

Version: 20.02

| Case Title or Change | Release Notes | Case # | Suggested Test Plan |
|--|--|--------|---|
| Set Call Outcome to NumberBusy when ACD queue full | This change is for users of Inbound Strategies in the NVP and MiCC Call Manager. When "Send Busy if too many calls queuing" or "Send Busy if current wait to long" are used on an Inbound Strategy the call outcome in the Switch Billing has been changed to "Number Busy". | 21235 | No test plan required for this change. |
| Requirement for Primary Web Server in .NET | Improvements have been made to Campaign Manager and LiveMonitor websites so they no longer rely on the primary webserver being operational. In the unlikely event this has a failure then these applications will continue to function. | 21389 | No test plan required for this change. |
| Scripted App? | The legacy use of 'Webflow' has been updated to 'ScriptedApp' in Interaction Studio, Controls and Actions. | 21807 | No test plan required for this change. |
| Housekeeper service to zip up logs | New feature has been added to HouseKeeper. It now zips up all yesterday's system log files and puts the archive to the specified directory every night as it scheduled in the settings. This means that system logs are now available for up to 30 days by default which will improve time to resolution for support queries. | 21834 | No test plan required for this change. |
| Nexbridge SMS Integration | Integration to the Nexbridge SMS service has now been added to the product. If you wish to take advantage of this then please contact your Noetica representative. | 21990 | No test plan required for this change. |
| Fix Interaction Studio Windows 10 EventLogging | This change relates to an improvement to Interaction Studio and the location of error reports it writes. | 22083 | No test plan required for this change. |
| Improved call classification for NVP and MiCC Call Manager | Due to the constant evolution of SIP, at times a review needs to be undertaken to ensure that the NVP/MiCC Call Manager is capable of capturing all new SIP response codes and translating them into pre defined call outcomes for reporting and recycling. This case has introduced the acceptance of new and more detailed codes and their translations into meaningful call outcomes. | 22116 | No test plan required for this change. |
| Ability to chain more than 2 complex filters | An enhancement has been made to List Organiser within Campaign Manager. Complex Filters may now be chained together in order that filters can be applied sequentially. | 22137 | No test plan required for this change. |
| Synthesys and MiCC Outbound installation with Azure SQL | This change relates to product changes made to support the use of Azure SQL. | 22204 | No test plans required for this change. |

| | | | |
|--|---|-------|---|
| Crash in IS when creating entity update action | The Entity Update Action wizard has been changed to disable the Finish button if an Entity prefix is not selected. Prior to this change if someone inadvertently selected this in error then Interaction Studio would freeze. | 22344 | No test plan required for this change. |
| Same Number Recycling Issues | Dialling and Recycling has been updated to include the dialled telephone number name. This is so that cycles and recycling can better cope when the same actual telephone number existing in multiple named telephone fields where data is not 'clean'. | 22415 | No test plan required for this change however if you would like more information on this feature then please contact your Noetica representative. |
| XDroid integration | Added the ability for NVP / MiCC Call Manager to stream live calls to the XDroid voice analytics system. If you wish to discuss this feature please contact your Noetica representative. | 22424 | No test plan required for this change. |
| Log error when WAV file not found | This change improves error messaging in the NVP / MiCC Call Manager when using Inbound Strategies in the event a user has removed a wav file associated with the strategy that it needs to use. | 22486 | No test plan required for this change |
| Installation wizard username/password fields | The Server installation wizard now verifies passwords of existing Synthesys_Admin and Synthesys_General users. A Show/Hide password button has been added to password fields to eliminate human error typing these during the installation process. | 22487 | No test plan required for this change. |
| Ability to Set the Default Recycling State | A new 'Default' recycling condition has been created. This can only be placed as the last condition of the root level of recycling rules. It will always match, and can have only one action. This is to provide a true default branch as a catch all that can be used to more easily identify records which have passed through recycling without actually meeting a rule indicating there may be rules missing. | 22512 | No test plan required for this change. |
| MiTai interface to Eckoh CallGuard | This change has added an integration to Eckoh Callguard for MiCC Outbound users via the Mitai CTI interface. | 22532 | No test plan required for this change but please contact your Mitel/Noetica representative if you would like to discuss this feature. |
| Entity Update Action - Optimisation | This change dramatically improves the efficiency of the Entity Update Action. | 22535 | No test plan required for this change. |
| Stereo Call Recording - Dual channel | Stereo Call Recordings can now be enabled for Inbound calls via Strategy Manager for those using the NVP/MiCC Call Manager or for Outbound calls via Campaign Manager. This development has been completed to allow for improved use of 3rd party speech analytics tools. | 22571 | No test plan required for this change. |
| 3rd Party SMS integration - Twilio | Integration has been completed to use Twilio as a 3rd party SMS gateway/provider. | 22579 | No test plan required for this change. |
| Initial condition on Queue State | A change has been made to the Filters Editor in Campaign Manager which prevents Users from saving incorrect values for a specified Queue State in error. | 22582 | No test plan required for this change. |
| Call Monitor | This new feature is the first phase of replacing the current Switch Monitor windows application with a new web based application. | 22591 | No test plan required for this change. |

| | | | |
|--|---|-------|--|
| CallPlayer compatibility with T-SDK and other enhancements | The CallPlayer is now compatible with SDK calls. There is a new Scope dropdown which allows you to select whether you are searching for Synthesys calls or SDK calls. | 22596 | No test plan required for this change. |
| User Management - Skills In Use | A new User Management UI has been created to better accommodate usability of several new features (especially SABRE) that have recently been added to the product. | 22602 | No test plan required for this change. |
| Add AutoDial to Groups & copy special Prop values to Columns | The 'AutoDial' setting was missing from Outbound Groups in the Campaign Manager. This has now been corrected. Also, the AutoDial, Max_Lateness, MaxNuisance and OverDial properties are now special properties that are always set when a new Campaign or Outbound Group is created. The defaults for these properties are available to view in the Campaign Manager UI. | 22625 | No test plan required for this change. |
| IsNot missing from Recycling when using Entity fields | When creating a recycling condition on an Entity field that was not a Boolean, the 'It is not' condition type was missing from the dropdown. This has now been added, increasing the flexibility and ability to deliver further advanced rulesets. | 22626 | No test plan required for this change. |
| Position In Queue announcements on latest DSP | This change allows the placement of the folder DefaultPositionInQueue that contains the .wav files for announcing the queue position in the VoicePlatform/WavFiles. Previously this was not possible and therefore they were not available to use with this feature. This change relates to users of the NVP/MiCC Call Manager. | 22656 | No test plan required for this change. |
| Switch Billing records for Conference calls | When an agent starts a consultation with a 3rd party and swaps lines, if the agent transfers the call the original IB/OB call will be now be recorded in the DB. | 22657 | No test plan required for this change. |
| SMTP server property evaluates as blank at runtime | This change has added runtime support for Custom Variables in Output Actions. | 23682 | No test plan required for this change. |
| Semi-Colon Delimiter in File Import | The Entity Import function in Campaign Manager now supports semicolons as field delimiters. | 23689 | No test plan required for this change. |
| Prevent NVP Call Manager from pausing while creating folders | This change removes the likelihood of a DSP pause when copying call recording files to network shared folders that the application cannot access. This only affects users of the SIP based NVP/MiCC Call Manager. | 23702 | No test plan required for this change. |
| New Dialler Outcomes | This change introduces two new dialler outcomes enabling both more effective recycling and granular reporting on call outcomes when using SIP with the NVP or MiCC Call Manager. These new outcomes are CallFailed and CallRejected. SIP telephony codes can also now be mapped using a configuration file to dialler outcomes and there is a new column in the Phoenix_Switch_Billing table called SIPResponse that holds the relevant SIP codes for each call. | 23716 | No test plan required for this change. |

| | | | |
|---|---|-------|--|
| OOH classifications in Billing table | <p>A change has been made to the Noetica Voice Platform / MiCC Call Manager to ensure the correct call outcome value is recorded.</p> <p>This specifically fixes an issue whereby calls received and handled by the Strategies outside of the defined operating hours were not classified correctly. The system now records in the phoenix_switch_billing table for Out Of Hours calls the following outcomes:</p> <p>OOHBusy: call to strategy outside of Active Times, no message played and call dropped OOHDropped: call to strategy outside of Active Times, message played and call dropped OOHTransferredExternal: call to strategy outside of Active Times, message played and call transferred to an external number</p> | 23719 | No test plan required for this change. |
| Consulation Call Disconnected notification | This change is for users of the NVP or MiCC Call Manager. In instances where a third party in a consultation call would not answer the call or would hangup the call, the CTI toolbar would not return to the previous state which would cause problems for the Agent. This has now been changed to behave correctly. | 23720 | No test plan required for this change. |
| Unable to use + in DDIs in Strategy Manager | This change has added the ability to be able to use a "+" symbol in a DDI within the Strategy Manager UI. | 23727 | No test plan required for this change. |
| Wallboard changes | <p>Several changes have been made to the Inbound Wallboard based on customer feedback in terms of the data displayed</p> <ul style="list-style-type: none"> - The Calls Queuing column now only includes calls that are routable to agents (after any initial greeting message has been played) - The title of the Calls Offered column has been changed to Calls Offered in Active Times and the number displayed in this column has been changed to be the Calls Offered less any OOH calls in the period starting from 00:00 that day. | 23728 | No test plan required for this change. |
| Prevent unload of tabs in Chrome | This change prevents Chrome from unloading the Portal tab if it doesn't have 'focus'. This prevents a problem found in some recent Chrome updates where tabs would be "put to sleep" after inactive periods which could end up causing users to be logged out. | 23731 | No test plan required for this change. |
| Blending state when using Agent Rotate | A change has been made to agent state notifications sent to the Predictive Dialler by the NVP/MiCC Call Manager to prevent agents that are in a Blended Team with the Agent Rotate flag on from bouncing between inbound and outbound states immediately after logon. | 23734 | No test plan required for this change. |
| Fix Edit Customer Details from the CTI toolbar button | On very rare occasions, the Edit Customer Details dialog in the Scripted App Runner was appearing with a non-functioning Save button. This has been resolved. | 23740 | No test plan required for this change. |
| New Quotas Throwing Exceptions | This change added extra exception handling to the NewQuotas Service to prevent it from freezing in the event of SQL timeouts. | 23742 | No test plan required for this change. |

| | | | |
|--|---|-------|--|
| Improved logging around SIP phone registration | In order to assist troubleshooting of the system the new DSP module now logs registrations requests more clearly in the system log files. | 23745 | No test plan required for this change. |
| Play tone to agent when remote party disconnects | This change introduces the playing of a tone in instances where a customer disconnects a call from the Agent in order to make the Agent audibly aware that the line has been disconnected. | 23750 | No test plan required for this change. |
| Beep to agent when recordings pauses/resumes | This change enhances the Pause/Resume Call Recording features when this is used via a Scripted App. A tone is now played to the Agent to alert them when recording has Paused and then again when this has Resumed. | 23753 | No test plan required for this change. |
| PreReqsChecker MachineName checking | The pre installation PreReqChecker Application will now raise a flag should the computername have an excessive amount of characters (15 characters). | 23754 | No test plan required for this change. |
| DSP improved stability during monitoring | Fixed an occasional crash which would happen during call monitoring. | 23756 | No test plan required for this change. |
| Bulk Queue Change remove thread connection cache | This change relates to the Bulk Queue Change service which has been amended to better close and free unused database connections. In rare circumstances some customers using a very high volume of scheduled Bulk Queue Changes could risk exhausting available database connections. This risk has been fully mitigated. | 23762 | No test plan required for this change. |
| SQM port leakage | This change relates to the Selective Queue Monitor in Synthesys/MiCC Outbound Classic which has been amended to better close and free unused database connections. In rare circumstances some customers using a very high volume of scheduled Selective Queue Monitor tasks could risk exhausting available database connections. This risk has been fully mitigated. | 23767 | No test plan required for this change. |
| Error handling for re-INVITE on connected calls (legacy DSP) | This change helps call handling when using SIP for users of the NVP/MiCC Call Manager where a reINVITE with no media is received while the call is still connected. Previously this would cause errors whereas this is now resolved. | 23771 | No test plan required for this change. |
| Switx back Branch colours in Interaction Studio | Branch arrow colours have been returned to original scheme. | 23775 | No test plan required for this change. |
| Interaction Studio - renaming Webflow as Scripted App | Word 'Webflow' has been replaced to 'Scripted App' in Entity and Ntty controls' wizards and Remove Scripted App menu option and windows. | 23781 | No test plan required for this change. |
| NVP Call Manager auto recovery on DSP restart | An improved recovery feature has been added in the rare event of a DSP outage. The system now runs a shutdown procedure that notifies the ACD and the Switch Interface first so they can release their connections, then releases all resources, closes all calls and moves all recordings before shutdown. | 23783 | No test plan required for this change. |
| Better processing of DSP responses | This change is a process and efficiently enhancement that improves response handling in the DSP element of the NVP MiCC Call Manager. | 23786 | No test plan required for this change. |
| SDK Consult Transfer, Agent Status fix | This change is within the Noetica Telephony and Dialler API/SDK. The API/SDK now raises an AgentStatus event every time the TelephonyStatus TelephoneNumber changes. | 23796 | No test plan required for this change. |

| | | | |
|----------------------------------|---|-------|--|
| AuthenticationAPI Resource usage | A memory leak has been fixed in the API logger. | 23809 | No test plan required for this change. |
|----------------------------------|---|-------|--|