfer.
- Fix: Resetting the CCAD not deleting some reports and giving error that a report is already present.
- Fix: Intermittent Microsoft Access Database errors causing per user CCAD layout not being saved and causing redirection to the Start page.

Version 3.3 -- July 17, 2012

- Fix: Group Report not applying the group’s threshold for the Calls Queued panel.

Version 3.2 -- June 26, 2012

- Fix: Daily Group Report applying the threshold for the Calls Queued panel when initially added with the default zero value for the “yellow” and “red” thresholds.

Version 3.1 -- June 21, 2012

- A new group report, called Daily Group Report, is now available to show some group statistics for the day:

Daily Group Report - Sales-Group	
Calls Answered 0	Agents Active 0 / 1
Calls in Queue 1	Answer Rate 50%

A CCAD administrator can optionally configure thresholds only for the **Calls Queued** panel in a Daily Group Report:



Daily Group Report - Sales-Group ▾

[Configure Group...](#)
[Configure Panels...](#)
[Configure Thresholds...](#)

Thresholds

Calls in Queue

Enable

Low High

OK

The **Calls Queued** panel will then be color-coded yellow or red accordingly. This threshold for the current count of queued calls is unrelated to the queued calls threshold for a group that is configurable in the CC Director.

- Added an optional configuration setting to disable the default of 8 hours maximum session time and so allowing to have “always on” user sessions. If configured, it will apply to ALL

user sessions and a CCAD user session will not expire after 8 hours or require renewing the session 30 minutes before that. But, a user session might still be terminated in either of the following cases:

- The user closes the CCAD browser window.
 - The user's desktop machine/iPad is shut down or disconnected from the network.
 - The Microsoft Internet Information Server (IIS) Application Pool hosting the CCAD web site is recycled or restarted, either automatically at scheduled times or manually.
 - The CCAD server machine itself is shut down or disconnected from the network.
- Added an optional configuration setting to launch CCAD in a full screen browser window. Please note the following regarding this functionality:

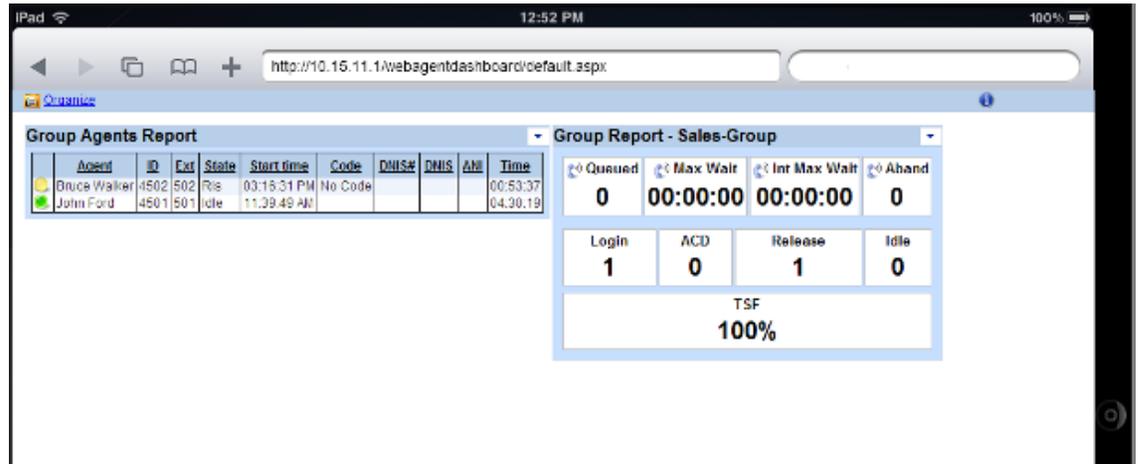
Version 3.0 -- December 22, 2011

- Qualified with the ShoreTel Contact Center 7 release.
- Qualified for deployment on Windows 2008 R2 (64 bit) server and documented the server preparation steps.
- The CCAD can be deployed on the ShoreTel HQ/Director server as long as conditions (1) and (2) below are met. Otherwise, the CCAD should be deployed to a completely dedicated Windows server (that is, a server on which no other ShoreTel software has been installed.)

(1) The ShoreTel system is deployed in a "medium", "large" or "very large" configuration as detailed in the **ShoreTel Planning and Installation Guide**. Please refer that guide for the ShoreTel HQ server hardware recommendations for the respective ShoreTel deployments.

(2) There are a maximum of 10 concurrent CCAD users

- Safari browser on Apple Mac OS now supported. For Operational Considerations when using browsers other than Microsoft Internet Explorer (IE), please refer to the CCAD Installation and Configuration Guide.
- Mobile Safari browser on Apple iPad now supported:



Please note the following operational considerations:

- iPad should have firmware version iOS 4.3.2 or higher. The latest available firmware update is strongly recommended.
 - Testing has been done with iPad's Safari browser only and not with any other mobile browser application available for iPad.
 - Testing has been done with iPad on a WiFi connection only and not with a 3G/GPRS Edge data network. Should CCAD be used from iPad via 3G/Edge network, it will incur data charges as when accessing any other web page.
 - Rendering of the CCAD web page and execution of its scripts are subject to the resource constraints of the mobile Safari browser on the iPad.
 - To use CCAD from the iPad's Safari browser, the CCAD server must be accessible from the corporate network via corporate WiFi or VPN as appropriate.
- As drag and drop of reports works for Microsoft Internet Explorer (IE) browser only, for the other supported browsers, added a way for normal CCAD users to edit a report's layout to change its position within a zone and/or move it to a different zone.
 - Group Agents Report enhancements:
 - New column available to show agent's state as a running timer.

Group Agents Report									
	Agent	ID	Ext	State	Code	DNIS#	DNIS	ANI	Time
	John Ford	4501	501	Rls	No Code				00:18:36
	Bruce Walker	4502	502	Idle					01:09:40

Group Report [3] - E-mail-Group

- If an agent is logged in to his/her personal agent queue in addition to a group part of the report's group filter, the agent's logged in groups will show "Personal Agent Queue" as one of the groups on mouse hover as the screenshot below shows:

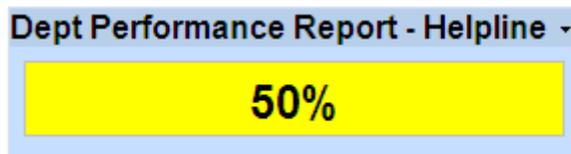
Group Agents Report [1]									
	Agent	ID	Ext	State	Start time	Code	DNIS#	ANI	Time
	John Ford	4501	501	Idle	02:10:02 PM				00:04:24
	B...								00:05:08

John Ford

Time in state
00:04:24

Login groups
E-mail Group, Personal Agent Queue, Sales, Support, Test Group

- The maximum display length of the ANI column is now dynamically determined by the Caller ID for voice ACD calls received so far and includes the + prefix if present. Similarly, the maximum display length of the DNIS number column is determined by the CC DNIS numbers for the voice ACD calls received so far.
- A new report called **Department Performance Report** is now available. This report is intended for a set of CC groups that might logically form a “department” for a customer. It measures the daily percentage of successful calls to such a department i.e. those calls that were eventually answered, irrespective of whether they overflowed to separate groups or not in that department (not to separate departments).

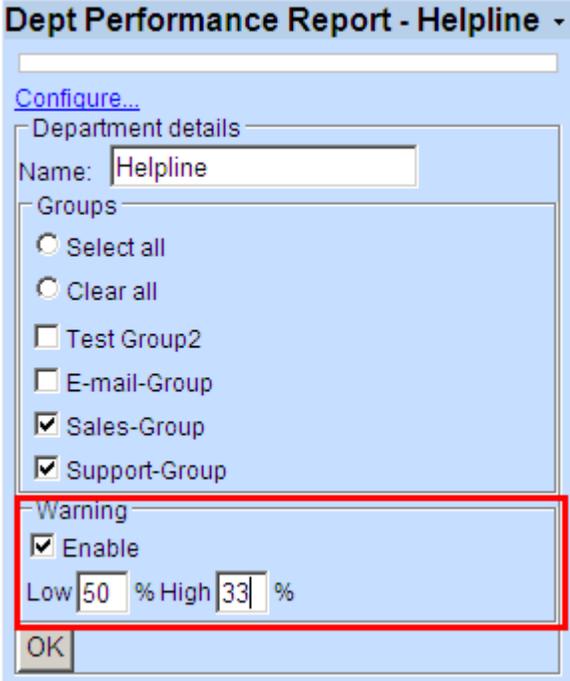


The department’s performance of answered calls is calculated using the formula:

$$\text{<ACD calls answered> / (<ACD calls accepted - ACD calls overflowed in) * 100}$$

Please note following regarding this new report:

- Contact Center 6 GA4 (build 503.4.2806 or higher) is a pre-requisite for using these new reports.
- A “Department” is a CCAD artifact only. So, this report is not related to any of the real time report available in the CC Agent Manager.
- Each such report will need to be configured with a unique set of CC groups for that department. So, a particular CC group can be part of only ONE department.
- Calls should not overflow from the groups in one department to the groups in another department for the performance to be calculated correctly using the above formula.
- A department’s threshold, if configured in the CCAD as the below screenshot shows, is totally different from thresholds configured for the CC groups (that comprise the Department) in the CC Director.



- The report accumulates data from 12 AM onwards for the day, or from the time of the last Contact Center server restart, to calculate a department's performance.
- Fix for scroll bar not showing reliably in Mozilla FireFox browser.
- Other memory optimizations and performance improvements.

Version 2.6 -- September 27, 2010

- Increased TCP/IP socket receive buffer size for handling bursts of large Contact Center event feed JSON messages in case of high system load.
- Streamlined upgrade process. It is no longer required to uninstall CCAD first. Running the new install set will now automatically upgrade the CCAD binaries while saving the entire configuration and existing reports.
- Various other optimizations w.r.t. AJAX update and Contact Center event feed subscriptions.

Version 2.3 -- July 17, 2010

First release.