Upgrade Report

Version: 19.11

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Heartbeat Failure - Common Error Symptom	This change gives more information to Agents in the portal about possible network issues that have caused parts of the system to cease being visible to one another which in a worst case scenario would lead to the agent being logged out. A yellow warning bar is now displayed at the top of the Portal page if either a PopInfo or a Heartbeat server call fail. The warning is cleared when a subsequent call succeeds. Thresholds can be specified in the web.config - these are consecutive failure counts for both PopInfo and Heartbeat. If one of the thresholds is exceeded, a modal dialog is displayed prompting the agent to close the window and attempt to log in again. An error toast is also displayed, showing the last error.	21754	No test plan required for this change.
Audit for agent CTI requests	This change has added additional information to the Phoenix_Switch_Interface_Event table. This will enable more detailed reporting on Agent call actions such as Hold, Consultation calls and Transfers that can be linked to the records stored in phoneix_switch_billing table. This change has been made based on customer requests to be able to report on more granular data on Transfers in particular. If you need more information regarding how to add this information to your reporting please contact your Noetica representative.	21798	No Test Plan required for this change.
Unprocessed disconnected calls	This change is regarding a problem caused by a timing issue, and only occurs if a call is hungup before the screen pops. When the scripted app is closed, the call data should be processed successfully, and if Predictive, the Queue State should not be left as Running. This rectifies a previous defect that occurred in this rare edge case.	21829	No test plan required for this change
Fix for new agents not appearing in Strategy Manager	This change remedies a defect where newly added Agents would not appear in the Strategy Manager for Direct DDI assignment	21925	No test plan required for this change.
Modify Entity Information	It is now possible to edit a Customer's details via the Contact button on the CTI toolbar in the Scripted App. To enable this feature, there is a new setting in the Interaction Studio which must be set before the Scripted App is published. To set this, double click the Traffic Lights section at the start of the flow, and then click on the new 'Entity Settings' tab. In this tab, check the 'Allow Entity Edit' checkbox.	22002	No test plan required for this change.

Order Control	A new Web Control allowing the user to capture an order has been created for use within Synthesys Scripted Apps. If you require any information about the use of this new Control then please contact your Noetica representative.	22288	No test plan is required for this change.
SQL Password in CCSInterfaces	This change is a security improvement to how User ID and encrypted passwords are stored within the system. Instead of being stored in a table they are now picked up (encrypted) from another location.	22312	No test plan required for this change.
SQI Editor Fixes	SQI Editor Fixes An error within the design of Campaign Manager's Filter Editor has been changed to correctly validate date conditions. This correctly saves Done state for Queue condition and read and use new Entity properties. The generated name 'RunDate+0' for date condition is now replaced by the name 'Today'.	22399	No test plan required for this change.
Check/Block Special Characters in Branch/Section Names	Names of branches created in Interaction Studio are now validated just like sections or controls. This rectifies an inconsistency whereby certain characters were allowed to be used but also prevented deletion of the branch.	22445	No test plan required for this change.
Initial agent state at logon is Not Ready (NVP Call Manager)	This change ensures that upon logging in, an Agent's initial Application/Telephony state is now set to Not Ready until the Agent Portal has rendered and initialised.	22469	No test plan required for this change.
Agent state to change to Ready once the logon is complete	Agent state to change to Ready once the logon is complete. This is a compatibility change to the Hybrid Interface which was required because of an update to the NVP.	22470	
Agent null exp in CalculateCallsToMake & PD Blender error	These changes were made to add stability and eliminate some rare errors in the Predictive Dialler.	22494	No test plan required for this change.
Decimal Global Variables and Internationalisation	This change improves he use of Global Variables across our global customer base. Decimal global variables in Scripted Apps now support further international formats using either a dot or a comma as a decimal point which is common in some countries.	22534	No test plan required for this change.
Deal with '"Call disconnected before Webflow popped..	Predictive calls were being left in the Running state if they disconnected before the Scripted App was fully opened. To fix this, a new Recycling Outcome has been created called 'Call Disconnected before Scripted App opened'. This outcome will be used by the system if this scenario occurs, allowing a Recycling rule to be created based on this Outcome.	22546	No test plan required for this change.
SQI classic 0 length binding for TEXT column crash	This change remedies a defect in the database SQI import (used within the context of the legacy Outbound Manager application) which used to generate an error when text fields were too long. The allowed length has now been increased to allow any length of string up to 128KB.	22553	No test plan required for this change.

Workspace Management and User Management Rely on Web Server	A configuration change on the Application Server has been made which means that the Application Server Services are no longer dependent on the Primary Web Server Services running first. This rectifies a defect which manifested itself when restarting a platform with separate web and application servers according to the recommended sequence.	22554	No test plan required for this change.
ReportViewer doesn't work with IE 11	The Report Viewer web part (available in the Synthesys Agent Portal) has been changed to work correctly in Internet Explorer 11.	22565	No test plan required for this change.
Extra logging for Settings Editor	This is a technical change with no effect on user functionality. It simply adds logging when changes are made to either users or teams properties in Synthesys Management. This is purely for the use of Technical Support.	22570	No test plan required for this change.
AWS Resilience Development	High availability between Amazon Web Services Availability Zones is now supported by the Noetica private cloud solution.	22578	No test plan required for this change.
Call Recordings move to share path (xchange)	Call Recording files are now moved to the location configured in the platform settings, which may be a separate network location than the local folder used by the NVP/MiCC Call Manager. This rectifies a previous defect.	22583	No test plan required for this change.
Bug with Entity synchronisation	When opening an Entity that has been modified by another user, in some instances the modifications did not appear. This was due to a synchronisation fault which has now been rectified.	22590	No test plan required for this change.
Fix XChange to play nuisance calls on forced agent logout	This change rectifies a fault in one version of the NVP/Call manager which caused an issue playing Abandoned Call messages to predictively dialled calls routed to an agent who has been forcibly logged out at the same time as the call is routed.	22592	No test plan required for this change.
Logging for the APIs	More detailed logging has been added to the Noetica APIs.	22600	No test plan required for this change.
Advanced SIP Trunk settings	This change introduces the ability in the latest NVP/Call Manager to be able to set advanced parameters relating to SIP and SDP headers and codec negotiation for individual SIP trunks.	22608	No test plan required for this change.
CampaignManagerService complex filter exceptions	In Campaign Manager when using List Organiser, an error stating 'Failed to load pie chart' would appear if no filters had yet been created for that Workspace. This message has now been removed.	22610	No test plan required for this change.
Documentation for case 22384 stop/start recording	This feature introduces the "Hybrid Recording Agent" into the product. This part of the application can now monitor window titles matching given patterns as well as url pattern matching. This enables suspend/resume call recording when payment screens extraneous to the Synthesys/MiCC Outbound system are used.	22611	If you wish to know more about this feature then please contact your Noetica representative.
Dashboard position is not restored	If the size of the Dashboard on a Scripted App has been modified by the user within the context of a scripted app, it now correctly and consistently displays the new sizing, for any future run of the same scripted app for the same user.	22612	No test plan required for this change.
Lists appearing beneath Webflows in Campaign Manager tree	In the Campaign Manager tree display, Outbound Lists were being shown immediately beneath Scripted Apps if the List's parent Campaign ID had the same numeric value as a Webflow ID. This behaviour has now been changed and the Lists will display in the correct position in the tree.	22613	No test plan required for this change.

Clearing old log files	This change rectifies a fault in the newest DSP module in the NVP/Call Manager that allowed log files to back up causing performance issues. These are now purged.	22620	No test plan required for this change.
Suppress DW Logging	This change relates to a custom development that reduces event logging for their custom controls.	22622	No test plan required for this change.
Addressing Resource leaks in the DSP	This change addresses a handle issue and small memory leak in the NVP/Call Manager DSP (non Aculab) on platforms where incoming SIP OPTIONS messages are received from SIP providers.	22623	No test plan required for this change.
Interaction Studio Performance issues	This change relates to performance improvements within Interaction Studio relating to the loading of Scripted Apps.	22624	No test plan required for this change.
Call Recording for strategies after transfer from IVR	When transferring from an IVR strategy that had call recordings disabled to a strategy that had call recordings enabled the recording file that was created was missing parts of the filename. In addition when a call was placed on hold multiple entries were added to the phoenix_switch_recording table. Both of these items have been corrected.	22653	No test plan required for this change.
Slow Strategy Manager, starting up and moving tabs	The speed of Strategy Manager when loading and then switching between tabs has been increased. This will only be noticeable when you have large numbers of DDIs in the system (several thousand) where you would previously have seen some short delays. When clicking backwards and forwards or to/from the DDI tab, this was unintentionally refreshing the DDI list. This is now only refreshed when the Refresh button is clicked.	22660	No test plan required for this change.
Prevent OB call when agent has just received IB call	In very rare cases on Synthesys/MiCC Outbound (Classic version only) being used with an Aculab based NVP/Call Manager, it was possible for an inbound call and an outbound call to be triggered at the same time for an Agent if blending has not been enabled. This fix prevents this from happening.	22663	No test plan required for this change.
CRMWebService regularly crashes while logging	This remedies a defect that would cause the CRM Web Service to crash inder certain circumstances.	22665	No test plan required for this change.
Implement SFTP for Entity Import	SFTP secure protocol is now supported for the import of customer data in the Entity Import wizard. Please consult your Noetica representative if you need more information on this feature.	22666	No test plan required for this change.
Call player, call recordings missing the end of the call	In some instances and browsers the Call Player was not playing the end of some recordings. This has now been rectified.	22668	No test plan required for this change.
CustomerAPI field name parsing	This change rectifies a problem in the CustomerAPI that caused it to fail to parse Entity Definitions that had a field whose name contained 'end', for example 'Gender'.	22669	No test plan required for this change.
PD issue when going into Break	There was an issue in some edge cases when Agents selected the break dialogue which would cause them to become stuck in the Pending break state. This is now corrected.	22670	No test plan required for this change.

Change Recycling Rule Name	This change is to the Dialler Outcome that is used when a customer hangs up a call prior to the Scripted App popping on the Agent Desktop. This name has been changed from "Call Disconnected before Scripted App Opened" to "Early Hangup". **You will need to ensure you update your recycling rules to accommodate this change post upgrade.**	22671	No test plan required for this change.
Bulk Queue Change Issue with invalid Assign to Agent	Two changes have been made to the Bulk Queue Change service that improves the handling of changes assigning records to Agents based on queue states.	22672	No test plan required for this change.
Improvements for DTMF tone detection	This change has been made to improve the reliability of DTMF tones sent using RFC standards, the volume has been increased to maximum and the duration to 200ms.	22674	No test plan required for this change.
Further compatibility fixes for ACD running without SABRE	This change removes a problem were in some instances an agent would not be able to log into the NVP/Call Manager ACD on a system without SABRE enabled.	22675	No test plan required for this change.
Music on hold not working with advanced IVRs	This remedies an issue using Advanced IVR Strategies in the latest NVP/Call Manager version whereby the strategy would not advance correctly if music on hold was turned on. This has been corrected.	22676	No test plan required for this change.
Voicemail recordings move to shared drive	On the NVP or MiCC Call Manager when an Admin User specifies a different path for Call Recordings to be sent than the default, all the recordings including voicemails that have been left will be transferred to the specified folder 5 seconds after the call has been concluded.	22678	No test plan required for this change.
Agent counts on ACD statistics for Advanced Strategies	Prior to this change Agents who were available to take calls routed through Advanced Inbound Strategies were not seen in the Wallboard. This has now been changed.	22679	No test plan required for this change.
Problems creating Time Periods	Previously, there was a problem editing user created Time Periods in the Campaign Manager, as the Edit Wizard would be read-only. Only default time periods (shipped with the product) should be read-only. This is now corrected and these can be Edited once created.	23681	No test plan required for this change.
SQI.Net fix syntax parsing, exception handling and logging.	When using Filters within the Campaign Manager module if the user swapped between the graphical to the text view and the filter was saved whilst in the text view any errors in the formatting of the clauses could result in the filter becoming corrupted. Additional validation has been added to prevent the filter being saved with incorrect syntax.	23683	No test plan required for this change.
Calls missing from ACD Statistics	The standard Inbound Call Centre Wallboard shipped with the NVP/Call Manager now correctly reflects the number of calls abandoned whilst waiting in a queue.	23684	No test plan required for this change.

PATCH Phoenix_User Additional data via Proxy	This change relates to the Skills and User Management API. This allows users to be able to pass additional User information into the Synthesys/MiCC Outbound Application programmatically without using the Admin tools. This will only work in an environment where an authenticated Synthesys/MiCC Application has been installed. If you wish to know any more about this particular development please contact your Noetica representative. This will also require Technical Resource from a customer/partner side.	23692	No test plan required for this change.
Interaction Studio new entity get latest version and crash	This change rectifies a defect that would on occasion call the Interaction Studio to crash when creating a new CRM Entiry.	23694	No test plan required for this change.
DSP Improvements	This change introduces improved low level event and error logging for the latest NVP/Call Manager DSP.	23696	No test plan required for this change.
Save As Entity in IS is not implemented	This change is to the CRM Entity designer in Interaction Studio. 'Save As' functionality has now been added to allow users to save an Entity design under another name and also on a different server (so users can copy between UAT and Live).	23699	No test plan required for this change.
CTIToolbar incorrect when transferring calls between agents	When an Agent transferred a call internally to another Agent, at the point where the recipient of the call hung up the call to the customer, the CTI toolbar was incorrectly left in an unusable state. This is now corrected.	23700	No test plan required for this change.
Message Looping in IVR	This change allows the setting of a timeout in IVR strategies, this results in a 'pause' of X seconds after a message is played. During the X seconds pause there is DTMF capture allowed if it is enabled. This allows people more time to select DTMF digits after hearing messages played.	23704	No test plan required for this change.
Fix BQC Wizard to not allow Agent Assign to incorrect States	Based on customer feedback Campaign Manager's Bulk Queue Change wizard has been modified to remove the 'Assign to Agent' Action from the list of available actions if neither Scheduled nor Sleeping state have been selected.	23708	No test plan required for this change.
DSP improvement on destroying unused resources	This change enhances the use of DSP platform resources on the NVP/Call Manager where they are created and destroyed in a very short space of time, such as when a rapid increase in call traffic occurs.	23709	No test plan required for this change.
Fix ProxyPath in CallPlayer and UserManagement	This fixes a possible error in configuration settings for the Call Player and User Management websites where an installation does not use standard port configuration.	23713	No test plan required for this change.
Entity Import, better bad file handling	In the event that an import file contained a record containing bad data, specifically where the was an illegal character, the Entity Import wizard would fail. This is now fixed and in the event of a bad character being detected, the record is rejected with a short explanation of the reason for the rejection.	23714	No test plan required for this change.
Synthesys Management user left logged in on app pool recycle	The logoff procedure in Synthesys Management has been improved. In very rare scenarios a user would get stuck in a logged in state. This has been corrected.	23715	No test plan required for this change.

Outbound Manager shows DefaultFromAddress for SMS lists	Prior to this change, in Outbound Manager, when using SMS lists, a Senders Name would always display the default name despite this having been changed in the UI and database. This has now been changed to retain and display the correct Senders Name for SMS lists when modified.	23717	No test plan required for this change.
Stop agent being added to a zombie call	In rare cases, an inbound call could be cleared (i.e. hung up) while the agent's phone was ringing. The agent would then be attached to this 'zombie' call, and would be stuck because the call wouldn't clear. This has now been rectified	23722	No test plan required for this change.