



CallCabinet Change Log

Sprint 8 - Jan 31, 2024

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CallCabinet Portal Enhancements:

Issue ID	Description
1	Enhanced Authentication Token Field Configuration: Improved user authentication by utilizing the User Principal Name (UPN) field, resolving issues with alias emails. Introduced a configurable token field "AZURE SSO CLAIM FOR EMAIL" within the customer account under Settings / General / Company Settings for enhanced authentication flexibility.
2	In Custom User Role, it is now possible to control access to Conversation Analytics. Added Checkbox to "Other" section in custom role to grant permission to Analytics. (Conversation Analytics).
3	Enhanced Call Details Display: Video recording, screen capture, and recording display are now simultaneously visible in the Call Details page, providing a comprehensive overview of all licensed and configured media.
4	Added Zoom and Pan Functionality for Screen Capture Videos from the CallDetails page.
5	The Site Management page now features improved navigation ensuring a cleaner workflow as additional options are incorporated. The redesign accommodates various integrations, including Microsoft Teams, Zoom, Webex Meeting, Webex Contact Center, RingCentral and future.
6	Added the "Provision RingCentral" integration button on the Sites page.
7	<p>Introduced new APIs to enhance site management capabilities. The updated Sites APIs include</p> <ol style="list-style-type: none"> 1. GetAllSites: An API to fetch a list of sites for an existing customer. 2. GetAvailableStorageLocations: An API to get a list of available storage locations for a customer. 3. CreateSite: An API to create a new site for an existing customer, providing the ability to specify the storage location during creation. 4. UpdateStorageLocation: An API to update the storage location for a specific site.
8	<p>Introduced new APIs to manage Per Seat Recording and Add-on Licenses via Licensing API.</p> <ol style="list-style-type: none"> 1. GetAllCustomerLicenses: An API to get the assigned recording plan(s) and add-on license counts for a specific customer.

	<ol style="list-style-type: none">2. AddPlan: An API to add additional plans by type and amount for an existing CallCabinet customer.3. RemovePlan: An API to remove a plan by type and amount for an existing CallCabinet customer.4. AddLicense: An API to add additional add-on licenses by type and amount for an existing CallCabinet customer5. RemoveLicense: An API to remove add-on licenses by type and amount for an existing CallCabinet customer.
9	Removed capability to define a Notification using the "Application Score" feature.
10	Added "Download All Media" Option from the Call Details page. Audio, Video, Screen Recording, etc...
11	Updated Security Log for Log Type "Deleted" to reflect if a Site is deleted.
12	In Partner View, Added delete reason popup: Now, when a partner user deletes a site, a popup prompts them to enter the reason for deletion.
13	Cannot set the Retention period beyond Max value of 32500 days.

Issues fixed:

Issue ID	Description
1	Fixed the Groups dropdown value highlight issue in QC randomizer filter.
2	Resolved the problem where the call is not playing when it is not loaded to 100% yet, but video lines start playing without the call play after rewinding.
3	Fixed the issue where the drop-down in the Role filter shows not enough roles available for filtering.
4	Resolved the problem where the Storage Location filter isn't working on the Site Management page.
5	Fixed duplication of Foundation calls type.
6	Resolved the issue where users do not see all selected groups on the Agent Management page.
7	Fixed the problem where screen share is showing at the wrong time in CallDetails.
8	Resolved the issue where the playback pointer line falls down due to a failed loaded call or reload.
9	Fixed the issue where the video is playing even if the call is still loading.
10	Resolved QA randomizer filter by Group incorrect results issue
11	Resolved the problem where the customer gets kicked out when listening to a call or searching for a new number.
12	Fixed the time format not changing on the Date Range filter.
13	Fixed issue with saving site billing code
14	Fixed the problem where filtering by Windows username does not support [and] symbols.
15	Resolved the auto logout issue.
16	Sorted the Role Name and Windows Username columns on the Restricted User Roles page.
17	Corrected the Call Access Log storing the wrong time.
18	Resolved the issue where the user can't add a new user via "Import Users."
19	Date range filter free input parsing issues fixed.
20	Corrected Audit/Security Logs Recording entries issues

21	Date range filter now shows the correct time.
22	Resolved the issue where the user is unable to copy participants on call details.
23	Fixed wrong link in Coaching email.
24	License counter is now visible on the Agent management page.
25	Fixed Call Share one time password issue.
26	Fixed security codes emailing issues.
27	Fixed broken PCI zones on specific calls.
28	Fixed issues with Foundation customer users not able to open call details.
29	Fixed phonebook deletion issues.
30	Weekly Report now displays on Windows mail (Outlook).
31	Fixed timezone issues with dashboard data.
32	Site filter now shows "You don't have any sites."
33	Fixed billing report export error.
34	Fixed incorrect license count when adding users via import.
35	Fixed QC Coach Share Issue with Empty Agent Email

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 8 Release Enhancements and Bug Fixes	Chard Johnston	Jan 31, 2024