

Version: R22.03SP1

Development - Feature - (8)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
<p>Dynamic CLI Presentation for MiVB</p>	<p>Release Note Module</p> <p>Users MiCC Outbound on MiVoice Business & Campaign Manager</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>MiCC Outbound now supports dynamic CLI presentation and dial prefix. Mitel users of MiCC Outbound will be able to use the dynamic CLI feature within the Campaign Manager.</p> <p>A CLI or dial prefix may now be defined at the record level whereas previously the most granular level would have been per list.</p>	<p>25122</p>	<p>No test plan required for this change.</p>

Canonicalize the agent extension number used by the PD when transferring to agent (for MiCollab extensions containing stars)

Release Note Module

Users of the MiTAI Interface

Previous Behaviour

This is a new Feature

New Behaviour

If an agent uses a MiCollab device as part of a 'Multi Device User Group', the device number could contain non-numeric digits.

In order for the PD to transfer calls to the agent, the agent's 'Primary Number' needs to be used by the PD. A new setting has been introduced called 'EnablePDTransferCanonicalization', which if set to True, will remove the non-numeric digits from the agent's extension number, converting it into the Primary Number.

27588

No test plan required for this change.

<p>Speed improvements to Portal</p>	<p>Release Note Module</p> <p>Agents using WebflowLauncher component</p> <p>Previous Behaviour</p> <p>The Webflow Launcher component and indeed the agent portal could become slow to respond if there were a large number (1000+) of objects to display.</p> <p>New Behaviour</p> <p>The Launcher component has now been optimized to improve performance.</p> <p>Additionally, Noetica recommends that where a large volume of items is displayed, users of the Agent Portal are encouraged to add the Launcher component onto a separate page within the portal.</p> <p>Technical Comments</p> <p>None</p>	<p>27622</p>	<p>No test plan required for this change.</p>
<p>Add year hyperlink to DatePicker web control</p>	<p>Release Note Module</p> <p>DateTime Picker control In scripted apps</p> <p>Previous Behaviour</p> <p>This was unusable for selecting dates far in the future or past.</p> <p>New Behaviour</p> <p>The User can now use a drop-down in the control to select a year in the future or past.</p> <p>Technical Comments</p>	<p>27625</p>	<p>No test plan required for this change.</p>

Dashboard not showing Break Reasons	<p>Release Note Module</p> <p>Users of the Dashboard Website</p> <p>Previous Behaviour</p> <p>This is a new feature</p> <p>New Behaviour</p> <p>For agents on break, the break reason is now displayed in Dashboard agent grids</p> <p>Technical Comments</p> <p>None</p>	27626	No test plan required for this change.
Auditing not logging usernames	<p>Release Note Module</p> <p>Report analysts / users of the User Management website</p> <p>Previous Behaviour</p> <p>This is a new feature - previous versions the User Management website created audit entries with userId "-1".</p> <p>New Behaviour</p> <p>Audited team actions via the website will now be associated with the userId of the actor / logged-in user.</p> <p>Technical Comments</p> <p>A request header "AuditPermissions" is now sent containing the logged-in UserId from the website, is forwarded through intermediate UserManagementAPI, and is then included when creating Audit entries in the TeamAPI.</p>	27631	No test plan required for this change.

<p>MiVB ASC Pause Resume Recording</p>	<p>Release Note Module</p> <p>Users of ASC Recording with the Mitel phone system.</p> <p>Previous Behaviour</p> <p>This is a new Feature.</p> <p>New Behaviour</p> <p>It is now possible to use the Pause/Resume recording actions in a Scripted App if ASC recording is being used with a Mitel phone system. Currently, functionality is limited to a single recorder - if parallel recording is being used with ASC, please contact Noetica.</p>	<p>27633</p>	<p>No test plan required for this change.</p>
<p>Predictive calls to Mitel WebRTC agents lose call information</p>	<p>Release Note Module</p> <p>Mitel clients using the MiCollab WebRTC (web page) softphones.</p> <p>Previous Behaviour</p> <p>This is a new Feature</p> <p>New Behaviour</p> <p>MiCollab WebRTC (web page) softphones are now supported.</p>	<p>27635</p>	<p>No test plan required for this change.</p>