

Version: R22.03

Development - Feature - (13)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
<p>New user setting for MiCollab softphone</p>	<p>Release Note Module</p> <p>Mitel MiVoice Business integration</p> <p>Previous Behaviour</p> <p>Previously when using MiCC Outbound and MiVoice Business, the system would always try and log the Agent into the ACD automatically which is incorrect behaviour when using MiCollab Soft Phones. This was in some instances causing login problems for Agents.</p> <p>New Behaviour</p> <p>There is now a new property associated with the User called 'MiCollab Softphone' which can be set, this will then stop the system trying to log the Agent into the ACD.</p> <p>Technical Comments</p> <p>N/A</p>	<p>25079</p>	<p>No test plan required for this change.</p>

<p>Change to the latest MiVB, Authentication now available</p>	<p>Release Note Module</p> <p>Users of the integrated MiCC Outbound solution with MiVoice Business via the MiTAI Interface</p> <p>Previous Behaviour</p> <p>As a result of changes made within the Mitel MiVB in recent releases, a new feature has been added to the MiTAI interface to support additional authentication requirements.</p> <p>New Behaviour</p> <p>Configured within the inf file within MiTAI the 'CTI Application Authentication' setting on MiVB', is now available to use in the MiTAI Interface.</p>	<p>27455</p>	<p>No test plan required for this change.</p>
<p>1. Email and SMS – dialler footprint into Salesforce</p>	<p>Release Note Module</p> <p>For Synthesys Messaging campaigns users</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>Synthesys OneComSMS and OneComEmail messaging providers have been changed to add new Campaign Manager settings SalesforceAccountId and SalesforceContactId to the HTTP request whilst calling OneCom product. This is bespoke customer development.</p> <p>Technical Comments</p>	<p>27535</p>	<p>No test plan required for this change.</p>

REST Data Output Action	<p>Release Note Module</p> <p>Scripted App designers</p> <p>Previous Behaviour</p> <p>N/A</p> <p>New Behaviour</p> <p>An output action has been created that will allow RESTful Web services to be called when a scripted app is committed.</p>	27542	No test plan required for this change.
Admin Portal	<p>Release Note Module</p> <p>Users of Noetica Web Applications</p> <p>Previous Behaviour</p> <p>New Feature</p> <p>New Behaviour</p> <p>Users can now access a new Admin Portal page from where they can launch all available Noetica applications based on their permissions and configurations.</p> <p>Technical Comments</p>	27543	No test plan required for this change.

<p>Telephony SDK: Forward Route Name in CallConnected event</p>	<p>Release Note Module</p> <p>Users of the Telephony SDK</p> <p>Previous Behaviour</p> <p>For an inbound call, the StrategyID property (the Route name) in the CallConnected event was empty.</p> <p>New Behaviour</p> <p>For an inbound call, the StrategyID property is now set to the Route name in the CallConnected event.</p>	<p>27555</p>	<p>No test plan required for this change.</p>
<p>Dynamic CLIToPresent HI and SDK Changes</p>	<p>Release Note Module</p> <p>Synthesys SDK</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>The ability to use the Dynamic Cli To Present and Dial Prefix product feature through SDK. This features allows the assigning of CLI Presentation and Dial Prefix at a customer record level.</p> <p>Technical Comments</p>	<p>27558</p>	<p>No test plan required for this change.</p>

Allow CLI and dial prefix in Dialer Web Service

Release Note Module

For programmers who use Dialler Web Service to queue and/or update records

Previous Behaviour

This is a new Feature

New Behaviour

To support Dynamic CLI and Dial Prefix presentation, three new methods have been added to the Dialler Web Service. CreateQueuedRecordCLI, CreateUpdateQueuedRecordCLI and CreateQueuedRecordsCLI. They now accept the additional parameters 'CLIToPresent' and 'DialPrefix'.

Technical Comments

27560

No test plan required for this change.

Feature Release Dynamic CLIToPresent and Dial Prefix

Release Note Module

Campaign Manager and Predictive Dialler

Previous Behaviour

New Feature

New Behaviour

It is now possible to specify the exact CLIToPresent and Dial Prefix to be used when dialling a specific Customer, it is expected these values will be in the customer Entity record. If these values are not supplied, then all existing behaviour remains unchanged.

Technical Comments

It is assumed that CLIToPresent and DialPrefix in the customer record will NOT be Entity Phone type properties and they will not be shown for selection.

27577

No test plan required for this change.

Global Campaign Manager Permission

Release Note Module

Users of Campaign Manager

Previous Behaviour

The Global Settings were always enabled. Also, the .NET Manage Outbound and .NET View Customer Data permissions did not work.

New Behaviour

A new permission Global Campaign Manager Settings has been created for enabling/disabling the Global Settings in Campaign Manager. This permission will be assigned to all users by default.

If the user does not have this permission, the Global node in the tree will be disabled.

Also, the .NET Manage Outbound and .NET View Customer Data permissions have been fixed. A user should not be able to log into Campaign Manager if it does not have the .NET Manage Outbound permission.

27578

No test plan required for this change.

Release Note Module

For Campaign Manager users.

Previous Behaviour

This is a New Feature.

New Behaviour

In Campaign Manager, when a user is allocated permission to chosen workspaces, this will now also restrict the view of activity available within a Group in the following ways:

- If a user has no permissions for any workspace, they will see no Groups in the tree in the left hand pane in Campaign Manager or any of their associated details in the right hand pane of Campaign Manager.
- If a user does not have permission to view any of the workspaces that contain the lists within a Group, then the Group will not be visible as per the above.
- If a Group contains a variety of lists but a user only has permission to some (so not all) of the workspaces that these lists belong to, the Group will be visible but will appear 'greyed out' and disabled. The right hand pane of Campaign Manager will also remain blank for these Groups.
- A user will only be able to view the Group and all of its associated details in the right hand pane if they have permission to all workspaces that the lists in the Group belong to.

Technical Comments

Disable Outbound Groups based on user workspace permissions

27579

No test plan required for this change.

<p>New permissions in User Management</p>	<p>Release Note Module</p> <p>Users of User Management</p> <p>Previous Behaviour</p> <p>Any user with application permission for User Management was granted full access to all available sections, data, and related actions within the application.</p> <p>New Behaviour</p> <p>Permissions have been introduced to prevent users from accessing features without the appropriate application/feature/team/workspace permission(s).</p> <p>For a detailed explanation please contact your Noetica representative for documentation and guidance.</p>	<p>27580</p>	<p>No test plan required for this change.</p>
<p>UserManagement and Dashboard performance improvement</p>	<p>Release Note Module</p> <p>User Management and Dashboard</p> <p>Previous Behaviour</p> <p>In large scale operations, it was noticed there was slight degradation of performance in the User Management and Dashboard websites.</p> <p>New Behaviour</p> <p>Various improvements have been made in the User Management and Dashboard to not overload the system with information requests and for the software to stop making further requests until the outstanding requests have been returned, improving performance.</p> <p>Technical Comments</p>	<p>27596</p>	<p>No test plan required for this change.</p>