Upgrade Report

Development - Defect - (10)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Route Manager - Advanced route DDIs are not being saved	**Release Note Module** Users of Route Manager **Previous Behaviour** Numbers (DDIs) were not being saved for an advanced route using the Route Manager UI. Also, the DDIs from the Numbers tab were not synchronized with the DDIs from the JSON editor. **New Behaviour** DDIs are now being saved using both the Numbers tab and the JSON editor for an advanced route. The DDIs in the two places are now synchronized. Also, when changing route DDIs using the JSON editor, they are validated, displaying all the invalid ones (which are already allocated to other routes) in a dialog	27651	No test plan required for this change.

When disconnecting a voice call while the Scripted App is opening, casues Agent CTI Toolbar issues and Agent unable to recover	**Release Note Module** Users of the Agent Portal with the NVP/ Mitel Call Manager **Previous Behaviour** If a voice call disconnected while a Scripted App was opening, the agent would get stuck in the Talking state. **New Behaviour** This is now fixed.	27654	No test plan required for this change.
Store the customer's Entity ID in ASC Additional Fields data	**Release Note Module** Users of ASC Call Recording **Previous Behaviour** This is a new Feature **New Behaviour** It is now possible to store the caller's Entity ID in the ASC Additional Data fields.	27659	No test plan required for this change.

Call Player entity searches not working	**Release Note Module** Users of the Call Player web site **Previous Behaviour** Previously, searches on entity fields were failing and searches were slow. **New Behaviour** It is now possible to search using entity fields, and search speed is improved.	27660	No test plan required for this change.
DTMF digits occasional dropped when relaying from trunk to agent or vice versa	**Release Note Module** NVP users **Previous Behaviour** If more than one DTMF digit was pressed in sequence, then occasionally DTMF digits would be dropped. **New Behaviour** All digits are now relayed correctly.	27707	No test plan required for this change.

NVP: Transfers to Routes with Alpha Tags do not work with Consult or Conference Transfers	**Release Note Module** NPV Users **Previous Behaviour** Transfers to Routes with Alpha Tags did not work with Consultations or Conference Transfers **New Behaviour** Transfers to Routes with Alpha Tags will work with Consultations or Conference Transfers if the DisableNormalisePhoneNumber setting is set.	27710	No test plan required for this change.
ACD & RouteManageAPI improvements	**Release Note Module** NVP users **Previous Behaviour** If the ACD failed to fetch Route Information before the RouteManagerAPI had started it would fail, and not retry. If multiple NVP's started up closely together the RouteManagerAPI might crash. **New Behaviour** The ACD will retry fetching Route information from the API if it fails. The RouteManagerAPI cache has been improved to prevent crashing	27714	No test plan required for this change.

Call Recording cut off early if External Consultant hangs up	**Release Note Module** Voice Platform Users **Previous Behaviour** When the held party of a consultation call hangs up, the call recording would stop. **New Behaviour** When the held party of a consultation call hangs up, the call recording continues.	27721	No test plan required for this change.
Missing switch_billing record when customer hangs up in Simple IVR after being transferred into the Route	**Release Note Module** Users of the Voice Platform **Previous Behaviour** NVP did not write a record in Phoenix_Switch_Billing when customer hangs up in Simple IVR after being transferred into the Route **New Behaviour** Fixed NVP to write record in Phoenix_Switch_Billing when customer hangs up in Simple IVR after being transferred into the Route	27722	No test plan required for this change.

DSP Fault with G.729 call	**Release Note Module** This is for users of the Noetica Voice Platform/MiCC Call Manager using the G.729 codec **Previous Behaviour** In rare instances when using the G.729 codec, a fault was detected in the libraries used to decode this which could cause the DSP to crash, resulting in a platform outage. **New Behaviour** A fix has been applied to prevent this fault occurring. **Technical Comments**	27734	No test plan required for this change.