

Version: 21.05

Development - Feature - (34)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Web Servers - Temporary asp.net files	<p>An enhancement has been made to the product.</p> <p>The Temporary ASP.Net folder on the Synthesys webservers can now be set to be automatically cleaned up, removing old Scripted App website folders. This housekeeping saves server space.</p>	21735	
Email and SMS lists in Campaign Manager	<p>The ability to conduct Outbound Email and SMS Campaigns has now been added to Campaign Manager. Please contact your Noetica representative for the supporting product documentation if you wish to use this feature. This is the last function to be migrated from the Outbound Manager Windows application which will now be deprecated.</p>	22006	No test plan required for this change.
Scripted Apps publication fails when performed by multiple users at the same time	<p>In the event of multiple users using and publishing Scripted Apps using the Interaction Studio errors have been seen to occur. A service may crash and unpredictable state of the directories structure on the Web and Application servers could result.</p> <p>The application has now been changed. Now before the publication starts Interaction Studio checks that no other user is in the process of publishing a scripted app. If it establishes that a scripted app publication is in progress it shows a message suggesting to try later.</p>	22108	

Additional functionality for Teams API	<p>The Teams REST API has had several new features added:</p> <ul style="list-style-type: none"> • Methods to retrieve or update a team's blending settings • Methods to retrieve or update team membership for users, campaigns, lists or sub teams • Notifications to all other system components of any teams changes so they display in the user interfaces <p>Please contact your Noetica representative if you need any further information on this feature.</p>	22473	No test plan required for this change
Teams API compatibility with WSM	<p>This release contains an improvement to the Teams API so that changes made by the API are seen and acknowledged by the Teams Management application within Synthesys Management.</p>	23876	No test plan required for this change.
MitailInterface - Conference calls	<p>This applies only to Mitel customers who use MiContact Centre Outbound integrated with MiVoice Business via the MiTAL interface.</p> <p>This fixes a problem with conference transfers caused by a recent change in the MiTAL interface. Previously, when in a consultation, if an agent wished to "cancel" the consultation (i.e. remove the third party and only retain the customer), the system erroneously removed the agent leaving the customer and the third party on the line (effectively "completing" the consultation).</p> <p>This has now been remedied and expected behaviour has been restored.</p>	23902	No test plan required for this change.
Entity Presentation - Lack of Config Option on Results	<p>In the Entity Editor, when defining a Presentation, there are four things that can be defined (Properties, Actions, Journal & Search). In the Search definition screen, the user could define the search fields, but crucially NOT the fields that would be displayed if an ambiguity of records results from a search although this feature was available in the Classic version as well as the older Entity control..</p> <p>This has now been improved.</p> <p>When Search is selected, apart from the ability to select search fields, we added the ability to design the columns of a list of ambiguities, if more than one result returns from a search. This would create a definition that would be used to display a search ambiguity at run time.</p>	23907	No test plan required for this change.

Default Password Authentication Rules	<p>An enhancement has been made to the product to improve password security.</p> <p>Previously only an optional system setting, there will now be default password complexity applied for all new installations.</p> <p>The password must be at least 8 characters long and have characters from three of the following categories:</p> <ol style="list-style-type: none"> 1. Uppercase letters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters) 2. Lowercase letters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters) 3. Base 10 digits (0 through 9) 4. Non-alphanumeric characters (special characters): from the following set (~!@#\$%^&*_-+=` ()[];'"<>.,?/) <p>Existing customers wishing to benefit from this change should contact their Noetica account manager.</p>	23935	No test plan required for this change.
Default Password Authentication Rules	<p>An enhancement has been made to the product to improve password security.</p> <p>Previously only an optional system setting, there will now be default password complexity applied for all new installations.</p> <p>The password must be at least 8 characters long and have characters from three of the following categories:</p> <ol style="list-style-type: none"> 1. Uppercase letters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters) 2. Lowercase letters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters) 3. Base 10 digits (0 through 9) 4. Non-alphanumeric characters (special characters): from the following set (~!@#\$%^&*_-+=` ()[];'"<>.,?/) <p>Existing customers wishing to benefit from this change should contact their Noetica account manager.</p>	23935	No test plan required for this change.
Possible to create the same list twice while server is slow	<p>To prevent the possibility of creating multiple lists with the same name, when a new list is created, the create list button is disabled until a response from a server is received. This will prevent a second list being created and given the same name whilst waiting for the server to respond.</p>	24964	No test plan required for this change.

Agent left in available - phone busy (MiTAI)	<p>A defect was found in the way in which Blended agents in a Mitel (using MiTAI) environment were being handled by the system. Occasionally, when closing a scripted app the agents would get stuck in an unavailable state and could not then receive inbound calls.</p> <p>This has now been fixed.</p>	24968	No test plan required for this change.
Implement authentication for Filter editing (Campaign Manager)	<p>In order to improve system security, User Authorisation has been added to the Filter Editor in the Filters tab and Queue Suppression tab in Campaign Manager.</p> <p>End users will not notice any change.</p>	24989	No test plan required for this change.
Authentication for Filter editing (Synthesys Management)	<p>This release contains an optimisation to the installation procedure when used with Active Directory Authentication.</p>	24990	No test plan required for this change.
Limit Import Folders available for Entity file imports	<p>This is a security enhancement. It now gives the ability to restrict the access of the The Entity File Import Wizard to only access specific file paths (that contain import files). These restrictions need to be configured by a Noetica engineer.</p>	24991	No test plan required for this change.
SFTP Entity Import - Preview button occasionally fails	<p>Within SFTP imports in Campaign Manager a defect occurred that was a result of the 3rd party SFTP settings.</p> <p>This issue occurred if the SFTP server prevented partial downloading of files and would lead to an error.</p> <p>In order to fix this a "Skip Preview" button has been added to the Entity Import wizard.</p>	24998	No test plan required for this change.
Team API - Provide Membership for Object by Id	<p>This release contains an enhancement to the Team API to provide Membership data for the following objects: Campaign, Group, List, Team, and User.</p>	25045	No test plan required for this change.
Remove old style Synthesys.NET licensing	<p>This is an internal change to Noetica licencing mechanism. It simplifies the creation and maintenance of user licences.</p> <p>No visible effect on users or behaviour.</p>	25054	No test plan required for this change.

WebUI for Blending Manager	<p>This is a major new development, which replaces the current Blender application with a new, modern browser based interface as part of the User Management utility.</p> <p>This functionality has now been added a "Teams" tab to User Management. This contains information about Teams and their states including whether they are Inbound Only, Outbound Only or Blended. It also allows the user to change the nature of teams and, in the case of blended teams, allows the user to specify the parameters controlling the blending. Concepts such as "active" & "reactive" blending are now being deprecated and the user interface has been simplified.</p>	25068	No test plan required for this change.
Generic responses to be provided for incorrect logons	<p>A enhancement has been made to the Campaign Manager login pages. This change is aimed at increasing the system security.</p> <p>When an incorrect login attempt is made within Campaign Manager, a generic error message will be shown, rather than the previous 'Wrong UserName' and 'Wrong Password' messages users will now be shown the message 'Log in failed: Your username or password is incorrect. Please try again.'</p>	25075	No test plan required for this change.
Authentication API - Add User Data to Response	<p>This is only for developers making use of Noetica's Authentication API.</p> <p>Extra user data has been added to the the NewAuth request response from the Authentication API.</p> <ol style="list-style-type: none"> 1. UserId 2. username 3. firstName 4. lastName <p>This is to reduce round-trip requests, improving the user experience.</p>	25082	No test plan required for this change.
Support for Mitel Work Timers	<p>This new feature applies only to Mitel customers using MiContact Center Outbound integrated with MiVoice Business via the MiTAI interface.</p> <p>Support for Mitel Work Timers has been added as a feature. The Blending module is now aware of Mitel Work Timers. If a Work Timer is running, blending will no longer override the Work Timer. The agent will not be moved to an available state until the Work Timer has finished.</p>	25136	No test plan required for this change.

3rd Party OEM Branding	<p>An enhancement has been made to the product in order to support an additional 3rd party OEM relationship.</p> <p>This enhancement allows for custom branding of the product at installation time.</p>	26149	No test plan required for this change.
Predictive Dialler to respond to delete team blending settings	<p>The Predictive Dialler has been updated to respond to a "BlenderDeleteTeam" broadcast from the Team API when a team is deleted. This is a performance enhancing improvement as previously these requests would have been ignored and the Predictive Dialler would not have refreshed its settings cache for these blended teams.</p>	26159	No test plan required for this change.
NoAnswerTimeout for Mitel (Mitai Interface)	<p>This is relevant only to Mitel customers using MiContact Center Outbound integrated with MiVoice Business via the MiTAI interface.</p> <p>The NoAnswerTimeout setting is now used to disconnect an unanswered outbound call after the specified number of seconds as specified in this setting. This applies to all modes of dialling, including Preview.</p> <p>For Portal calls, MaxRingTime can be set in the synthesys.inf file (in the [Predictive] section). Previously this setting was ignored.</p>	26172	No test plan required for this change.
Use Entity Import without a Workspace	<p>A new feature has been added to the product within Campaign Manager. An Entity Import can now be configured and/or executed at Global level for any Entity prefix without needing to associate the Import with a particular workspace.</p>	26231	No test plan required for this change.

<p>Inbound Email Campaigns</p>	<p>This is a major new development. Agents will now be able to handle inbound emails and respond to these in a systematic, campaign based fashion. Due to the way in which it has been developed, blending between inbound & outbound voice and inbound email is also available as part of this new feature set.</p> <p>The solution is based on a new service that “listens” for incoming emails on one or more email servers. Once an email arrives, it uses the existing CRM API to insert the content of the email (linked to any attachments) into an appropriate CRM entity and then insert a respective record into an email list within a campaign.</p> <p>These lists will always be preview lists and their items are delivered to agents as such (with no auto-dial, of course) using an appropriate script (associated with the campaign). The script then displays the email (and offers links to any attachments) on the first screen. It also displays the history of any other communications (email or otherwise) to & from the customer from whom the email arrived (if such history exists).</p> <p>It then leads the agent through the process of handling the email and possibly using the email action to reply or forward as appropriate. It will also use the CRM & history actions to link the email(s) to the correct CRM record, if appropriate.</p> <p>The method is in the main making use of existing functionality and it involves only two new items of software: a new service and a relatively minor change to Campaign Manager.</p> <p>The change to Campaign Manager is based on a global setting (“InboundEmailEnabled” – default would be “No”). If set to “yes”, the Campaign Manager will present an additional tab at list level: “Email”. Just for the avoidance of doubt, if this particular global setting is not set, then this tab will not appear, and Campaign Manager will remain unchanged.</p> <p>The new tab allows the user to maintain a list of email addresses that would be assigned to the list. This would be in the style of the standard “Job” pages in Campaign Manager. It would allow the user to add to, remove from or edit items in a list of email addresses.</p> <p>For more information, documentation and training, please notify your Noetica contact.</p>	<p>26251</p>	<p>No test plan required for this change.</p>
<p>CallLogger/HistoryLogger split</p>	<p>This change optimises the processing of Statistics records and to be able to prioritise these updates over CRM History record processing. To achieve this, part of the CallLogger process has been split into a new HistoryLogger process. The end result is more rapid and efficient processing of records within the dialler.</p>	<p>26260</p>	<p>No test plan required for this change.</p>

Payshield PCI Integration (MiTAI)	<p>This feature only applies to Mitel customers using the integration to MiVoice Business via MiTAI.</p> <p>MiTAI Interface changed for Payshield (https://payshield.com.au/) integration.</p> <p>It is now possible to make a Blind Transfer to a Payshield number, and when the agent is called back by Payshield, the script pop is suppressed.</p>	26264	No test plan required for this change.
Inbound Email Service	<p>A new feature has been added to the system. See Release Notes on 26251 for more details. This is a new service that can process and queue inbound emails from monitored Office365 mailboxes.</p> <p>Please contact your Noetica representative for further information on this feature.</p>	26267	No test plan required for this change.
Agent API to provide Skill name	<p>The Agent API has been updated to provide Skill names for all agent assigned skills. This allows the name of the skill allocated to the agent to be displayed in the Dashboard.</p>	26288	No test plan required for this change.
Workspace Management Service - Force Logoff for new Dashboard	<p>The Synthesys Management (MiCC Outbound Management) has been updated to support 'Force Logoff' requests from the Dashboard.</p>	26290	No test plan required for this change.
Telephony SDK CLI To Present for Manual App Instances	<p>The Telephony & Dialler SDK has been changed so that if a Dial Request is made and the request contains an OriginatingNumber (CLIToPresent), this takes precedence over any CLIToPresent set on the App Instance.</p>	26295	No test plan required for this change.
User Management API - Force Logoff for new Dashboard	<p>The User Management API has been updated to support 'Force Logoff' requests from the Dashboard.</p>	26299	No test plan required for this change.

New Dashboard (Live Monitor replacement)	<p>This is a major new development. The new Noetica Dashboard is not only a replacement for our legacy Live Monitor, which has been the staple of many of our clients' contact centre administrators & managers but also a major improvement and a technological step change.</p> <p>First of all the new Dashboard is entirely browser based and can be used securely from anywhere and on any device through its own user authentication. Although it provides all the functionality of the old Live Monitor, it does so through a refreshed and modern user interface and it also comes with a new RESTful API that allows our clients to develop their own customised dashboards or simply consume real time KPI information for whatever purpose.</p> <p>Amongst the many new features, the new Dashboard allows the user to pin down certain rows and columns, sort by the content of not one but multiple columns, group by specific data items, filter the display and view relevant data graphically.</p> <p>As with the old Live Monitor, the Dashboard provides live KPIs from an agent, team, campaign/list/group or dialler perspective.</p> <p>As the Dashboard is being disseminated to our existing and our new customers, Live Monitor will be gradually deprecated and withdrawn from service.</p>	26304	No test plan required for this change.
--	---	-------	--