

Version: 22.03.SP2

Development - Defect - (35)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
<p>Dedupe on Telephone Number seems to be deduping on blanks</p>	<p>Release Note Module</p> <p>For users of the queuing function in the Campaign Manager</p> <p>Old behaviour</p> <p>When using the Call List setting 'Deduplicate Queue on Telephone' the system stopped records with blank telephone numbers from being added to the queue as well as records with existing telephone numbers.</p> <p>New behaviour</p> <p>When using the Call List setting 'Deduplicate Queue on Telephone' blank telephone numbers are now added to the queue.</p>	<p>26205</p>	<p>No test plan required for this change.</p>

<p>Unable to open attachments in Ignite</p>	<p>Release Note Module</p> <p>Users of the MiCC Outbound Agent Portal with the Ignite Integration</p> <p>Previous Behaviour</p> <p>It was not possible to download attachments in the hosted Ignite portal.</p> <p>New Behaviour</p> <p>It is now possible to download attachments in the hosted Ignite portal.</p>	<p>27645</p>	<p>No test plan required for this change.</p>
<p>ASCMiVBInterface: Change the method of communication with the ASC Recorder</p>	<p>Release Note Module</p> <p>Users of ASC Recording with the Mitel phone system.</p> <p>Previous Behaviour</p> <p>This used an old method of communication with the ASC recorder which was not reliable.</p> <p>New Behaviour</p> <p>Now updated to a new method of communication.</p> <p>Technical Comments</p> <p>Changed from using the 'ASC neo Webservice API' to the 'ASC REST API'.</p>	<p>27646</p>	<p>No test plan required for this change.</p>

<p>Telephony SDK: No SequenceID recorded in SwitchBilling table for IB Calls</p>	<p>Release Note Module</p> <p>Users of the Dialler & Telephony SDK</p> <p>Previous Behaviour</p> <p>Previously, no Sequence ID was being recorded in the Phoenix_SwitchBilling table, and this affected reporting.</p> <p>New Behaviour</p> <p>The Sequence ID is now recorded.</p>	<p>27647</p>	<p>No test plan required for this change.</p>
<p>MiTAI Interface: Internal transfers not appearing on CTI Toolbar</p>	<p>Release Note Module</p> <p>Users of the Agent Portal in conjunction with the MiTAI Interface.</p> <p>Previous Behaviour</p> <p>Internal Blind and Consultative transfers did not appear on the 2nd Agent's CTI Toolbar.</p> <p>New Behaviour</p> <p>Internal Blind and Consultative transfers now appear on the 2nd Agent's CTI Toolbar, allowing the call to be controlled.</p>	<p>27650</p>	<p>No test plan required for this change.</p>

<p>Improved Entity service incorrectly sets default value for enumeration entity property type.</p>	<p>Release Note Module</p> <p>For users of the CRM Entity Editor in the Interaction Studio</p> <p>Previous Behaviour</p> <p>Previously Entity service tried to insert a string value into a numeric enumeration entity column and failed</p> <p>New Behaviour</p> <p>Entity service has been amended to use the enumeration value index instead of trying to insert a string value into integer column</p> <p>Technical Comments</p>	<p>27652</p>	<p>No test plan required for this change.</p>
<p>Change AuthenticationAPI to return user's firstname and surname if they are ascii characters only</p>	<p>Release Note Module</p> <p>Users of the Authentication API</p> <p>Previous Behaviour</p> <p>The Authentication API did not return the user's full name.</p> <p>New Behaviour</p> <p>The Authentication API now returns the user's full name but only if it does not contain any ASCII non-Latin characters.</p> <p>Technical Notes</p> <p>Previously, the Authentication API was changed so that it no longer returned a user's first name and last name, as this was not required by the software, and had side-effects in UserManager and RouteManager, if they contained non-Latin characters. The user's first name and last name have been re-instated if they only contain letters from the Latin alphabet.</p>	<p>27653</p>	<p>No test plan required for this change.</p>

<p>Script app launcher not working</p>	<p>Release Note Module</p> <p>Users of the Agent Portal</p> <p>Previous Behaviour</p> <p>A defect was found with the Scripted App Launcher section which would stopped working under certain conditions, failing to launch the desired scripted app.</p> <p>New Behaviour</p> <p>The Scripted App Launcher Section has now been fixed.</p>	<p>27656</p>	<p>No test plan required for this change.</p>
<p>IB / Blended CallDisconnected - PD Available notification</p>	<p>Release Note Module</p> <p>Noetica Voice Platform/MiCC Call Manager</p> <p>Previous Behaviour</p> <p>Previously, if an Inbound Call was disconnected while an Agent was in a Scripted App, the agent's State was not updated correctly. This resulted in the Agent having to logoff and login again before any more Inbound calls were routed to them.</p> <p>New Behaviour</p> <p>The Agent's state is now updated correctly.</p>	<p>27657</p>	<p>No test plan required for this change.</p>

Campaign Manager, Move Queue Items not Active	<p>Release Note Module</p> <p>Users of Campaign Manager</p> <p>Previous Behaviour</p> <p>When moving items between lists, the items are moved but the new items get 'stuck' in the inactive state.</p> <p>New Behaviour</p> <p>This has been fixed, and Telephone Name, CLIToPresent & DialPrefix are also now moved at the same time.</p>	27658	No test plan required for this change.
Queue Manager Service problems creating indexes	<p>Release Note Module</p> <p>Users of Synthesys/MiCC Outbound</p> <p>Previous Behaviour</p> <p>Prior to this fix, there were 2 errors logged whenever the Queue Manager Service restarted.</p> <p>New Behaviour</p> <p>These problems in the service have now been fixed.</p>	27662	No test plan required for this change.

Capita Smart SMS messages that contain a URL	<p>Release Note Module</p> <p>Users of bulk Outbound Messaging in the Campaign Manager, using the Capita Smart SMS provider.</p> <p>Previous Behaviour</p> <p>If a message contained a url, after sending the record would be marked as WrongNumber.</p> <p>New Behaviour</p> <p>The message is now marked as RecycleDone.</p>	27664	No test plan required for this change.
Script Outcome field is not auto expanding	<p>Release Note Module</p> <p>Users of Interaction Studio</p> <p>Previous Behaviour</p> <p>Due to a change in SQL 2019, script outcome fields are not auto expanding when the Scripted App is released.</p> <p>New Behaviour</p> <p>Script outcome fields are now auto expanding again when the Scripted App is released.</p>	27665	No test plan required for this change.

<p>Fix DB Output action to work across Azure SQL to External DB</p>	<p>Release Note Module</p> <p>Users of the Interaction Studio</p> <p>Previous Behaviour</p> <p>The Database Output Action when used on an Azure Sql installation could not write to an external e.g. on-premise, database.</p> <p>New Behaviour</p> <p>The Database Output Action when used on an Azure Sql installation can now write to an external e.g. on-premise, database.</p>	<p>27666</p>	<p>No test plan required for this change.</p>
<p>Entity Update Action inserts NULLs instead of defaults</p>	<p>Release Note Module</p> <p>For users of Interaction Studio and scripted apps</p> <p>Previous Behaviour</p> <p>When creating an entity, any default entity property values were being ignored and written as NULL.</p> <p>New Behaviour</p> <p>The Entity Service has been changed to correctly use default property values when specified.</p> <p>Technical Comments</p>	<p>27672</p>	<p>No test plan required for this change.</p>

<p>SMS/Email templates don't update Entity property list</p>	<p>Release Note Module</p> <p>For Campaign Manager users</p> <p>Previous Behaviour</p> <p>Campaign Manager engine didn't listen for Entity field changes so the SMS/Email templates wizard wasn't updating its entity property list</p> <p>New Behaviour</p> <p>Campaign Manager engine now listens to Entity field changes so the SMS/Email templates wizard entity property list now shows all newly created fields.</p> <p>Technical Comments</p>	<p>27673</p>	<p>No test plan required for this change.</p>
<p>Customize SQM service to run under Azure</p>	<p>Release Note Module</p> <p>For users of Campaign Manager List Suppression functionality</p> <p>Previous Behaviour</p> <p>Suppression (SQM) is not able to monitor external databases when running on SQL Azure.</p> <p>New Behaviour</p> <p>Suppression (SQM) does not support monitoring of external Databases when running on SQL Azure, however local databases can still be monitored.</p> <p>Technical Comments</p>	<p>27674</p>	<p>No test plan required for this change.</p>

<p>Inbound wallboard, abandoned calculation incorrect</p>	<p>Release Note Module</p> <p>Users of the Inbound Wallboard</p> <p>Previous Behaviour</p> <p>The Inbound wallboard, abandoned rate was displaying incorrectly</p> <p>New Behaviour</p> <p>The Inbound wallboard, abandoned rate is now displaying correctly as a percentage.</p>	<p>27675</p>	<p>No test plan required for this change.</p>
<p>In UserManagement if creating a new Forms User which has the same UserName as an existing User fails, even if the Original User is Marked as Deleted.</p>	<p>Release Note Module</p> <p>Users of UserManagement</p> <p>Previous Behaviour</p> <p>Previously, creating a new agent with the same UserName as an existing agent would fail, even if the original agent was marked as Inactive or Deleted.</p> <p>New Behaviour</p> <p>When creating a new Agent with an existing Username, a dialog will now pop asking you for an alternative Username to use.</p> <p>If the existing agent is Inactive or has been deleted, the dialog will also give the option of restoring the existing agent (rather than creating a new one).</p>	<p>27678</p>	<p>No test plan required for this change.</p>

SDK - Some OB Calls left in Running State

Release Note Module

Users of the Telephony SDK

Previous Behaviour

This is a new Feature

New Behaviour

The Telephony SDK has been improved, reducing the risk of calls being left in the running state

Technical Comments

If a client doesn't send the queue id of an OB call when the app instance is closed, the SDK will now use it's internal cached queue id. This will prevent calls being left in the Running state.

27684

No test plan required for this change.

MiTAI Interface: Intermittent crash after consultation hangup

Release Note Module

Users of MiCC Outbound on a MiVB platform

Previous Behaviour

Previously, if the customer disconnected the call while the agent was consulting with a third party, the call would be terminated.

New Behaviour

This has been fixed.

27685

No test plan required for this change.

Dashboard Metrics fixes and improvements	<p>Release Note Module</p> <p>Users of the Dashboard</p> <p>Previous Behaviour</p> <p>Dashboard Metrics were not working with more than 1000 agents logged in and occasionally suffering SQL timeouts.</p> <p>New Behaviour</p> <p>Dashboard Metrics is now working for any number of agents.</p>	27687	No test plan required for this change.
SDK Manual calls missing SequenceID in SwitchBilling	<p>Release Note Module</p> <p>Users of the Telephony SDK</p> <p>Previous Behaviour</p> <p>If an Agent set themselves as Busy in the SDK, then opened an AppInstance and dialled a customer, the SequenceID in the database tables was not populated with the AppInstanceID for the call.</p> <p>New Behaviour</p> <p>This is now fixed.</p>	27693	No test plan required for this change.

EventLogService sp_helpindex fails	<p>Release Note Module</p> <p>For all Synthesys users and admins</p> <p>Previous Behaviour</p> <p>This case remedies an issue with the Event Log Service which in some instances was causing the service to fail.</p> <p>New Behaviour</p> <p>This has been resolved and the Event Log Service has been prevented from crashing.</p> <p>Technical Comments</p>	27696	No test plan required for this change.
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<p>Interaction Studio network bandwidth usage reduction</p>	<p>Release Note Module</p> <p>Interaction Studio users</p> <p>Previous Behaviour</p> <p>"This is a new Feature".</p> <p>New Behaviour</p> <p>Interaction Studio has been changed to compress synchronisation data and will no longer send entity definitions with synchronisation data, this was done to reduce network traffic.</p> <p>Technical Comments</p> <p>If setting below registry value Interaction Studio will synchronise 50 entities at a time by zipping them. Previously it synchronised by 1 entity at a time without zipping.</p> <p>SOFTWARE\Noetica\Synthesys.NET\v2.2.0.0\IDE key, SyncMultipleEntities DWORD32 value. '1' - will synchronise by 50 entities at a time, '0' - will use old code to synchronise by 1 entity at a time</p>	<p>27698</p>	<p>No test plan required for this change.</p>
<p>ODBC Driver Name fix for Entity Import</p>	<p>Release Note Module</p> <p>Users of Campaign Manager</p> <p>Previous Behaviour</p> <p>The Entity Import Service would not recognise the newer Microsoft ODBC driver and could not fetch columns to select in the Entity Import creation.</p> <p>New Behaviour</p> <p>Entity Import Service amended to recognise newer Microsoft ODBC driver.</p>	<p>27699</p>	<p>No test plan required for this change.</p>

<p>Campaign Manager Text Editor fixes</p>	<p>Release Note Module</p> <p>Users of Campaign Manager</p> <p>Previous Behaviour</p> <p>If you swapped into Text Mode in the Filter Editor you couldn't save changes and swap back to the Visual Editor</p> <p>New Behaviour</p> <p>You can now swap between Text and Visual Editor Modes</p>	<p>27700</p>	<p>No test plan required for this change.</p>
<p>Accidentally changing script in Campaign Manager</p>	<p>Release Note Module</p> <p>For Campaign Manager users</p> <p>Previous Behaviour</p> <p>Previously if selected Agent Application was changed in Campaign Manager campaign the new setting would be saved automatically after few seconds without further user interaction. This could sometimes result in an inadvertent change being made.</p> <p>New Behaviour</p> <p>If selected Agent Application has been changed in Campaign Manager campaign a dialog will now popup prompting to either Restore old or Save new setting. It should prevent accidentally changing Agent App.</p> <p>Technical Comments</p>	<p>27701</p>	<p>No test plan required for this change.</p>

<p>WorkspaceAPI causes Route Manager show not sorted Workspaces. Looks like sorted by ID</p>	<p>Release Note Module</p> <p>For Route Manager users</p> <p>Previous Behaviour</p> <p>Previously Workspace API service didn't sort workspaces causing Route Manager to show not sorted workspaces that looked like sorted by ID</p> <p>New Behaviour</p> <p>Workspace API has been fixed to sort workspaces by Name. The Route Manager now shows workspaces sorted by Name, in the manner of the Campaign Manager.</p> <p>Technical Comments</p>	<p>27705</p>	<p>No test plan required for this change.</p>
<p>AgentAPI creating duplicate users for AD deleted users</p>	<p>Release Note Module</p> <p>UserManagement users with AD integration</p> <p>Previous Behaviour</p> <p>If an AD user, marked as deleted in the database was re-imported via UserManagement website, the user was duplicated in the database, resulting in not being able to login. This was a defect.</p> <p>New Behaviour</p> <p>If a deleted AD user is sent for import, it will be no longer be marked as deleted in the database, and will not then be duplicated.</p>	<p>27711</p>	<p>No test plan required for this change.</p>

<p>Missing 'allow-popups' with Ignite iFrame</p>	<p>Release Note Module</p> <p>MiCC Outbound integrated with Mitel Ignite users</p> <p>Previous Behaviour</p> <p>Hyperlinks in emails inside the Ignite Iframe couldn't open browser windows.</p> <p>New Behaviour</p> <p>Hyperlinks in emails inside the Ignite Iframe can now open browser windows.</p> <p>Technical Notes</p> <p>If more changes are needed to the sandbox attribute in the future they can be specified in the portal's web.config, removing the need for code changes.</p>	<p>27713</p>	<p>No test plan required for this change.</p>
<p>ScriptLauncher Control not working with Mitel Border Gateway</p>	<p>Release Note Module</p> <p>For Mitel MiContact Center Outbound Script Launcher control users</p> <p>Previous Behaviour</p> <p>Sometimes the call to launch a script from the Script Launcher Control crosses browser window boundaries and this was not working. Probably due to cross window scripting.</p> <p>New Behaviour</p> <p>Script Launcher Control now works in this scenario.</p> <p>Technical Comments</p>	<p>27716</p>	<p>No test plan required for this change.</p>

<p>User Management unusably slow with over 500 teams</p>	<p>Release Note Module</p> <p>Users of the User Management</p> <p>Previous Behaviour</p> <p>User Management was unusably slow with over 500 teams</p> <p>New Behaviour</p> <p>User Management now loads 500 teams or more quickly</p>	<p>27718</p>	<p>No test plan required for this change.</p>
<p>Dashboard - Agent tab when drilling into Groups and Campaigns is not populating</p>	<p>Release Note Module</p> <p>Users of the Dashboard</p> <p>Previous Behaviour</p> <p>Agent information in the Agent tab when drilling into Groups and Campaigns was not populating</p> <p>New Behaviour</p> <p>Agent information is displayed in the Agent tab when drilling into Groups and Campaigns</p>	<p>27719</p>	<p>No test plan required for this change.</p>

SAML AgentName fix	<p>Release Note Module</p> <p>This change impacts any using multi factor authentication to log into Synthesys/MiCC Outbound</p> <p>Previous Behaviour</p> <p>Users with @ in their username were not being fully logged out of Synthesys/MiCC Outbound</p> <p>New Behaviour</p> <p>Users with @ in their username are now being correctly logged out of Synthesys/MiCC Outbound.</p>	27724	No test plan required for this change.
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