

TS-1059: New Features in 2010 Version

Comm One LLC - Technical Support Documentation

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Thursday, March 25, 2010

12:16 AM

1. SAVE QUERY option now available on Query
2. After Query, it now returns to the QUERY screen for a 2nd query instead of returning back to the main menu.
3. Add DNIS Reports (Same as Auth Code Report)
4. New CHK_2010 Reindex Utility
5. 2009 Upgrade Wizard
6. BUG: Edit / Add says no licenses when there actually are 3/21 changed DELETE button on EDIT to use same code as DELETE button at bottom of screen. 3/21 Changed ADD button to use same ADD at the bottom of the screen.
7. Modify DELETE command to ask if you want to delete the calls for that extension from plm_ca.dbf as well. Yes/NO. Confirm Delete Call Records.
8. Add files to reindex uUTILITY Ignore.dbf me Tempnt.dbf same as temp.dbf Holiday.dbf hdate Si_log2 file
9. Change License Utility to force COMPANY name to UPPERCASE. Don't allow lower case.
10. FORMAT: K = Select all when has focus ! = all upper case.
11. REQUIRE COMPANY KEY to change company license name else revert back to COMPANY NAME HERE
12. Changed tab order on query form to correct error and account for new fields added.
13. Added K for SELECT WHOLE

<p>FIELD to ca2004 main ca form, and to query form. This is especially useful in entering dates.</p>
<p>14. Station report to PDF station summary Has set talk on and set talk on, turn it off.</p>
<p>15. Buttons on SEARCH on ca2004 are gone. Find Graphics. Was looking in wrong directory, changed to ca10\graphics \ok1.bmp and cancel1.bmp</p>
<p>16. Install10.pdf Installation Guide Links</p>
<p>17. Ug10.pdf Users Guide</p>
<p>18. Tcip10.pdf Advanced IP utility</p>
<p>19. Serial10.pdf Advanced Serial Utility</p>
<p>20. C1link10.pdf C1Link Installation Guide</p>
<p>21. Scannex SE Collector</p>
<p>22. Scannex Users Guide</p>
<p>23. TeleBoss Users Guide</p>
<p>24. Add Change Log Path to TOOLS Menu Checks that plsys.city field is >= 100 characters to account for wide path names.</p>
<p>25. USE GETFILE THEN MODIFY SND_NOW to send the log. ADD PLSYS.company & serial, allow them to modify it.</p> <p>Can we add a SEND LOG option to TOOLS MENU and separate ICON:</p>
<p>26. TOOLBOX UPGRADES Add Keywords to script common functions</p> <p>?</p> <p>SET ?</p> <p>SET LOG PATH - Asks for new log path</p> <p>SET LOGPATH</p>

SHOW LOG PATH
SHOW LOGPATH
SET AREA CODE - Asks for New
Area Code
SET AREACODE
SET STATIONS ACTIVE
SET EXTNS ACTIVE
DELETE ?
DELETE ALL CALLS - Delete all
call records
DELETE ALL CALL
DELETE EXTN 222
DELETE EXTENSION 222
DELETE STATION 222
DELETE DEPT [NAME]
DELETE DEPARTMENT [NAME]
DELETE DIV [NAME]
DELETE DIVISION [NAME]
DELETE SITE [NAME]
PURGE LOG - Purge log
tracking - si_log, si_log2
PURGE LOGS
PURGE ?
ACTIVE - Make all stations
active
ACTIVE ?
SHOW EXTN
SHOW EXTNS
SHOW EXTN 222
SHOW EXTN MAIN
SHOW EXTNS MAIN
SHOW STATION MAIN
SHOW STATIONS MAIN
SHOW STATION
SHOW STATIONS
SHOW ?
SHOW CALLS
SHOW CALL
SHOW CALL(s) LD LOC INC INF
800 INT IHC
SHOW LOC
SHOW LD
SHOW INC
SHOW INF
SHOW 800
SHOW INT
SHOW IHC
SHOW NPA
SHOW NXX
SHOW AREA CODE
SHOW PREFIX
SHOW DEPT
SHOW DEPARTMENTS

SHOW DEPARTMENT
SHOW SITE
SHOW SITES
SHOW DIV
SHOW DIVISION
SHOW DIVISIONS
COUNT ?
COUNT EXTN 222
COUNT STATION 222
COUNT CALLS
COUNT EXTN
COUNT EXTNS
COUNT STATION
COUNT STATIONS
COUNT DEPT
COUNT DEPARTMENT
COUNT DEPARTMENTS
COUNT DIV
COUNT DIVISION
COUNT DIVISIONS
COUNT SITE
COUNT SITES

Think of some others

27. New make_keys 2010

28. New mail_setup10

29. New auto_email10

30. New detail auto email

31. New summary auto email

32. New Area Code Database from
Teletech

33. Add SEQUENTIAL DETAIL
REPORT

34. Add Agent Statistics Report
Total Calls
Total Minutes
Ave Call Time
Shortest Call
Longest call
First Call 7:55
Last Call 14:23

35. TRACK IF PROGRAM IS
REGISTERED. If serial number is
entered but hasn't been
registered, ask if want to then
call web page. Once recisgered
ignore it. Tag something in
plsyz to indicate registration.

36. Shortcut to Windows Scheduler

Windows 7:
%windir%\system32
\taskschd.msc /s

Windows XP:
%SystemRoot%
\\explorer.exe ::{D6277990-4C6A-11
CF-8D87-00AA0060F5BF}

Use SCHEDULES To create
scheduled task for
CA_TERM.EXE
Create Utility that asks for call
processing name, checks for
name, then builds the
scheduled task using the
SCHEDULES / CREATE button
Create scheduled task for
ca_term automatically as well.
Ask for User and password.

37. Check Windows 7 compatibility
Right click - RUN AS
ADMINISTRATOR

38. Sample Reports powerpoint
says COMM ONE INC instead of
LLC

39. New 2010 Sales Literature

40. * DECIDE ON
VERSIONS *****

Enterprise Version which
supports Multi-Site, Traffic,
and Call Center Stats.
Make PRO Single Site without
all the bells and whistles.
Lower price on PRO version.
(Only activate SITE features if
it is ENTERPRISE version).

41. BUILD NEW .EXE
BUILE NEW Install Shield Files
Have CJ Start Testing 2010 for
bugs.

RUN PROGRAM - Go into Setup,
account for setting up demo as
well.

