

## Service Announcement

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April 5, 2017

**TO:** WaTech CMS Customers

**FROM:** Eric Talberg  
Manager, Telephony Services  
Network Services Division

**SUBJECT:** WaTech Telephony Services upgrade of CMS to current release (**Updated Schedule**)

Our Feb. 17 service announcement notified Call Management Service (CMS) customers that the upgrade to the contact center reporting system CMS to version 18 software was planned for March 16.

In order to provide more time to update the software that connects to the CMS, the conversion scheduled to take place the evening of March 16 was delayed. The revised date has been determined and will now take place on **April 19, 2017**.

Along with the software update, WaTech will also upgrade the hardware platform. The upgrade will allow the CMS to offer new features and capabilities, substantial capacity improvement, and enhanced stability of the product. Some of the more notable features are:

- Access to CMS from iPads (other tablets not supported at this time)
- Improved web access to the CMS with real time reports and the ability to make agent skill changes

View CMS release information and instructions on the Avaya website.

Prior to the upgrade, any customer using CMS client software will need to update their client software to the latest version (18.29). The client software will connect to the server using SSH instead of Telnet. The latest version 18.29 client will work with the version 17 server, which means the client upgrade can be done prior to the update.

If the client software is not updated, CMS reports will not be available to users. WaTech account managers will supply download and installation instructions to agency telecom coordinators. The agency telecom coordinators will be responsible for the distribution of this information to end users.

### **WaTech contacts:**

If you have additional questions or would like more information, please contact Eric Talberg at 360-407-8736 or [eric.talberg@watech.wa.gov](mailto:eric.talberg@watech.wa.gov) or the WaTech Support Center at 360-753-2454 or 888-241-7597 or [Servicedesk@watech.wa.gov](mailto:Servicedesk@watech.wa.gov).