Version: 22.03.SP4

Development - Defect - (13)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
GetFirstHistoryTime SQL fails in New Recycling without $ symbol in the SQL	**Release Note Module** For Recycling service users **Previous Behaviour** Previously Recycling failed to recycle if lead tracking had not been used **New Behaviour** Now Recycling will succeed to recycle if lead tracking is not used	27894	No test plan required for this change.
Flag does not allow change of Active in Campaign Manager SDK Call Results Editor	**Release Note Module** Users of Campaign Manager **Previous Behaviour** Campaign Manager would not allow a user to activate/deactivate automatic SDK Call Results if the flag in CallResultsOB.json is false. **New Behaviour** Campaign Manager will allow a user to activate/deactivate automatic SDK Call Results if the flag in CallResultsOB.json is false.	27895	No test plan required for this change.
Webflow CRM History Issues in SP3	**Release Note Module** For Scripted applications users **Previous Behaviour** Previously CRM history was shown incorrectly in the Agent Portal **New Behaviour** Now CRM History is shown correctly in the Agent Portal	27896	No test plan required for this change.

Portal doesn't produce the Billing WebHook Information.	**Release Note Module** Users of the Noetica APIs **Previous Behaviour** This is a new Feature **New Behaviour** Added dial attempt and callback flag to the Billing Webhook (and the switch billing table)	27905	No test plan required for this change.
PD Logging Changes	**Release Note Module** PredictiveDialler Users **Previous Behaviour** PredictiveDialler was logging too much with respect to Rescheduled Call diagnostics. **New Behaviour** Logging of Rescheduled Call diagnostics is now controlled by the PredictiveDialler's debug logging flag. Also a new RPC can be sent to NVP to add InvalidNumber records to NVP Billing tables and also sent to Billing Webhook.	27912	No test plan required for this change.
Entity Service can get affected by deadlocks	**Release Note Module** For Entities users **Previous Behaviour** Previously Entity service didn't process dead lock SQL error **New Behaviour** Now Entity service processes dead lock SQL error	27914	No test plan required for this change.
All APIs changed to log to same folder	**Release Note Module** Administrators of the system **Previous Behaviour** Previously it was possible to change the location of a log file for an API **New Behaviour** All APIs now log to the same folder (Synthesys\Eventlogs) and it is not possible to change the log location.	27922	No test plan required for this change.

Telephony SDK crashes looking for non-existent switch name	**Release Note Module** Users of the Telephony SDK **Previous Behaviour** The SDK was occasionally restarting. **New Behaviour** This appears to have been caused by a bad switch name. Defensive code has been added to prevent this and extra logging has also been added to allow us to better diagnose the cause.	27920	No test plan required for this change.
Speed up PD call backs	**Release Note Module** Dialler Users **Previous Behaviour** PD Heartbeat timer was fixed at 1 second. Time between fetching Scheduled Calls has a defaulting to 30 seconds. **New Behaviour** PD Heartbeat timer can now be specified in milliseconds and configured to a minimum of 1. Time between fetching Scheduled Calls can now be specified in milliseconds and configured to a minimum of 0.	27921	No test plan required for this change.
Dashboard: ACR% tooltip is wrong and confusing customers	**Release Note Module** Users of the Dashboard **Previous Behaviour** The ACR% tooltip for both Lists and Groups WRONGLY states that it is the Abandoned Call Rate LIMIT **New Behaviour** The ACR% tooltip for both Lists and Groups correctly states that it is the Abandoned Call Rate	27924	No test plan required for this change.

QueueService - receives RPC's to add new Queue Items and is slowing down through the day	**Release Note Module** Users of the Dashboard **Previous Behaviour** Recycling requests to create new queue items were slowing down through the day. **New Behaviour** The Queue Service has now been changed to speed up this operation. **Technical Comments** Queue Service was processing 1 queue file from SQI and 1 OBAddRecord RPC from NewRecycling per second Now QueueService processes all it finds in one loop in a parallel thread not to block the main window	27926	No test plan required for this change.
OBMessage Service - Fix to display 'Nice Names' when sending emails via SMTP	**Release Note Module** For Email and SMS services users **Previous Behaviour** Previously the SMTP provider in the Outbound Message Service didn't use Friendly Name for destination email addresses **New Behaviour** Now the SMTP provider in Outbound Message Service uses Friendly Name for destination email addresses.	27928	No test plan required for this change.
Telephony SDK Database access improvements and optimisation	**Release Note Module** Users of the Telephony SDK **Previous Behaviour** This is a new feature **New Behaviour** Database updates and inserts are now processed in a separate thread. Events are now raised more efficiently, and are retried if the request fails. Extra error handling has also been added.	27929	No test plan required for this change.