Upgrade Report

Version: 18.07

Development - Feature - (12)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Change Priority option missing in GSC wizard	This is a change to default settings. Priority Order dialling is now enabled by default and is controlled by a setting in the Campaign or List Settings. Priorities can be set on list segments by using Bulk Queue Change.	20750	No test plan is required for this change
Manage Quotas in .NET	Outbound Quotas have been introduced into the Campaign Manager. This feature allows the administrator/dialler manager to set up conditions based on scripted app outcomes which would deactivate lists when a specified threshold of results is reached over a period of time and automatically reactivate the list if wanted when a new period starts.	21261	Suggested test plan as follows: 1. Create Webflow with multiple outcomes 2. Login to Campaign Manager 3. Create Campaign for this webflow 4. Create Outbound List 5. Go to Quotas Tab 6. Add/Edit/Delete conditions 7. Take calls for the outbound list, selecting different outcomes 8. Ensure the quotas work and deactivate the outbound list if any of the conditions are met
Transfer Control to prevent double request	Prior to this change when initiating a transfer (consultation or conference) it was possible for Agents to send a second transfer request by clicking the dialogue for a second time which would then take a further line up. Now this change has been made, an Agent will not be able to select the dialogue/button again until the consultation/conference call has finished.	22041	No test plan required for this change.
Remove SQL bkwd comp install from Setup.exe/Serversetup.exe	This release is a maintenance fix to remove a component no longer supported by Microsoft.	22056	No test plan required for this change.
Add AD integration to Web UI Live Monitor	Add AD integration to .net Live Monitor This update adds Active Directory integration to the web Live Monitor.	22070	No test plan required for this change.

Quotas Tab missing after merge	This release enabled the Quotas functionality within Campaign Manager. This works in a manner identical to the functionality that was available in the old Outbound Manager.	22074	No test plan required for this change.
Logon on installtions with anonymous telephony platforms	This release allows the assignment of a default telephone platform (when only 1 telephony platform is configured) to an agent. This change fixes a defect which crept in when a new feature was introduced allowing administrators to assign agents/teams to telephony platforms.	22078	No test plan required for this change.
Disable CTI toolbar if agent extension not ready	This change in behaviour has been made to make the Agent Log On Process more intuitive and reduce the likelihood for human error. Previously upon Log On, an Agent was able to select options on the CTI toolbar despite the fact the CTI was still logging in and not yet available which could cause numerous errors. Following this change, upon Log In, until the CTI is active all options on the CTI Toolbar will be disabled (except Log Out) and the Phone Status will remain Unavailable. When the CTI is then active, all options will then be enabled for selection and the Phone Status will show something other than Unavailable. Note, if you Log In with no extension, the Phone Status will remain Unavailable and the Break and GetNext buttons will enable. If you Log In with an invalid extension then all the options will remain disabled apart from Log Out.	22079	No test plan required for this change.
Creating Queue Schedule in CM into existing list failing	A bug was fixed within the Campaign Manager that prevented users from scheduling a queue job into an existing list.	22080	No test plan required for this change.
Multiple pops	In certain situations, it was possible for multiple scripted apps to pop one on top of another indefinitely until the agent portal page is closed. This defect has now been rectified. All scripted apps will need to be republished in order for this to take effect.	22134	No test plan required for this change.
Fix PD problems when SNoDrop is not in effect	There was an issue within the Predictive Dialler code for calculating the number of calls to make. The problem was caused for customers who had the SnoDrop Limit Advanced List Property enabled. If the value was not zero, the dialler would then overdial. This has been rectified and in order to better analyse dialler behaviour further logging of the values used to calculate the calls to make value has been added.	22135	No test plan required for this change.
Group Propertes not updaing Phoenix_OBCampaign Table	Group Properties saved in columns are now updating the Phoenix_OBCampaign Table.	22151	No test plan required for this change.