

CCC releases

From CCC 2019 to CCC 2020

Market expectations

- February: internal version
- March: demo version
- May: productive version

Internal version (February)

- Purpose: internal demonstrations
- Live chats (multimedia queuing):
 - PBX
 - Chat Service
 - Communication Client
 - Chat Web component
 - Report Constructor*
- Readiness: alpha

Demo version (March)

- Purpose: demonstrations to customers
- Live chats, WMT and CCfW:
 - Live chat components
 - WMT
 - CCfW
- Readiness: beta-to-RC

Productive version (May)

- Purpose: productive usage at customers
- All components
 - New Clarity Clients for iOS and Android can be exception
- Readiness: release

Contents of CCC 2020

- CCC 2019
- Live chats
- Support for old Mobile Clients

Development components

- PBX
- Application Server
- WMT
- Communication Client
- CCfW
- CCfM
- Report Constructor
- Chat Web component

PBX

- Live chats: dev release in February
- Stabilization

Application Server

- Compatibility with PBX 2020: February
- Live chats in Chat Service: February
- Stabilization
- Live chats for Clients: after stabilization

WMT

- Release of WMT 2019: January
- Compatibility with PBX and DB 2020: February
- Live chats: May
- Stabilization

Communication Client

- Multimedia queuing: February
- Stabilization

Clarity Client for Web

- Compatibility with CCC 2020: February
- Stabilization
- Live chats: after stabilization

Clarity Client for Mobile

- iOS release: January
- Android release
- Compatibility with CCC 2020 (should be automatic)
- Preparing for production (mobile and network specific)
- Stabilization

Report Constructor

- Live chats: February
- Compatibility with CCC 2020: February
- Stabilization

Chat Web component

- Release: February
- Stabilization

QA

- Focus on CCC 2020: as soon as makes sense
- Checking compatibility of CCC 2020 and old Mobile Client
- Stabilization

Deployment

- Internal version: TK-03
- Demo version:
 - TK-PBX and TK-03
 - Early customers
- Productive version: TK-PBX (TK-03 goes for new developments)

Release strategy

- Yearly release cycle
- New major release, named by the year – 7th week of the year (February)
- 3 major updates – 20th, 33rd and 46th week of the year (May, August and November respectively)
- Purpose: synchronization with sales and marketing

Questions?

- Proper certification of tk-03 for Mobile Client usage
- Transition to predictable model of releases
- Looking for early customer
- Sell software of previous years
- First CCC 2020 = CCC 2019 + live chats