

Version: 18.11

Development - Feature - (30)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
PD delays moving agents to higher priority OB Campaign	Prior to this change the dialler would move agents to a higher priority list only when a significant volume of calls were available to dial. This caused difficulties for some customers with low volume high value lists so the dialler has been changed to move some agents from a lower to a higher priority list even if only one call is available.	21939	No test plan required for this change.
Customisation to Support Case Sensitive URN (Phase 1)	<p>Synthesys is now able to support case sensitive Customer IDs. In other words, identical Customer IDs which contain the same characters but in different cases (as in upper/lower) will be treated as distinct records.</p> <p>This is controlled by new setting which is a boolean synthesys.inf setting. The changes required to support this new feature are included in several modules within the Synthesys platform.</p>	22062	No test plan required for this change.
CRM prefixes import tool	<p>This is a new feature introduced in the Interaction Studio to facilitate the migration of existing entities to the new CRM Entity format now supported within the Interaction Studio..</p> <p>It converts old style CRM entities into new style ones. Previously new style entities had been visible only via the new Entity Control (Ntty), while old style CRM entities had been supported by the rest of Synthesys including CRM Designer, CRM Service, the old Entity Control and other components.</p> <p>Old style entities can be converted easily using this tool unless:</p> <ul style="list-style-type: none"> <li>- They contained "Groups" which are no longer supported or</li> <li>- A new style entity of the same name already exists</li> </ul>	22067	No test plan required for this change.
Interaction Studio does not store Documents Location in reg	When running the Interaction Studio on a different User to the one it was installed under, connection to a Synthesys server under the different user would fail. This has been rectified.	22085	No test plan required for this change.

Live Agent (Phase 1)	<p>Synthesys now supports integration to the PCI Live Agent application. Where enabled this allows for the embedding of a custom iFrame control within a scripted application. The functionality is twofold</p> <p>i) The agent can open a conjoined session with the payment gate where the customer can input credit card details (via DTMF) which are suppressed from the agent's view. ii) The DTMF tones are masked/suppressed</p> <p>Note that in order to have this service a commercial relationship needs to be maintained by the customer with the SIP and payment service providers.</p>	22100	No test plan required for this change.
Synthesys password security	<p>Synthesys authentication has been enhanced so that:</p> <ul style="list-style-type: none"> <li>- A password blacklist can now be maintained if required</li> <li>- A LogonAudit table including failed attempts can now be filled if needed.</li> </ul>	22110	No test plan required for this change.
Position in Queue	<p>This delivers a brand new feature into the Voice Platform ACD that enables configurable voice announcements, with the position in the queue and the estimated time before the call is answered played to the customer. Please contact your Noetica representative for an updated Product Sheet for this feature.</p>	22154	No test plan required for this change.
Positive Recycling Ignores other Conditions	<p>Improvements have been made to use of call dispositions in recycling. Previously recycling allowed all conditions at a root level to be evaluated for positive and negative results.</p> <p>This has now been changed for the Last Outcome selection to only allow the selection of positive results at root level.</p> <p>The selection of both positive and negative results are prevented on the same outcome page</p>	22165	No test plan required for this change.
Create a HF to add BQC wizard and service to Distro	<p>This change has been made to optimise the installation process. The Bulk Queue Change service and the wizard have been rebuilt to be in sync in the release distribution.</p>	22176	No test plan required for this change.
Eventlogs folder is missing on the Application server	<p>A hotfix has been created to create an EventLogs directory on both Web and Application servers. This is purely a technical enhancement.</p>	22178	No test plan required for this change.
Multiple inbound calls given to agent after logon	<p>This change corrects an isolated problem where a very heavily loaded system might present multiple inbound calls to the same agent generating a series of multiple screen pops.</p>	22183	No test plan required for this change.

Voice Platform Verizon Compatibility	<p>This change is a technical enhancement to the NVP'/MiCC Call Manager's SIP capabilities. Added a new setting to:</p> <ul style="list-style-type: none"> <li>- Set QoS</li> <li>- Prevent sending of early media (SDP) with 180 Ringing messages.</li> </ul>	22184	No test plan required for this change.
PD sends 2 drop call rpc's for Unattended Lists	This case corrects an issue when using Unattended Dialling. The code handling call connection for Unattended Lists had an error, DropCall was sent to the CTI twice which has now been rectified.	22206	No test plan required for this change.
Campaign Manager gap features in filters	This case adds functionality to Campaign Manager (which was available in Outbound Manager) to create Filters including condition based on queue states (such as times called).	22209	No test plan required for this change.
Queue Manager updating Times_Called wrongly	A fault was found where the Queue Manager was updating Times_Called incorrectly in its overnight job. This has now been rectified.	22217	No test plan required for this change.
Agents with scheduled calls allocated counted Expected Free	An error was found in the calculation of the predicted "expected free agents" within the predictive dialler which caused this number to inflate. This error was introduced in a recent enhancement of the dialler and risked generating nuisance calls. This has been remedied and the risk removed.	22219	No test plan required for this change.
Add time in queue to Phoenix_Switch_Billing	<p>This is a new feature on the Noetica Voice Platform allowing users to report on the precise time caller have spent queuing in the ACD.</p> <p>The Voice Platform will write the amount of time that the call spent while routable an agent, this is so that you can report on the time the calls spent queuing.</p> <p>This release includes an update to the Phoenix_Switch_Billing table, a new field has been added called TimeInQueue, this has a datatype of Float.</p> <p>If the call was connected or disconnected without queuing then this field will be NULL.</p>	22223	No test plan required for this change.
SaleMap and Datling Integration	This case relates to a custom API being created to integrate to a bespoke customer CRM system and is not a general product change or feature.	22226	No test plan required for this change.
An Agent Stuck in I/B Only	This case resolves an isolated 'edge' use case which caused blended agents to become unable to handle any calls in some unusual situations. This was the result of a race condition between an action of automatically moving an outbound agent to inbound (as part of blending) and simultaneously attempting to deliver a scheduled call back to the same agent. This race condition has now been resolved.	22229	No test plan required for this change.

Entity Imports - File import and Scheduling	A new Customer data Import wizard has been added to the Campaign Manager functionality. Please contact your Noetica representative for the corresponding product manual and request training and guidance on this use if required.	22231	No test plan required for this change.
NewRecycling Cycle to skip empty numbers	This case correct an issue in the new Recycling within Campaign Manager. Previously if empty telephone number fields were set to be skipped in a cycle, when encountering these fields the record would then be set to Recycling Done rather than skipping the blank number and calling the non-blank numbers. This has now been rectified.	22236	No test plan required for this change.
Recycling/move items an old style SMS/Email lists	This change allows Email and SMS Lists in Outbound Manager to be selected from the 'Move to Outbound List' Recycling Actions in the new Campaign Manager until such time when email & SMS campaigns are added to Campaign Manager.	22244	No test plan required for this change.
Message of the day crashes	Quick multiple clicks on the Quick Message button could cause the Message Of The Day client to hang. An agent would then have to forcibly close the application producing a crash without crash dump.  This has changed to disable the Quick Message Button after it is first clicked and re-enables the button when the Quick Message Dialog closes.	22248	No test plan required for this change.
Lost calls caused by call hangups while call is being held	A problem was identified affecting calls in the process of being disconnected by the remote side which are at the same time put on hold. This could cause the calls to become 'stuck' within the Voice Platform in perpetuity and any record of such calls would also be missing from the Switch Billing table. This has now been corrected.	22257	No test plan required for this change.
Fix NextPrevious control	The NextPrevious control within Synthesys failed to function correctly in recent releases of the product. This was a result of intervening CTI toolbar changes in the Synthesys portal. This repairs this functionality.	22261	Scripted apps should be republished and any that use this control should be tested.
Non Hybrid OBManager crashes in Stats dialog	In the Classic OB Manager in some instances (based on installation type) the Statistics count for a list could be inaccurate. This has now been corrected so the counts are accurate and no SQL errors are thrown.	22266	No test plan required for this change.
Fix PD's Agent Total times accounting code	This case correct a problem where the Total Time and the Times in States for individual agents was being incorrectly calculated in Live Monitor. This has now been corrected.	22271	No test plan required for this change.
Incorrect Team Id link to ACD Path at startup	An improvement has been made to the start up processes when using a Mitel PBX interface. This will correctly assign all the Team Ids to each Mitel ACD Path that has been added to Synthesys/MiCC Outbound to prevent a user having to do this manually.	22275	No test plan required for this change.

File Import - Definition corrupted occasionally	An improvement has been made so that File imports which contain a password to a network share are now successfully saved to the database.	22278	No test plan required for this change.
Prevent saving filters with no conditions	This Filter Editor within Campaign Manager will no longer allow the user to save a filter without adding at least one condition.	22279	No test plan required for this change.