

Version: 18.04

Development - Feature - (8)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
LinkLauncher Config missing from Portal web.config	<p>Data to enable to the LinkLauncher to be launched from the Agent Portal was missing from the configuration files and this had to be rectified post installation or upgrade.</p> <p>This has now been added to enable this to be used immediately.</p>	20670	No test plan required for this change.
Add Average Time to Answer statistic to ACD and Wallboard	<p>An additional field called "% of Calls Answered within Service Level" has been added to the Dashboard.</p> <p>Noetica will need to know what Service Level your business works towards to configure this in the installation file so if you wish to use this feature a number of seconds will need to be supplied. The most common value requested has been 20 seconds and this is the default.</p> <p>This figure is calculated by dividing the number of calls answered within the supplied value (say 20 seconds) from the total calls that have been offered for each Inbound Strategy.</p>	21768	No test plan required for this change.
Primary Key for DDI table	A Primary Key has been added to the DDI Table to enable this to be used more efficiently when using SQL Replication.	21868	No test plan required for this change.
Ability to reorder Conditions in Recycling	This change allows users of the Campaign Manager to order/reorder Recycling Conditions in the visible tree by moving them up or down in order to decide which order they are executed in.	21996	No test plan required for this change.

<p>Multi Entity Queuing</p>	<p>This feature is only available in Campaign Manager and allows the selection of data in a CRM entity (using Venn diagram filters), based on properties in related (parent or child) entities.</p> <p>This applies to queuing data into lists as well as real time data manipulation using List Organiser.</p> <p>Please contact your Noetica representative for the supporting product manuals prior to any testing being carried out.</p>	<p>22007</p>	<p>Please consult the relevant user documentation/product manuals that can be supplied by your Noetica representative prior to any testing of this feature.</p> <p>Unless using this with the new Entity Designer (release scheduled for June 2018) then there may be some database level interaction required by a qualified person.</p> <ol style="list-style-type: none"> 1. Setup a number of Related Entities. <p>Create three prefixes (you could use more or less than this but we would recommend this as a minimum) E.G. ELCOMP->ELECT->ELSUB</p> <p>Add [From_Link_ELECT] field to ELSUB Add [From_Link_ELCOMP] field to ELECT</p> <ol style="list-style-type: none"> 2. Create a Workspace that uses the 'middle' prefix - ELECT. 3. Modify data so that you have a tree of related data. 4. Setup one or more filters in the Workspace featuring values from multiple Entities - for the first test you may just wish to use one value from each Entity. 5. Create a new test Campaign. 6. Create a test List and queue data for ELECT and check the queued volumes correspond with your test data files.
<p>Allow SQLImportUtility to launch from WorkspaceManagement</p>	<p>Two new wizards can now be launched from Synthesys Management - Applications tab. One for running File SQL and another for Database SQL. Both of these are interim solutions until the new CRM Imports are released to work in conjunction with the new Campaign Manager.</p> <p>It is recommended that these wizards are used for import only (into a CRM entity) as queuing is now an integral part of Campaign Manager.</p>	<p>22012</p>	<p>No test plan required for this change.</p>

Agent Rotation Blending to consider phone state	Following the release of the Agent Rotation feature for blending, in some cases, when Auto-hangup was enabled (i.e. calls was automatically hung up when a scripted app was closed), a timing problem would occur, whereby for a fraction of a second the agent would be out of a script but not yet formally out of the call. As the blender only responded to "script closed" events, this would result in agents not being rotated as their telephony state was still "Active". This was rectified by changing the blender so that it responds to CTI events (such as agents becoming available telephony-wise) as well as scripted app events.	22027	No test plan required for this change.
SQL_Service.Net does not handle backlog of SQL jobs	Following a recent change to the SQL engine it was discovered that If the SQL Service had stopped running, upon restart it would not handle a 'backlog' of jobs if these had been missed due to being scheduled to run during the downtime.This has now been remedied.	22028	No test plan required for this change.