

Version: 20.04

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Filters with Not Like conditions do NOT return NULL Values	<p>An enhancement had been made to the functionality of Filters within Campaign Manager.</p> <p>Using 'Not Equal' conditions will now return NULL value fields, as well as non-matching fields.</p> <p>Please note that this is a change to the current behaviour, where only non-matching fields were returned (and NULL value fields were ignored).</p>	22617	No test plan required for this change.
Data imported into Child Sub Entity not in Parent history	<p>Improvements have been made to the File Import module within Campaign Manager.</p> <p>When importing data into a sub-entity, the history event is now added to the Parent history table, to link the two entity records together.</p>	23688	No test plan required for this change.
Data imported into Child Sub Entity not in Parent history	<p>Improvements have been made to the File Import module within Campaign Manager.</p> <p>When importing data into a sub-entity, the history event is now added to the Parent history table, to link the two entity records together.</p>	23688	No test plan required for this change.
When Queueing Very large numbers the CM reports a failure	<p>An improvement has been made within the Campaign Manager and Queueing modules.</p> <p>Large imports, where the import takes longer than 2 minutes, no longer return a false error message and a new tab has been added that shows "Import Runs" that will display any queueing jobs that have been manually run.</p>	23718	No test plan required for this change.
StrategyManager needs refresh to see newly added strategies	<p>Strategy Manager has been updated so any new strategies automatically appear in the DDI panel strategy dropdown without the need to click Refresh</p>	23730	No test plan required for this change.
Recycling on boolean Entity fields	<p>Improvements have been made within Campaign Manager's Recycling module. It is now possible to recycle on Boolean field values held within a CRM Entity.</p>	23735	No test plan required for this change.

Hide non-converted Workspaces in Campaign Manager	The Campaign Manager has been changed so that it no longer displays non-converted Workspaces in the tree. If required, this behaviour can be switched off using a configuration setting.	23738	No test plan required for this change.
Correct setting name for DedupeQueueOnTelephone	A fix has been made to the additional settings within Campaign Manager. The setting DedupeQueueOnTelephone was not working as it was incorrectly stored within the system using a lower case rather than an upper case value. This has now been changed.	23749	No test plan required for this change.
Changes to the clicker for the US market	An enhancement has been written to the Clicker feature (designed for TCPA compliance in the US market). The way that Clicker calls are allocated, clicked and dialled has been changed: * ClickToDial is controlled via system licensing * Calls needing to be clicked are presented to all agents, irrespective of Team * When calls are clicked they are dialled asap, not fed into hoppers to be dialled later For further details of this feature and this change please contact your Noetica account manager.	23751	No test plan required for this change.
Preview Dialling does not check the Phoenix_DoNotCall Table	An enhancement has been made to the Do Not Call process. Previously the system could inadvertently allow a number held within the Do Not Call table to be dialled by a user if the user was dialling in Preview mode and where they chose a secondary number (i.e. not the number held within the queue table for the call). This has now been changed and these calls will be barred,.	23773	No test plan required for this change.
Webflow word removal from Campaign Manager	A change has been made with the Campaign Manager module. The Customer History view will no longer show the word 'Webflow' in the Event column, but 'Scripted App' where appropriate.	23777	No test plan required for this change.
Resource issue in MiTAI Driver	This change is ONLY relevant to installations integrated with a Mitel MiVoice Business PBX via the MiTAI API. A defect affecting the MiTAI interface was found that resulted in a memory leak. This would then result in logged on agents no longer receiving outbound work. This has now been fixed.	23787	No test plan required for this change.

Rename List Cleaning to Unattended Dialling	<p>Two settings in Campaign Manager have been renamed in order to reflect the current product name for this feature.</p> <p>"List Cleaning Lines To Use" is now called "Unattended Dialling Lines To Use"</p> <p>"List Cleaning Switch To Use" is now called "Unattended Dialling Switch To Use"</p>	23793	No test plan required for this change.
Hyperlink control escaping URL	The hyperlink control now handles long urls with &'s properly.	23798	No test plan required for this change.
HTTP Encode username and password for Nexbridge SMS	Nexbridge SMS provider of BulkOBSservice is fixed to HTTP Url encode the password and the username to correctly send SMS.	23805	No test plan required for this change.
& should not be allowed in a strategy name	Strategy Manager has been updated so users are prevented from creating a strategy with a character that is not allowed in XML (single apostrophe, double apostrophe, ampersand, less than, greater than).	23818	No test plan required for this change.
GSCS job timeout if fail to retrieve filters	<p>The Bulk Queue Change function has been optimised.</p> <p>In certain scenarios an individual Bulk Queue Change job may fail due to problems with bad data.</p> <p>When this occurred the Bulk Queue Change function would stop processing all subsequent jobs. Now if the Bulk Queue Change function receives an error the current job will be FAILED and the function will now continue onto the next job in the list.</p>	23823	No test plan required for this change.
Chrome 80 Logoff and webflow closing fix	<p>A recent update in the Chrome browser (v80) created several issue with the Agent Portal.</p> <p>This change retrospectively fixes the issues.</p>	23827	No test plan required for this change.
Disable portal page while loading	This change prevents users of the Agent Portal inadvertently using the web flow launcher whilst the Agent Portal is still loading and initialising potentially creating an error.	23828	No test plan required for this change.
Prevent WebflowLauncher opening webflow if a webflow is open	If a scripted app is currently open, it should no longer be possible to open another scripted app using the Launcher in the Portal.	23829	No test plan required for this change.
Unexpected Agent Logoff recovery for AD integrated users	Improvements have been made to the system in order to prevent agents unexpectedly being logged off the system in environments where Active Directory is used.	23837	No test plan required for this change.
If de-dupping fails in a Queuing Job, the job continues	A problem has been detected when queuing records into a list in Campaign Manager using de-duplication. If a data error occurred during the queuing process, the job would continue without de-duplication, resulting in possible duplicated records in the list. This has now been rectified.	23839	No test plan required for this change.

File Import Duplicate Threshold	<p>The Campaign Manager File Import module has been changed as below:</p> <ul style="list-style-type: none"> * If CustomerID is used as the deduplication key, there is now no limit to the amount of duplicates allowed in the import file. * There is a new configurable 'EntityImportDuplicationLimitPercent' setting. This defaults to 10. This setting applies to all deduplication keys except CustomerID (as this has no limit). If there are more duplicates in the import file than this setting, you are not allowed to progress in the wizard. * If there are duplicates in the file, the most recent duplicate is imported, and any previous duplicate records are discarded. Previously, all duplicate records were discarded. 	23843	No test plan required for this change.
Message when Attempting to Dial Number in the DNC Table	<p>In the event that the dialler attempts and is prevented from dialling a number because the number is held within the Do Not Call table, a message is returned and recorded within the dialler. The message that will be seen is: 'This number is barred and cannot be dialled'.</p> <p>The message previously was set to "This number is on the TPS list and cannot be dialled" which was not necessarily appropriate.</p>	23849	No test plan required for this change.
Dialler Webservice Telephone Name field is Required	<p>A fault within the Dialler Webservice has been corrected.</p> <p>Previously if a call was made to the Dialler Webservice that omitted the TelephoneName parameter the web service call failed. This has now been fixed and this value is no longer mandatory.</p>	23850	No test plan required for this change.
WorkspaceManagement - ReloadWorkspaceInstance on exception	<p>In certain circumstances where Active Directory was in use in order to log onto the Agent Portal a fault occurred within the Work Space Management service resulting in users being unable to login. This has now been fixed.</p>	23855	No test plan required for this change.
WorkspaceManagement - ReloadWorkspaceInstance on exception	<p>In certain circumstances where Active Directory was in use in order to log onto the Agent Portal a fault occurred within the Work Space Management service resulting in users being unable to login. This has now been fixed.</p>	23855	No test plan required for this change.