

Version: 21.11

Development - Defect - (27)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Agent Productivity Report Bug Fixes	<p>This release contains an update to the Standard Reports to resolve an issue where the Agent Productivity percentages were not calculating correctly.</p> <p>Release Note Module</p> <p>Standard Reports</p> <p>Previous Behaviour</p> <p>A defect was found in the percentage calculations in the Daily Agent Productivity Reports.</p> <p>New Behaviour</p> <p>The percentages now correctly calculate the percentage of time the Agent spent in each of the Call States.</p>	25080	No test plan required for this change.

<p>Cascading Dropdown Description properties do not re-evaluate</p>	<p>Release Note Module</p> <p>Interaction Studio - Cascading Dropdown Control</p> <p>Previous Behaviour</p> <p>Cascading Dropdown control was not re-evaluating description properties when moving back and forth in a webflow. The description properties were not saved to the database.</p> <p>New Behaviour</p> <p>Cascading Dropdown control re-evaluates description properties when moving back and forth in a webflow. The description properties will now be saved to the database.</p>	<p>25116</p>	<p>No test plan required for this change.</p>
<p>Default DateTimes in the Entity designer are in the wrong format</p>	<p>Release Note Module</p> <p>Entity service</p> <p>Previous Behaviour</p> <p>CRM entities formatted the default value for datetime entity properties using the current locale causing occasional failures</p> <p>New Behaviour</p> <p>The CRM entities default value for datetime entity properties now uses the universal datetime format like '2021-06-30 12:59:01'</p> <p>Technical Comments</p>	<p>25127</p>	<p>No test plan required for this change.</p>

<p>Scheduled File Import failure if column names contain spaces</p>	<p>Release Note Module</p> <p>Users of the Campaign Manager</p> <p>Previous Behaviour</p> <p>If the entity import source data file contained column names in the first line, and one (or more) of the column names contained a space, a scheduled import would fail.</p> <p>New Behaviour</p> <p>Scheduled imports complete successfully if the column names contain spaces.</p>	<p>26214</p>	<p>No test plan required for this change.</p>
<p>Handling of Characters in Entity Field Names</p>	<p>Release Note Module</p> <p>Interaction Studio</p> <p>Previous Behaviour</p> <p>Characters used in Entity field names were not restricted and any special characters could be used which could cause errors within the system when editing them later.</p> <p>New Behaviour</p> <p>Entity field names can now only feature upper- and lower-case alphanumeric characters, space, and underscore.</p> <p>Technical Comments</p>	<p>26227</p>	<p>No test plan required for this change.</p>

<p>Ampersands in Work Space Name Prevents Script Publications</p>	<p>Module Effected</p> <p>Interaction Studio - Scripted App Naming Conventions Prohibited Characters</p> <p>Previous behavior</p> <p>Previously ampersand was allowed in the workspace names causing the system to malfunction.</p> <p>New behavior</p> <p>Now ampersand is prohibited</p>	<p>26234</p>	<p>No test plan required for this change.</p>
<p>Entity Import SFTP Connection timeout</p>	<p>Release Note Module</p> <p>SFTP Entity Import feature in Campaign Manager.</p> <p>Previous Behaviour</p> <p>Previously the SFTP connection timeout was 5 seconds which in some instances was not long enough.</p> <p>New Behaviour</p> <p>The timeout has been increased to 30 seconds, and it is now possible to override this by using a configuration setting.</p>	<p>26255</p>	<p>No test plan required for this change.</p>

Recycling Import with Duplicate Result

Release Note Module

Interaction Studio administrators responsible for creating and editing webflows

Previous Behaviour

Webflow conclusion result text was unrestricted.

New Behaviour

Webflow conclusion result text can not be the same as Aborted Call Outcomes

Technical Comments

This is done to avoid Recycling Import/Export and execution misbehavior.

26257

No test plan required for this change.

Entity Publication with replication SAVE TRAN error

Release Note Module

For Entity Designers

Previous Behaviour

When making changes to an Entity, if the Entity table is marked for replication the publication of the Entity would fail.

New Behaviour

Now publication of Entities is successful even when the Entity tables are marked for replication.

Technical Comments

26329

No test plan required for this change.

Allow Entity Edit disables customer details button	<p>Release Note audience</p> <p>For Agent Portal Users</p> <p>Previous Behaviour</p> <p>If an entity had a datetime property with spaces in the name of the property, the portal didn't show the entity edit dialog as expected when the Entity Edit Enabled check box was ticked</p> <p>New Behaviour</p> <p>The software has been fixed to show entity edit dialog in the portal if the entity has one or more datetime properties with spaces in the names.</p>	26353	No test plan required for this change.
Inbound Email Crash	<p>Release Note audience</p> <p>Administrators Inbound Email Campaigns</p> <p>Previous Behaviour</p> <p>Previously, it was possible to assign an Email address to multiple Lists. This caused the service to crash.</p> <p>New Behaviour</p> <p>It is no longer possible to assign the same email address to multiple lists. Additionally, it is now possible to delete Email assignments from Lists, and the Enabled checkbox has been removed (as it is now redundant).</p>	26360	No test plan required for this change.

<p>Present message when using an unsupported Web Browser</p>	<p>Release Note audience</p> <p>Dashboard users</p> <p>Previous Behaviour</p> <p>On Internet Explorer, when attempting to invoke the Dashboard, 'Loading...' would be displayed indefinitely.</p> <p>New Behaviour</p> <p>A message is displayed on Internet Explorer indicating that IE isn't supported and suggesting some modern browsers.</p>	<p>26381</p>	<p>No test plan required for this change.</p>
<p>MiTAI CLIToPresent number prefix no longer required for MiVB v8+</p>	<p>Release Note Module</p> <p>Users of the MiTAI Interface</p> <p>New Behaviour</p> <p>Previously *3 was prefixed to the CLIToPresent for all Predictive calls (this was a requirement of the MiVB platform in versions prior to v8). A change to the latest version of MiTAI means that this is now unnecessary and will result in the CLI not being presented.</p> <p>The code has been changed to omit *3.</p> <p>Technical Comments</p> <p>By default, *3 is no longer prefixed to the CLIToPresent for all Predictive calls, this is a requirement for MiVB v9+. Unless the setTwinNumberPrefix inf file setting is set to TRUE.</p>	<p>26403</p>	<p>No test plan required for this change.</p>

<p>Dashboard rename Campaign to List on Agent View</p>	<p>Release Note Module</p> <p>Users of the Dashboard</p> <p>Previous Behaviour</p> <p>When looking at the Agent View in the Dashboard, a column with the incorrect "Campaign" title could be seen.</p> <p>New Behaviour</p> <p>The column with "Campaign" title has been replaced with "List"</p> <p>The heading "List" can now be seen instead when looking at the Agent View in Dashboard.</p> <p>Technical Comments</p> <p>n/a</p>	<p>27415</p>	<p>No test plan required for this change.</p>
<p>T20210715.0001 - Daily Inbound Summary report: Total row for 'Average Time before Abandoned In Queue' incorrect</p>	<p>Release Note Module</p> <p>Standard Reports</p> <p>Previous Behaviour</p> <p>A defect was found in the calculation of Average Time before Abandoned.</p> <p>New Behaviour</p> <p>This value now calculates the average amount of time customers spent waiting for an agent in the Inbound Queue correctly.</p>	<p>27424</p>	<p>No test plan required for this change.</p>

<p>Portal Logoff Changes</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>Occasionally a user would not be able to log in to the Portal, and would receive an 'Already logged in' error message.</p> <p>New Behaviour</p> <p>This new development should rectify this problem. Allowing the agent to confirm they wish to proceed with a log in.</p>	<p>27427</p>	<p>No test plan required for this change.</p>
<p>Predictive Calls that are rescheduled ignore Op Bias unless using 'Reschedule (Personal)' feature</p>	<p>Release Note Module</p> <p>Users of Campaign Manager (Dialler Managers)</p> <p>Previous Behaviour</p> <p>Calls that are rescheduled on a list that has the 'P' Reschedule Flag set, used to ignore the Operator Bias unless using 'Reschedule (Personal)' feature, and did not assign the calls to an agent.</p> <p>New Behaviour</p> <p>Calls that are rescheduled on a list that has the 'P' Reschedule Flag will use the Operator Bias setting to determine whether or not to assign the calls to an agent. Using 'Reschedule (Personal)' feature will always keep the assigned agent irrespective of the Operator Bias setting.</p> <p>Technical Comments</p> <p>None</p>	<p>27436</p>	<p>No test plan required for this change.</p>

<p>Default settings for Teams for Blending</p>	<p>Release Note Module</p> <p>Administrators: User Management</p> <p>Previous Behaviour</p> <p>When setting up blending parameter, the Max Agents setting was not set to the Entire Team value by default.</p> <p>New Behaviour</p> <p>The Max Agents setting is now set to Entire Team by default but can be changed manually if required.</p> <p>Technical Comments</p> <p>n/a</p>	<p>27438</p>	<p>No test plan required for this change.</p>
<p>Improved PD performance with many rescheduled calls not tied to agent</p>	<p>Release Note Module</p> <p>Predictive Dialler, Dialler Managers</p> <p>Previous Behaviour</p> <p>If a large number of rescheduled calls, not tied to agents, were created, the Predictive Dialler campaign heartbeats would take too long, causing a slow down of dialling.</p> <p>New Behaviour</p> <p>The handling of rescheduled calls, not tied to agents in the Predictive Dialler has been improved to speed up processing.</p>	<p>27446</p>	<p>No test plan required for this change.</p>

Check CTI Toolbar has been created before forwarding information and HybridInterface Heatbeat timer fix

Release Note Module

Users of Scripted Apps

Previous Behaviour

If a Scripted App contained an Input Action at the very start, and if there was any delay in the response from the Input Action, an error would be displayed in the Portal and the Agent logged off.

New Behaviour

This is now fixed. The Scripted App now loads successfully once the Input Action response has been received.

Technical Comments

An internal timer problem has also been rectified in the Hybrid Interface. This did not affect the end-user experience.

27447

No test plan required for this change.

Inbound Email Service stops when entity not configured correctly

Release Note Module

Administrators and Users Inbound Email

Previous Behaviour

if the Inbound Email service encountered a configuration error in one or more of the Inbound Email campaigns, it would stop running until the problem was fixed. This is not practical in large call centres.

New Behaviour

The Inbound Email Service has been changed so that if it encounters any configuration errors (or any other problems while processing emails), the affected emails are saved to disk on the server, and are then attempted to be reprocessed up until a configurable Maximum Email Age (30 days by default). If older than this age, they are moved to a FailedToProcess folder. Any errors that the service encounters are logged to a log file.

27466

No test plan required for this change.

Release Note Module

Interaction Studio 'Loqate Address Matching Control' Used in ScriptedApps

Previous Behaviour

The Loqate Address Matching control would only populate correctly if used in the first section of a ScriptedApp and would disappear if agent navigated backwards and forwards through the section.

New Behaviour

The Loqate Address Matching control is now populated correctly on any screen and will remain visible.

"Loqate" control not usable on secondary pages

27467

No test plan required for this change.

Release Note Module

Users of the Agent Portal

Previous Behaviour

Previously the following behaviour occurred:

- Client messages weren't logged on the server if the agent had been logged off.
- If an agent didn't logoff at the end of the day, the logs on the server could fill with error messages after 10pm.
- If an agent encountered an error message while trying to logon, a supervisor was required to perform a Force Logoff in Synthesys Management.

New Behaviour

The new behaviour is as below:

- Client messages are now logged on the server if the agent has been logged off
- This was caused by an error message being displayed on the agent Portal page. This error message now times out after 5 mins and redirects to the login page. So the error messages in the logs will cease at 10:05pm.
- If an agent fails to login, there is a new force logoff button that they can click. This should clear any error and allow the agent to log in.

Portal Unexpected Logoff

27471

No test plan required for this change.

Interaction Studio crash when pasting from Gallery	<p>Release Note Module</p> <p>Administrators - Interaction Studio users</p> <p>Previous Behaviour</p> <p>Interaction Studio would occasionally crash when trying to insert items from the Gallery into different webflows.</p> <p>New Behaviour</p> <p>Interaction Studio Users can now correctly paste action(s) added to the Gallery and then into another webflow.</p>	27487	No test plan required for this change.
CreateSubEntity action should only insert one history event in parent	<p>Release Note Module</p> <p>For Synthesys Scripted App users - Create SubEntity Action</p> <p>Previous Behaviour</p> <p>Create SubEntity Action used to always insert a new record with child entity details into the parent history table even when a child entity is updated. This caused duplication and the parent entity record pointing to several children which were identical.</p> <p>New Behaviour</p> <p>If Entity is a child entity, a history record will already exist in the parent history table. The creation and modification of the Child record will not add any further history records in the parent entity only in the child entity history.</p> <p>Technical Comments</p>	27496	No test plan required for this change.

<p>Entity Designer Search Fields Dialog no scrolling</p>	<p>Release Note Module</p> <p>For Interaction Studio users.</p> <p>Previous Behaviour</p> <p>The Entity Search Fields dialog within the Entity Designer in Interaction Studio had no scroll bars for entity properties' lists.</p> <p>New Behaviour</p> <p>The Entity Search Fields dialog in Entity Designer in Interaction Studio now has scroll bars for entity properties' lists</p> <p>Technical Comments</p>	<p>27523</p>	<p>No test plan required for this change.</p>
<p>Breaking change to the Agent API</p>	<p>Release Note Module</p> <p>Third party and integrations developers interacting directly with the Agent API.</p> <p>Previous Behaviour</p> <p>The v1 API endpoints provided basic interactivity with Agent and Agent Skill records.</p> <p>New Behaviour</p> <p>The v2 API endpoints provide a vastly different experience with Agent interactivity, allowing much more granular control over Agent records. In addition, a new Permissions structure has been implemented, and endpoints have been provided to interact with these, as well as Import and management of users from Active Directory.</p> <p>Agent 'Additional', whilst still usable, is to be phased out in favor of Attributes, and so endpoints have been provided to interact with this data, in conjunction with the Properties endpoints which provide metadata on how to interact and validate Attributes.</p> <p>The Agent Skill endpoints still remain, but the paths to these, as</p>	<p>27525</p>	<p>No test plan required for this change.</p>

well as the data provided, differs from v1.

All of the v2 endpoints are implemented in the new User Management website, and can be safely managed through this interface as an end user.

Technical Comments

For any third party integrations or developers, when using the Agent API, the Header "X-API-Version" with a value of "2", or "2.0" should now be specified.

The existing v1 endpoints can still be accessed, but it is strongly advised that only the GET endpoints are used if absolutely essential, and should be replaced with the corresponding v2 endpoints as soon as possible as the underlying table structure has changed significantly, and therefore so too has the logic applied when using the PATCH and POST endpoints - in addition to several new PUT endpoints.

Using the existing v1 endpoints to create or update data may prove detrimental to the Agent records.