

What's new in Coach Version 6?

October 2015

The Basics

Server components:



- Windows Server 2012 R2
- IIS 8
- SQL Server 2014
- .NET 4.6

Platforms:



- Enterprise
- Data Centre
- Public Cloud (Azure, AWS)



REST APIs:

- Data Connector (OSS)
- Administration

Client browser:



- IE 9+
- Chrome ~43*
- FF
- Safari (mac)

Client plugins:



- Silverlight 5.1
- WMP
- QuickTime
- Other player (JavaScript API)



Support:

- Service Desk
- Confluence
- App. Logging
- Operational Insight

Installation:



- Single Server
- Multiple Servers
- Integration Suite

High Availability:



- Scalable
- Load balanced / Failover
- Resilient & redundant
- Durable
- Cluster aware (Coach suite)
- No SPoF

* Support from 44~ from Q2 '16

An example configuration

- Minimum 2 servers, no maximum
- Minimum 32GB RAM per SQL Server
- Support SQL Server Clustering & Mirroring
- Session state in Db or State Server
- Attachments (NAS, RAID 10)

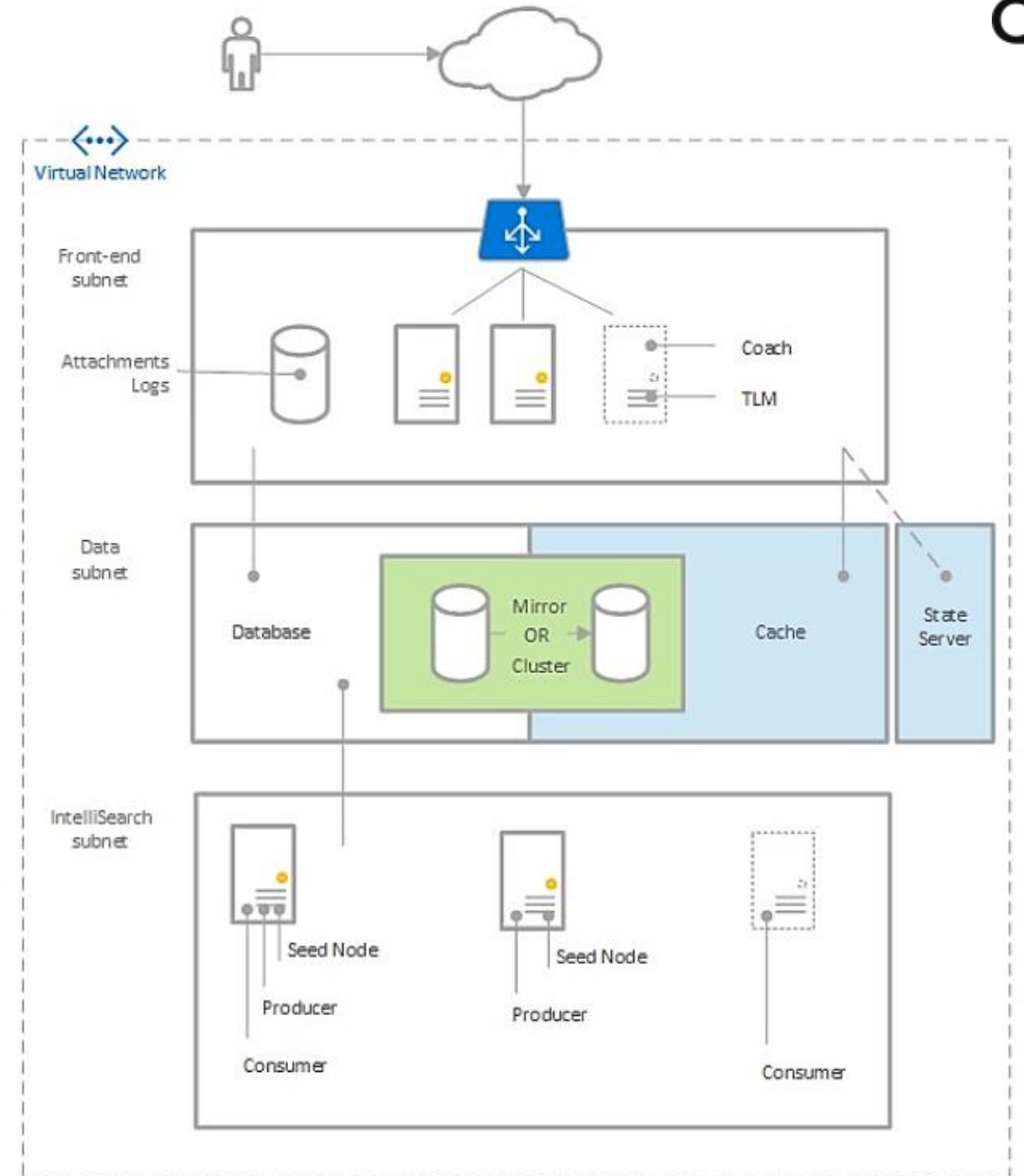
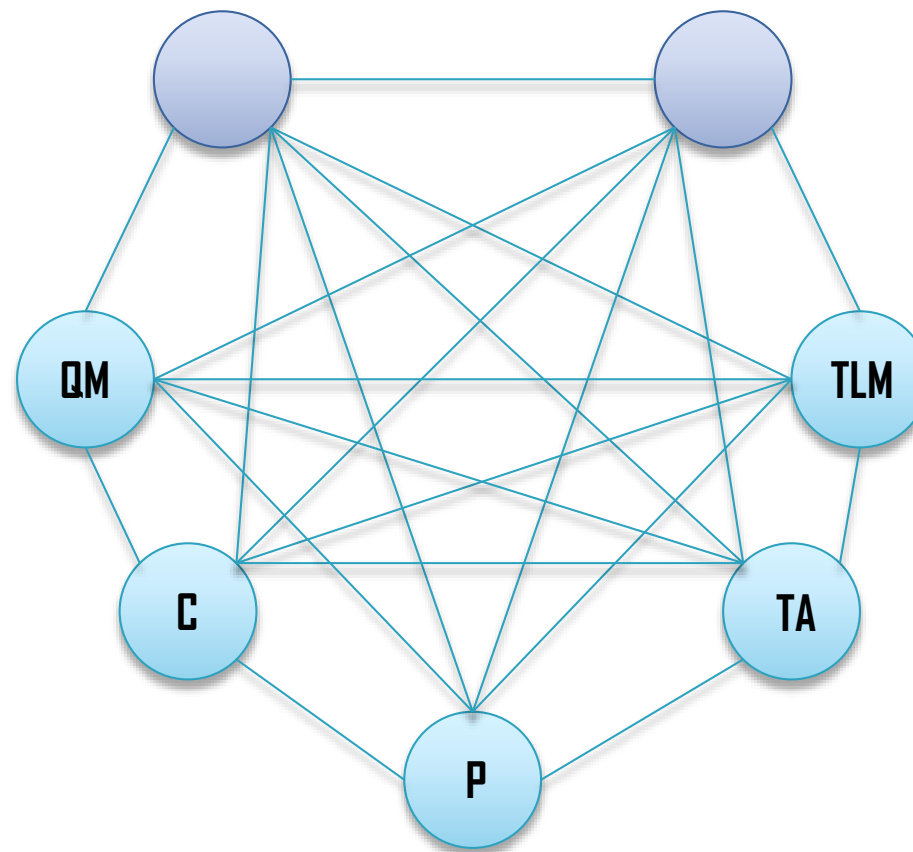


fig 1: shows 8 VMs - 2 web servers (+1 reserve), 2 database servers, 2 IntelliSearch servers (+1 reserve)

High Availability

- Monolithic -> Micro services*
- LB & Failover cluster options
- Resiliency & Redundancy
- Durable
- No SPoF
- Message Driven*
- Cluster aware solution
- Deployment options



Seed node

Worker node

* Microservices journey started; efficiently manage solution resources; stateful layer

TLM (Tenant & Licensing management PLUS real-time Monitoring)

- Less clutter in Console, greater End Client focus
- Global & Tenant Policy
- Licensing (share allowance)
- Auditing
- IntelliSearch status
- Operational Insight
- Notification options

IntelliSearch

- Rebranded – was Scheduler
- Handle huge work loads, cluster aware
- Network friendly* (2 stages)
- Status visible (+historic) in TLM
- Planned: Use Case - To re-run individual searches in event of failure
- Planned: Use Case - Ability to react instantly to agent non-performance with delivery of coaching packages
- Planned: More data connectors

* Less traffic, minimum data transfer

R&D Strategy

- Fully migrate away from Silverlight (Q1 '16)
- Stateful; continued efficiencies
- Synergistic features; WFO, Speech Analytics +more
- Reduce partner / end client cost
 - Move away from Microsoft components
 - MySQL or MariaDb or CouchBase
 - Utilising more OSS products (ElasticSearch*)
 - Build & Ship (deployment & scaling) - Docker
- Reactive Manifesto
- Apache product interest:
 - Spark (big data)
 - Cassandra
- UX
- SaaS / cloud services
- Platforms:
 - Private Cloud
 - Hybrid

Support overview

- Atlassian Jira:
 - Features / defects
 - Scrum / Kanban
- Support portal – Atlassian Service Desk
- Atlassian Confluence Wiki (Known issues, installation, training, marketing)
- Developer portal
- OSS (Github):
 - Data connector
- ReadTheDocs (consistent format):
 - Administration RESTful API
 - Data connector RESTful API
- SLAs:
 - Detailed
 - Roles & responsibilities
- Roadmap:
 - ~2-3 months notice
 - Feature feedback (wireframes / UX)
 - Tech awareness for advance notice for orientation
- Integration (API or Db):
 - Integration Suite (API)
 - SSO:
 - Forms Authentication, AD (IWA)
 - Planned: LDAP, CAS (FA)
 - 7 stages

Summary



- HA solution, deployable on different platforms
- Migrating away from Silverlight by end of Q1 '16; html 5, no browser plugins
- Multiple data connectors (including Speech Analytics, VoC, CRM)
- Enhanced UI/UX
- Continued performance improvements; stateful layer
- Big Data
- Cheaper, simpler with less work for Ops
- Reactive Manifesto
- Planned developments
 - Speech Analytics
 - WFM (cloud based in collaboration with a small UK team)
 - Online learning (authoring & LMS)