

Version: 21.11

Development - Feature - (23)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Agent Diary Dev - Adding a Note Field	<p><b>Release Note Module</b></p> <p>Agent Diary configuration</p> <p><b>Previous Behaviour</b></p> <p>New feature</p> <p><b>New Behaviour</b></p> <p>This features allows configuration of the Agent Diary to display extra fields from the Entity. This allows users to customise the Agent Diary display. Please contact your Noetica representative if you wish to utilize this feature.</p> <p><b>Technical Comments</b></p>	21847	

Filters include SQL Where Clause in XML

## Release Note Module

Campaign Manager filter users

## Previous Behaviour

Users of Campaign Manager did not gain visibility of the SQL generated by the on screen manipulation of Venn diagrams.

## New Behaviour

New "Show SQL" button has been added to the Filter Editor in Campaign Manager to show the generated SQL statement

## Technical Comments

There is a 'WhereClause' under root XML in the filter definition now.

22510

No test plan required for this change.

AD User Import to check the Security Groups	<p><b>Release Note Module</b></p> <p>Administrators: Active Directory Integration</p> <p><b>Previous Behaviour</b></p> <p>The Active Directory (AD) import service used to only fetch AD information when invoked. This meant that changes in group membership would not be reflected in Synthesys until another import occurred.</p> <p><b>New Behaviour</b></p> <p>User Import service has been changed to periodically fetch Active Directory information about Synthesys agent group membership and update it in the Synthesys database</p> <p><b>Technical Comments</b></p> <p>Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Noetica\Synthesys.NET\v2.2.0.0\Tenants\General\Services\UserImport\UserImport</p> <p>UserUpdateIntervalMins = DWORD 32, default 15</p>	23698	No test plan required for this change.
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<p>CRMWebService Case Sensitivity</p>	<p><b>Release Note Module</b></p> <p>CRM Web Service users</p> <p><b>Previous Behaviour</b></p> <p>Previously the system via the CRM Web service would cache case-sensitive entity prefixes. This could cause the system to treat upper/lower case as different CRM entities.</p> <p><b>New Behaviour</b></p> <p>The CRM Web Service has been fixed to only use a lower-case entity prefix, this will prevent upper/lower case being treated as a separate entity, and ensure the correct prefixes are updated when they are changed in Entity/CRM designers.</p> <p><b>Technical Comments</b></p> <p>CRM Web Service uses Synthesys.CRM.SynthesysCRM.dll which was fixed to prevent the issue.</p>	<p>23906</p>	<p>No test plan required for this change.</p>
<p>DiallerWebservice Logging</p>	<p><b>Release Note Module</b></p> <p>For Dialler Web Service API users</p> <p><b>Previous Behaviour</b></p> <p>Not all Dialler Web Service API methods caught exceptions and logged them</p> <p><b>New Behaviour</b></p> <p>Now Dialler Web Service catches exceptions in all public methods and logs them</p> <p><b>Technical Comments</b></p>	<p>23908</p>	<p>No test plan required for this change.</p>

<p>Make DDI and CLI permanent Properties in Interaction Studio</p>	<p><b>Release Note Module</b></p> <p>Interaction Studio</p> <p><b>Previous Behaviour</b></p> <p>Using the DDI and CLI for Scripted App design in Interaction Studio used to be a relatively complex technical task requiring some programming skill.</p> <p><b>New Behaviour</b></p> <p>DDI &amp; CLI are now System Instance Variables and can be accessed easily in Interaction Studio by simply clicking on the System Instance Variable Folder and selecting either DDI or CLI</p> <p><b>Technical Comments</b></p>	<p>23953</p>	<p>No test plan required for this change.</p>
<p>6 Character limit on entities</p>	<p><b>Release Note Module</b></p> <p>Interaction Studio</p> <p><b>Previous Behaviour</b></p> <p>Previously the Entity Designer in Interaction Studio allowed a maximum of 6 characters in entity names which was too short for some customer needs.</p> <p><b>New Behaviour</b></p> <p>Now the Entity Designer in Interaction Studio will allow up to 30 characters entity names.</p>	<p>26250</p>	<p>No test plan required for this change.</p>

<p>Limiting the scope visible to a Campaign Manager user</p>	<p><b>Release Note Module</b></p> <p>Users of Campaign Manager</p> <p><b>Previous Behaviour</b></p> <p>Users of Campaign Manager would always see all workspaces on the system.</p> <p><b>New Behaviour</b></p> <p>Campaign Manager has been updated to limit the visibility of workspaces based on the permissions set in User Management. Administrators will see all workspaces.</p>	<p>26272</p>	<p>No test plan required for this change.</p>
<p>Adding date ranges to Daily Inbound Summary Report</p>	<p><b>Release Note Module</b></p> <p>Standard Reports</p> <p><b>Previous Behaviour</b></p> <p>The Daily Inbound Summary Report could only be run for a single day.</p> <p><b>New Behaviour</b></p> <p>The Daily Inbound Summary Report now has a Start Date and an End Date to allow users to report over a date range.</p>	<p>26296</p>	<p>No test plan required for this change.</p>

<p>Remove .net 3.5 Prerequisite from Interaction Studio</p>	<p><b>Release Note Module</b></p> <p>Client Tools installation administrator</p> <p><b>Previous Behaviour</b></p> <p>The Noetica prerequisite Client Tools checker checked for the presences of Microsoft .Net Framework 3.5.</p> <p><b>New Behaviour</b></p> <p>This has now been modified and this now checks for Framework 4 presence</p> <p><b>Technical Comments</b></p> <p>On Windows 10 Framework 3.5 is not installed and Client Tools doesn't depend on it</p>	<p>26318</p>	<p>No test plan required for this change.</p>
<p>PageOne SMS Integration</p>	<p><b>Release Note audience</b></p> <p>Outbound Message Service admins</p> <p><b>Previous Behaviour</b></p> <p>This is a new Feature</p> <p><b>New Behaviour</b></p> <p>Page One is an SMS and Email provider that has now been added to the Noetica Outbound Messaging Service. The service can be configured in the Settings tab of an SMS/Email list.</p>	<p>26351</p>	<p>No test plan required for this change.</p>

<p>Epic - New UserManagement</p>	<p><b>Module</b></p> <p>UserManagement</p> <p><b>Previous Behaviour</b></p> <p>New Product, replacement for legacy Synthesys Management and MiCC Outbound Manager.</p> <p><b>New Behaviour</b></p> <p>All Teams and User management will be handled through the new User Management module, the user interface for which is accessed via a browser. Please contact Noetica for documentation and training on this new module.</p>	<p>26370</p>	<p>No test plan required for this change.</p>
<p>Bulk Queue Change - Ability use Not in Filter</p>	<p><b>Release Note Module</b></p> <p>Bulk Queue Change users</p> <p><b>Previous Behaviour</b></p> <p>This is a new Feature</p> <p><b>New Behaviour</b></p> <p>New option 'Calls NOT Matching Filter' has been added to Bulk Queue Change functionality. It processes all the calls which are excluded by the selected filter</p> <p><b>Technical Comments</b></p>	<p>26397</p>	<p>No test plan required for this change.</p>



<p>Web Logs - Archiving/Log Recycling</p>	<p><b>Release Note Module</b></p> <p>For Maintenance engineers</p> <p><b>Previous Behaviour</b></p> <p>The Synthesys Tenant Default service used to waste disk space with old accumulated event logs.</p> <p><b>New Behaviour</b></p> <p>The Synthesys Tenant Default service has been modified to delete files more than 7 days old from General\EventLogs directory on the Web server.</p> <p><b>Technical Comments</b></p>	<p>27430</p>	<p>No test plan required for this change.</p>
<p>Teams management in Campaign Manager</p>	<p><b>Release Note Module</b></p> <p>Administrators Users of Campaign Manager</p> <p><b>Previous Behaviour</b></p> <p>Team membership was simply displayed (view only) for Scripted Apps, Campaigns, Lists and Outbound Groups in Campaign Manager and was being set in Synthesys Management, which is now deprecated.</p> <p><b>New Behaviour</b></p> <p>Scripted Apps, Campaigns, Lists and Outbound Groups are now assigned to teams through Campaign Manager</p>	<p>27434</p>	<p>No test plan required for this change.</p>

<p>Disable Hold Calls by Default</p>	<p><b>Release Note Module</b></p> <p>For Supervisors &amp; Agents using the Agent Portal</p> <p><b>Previous Behaviour</b></p> <p>By default a 'Hold' button was displayed within the Scripted Apps. This was confusing as it was only there to hold the scripted app and not the voice call and was very rarely used.</p> <p><b>New Behaviour</b></p> <p>The Scripted App 'Hold' button will no longer be visible by default.</p>	<p>27435</p>	<p>No test plan required for this change.</p>
<p>DDI Assignment on non-NVP systems</p>	<p><b>Release Note Module</b></p> <p>Users of the Campaign Manager in systems that do not use the NVP/Call Manager (mainly for Mitel MiVoice Business users)</p> <p><b>Previous Behaviour</b></p> <p>This is a new Feature</p> <p><b>New Behaviour</b></p> <p>In non-NVP/Call Manager systems, there is a new DDI tab in Campaign Manager which is shown when a Scripted App is selected in the tree. This can be used to assign DDIs to scripted apps.</p>	<p>27452</p>	<p>No test plan required for this change.</p>

<p>For Inbound calls, use the Scripted App ID supplied by the Route Manager for screen pops</p>	<p><b>Release Note Module</b></p> <p>Agents who take inbound calls</p> <p><b>Previous Behaviour</b></p> <p><b>Synthesys Only</b></p> <p>For inbound calls, previously the DDI was used to determine which scripted app was popped.</p> <p><b>Telephony SDK Only</b></p> <p>Call results for inbound calls were loaded from a config file.</p> <p><b>New Behaviour</b></p> <p><b>Synthesys Only</b></p> <p>The new Route Manager now determines which Scripted App to pop for each route.</p> <p><b>Telephony SDK Only</b></p> <p>External Application ID is set up in the Route Manager</p> <p>Call results for inbound calls are set up in the Route Manager</p>	<p>27454</p>	<p>No test plan required for this change.</p>
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<p>WorkspaceManagement Service: Remove old permission strings and add cache update timer</p>	<p><b>Release Note Module</b></p> <p>Administrators - User Management</p> <p><b>Previous Behaviour</b></p> <p>Previously, user permissions were set up in Synthesys Management which is now deprecated.</p> <p><b>New Behaviour</b></p> <p>Synthesys Management permissions have been removed from the system. This is so that the new User Management permissions can be applied.</p>	<p>27483</p>	<p>No test plan required for this change.</p>
<p>Remove Tabs from SynthesysManagement</p>	<p><b>Release Note Module</b></p> <p>Users of Synthesys Management &amp; Outbound Management</p> <p><b>Previous Behaviour</b></p> <p>Users and Teams were managed in the Synthesys Management module. However with the deprecation of Microsoft Silverlight as well as the evolution of the product this functionality has been removed.</p> <p><b>New Behaviour</b></p> <p>Users and Teams are now managed in the new User Management web based application.</p>	<p>27484</p>	<p>No test plan required for this change.</p>

## Release Note Module

Users CLI presentation for Outgoing Calls

## Previous Behaviour

This is a new Feature.

## New Behaviour

Within the Campaign Manager it is now possible to choose to set the outgoing CLI for all calls, Consultation Calls and Transfer Calls independently.

There are three settings which can be applied at the Workspace, Campaign, List or Scripted App within Campaign Manager

- UseAgentCLI
- UseAgentCLIOnTransfer
- UseAgentCLIOnConsult

If these are set to true (ticked) then the value stored against the agent user properties is presented as the outgoing CLI.

It is now possible to use the new (optional) CLIToPresentOnConsult Setting value for the presentation number on the Consultation leg of External Consultation Calls.

CLIToPresentOnTransfer is still used for the completed transfer call.

If CLIToPresentOnConsult is not set, the default behaviour of using CLIToPresentOnTransfer will be used.

Also, the settings UseAgentCLI and UseAgentCLIOnTransfer are now installed by default.

- UseAgentCLI should be set to True if the CLIToPresent is to be taken from the Agent Properties.
- UseAgentCLIOnTransfer should be set to True if the CLIToPresentOnTransfer is to be taken from the Agent Properties.

Optionally

- UseAgentCLIOnConsult can be installed, and this should be set to True if the CLIToPresentOnConsult is to be taken from the Agent Properties.

Custom CLI To Present for ExternalConsultation

27488

No test plan required for this change.

<p>Inbound Report Changes for Route Manager</p>	<p><b>Release Note Module</b></p> <p>Standard Reports</p> <p><b>Previous Behaviour</b></p> <p>Previously the Inbound Reports relied on the database table Phoenix_Inbound_Strategy.</p> <p><b>New Behaviour</b></p> <p>Now with Route Manager the data is now stored in Phoenix_Inbound_Route, The Daily Inbound Summary, Daily Inbound Interval, and Inbound Data Reports now use these new database tables and give the option of selecting a Workspace.</p>	<p>27492</p>	<p>No test plan required for this change.</p>
<p>Update Scripted App Launcher web part to use new permissions</p>	<p><b>Release Note Module</b></p> <p>Agent Portal - users of the Scripted App Launcher Web Part</p> <p><b>Previous Behaviour</b></p> <p>The ScriptedApp Launcher web part used permissions defined by team membership in the legacy SynthesysManagement.</p> <p><b>New Behaviour</b></p> <p>The ScriptedApp Launcher web part now uses the new Teams permissions defined by team membership in the new UserManagement.</p> <p><b>Technical Comments</b></p>	<p>27502</p>	<p>No test plan required for this change.</p>