

NEC Release Notes

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Global Navigator / Network ACD 8.1.0 Release Notes

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Global Navigator / Network ACD 8.1.0 Product Overview

Global Navigator consists of GNAV Pro, Global Navigator Server, Virtual Wallboard and Infocast applications.

Global Navigator / Network ACD, part of NEC's CCDesign suite of customer contact center solutions, and is a Management Information System (MIS) that delivers call activity and agent performance tracking. It provides enterprise-wide contact center management and control across single or multiple contact center operations. This software-based application makes your networked contact center more responsive by providing improved individual productivity through call monitoring, call reports, and schedule management.

Global Navigator / Network ACD allows contact center supervisors to:

- Manage single or multiple networked (Multi-node & Net ACD functionality available in Enterprise version only) contact centers.
- Improve agent performance and productivity through call activity tracking and reports.
- Measure and report on the performance of individual agents, agent groups, pilot number, individual trunks and trunk groups to maximize agent productivity and minimize caller wait time.
- React instantaneously to changes in the contact center status with the real-time data.
- Access historical call information through virtually unlimited online data storage to help facilitate performance analysis and planning.
- Provide contact center data to manager and supervisors anywhere in the office with GNAV Pro.

Global Navigator / Network ACD Installation / Upgrade

For details on how to install or upgrade Global Navigator / Network ACD please refer to the "Global Navigator Installation Guide" document provided on the installation media or on the NEC NTAC Technical Support location.

Note: Verify that your License Manager Client contains a license for this version (CNVER080) prior to upgrading from a previous version.

Global Navigator / Network ACD System Requirements

Global Navigator / Network ACD (8.1.0) HW Server (Minimum)

Operating System	RedHat Linux Enterprise ES 5.0 minimum for existing servers, 5.8 for new installations (32 bit only), or CentOS Enterprise Linux 5.8 (32 bit only)
Processor	3.0 GHz or Faster - Strongly recommend 4 GHz
Memory	4GB
HDD	100GB
NIC	Two (2) 100/1000 MB/Sec
Monitor / Video	1024 x 768 True color (32 bit) 60Hz refresh rate
Drive	DVD drive to load SW– No minimum speed
Support	Internet or Web Ex access to server for remote technical support (NEC NTAC)
PBX & ACD SW	UNIVERGE SV8300 w/ CallCenterWorX-B ACD (Server) UNIVERGE SV8500 w/ IACD or CallCenterWorX-E ACD (Server) *PBX & ACD revisions must be within 1 revision of the current release to receive support Internal ACD TCP / IP Required
Additional HW	Keyboard (104) & 2-Button Mouse
LMC Proxy	4 X DVD ROM is acceptable for all platforms, 100 Mbps NIC is required & Unrestricted Network Access to the GNAV Server is required

Global Navigator / Network ACD (8.1.0) Virtual Server (Minimum) – Same as HW Server requirements

Virtual Machine	VMWare ESXi 5.x Microsoft HyperV Server 2008 R2
	*Windows Proxy server for LMC/LMS Licensing

GNAV Pro (8.1.0) Client Machine Requirements (Minimum)

Operating System	Windows XP Professional with Service Pack 3 Windows Vista Business Service Pack 1 Windows 7 (32 and 64 bit) supported Windows 8 (32 and 64 bit) supported
Processor	Pentium 1.8GHz or Faster
Memory	1 GB RAM (or above)
HDD	4GB or above available (before installation)
NIC	1 10/100 Mbps – Unrestricted Network Access to the Global Navigator / Network ACD Server is required
DVD Player	Required 4 X DVD ROM is acceptable for all platforms
Monitor / Video	1024 x 768 True Color 60Hz refresh rate

Global Navigator / Network ACD 8.1.0 Enhancements

This section describes new features or enhancements added to Global Navigator Release 8.0.0.

Component / Description	
Licensing	
PBX Specific Licenses – New LMC licenses have been introduced to license GNAV based on the type of PBX (voice server) being used. The Enterprise (ENT) license can be used with sites using a UNIVERGE SV8500 with multiple nodes, and/or Network ACD. The Business (SMB) license is for use in smaller systems using a single-node configuration with a UNIVERGE SV8300 and is limited to a maximum of 16 GNAV Pro User's.	
GNAV Pro Client	
Client-server Connection – A new notification banner message has been added to alert the user to the condition where the client loses connectivity to the server.	
French Language Support – Global Navigator now supports French as a language in addition to the already supported English and Spanish languages. Note: This support only pertains to the Global Navigator client software and is not in the system configuration tool, the report designer or the report templates.	
Real Time Views	
Icons – New icons have been introduced throughout the application.	
UCE Agent	
Agent Configuration – The agent configuration user interface has been improved as follows for ease of use: <ul style="list-style-type: none"> • Add agent wizard will now go into edit mode if input logon id is an already existing, logged off agent • Apply/Ok button added so that multiple changes can be made without having to reopen the wizard each time • Entity tree view no longer collapses each time during a refresh after a change is made 	

Global Navigator / Network ACD 8.1.0 Resolved Issues

This section describes issues that have been fixed in Global Navigator / Network ACD Release 8.0.0.

Component / Resolved Issues	
Real Time Views	
Tree View Sorting – When the tree view was sorted by ID, the agent split list, under the node-agent branch, was not being sorted correctly.	
Reports	

Component / Resolved Issues	
Call Activity Report – The Call Activity Report (report 1) total did not match if the report was run for the whole day (Daily option) and then run again by shift for the whole day. This discrepancy occurred as the by shift report was not counting the last time interval of the day (23:45-24:00).	
Agent By Hour – The Agent By Hour Report (report 58) percentages for ACD and PBX state times were incorrect and did not match similar calculations in the Agent Times Report (report 30).	

Global Navigator / Network ACD 8.1.0 Limitations and Known Issues

Component / Known Issue or Limitation	
None There are no known issues for Global Navigator / Network ACD in this release	