

Version: R22.03SP1

Development - Defect - (22)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
<p>Open Entities 1000 prefixes limit</p>	<p>Release Note Module</p> <p>Users of Entity designer in Interaction Studio</p> <p>Previous Behaviour</p> <p>Open Entity dialog showed only 1000 entities</p> <p>New Behaviour</p> <p>Open Entity dialog has been fixed to show more than 1000 entities (limit is 10000)</p> <p>Technical Comments</p>	<p>27600</p>	<p>No test plan required for this change.</p>

<p>Bulk Queue Change Service should bind more than 500KBytes buffer for definition to prevent truncation error in MFC</p>	<p>Release Note Module</p> <p>For Campaign Manager users</p> <p>Previous Behaviour</p> <p>The Modify (previously Bulk Queue Change) feature in Campaign Manager would occasionally truncate data when used for very large queue modifications</p> <p>New Behaviour</p> <p>The Modify (previously Bulk Queue Change) feature works correctly now regardless of size.</p> <p>Technical Comments</p>	<p>27603</p>	<p>No test plan required for this change.</p>
<p>Bulk Outbound should pick up OneCom Email settings changes without restarting services</p>	<p>Release Note Module</p> <p>Users of the OneCom Email component</p> <p>Previous Behaviour</p> <p>Sometimes the system would fail to pick up changes to OneCom Email list settings made within Campaign Manager requiring a restart of the relevant service.</p> <p>New Behaviour</p> <p>The service is now being notified of changes to OneCom Email list settings made within Campaign Manager.</p>	<p>27604</p>	<p>No test plan required for this change.</p>

<p>Customer ID should be saved in Session Manager every time it is changed in webflow</p>	<p>Release Note Module</p> <p>For users of Noetica's CRM entities in scripted apps.</p> <p>Previous Behaviour</p> <p>A defect was found where the Ntty component (the new CRM Entity control) would not save the correct Customer ID to the database.</p> <p>New Behaviour</p> <p>This has now been fixed.</p> <p>Technical Comments</p>	<p>27606</p>	<p>No test plan required for this change.</p>
<p>Consult to Conference Transfer non-working</p>	<p>Release Note Module</p> <p>Agent User Interface</p> <p>Previous Behaviour</p> <p>Previously, when in a Consultation call, the Conference button was not working.</p> <p>New Behaviour</p> <p>The Conference button has been fixed.</p>	<p>27607</p>	<p>No test plan required for this change.</p>

<p>MiTAI Interface - CTI Toolbar does not clear down after Hangup clicked during a Conference, and internal conferences are non-functional</p>	<p>Release Note Module</p> <p>Mitel users of MiCC Outbound on MiVoice Business platfoms..</p> <p>Previous Behaviour</p> <ol style="list-style-type: none"> 1. The CTI Toolbar did not clear down after Hangup clicked while in a Conference call. 2. Internal conferences were not established when the Conference button was clicked. <p>New Behaviour</p> <ol style="list-style-type: none"> 1. The CTI Toolbar now clears down correctly. 2. Internal Conferences are now working as expected. 	<p>27608</p>	<p>No test plan required for this change.</p>
<p>Bulk Queue Change service skips loading CRM view definition for NOT Matching filter</p>	<p>Release Note Module</p> <p>For users of Bulk Queue Change (aka Modify) jobs within Campaign Manager</p> <p>Previous Behaviour</p> <p>Bulk Queue Change service used the "Customer ID" property name for customer id property even in instances where it had been renamed.</p> <p>New Behaviour</p> <p>Bulk Queue Change service has now been fixed to load entity definition for the "Calls NOT matching filter" option. It will use the correct customer id column regardless of its name</p> <p>Technical Comments</p>	<p>27614</p>	<p>No test plan required for this change.</p>

<p>Emergency PD fix for rescheduled calls</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>Occasionally, under certain conditions, rescheduled calls were not being sent to Agents. This was a defect.</p> <p>New Behaviour</p> <p>All rescheduled calls are now sent to Agents as expected.</p>	<p>27615</p>	<p>No test plan required for this change.</p>
<p>Telephony SDK - After Consult to Conference, Hangup Conference and Leave Conference operations are prohibited</p>	<p>Release Note Module</p> <p>Users of the Telephony SDK (Software Development Kit)</p> <p>Previous Behaviour</p> <p>A defect was found where the Hangup Conference and Leave Conference operations were prohibited after a Consultation call was converted to a Conference call when using the SDK.</p> <p>New Behaviour</p> <p>This has now been fixed and the Hangup Conference and Leave Conference operations are now permitted after a Consultation call is converted to a Conference call.</p>	<p>27616</p>	<p>No test plan required for this change.</p>

Dashboard - Agent States by Team	<p>Release Note Module</p> <p>For Dashboard users</p> <p>Previous Behaviour</p> <p>When using the Dashboard selecting a team the Agent States summary page failed to return the list of Agent States. This was a defect.</p> <p>New Behaviour</p> <p>This behaviour has now been corrected and fixed.</p> <p>Technical Comments</p>	27617	No test plan required for this change.
Interaction Synchronisation with lots of Scripted Apps	<p>Release Note Module</p> <p>Scripted App Designers</p> <p>Previous Behaviour</p> <p>When the number of scripted apps and workspaces reaches a high level (around 1200 of each). Interaction Studio synchronization can stop working.</p> <p>New Behaviour</p> <p>Interaction Studio synchronization will continue working for a much bigger number of scripted apps.</p>	27618	No test plan required for this change.

<p>WorkspaceManagement Service slow to start up</p>	<p>Release Note Module</p> <p>Users of UserManagement</p> <p>Previous Behaviour</p> <p>User Management was slow to respond in environments with thousands of users defined on the system</p> <p>New Behaviour</p> <p>The system has been optimised and delivers responsive behaviour even when many thousands of users are defined on the system</p>	<p>27619</p>	<p>No test plan required for this change.</p>
<p>Importing AD Users causes the Workspace Management Service to abort reloading of it's internal cache</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>After an Active Directory user was imported in User Management, users were prevented from being able to login to the Agent Portal.</p> <p>New Behaviour</p> <p>Users are now able to login to the Portal.</p>	<p>27620</p>	<p>No test plan required for this change.</p>

Webflow Images to Common

Release Note Module

Technical Administrators

Previous Behaviour

Various scripted app website inefficiencies.

1. CTI button images were loaded from a copy in each scripted app version's folder.
2. When a scripted app was released, file change notifications fire through all the scripted apps. 3, AjaxControlToolkit is copied into each scripted app Bin folder, wasting space.

New Behaviour

Various scripted app website improvements.

1. CTI button images will now be loaded from Websites \Resources\Common, not from a copy in each scripted app version's folder.
2. fcnMode has been disabled. This means that fewer file change notifications will be fired when a scripted app is released. 3, AjaxControlToolkit has been GAC'd - this means it will only be loaded from the GAC and not copied into each scripted app Bin folder.

Technical Comments

N/A

27621

No test plan required for this change.

<p>EventsService lockup due to reloading of WorkspaceManagent cache</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <ol style="list-style-type: none">1. Agent interface heartbeats would sometimes stop being received, resulting in involuntary agent logoffs.2. The CTI Toolbar would sometimes be created with no buttons. <p>New Behaviour</p> <ol style="list-style-type: none">1. Agent interface heartbeats are always received reliably. (performance improvements)2. The CTI Toolbar is no longer created without buttons.	<p>27623</p>	<p>No test plan required for this change.</p>
<p>Random Portal Logoff</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>Previously, it was possible on occasion for an agent to be spontaneously logged out from the Portal.</p> <p>New Behaviour</p> <p>This defect has been fixed and agents are no longer spontaneously logged out.</p>	<p>27628</p>	<p>No test plan required for this change.</p>

<p>DirectWinesTabularHtml.dll is locked preventing deletion of scripted app</p>	<p>Release Note Module</p> <p>For users of Interaction Studio</p> <p>Previous Behaviour</p> <p>Sometimes when deleting a scripted app it failed because custom calculations dlls like the DirectWinesTabularHtml.dll supplied for all installations had been locked by IIS working process</p> <p>New Behaviour</p> <p>Now all custom calculations dlls are loaded using a method that prevents any locks</p> <p>Technical Comments</p>	<p>27629</p>	<p>No test plan required for this change.</p>
<p>Portal page reload redirect to login</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>If an agent refreshed the Portal page after logging in, the page would partially reload and then hang.</p> <p>New Behaviour</p> <p>If an agent refreshes the Portal page after logging in, it will redirect to the login page.</p>	<p>27630</p>	<p>No test plan required for this change.</p>

<p>Team Attribute Fixes</p>	<p>Release Note Module</p> <p>Users of the User Management Website</p> <p>Previous Behaviour</p> <p>Defect: When creating a team without attributes, an exception was displayed to the user.</p> <p>New Behaviour</p> <p>Teams can now be created without attributes, and without any configured attributes on the platform.</p> <p>Technical Comments</p> <p>The Team API has been changed to prevent an exception from being logged when a team without attributes was retrieved, this has now been rectified. A change to the User Management API during team creation was made to allow team attributes to not be provided and error messages that were seen previously have been suppressed.</p>	<p>27638</p>	<p>No test plan required for this change.</p>
<p>The Pie chart in the Dashboard only shows Outbound agents</p>	<p>Release Note Module</p> <p>Users of the Dashboard</p> <p>Previous Behaviour</p> <p>Agents working in Inbound Only mode appeared in the dashboard but weren't counted in the 'Agent States' pie chart or counts.</p> <p>New Behaviour</p> <p>Agents working in Inbound Only mode will still appear in the dashboard and will also now be counted in the 'Agent States' pie chart and counts.</p>	<p>27640</p>	<p>No test plan required for this change.</p>

<p>Dashboard, Queue distribution and Dialler Results Pie not displaying correctly</p>	<p>Release Note Module</p> <p>Users of the Dashboard website, specifically those utilising the Groups page to view Agent States and Queue Distribution statistics.</p> <p>Previous Behaviour</p> <p>Queue distribution and Agent state pie charts were displaying unreliably, and in some situations these were not updating to display received data. InboundOnly state was not accounted for in the Agent state pie chart counts.</p> <p>New Behaviour</p> <p>Queue distribution and Agent state components have now been patched, and InboundOnly has been accounted for in agent states.</p> <p>Technical Comments</p> <p>Website components and subscriptions driving the pie charts were not being explicitly disposed of and were left in the stack, causing previously loaded data to occasionally conflict with freshly retrieved data.</p>	<p>27642</p>	<p>No test plan required for this change.</p>
<p>Predictive Dialler leaving Unattended List records in running state</p>	<p>Release Note Module</p> <p>Users of the Predictive Dialler specifically when running Unattended Campaigns</p> <p>Previous Behaviour</p> <p>A fault was found that resulted in calls being left in the running state when using Unattended dialling.</p> <p>New Behaviour</p> <p>This fault has now been rectified and calls from Unattended lists will now recycle correctly.</p>	<p>27644</p>	<p>No test plan required for this change.</p>