Upgrade Report

Version: 18.01

Development - Feature - (38)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Voice Platform Emergency Procedures	This feature introduces the Emergency Procedures and Prepare for Shutdown functionality to the Voice Platform accessible through the Voice Platform Control Panel. This enables users to activate their 'emergency' procedures remotely in the event of a catastrophe or building evacuation. This needs to be configured and deployed out of operational hours so please contact your Noetica representative if you wish to have this feature added.	17569	No test plan required for this change but please ensure you have an up to date set of documentation from your Noetica representative that includes this feature.
Bulk Method of Handling Unprocessed Calls	A new utility has been deployed that enables users to bulk process any unprocessed calls. Unprocessed calls are such calls that have been completed by agents but for various technical reasons the data collected via the script has not been stored in the database. Users will need access to the application server to be able to run this.	21216	No test plan required for this change.
Fix Synthesys Bulk Queue to keep lead tracking info	Previously when using Lead Tracking and Bulk Change Queue to move records to new lists, the total call attempts would not 'follow' the record. This has now been changed so when moving records using this utility the number of call attempts will be maintained.	21326	No test plan required for this change.
Agent Portal - Double Pop	In some circumstances it was possible for to have a double screen pop on an agent's desktop. This was caused by an inbound call disconnecting before the webflow opened (at the customer end). This lead to the CTI incorrectly viewing the agent as being free so would immediately send a second call through which would then cause the double pop. This behaviour has now been altered so that the CTI is not notified that the agent is free until the first webflow has been closed.	21445	No test plan required for this change.

Synthesys Data Webservice OOH Abandoned Values	Changes have been made to the structure and data in the XML for the ACD statistics webservice provided from SynthesysData for Inbound dashboards. The Synthesys Data web service used to count out of hours calls within the abandoned call count. This provided inaccurate figures to the real-time dashboards used in the contact centre. This behaviour has now been corrected and abandoned call counts are only counted within the campaign opening hours. Abandoned calls outside opening hours are counted now under a different heading. If you use this service, please ensure that you request updated documentation from your Noetica representative prior to deployment of this product version.	21541	No test plan required for this change.
Webflow Delete button appears in every Delete context menu	The process for deleting webflows has been enhanced and a secondary dialogue box removed from this process to make the UI more efficient.	21557	No test plan required for this change.
Previous State in Phoenix_Statistics	When updating the Phoenix_Statistics database table after a call was processed, the previous state of the call was not being correctly updated. This has now been changed to update correctly.	21609	No test plan required for this change.
Delete webflow feature ID using wrong proxy	Deleting webflows did not function correctly when running in HTTPS. This has now been altered to run correctly.	21652	No test plan required for this change.
Making prioritizing I/B Calls over Scheduled possible	A configurable setting has been added so a user can choose for Inbound Calls to be a priority over Rescheduled Outbound Calls when using Active Blending. This needs to be configured by the Noetica Tech Support Team so please contact them if this requires enabling.	21721	No test plan required for this change.
OB Group problems with disabled OB Lists	In some rare circumstances when using Groups, some calls from deactivated lists within the Group could still be called. You will notice a setting called 'Dial For Active Lists Only' (when viewing the Group Settings) and this will need to be ticked to prevent this happening. This now overrides any other setting applied to lists within that Group.	21750	No test plan required for this change.
Add option for monday to friday to opening hours for VP	The Strategy Manager Active Times now allow you to select opening times for each weekday individually. This has been added to make managing bank holidays and weekday closures/changes more efficient for admin users.	21757	No test plan required for this change.

Replicating configuration between NVPs on the same platform	This new feature allows the duplication or transfer of all strategy and DDI assignments within the Strategy Manager from one NVP to another NVP, overwriting the destination data. This has been added to enable easier migration of data between primary and secondary NVPs for the purpose of resilience and removes the need to manually duplicate effort which was both time consuming and prone to human error.	21767	No test plan required for this change.
Maximum Handles in VP	A number of stability and error handling improvements have been added: - Avoid infinite loops playing music on hold if playing the wav file failed for whatever reason - Better error handling around Swap Lines functionality and failed consultations and transfers to enhance reliability - Ensuring integrity of one sided recordings when NVP is under extreme load.	21773	No test plan required for this change.
Design flaws in PD casing Peformance issues in PD	Dialler efficiency improvement. Previously if agents were dialling a lower priority list and a record became available in a higher priority list, then all available agents would be 'moved' to call this one record before then being redistributed to their original list. This improvement now prevents all agents being moved to call this record thus enhancing dialler efficiency. New behaviour matches the number of agents to be moved to the number of available calls in the higher priority list. This only applies to preview or progressive dialling.	21827	No test plan required for this change.
Control Program user dsn check	Upon start up the Control Program now verifies User DSN definitions and removes Phoenix and Phoneyx for users running Synthesys Services. This behaviour omits the possibility for user errror to prevent the services from starting (such as running Synthesys Management on the server for example).	21833	No test plan required for this change.
OBManager sort by agent name Phoenix_EnlistQueue error	If using Lead Tracking when sorting lists in Outbound Manager by Agent Name, the view that was presented was incorrect. This has been remedied so the correct view is now displayed to users.	21882	No test plan required for this change.

Busy Back on SIP to ISDN conversion	Introduced a new setting to allow consistency of busy signals between SIP to ISDN conversion for SIP Inbound calls for some ISDN carriers (such as Virgin Media) This ensures that correct busy back signals are sent and not dropped call signals on these networks.	21885	No test plan required for this change.
Re-factoring PD Hopper implementation	Internal code enhancement for the predictive dialler. This has no visible or discernible impact to customers.	21886	No test plan required for this change.
.Net 4.7 Migration	Synthesys has been updated to use Microsoft.Net Framework version 4.7. Note : Interaction Studio is not backwards compatible with other versions so will need to ensure that the version of IS used is also updated when deploying this version..	21893	No test plan required for this change.
.NET 4.7 SynthesysManagement Migration	Synthesys Management has been changed to use Microsoft.NET Framework v4.7.	21894	No test plan required for this change.
Update LiveMonitor installation settings	The new Live Monitor webpart when installed as part of an upgrade would not function without additional configuration. The set up program has been changed to alter the installation settings for the Live Monitor web part, so that it works correctly first time.	21899	No test plan required for this change.
Update LiveMonitor installation settings	The new Live Monitor webpart when installed as part of an upgrade would not function without additional configuration. The set up program has been changed to alter the installation settings for the Live Monitor web part, so that it works correctly first time.	21899	No test plan required for this change.
Entity assignment to Workspaces	Interaction Studio New Scripted App wizard allows to assign a CRM entity to newly created workspace (previously known as an "account") and also assign a CRM entity to an existing workspace if it had no prefix assigned.	21911	When a workspace is created in the Synthesys.Net Interaction Studio you will now need to assign an entity prefix to the workspace/account created. 1. Open the Synthesys.Net Interaction Studio and connect to your Server and Tenant. 2. Synchronise if necessary 3. Click File > New > Scripted App 4. Select the Server 5. Select <New Workspace> 6. Enter in a Workspace Name and Prefix 7. Select the Entity Prefix for the Workspace
GetTabularHtml on the first section caches empty sequenceid	Invoking DLLs at the start of a scripted app used in some cases to cause errors. This has now been rectified.	21915	No test plan required for this change.

Calls marked as abandoned if Failed before OOH message end	Change to ensure that any Out of Hours Calls that are being abandoned on the customer side, are being marked as OOH Calls in the database and ACD Statistics. Please also refer to Case #21541.	21916	No test plan required for this change.
TSAPI service status notification for the Predictive Dialler	This is only applicable for customers using a TSAPI Integration on an Avaya AES platform. This change ensures that upon a server or Control Program restart, CTI remains available and TSAPI and the predictive dialler are in sync regardless of startup order.	21921	No test plan required for this change.
DatabaseOutputAction not allows insert on identity NOT NULL	When using a database output action, it was assumed the custom table that data was being inserted into had an identity column. If it did not this would generate an error. This has been changed to now accommodate incidences where a table does not have an identity column.	21922	No test plan required for this change.
DatabaseOutputAction not allows insert on identity NOT NULL	When using a database output action, it was assumed the custom table that data was being inserted into had an identity column. If it did not this would generate an error. This has been changed to now accommodate incidences where a table does not have an identity column.	21922	No test plan required for this change.
Agent Diary CRM details/history empty screen	Following the move to Microsoft.NET Framework 4.7 some components of the Agent Diary were not displaying correctly (History and Details). This has now been resolved.	21931	No test plan required for this change.
launching a webflow from an entity multiple webflows opened	An issue with Microsoft.NET Framework 4.7 used to cause multiple scripted app pops to be presented to agents. This has been rectified.	21932	No test plan required for this change.
Write Webflow Call Results to Database	Preparatory work for the forthcoming release of new recycling editor. Ensure that custom scripted app results are available in an accessible table for recycling to use.	21934	No test plan required for this change.
Make PD/CTI heartbeats configurable	A new setting has been added to the predictive dallier to allow it to be less sensitive to slow or intermittent communication with the the telephony platforms in use on subsidiary servers. This setting should be used with caution as the need to make use of it could be related to communication problems within a network that should be resolved and not just masked.	21935	No test plan required for this change.

Changes to Lost before Connection for predictive calls	Changes were made to eliminate possibility for one call being counted as abandoned (dropped) more than once. The change will avoid calls to wrongly be classified as abandoned (dropped), when the communication between the predictive dialler and the NVP sub optimal (read disrupted or intermittent). This resulted previously in double counting of abandoned (dropped) calls and has now been changed for added robustness.	21937	No test plan required for this change.
Workspace Assigner	To migrate between the legacy thick client Outbound Manager to the latest browser based Campaign Manager a tool called the Workspace Assigner has been developed. This tool assists in moving lists and campaigns from the old to the new data structures. To use this tool you will require the User Documentation for it to be supplied and it would be beneficial to talk this through with your Noetica representative.	21942	Please request the documentation available for the Workspace Assigner tool and ensure you are clear in it's use before proceeding. If in doubt please consult your Noetica representative who can provide guidance and training in it's use.
Active Time Reinforcement for Scheduled Calls	This change prevents rescheduled calls being presented to call outside of Active Times. This could happen when the call due time was within the Active Times, but the Agent was on another call when this time passed, which they completed outside the Active Times. This behaviour has now changed to prevent this record being presented.	21950	No test plan required for this change.
SendRingingAtIncomingCallDetected causes silent calls	This change relates to handling Incoming Calls on the NVP via SIP. When an incoming call is handled on the NVP, the 'accept' part of the process has changed to first detect the call and then send ringing back to the caller. Some SIP providers were incompatible with the previous accept method which led to no ringing being heard by the customers. This change ensures the NVP is usable with a greater variety of SIP suppliers.	21958	No test plan required for this change.
QueueCalls in OB classic not works when OB ID>10000	In Outbound Manager there was a limit of 10,000 outbound lists (both historical and current). This limit has been removed.	21966	No test plan required for this change.

R18.01 Fixes	A number of product components have been updated to work with Microsoft.NET Framework 4.7. This includes application pools, the pre-requisites checker and Set Up Wizard.	21970	No test plan required for this change.