Upgrade Report

Version: 18.05

Development - Feature - (20)

Case Title or Change	Release Notes	Case #	Suggested Test Plan
Synthesys Statistics SQL Parameters	This is a Security Update to the Synthesys Statistics Web Service	21552	No test plan required for this change.
Error on Copying Section	A problem in Interaction Studio was found when copying and pasting sections in a scripted app which featured a control with an embedded calculation in. The end of the calculation was missing a 'space' character which caused errors when the calculation attempted to run. This has now been rectified and will now paste with the full working calculation included.	21582	No test plan required for this change.
Remove SQLDMO and other considerations	This change removes all use of a deprecated Microsoft technology called SQL DMO (Database Management Objects) which was still used in some parts of the code. The system no longer utilises this technology.	21666	No test plan required for this change.
SMS OB List	The SMS outbound campaigns previously used only 2SMS as a gateway to sent SMS messages in bulk. A new provider has been added to this list for users in South Africa and Namibia.	21945	No test plan required for this change.
Ability to convert lists from PD to Preview and back again	The capability to convert outbound lists between predictive and preview modes (or vice versa) has been added to the new Campaign Manager functionality.	21951	No test plan required for this change.
Cellsys SMS Integrattion	Custom integration to enable broadcast of SMS using the Synthesys Outbound Manager via the Mobisys network in Namibia.	21961	No test plan required for this change.
Change minimum of CallLogger FileToHandle to 1	This change has been implemented in order to correct an error with the Call Logger Service. This error would occur if several call files accumulated (due to system load or other factors) and then processed later in bulk. This has no impact to end users.	21964	No test plan required for this change.

Agent Diary UI and functionality improvements	Changes in the way that the Agent Diary behaves to enhance it's efficiency. 1. The Call Next button: - This will only be enabled when a record (only one record) is selected - This will be disabled as soon as the record is clicked until the record is then presented to the Agent 2. In addition a change has been made to the internal mechanism of the dialler to change the current "two stage" process for presenting calls from the Diary to a single stage method. This is to improve the speed at which records are presented to Agents when retrieved for calling.	21984	No test plan required for this change.
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CM custom abort reasons not displayed in Outcome recycling	In the Recycling tab of the Campaign Manager, the dialog for the 'LastOutcome' condition was missing the ability to select 'Custom Aborted Call Results' as a call outcome. These aborted results have now been added to the dialog and the ability to recycle calls on them created.	21989	1. Create a Custom Abort Reason in a Test Scripted App and assign this to a Test List and Team. 2. At List Level open the Recycling Tab, create a 'LastOutcome' condition and select an 'Agent Aborted Call Result' to recycle on and use the custom reason specified in step 1. 3. Add an action beneath the condition (such as Mark Record as 'Attention'), so that you can see that the recycling has completed successfully. 4. Click Get Next Record (make sure the correct Scripted App pops). 5. Abort the Script, and make sure the reason selected is the same as the LastOutcome 'Agent Aborted Call Result' selected above. Ensure you test for both a 'stock' result and a 'custom' result. 6. Check the Recycling result of the record has changed it's state to 'Attention'.
Assign Telephony Platform to users and teams	This feature has been added following feedback from several customers working in a 'multi switch' environment and is designed to prevent Agents logging into the wrong telephony platform. Previously upon logon, Agents were being presented with a dialogue where they could choose which telephony platform they logged into. This inevitably led to occasional human error. This feature now allows a Supervisor to define a telephony platform as a property which can be associated to the User and Team objects in Synthesys Management. This then denotes which telephony platform the Agent is to be logged into by default and is displayed clearly on the logon dialog. In addition, a 'Change' link is visible on the agent logon portal next to the display of the default platform. Choosing this option allows the user to then manually override this and select another platform if required. The "Change" link can be made active or inactive (grayed out) depending on a system-wide configuration setting. Please contact your Noetica representative for a copy of the associated User Manuals regarding this new feature.	22000	No test plan required for this change.
SQL server not exists Windows 10 issues with Workstation	Previously when running Windows 10 with a legacy thick client version of the product, an error occurred that prevented access to the database, this has now been rectified.	22009	No test plan required for this change.

Teams, Campaign Type and dialling Mode	Campaigns now have a Type which is set to 'Voice - Outbound' (soon to be followed by 'Email - Outbound', 'SMS - Outbound', 'Voice - Inbound'). Voice - Outbound campaigns also have a setting called Default Dialling Mode which can either be 'Predictive', 'Preview' or 'Unattended Dialling'. New Lists will now inherit the Default Dialling Mode from the Campaign they belong to. However, this default can be overridden at creation time if necessary. New Campaigns can now be assigned to Teams at creation time. New Lists will be created in the same Teams as their parent Campaign.	22017	No test plan required for this change.
Time Periods showing twice in Cycle Edit Dialog	In the initial release of Campaign Manager, the 'Anytime' Time Period was listed twice in the Call Recycling dialogue. This has now been altered to only be displayed once.	22020	No test plan required for this change.
Several Recycling Engine Bugs	Some fixes have been made in new Campaign Manager Call Recycling engine affecting: 1. Counting of predictive calls 2. Setting Retry Time. 3. Recycling predictive dialler classified calls.	22024	No test plan required for this change.
New Recycling missing mark Tel Nos as Invalid/Fax/Modem	This change fixes two problems in the new Campaign Manager: 1. **Fax/Modem** and **Invalid** have been added as statuses to the Mark Telephone Number recycling action. 2. Renaming of lists in the Campaign Manager now works correctly.	22030	No test plan required for this change.
Add Campaigns to Synthesys Management Teams tab	Previously in the Management application you assigned Scripted Apps (Webflows) and Lists to teams. This was so that the dialler knew what script to pop for the list of data. This association is now made in Campaign Manager through the hierarchy of Campaigns and Lists. Therefore the association no longer needs to be made in Synthesys Management, however instead you now need to associate your Campaign to a Team of Agents.	22048	No test plan is required for this change
CM and RepStart keywords incompatibility	The Campaign Manager would cause a serious error in some circumstances when creating jobs (queuing, bulk queue change, etc.) on a schedule. In some cases an incompatibility between the Campaign Manager user interface and the scheduling service would cause the service to become unresponsive. This inconsistency has now been resolved and all job scheduled in Campaign Manager should run correctly.	22051	No test plan required for this change.
Limit CrystalService and CrystalExe logs	This is a maintenance improvement for the CrystalService to improve the log files that are generated.	22059	No test plan is required for this change