

Version: 18.03

Development - Feature - (26)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Queue State on records when moving	<p>This development resolves an issue in Outbound Manager as well as the new Campaign Manager:</p> <p>When moving a record manually from one list to another, the resultant state of the record used to be inconsistent with the same action performed via Recycling.</p> <p>This is now consistent in all cases and marks the old record in the queue as "Moved" (state 15) and creates a new record in the destination list.</p>	20454	No test plan required for this change.
Installer for SSRS Reports	Optimisation to the process of deploying the Standard Reports.	21134	No test plan required for this change.
Hybrid, Workstation and AD	<p>Some product changes to improve the login mechanism when running in an mixed environment with both Active Directory authentication and standard (username/password) authentication.</p> <p>This should work correctly now in all circumstances. Some earlier errors have been rectified in this release.</p>	21371	No test plan required for this change.
Update Report Viewer to use SQL 2016 Redistributable	<p>The Report Viewer Webpart, which can now be used from within the Agent Portal, has been updated to ensure compatibility with SQL Server Reporting Services versions up to 2017. You will need to be running a version approved within the prerequisites documents for this to work correctly.</p> <p>As well we have added the ability to control the back colour of the report and to set a report as the default report that is opened automatically.</p>	21671	No test plan required for this change.
Allow calcs to be assigned to ListItemCollection global vars	<p>This is a change to the Interaction Studio so that calculations can be assigned to ListItemCollection Global Variables in a Global Variable block.</p> <p>Previously, there was a problem which would cause the Scripted App to fail to save in the Interaction Studio. This has now been remedied.</p>	21765	No test plan required for this change.

<p>Introduce a new dialler pacing parameter: SNoDrop%</p>	<p>When using SNoDrop™ on an outbound list, due to the success of the SNoDrop™ method and the absence of abandoned calls, the dialler used to accelerate to the point where the SNoDrop™ team(s) would be overwhelmed and abandoned calls would start to be generated.</p> <p>A new List Property has been introduced which limits the percentage of SNoDrop™ calls permitted on a per-list basis. This can be used to control the pacing of the dialler and eliminate the phenomenon described above.</p> <p>Although the default value for the new SNoDrop limit is 3%, you can safely increase that to a level that works for your specific circumstances and ratios of Outbound to SNoDrop™ Agents.</p>	<p>21822</p>	<p>If you wish you use this feature please contact your Noetica representative to consult them about best practice use.</p>
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<p>Active Blending for MiVB</p>	<p>Active Blending is now supported on Mitel MiVB platforms that have MiVB ACD functionality enabled.</p> <p>Active Blending is a form of call blending that does not reserve agents for inbound and only moves them to take inbound calls when inbound calls materialise by watching the inbound queues.</p> <p>Please see the associated Product Manual for details of this feature. Please contact your Noetica representative if you do not have this manual and to request this feature is enabled.</p>	<p>21849</p>	<ol style="list-style-type: none"> 1. Create a Campaign with a Preview List 2. Assign List to a Blended Team set to reserve 0 agents for Inbound 3. Open Synthesis Management and Right Click on the Team on the Left hand Tree and Select Properties. 4. Click Edit Team Properties. 5. Set the Mitel ACD Path to the appropriate ACD Path (Multiples are Comma Seperated) that the Inbound calls will be coming to the Agents from. 6. Add an Agent to the Blended Team. 7. Right Click on the Agent and Select Edit User. 8. Click the Edit User Properties Link 9. Enter the Agents Mitel ACD User and Mitel ACD PIN and click Save 10. Login to the Agent Portal and enter your Device ID. 11. Click Get Next Record and Receive the Outbound Script. 12. Call the Inbound DDI and the Call should be Queueing 13. Complete the Outbound Call and the Inbound Call should then route to the Agent.

<p>ACD service corrupts Additional field for users</p>	<p>Previously, when assigning a Direct DDI to an Agent, the action of saving this pairing would have resulted in the corruption of User Properties.</p> <p>This has been corrected so this functionality now works as expected, i.e. calls dialled to an Agent assigned DDI will be delivered to the assigned Agent or queue if necessary.</p>	<p>21857</p>	<p>No test plan required for this change.</p>
<p>Improvement to Reactive Blending, mainly for SNoDrop.</p>	<p>This is an improvement to Reactive Blending which will prevent agents getting "stuck" in Inbound (or SNoDrop™) mode for long periods of time if no Inbound (or SNoDrop™) calls materialise.</p> <p>This change will ensure that every time an Outbound Agent completes an outbound call, the dialler notifies the blending module and the Outbound Agent is then set to replace a waiting Inbound (or SNoDrop™) Agent.</p> <p>The dialler will release the Agent safe in the knowledge that a replacement Agent (in the shape of the previously waiting one) will be available instantly.</p> <p>This feature is controlled by a "Rotate Agents" setting for each re-actively blended team within the blending user interface that is a simple tickbox.</p> <p>This has been developed based on feedback from customers.</p>	<p>21906</p>	<p>No test plan required for this change.</p>
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New Recycling Engine	<p>The new Campaign Manager features a completely new, improved and more powerful Recycling Engine.</p> <p>Please ensure you have the revised Product Manual for both applications prior to any testing.</p>	21918	No test plan required for this change.
Blending - Moving Agent to IB state when PD call in Progress	<p>When using Blending, and in particular Active Blending, an issue was discovered whereby Abandoned (dropped) calls could be generated when Agents were moved from Outbound to Inbound duties without regard for calls already being dialled for them by the dialler.</p> <p>This has now been rectified and Agents will now only be moved from Outbound to Inbound duties when it is safe to do so, avoiding the risk of Dialler Abandoned (dropped) calls.</p>	21927	No test plan required for this change.
Reports and new CM	<p>The standard reports have been updated with the new terminology changes (Workspace, Campaign, List and Scripted App) in readiness for the new Campaign Manager.</p> <p>A new date parameter was also added.</p>	21954	No test plan required for this change.
AgentDiary first drop incorrectly drawn	<p>This change resolves the following issue:</p> <p>If you did not have the Agent Diary web part in your Agent Portal and you added it from the Catalog, then the icons would initially be missing on the Agent Diary until the next logon.</p> <p>This problem is fixed by this change and they now display correctly from when they are added.</p>	21976	No test plan required for this change.
SQL aborted type selection deduplicate calls	<p>This change affects the way in which one of the steps of the wizard used to load data into outbound lists works. Specifically, one of the steps is designed to prevent the loading of records into the dialler if they had previous calls with specific negative call outcomes (such as Do Not Call, Unobtainable, etc.).</p> <p>Previously, this would only stop the loading of such a record if the customer already existed within the list, which was somewhat pointless. This has now been rectified and new records are not queued if they had any of the selected negative call outcomes in the past, regardless on whether the records existed or not previously in the target list.</p>	21977	No test plan required for this change.
Compulsory on FirstName causes an error in WSM	<p>Previously when creating a User in the Management Portal the first name was a compulsory field. This has now been removed based on customer feedback. This means that users can now exist without a First Name.</p>	21978	No test plan required for this change.
New Campaign Manager	<p>Release of the new Campaign Manager.</p> <p>Please ensure you have the appropriate Product Manuals for this application prior to testing.</p>	21980	No test plan required for this change.

Read Workspace Additional Properties from Accounts table	<p>Preparatory work for the new Campaign Manager regarding reading of Workspace Properties.</p> <p>The concept of Account that existed in the Interaction Studio previously has now been renamed to Workspace. As such, properties can now be assigned to Workspaces which would then be inherited by objects inside the Workspace (such as entities, scripted apps, campaigns or lists).</p> <p>This update implements this change in preparation to the roll out of the new Campaign Manager (which will come to replace the current Outbound Manager & Recycling Editor).</p>	21981	No test plan required for this change.
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<p>Synthesys Management & Campaign Manager integration</p>	<p>Prior to this release you were required to associate a List to a Scripted App (Webflow) within a Team in the Synthesys (or MiCC Outbound) Management Application.</p> <p>In the new Campaign Manager you are now able to assign Scripted Apps (Webflows) to the Campaign so that when the application presents a record from a List it launches the Scripted App assigned to the related Campaign (That the list resides under).</p> <p>The new functionality will mean that there is no longer a requirement for a Scripted App (Webflow) to be assigned to Lists in the Management Application and therefore Scripted Apps will no longer be present in the Team. Lists will still be visible in the Team.</p> <p>For Workspaces and Campaigns that have not yet been transitioned to the new Campaign Manager, it will be possible to assign Scripted Apps to lists using the Classic Outbound Manager.</p> <p>When using Outbound Groups, you will still need to create the Teams hierarchy as you do currently however you will no longer need to have the Scripted Apps (Webflow) in the Sub Team.</p> <p>This is only relevant for Outbound Teams. When running Inbound or Blended Teams the Scripted App (Webflow) for the Inbound Calls will still need to be put into the Team.</p> <p>There are a seperate set of documents about transitioning outbound activity from the Outbound Manager to the Campaign Manager which should be requested from your Noetica representative.</p>	<p>21982</p>	<p>Outbound Team</p> <ol style="list-style-type: none"> 1. Create a Team in Management and set as Outbound in Blending Management 2. Add User to Team 3. Add List to Team 4. Assign Scripted App (Webflow) to the Campaign that the List resides under, 5. Active List 6. Login to the Portal as the User in the Team 7. Click Get Next Record. 8. Check that the Scripted App you assigned in Step 4 pops correctly. <p>Inbound Team</p> <ol style="list-style-type: none"> 1. Create a Team in Management and set as Inbound in Blending Management 2. Add User to Team 3. Add Scripted App to Team 4. Assign a DDI to the Scripted App (Webflow) 6. Login to the Portal as the User in the Team 7. Send in an Inbound Call 8. Check that the Scripted App you assigned the DDI to in Step 4 pops correctly. <p>Blended Team</p> <ol style="list-style-type: none"> 1. Create a Team in Management and set as Blended in Blending Management 2. Add User to Team 3. Add List to Team 4. Assign Scripted App (Webflow) to the Campaign that the List resides under, 5. Active List 6. Add Scripted App to Team 7. Assign a DDI to the Scripted App (Webflow) 8. Login to the Portal as the User in the Team 9. Click Get Next Record. 10. Check that the Scripted App you assigned in Step 4 pops correctly. 11. Send in an Inbound Call 12. Check that the Scripted App you assigned the DDI to in Step 4 pops correctly.
<p>Remove broadcast from IS Wizard</p>	<p>This is purely a technical change related to the imminent release of the new Campaign Manager, the renaming of what used to be "Accounts" in Outbound Manager to "Workspaces" and the fact that a single CRM Entity would be associated with each Workspace for the purposes of outbound dialling.</p> <p>There is no discernible impact to the the user.</p>	<p>21983</p>	<p>No test plan required for this change.</p>

<p>Set Version for Workspaces ready to be used in Campaign Man</p>	<p>This is a feature that facilitates the migration from the old Outbound Manager to the new Campaign Manager:</p> <ol style="list-style-type: none"> 1. Once a workspace is moved to the new Campaign Manager (using the Workspace Assigner tool provided) it will no longer be visible in Outbound Manager. 2. Any new workspaces will be created in the Interaction Studio for the new Campaign Manager and not visible in the Outbound Manager. This is a change in the Interaction Studio. (See also note #21995) 	<p>21992</p>	<p>No test plan required for this change.</p>
<p>Additional Properties for Users and Teams</p>	<p>An Additional Properties Editor for Users and Teams has been created, and this is now launched from the 'Edit User' dialog and 'Team Properties' dialog in the Management Application.</p> <p>This is a new feature that allows additional settings to be applied to Users and Teams. This feature has been added to facilitate future User and Team specific settings.</p> <p>The precise settings accessible through this new feature depend on the system configuration.</p> <p>Should you need any further information please contact your Noetica representative.</p>	<p>21993</p>	<p>No test plan required for this change.</p>
<p>IS to set Version for new workspace</p>	<p>This is a feature that facilitates the migration from the old Outbound Manager to the new Campaign Manager:</p> <p>Once an Account has been migrated to a Workspace in the new Campaign Manager (using the Workspace Assigner tool provided - please request informaion on this if you do not already have it) it will no longer be visible in Outbound Manager (See also note #21992).</p>	<p>21995</p>	<p>No test plan required for this change.</p>

<p>Changes to Classic OB Manager to enable Transition to CM</p>	<p>This change is in preparation for the transition from the Outbound Manager to the new Campaign Manager). It consists of two main elements:</p> <ol style="list-style-type: none"> 1. Campaigns & Lists which have been transitioned to Workspaces using the Workspace Assigner tool provided or new Campaigns or Lists assigned to new Workspaces created using the latest Interaction Studio will no longer be visible in Outbound Manager. These will only be visible in the new Campaign Manager. 2. The Outbound Manager has been modified to allow the assignment of Scripted Apps (Webflows) to lists. This is because this capability has been removed from the Management Application tool in order to ensure consistency with the new Campaign Manager. This feature will allow users to make a staged transition to the new Campaign Manager and still manage campaigns using the Outbound Manager during the transition period. <p>This avoids the need for a 'Big Bang' approach.</p>	<p>21997</p>	<p>No test plan required for this change.</p>
<p>ACD Stats does not add externally transferred calls</p>	<p>This change addresses a problem relating to Inbound calls which via a Strategy transfer the call to an external number, without presenting it to an Agent.</p> <p>Previously, such calls were not counted in the database. This has now been changed so that all such calls are counted as "Abandoned".</p>	<p>22001</p>	<p>No test plan required for this change.</p>