Upgrade Report

Version: N21.05.05

Development - Defect - (14)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Username and Password authorisation for SIP trunks	A feature has been added to the Noetica Voice Platform to enable username and password authentication on SIP trunks	25096	No test plan required for this change.
NVP smart installer- cannot change password if incorrect	no release note required - internal Noetica tool	25121	No test plan required for this change.
Creating Skill Conditions for ACD Strategies	An ACD component in the NVP/MiCC Call Manager had a dependency on an out of date Microsoft DLL. This prevented the ability to use SABRE to handle Inbound Calls. This dependency has now been removed and the feature is again fully usable.	25140	No test plan required for this change.
NVP is unable to parse the "Flash" DTFM Tone.	The NVP/MiCC Call Manager was unable to interpret DTMF code 16 (tone "flash") causing an error that prevented any further calls to be dialled or inbound calls processed. Support for DTMF tone "flash" has now been added to the system.	25143	No test plan required for this change.
Inbound Wallboard - Remove per page Totals	We have removed page totals in the Inbound Wallbourd due to conceptual inconsistencies in the data leading to confusing figures being displayed. Totals per Voice Platform are still available.	26150	No test plan required for this change.
TransferToIVROnAMD results in negative queue time and Dialler Outcome result as Lost Call	A defect was found in the classification of predictive calls when using answer machine detection together with the TransferToIVROn AMD setting (within Campaign Manager). The call was incorrectly classified as Lost Call. This has now been fixed and calls are now correctly classified as AnswerMachine.	26155	No test plan required for this change.

Handling of missing or invalid audio files	This is a change to the inbound behaviour of the NVP (MiCC Outbound Call Manager). Prior to this change, if an Admin User had selected an audio file to be used in an invalid format or if an audio file was accidentally removed then calls on this strategy would queue without ever being routed to an Agent. This behaviour has now been changed and in these instances the system will now: • Play silence for any invalid or missing message file. • Play the default hold music, for any specified invalid or missing hold music file. • Play default UK Ringing Tones, for any specified invalid or missing ringing audio file.	26168	No test plan required for this change.
Recovery after a Noetica DSP service restart	A defect was found that prevented the Noetica DSP component from automatically restarting. This has now been fixed and (in the very rare circumstance where the Noetica DSP service stops) the Windows service manager will automatically restart the Noetica DSP and the rest of the Noetica Voice Platform services so that normal operation can resume.	26173	No test plan required for this change.
Improved failure handling when ASC recording integration enabled	This feature is only relevant to Mitel customers using MiCC Outbound integration with the Mitel Interaction Recording (powered by ASC) system via the MiCC Outbound Call Manager. A number of improvements have been added to the Noetica ASC Integration service and the Voice Platform/Call Manager to aid the recovery in the event of communication failure between ASC system and Noetica Voice Platform components: • introduced a pacing mechanism to the creation of the recorder session in the event that these are dropped by the ASC Recording Module to avoid flooding the Voice Platform and ASC system with requests • clear all resources in the event that ASC Recording Module responds with a failure • clear any leftover recorder sessions that have not been cleared in the event that the Noetica ASC service has not been able to communicate with the Voice Platform or a restart has occurred • improved handling of SIP OPTIONs and marking the SIP trunks as unavailable for creating calls in the event of failed OPTIONs • using an updated ASC library that does not cause the Noetica ASC service to stop when the ASC API service stops	26196	No test plan required for this change.
Fix issue where DSP crashes when present with large number of SIP registrations	This is a fix for an issue where a large number of SIP REGISTRATION messages received by the NVP (MiCC Outbound Call Manager) in one second could cause a crash.	26209	No particular test plan, just normal NVP functionality.

Lack of CultureInfo causes unexpected rounding	This release contains a fix for the Inbound Wallboard. This fix is to resolve an issue with decimal places when used in regions where commas are used in place of decimal point.	26225	No test plan required for this change.
Add abandoned inbound calls to Billing table	This release contains a fix to resolve some instances of inbound calls not being written to the Phoenix_Switch_Billing table in the event that the call is abandoned without being routed to agents.	26239	No test plan required for this change.
DSP Crash when processing some RTP packets containing extended headers	We found an error when processing some VOIP traffic using 'RTP Extended Headers' which would sometimes cause the DSP to crash. This has been rectified.	26261	No test plan required for this change.
Application Free not received by NVP on logon	A defect was found where occasionally due to timing delay, a notification from the Agent Portal to the NVP/Call Manager to say the agent was ready would be missed, which would mean the agent would not go ready to receive inbound calls. This has been fixed.	26278	No test plan required for this change.