Upgrade Report

Version: 22.03.SP4

Development - Feature - (2)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Create Agent Diary API	**Release Note Module** For Agent Diary users **Previous Behaviour** This is a new Feature **New Behaviour** Agent API now has three new Agent Diary methods, List Calls, Retime and Call Next	27916	No test plan required for this change.
SMS Integration for Azure SMS	**Release Note Module** For SMS functionality users **Previous Behaviour** This is a new Feature **New Behaviour** New SMS provider is added to Outbound Message Service supporting Azure Communication Services **Technical Comments** MessagingWebAPI net core service is added as a mediator between NET Framework OBMessageService and ACS	27923	No test plan required for this change.