Version: N23.06.13

Development - Feature - (6)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Add SIP INFO transport for DTMF digits	### Release Note Module NVP users ### Previous Behaviour DTMF digits were always sent using the RFC2833 RFC4733 method as part of the RTP stream. ### New Behaviour DTMF digits can now be sent using SIP INFO if required by configuring the SIP Trunk. ### Technical Comments SIP Trunk setting controls this, if not present defaults to rfc2833. ToneSource=info	27667	No test plan required for this change.

InboundWallboard - Filtered Totals	## Release Note Module Users of the InboundWallboard Website ## Previous Behaviour - When filtering strategies/routes in the InboundWallboard, the Totals row reflect statistics for the entire platform across all strategies/routes, not just the visible strategies/routes. ## New Behaviour - When filtering the InboundWallboard visible strategies, a filtered Totals row is now present to reflect the statistics for the visible strategies/routes. The existing platform totals are still visible as a separate row. ## Technical Comments - CallsOverConnectionThreshold was not previously exposed by the ACD. This has been included in the response and is now used in SLA calculations by the InboundWallboard. - AbandonedOutQueue was not previously exposed by the ACD. This has been included in the response and is now used in Abandoned calculations by the InboundWallboard.	27679	No test plan required for this change.

ACD Statistics & NVPStatisticsAPI additional values	## Release Note Module Users of the ACD / NVPStatisticsAPI / InboundWallboard Website ## Previous Behaviour - Abandoned In-Q for the platform totals in InboundWallboard were incorrectly returned as a sum of both Abandoned-In-Q and Abandoned-Pre-Q figures. ## New Behaviour - Abandoned In-Q is now returned correctly by the ACD. - ACD now exposes values for AbandonedOutQueue and CallsOverConnectionThreshold. These additional values are returned with the platform statistics when requested from the NVPStatisticsAPI, which then includes these in the JSON response sent to InboundWallboard. This allows the correct values to be displayed and used in calculations when filtering the displayed strategies/routes in the InboundWallboard website. ## Technical Comments - CallsOverConnectionThreshold was not previously exposed by the ACD. This has been included in the response and is now used in SLA calculations by the InboundWallboard. - AbandonedOutQueue was not previously exposed by the ACD. This has been included in the response and is now used in Abandoned calculations by the InboundWallboard.	27683	No test plan required for this change.

| Add default setting for Tone Source | **Release Note Module**

NVP Users

Previous Behaviour

Inbound calls would not pick up a 'Tone Source' from the registry and so would always use RFC2833 as the mechanism to transmit DTMF tones.

New Behaviour

Add a new registry setting DefaultToneSource (string) which if set to "info" will select SIP INFO as the mechanism to transmit DTMF digits rather than RFC2833. | 27706 | No test plan required for this change. |

CallMonitor to use Team Permissions	Requirements # User Stories As a Supervisor / Call Monitor user I want to only see Agents and Teams which I am assigned Team permissions for so that the UI only shows relevant data # Acceptance Criteria:** Given that I am a supervisor when I assign view Agents or Teams lists in Call Monitor then I should only see items corresponding to my Team permissions # Release Note Module Users of the CallMonitor website and API # Previous Behaviour All Agents and Teams were previously visible in the UI, and upon attempting to monitor an Agent, a check would determine whether the logged-in Agent was able to continue based on their Team membership # New Behaviour Agents and Teams which the logged-in agent has Team Permissions assigned for are visible in the UI # Technical Comments Interacting with the CallMonitorAPI directly will now require an array of Team Id's sent via the teamId query parameter, as filtering occurs within the API. e.g. callmonitorapi/api/agent/getagentseverywhere and callmonitorapi/api/teams/getteamsoverview become callmonitorapi/api/agent/getagentseverywhere?teamId=2,3,10 and callmonitorapi/api/teams/getteamsoverview?teamId=2,3,10 respectively, the teamId list corresponding to the Teams column in the Synthesys_General_Admin.dbo.Users table for the logged-in Agent.	27717	No test plan required for this change.

As a user I would like WebRTC to support Opus Codecs	**Release Note Module** For users of the Noetica Voice Platform or MiCC Call Manager **Previous Behaviour** This is a new feature **New Behaviour** Support for the Opus codec has been added to Noetica Voice Platform/MiCC Call Manager. **Technical Comments**	27733	No test plan required for this change.