

Version: 19.05

Development - Feature - (40)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Formating dates in HTML/Entity Control	The new CRM Entity web control used in Synthesys scripted apps (Ntty control) has been enhanced to show dates in a format compatible with the locale of the browser within which it is being used.	21731	No test plan required for this change.
Linked Entity Supported needed in BQC Service	Bulk Queue Change service has been fixed to correctly support the use of linked entity filters in Campaign Manager. This was a defect that has now been rectified.	22047	No test plan required for this change.
User Deleted state in Synthesys Management	User Deleted state in Synthesys Management. This development enables users to be marked as deleted in the database, so that Synthesys Management does not attempt to load them. 'User Skills' have also been renamed to 'User Attributes' in Synthesys Management.	22084	No test plan required for this change.
Complex filter allows duplicate entries	This fixes a defect in Campaign Manager, whereby multiple complex filters of the same name could be created by simply pressing enter after having typed the complex filter description, instead of clicking 'Create Complex Filter'. This has now been rectified.	22149	No test plan required for this change.
Blending Manager remove Graph tab	A change has been made to remove the Graph Tab from the Blending Manager UI.	22218	No test plan required for this change.
User Management App	User Management Admin Tool. Introduced a new admin interface for managing user access through Noetica's enhanced OAuth2 security system. User Management can be used to search for users and view their current access level for all listed applications. Authentication levels can be modified via this interface as well as specific permissions per application. Any new application registered for OAuth2 protection will appear in this interface, allowing easy management of who can and cannot access the application.	22291	No test plan required for this change.
Add Campaign Manager AppPool user to General folder	This hotfix fixes the Local File import option in the Entity Import module. Previously, on some installations, it could fail as it couldn't create an import folder on the server.	22325	No test plan required for this change.
Predictive Dialler move to 64bit process	The Predictive Dialler and all dependent services have been ported to 64-bit execution environment. As a result, the new Core Services Control Panel Predictive Dialler configuration page is now enabled.	22338	No test plan required for this change.

SalesMapp integration fixes	<p>SalesMapp Integration Improvements</p> <p>The SalesMapp Service has been improved so that more methods are able to be used by the webservice actions.</p>	22340	No test plan required for this change.
Fix TimeInQueue starts counting when MenuAction completes.	<p>When reporting on inbound calls the duration that the call was queued to team was incorrect</p> <p>The TimeInQueue field in Phoenix_SwitchBilling should record the amount of time the call was 'routable', in other words when it was first associated with a team of agents (whether or not any agents were available). In cases where two or more IVR strategies were chained together and then chained to an Inbound strategy, the TimeInQueue field would include the time since the second IVR was entered, thus artificially inflating this value. This hotfix resolves this issue.</p>	22379	No test plan required for this change.
Report Bug Fix	<p>When installing the standard reports one of the SQL statements had a bug which resulted in it's failure. This statement created a table that was a dependency for other subsequent tables being created used with the reports. The automated deployment process was failing as a result of this and needed unnecessary manual intervention each time reports were installed</p> <p>The file has been updated and the ambiguity has been removed</p>	22382	No test plan required for this change.
Select existing Entity prefix in Outbound Wizard	<p>The Outbound Wizard has been altered to allow the selection of existing Entity prefixes in the New Campaign Dialogue. Only 'old style' Accounts are visible in the Outbound Wizard, therefore any newly created Account/Campaign (using the Wizard) is only visible in Outbound Manager and is not visible in Campaign Manager .</p>	22388	No test plan required for this change.
Direct DDI calls to agents in a blended environment	<p>If Active Blending is enabled on the system when an Inbound call is received to that DDI the system automatically makes the agents available to take that inbound call as soon as the agent is free The direct DDI call will be delivered to the agent the DDI is assign to regardless of the blending settings for the team the agent belongs to (Active, Reactive, Inbound Only or Outbound Only).</p>	22390	No test plan required for this change.
Direct DDI calls to agents in a blended environment	<p>If Active Blending is enabled on the system when an Inbound call is received to that DDI the system automatically makes the agents available to take that inbound call as soon as the agent is free The direct DDI call will be delivered to the agent the DDI is assign to regardless of the blending settings for the team the agent belongs to (Active, Reactive, Inbound Only or Outbound Only).</p>	22390	No test plan required for this change.

Direct DDI calls to agents in a blended environment (PD)	<p>If a direct DDI is assigned to an agent then when an Inbound call is received to that DDI the system automatically makes the agent available to take that inbound call as soon as the agent is free to do so.</p> <p>The direct DDI call will be delivered to the agent the DDI is assigned to regardless of the blending settings for the team the agent belongs to (Active, Reactive, Inbound Only or Outbound Only).</p> <p>For this functionality to work Active Blending has to be enabled on the system.</p>	22395	Please contact your Noetica representative for further details.
CTIToolbar compatibility fix for IFrames in Chrome	An issue was found with Scripted Apps in Chrome: if it contained an IFrame in a section, on occasions the the CTI Toolbar buttons would stop responding in that section. This change prevents this from occurring.	22401	No test plan required for this change.
Minute-ly scheduling not implemented as per design	The user interface for scheduling of jobs in Campaign Manager to run at intervals of minutes & hours has been improved.	22402	No test plan required for this change.
GetNextNumberName & Invalid Number Recycling Issues	<p>GetNextNumberName and Invalid Number recycling issues Recycling on 'telephone number for next attempt is' condition should work properly now.</p> <p>Recycling should now handle Invalid number as first number in cycle correctly.</p>	22414	No test plan required for this change.
3rd Party Sms Integration - Change	<p>3rd Party Sms Integration - Change</p> <p>TextMarketer SMS implementation in Bulk SMS Service has been changed to use either 'From' property of outbound list, DefaultFromValue or TextMarketerSenderId. All three properties are ordered by the priority from High to Low. 'From' property of outbound list overrides the others.</p> <p>The requirement for From: From - Who the message is from (the originator or sender ID). This can be up to 11 alpha-numeric or 16 numeric only characters.</p> <p>Outbound Manager and Outbound wizard will create SMS lists with DefaultFromValue settings in BulkOBService section of synthesys.inf file.</p>	22419	No test plan required for this change.
Date Formats ignored in Entity Import wizard	When importing data using the Entity Import feature differing date formats could result in imports failing. The application has been changed in order to enable the user to specify the date format used.	22423	No test plan required for this change.

IS Entities fail if AdminUrl point to App server	<p>IS Entities fail if AdminUrl point to App server</p> <p>If two Aliases with the same server name like 'azuapp01' and 'azuapp01.noetica.com' are created in Interaction Studio Entities fail to check permission. The same problem happens when Interaction Studio gets Logon token pointing to Application server. This bug has been fixed.</p> <p>Currently Entity permissions are checked in Phoenix_User_Permissions/Phoenix_Permissions tables and are not related to Synthesys_General_Admin.dbo.Users permissions like EDP1:EDP31(EDP31);</p>	22426	No test plan required for this change.
Recycling & Marking Empty/Invalid Numbers	Recycling engine has been updated to cope with Empty & Invalid numbers in a better way. Several defects have been found and remedied.	22431	No test plan required for this change.
Stop Agent Diary filling Windows event logs	<p>Stop Agent Diary filling Windows event logs</p> <p>Agent Diary service has been changed to stop writing informational reports to EventViewer. It writes only real errors.</p>	22432	No test plan required for this change.
AutoDial is not taken from OB ListProperties	Changes to PD were made to ensure the property Auto Dial is taken from OB List properties but not from OB Group properties	22433	No test plan required for this change.
Ability to open Scripted App in particular position and size	This change makes it possible to specify the initial position and size of the Scripted App window (screen pop). Please contact your Noetica representative for further details if you wish to use this feature.	22437	No test plan required for this change.
Playing ringback on SIP outbound if not present (MiVConnect)	<p>The Voice Platform will play ringback tone locally for the agent if the SIP provider does not send the ringback tone for outbound calls, but the corresponding SIP message that indicates that the called party is ringing is sent.</p> <p>If the SIP provider does not send a Ringing message, but the Session Progress message is sent with media details, the Voice Platform will allow media to be sent to the agent to allow any tones including ringback to be heard by the agent.</p>	22439	No test plan required for this change.
Recycling DNC	Recycling DNC DNC results will now be recycled properly.	22441	No test plan required for this change.
Live Monitor Web Pie Chart	The Queue States tab in the Live Monitor web part did not previously display correctly the number and states of records assigned to a team if that team was assigned to groups (as opposed to just lists). This has now been rectified so that records belonging to groups are also taken into account when displaying the statistics in the Queue States tab.	22443	No test plan required for this change.

QM service not processing NewQueue requests fast enough	This rectifies an inefficiency relating to the manipulation of dialler list records. Previously, moving records between lists (or similar) using Campaign Manager (or indeed the old Outbound Manager) or through Call Recycling was inefficient. The speed of these actions has now been improved by a factor of 20.	22446	No test plan required for this change.
Sorting in Core Services Control Panel	The Services List Box now shows its items in sorted order by selected column contents	22447	No test plan required for this change.
LM Web Parts clear stats on refresh	Live Monitor Agent States Grid and Queue States Chart web parts have been fixed to re-create the data if the agent portal content is refreshed by any other web part.	22448	No test plan required for this change.
New entity journal row doesn't show linked entities	Interaction Studio has been changed to show only history event types in the "Insert New Row" dialog in Journal Presentation design for CRM Entities when adding an "Event" type. Linked entities will be shown only if "Entity" is selected. Previously history "Event" types were mixed with linked "Entities" if "Insert New Row" was selected.	22451	No test plan required for this change.
Eliminate Deadlock when Max I/B Agents Reached	When using Active Blending with Maximum Inbound Agents set to a number lower than the size of the entire team, when the Maximim was reached it caused the dialler to cease delivering calls to the remaining outbound agents. This has now been rectified.	22453	No test plan required for this change.
User Deleted Column	A new Deleted column has been added to the Users table. This new column enables users to be marked as deleted in the database, so that Synthesys Management does not attempt to load them. This dramatically improves performance in systems with many agents and high agent churn.	22454	No test plan required for this change.
NVP postpones logout when agent has active call	When a logout request is received by the Noetica Voice Platform and a customer is still on the line, the logout will be postponed until the customer's call disconnects.	22457	No test plan required for this change.
Agent in PDInCall leaving Active OB Campaign	Previously, when agents in a predictive campaign needed to be moved out of the campaign (for any reason, such as blending, active times, no more records, etc.) this could under some circumstances generate unnecessary abandoned calls (by releasing agents from the campaign too quickly). This has now been rectified..	22461	No test plan required for this change.
Remove file deletion RPCs to Audit table	When a scripted app was deleted, this used to cause unnecessary stress on the system as it used to generate numerous individual logging actions. This has now been merged into one single action removing the unwanted noise. This is a performance enhancement.	22462	No test plan required for this change.

Double pop on unpark	<p>When a consultative transfer was made using the Agent Portal in some circumstance the system attempted to pop a new script to both the transferring and receiving agents.</p> <p>This has now been rectified in order to prevent this.</p>	22466	No test plan required for this change.
Linked Entities don't always appear in the File import wizard	<p>Previously, in the Entity Import Wizard within the Campaign Manager, the wizard was inconsistent when displaying related entities (parent or child). These would sometimes be shown and sometimes not. This was a cacheing problem and has now been remedied.</p>	22471	No test plan required for this change.
Prefixes disappearing from Entity Service cache	<p>Previously, when a new CRM Entity was published, all other (unrelated) entities would disappear from the drop down used to select an entity in the Entity Import Wizard within the Campaign Manager. This has now been rectified.</p>	22475	No test plan required for this change.