

Version: N22.03

Development - Defect - (9)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Decommission old Wallboard and add redirect to new wallboard	<p>Release Note Module</p> <p>Users of the NVP/MiCC Call Manager Wallboard</p> <p>Previous Behaviour</p> <p>The legacy Wallboard was still accessible.</p> <p>New Behaviour</p> <p>If attempting to access the legacy Wallboard the user is now redirected to the new Inbound Wallboard and the old one has been removed.</p> <p>Technical Comments</p> <p>N/A</p>	27479	No test plan required for this change.

<p>ASC Service login check</p>	<p>Release Note Module</p> <p>Customers using ASC recording with multiple MiCC Call Managers</p> <p>Previous Behaviour</p> <p>It was noticed that an extension could appear to be logged into two MiCC Call Managers at the same time. This resulted in two recording streams being established to ASC if the ASC service was restarted.</p> <p>New Behaviour</p> <p>Only one recording stream is established to the correct MiCC Call Manager.</p>	<p>27513</p>	<p>No test plan required for this change.</p>
<p>In the RouteManager for External Application certain vales need to be blocked and negative values allowed</p>	<p>Release Note Module</p> <p>Users of Route Manager</p> <p>Previous Behaviour</p> <p>When setting Outcomes for the SDK in the Route Manager it allowed creation of outcomes for ID's 0 and -101. This is wrong as these ID's are reserved for use within the system.</p> <p>New Behaviour</p> <p>When creating outcomes for the SDK in the Route Manager, ID's -101 and 0 are now reserved and not allowed to be used.</p>	<p>27550</p>	<p>No test plan required for this change.</p>

Compressor Retries	<p>Release Note Module</p> <p>NVP or MiCC Call Manager Users</p> <p>Previous Behaviour</p> <p>If a call file that needed compression was missing/deleted, the compressor service would retry it every second, without stopping until the json spool file was deleted.</p> <p>New Behaviour</p> <p>The Compressor Service will retry a file three times, then move it to Bad.</p>	27552	No test plan required for this change.
RouteManager unable to edit IVR digits on existing Routes	<p>Release Note Module</p> <p>Users of the Route Manager</p> <p>Previous Behaviour</p> <p>Digit actions could not be allocated for an IVR route that was created using the new Route Manager. This functionality worked as expected for all IVR Routes that were migrated using the Migration Utility from the retired Strategy Manager but would not for any that were newly created in Route Manager post migration.</p> <p>New Behaviour</p> <p>The digit allocation dialog now works correctly for all IVR routes (migrated, created, cloned and imported).</p>	27565	No test plan required for this change.

<p>Route Manager issues with Greek Characters in First and Surname (Cloud DEF-24)</p>	<p>Release Note Module</p> <p>Users of the Route Manager</p> <p>Previous Behaviour</p> <p>The user avatar initials were displayed using the first name and last name of the authenticated user. If any of these were missing, or had unusual characters in, the avatar would just display UN from undefined. Also, the profile link to user management was incorrect.</p> <p>New Behaviour</p> <p>If the first name or last name is missing, the user initials will be the first two characters of the user's username.</p> <p>The profile button in the user's menu (top-right corner of the screen) now opens the correct user management details page for the authenticated user. If the user was not logged in into User Management already, the login page will be displayed instead.</p>	<p>27587</p>	<p>No test plan required for this change.</p>
<p>NVP Default Nuisance Wav file not always playing correctly</p>	<p>Release Note Module</p> <p>Users of the Voice Platform/MiCC Outbound Call manager</p> <p>Previous Behaviour</p> <p>The Nuisance Call Wav message assigned to an outbound list was not being played when set in the Campaign Manager. Instead, the default Wav Message was being played.</p> <p>New Behaviour</p> <p>The Nuisance Call Wav file will now play using the setting on the outbound list in Campaign Manager, or if not set the global default Wav Message will be played if one is set.</p>	<p>27590</p>	<p>No test plan required for this change.</p>

<p>Skills Routing in ACD not working (CLOUD-468)</p>	<p>Release Note Module</p> <p>Users of Route Manager</p> <p>Previous Behaviour</p> <p>The ACD was using an older version of the Agent API for retrieving user skills. This version was filtering out some user roles therefore not returning the correct skills for all users and therefore not routing calls correctly based on skill levels.</p> <p>New Behaviour</p> <p>The ACD now uses the latest version of the Agent API which does no filtering and returns the correct skills for all user types and calls now route correctly.</p>	<p>27594</p>	<p>No test plan required for this change.</p>
<p>Prevent the creation of multiple skill conditions for the same route and team level (CLOUD-478)</p>	<p>Release Note Module</p> <p>Users of Route Manager</p> <p>Previous Behaviour</p> <p>A new skill condition was being created every time a route was saved. This resulted in many identical conditions being created for the same route and team type. If the skill was set to 'None' to delete the condition, only one of them would be deleted, leaving the other ones still active which caused issues with call routing.</p> <p>New Behaviour</p> <p>Route Manager now prevents the creation of multiple skill conditions (identical or different) for the same route and team type.</p>	<p>27599</p>	<p>No test plan required for this change.</p>