

Version: 19.08

Development - Feature - (47)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Deleting Filters (Campaign Manager)	<p>Filters can now be deleted after they have been disabled. If a Complex Filters is not set to be used in a list after another filter it can be deleted as well.</p> <p>A filter cannot be deleted if it is in use in a complex filter and a notification will be displayed to this effect to the user.</p>	22105	No test plan required for this change.
Edit Functionality missing on Bulk Queue Change	You can now edit Bulk Queue Change jobs in Campaign Manager.	22168	No test plan required for this change.
Edit Functionality missing on Queueing Job	Queueing jobs can now be edited in Campaign Manager.	22169	No test plan is required for this change.
Unable to discard option after clicking add on Break Reasons	Break Reasons editor in Campaign Manager has been amended to allow the user to cancel/discard changes to break reasons before saving.	22170	No test plan required for this change.
Display ID next to List Name in Campaign Manager	The Outbound List ID is now displayed next to the List Name in the Outbound List Summary page in Campaign Manager.	22196	No test plan is required for this change.
EventLogService should not call LogEvent from inside	The Synthesys event logging service used to cause an SQL truncation error when trying to process files larger than 4KB.. These files are now being moved to the Synthesys\Queued\Bad folder. Also, a defect that caused infinite looping in the event logging service has been rectified.	22212	No test plan required for this change.
Custom SIP Headers for CLIToPresent	Introduced the option to set extra SIP Headers for SIP trunks configured on the NVP and MiCC Call Manager. The extra SIP headers can be used when SIP providers have specific requirements, for example a diversion header to allow dynamic CLI presentation.	22220	No test plan required for this change.
Remove the pinger from the webflow release process	An unnecessary step has been removed from the scripted app publishing process. The removed step used to clutter the logs for no good reason.	22313	No test plan required for this change.
Removal of spurious warnings	Several spurious warnings that were being logged at scripted app runtime have been removed.	22327	No test plan required for this change.
Spider Configuration changes	Spider is the internal communication service for Synthesys. Its diagnostic operations now can be performed using Core Services Control Panel which is now replacing the deprecated Synthesys Control Program.	22339	No test plan required for this change.

Bulk Email Integration 3rd Party (DotMailer)	Integration has been completed to Dotmailer for using with bulk email campaigns. This allows stored templates to be dispatched via their API and service to customers. If you require more information on this feature please contact your Noetica representative.	22380	Please consult your Noetica representative if you wish to discuss the use of this feature.
Queueing job entries disappearing	This remedies a defect in Campaign Manager whereby modifying a CRM Entity structure would result in the loss of all related queueing jobs. This no longer is the case.	22420	No test plan required for this change.
Queue not showing @ Workspace Level	In some cases, the overall queue at Workspace level showed no records, even though records could be seen below at Campaign and List level. This has been fixed.	22477	No test plan required for this change.
Control Panel to check Services Manager running	The Synthesys Core Services Panel now displays the status of the Synthesys Core Services Manager Service.	22480	No test plan required for this change.
64 Bit Classic Recycling	This case relates to a technical change of architecture for the legacy Recycling which has been changed to 64 bit.	22483	No test plan required for this change.
V6.0 CRM service doesn't reconnect failed connections	The CRM Service has been modified to reconnect broken connections.	22491	No test plan required for this change.
Ignite Portal Integration - Webparts	This development allows Mitel Ignite to be integrated into the MiCC Outbound Agent Portal.	22495	No test plan required for this change.
CheckTimesCalled enable/disable	When importing times called counts from other applications or when upgrading from legacy to new Synthesys/MiCC Outbound dialler platforms an issue was occurring in Recycling when using this count. A new setting has been introduced which alleviates this issue. Please contact your Noetica representative if you would like to know more information about this feature or intend to import this data from other applications.	22497	No test plan required for this change.
HouseKeeper Configuration changes	The House Keeper module is now able to be controlled from the Core Services Control Panel.	22499	No test plan required for this change.
HouseKeeper's Delete Phoenix_Audit fails to login	The House Keeper service has been modified to successfully delete records from the Phoenix_Audit table for the last configured period. This allows for more robust data removal.	22500	No test plan required for this change.
Bugs Call Player	Based on feedback from customers, several enhancements have been made to the usability and efficiency in search returns for the new Call Player Application.	22503	No test plan required for this change.

Ntty single history tab produces non unique id error ASPX	An error message was being displayed in later versions of Windows when navigating through tabs in the Ntty control. This has now been prevented.	22507	No test plan required for this change.
CallLogger -locked table- shouldn't move records to bad	The CallLogger and Recycling Engine have both been improved to deal with database Lock Timeouts which allow for continued operation. If this now occurs the processes will attempt to complete until correctly executed.	22526	No test plan required for this change.
New CRM Entities - Renaming a Journal column crashes the IS	Interaction Studio CRM Entity editor has been changed to prevent the crash when renaming a column in a Presentation's Journal data grid. The editor has also been modified to better handle backward compatibility with the older CRM Entity system.	22527	No test plan required for this change.
Campaign Manager - assign skills to campaigns and lists	Advanced Skills and Ability Based routing (called SABRE) has now been added into the product and a number of new features added. This change allows Skills to be assigned to Outbound Campaigns and Lists in Campaign Manager. If you require more information about SABRE please contact your Noetica representative.	22529	No test plan required for this change.
Resetting User Password prevents login to Campaign Manager	When changing a User's password, that User would then be locked out of Campaign Manager yet were still able to access all other modules. This has now been changed so they will be able to also continue using Campaign Manager.	22531	No test plan required for this change.
Resetting User Password prevents login to Campaign Manager	When changing a User's password, that User would then be locked out of Campaign Manager yet were still able to access all other modules. This has now been changed so they will be able to also continue using Campaign Manager.	22531	No test plan required for this change.
SQL Count Bulk Queue Change records twice run scheduled jobs	Previously Bulk Queue Change functionality for counting records in linked entities was running scheduled Queuing jobs twice. Now it runs them once, corresponding correctly to the schedule.	22536	No test plan required for this change.
LoqateAddressy disappears when moving back and forth	Previously the Loqate Address Matching control would not populate correctly if used on anything other than the first section of a Scripted App. Also it would disappear when navigating back and forth to other sections. This behaviour has now been altered so this can be used on any section and will remain visible.	22537	No test plan required for this change.
New Edit BQC func in CM fails to count on linked entities	The new Edit Bulk Queue Change functionality in Campaign Manager failed to count records correctly due to a defect in the service that did not handle linked Entities. This has been changed to ensure the counts are correct.	22538	No test plan required for this change.

Relations should not be autochecked out and status on server	Entity Relations are not Checked Out automatically when opening an Entity within Interaction Studio. If they are not Checked Out by a logged in User then the state of the Relation is now requested from the server. Previously it was only retrieved from local cache copy.	22541	No test plan required for this change.
New Quotas Service not restarting weekly campaigns	Quotas have recently been added as a feature in Campaign Manager and the new service was not restarting Weekly Campaigns effectively. This has now been changed and corrected.	22544	No test plan required for this change.
Synthesys Control Panel error	Improved Error Handling has been added to the Core Services Control Panel to exclude an error situation when a network connection to certain files is disrupted. This does not now appear and the Panel will continue working as normal.	22550	No test plan required for this change.
Calling .exe with parameters	The total size of the parameters that can be passed through the macro control to the macroexecutor application has been increased. It can now also handle = signs in the parameter values.	22555	No test plan required for this change.
UserManagement UI Fixes	As a part of the SABRE release there is a new User Management application that is used for creating and assigning Skills and Ability Scores to Agents. The new User Management application now has the Noetica and Mitel branding.	22556	No test plan required for this change.
Synthesys Management UserManagement page	Within the new User Management Application, if the User at the top of the User list had additional Permissions assigned then an error message was incorrectly presented. This has been corrected.	22560	No test plan required for this change.
History Data Types with New Entities	This is a change to the visibility of the new Entity History tables. They now display data in the same formats as the legacy Entity History Tables to mean reporting and history visibility is seamless when transitioning between the two features (from old to new).	22566	No test plan required for this change.
LM Shows to display agent's current outbound campaign	A change has been made to improve the accuracy of information in Live Monitor. Specifically this relates to when an Agent was handling a Scheduled Call and had no Active Outbound Campaign or Records available to work, Live Monitor was displaying the last Outbound Campaign/List the Agent had worked. This has now been changed to display the Campaign/List that the current Scheduled call is from.	22568	No test plan required for this change.
LM Shows to display agent's current outbound campaign	A change has been made to improve the accuracy of information in Live Monitor. Specifically this relates to when an Agent was handling a Scheduled Call and had no Active Outbound Campaign or Records available to work, Live Monitor was displaying the last Outbound Campaign/List the Agent had worked. This has now been changed to display the Campaign/List that the current Scheduled call is from.	22568	No test plan required for this change.
Add logging to Audio API	This change adds additional logging for the Audio API that is used in Call Player to aid in fault finding.	22573	No test plan required for this change.

Entity Import - DateTime null not allowed	<p>The new Entity Import wizard in Campaign Manager has been changed so that files containing no values for DateTimes can be imported into Entities that have 'allow nulls' set on the DateTime fields.</p> <p>In addition you are now also able to import 'Y' and 'N' into Boolean fields.</p> <p>Also if the data file does not contain any data for a Boolean field then the default value on that Boolean Entity field will now be used.</p>	22574	No test plan required for this change.
SQL GetFilterSQL not supports <stateofcall>,<...>	Bulk Queue Change in Campaign Manager has now been altered to support Linked Entities and also Call States.	22576	No test plan required for this change.
Ntty sticks to old presentation name showing error	In some unusual circumstances whilst changing names within Entity presentations errors could occur. These errors have now been resolved.	22580	No test plan required for this change.
Remove ODBC calls from SQL.NET	This case has improved the efficiency of SQL service runs to enable more concurrent jobs to run without them consuming excessive server memory. This change applies only to customers still using Outbound Manager (as opposed to Campaign Manager) either in a Classic context or when using database imports or email/SMS campaigns in a Synthesys context.	22595	No test plan required for this change.
DTMF Tones not send to destination	This change allows DTMF tones to be received from an Agents phone when transferring calls to another application called Call Guardian.	22598	No test plan required for this change.
Recycling Reschedules & Positive Results	Changes have been made to how Rescheduled Calls are handed within the system. Rescheduled calls will now not be Recycled but Rescheduled. In addition, Positive Call Results will only be Recycled under root conditions based on Positive Call Results.	22599	No test plan required for this change.
Unable to Set Schedule to the Last Day of the Month	In the Schedule dialog in Campaign Manager, if a Job was scheduled to run on the last day of the month, this was not carried out and it was either run the following day or on whatever day was selected in the Day of Month dropdown menu. This has now been changed to function correctly.	22601	No test plan required for this change.