



CallCabinet Change Log

Sprint 9.3 - Apr 26, 2024

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CallCabinet Portal Enhancements:

Issue ID	Description
1	<p>Added enforcement for Standard User Licenses for Per Seat & Storage plans</p> <ul style="list-style-type: none"> • Seat or Storage plan customers will no longer have unlimited standard user licenses. • There will be an option to add a Standard User Add On License • For Per Seat customers: Total number of available Standard User licenses will now be the sum of ALL assigned recording Plans + Standard User Add On License count • For Storage Customers: The Total number of available Standard User licenses will now be 3 (Included with account) + Standard User Add On License • There will be a notification when attempting to add an additional user. <p><i>"All Standard User licenses have been consumed. Please contact your Account Manager to add additional Standard user licenses".</i></p>
2	<p>Removed ability to mix Standard Analytics and Advanced Analytics plans for the same customer.</p>
3	<p>Quality Assurance User licenses are no longer unlimited.</p> <ul style="list-style-type: none"> • The Total Quality Assurance licenses are now calculated based on the sum of the Advanced Recording, Standard Analytics, and Advanced Analytics Plans divided by ten, and Rounded Down, plus any Add-on Quality Assurance Licenses <p>NOTE: If a customer has < 10 recording licenses (Advanced Recording + Standard Analytics + Advanced Analytics Plans) and zero Add-on Quality Assurance licenses then they will NOT be able to perform QA or create QA forms. They MUST purchase an additional recording plan or add-on QA license.</p>

CallCabinet Portal Bug Fixes:

Issue ID	Description
6605	Screen recordings were not accessible in the CallDetails page.
6608	Sharing calls from the call listing page resulted in a 500 error.
6653	Users could access hidden settings on the Notification page without proper permissions. The settings were accessible by clicking near the "Agent" radio button instead of the intended radio button.
6668	Creating a new company from the PartnerView page resulted in a System.InvalidOperationException error related to the execution strategy.
5822	In the CallListing page, the block containing the Apply, Save Filters and Reset Filters buttons was positioned off-screen, making it impossible to interact with them.
6604	Partners were unable to add new users for their customers and encountered an error message prompting them to purchase additional licenses, even though there were no active users on the account.
6642	Entering a value in the extension filter dropdown search and immediately clicking the filter button before results loaded caused a 500 error.
6586	QA form results displayed duplicated question numbers, and unanswered questions showed results.
6611	Partners were unable to add new users on the Partner View page.
6534	Sharing calls via email functionality was not working.
6035	The list of available extensions differed between creating a new agent-to-extension assignment and editing an existing one.
6711	The text within the data table on the Reporting page was not visible due to incorrect text color.
5825	The navigation window on the QA Scorecards page did not function correctly and did not display the highlighted portion of the window as intended.

6095	The REQUEST SENT, REQUESTED TIMESTAMP, and LOG RECEIVED TIMESTAMP columns on the Requested Logs page did not adhere to the time format specified in General Settings.
6273	The screenshot interval on the Agent Management page allowed for float values, while the database stored them as integers.
6564	The company selection screen had unnecessary blank space before the company list.
6574	The Supervisor filter on the Agent Management page did not display all available options, specifically excluding users who no longer had QA licenses but were still designated as supervisors for agents.
6339	Exporting an Excel file from the Call Listing page, after filtering calls for the last year and ordering by notes, resulted in a broken file that Microsoft Excel attempted to repair upon opening.
6687	Editing partner user settings on the Partner Settings page and clicking Save triggered both Update and Destroy requests simultaneously, preventing changes from being saved.
5409	The "Cancel" button in the download section of the Call Details page was misaligned with the "Download" button, creating gaps between UI elements and the bottom of the header.
6540	The tooltip on the call listing page displayed a truncated list of numbers instead of the full list.
6382	The Agent Name filter on the QA Randomizer page did not allow searching by exact phone numbers when using the "Is exactly" search parameter.
6674	Applying the Last Contact filter on the Heartbeats page (e.g., "From 5 min") yielded results that included Heartbeats with durations less than 5 minutes.
6078	Modifying the Duration filter on the Call Listing page did not update the results accordingly.

6104	The Add New Plan window had typos and inconsistencies: call type names contained typos, the Restricted checkbox had an unnecessary colon, the "Update" button should be renamed to "ADD," and the header should display "Add new plan" instead of "ADD."
6330	The default columns and their order on the Call Listing page did not match the requirements specified in the regression documentation or on the site.
6598	The date picker on the Partner Logs page was incorrectly sized.
6110	The exported Audit Log excel file displayed incorrect time formats compared to the UI.
6112	The Log Type filter was missing certain values, such as the "Info" log type.
6205	Partner logs contained system information instead of user-readable log details, particularly when unblocking a user on the Partner View page.
6682	Users with custom roles and permission to share calls with extensions were still able to do so even when the company disabled this feature in general settings.
4861	The dashboard did not include call data for the current day in its calculations, resulting in inaccurate percentages and zero values on the first day of the month.
5550	The scroll functionality was not working for calls exceeding 90 minutes in duration on the Call Details page.
5826	The "Add answer" button on the QA Scorecard page was partially overlapped by the "drag to resize" area, hindering user interaction.
5954	The arrows used for expanding sections within Restricted User Roles displayed inconsistent directions throughout the system.
5977	The QA scorecard editor malfunctioned, with issues like questions not staying in their designated positions and connecting lines disappearing or displaying incorrectly.
5995	Users were unable to download calls from pages other than the Call Listing page.

6017	The Agent Name filter on the QA Randomizer page did not work as expected with filter operators such as "Is exactly," "Ends with," and "Is exactly not," returning incorrect or no results.
6036	Users with the "Import Agents Without" permission were unable to download the Agent Template.
6038	Users without the "View Agent Extension" permission were unable to assign agent extensions, even though they had the necessary "Assign Agent Extension" and "Delete Agent Extension" permissions.
6068	The "Copy to clipboard" button for API keys on the Partners page did not function correctly after creating an API key, updating, and then editing the partner again.
6082	The Retention filter on the Partners page under CallCabinet Management either returned no results or displayed incorrect results when used.
6085	The custom user role permission "The right to accept or reject Access Requests" did not trigger an email notification as expected.
6108	The exported Audit Log excel file displayed Log Types as codes instead of user-friendly names.
6109	The Audit Log page inconsistently displayed log details, sometimes trimming messages before the tag and other times showing the full message.
6111	Sorting the Audit Log by Log Type did not result in an alphabetical order.
6113	The Log Type filter on the Audit Log page contained duplicate names for certain log types, such as "Played", which led to confusion and inconsistent filtering behavior.
6189	Uploading branding logos with parentheses in the filename resulted in a "select a valid image file" error, even for valid image formats.
6412	A vulnerability was identified in the PhoneBookUpdate functionality.
6415	The Timezone dropdown appeared on pages where it should not be present, such as the Audit Log page.

6469	Accessing a call link while logged in to a different company resulted in an "expired call" message, even though the call was not actually expired.
6484	The navigation window on the QA Scorecards page did not allow users to view the entire page content, even when moved to the uppermost position.
6512	Submitting a form on the Extension Management page with pre-existing data triggered an error and subsequently prevented the form from sending any further requests.
6547	The Partner View page displayed time inconsistently, with some fields showing UTC time and others reflecting the local time zone.
6548	The extension filter on the Restricted Users page did not display the applied values after filtering and did not accurately reflect the search criteria in the results.
6575	Attempting to download a specific part of a call on older media within Call Details caused a crash.
6576	The new Download service incorrectly downloaded call segments, not adhering to the specified interval.
6578	Scrolling down the QA Scorecards list caused the QA form editor page to also scroll down, making it difficult to view the top portion of the editor.
6581	The new download functionality in Call Details did not respect the download format specified in general settings, resulting in file extensions that did not match the actual file format.
6612	Long calls, particularly those exceeding 10 minutes, displayed inaccurate call durations compared to the actual duration recorded in the database.
6625	The filters list on the Call Listing page appeared with trimmed bottom corners when multiple agents or extensions were added under filters like "Date Range: Today/Last 7 Days/This Week".
6627	Customers experienced audio freezing during call playback on the production environment while performing QA.

6639	Users were unable to play calls on the Call Details page, although playback functioned correctly on the Call Listing page. This issue was specific to the production environment, as the testing environment did not exhibit the problem.
6645	The Partner Logs tab on the Partner Settings page displayed an empty log type for MFA activity and for unknown logs, where the log type should have been "Info".
6646	Exporting an Excel file from the Audit Logs page resulted in the inclusion of HTML tags within the logs, specifically `` tags associated with dropdown elements.
6647	Customers were incorrectly assigned three free standard user licenses.
6657	Sorting the QA Dashboard by Agent Name did not arrange the agents in proper alphabetical order.
6686	Partner users with Read Only permissions were able to modify settings on the Settings tab of the Partner Settings page, contradicting their restricted access level.
6688	The Partner Logs tab on the Partner Settings page was missing the icon for "Access denied" logs, which should have been similar to the icon used on the Audit Log page.
6696	Single sign-on (SSO) with Microsoft accounts did not function properly when the "Disable Classic Login" option was enabled in General Settings
6705	The Phone Number filter on the User Management page did not yield correct results when used for filtering.
6706	The User Management page inconsistently displayed QA role names, showing "QA Admin/QA Analyst/QA Supervisor" in the QA Role column but "QC Admin/QC Analyst/QC Supervisor" in the filter dropdown.
6708	Attempting to create a user on the User Management page without assigning a role resulted in an error that aborted the creation process and reloaded the page.

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 9.1 Release Enhancements	Chard Johnston	Mar 15, 2024
1.1	Updated description of change for Standard User Licenses	Chard Johnston	Mar 19, 2024
1.3	Sprint 9.2 Bugs Fixed	Chard Johnston	April 23, 2024