

Version: 18.09

Development - Feature - (15)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Queue Manager: Show Filter Options: Last Updated	This is a change to the call queue interface, the Last Updated field now shows numbers rounded to 2 decimal places.	22029	No test plan required for this change.
Timeout Dial Mode change, * removal and new state field LM	<p>This change rectifies a software fault which manifested itself occasionally when attempting to change dialling mode from predictive to preview and vice-versa. This also caused the Live Monitor Service to stop.</p> <p>The fix remedies both issues and adds some additional logging should similar issues occur in the future.</p>	22102	No test plan required for this change.
Cancel dial after AutoDialDelay if call dialled manually	Previously when using progressive dialling (Autodial) the system would not recognise a previous manual dial before its delay threshold. This change now disables Autodial if a manual call is triggered.	22121	No test plan required for this change.
List B on different Campaign Paused when queuing in List A	Previously all lists were paused whilst a List Organiser filter was applied, This feature will now only pause the target list when applying a new filter.	22150	No test plan required for this change.
Changes to inbound call tracking on ACD path notifications	<p>This release increases the reliability of the Active Blending feature when using the Mitel Interface.</p> <p>Previously we would incorrectly track calls through the ACD paths due to Call IDs changing unexpectedly on the Mitel side.</p>	22155	No test plan required for this change.
Improve stability of Spider during broadcast storm	This change improves the stability of the Noetica's system communication service by removing some unnecessary synchronicity from the algorithm.	22159	No test plan required for this change.
Improvements to installation	This update contains improvements to minimise the configuration required after the installation process. This does not affect users in any way.	22163	No test plan required for this change.
Workspace Entity Prefix not updated	This change allows the user to assign an Entity Prefix assigned to a Workspace in the Interaction Studio that does not yet have one when performing a Save As operation on a Scripted App within that Workspace.	22167	No test plan required for this change.

SQL.Net Filter Caching	This release contains an optimisation to the process of populating the Pie Chart and Filter Counts within the List Organiser feature within Campaign Manager.	22180	No test plan required for this change.
Exceptions in the SQL.Net clearing Queues	This release contains optimisations and updates to the Queuing process within the Campaign Manager.	22181	No test plan required for this change.
Rescheduled calls due should not generate abandoned calls	<p>Prior to the changes for this case, Scheduled Calls took priority over Predictive calls. This might lead to the situations when no free agents were available as the agents were allocated to Scheduled calls.</p> <p>Now, having a Scheduled call assigned doesn't force a Scheduled call given to the Agent immediately, a delay is made until the Agent is freed from allocation to Predictive calls.</p>	22185	No test plan required for this change.
Synthesys ACD Statistics error logging	This release contains a logging improvement to the ACD, previously the ACD was logging to many information messages.	22186	No test plan required for this change.
Transfer Ctrl to re-instate multiple clicks.	<p>This release contains an update to the Transfer Control behaviour.</p> <p>The control now has a property named ClickOnce.</p> <p>When this is set to True (in Interaction Studio) only one transfer is allowed</p> <p>When this is set to False, multiple transfer attempts are allowed.</p>	22198	No test plan required for this change.
Preventing multiple screenpops	This change fixes a fault which used to cause multiple Scripted App pops to occur under various circumstances (such as when clicking the "duplicate tab" in a browser or when attempting to close a Scripted App while still on a consultation call).	22202	No test plan required for this change.
PD fixes for Active Times interval	<p>This release contains an update to the process of activating and deactivating a list.</p> <p>The list will now become active exactly on the beginning of the active time window and be deactivated 1 minute before its active time window ends. This is in order to prevent calls getting connected outside the active time window.</p>	22211	No test plan required for this change.