Noetica.

Upgrade Report

Development - Feature - (3)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Manual Answer for Inbound	## Module Noetica Voice Platform or Mitel MiContact Center Outbound Call Manager ## Previous behaviour Previously, inbound calls were automatically connected to the next available agent, without offering the agent the ability to accept or reject a call. ## Current behaviour A new feature has been implemented to allow agents to decline or answer inbound calls manually and is turned on or off with a platform-wide configuration setting, meaning once this is enabled all Inbound calls on that system will get the same treatment. The NVP/CM will allocate an inbound call to an appropriate agent as normal but instead of this being auto-answered on the agent's extension a 'dialog' will appear in the agent's portal asking if the agent wants to 'Answer' or 'Decline' the call, if the agent elects to decline the call the call is then returned to the Inbound Queue to be handled by another agent otherwise if selecting 'Answer' the call is routed to the agent. If the Agent does neither, they will be automatically logged out of the system 30 seconds after the accept/decline dialog times out.	26244	No test plan required for this change.

Call Recording Compression	## Module NVP & Call Manager ## Previous Behaviour New Feature ## New Feature Call recordings made by the NVP can be automatically compressed into an .ogg format, saving space.	26273	No test plan required for this change.
CPU Scheduling improvements for the DSP	## Module Customers with Noetica Voice Platform (MiCC Outbound Call Manager) ## New Behaviour The allocation of CPU resources has been changed to allow for larger agent numbers on powerful CPUs. ## Technical Comments The DSP is the core component of the Noetica Voice Platform (MiCC Call Manager). On multi core systems, for maximum performance the control thread which runs on Core 0 needs to have the maximum amount of resource available. To allow this, the DSP has been changed so that... 1. The Control Thread runs at "time critical" priority class to ensure it is not stalled while executing. 2. On systems with 8 or more cores, 1 core is reserved for non-DSP activity. On systems with 16 or more cores, 2 cores are reserved for non-DSP activity.	27419	No test plan required for this change.