# Noetica.

# Upgrade Report

**Development - Feature - (7)**

| Case Title or Change | Release Notes | Case # | Suggested Test Plan |
|---|---|---|---|
| Create Sub Entity Action | **Modules**<br><br>Interaction Studio<br><br>**Previous Behaviour**<br><br>When a user wanted to add a child entity record to a parent entity, it required relatively technical skills and an unnecessarily convoluted method for doing so.<br><br>**New Behaviour**<br><br>A new feature has been added to Interaction Studio for users who wish to add a child entity record to a parent record.<br><br>A new action has been developed to create new or update existing child entities with a generated link to parents' records and the insertion of the necessary history link to their parents' records. The new action is called Add Child Entity action. | 22234 | |

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| Delete Workspaces from Campaign Manager | ## Modules<br><br>Campaign Manager, Interaction Studio<br><br>## Previous Behaviour<br><br>It was impossible to delete a workspace from the system.<br><br>## Current Behaviour<br><br>Users now have a a new feature allowing then to delete a workspace. This requires the deletion of all dependent objects such as scripted apps, campaigns, lists, reports, schedules, imports & relevant groups. Recycling rules are deleted along with the workspace. They are not stoppers to delete.<br><br>It allows users to delete a workspace only if it is cleaned from all of the above mentioned dependents /children. | 22645 | No test plan required for this change. |
| Entity Import does not support commas as decimal point, and single quote field qualifier not recognised | ## Module<br><br>Campaign Manager<br><br>## Previous Behaviour<br><br>When using the Entity Import Wizard to import a File the import would fail if importing a file that used Commas as a decimal space, Additionally Single Quotes could not be treated as a Field Qualifier.<br><br>## New Behaviour<br><br>The Entity Import Wizard is now able to treat Commas as a Decimal Point, and Single Quotes can be used as Field Qualifiers. | 25012 | No test plan required for this change. |

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| Hide Sub Entity records from NTTY control when Active = False on Entity | **Module**<br><br>Synthesys Interaction Studio and Agent Portal<br><br>**Previous Behaviour**<br><br>When using the NTTY Control, all related Child Entity records present were shown to the agent in the History/Journal View .<br><br>**New Behaviour**<br><br>Any Child Entity records with an Active field set to False are not shown to the agent, if this property is missing it is considered True, any Nulls considered as False. | 26152 | No test plan required for this change. |
| Pause in MacroExecutor | **Module**<br><br>Macro Web Control, Interaction Studio, Scripted Apps Runtime<br><br>**Previous Behaviour**<br><br>The Macro Web control would on occasion run too fast and overtake the external applications it was supposed to provide input to.<br><br>**New Behaviour**<br><br>A Pause statement has been added to the Macro Web Control, allowing for activation of some external applications that may take a moment to become fully active and ready for the next step in the Macro | 26328 | No test plan required for this change. |

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| Suppresion of History Event from QueueManager, GSC and SQI.Net Services | **Modules**<br><br>Campaign Manager, CRM<br><br>**Previous Behaviour**<br><br>Some customers would prefer to save disk space by suppressing of history events for Calls Queued, Bulk Queue Changes and Entity Imports. This was not possible.<br><br>**Current Behaviour**<br><br>This has now been changed and the user now has the option to suppress these events or not in each module. | 26376 | No test plan required for this change. |
| TeamAPI - Provide 'active' team members | **Modules**<br><br>Dashboard<br><br>**Previous Behaviour**<br><br>Previously, Inactive agents (i.e. not logged in) were being displayed by the Dashboard in the teams view.<br><br>**Current Behaviour**<br><br>This has now been changed and the default behaviour is to only show the Active (i.e. logged in) Agents. | 26393 | No test plan required for this change. |