

Version: N20.09.24

Development - Feature - (8)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Running Voice Platform/Call Manager as Windows services	<p>An enhancement has been made to the product that allows NVP/Call Manager components to now run as independent Windows Services without the need to run them under a Control Program service.</p> <p>A direct benefit of this change is that the NVP/Call Manager can now run on Windows Server 2019 as the previous dependency on Windows Interactive Services Detection Service has been removed. With this release NVP/Call Manager is installed independently of other system components.</p>	22373	
G.729a support	An enhancement has been made to the telephony SIP stack to include support for the full G729 codec including G729a.	22609	No test plan required for this change.
NVP SIP Registrar	The SIP Registrar within the NVP/MiCC Call Manager has been updated and can now be installed to run as a Windows Service. This component is used as a central registration point for Agent SIP phones within deployments that have multiple NVP/Call Manager instances.	22664	No test plan required for this change.
New Wallboard website	This release contains a new Wallboard, This Wallboard allows the monitoring of Inbound call traffic across multiple Voice Platforms in a format suited to TV screens. For documentation and further information on this new major feature, please contact Noetica Client Services (ClientServices@noetica.com).	23736	No test plan required for this change.
Outbound SIP OPTION for SIP trunks	<p>An enhancement has been made to the NVP/Call Manager module.</p> <p>The application now supports the SIP OPTIONS capability where we can ping a specified SIP trunk to determine its availability(active if the SIP trunk responds to the ping, inactive if the ping times out).SIP OPTIONS can be enabled per trunk in the Registry.</p>	23806	No test plan required for this change.

Noetica Voice Platform (MiCC Call Manager) Statistics API	<p>An enhancement has been made to the product with the inclusion of the new NVP/Call Manager Statistics API.</p> <p>This provides agent and call statistics for installed telephony platform(s). This API is intended for use as a feed for data-driven interfaces, such as dashboards.</p> <p>For technical documentation please contact your Noetica account manager or ClientServices@noetica.com</p>	23936	No test plan required for this change.
Improved information in logs when codec negotiation fails	<p>An enhancement has been made to the DSP module. This now has improved logging to help diagnose problems on SIP trunks caused by CODEC mismatches.</p>	25000	No test plan required for this change.
DTMF compatibility with third party PCI solutions	<p>This note refers to two changes. One is a custom change for a customer relating to processing payment card details via DTMF. The second change has modified existing behaviour when conferencing in third party PCI secure payment applications. This change is to prevent any DTMF tones being heard by an Agent should the third party application fail to suppress them. No DTMF tones are recorded on calls.</p>	25036	No test plan required for this change.