

Version: 20.10

Development - Feature - (16)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Queue Suppression for Campaign Manager	<p>This case introduces the new Queue Suppression feature in Campaign Manager.</p> <p>This feature enables the dialler to monitor one (or more) values in a database table (this may be a database external to our own), and when these values change and match a specified criteria, remove all customers that match the criteria from the Outbound Queues so they will not be contacted. The monitor can be scheduled to run at configurable intervals throughout the day.</p> <p>For more information and full documentation on this new feature please contact your Noetica account manager or write to clientservices@noetica.com.</p>	22040	If you wish to use this feature please contact your Noetica Representative.
Install Issue: Reliance on Master DB	<p>This is an enhancement to the product to allow SQL Server database permissions to be more tightly controlled. This specific change removes the reliance on components in the Master database.</p>	22099	
Blending Settings - Maximum Inbound agents on blended teams	<p>Previously when administering blending settings within the Blending Manager module the user was presented with the maximum number of current users within the team by default. When subsequently adding further users to the team this value would not change automatically leading to potential issues whereby the maximum inbound agents may be lower than the agents available within the team.</p> <p>This behaviour has now been changed and enhanced. An 'Entire Team' option has been added to Blending Manager. When setting Maximum Inbound Agents it can now be set to use the Entire Team and will not stop at a set number of agents.</p>	23840	No test plan required for this change.

Phonovation SMS API Integration	<p>Integration has been completed to add the Phonovation SMS provider to our supported list of SMS gateway providers.</p> <p>For full details of please contact your Noetica representative.</p>	23844	No test plan required for this change.
Database Import	<p>Campaign Manager has received several enhancements relating to Entity Imports.</p> <ol style="list-style-type: none"> 1. Entity Imports have been extended so that source data can now be loaded from a database table source. 2. In the Campaign Manager Queueing tab, the sub-tab labelled "Import Runs" has been renamed to "Queueing Job Runs". 3. An additional configuration setting has been added for Campaign Manager that allows the system administrator to define how long import files may be retained before being deleted. For further details of this setting please contact your Noetica Account Manager. 	23886	No test plan required for this change.
Interaction Studio 'Server not connected' error for incorrect alias and Entity designer support for Greek	<p>This case fixes two issues in the new Entity designer within Interaction Studio. Firstly in some rare instances a spurious error message stating the Server Cannot Connect would be incorrectly displayed which has now been removed. Secondly the Entity designer has been changed to recognise and handle international characters such as Greek correctly.</p>	23892	No test plan required for this change.
NVP PD Relogon causes issues for Agents on Break	<p>The CTI & PD status of agents on break was correctly restored up when a CTI restart happens</p>	23893	No test plan required for this change.
One step Conference with MiVB	<p>This release enhances the Mitel Mitai Integration to allow the system to make One Step Conference Transfers to a 3rd Party.</p> <p>When using the Conference Button on the Toolbar a new call is made to the 3rd Party and both the Customer and the Agent will be able to hear and communicate with the 3rd Party; the Agent can then decide whether to disconnect the 3rd Party or to send the call through to the 3rd Party.</p>	23896	No test plan required for this change.

Recording of Web Server Details on Logon	<p>As an enhancement to the product we have added the recording of the web server name to the Phoenix_AgentLogon table within the database.</p> <p>This information recorded when the user logs onto the Agent Portal allows the analysis of the utilisation of webservers when running in conjunction with a load balancer.</p>	23903	No test plan required for this change.
DiallerWebService - Log Client IP on all incoming requests	This release enhances the logging in the DiallerWebservice API to allow you to trace the Client IP Address that sent the request.	23905	No test plan required for this change.
Database Output Action Sql Server List	This release enhances the Database Output Action within Interaction Studio. When selecting a Database Server the dropdown is now populated with a list of Microsoft SQL Server instances that the Installation can connect to.	23930	No test plan required for this change.
Add NVP Licences in Licensing & Service	This change has improved the licensing ability within the system in all product components.	23945	No test plan required for this change.
Add Multiple Process support to NewRecycling	This change has introduced the ability to run multiple instances of the Recycling Service. This has been implemented to enable the dialler to process very high call volumes more efficiently.	25007	No test plan required for this change.
Agent Portal - Popup Blocker and Connection Errors	<p>This change introduces improved error messaging in the Agent portal following issues being discovered with Pop Up Blockers on a customers site, that prevented Scripted Apps from being presented on an Agent Screen. The following have now been implemented:</p> <ul style="list-style-type: none"> • If a browser pop up blocker is enabled, a red error bar is displayed and the Agent is logged off. • If a network error occurs, a yellow error bar is displayed stating 'Network Error!' • If a server error occurs (an exception or http error), a yellow error bar is displayed stating 'Server Error!' 	25018	No test plan required for this change.
Predictive Dialler Logging	A performance improvement has been made within the Predictive Dialler module. The contents of the logs that are generated has been modified in order to decrease repetition and remove entries that are irrelevant. This will improve clarity and therefore assist troubleshooting.	25031	No test plan required for this change.

<p>Agents can manually enter number to dial if attempting to close Scripted App</p>	<p>In Call Centres where the ability for Agents to manually enter telephone numbers had been disabled using the Rescheduled Flag settings, a scenario was discovered in the Scripted App window where it was possible following a certain sequence of Agent initiated events to still dial a user entered number. This loophole has now been closed for those more enterprising Agents.</p>	<p>25032</p>	<p>No test plan required for this change.</p>
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