

Version: 22.03.SP2

Development - Feature - (16)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Interaction Studio HTTPS / Noetica Cloud	<p>Release Note Module</p> <p>Technical changes for installation</p> <p>New Behaviour</p> <p>Synthesys has been changed so that the port used by Interaction Studio can be reconfigured so it can be reached through HTTPS if desired. This means that it can be used over the open internet without the need for a VPN.</p>	26236	No test plan required for this change.

<p>Implement CLOUD-839, show non-truncated custom fields Agent Diary</p>	<p>Release Note Module</p> <p>For Agent Diary users</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>The Agent Portal now has new configuration setting that enables showing all Agent Diary custom columns text without truncation. Also another configuration setting to allow the drop down option to automatically show All assigned calls in the Diary without having to select the number of rows.</p> <p>Please contact your Noetica account manager to implement this configuration setting.</p> <p>Technical Comments</p>	<p>27649</p>	<p>No test plan required for this change.</p>
<p>Metrics - Dashboard Changes</p>	<p>Release Note Module</p> <p>Users of the Dashboard</p> <p>Previous Behaviour</p> <p>This is a new feature</p> <p>New Behaviour</p> <p>Dashboard Website now displays Agent and Team metrics when configured</p> <p>Technical Comments</p> <p>N/A</p>	<p>27663</p>	<p>No test plan required for this change.</p>

<p>Create Login Plugin to accept forms information</p>	<p>Release Note Module</p> <p>System Administrators</p> <p>Previous Behaviour</p> <p>This is a base for a new Feature</p> <p>New Behaviour</p> <p>This is purely a technical change with no effect on product behaviour.</p> <p>Technical Notes</p> <p>A base login plugin has been created that can be extended so external applications can login with information passed into the portal login page body.</p>	<p>27668</p>	<p>No test plan required for this change.</p>
<p>Licences for Telephony SDK users</p>	<p>Release Note Module</p> <p>Users of the Portal and Telephony SDK</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>Licensing has been changed so that the correct number of logged in users (both Portal and SDK) will be displayed in the Dashboard.</p>	<p>27670</p>	<p>No test plan required for this change.</p>

Update PD to move inbound agent using skill if needed	<p>Release Note Module</p> <p>Users of the Predictive Dialler</p> <p>Previous Behaviour</p> <p>When using call blending, the Predictive Dialler would move agents in teams to inbound with no regard to skills set in Route Manager.</p> <p>New Behaviour</p> <p>When blending the Predictive Dialler now checks available agents skills if necessary before moving them to inbound.</p>	27671	No test plan required for this change.
Licence consumption for Telephony SDK users	<p>Release Note Module</p> <p>Users of the Dialler & Telephony SDK</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>Telephony SDK agent logons now consume a Synthesys licence.</p>	27676	No test plan required for this change.

<p>Web server release - copy the file, but do not configure IIS.</p>	<p>Release Note Module</p> <p>Users of Scripted Apps (Interaction Studio & Agent Portal)</p> <p>Previous Behaviour</p> <p>This is a New Feature</p> <p>New Behaviour</p> <p>This is part of the development to remove scripted apps from IIS. This is being moved onto newer technology to ensure that sites running many thousands of scripted apps are able to do so more efficiently than when using IIS.</p>	<p>27680</p>	<p>No test plan required for this change.</p>
<p>Telephony SDK - Missing call data in Phoenix_CallTimes when agent is 'busy'</p>	<p>Release Note Module</p> <p>Users of the Telephony SDK</p> <p>Previous Behaviour</p> <p>Previously the Phoenix_CallTimes table was not updated with call data if a call was taken while the Agent was set to Busy.</p> <p>New Behaviour</p> <p>The call data is now updated if the agent is set to Busy.</p>	<p>27682</p>	<p>No test plan required for this change.</p>

<p>OAUTH Request Logging</p>	<p>Release Note Module</p> <p>Synthesys.NET Users</p> <p>Previous Behaviour</p> <p>Authentication requests to OAUTH applications were automatically logged with arguments, i.e. the request body, to OAUTH.Requests.log in the tenant event logs.</p> <p>New Behaviour</p> <p>The arguments of authentication requests are no longer logged</p> <p>Technical Comments</p> <p>Microsoft.AspNet.Mvc.Internal logging at Information level causes the arguments of all received requests to be logged - this type of logging has be prevented in the Proxy code so that credentials can no longer be exposed by changing the log level via configuration files.</p>	<p>27690</p>	<p>No test plan required for this change.</p>
<p>PD to send Notifications to NotificationAPI</p>	<p>Release Note Module</p> <p>Developers</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>The Predictive Dialler has been changed to POST Notifications to configured NotificationAPI's. This is in order to allow real-time integration to workforce management and other contact centre technologies.</p>	<p>27695</p>	<p>No test plan required for this change.</p>

<p>Display the actual priority (0-10) on the slider in Campaign Manager</p>	<p>Release Note Module</p> <p>For Campaign Manager users</p> <p>Previous Behaviour</p> <p>Previously outbound List and Group Priority sliders used Low, Normal, High priority gradation.</p> <p>New Behaviour</p> <p>Outbound List and Group Priority sliders have been replaced by numeric Slider from 0-10</p> <p>Technical Comments</p>	<p>27704</p>	<p>No test plan required for this change.</p>
<p>WebRTC to work with SDK</p>	<p>Release Note Module</p> <p>Users of the Dialler and Telephony SDK</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>It is now possible to use the new Noetica WebPhone (WebRTC) in conjunction with the Noetica Voice Platform (NVP) when using the Telephony SDK</p>	<p>27708</p>	<p>No test plan required for this change.</p>

Noetica WebPhone	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>The Noetica WebPhone is a brand new addition to the Noetica product range and implements a WebRTC protocol enabling telephony to be delivered directly in the browser, eliminating the need for a physical or soft phone. As long as a user is set up (in User Management) to be a WebPhone user, a small browser window containing a dial pad and a status will appear beside the Agent Portal. The agent does not need to enter an extension. The phone is automatically closed at log out.</p> <p>Technical Notes</p> <ol style="list-style-type: none">1. The Noetica WebPhone is only available in conjunction with the Noetica Voice Platform (otherwise known as the MiCC Outbound Call Manager).2. The Noetica WebPhone is only available for Noetica implementations in the cloud, either in Noetica's own Azure estate or the client's.	27712	No test plan required for this change.
------------------	---	-------	--

Noetica WebPhone	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>The Noetica WebPhone is a brand new addition to the Noetica product range and implements a WebRTC protocol enabling telephony to be delivered directly in the browser, eliminating the need for a physical or soft phone. As long as a user is set up (in User Management) to be a WebPhone user, a small browser window containing a dial pad and a status will appear beside the Agent Portal. The agent does not need to enter an extension. The phone is automatically closed at log out.</p> <p>Technical Notes</p> <ol style="list-style-type: none">1. The Noetica WebPhone is only available in conjunction with the Noetica Voice Platform (otherwise known as the MiCC Outbound Call Manager).2. The Noetica WebPhone is only available for Noetica implementations in the cloud, either in Noetica's own Azure estate or the client's.	27712	No test plan required for this change.
------------------	---	-------	--

Change XDroid integration to be per-campaign

Release Note Module

For users streaming calls to XDroid voice analytics

Previous Behaviour

Previously XDroid streaming was activated by registry settings for all the workspaces

New Behaviour

Now XDroid call streaming setup is made in a workspace setting. New properties were added to Campaign Manager's Workspace settings. Call Streamer Type, XDroidUri and XDroidDefaultIP. CallStreamerType can be None or XDroid.

Technical Comments

27715

No test plan required for this change.