

Version: N20.06.25

Development - Defect - (12)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
NVP freezes when Switch Monitor clients becomes unresponsive	<p>In some circumstances a potential problem existed where a lack of responsiveness within the Switch Monitor module could cause the Switch to stop responding.</p> <p>The communication between these two modules has now changed in order to prevent this and therefore ensure the system is more robust.</p>	23711	No test plan required for this change.
StrategyManager needs refresh to see newly added strategies	<p>Previously when adding new strategies the user would have to refresh Strategy Manager before they appeared in the drop down menu for selection.</p> <p>This behaviour has been changed in order that strategies appear automatically.</p>	23730	No test plan required for this change.
ACD functionality with missing skills API	<p>Following the introduction of SABRE (Skill and Ability Based Routing Engine) the system uses an additional API called the Skills API.</p> <p>Other services are then dependent on this running. In some cases, where there was a delay for some reason at start up, the Skills API would not come up in time and as a result the system defaulted to a non-SABRE mode.</p> <p>A change has been made to increase the frequency that the Skills API is checked following any timeout and therefore make this more robust.</p>	23758	No test plan required for this change.
Call stuck during consultation transfer	<p>Several defects were identified with consultation and conference transfers, where in some relatively rare circumstances, the originating agent would occasionally be placed in an indefinite "Available - Phone Busy" state upon completion of the transfer. This meant that the agent would have had to log out and back in before receiving any further calls.</p> <p>These defects have now been identified and rectified.</p>	23803	No test plan required for this change.

Divert on route end	<p>In the event that a call was routed via a Strategy to an external number for Route End or Out of Hours when the transfer was connected the caller would continue to hear ringing.</p> <p>This defect has now been corrected.</p>	23838	No test plan required for this change.
Silence Detector is not working	<p>A defect within the Strategy Manager module was found. In scenarios where an Advance Strategy was used to enable voicemail type functionality on inbound calls this was sometimes failing when trying to detect silence in order to play another message.</p> <p>This has now been fixed.</p>	23848	No test plan required for this change.
Fix problem parsing incorrectly formed RTCP packets	<p>In circumstances where a 3rd party SIP supplier provided malformed (broken) RTCP packets, the DSP (Digital Signalling Processor) module this may occasionally fail.</p> <p>The system has been changed in order that it handles this better and is more robust.</p>	23862	No test plan required for this change.
Route End messages not be played in Strategies.	<p>An enhancement has been made to how the Strategy Manager (including Advanced Strategies) behaves when routing to route end messages.</p> <p>In some circumstances the platform would fail to correctly play the message. This has been fixed.</p>	23871	No test plan required for this change.
Occasional stuck calls on inbound	<p>Very occasionally (perhaps 1 in 1000 calls) on some systems an inbound call would be abandoned by the DSP (Digital Signal Processor, part of the NVP) and appear as a 'stuck' call in the live monitor. This problem has been fixed.</p>	23900	No test plan required for this change.
Agent stuck after consultation transfer	<p>Within the Agent Portal while transferring a call after consultation, occasionally as a result of a timing issue the transfer would complete but the agent would be stuck apparently on a call. This has been addressed.</p>	23913	No test plan required for this change.
Fix DSP crash caused by volume of inbound calls	<p>Under exceptionally high inbound loads, the DSP (Digital Signalling Processor) may lead to a failure of the system. This has now been fixed to make system more robust.</p>	23949	No test plan required for this change.

DSP CPU usage improvements	An enhancement to the DSP (Digital Signalling Processor) module has been made that improves it's efficiency. It now uses less server CPU resources on core 0 and balances that use over all the available CPU cores.	23950	No test plan required for this change.
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