

Version: N20.11.27

Development - Feature - (5)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Barge In and Remote Call Assistance	<p>This version of the Noetica Voice Platform / MiCC Call Manager now includes the following features for Call Monitor:</p> <ul style="list-style-type: none"> • Remote Call Assist: Where a supervisor can assist in a call by talking to the agent. The supervisor will be heard ONLY by the Agent NOT by the customer. • Barge: Where a supervisor can interfere with the call and talk to all parties, Agent(or Agents in case of conference) and Customer. • Multiple teams support. If a supervisor belongs to multiple teams, he/she can monitor all the agents in these teams. 	22046	
Integration with ASC (Call recording)	<p>The Noetica Voice Platform / MiCC Call Manager now fully supports real-time live recording on the ASC (asctechnologies.com) platform. This is a tight integration using the ASC APIs and customers can now benefit from the rich set of features (such as analytics & WFM) that the ASC platform can offer in conjunction with the Noetica Voice Platform.</p> <p>Please contact Noetica for further details.</p>	23779	No test plan required for this change.
+44 CLI reformatting in Scripted App	<p>For any inbound call, if the number that we receive from the SIP provider is +44, +33 etc. we trim the + sign so then the number is presented onto a script without the + sign.</p>	23836	No test plan required for this change.
Pop Inbound Script when call received from Internal Consultation via ACD	<p>When an agent talking to a customer initiates a consultation or a conference to an internal ACD strategy, the agent receiving the consultation will get a scripted app pop with the customer's details when the call is connected. Scripted app pop can now also be triggered if agents receive a consultation call via an ACD strategy that is set to use agent Direct DDI.</p>	25081	No test plan required for this change.

Add SIP Provider details to Billing table for outbound calls	<p>In the Phoenix database in the SwitchBilling table have been added 2 new fields named ProviderName and ProviderEndpoint</p> <p>For Outbound calls:</p> <p>ProviderName is the name of the SIP provider used to make that call.</p> <p>ProviderEndpoint is the endpoint used to make this call.</p> <p>For inbound calls:</p> <p>In this case we search based on the IP address that the inbound call has originated from to find the details of the SIP provider based on those saved in the Voice Platform configuration.</p> <p>ProviderName is the name of the SIP provider that sent us the call.</p> <p>ProviderEndpoint is the endpoint that the call originated from.</p>	25093	No test plan required for this change.
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