Upgrade Report

Version: 21.05

Development - Defect - (52)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
CM allows non-alphaNumeric chars in Filter Names	When creating filters within Campaign Manager using special characters within the name would result in system errors. Further validation has now been added that prevents the use of special characters therefore preventing this issue. Underscores and spaces are allowed and do not result in an error.	24996	
User should only be able to create Voice Outbound Campaign if a Scripted App or External App is selected	Campaign Manager will now only allow users to create New Campaigns once an Application Type has been selected (either an External Application or Scripted App). Prior to this change it was possible to create Campaigns without an Application Type selected which would lead to an "Unpoppable Webflow" error in the Agent Portal.	25001	No test plan required for this change.
Decision base changed in action causes wrong branch	This release contains an improvement to scripted apps. Decisions based on global variables which in turn may be based on web service actions will not work consistently and be compatible with older versions of the product.	25051	No test plan required for this change.
RESTful API proxy website configuration	The configuration of the RESTful API proxy website has been updated so that all RESTful verbs to any API can be sent through it. This was blocking PATCH requests for the InboundWallboard when it wanted to save the user's profile.	25055	No test plan required for this change.
SQI Service (Classic) Optimisation	This release contains an optimisation to our Queueing Process to make sure it is loading records into the dialling lists in a more efficient manner.	25059	No test plan required for this change.

List in Multiple Outbound Groups	A defect has been found within Campaign Manager. If a list is in multiple Outbound Groups and it has a low volume of queued calls, in some instances Agents could potentially get stuck in one of the Groups and be unable to work any more calls until the problem Group they are in has been disabled. This has been rectified.	25063	No test plan required for this change.
MiVoice Business Integration - Customer disconnected while call is on hold	this change applies only to Mitel clients using the native MiTAI integration into the MiVoice Business telephony platform. On MiVoice Business in the event that a caller on hold disconnects, the call cannot be hung up by the user of the Agent Portal via the CTI toolbar. A change has been made and now if the customer disconnects from the call whist the call is on hold the call status will be set to Call Disconnected on the agent status bar and the CTI toolbar will reflect that the call has been disconnected.	25070	No test plan required for this change.
Entire Team Inbound should be set by default	This is a change to the default setting, when enabling the Blender or when creating a new team (If Blender is already enabled), the default setting to allow a fixed limit to the number of agents for Inbound has been changed to 'Entire Team Inbound'. In other words, as a default there is no limit to the number of agents allowed to handle inbound calls simultaneously. This setting can still be changed subsequently to set a limit if needed.	25077	No test plan required for this change.
Team changes not reflected in Live Monitor	A defect was found that prevented the system accurately showing teams in real time within Live Monitor following a change to the team structure. This has now been fixed.	25078	No test plan required for this change.
PD is not notified if Scripted App opens after BadPop timer fires	This change optimises the hybrid interface (the interface that controls scripted applications). There is no change to the end user experience.	25084	No test plan required for this change.
Single step conference to internal number uses dial prefix	This release contains a fix that will allow Internal Conference Transfers to internal numbers. Previously a Dial Prefix was added causing the Transfer to Fail.	25086	No test plan required for this change.

DiallerWebservice Client Address Logging	When the Dialler Webservice was trying to work out the address of the client calling any of its methods, it could cause an internal error. It would then return an HTTP 500 error code to the client and the request would fail. This has been fixed so that requests will not fail, even if client address resolution fails.	25087	No test plan required for this change.
Prevent launching of multiple Scripted Apps by double clicking in the Scripted App Launcher	The Scripted App Launcher now ignores double clicks, preventing multiple pops. Scrollbars are added to the Portal if the browser window is too small to show all content.	25089	No test plan required for this change.
https Protocol for Ignite Authorisation	This applies only to installations where the Noetica portal embeds the Mitel Ignite User Interface. An enhancement has been added to the product to fully support the https protocol used when retrieving login credentials by the Mitel Ignite login plugin within the agent portal.	25102	No test plan required for this change.
Issue with cross-campaign calls	This change corrects a problem with the 'AllowNonWorkableReschedules' setting. When enabled, this was allowing any Rescheduled calls to be dealt with by an Agent and not just the calls assigned/tied to that Agent for Non-Workable lists. This has been corrected and now only calls assigned/tied to that Agent are workable by that Agent.	25104	No test plan required for this change.
Live Monitor Service Blending Data	The Live Monitor Service has been enhanced to allow call Blending Data to be retrieved. This is to ensure this data is then available in the forthcoming release of a new browser based Live Monitor now renamed to "Dashboard".	25105	No test plan required for this change.
Live Monitor application support for large dataset	The Live Monitor application has been improved to cope with more data when a very large number of agents and lists are running on the platform. Previously this could cause some instability issues with the Live Monitor application..	25106	No test plan required for this change.

Dialler moves agents out of campaign while calls are in progress	Prior to this change when using Active Blending and dialling using Outbound Groups there were occasions where the dialler would still make calls for Agents who were being moved to Inbound or the dialler would move the Agent to Inbound whilst outbound calls were still in progress. Both scenarios would risk causing Abandoned/Nuisance Calls. This has now been changed and the dialler will now complete all calls in progress before moving Agents to Inbound and will not make calls for Agents who are being moved to Inbound.	25107	No test plan required for this change.
Reduce memory used by .NET Core APIs	This release contains an optimisation to our APIs to reduce the amount of memory these APIs consume. This affects all our APIs.	25109	No test plan required for this change.
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Hardcoded Account Names/wrong SIDs in Webserver service	This release contains an optimisation to the installation procedure to better cope with non-English language servers.	25123	No test plan required for this change.
UserManagement - Use ISO Dates for Token Storage	This release contains an improvement that can handle dates in non-UK formats.	25126	No test plan required for this change.
Phoenix_ComplexFilters.Definition Column needs to be larger than nvarchar(2000)	Prior to this change the Campaign Manager service had a maximum field limit in a definitions column that if exceeded would cause very large complex filters to fail to execute. This limit has been removed.	25129	No test plan required for this change.
Filter Editor Queue Properties cannot be reloaded.	This change improves XSS (cross site scripting) code in the Campaign Manager Filter Editor. There was a fault in this code which was causing Filters using Queue Properties to fail. This has now been rectified.	25131	No test plan required for this change.
Blending state when using Agent Rotate (MiTAI)	This release contains a optimisation to the Agent Rotate setting in Blending when used with MiVB. The feature will now work as intended when used with this Telephony interface.	25132	No test plan required for this change.
CRM Parser Bitness	A defect was found within one of the system components that could lead to outbound calls not being recycled correctly. This defect has now been fixed.	25138	No test plan required for this change.

Rename tabs for campaigns in Campaign Manager	The Campaign Manager tab names have been shortened so that they appear when using zoom, display scaling on High-Resolution displays or a Low-Resolution display.	25141	No test plan required for this change.
ScriptedApp Runner sometimes doesn't notify if closed with x (Chrome 80+)	On fast modern workstations, when a scripted app window was closed using the X on the top right corner of the window, the speed with which the browser window is destroyed did not allow the scripted app to notify the system in time and further scripted apps could not be launched without logging out. This has now been addressed.	26154	No test plan required for this change.
Notification to blending engine when call on ACD path routed away (MiTAI)	This release contains an optimisation to the Active Blending functionality when used with the MiVB. Active Blending will now continue to monitor the calls when they flow through an Inter Route on the ACD Path, and the Blender will free the agents to continue working Outbound in this scenario preventing them being left in Inbound Waiting.	26161	No test plan required for this change.
Call Re-Presented	In some rare circumstances, when a dialler list appeared in more than one active group, some calls could be presented more than once and some agents could remain "stuck" in a group with no calls available. This has now been remedied.	26171	No test plan required for this change.
The absence of Reschedule Flag 'A' is ignored in the script runner Reschedule dialog	A change has been made to the Reschedule Flags settings within Campaign Manager. If 'A' is not present in the Reschedule Flags (of an Outbound List), the agent will NOT be able to edit the Telephone number within the Agent's Reschedule Dialog in the Script. Prior to this change, the number was able to be edited.	26179	No test plan required for this change.
Agent in phone busy state at logon (MiTAI)	This change relates only to users of Mitel MiVoice Business integrated to MiContact Center Outbound. This release resolves an issue whereby when agents used to log into their Mitel phone after logging into MiCC Outbound their status was seen as "Available-phone busy' in Live Monitor, preventing the agent from having calls delivered by the dialler.	26188	No test plan required for this change.
DiallerWebService,PhUtilV6 mixes Entity prefixes	This release contains a fix for the DiallerWebService SOAP API. This fix is to improve the service's ability to handle concurrent messages at the same time.	26191	No test plan required for this change.

Spider MessageBoxes	This change rectifies a problem with the part of the system known as the Spider. In some very rare circumstances the Spider finds itself unable to write to it's event log file and also to the LocalEvents folder. This generated an internal error message which could not be removed which then caused the Spider to stop processing messages which would ultimately cause an outage which could only be remedied by a restart. The error message which prevented the message processing has been removed ensuring the chance that an outage caused by this has been removed.	26198	No test plan required for this change.
Queue Manager Startup	This release contains an improvement to the upgrade procedure, which will give the upgrade application longer to complete the tasks it needs to do before starting some core services.	26200	No test plan required for this change.
CallLogger Startup	This release contains an optimisation to the upgrade procedure when updating parts of the database.	26201	No test plan required for this change.
ListFilter clearing ActiveComplexFilter	When using filters within List Organiser in Campaign Manager if the 'Upon Completion of the Complex Filter' was left set to 'Old Style', the default action 'Resume List Unfiltered' was not being applied correctly. This has now been fixed.	26203	No test plan required for this change.
Predictive Dialer and Live Monitor fixed to display correct call counts when complex filters are applied	Several enhancements and defect remedies have been made relating to the calculation of calls by the Predictive Dialler. The Predictive Dialler been amended so that when calculating calls to make it will take into account any calls excluded by the application of complex filters in the List Organiser. Also any workable call counts displayed in the Live Monitor will not include any calls excluded by the application of Complex Filters. There have also been service log improvements to the Queue Manager Service and Call Logger Service, particularly around start up and shut down logging, as well as improved logging around automated database maintenance work both these services perform.	26204	No test plan required for this change.
CRMWebservice History returns incorrect Workspace and Campaign	Previously, in the Customer History dialog in the Campaign Manager Queue page, the displayed Workspace and Campaign names were incorrect. This has now been fixed.	26211	No test plan required for this change.

Calls held in Groups	This release contains a fix for the Predictive Dialler. This resolves an issue where the same list was assigned to two or more groups and different teams worked each group. On occasion diallable calls in the list may get "stuck" if one of the teams logged off their group. This has now been rectified.	26215	No test plan required for this change.
Delays in getting calls for an OB list that exists in 2 groups being worked at the same time.	In rare cases when lists were shared between multiple groups, agents could sometimes get 'stuck' allocated to a list but unable to draw records from it. To prevent this, an InHopper column has been added to the Phoenix_Queue table to help the Predictive Dialler only load calls that are not already in List or Group Hoppers prior to dialling.	26219	No test plan required for this change.
Standard Report Optimisations	Query optimisations have been made to the standard report suite to reduce the risk of the reports locking tables in the Database.	26230	No test plan required for this change.
Portal close without logout	The Agent Portal now writes an audit to the Portal.log file if an agent closes the Portal window without clicking the Logoff button.	26237	No test plan required for this change.
International decimal list settings in Campaign Manager	A product enhancement has been made within Campaign Manager. Reading and writing of float/decimal settings in Campaign Manager now happens in the 'Invariant' culture - numbers are parsed in the UK/US format 1,234.56 to match the HTML control used to set them. This change is useful (for example) in countries that may need to use commas in place of decimal points within settings.	26238	No test plan required for this change.

Remove UseDoNotCallList setting from Campaign Manager	All the 'Do Not Call List' settings have been removed from the Campaign Manager, as this feature is no longer necessary, as the same functionality is achieved through the Phoenix_DoNotCall table. If a number needs to be barred contact centre wide, there is an existing 'Use Global Do Not Call List' setting which should be used. In summary: 1. Removed the 'Process Do Not Call List' buttons from the summary pages in Campaign Manager 2. Removed UseDoNotCallList setting from Campaigns and Lists in the Campaign Manager 3. Removed 'Filter against Do Not Call List' checkbox in the Queueing wizard 4. Deleted Phoenix_DoNotCallList table If you wish to know how to use the DNC functionality please contact your Noetica representative for the latest documentation and guidance.	26243	No test plan required for this change.
Queue/Re-Queue and Next Number	A change has been made to the system in order to improve the way records are recycled. Previously the system would follow either a Queue or Re-queue recycling action by setting the subsequent number to be dialled to be the Last Number dialled. This has now been changed and the number is now set to the Next Number. This change resolves issues found when recycling between contact fields for example where the initial contact was to a phone number and where the next is to be an email address.	26245	No test plan required for this change.
Portal - Improved recovery from Server disconnection	The Agent Portal and the internal service handling user activity have been changed so that they are more likely to recover from a server disconnection (once the connection is restored).	26280	No test plan required for this change.
Entity Journal webflows have no CTI toolbar	This change fixes an anomaly in the CRM Entity control used within Noetica's scripted apps. When scripted apps were invoked from within the Journal (history) of an entity, the CTI toolbar within the invoked scripted app would not display a telephony toolbar. This has now been fixed.	26291	No test plan required for this change.

CascDropDown import NVARCHAR description	This fixes an anomaly with the Cascading Drop Down web control used within the Noetica call scripting module. The import facility for this control was failing when dealing with international (non-English) characters. Cascading Drop Down designer wizard import and standalone importer has been fixed to deal with international characters in the source file.	26293	No test plan required for this change.
Unexpected Portal Logoff	New behaviour has been added to the latest versions of Chrome and Edge which was causing agents to be logged out of the platform due to the Portal tab being 'discarded' in the background whilst an Agent is in a Scripted App. Now if Chrome or Edge discards the Portal page in the background, the agent is no longer logged off, and the Portal recovers successfully when the tab is reactivated. Note: if a Scripted App is open when the discard happens, the CTI toolbar in the Scripted App will no longer receive updates for the telephony buttons, however any active calls can still be controlled via the CTI Toolbar in the Portal. It is only the CTI toolbar in the Scripted App which is affected, the script navigation buttons and the submit and abort buttons will still function correctly. If a discard occurs when the Scripted App is Submitted or Aborted, the agent will also be prompted to manually close the Scripted App window.	26297	No test plan required for this change.
CallLogger/HistoryLogger Timers	An enhancement has been made to optimise the system performance. The timers used in CallLogger and HistoryLogger have been improved to cope better with low system resources.The HistoryLogger has also been improved to cope with Lock Timeouts happening on History tables.	26301	No test plan required for this change.
sp_QueueChangeStateAddHistory missing	In some rare circumstances when changing queue item states in Campaign Manager, the State Change Audit was not being added into the Entity history table. This has now been corrected and the audit records is now being added in every instance where a change is made.	26320	No test plan required for this change.