

Version: 19.01

Development - Feature - (14)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Modified Permission in OBM	<p>A new role (Dialler Manager), which contains a new permission (View Customer Data) has been created. This allows a user access to Campaign Manager and to view and load Customer Data.</p> <p>Note - existing users who have access to Campaign Manager, will no longer be able to see the 'Entity Import' tab, and on the "Show Queue" page the 'Customer Details' and 'Customer History' buttons will be hidden. To grant access to these features, the Users must be given the new 'View Customer Data' permission in the usual way through Synthesys Management.</p> <p>This has been introduced to enable greater protection of access to customer data.</p>	21872	No test plan required for this change.
Mitel Branding for Campaign Manager	The Campaign Manager has been changed to support custom branding in the banner. This includes Mitel branding for the MiCC Outbound Product.	22005	No test plan required for this change.
SMS Integration (Bulk SMS)	The system now supports bulk SMS campaigns using the GCI preferred provided: SMS Campaigner.	22258	No test plan required for this change.
Pass on Call Information (to scripted app)	<p>Extra Information about the Active Voice Call is now available in calculations in a scripted app.</p> <p>There is a new Builtin method GetActiveVoiceCallInfo that can be used in a scripted app.</p> <p>This will give you access to information such as "DDI", "CLI" for the currently active call. This is for all calls initiated within a scripted app including inbound, outbound and manual calls.</p> <p>This is only available using the NVP/MICC Call Manager.</p>	22280	No test plan required for this change.

CallLogger with split LockTimeouts and other files	<p>In cases when the Phoenix Stats table became locked (for instance by running some badly written reports), call logging would fail irrecoverably causing records not to recycle and thus remaining in a "running" state in perpetuity.</p> <p>A new synthesys.inf setting has been introduced which gives the user the option to reprocess these calls by moving them back to the Spoor\CallLogger directory either manually or by a script.</p>	22287	No test plan required for this change.
SQL classic uses case sensitive collation always.	A defect was found in the SQL service which made it incompatible with the new 'case sensitive' URN (Unique Reference Number) functionality. This has now been rectified.	22294	No test plan required for this change.
BulkOBSservice CaseSensitiveCustomerId	A defect was found which rendered SMS and Email lists incompatible with the new 'case sensitive' Customer_ID functionality. This has now been rectified.	22297	No test plan required for this change.
NewRecycling SMS Email List Broadcast	SMS (and email) lists were not compatible with systems where the new Campaign Manager & New Recycling were installed, the result being that records moved to such lists via recycling were being left in a "running" state. This has now been corrected.	22298	No test plan required for this change.
SQL.NET writes SQL prefix instead of CRM one to history file	A fault was discovered where the SQL service was writing the SQL prefix to a history file as opposed to the Customer Prefix. This has now been rectified.	22299	No test plan required for this change.
NewRecycling Engine acting on Reschedules twice	NewRecycling Engine writes 2 entries for Reschedules This will no longer happen. The Recycling Engine no longer writes to the recycling table when a call is simply rescheduled.	22301	No test plan required for this change.
ListFilter Service Index & Performance Improvements	<p>ListFilter Service Index & Performance Improvements</p> <p>This change improves performance of Campaign Manager and the Dialler Web Service API when using filters. It increases the speed of execution of certain database queries which used to cause a marked slowness in applying filters when accessing the queue table.</p> <p>Performance of ListFilter Service and has been improved by creation of extra indexes on Phoenix_Queue Performance of ListFilter Service has been improved - Queue Service and Dialler Webservice now send Outbound List ID to save ListFilter Service looking it up again.</p>	22302	No test plan required for this change.
Rescheduled Flags are wrongly taken from OB Group	This change relates to a problem identified in the dialler regarding the use of the C;L;A;P advanced properties when used in the context of a group. Prior to the change, the setting was erroneously taken from the group advanced properties. This has now been rectified so that even in the context of a group, each list uses its own individual C;L;A;P flags.	22311	No test plan required for this change.

ReportViewer part crashes by incorrect config file	This change remedies an issue with the Report Viewer web parts where in some isolated instances the UI would hang when searching for config files.	22332	No test plan required for this change.
Agent order assignement for Priority and Scheduled calls	Agents Scheduled/Priority Calls are now searched for using the order of Agents sorted by Time in State	22334	No test plan required for this change.