

Version: 20.10

Development - Defect - (44)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Unable to use Email Addresses in Recycling	<p>An enhancement has been made within the Campaign Manager module.</p> <p>An action of 'Set Email address for next attempt' has been added to Campaign Manager and the recycling engine in order to support HtmlEmail campaigns.</p>	22627	No test plan required for this change.
Using Like or Not Like within Complex Filters	<p>Prior to this change using Like or Not Like within filters would cause queries to run for an extended time and would cause them to time out. The SQL generated to count the records in complex filters has now been improved and some columns in the database have had their datatype changed.</p> <p>This optimisation increases the speed at which the results are returned when using these conditions within filters in both Campaign Manager and also List Organiser.</p>	23691	No test plan required for this change.
Agent Diary to work with AllowNonWorkableReschedules setting	<p>This relates to an improvement to the AllowNonWorkableReschedules setting which is designed to give Agents access to Rescheduled Agent Owned Callbacks in the Agent Diary even if they have been moved out of a Team that is able to work them.</p> <p>If this is set to True the Agents will be able to view and access these calls, if it is set to False then they will not and these calls will then recycle once they have missed their Latest Time or you can manually assign them to another user.</p> <p>Should you wish to change how this function is used on your system then please contact Noetica Technical Support.</p>	23774	No test plan required for this change.
IS to limit call results to 100 chars	<p>This release limits Scripted App Call Results to be limited to 100 Characters.</p>	23799	No test plan required for this change.

Blank telephone numbers should not be added to DNC list	A defect was found that allowed blank telephone numbers to be added to the Do Not Call table therefore prevent other records without telephone numbers from being processed correctly by the dialler. Additional data validation has now been added to prevent this occurring.	23833	No test plan required for this change.
If de-dupping fails in a Queuing Job, the job continues	A problem has been detected when queuing records into a list in Campaign Manager using de-duplication. If a data error occurred during the queuing process, the job would continue without de-duplication, resulting in possible duplicated records in the list. This has now been rectified.	23839	No test plan required for this change.
On Set Status DoNotCall, NeverCall Tick box doesn't work	Previously when using Call Recycling, if using the Add Action dialogue and selecting to mark records as DoNotCall, a tick box for selecting the option to Never Call (the customer) was displayed. If Never Call was selected, this was not working correctly and these records would be set back to a queued state. This has been rectified and now functions as designed. If selected this will now set the record to NeverCall, if not selected this will set the record to a Sleeping state if a Do Not Call time period is set.	23841	No test plan required for this change.
Creating a Finish Flag named Reschedule	<p>Within the Interaction Studio creating a Conclusion or Result with the name of "Reschedule" would result in issues with how calls were processed by the Recycling service.</p> <p>In order to prevent this conflict the 'Reschedule' word is banned in Name and Display Name fields in Conclusion Name and Result page of Conclusion Wizard.</p> <p>This prevents the Recycling service incorrectly processing a call with this conclusion name.</p>	23851	No test plan required for this change.
LM is not displaying Correct Break Times	<p>A fix has been implemented so the Live Monitor now correctly displays the start of Break Time to when the requested break is confirmed. Break confirmations happen when the Scripted App is closed, if the Break was requested while the agent was in Scripted App/Wrap-up.</p> <p>Previously the start of the Break Time was incorrectly showing to the time the Agent requested the Break while still in Scripted App/Wrap-Up.</p>	23853	No test plan required for this change.

Agent blending state set to inbound at logon	Occasionally, immediately after logging into the system, agents assigned to inbound campaigns were not receiving inbound calls, even when their status in Live Monitor appeared as Inbound Waiting. This was caused by the dialler sending blending state notifications to the CTI layer prior to setting the agents extension state to available after their logon. This problem has now been rectified.	23863	No test plan required for this change.
Phoenix_Statistics column creation	This release contains an enhancement to the upgrade procedure. This update helps resolve some issues found during some updates to a SQL table.	23873	No test plan required for this change.
CampaignManager Service: GetQueueListTotalTimesCalled error	This change corrects an issue where the Total Times Called column is enabled in Campaign Manager through the setting: DisableTotalTimesColumn=False yet it showed no valid counts. This has now been corrected and these values are now displayed should this setting be enabled.	23875	No test plan required for this change.
LiveMonitor Service, Database disconnection	This release contains an enhancement to the Live Monitor to enable it to quickly reconnect if the application gets disconnected from the Database.	23878	No test plan required for this change.
Entity Designer Numeric property precision disabled	Within the Entity Designer, when creating numeric field types, it was not possible to specify anything other than zero decimal places. This has now been changed.	23901	No test plan required for this change.
Metric Calculation release failure	Within Interaction Studio when using a calculation that used data held within a Metrics Action within a scripted app the publication of the scripted app would fail. This defect has now been fixed.	23904	No test plan required for this change.
Order Control - Selected Products not retained when navigating	The Order Control has been enhanced to retain the selection of products when navigating through a Scripted App.	23910	No test plan required for this change.

Entity Presentation - Journal Unable To set Date Format	<p>Enhancements have been made to allow calculations within the Entity Presentation Designer.</p> <p>In Insert Calculation/Property dialog of Entity Designer new subtree appeared called 'History'. It carries Entity Journal properties EventTypeText, EventText, EventTimeStamp, EventData, OperatorID and OBCampaign_Name. EventTimeStamp is DateTime, OperatorID is integer and all the other are string properties. They can be used in Visual Basic code correspondingly to their type</p> <p>In the Entity Editor Presentation Journal Section the Insert Calculation/Property dialog has a new subtree implemented called 'History'. It displays Entity Journal properties EventTypeText, EventText, EventTimeStamp, EventData, OperatorID and OBCampaign_Name are strings. EventTimeStamp is a DateTime, OperatorID is an integer. These properties can now be used in Calculations.</p>	23911	No test plan required for this change.
Agent breaks not tracked	<p>An enhancement has been made in the system that modifies the manner in which the database is updated with agent break timing information. Previously this could in some circumstances be when the agent returned from a break.</p> <p>The Agent break time recording is now initiated when the agent is presented with the On Break Dialog in the portal and then updated when the agent 'Returns to Work'.</p> <p>After the agent selects a Break Reason or changes Break Reason while on break, this information is now all recorded in the database.</p>	23916	No test plan required for this change.
Branch name with '/' causes Scripted Application deletion fail	<p>When attempting to delete a Scripted App within Interaction Studio, if the Scripted App contained a forward slash character '/' in a branch name, deletion would fail.</p> <p>This defect has been fixed.</p>	23924	No test plan required for this change.
Recycling MarkTelephoneNumberAs	<p>A defect with the Recycling Rules functionality within Campaign Manager has been fixed.</p> <p>When a particular record was set to "MarkTelephoneNumberAs" the TelephoneName column in the Phoenix_RecyclingNumberStatus table was incorrectly populated with the Telephone Number when it should have been the actual Telephone Field Name.</p> <p>The symptom of this defect was that the dialler would still continue to ring numbers that were marked to be skipped in the cycle, e.g. invalid numbers.</p>	23926	No test plan required for this change.

NewRecycling: Time Since Queued clarification	<p>An improvement has been made within the product affecting the use of Recycling in Campaign Manager.</p> <p>Previously, leads inserted into a Queue via the Dialler Web Service were not accounted for when using the 'Time Since Queued' condition.</p> <p>Within Recycling, the 'Time Since Queued' condition will now also take account of leads queued as scheduled through the dialler webservice when the history entry is 'Call Scheduled'.</p>	23931	No test plan required for this change.
MArkTelephoneNumberAs, blank numbers	<p>On execution of the recycling action "Mark Telephone Number As", blank numbers are recorded as being marked within the system Recycling log. This in fact was incorrect as blank numbers are treated differently and will not be marked.</p> <p>This behaviour has been changed.</p>	23938	No test plan required for this change.
Classic Outbound Manager fixed to use new licensing (TCPA module)	<p>Following the release of the new TCPA compliance module in the US market the Classic Outbound Manager was not correctly recognising the licensing of this product. This has now been rectified.</p>	23943	No test plan required for this change.
Special Reschedule not working with new Recycling	<p>A defect was found within the Recycling engine. If calls were aborted by the agent with a Special Reschedule outcome, the recycling engine would not recycle this correctly.</p> <p>This has been fixed.</p>	23948	No test plan required for this change.
Scripted App Parsing Error	<p>This release contains a stability fix for the Interaction Studio when corruption in the Webflow.xml file is found.</p>	23957	No test plan required for this change.
Navigating by mouse causes Scripted App close error popup	<p>A defect was found that occurred when a user of scripted apps navigated between pages. In scenarios where the scripted apps began with a decision the user may be kicked out with the message 'Your Session has timed out due to inactivity. This webflow will now close.'</p> <p>This error has now been fixed.</p>	24961	No test plan required for this change.
Recycling TimeSinceFirstDailed is not correctly calculating	<p>In Recycling, in some situations the TimeSinceFirstAttempted value was not calculating correctly. This has now changed and the value is now calculated correctly in all situations.</p>	24966	No test plan required for this change.

DNC Calls not removed from Hopper	An additional check has been added to the Predictive Dialer for numbers that exist on the Do Not Call List. The Predictive Dialer checks numbers against Do Not Call at the point in time they are queued for calling but in addition now re-checks the numbers again, immediately before they are dialed. This ensures that numbers that have been added to the Do Not Call List since being queued for calling are now not dialled.	24994	No test plan required for this change.
Able to create 2 entities with the same name.	<p>Previously Interaction Studio allowed a user to create a new Entity name even if the Entity name already existed. This has now been resolved and a warning error is displayed in the dialog if the Entity name already exists.</p> <p>Interaction Studio still allows the user to create a new entity without a connection to the server however it disables editing an Entity name until the user is connected to the server to allow checking of user permissions.</p> <p>The Open Entity dialog has been fixed to correctly display buttons when changing the dialog size.</p>	24995	No test plan required for this change.
Paging added in Schedule Runs and Import Runs pages	<p>Within the Campaign Manager module a defect was found when attempting to display a large number of scheduled runs when viewing Bulk Queue Changes, Entity Imports or Queuing Schedules.</p> <p>A change has now been made to optimise this and data is now only fetched for the current page resolving the issue.</p>	25002	No test plan required for this change.
HouseKeeper Clean Temp directory after unhandled exception	This release contains a stability fix for the housekeeper after the improvement made previously for daily zipping of logs and the improved archiving process.	25004	No test plan required for this change.
Password returned in Entity Import Wizard for the SFTP Site	<p>A defect was found when editing an Entity Import in the Campaign Manager. Any password that was entered when the import was created could subsequently been seen by any subsequent user wishing to edit the import.</p> <p>This has been fixed.</p>	25006	No test plan required for this change.

<p>Password expiry doesn't notify WSM service when password changed</p>	<p>When using the enhanced password security within the application a defect was found that meant that password information, for example expiration date, was not synchronised with all modules within the system. This could result in users being incorrectly locked out of the system.</p> <p>This defect has been fixed.</p>	<p>25017</p>	<p>No test plan required for this change.</p>
<p>Recycling Updates</p>	<p>The RecyclingService has been changed to use the Lead_Tracking table to fetch the 'Time Since Queued' value used in Recycling. Prior to this change it was retrieved from the Customer History Table. This aids efficiency in the speed of Recycling processing and prevents problematic timeouts if the Customer History Table is being heavily used.</p>	<p>25029</p>	<p>No test plan required for this change.</p>
<p>Recycling, Number of Attempts by Telephone</p>	<p>Prior to this change the counting of "Number of Attempts on a Named Telephone Number" used within Recycling was not always returning the correct value. This has now been changed and the correct value is now calculated.</p>	<p>25034</p>	<p>No test plan required for this change.</p>
<p>Remove File Output Action from AssemblyVersions.config</p>	<p>When using the Interaction Studio with a File Output Action in certain circumstances a Interaction Studio crash would be caused.</p> <p>This defect has been fixed.</p>	<p>25037</p>	<p>No test plan required for this change.</p>
<p>Authorisation support for Ignite v9.2.0.0+</p>	<p>This case effects users of the embedded Mitel Ignite application.</p> <p>A change was introduced by Mitel affecting MiCC Ignite v9.2.0.0 and later. The result of this change was that the automatic authorisation failed and the user would be forced to manually enter their Ignite credentials.</p> <p>This has now been fixed.</p>	<p>25049</p>	<p>No test plan required for this change.</p>
<p>Entity Import Wizard - Field Search does not work on the mapping screen</p>	<p>Prior to this change, the field mapping drop down box in the Entities Import Wizard was read-only when using either Chrome or Firefox. This problem has now been addressed and works in all compatible browsers.</p>	<p>25058</p>	<p>No test plan required for this change.</p>

Script Unpark with call on line	<p>If AutoHangup is set to False, it is possible to submit/hold/park Scripted Apps and leave the call on the line. It is now possible to Open/Unhold/Unpark another (second) Scripted App without hanging up the voice call first.</p> <p>This has changed the logging of Dial Events in Phoenix_Statistics where if an Agent makes a dial from the Portal, then the Agent Unparks a Scripted App, a new Runner Dial event will be added immediately to the Phoenix_Statistics table. So if an Agent were to make a portal dial and then Unpark a Scripted App, then Repark it and then Unpark a different Scripted App, there would be two Runner Dial events added to the table. This only affects dials from the portal, dials from within Scripted Apps are not changed in behaviour.</p>	25060	No test plan required for this change.
Enable Ignite_Protocol configuration in Portal web.config	This change relates to the integration of the MiCC Outbound Agent Portal with the MiCC Web Ignite application and ensures this integrated Agent UI is functional when working over HTTPS secure protocol.	25066	No test plan required for this change.
Filter Editor XSS vulnerability	An XSS (cross site scripting) security vulnerability has been fixed in the Campaign Manager, Filter Editor. End users will not notice any change.	25072	No test plan required for this change.
Error editing Recycling actions	A problem was found causing Campaign Manager to be unable to save Recycling actions of type "Sleep". This has now been fixed.	25101	No test plan required for this change.
Database Entities Import for DateTime fields	An issue has been fixed in the Entity Import Service so that Database Imports that contain DateTime fields are now successfully imported if the Application Server has Regional Settings that are not UK based. Also fixed is an issue where imports into Entity fields that contained a Default Value are now successfully inserted. Please note that these are extra fixes to Release 20.10, and the issues do not affect any earlier releases.	25111	No test plan required for this change.
PasswordHistory check in SynthesysManagement	Previously, if Check Password History was enabled, the Reset Password feature in Synthesys Management wouldn't allow you to change a User's password. It would always fail stating that the password had been used previously. This has now been fixed.	25117	No test plan required for this change.