

Version: 21.07

Development - Defect - (21)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
<p>Update to Schedules - Only create if no action required outstanding</p>	<p>Modules</p> <p>This affects users of Campaign Manager who are scheduling Modify, Queue and Suppression Jobs.</p> <p>Previous Behaviour</p> <p>If a problem occurred with any of the services managing Modify, Queue or Suppression jobs an artificial backlog would be created of repeated instances of the same job. Subsequently when the service started reprocessing it would take time to catch-up and create unnecessary load on the system.</p> <p>Current Behaviour</p> <p>This system behaviour has now been changed so that if there is an issue with any of the services processing these jobs, only one waiting job for that individual schedule will be created and no new jobs will be created until the services start processing again.</p> <p>Technical Notes</p> <p>There is also an enhancement to store the SQL source Code in the Database to speed up Filter processing.</p>	<p>25139</p>	<p>No test plan required for this change.</p>

<p>Upgrade MiAudio libraries (MiVB)</p>	<p>Module</p> <p>Mitel Users Only: Predictive Dialling on Mitel MiVoice Business</p> <p>Previous Behaviour</p> <p>A defect was found that was preventing the MiCC Outbound MiAudio Interface from starting when the server was rebooted or services started. This defect affected Mitel customers using a specific new version of MiVoice Business.</p> <p>Current Behaviour</p> <p>This defect has now been fixed.</p>	<p>26187</p>	<p>No test plan required for this change.</p>
<p>NewRecycling IsTiedToAgent</p>	<p>Modules</p> <p>Campaign Manager: Call Recycling</p> <p>Previous Behaviour</p> <p>The IsTiedToAgent condition in Call Recycling was occasionally misidentifying the agent in question resulting in a malfunction.</p> <p>Current Behaviour</p> <p>This has been rectified and IsTiedToAgent conditions now function correctly.</p>	<p>26197</p>	<p>No test plan required for this change.</p>

<p>CampaignManager service maxJsonLength increase</p>	<p>Module</p> <p>Campaign Manager</p> <p>Previous Behaviour</p> <p>The Campaign Manager would run slow and fail when running on a System with a large number of Workspaces.</p> <p>New Behaviour</p> <p>The Campaign Manager now has a better handling of a large amount of Workspaces</p> <p>Technical Comments</p> <p>Maximum serialization size has been increased to 2 billion for all Campaign Manager Engine functions</p>	<p>26283</p>	<p>No test plan required for this change.</p>
<p>Failover Update</p>	<p>Module</p> <p>High Availability Failover Controller</p> <p>Previous Behaviour</p> <p>Previously a configuration file was not updated during the failover process and Scripted Apps would fail to run.</p> <p>New Behaviour</p> <p>This configuration file is updated, and the Failover is successful and Scripted Apps run as expected.</p>	<p>26303</p>	<p>No test plan required for this change.</p>

Telephony SDK: Double entries in Break table	<p>Module (User accessible)</p> <p>This feature affects all users of the Telephony SDK.</p> <p>Previous Behaviour</p> <p>Previously, two entries were inserted into the database for each Break request</p> <p>New Behaviour</p> <p>This has been fixed, so that only a single entry is now inserted.</p>	26321	No test plan required for this change.
Telephony SDK - UserSessions logon time incorrect	<p>Module (User accessible)</p> <p>This feature affects all users of the Telephony SDK.</p> <p>Previous Behaviour</p> <p>Previously, if the timezone of the database server was different to the timezone of the application server, incorrect Session times would be inserted into the database.</p> <p>New Behaviour</p> <p>This has been fixed so that the Session times are correct.</p>	26327	No test plan required for this change.

<p>Synthesys Management: New User Attributes disappear after WSM restart</p>	<p>Modules</p> <p>Synthesys Management</p> <p>Previous Behaviour</p> <p>A defect was found whereby sites with more than 2000 users registered on the system Synthesys Management would only show User Attributes for the first 2000 users.</p> <p>Current Behaviour</p> <p>This has now been fixed.</p>	<p>26340</p>	<p>No test plan required for this change.</p>
<p>Prevent CTRL-R (Refresh) in the Scripted App Runner</p>	<p>Release Note Module</p> <p>Agent Portal</p> <p>Previous Behaviour</p> <p>Previously if the agent were to press ctrl-r to refresh a Scripted App, extra entries for the Contact ID relating to the call would appear in the Phoenix database.</p> <p>New Behaviour</p> <p>Ctrl-r has now been suppressed in the Scripted App Runner to prevent this.</p> <p>Technical Comments</p> <p>This stops multiple entries in the Phoenix_Statistics table for the same Contact ID.</p>	<p>26342</p>	<p>No test plan required for this change.</p>

<p>Change state in Campaign Manager at Global, Workspace and Campaign level not working across Multiple OB Lists</p>	<p>Module</p> <p>Campaign Manager</p> <p>Previous Behaviour</p> <p>An issue in the Campaign Manager Queue page has been identified. When the Queue page is shown at either the Global, Workspace or Campaign level, if any of the following operations were attempted across multiple OB lists, the operation didn't succeed:</p> <ol style="list-style-type: none"> 1. Change State 2. Delete 3. Sleep 4. UnSleep 5. Assign Agent 6. Schedule <p>Current Behaviour</p> <p>This has now been fixed, so operations across multiple lists complete successfully.</p>	<p>26343</p>	<p>No test plan required for this change.</p>
<p>Times in Dashboard showing as Time e.g. 12:00:05am</p>	<p>Modules</p> <p>Dashboard</p> <p>Previous Behaviour</p> <p>A defect was identified in the Dashboard relating to the display of time durations. On occasion, it would add 12 hours to the duration, so that a duration of 1 minute would show as 12:01.</p> <p>Current Behaviour</p> <p>This has been rectified.</p>	<p>26345</p>	<p>No test plan required for this change.</p>

<p>Telephony SDK: Empty AppInstanceIds</p>	<p>Module:</p> <p>Telephony SDK Users</p> <p>Previous Behaviour</p> <p>Previously, if a new App Instance was created immediately after a call was hung up, there was a timing problem which could result in an App Instance Id that was an empty Guid. This then meant that Close App Instance couldn't subsequently be requested.</p> <p>Current Behaviour</p> <p>This has now been fixed so that valid App Instance Ids are always created.</p>	<p>26355</p>	<p>No test plan required for this change.</p>
<p>Dashboard Defects</p>	<p>Release Note Module</p> <p>Synthesys Users, Mitel Users, Dashboard</p> <p>Previous Behaviour</p> <p>During the release of the Dashboard we identified the following defects:</p> <ol style="list-style-type: none"> 1. Data Missing in the Groups Section. 2. Data Missing in the Campaigns Section. 3. Inactive Agents reported in the Team count in the Teams Page. 4. Skills pane not Showing on Agent Tabs. <p>New Behaviour</p> <p>This release of the dashboard contains numerous stability updates:</p> <ol style="list-style-type: none"> 1. Missing Groups now shown on the Groups Section. 2. Missing Campaigns now shown on the Campaign Section. 3. Only Active Users are shown on the Teams Section. 4. Skills pane on the Agents tab now shows. 	<p>26356</p>	<p>No test plan required for this change.</p>

<p>PD Improvements</p>	<p>Release Note Module</p> <p>Predictive Dialler</p> <p>Previous Behaviour</p> <p>Occasionally when an agent state would become invalid this would cause an error in the Predictive dialler. This caused the Call Counting functions in the Predictive Dialler to fail, which in turn caused dialling to temporarily stop on the List or Campaign the agent was assigned to.</p> <p>New Behaviour</p> <p>This has now been rectified and and if an agent state becomes invalid, the Call Count functions in the Predictive Dialler will not fail and dialling will continue.</p>	<p>26365</p>	<p>No test plan required for this change.</p>
<p>PD DoubleCheckDnc Default change</p>	<p>Module</p> <p>SmartBound, Do Not Call (DNC) function</p> <p>Previous Behaviour</p> <p>The Dialler previously checked the Do Not Call table when calls were initially loaded from the database for dialing. After these calls had been loaded, any corresponding records subsequently added to the Do Not Call list would be dialled by the Dialler.</p> <p>New Behaviour</p> <p>There is a configuration setting available for the Dialler where it will do as before and check the Do Not Call table when the calls are loaded but now an extra check can be added so the Dialler also checks the Do Not Call table again just prior requesting the dial. This feature maybe enabled or disabled via a system-wide configuration setting.</p>	<p>26366</p>	<p>No test plan required for this change.</p>

<p>Predictive Dialler Sleeping Calls not recycling when MissedLatest</p>	<p>Modules</p> <p>Dialler & Campaign Manager: Call Recycling</p> <p>Previous Behaviour</p> <p>A defect was identified within the recycling engine. Sleeping calls set to a specific call time and low or zero Maximum Lateness setting were, in some rare occurrences were not recycling as 'MissedLatestTime'.</p> <p>Current Behaviour</p> <p>This has now been fixed and Sleeping calls that have a Call Time and Maximum Lateness time setting will now always recycle as 'MissedLatestTime' if not dialled at their set time.</p>	<p>26373</p>	<p>No test plan required for this change.</p>
<p>Team API Stability Fix</p>	<p>Modules</p> <p>Dashboard</p> <p>Previous Behaviour</p> <p>Users of the Dashboard were affected by a defect which caused the Team API to crash when parsing Team data. This would cause the Dashboard to subsequently malfunction.</p> <p>Current Behaviour</p> <p>This has been fixed.</p>	<p>26374</p>	<p>No test plan required for this change.</p>

Portal Logoff Improvements and Cookie Expiration date	<p>Modules</p> <p>Agent Portal</p> <p>Previous Behaviour</p> <p>Previously under certain error conditions, it was possible for agents to be logged out of the Portal, and redirected to the Login page, and then be unable to log back in (with an error stating that the user was already logged in).</p> <p>Current Behaviour</p> <p>A change has now been made and if the user is logged off the Portal (because of an error), they should now be able to re-login successfully.</p>	26383	No test plan required for this change.
Dashboard App/Web Associations	<p>Modules</p> <p>Dashboard</p> <p>Previous Behaviour</p> <p>There was a defect where occasionally you could not view an agent's assigned skills in the Dashboard.</p> <p>Current Behaviour</p> <p>This has now been rectified and Agent skills are always displayed when selected.</p>	26386	No test plan required for this change.

PD Not Zero-ing stats	<p>Modules</p> <p>Dashboard</p> <p>Previous Behaviour</p> <p>A defect was found where Campaign statistics were accumulating day by day.</p> <p>Current Behaviour</p> <p>This has now been fixed and Campaign statistics are now zeroing just after midnight every day.</p>	26396	No test plan required for this change.
Fix for Agent Additional PATCH Request	<p>Modules</p> <p>For developers and third-party consumers of the Agent API.</p> <p>Previous Behaviour</p> <p>When sending a PATCH request to the API to update an agent's additional data, the specified User Id was not being used when executing the request. This was a defect introduced in the 21.05 release.</p> <p>Current Behaviour</p> <p>This has now been rectified and PATCH requests are functioning as intended</p>	26401	No test plan required for this change.