

Version: N22.03SP1

Development - Defect - (5)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Remove ringing during conference transfers	<p><b>Release Note Module</b></p> <p>NVP &amp; Call Manager Users</p> <p><b>Previous Behaviour</b></p> <p>Ringing was heard during a conference transfer</p> <p><b>New Behaviour</b></p> <p>We have removed the ringing from the start of a conference transfer because this made it difficult to communicate.</p>	27605	No test plan required for this change.

<p>CallPlayer don't filter on campaign id without webflows. Returns all calls</p>	<p><b>Release Note Module</b></p> <p>For Call Player users</p> <p><b>Previous Behaviour</b></p> <p>A defect was found whereby the Call Player returned records for all workspaces if the selected campaign had not been linked to a scripted app.</p> <p><b>New Behaviour</b></p> <p>The Call Player has been fixed to return no records if the selected campaign is not linked to a scripted app.</p> <p><b>Technical Comments</b></p>	<p>27609</p>	<p>No test plan required for this change.</p>
<p>ACD could attempt to pop a new call to a busy agent if the screenpop failed</p>	<p><b>Release Note Module</b></p> <p>Users of Noetica Voice Platform</p> <p><b>Previous Behaviour</b></p> <p>If a screen pop failed or took too long, the ACD might erroneously decide the agent was not on a call, and would attempt to route a new call to the agent.</p> <p><b>New Behaviour</b></p> <p>Additional checks introduced to make sure the ACD does not route a call to a busy agent.</p>	<p>27634</p>	<p>No test plan required for this change.</p>

Fix HeartbeatInterval in NVP to be consistent	<p><b>Release Note Module</b></p> <p>Voice Platform users</p> <p><b>Previous Behaviour</b></p> <p>If the CTI heartbeat interval (an internal setting) was not set to 5 seconds the heartbeats between the dialler and the voice platform could fail.</p> <p><b>New Behaviour</b></p> <p>This has been corrected.</p>	27636	No test plan required for this change.
Fix potential DSP crash	<p><b>Release Note Module</b></p> <p>Users of Noetica Voice Platform</p> <p><b>Previous Behaviour</b></p> <p>Potential crash in the Noetica DSP module</p> <p><b>New Behaviour</b></p> <p>The potential for this crash has been removed</p> <p><b>Technical Comments</b></p> <p>We had DSP crash reported at a customer site, we found the cause and resolved it. We are unable to reproduce in the lab so are unsure of the exact circumstances that would have been the root cause.</p>	27639	No test plan required for this change.