Version: 21.07.23

Development - Defect - (2)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
NVP Time in Queue recording a value of 0 for Abandoned Calls	### Release Note Module NVP/MiCC Call Manager Users ### Previous Behaviour When a call was abandoned in an ACD queue, the TimeInQueue was being recorded as zero in the database. ### New Behaviour This has been rectified and all calls, abandoned and non abandoned, now have the correct time recorded for time in the ACD queue in the database.	27414	No test plan required for this change.
Wav files unplayable in subfolders	### Release Note Module Voice Platform (Mitel MiContact Center outbound Call Manager) Users ### Previous Behaviour A defect was introduced in the last release that prevented valid WAV files in subfolders on the Call Manager being played. ### New Behaviour Any valid WAV files in subfolders on the Call Manager can now be played.	27421	No test plan required for this change.