

Spectrum Data Manager and Agent Station R2-09 Service Pack 2

Release 2 — 2009 SP 2

December 2009

Overview

This update contains improvements and corrections to the R2-09 version of Spectrum Data Manager, SMS Server, Agent, and Script Designer.

The sections that follow provide detail on each enhancement to the system. The various changes and corrections to the programs are listed at the end of the document.

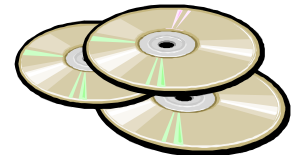
Software Updated in Release 2 — 2009 Service Pack 2

Spectrum Data Manager	Version 9.2.2.0
Spectrum SMS Server	Version 9.2.2.0
Spectrum Agent	Version 9.2.2.0
Spectrum SmartScript Designer	Version 9.2.2.0

Installing the Update

Included in your shipment are instructions for updating each of the affected system components along with their corresponding update CDs. These CD's include:

1. *Spectrum Data Manager and Comm Server R2-09 Service Pack 2*
2. *Spectrum Agent—Script Designer—On-Call Editor R2-09 Service Pack 2*



Order of Updating Programs

The programs in this Service Pack should be updated in the following order: SDM, SMS Server, Agent, and finally Script Designer. If you currently do not use and have not installed either SMS Server or Script Designer, you may skip them.

Carefully review the enclosed instructions and call with any questions. Phone support for the update is available from 9:00 AM to 5:00 PM Central Time at (314) 426-7662.

Enhancements

Enhancements to Call History Analysis for 'Inbound Calls' and 'Outbound Calls'

SDM's Call History Analysis has been enhanced in two of its reports, the 'Inbound Calls' and the 'Outbound Calls'. If one of these two report types is chosen, you now have the option of having the 'Duration', 'Answer' and 'Patch'-related fields be expressed with a rounding that works like the 'Minimum Usage Billing' option. This is useful for generating reports that show a client's call detail in a way that matches their billing statement if 'Minimum Usage Billing' is used. In addition, the 'Outbound Calls' report now shows the 'Hold', 'Patch Setup' and 'Patch' times (if any) on an outbound call.



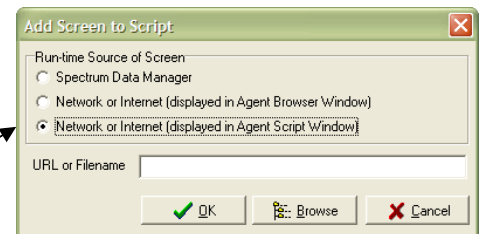
SMS Server

The SMS Server will now automatically retry when the carrier notifies the modem that an error has occurred in sending a message after first having accepted it at the cell tower. This will tend to improve the success rate in the presence of intermittent network outages. It has also been observed that CDMA carriers (like Verizon) require a delay after having accepted a certain number of messages, one after the other, which is common when using the 'Group SMS' feature. This enhancement improves the success rate in this scenario also.

Another enhancement to the SMS Server allows you to designate a particular channel as the path to send messages originating from Spectrum Messenger. Obviously this is only relevant in situations where more than one SMS modem is in use.

Agent and Script Designer

You now have a second option when specifying where a 'Network or Internet' file should be displayed when adding a screen to a script.



Changes and Corrections

1. The 'Copy Fields from Template Account' feature in SDM was leaving the 'Msg Priority' field checked after clicking the 'Clear All Fields' button. This has been corrected.
2. The new Agent program was not displaying the information screen for an account under all circumstances when taking a scripted message on a live call. This has been corrected.
3. SDM will now write a log record that documents when an operator escapes out of a message.
4. The SMS Server was checking the Messenger folder for jobs even if the feature was not enabled in the configuration. This has been corrected.
5. Selection of a speed dial command from a message ticket was off by one line. This has been corrected.
6. A correction was made to the Agent program in its retrieval of the On-Call Schedule for a selected day when viewing the schedule. This has been corrected.
7. The Agent program can now be configured to automatically disconnect and reconnect to the On-Call Database whenever the screen is cleared. Also, when initiating a request for the current On-Call information, the text 'Reading On-Call Schedule' will be displayed (however briefly) in the On-Call Header.
8. A correction was made to the Script Designer having to do with managing panels. The 'Delete Current Panel' function, followed later by a change to the default ordering of the panels, would lead to an error which would cause panels to disappear. This has been corrected.
9. In the Script Designer, if the default ordering of panels was changed, a subsequent 'Clone Current Panel' function would not always work reliably. This has been corrected.
10. A correction was made to the Script Designer in its handling of the navigation to a previous field.