

# Product Availability Announcement

## Real-Time Metrics Engine CD Release 8.1.0

### 1. Product Availability

The Reporting Team is proud to announce **Product Availability** of the Real-Time Metrics Engine (RTME) CD Release 8.1.0 which is available for ordering as of July 19, 2011.

Version 8.1.0 is now the default shipping version of the RTME CD.

### 2. Product Information

#### Real-Time Metrics Engine CD 8.1.000.02

- Stat Server 8.1.000.11
- OCC Extension 8.1.000.00
- MCR Extension 8.1.000.00
- Wizard Stat Server 8.0.000.00
- Resource Capacity Wizard 8.0.000.01
- Real-Time Metrics Engine Documentation Set

#### The highlights of this Release:

The 8.1 release of the Real-Time Metrics Engine includes the following new features:

#### Statistic Enhancements:

- Estimated Wait Time for virtual queues having a single media (other than voice) which includes consideration of agent capacity.
- Report Reason Code Duration with a new option for the CurrentStateReasons category.

#### Reliability and Debugging Enhancements:

- Unresponsive process detection support.
- Periodic logging of number of open statistics in the standard log level.
- Suppression of the logging of all interactions in a queue upon administrator's option.

#### Security and Network Enhancements:

- Selective ability to hide third-party data in log output via the setting of configuration options in the log-filter-data section.
- TCP/IP connection to Configuration Server via client-side port definition.
- Support for using TCP/IP v6 in relaying packets of information across network boundaries to and from the Management Layer.

### **3. Supported Platforms**

#### **Additional OS platform support**

- HP-UX 11iv3 (Itanium 64-bit native)
- IBM AIX 7.1 (64-bit native)
- Red Hat Linux 5.x (64-bit native)
- Windows 2008 Server (for Resource Capacity Wizard)

#### **Additional DB platform support**

- Oracle 11g RAC
- IBM DB2 9.7

#### **Additional virtual platform support**

- VMWare vSphere 4

#### **Support for the following environments is being discontinued in 8.0:**

- Oracle 9
- IBM AIX 5.1, 5.2
- Red Hat Linux v3
- HP Compaq Tru64 Alpha
- Solaris/SPARC version 8

### **4. Product Compatibility and Migration**

Components comprising RTME 8.1.0 are compatible 7.x and 8.0.x Framework and Solutions. RTME 8.1.0 will support 6.5 – 7.x releases during the migration process where there may be mixed environments.

### **5. Orders**

Orders can be processed immediately (PM approval is not required)

### **6. If you require further help:**

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