

Version: N20.09.24

Development - Defect - (6)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
ACD Disconnection not retried	<p>Within the NVP/Call Manger if a communication fault occurred the system would fail to reconnect to the ACD.</p> <p>This defect has now been fixed to improve system stability.</p>	23955	No test plan required for this change.
ACD Consultations / Conferences rework	<p>A defect was found whereby consultation transfers and transfers calls to ACD strategies were not recorded. This problem has now been addressed.</p>	24957	No test plan required for this change.
Call Recordings not being moved	<p>A defect has been observed within the NVP/Call Manager where in some circumstances call recording files were not moved to their designated destination but left locally on the NVP/Call Manager drives.</p> <p>This has been fixed and the robustness around the process of moving archived call recordings to network storage has been improved.</p>	24959	No test plan required for this change.
Error related to ASC call recording when customer disconnects while being transferred to an agent	<p>Within sites using the ASC call recording solution a defect was found for calls where the customer disconnects from the call as the call is being transferred to the agent. An error on the ASC recording session may prevent the call from being correctly dispositioned.</p> <p>This defect has now been corrected.</p>	25009	No test plan required for this change.
Inbound Call abandoned in queue causes agent to get stuck in Inbound Waiting	<p>Blended agents moving to Inbound - In an actively blended team where all agents are Outbound waiting there were rare occasions where an inbound call was disconnected while being transferred to an agent and this defect would cause other agents in the blended team to go into the Inbound Waiting state and no longer be able to work Outbound calls. This issue has now been resolved.</p>	25016	No test plan required for this change.

Voice Platform/Call Manager becomes unresponsive at midnight	Occasionally the Voice Platform would become unresponsive when an inbound or outbound call that had call recording enabled was handled immediately after midnight. This problem has now been addressed	25020	No test plan required for this change.
--	--	-------	--