

Version: R22.03

Development - Defect - (20)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
<p>Today-14 Filter Text Editor produces Invalid Date</p>	<p>Release Note audience</p> <p>For Campaign Manager's Filter Editor users</p> <p>Previous Behaviour</p> <p>Invalid Date Time error can sometimes appear when switching from the Text Editor to the Visual Editor.</p> <p>New Behaviour</p> <p>Several bugs related to key word 'Today+-x' have been fixed.</p>	<p>26352</p>	<p>No test plan required for this change.</p>
<p>MiTAI do not notify Available until fully logged into the PD</p>	<p>Release Note Module</p> <p>Mitel MiVoice Connect Integration</p> <p>Previous Behaviour</p> <p>Occasionally, an Agent's phone state would not update to Available after initially logging in to MiCC Outbound. This was due to a timing conflict within the interface that could sometimes occur.</p> <p>New Behaviour</p> <p>The phone status will now always change to Available after a successful login by an Agent.</p>	<p>27489</p>	<p>No test plan required for this change.</p>

<p>PD IsCallInDNC : Outbound Groups and Invalid Numbers</p>	<p>Release Note Module</p> <p>Predictive Dialler users</p> <p>Previous Behaviour</p> <p>If a list was in an outbound group the double-check dnc function of the predictive dialler was not working correctly.</p> <p>New Behaviour</p> <p>The double-check dnc function of the predictive dialler is now working correctly, calls in lists in outbound groups are checked properly against the dnc table.</p>	<p>27532</p>	<p>No test plan required for this change.</p>
<p>PopInfoManager GetOperationUI and ValidateTelephone update the page</p>	<p>Release Note Module</p> <p>For Synthesys Portal and scripted apps users</p> <p>Previous Behaviour</p> <p>Portal's and ScriptedApp's CTI Toolbar operations were slow if the Scripted App was performing heavy operations.</p> <p>New Behaviour</p> <p>Portal's and ScriptedApp's CTI Toolbar and Scripted app server runtime have been fixed to speed up CTI Toolbar operations.</p> <p>Technical Comments</p>	<p>27544</p>	<p>No test plan required for this change.</p>

<p>RelationsCheckout failed bug</p>	<p>Release Note Module</p> <p>For Interaction Studio Entity Designer users</p> <p>Previous Behaviour</p> <p>Previously entity service returned an incorrect checkedin/checkedout state in an entity document.</p> <p>New Behaviour</p> <p>The entity service has been changed to put the checkedout state into an entity document before returning it to Interaction Studio. The document will have the correct state and Interaction Studio will not complain about checkout failure.</p> <p>Technical Comments</p>	<p>27547</p>	<p>No test plan required for this change.</p>
<p>SQL.NET issue - bug found in the service caused by underscores within the entity</p>	<p>Release Note Module</p> <p>Campaign Manager</p> <p>Previous Behaviour</p> <p>If a CRM entity contained the string "_LINK" in the name of any of its fields, then some functions in the Campaign Manager, such as the Filter Editor would fail.</p> <p>New Behaviour</p> <p>This has now been rectified and CRM entity fields containing the string "_LINK" are permitted.</p> <p>Technical Comments</p>	<p>27551</p>	<p>No test plan required for this change.</p>

Creation of Duplicate Deleted Users	<p>Release Note Module</p> <p>Users of UserManagement</p> <p>Previous Behaviour</p> <p>If an agent was marked as deleted, a new agent with the same username could be created but they would not be able to login.</p> <p>New Behaviour</p> <p>UserMangement now blocks creation of an agent with the same username as an agent that has been marked as deleted.</p>	27553	No test plan required for this change.
User Passwords	<p>Release Note Module</p> <p>Users of UserManagement</p> <p>Previous Behaviour</p> <p>It was not obvious that the reset password dialog was displaying a new password.</p> <p>New Behaviour</p> <p>The reset password dialog has been updated to make it more obvious that the returned password is the password that has been set, rather than a dialog where a new password can be entered.</p>	27554	No test plan required for this change.

<p>CallPlayerAPI logical error leads to billions of records generated</p>	<p>Release Note Module</p> <p>Users of Call Player.</p> <p>Previous Behaviour</p> <p>The condition used to search for records was erroneously assuming an OR logical operator which caused the selection of vast numbers of records. This compromised performance and the speed of search returns.</p> <p>New Behaviour</p> <p>The Sequence ID condition has been changed to use an AND logical operator. This now selects a much smaller and more relevant volume of records, ergo will return quickly.</p> <p>Technical Comments</p>	<p>27563</p>	<p>No test plan required for this change.</p>
<p>Missing PD Heartbeats</p>	<p>Release Note Module</p> <p>Predictive Dialler Users</p> <p>Previous Behaviour</p> <p>Under high predictive call volumes, the Predictive Dialler might stop communicating with the NVP, resulting in agents getting logged out and logged in again.</p> <p>New Behaviour</p> <p>The Predictive Dialler will keep communications open with the NVP even under high call volumes.</p>	<p>27570</p>	<p>No test plan required for this change.</p>

<p>User Management – Team not displaying correctly with Active Directory User</p>	<p>Release Note Module</p> <p>Users of the User Management Website using Active Directory</p> <p>Previous Behaviour</p> <p>Previously when loading a Team, if any users had been imported from AD without a first or last name, the Team would display no agents at all.</p> <p>New Behaviour</p> <p>The Team view now displays all Active Directory Agents within a Team.</p>	<p>27574</p>	<p>No test plan required for this change.</p>
<p>Prevent Queueing Jobs using a Filter that contains a Queue Criteria</p>	<p>Release Note Module</p> <p>For Campaign Manager users</p> <p>Previous Behaviour</p> <p>Previously queueing jobs with filters containing Queue conditions were allowed to be run. These conditions should be used for Bulk Queue Change jobs only.</p> <p>New Behaviour</p> <p>Any queueing jobs with Queue conditions will now automatically fail. A new button has been added to Filter Visual Editor that shows all queueing jobs with this filter and highlights if the filter has queue conditions.</p>	<p>27575</p>	<p>No test plan required for this change.</p>

<p>Design time webflow links in Ntty controls cause crash</p>	<p>Release Note Module</p> <p>For Interaction Studio users</p> <p>Previous Behaviour</p> <p>Ntty control used local machine registry hive when used in Interaction Studio and crashed with an error.</p> <p>New Behaviour</p> <p>Ntty control has been fixed to use current user registry hive when used in Interaction Studio</p> <p>Technical Comments</p>	<p>27576</p>	<p>No test plan required for this change.</p>
<p>Save attributes with newly created users</p>	<p>Release Note Module</p> <p>Users of the User Management website.</p> <p>Previous Behaviour</p> <p>When creating a new agent in User Management, the attributes set in the last step were not always being saved.</p> <p>New Behaviour</p> <p>The attributes set during agent creation are now always saved.</p> <p>Technical Comments</p> <p>Customers utilising the User Management API or Agent API directly would have also been affected by this, the inclusion of an attributes object in the body of a create agent request will now be saved as originally intended.</p>	<p>27581</p>	<p>No test plan required for this change.</p>

MiTAI Interface: remove SQLDMO	<p>Release Note Module</p> <p>Users of the MiTAI Interface</p> <p>Previous Behaviour</p> <p>This is an enhancement.</p> <p>New Behaviour</p> <p>SQLDMO has been removed which allows the implementation of an improved and more stable method of connecting to the database.</p>	27582	No test plan required for this change.
DashboardAPI LogLevel not configurable	<p>Release Note Module</p> <p>Users of the Dashboard</p> <p>Previous Behaviour</p> <p>The logging from the Dashboard API was not configurable.</p> <p>New Behaviour</p> <p>The logging from the Dashboard API is now configurable, so that it will only log minimal information by default.</p>	27584	No test plan required for this change.

<p>Change AuthenticationAPI to no longer return user firstname and lastname</p>	<p>Release Note Module</p> <p>Users of UserManagement and RouteManager.</p> <p>Previous Behaviour</p> <p>Previously, if a user had a first name and/or last name that contained Unicode characters, they were prevented from logging in to UserManagement and RouteManager.</p> <p>New Behaviour</p> <p>As this information is not used, the Authentication API has been changed so that it no longer returns a user's first name and last name.</p>	<p>27585</p>	<p>No test plan required for this change.</p>
<p>Fix REST Output Action</p>	<p>Release Note Module</p> <p>Scripted App Administrators</p> <p>Previous Behaviour</p> <p>The REST Output Action was not sending data as expected.</p> <p>New Behaviour</p> <p>The REST Output Action is now sending data as expected.</p>	<p>27589</p>	<p>No test plan required for this change.</p>

<p>UserManagement: User_Additional_Changed not sent when a User is created or their Additional is changed</p>	<p>Release Note Module</p> <p>Users of User Management</p> <p>Previous Behaviour</p> <p>When a User's additional properties were changed in the Extra tab, the saved changes were not available immediately.</p> <p>New Behaviour</p> <p>The altered User Properties will now be available immediately.</p>	<p>27591</p>	<p>No test plan required for this change.</p>
<p>Dialler Web Service send one Queue Records Added broadcast per bulk CreateQueuedRecords</p>	<p>Release Note Module</p> <p>Users of Dialler Web Service</p> <p>Previous Behaviour</p> <p>The CreateQueuedRecords method of Dialler Web Service previously called "Queue Records Added" broadcast for every record. This could result in performance issues where large volumes of updates were taking place for example where queuing files with a large number of rows.</p> <p>New Behaviour</p> <p>The CreateQueuedRecords method of Dialler Web Service has been changed to call "Queue Records Added" broadcast to ListFilter Service only once for the whole bulk. This optimizes the performance of this function.</p> <p>Technical Comments</p>	<p>27597</p>	<p>No test plan required for this change.</p>