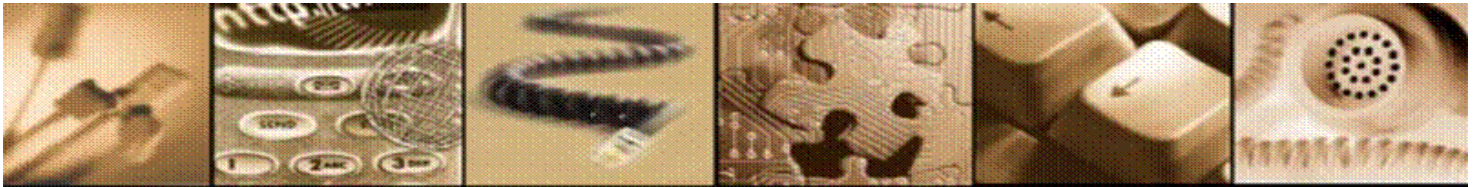




PowerConnect Software Release 9.3

Release Note

December 2008





Amdale Software Technologies

Amdale is a global developer of open Windows-based “building blocks” that enable quick development and deployment of integrated computer telephony solutions. Amdale’s PowerConnect™ is the core for its unique suite of products designed to provide unified solutions to all communications, information dissemination and call center needs.

PowerConnect™

PowerConnect™ provides unmatched flexibility to integrate all kinds of business support systems into single unified computer telephony applications. In fact, it is a sheer marvel in modularity. PowerConnect™ comprises “building blocks” of pre-packaged telephony features that facilitate easy and rapid development of solutions.

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About this Document

Purpose

This release guide provides information about the PowerConnect Release 9.3

Intended Audience

Target Audience of this Release Guide includes the

Business Group

Partner Installation Engineers

Amdale Solution Team

Amdale Quality Group

How to use this Release Notes

This Release update is organized into four sections

- **New Feature**
This Section summarizes the New Features and additions that are made to this release update.
- **Issues Resolved**
This Section lists issues that have been resolved since Last Release.
- **Executable Version Number's**
This section summarizes the version numbers of executables shipped with this release.
- **Known Issues**
This Section lists issues that may affect the performance of the PowerConnect Software.



New Features offered in Release 9.3

PowerConnect™ is integrated with **Donjin's Keygoe**, an open-standards based multi-media telecom switch. The following PowerConnect™ products are certified to work with Keygoe.

- Automated Voice Response
- Speech Recognition (Non Bargin)
- Text to Speech
- Inbound & Outbound Fax Servers
- Fax on Demand
- Auto dialer
- Voice Mail
- Email Reader

Work in the lab:

- Speech Recognition (Bargin)
- Multi-party Conference
- Call center



Executables Version Number

Executable Name	Description	Version Number
PCServer®	PowerConnect™ Server (Runtime Application to execute Call Flows & various functionalities of PowerConnect)	9.3.0.0
PCClient®	PowerConnect™ Client (Client Application to create Call Flows & to define various functionalities of PowerConnect)	9.2.0.0
PCAgent®	PowerConnect™ Agent (Runs on Client PCs, used to interact with PowerConnect™ Server for exchanging data between the Server & the Client)	8.9.0.0701
Fax Monitor	Monitors the live fax Status in PowerConnect™ Fax Server Setup	6.6 Build 881
Report Generator	Generates PowerConnect™ Reports. Reports can be categorized into ACD Reports, IVR Reports & Customized Reports)	8.9.0.0701
Fax Scheduler	Runs on Client PCs in a Fax Server Setup for scheduling faxes	8.0 Build 001
Address Book	Address Book for Fax Scheduler	5.2 Build 359
Supervisor Console	Supervisor Console to view, monitor & track Agents in a PowerConnect™ Call Center Setup	8.0 Build 001
Operator Console	Operator Console to view, monitor & manage calls in an Office PBX Setup. This replaces the manual Phone Operator in a Office Setup	7.0 Build 048
iCRM Standard	Sample CRM Application that runs on Client PCs in a PowerConnect™ Call Center Setup	8.0 Build 001
PCLog®	PowerConnect™ Log Viewer to view logs generated by PowerConnect™	6.6 Build 939
License	PowerConnect™ Licensing utility to view & update the license information available with PowerConnect	7.3 Build 96
PCAssist.dll	PowerConnect Dll that is shipped with every PowerConnect Setup. This is used by PowerConnect Server	9.2 Build 000
PCAssistDemo.dll	PowerConnect™ Dll that is shipped with PowerConnect™ Setup. This is used by PowerConnect™ Preview (Demo) Server	6.5 Build 522
PCTTS1.dll	PowerConnect™ TTS Library For Real Speak	8.0 Build 001
PCTTS2.dll	PowerConnect™ TTS Library For Sakhr	8.0 Build 001
PCTTS3.dll	PowerConnect™ TTS Library For Microsoft	8.0 Build 001
PCTTS4.dll	PowerConnect™ TTS Library For ETI	8.0 Build 001
PCSLang.dll	PowerConnect™ Language Algorithm Dll. This contains the algorithms of all the languages that PowerConnect™ is integrated with	8.9.0.0701
PCASR.dll	PowerConnect™ ASR Dll for ASR (Automatic Speech Recognition) System	8.0 Build 001
PCASR_r.dll	PowerConnect™ ASR Dll for ASR (Automatic Speech Recognition) to implement distributed architecture.	8.0 Build 001
PCECCTapi.dll	Dll used to retrieve extension & group data from a Panasonic PBX in a Enterprise Call Center Setup	6.4 Build 733
PCACD.ocx	Integration OCX (used to integration CRM with PowerConnect™ Server) shipped default with PowerConnect	8.0 Build 001
PCMessage®	PowerConnect™ Message Utility that reports messages from PCMonitor® in case of abnormalities discovered in PowerConnect™ Server	5.7 Build 177
PCConvrec®	PowerConnect™ Conversation Recording Viewer to view, delete, backup conversation recordings happening in a PowerConnect™ Call Center Setup	8.0 Build 001
PCSMDRGen®	PowerConnect™ SMDR generator to generate SMDRs from a Panasonic PBX	7.1 Build 311
PCSlimPhone®	PowerConnect™ Slim Phone (also known as Mini Operator Console)	6.6 Build 881
PCUMQ	PowerConnect™ Universal Multimedia Queues is used enable other forms of communication including fax, chat, e-mail etc in call center	6.5 Build 525



	setup.	
PCUMQ.ocx	Integration OCX used to integrate PCUMQ® with PowerConnect™ Server	6.5 Build 525
PCRAC	PowerConnect™ Remote Administration Console to remotely administer the PowerConnect™ Server on LAN, WAN or dialup	6.6 Build 732
PCRAC.ocx	Integration OCX used to integrate PCRAC® with PowerConnect Server	6.6 Build 732
PCVL_Listener	For Listening Voice Recording in Voice Logging System	1.0.0.0

Known Issues

1. During the course of product integration, Donjin provided many patches to their Keygoe firmware / drivers. These are necessary to update after Keygoe installation for the switch to work correctly.

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