



CallCabinet Change Log

Sprint 7 - Oct 06, 2023

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CallCabinet Portal Enhancements:

Issue ID	Description
1	The Agent Edit Page was reformatted; "Enable Screenshots" was changed to "Enable Screen Capture / Video."
2	Visual improvements were made to the Participant list column within the Call Listing page. The participant list popup now stretches horizontally and uses a hyphen between the join and leave times.
3	A recording timeline marker designating the position of a spoken word or phrase defined from a Notification Keywords or Applications was added. Click on the Notification email received to open the call and see the marker.
4	Under Settings, Agent Management; you can now add the Notes column to the table. Click Edit to add the Notes column.
5	The message on the app MFA login interface was updated to "Please check your authentication app for the security code."
6	Custom restrictions for restricted users regarding agents/extensions were implemented to ensure a restricted user does not have access to anything not assigned
7	QA Randomizer has been updated to include custom restricted roles in its calculations
8	Site management, Agent Groups, and Restricted User Roles pages were adapted for Restricted Users.
9	Provisioning buttons were added to the Site Management page for Webex Meeting and Webex Contact Center.
10	All predefined roles (Super Admin, Admin, Standard User, restricted user, etc...) were merged into the Custom Roles selection list and custom roles management page to simplify the overall user permissions management process. The original predefined roles have not been changed nor can they be modified but you can see what permissions each canned role contains.
11	The QA process has been updated to include the option to assign at the Question, Section or Form level a Coach. The coach must be someone with a user account within CallCabinet. The coach will receive an email once assigned.
12	Various storage plan features and data have been removed for Per Seat customers as the data is not relevant. (Limit/Package/Usage/Site Billing Code/Hours/Plan Change)

Issues fixed:

Issue ID	Description
1	Dependencies among permissions in the custom roles were updated.
2	The "Two-Factor Authentication" window for the first login has been fixed.
3	The issue wherein it was possible to complete the QA form without QA License has been fixed.
4	PCI zones now display correctly on the play bar
5	Fixed the ability to use the left navigation menu arrows to scroll up or down the menu.
6	The issue with the grid on the Call Listing page showing incorrect Additional Field headers has been fixed.
7	The error message on IP Whitelist password check has been fixed.
8	Different names of downloaded files (Full and Part) have been fixed.
9	The issue with user Roles not loading in the dropdown while adding a new user has been fixed.
10	The problem regarding the functionality of the APPLY button while applying custom date range and other criteria on the Call Listing page has been resolved.
11	The issue with the user not setting any sites for the restricted user, causing a loop while the page opens and the page reloads repeatedly, has been resolved.
12	Returning the incorrect data when sorting by the extensions column has been fixed.
13	Fixed the "Share available for" dropdown menu on the Call Listing page.
14	Duplication of groups during loading calls from the recorder to Call Listing has been fixed.
15	The "Recording Enabled" option on the extension management page now appears correctly.
16	BI popup was removed.

For any additional information please visit www.callcabinet.com or for technical support email support@callcabinet.com

DOCUMENT CONTROLS

Version	Details	Revised By	Issue Date
1.0	Sprint 7 Release Enhancements and Bug Fixes	Chard Johnston	Oct 06, 2023