



# **CallCabinet Change Log**

## **Sprint 10.0 - July 01, 2024**

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## CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	6019	Outgoing webhook to customer's webhook url	Customers can now request to enable the outgoing webhook for their account. The webhooks send call metadata and a SingleCall link to a designated webhook url address.
2	6782	Track IP address for ALL customer Log operations	Implemented IP address tracking for all customer log operations and added an optional "IP Address" column to the Security Log page.
3	6783	Ability to change status of Coaching assignment in QA Dashboard	Renamed the "Coaching" column in the QA Dashboard to "Status" and allowed users to toggle coaching assignments between "Pending" and "Completed."
4	6784	Only Storage partners can register Storage customers	Updated the system so only partners with an effective Storage plan type could create Storage plan customers. All others could only create seat type customers.
5	6785	Extension Management	Updated the License tab in Partner View to use the total count of active extensions as the consumed number for Recording. Added a new tab to manage and filter extensions
6	6786	Add Platform Type to extension page	Added "Platform Type" as a filterable column on the extension page.
7	6788	Updates to Delete Site process	Enhanced the Delete Site process with a confirmation dialog that includes the call count and requires typing the site name for confirmation.
8	6789	Enhance Sites API to support Service Provider and Group ID's.	Enhanced the Sites API with new endpoints and functionality to support Service Provider and Group ID's.
9	6791	Recording and Transcription consumption count	In Partner View, Transcription consumption will now be displayed in the total column to reflect how many extensions have Transcription enabled vs. licenses assigned..

10	6793	In Partner View - Customer Users tab	Sorting, filtering, and pagination were added to the user's tab.
11	6797	Display Notification for availability of Partner User Guide in Partner View	Added a notification banner and link to the Partner User Guide in Partner View.
12	6798	For seat plans minimum plan number should be 3	Set the minimum number of core plans for Seat planning type customers to 3.
13	6799	Allow Storage plan partners to change a customer from Storage to Per Seat	Allowed Storage plan partners to permanently change a customer from a Storage plan to a Per Seat plan. Added a warning dialog to confirm the action. Cannot change back to Storage
14	6801	Updated logic for Storage Plans per site free standard users	Updated logic for calculating free standard users for Storage Plans based on the number of sites. Deducted previously assigned standard user licenses from existing storage-based customers.

## CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	5899	DELETE button instead of Cross	The button previously displayed "DELETE" but now correctly shows a Cross icon during loading.
2	6022	500 error with special characters in name	Creating a customer with special characters in the name previously resulted in a 500 error. It now displays a validation error message.
3	6051	Play button inactive before oscillogram loads	The Play button was inactive before the oscillogram loaded. The call now automatically starts playing once the oscillogram is ready.
4	6088	Image placeholder missing in email templates	The logo image was missing from the email template editor. It is now visible for users to review.
5	6089	Wrong footer color in message templates	The "Account linked" email template had an inconsistent footer color. All email templates now have a consistent transparent footer.
6	6093	Unable to create Essential company	Microsoft MONA customers were unable to create Essential companies. This issue has been resolved, and they can now create them.
7	6097	Unable to capture digits on Add New Live window	Attempting to capture digits resulted in an error and prevented adding Twilio WhiteList. This is now fixed, and the functionality works as expected.
8	6107	Audit Log shows incorrect changes	The Audit Log previously showed changes that were not made. It now accurately reflects only the applied changes.
9	6131	'Update Blocked IPs' button unclear	The button's purpose was unclear. A clear description has been added for improved user understanding.
10	6261	Wrong link in reset password email	The reset password email had an incorrect URL. The link now directs to the correct destination.

11	6290	Duplicate extension names allowed	Duplicate extension names could be added, leading to confusion. This is now prevented to ensure unique identification.
12	6381	Validation missing on phonebook page	Entering an invalid email address caused a 500 error. Frontend validation now prevents this and ensures correct data input.
13	6596	License counter broken after 32k users	The license counter displayed incorrect values after exceeding 32,769 users. It now handles large numbers correctly.
14	6640	Sorting by Diagnostic string logs out user	Sorting by Diagnostic string would log the user out. This issue has been fixed, and users can now sort without being logged out.
15	6661	Unable to update HeartbeatThresholdMinutesWarn	The HeartbeatThresholdMinutesWarn value on the Site Monitoring page was uneditable. Users can now successfully update it.
16	6672	User can add notes on shared call without permission	Unauthorized users could previously add notes to shared calls. This has been addressed, and note adding is now restricted to authorized users only.
17	6679	Calls performance issues	Users experienced issues like lagging and freezing during playback. Performance improvements have been implemented for smoother playback.
18	6683	Duplicate License list on Partner view page	The License list would display duplicate entries after switching tabs. This issue has been resolved, and the list remains consistent.
19	6703	HIDE UNANALYZED CALL filter displays with shadow	The filter's inconsistent display has been corrected, and all filters now appear without shadows.
20	6707	Forgot password accessible in SSO login	The "Forgot Password" option was available for SSO Only users. It's now hidden to prevent confusion.
21	6713	Evaluation Counts report by supervisor per day shows incorrect data	The report previously showed incorrect data. It now accurately displays the count of evaluations.

22	6717	No Data notification missing in Evaluation Scores report	When no data was available, the report wouldn't indicate it. A "No Data" notification is now displayed for such instances.
23	6727	Pop-up endings inconsistent	Pop-ups had inconsistent punctuation. They now have a uniform and professional style with consistent endings.
24	6733	Unable to close New Media switch prompt	Users were unable to close the notification for switching to New Media. They can now close it using standard methods.
25	6735	Incorrect message when adding tags	Adding tags showed an inaccurate message. The message now clearly indicates "Added" or "Changed".
26	6736	Inconsistent error message on the Tag page	The error message for adding large tags was inconsistent. It now aligns with standard system error messages.
27	6739	Slider on Partner View Sites tab needs removal	An unnecessary slider was present on the Partner View Sites tab, creating inconsistency with the Admin Report page. It has been removed.
28	6740	User redirected to secure.callcabinet.com	Users were redirected to the wrong URL after login. The redirect now points to the correct subdomain.
29	6744	Page navigation malfunctioning on Extension Management page	Navigating to page 77 caused scrolling issues. This is fixed, and navigation now maintains the user's position.
30	6745	Recording Enabled/Transcription Enabled filter has a shadow	The filter's display was inconsistent. It now aligns with other filters and appears without a shadow.
31	6748	Error displayed on QA Randomizer page	The page displayed an error even with valid data. This has been fixed to prevent erroneous error messages.
32	6749	Negative values allowed on QA Randomizer page	The page allowed invalid negative values to be entered. It now accepts only valid positive values.
33	6750	Missing tooltips on QA Randomizer page	The "Agents" section lacked a tooltip for the maximum value. It is now added for better user guidance.

34	6751	Missing validation for duplicate IP address on IP WhiteList page	Duplicate IP addresses could be added. The system now prevents this through validation and a notification.
35	6755	Popups on Partner View page contain punctuation marks	Popups previously displayed unnecessary punctuation. Their style is now standardized and clean.
36	6763	Inline view missing on shared screenshot page	The shared screenshot page lacked an inline view option or relevant text. This inconsistency is now addressed.
37	6765	OKTA logout redirect issue	Users were redirected to the general login page instead of their company subdomain. The OKTA logout redirect now functions correctly.
38	6766	Auto QA needs to be fixed on QC service	The auto-QA process was faulty. The functionality is now working correctly, ensuring proper quality assessments.
39	6767	Direction filter displays with a shadow	The filter had an inconsistent visual style. All filters now have a consistent appearance without shadows.
40	6770	Player position on Call Listing page not fixed	The player was not fixed and flickered. It is now fixed at the top for a better user experience.
41	6773	Change Media banner icon	The icon's arrow pointed in a confusing direction. It now points outwards to represent expanding content.
42	6774	Change Log type when Tag assigned	Assigning a tag was incorrectly logged as "Played". The Log type is now correctly recorded as "Updated".
43	6775	URL link error on the web	The Microsoft Teams "PROVISION" button had an invalid link. It now points to the correct destination.
44	6780	QA Scorecard editor shows bottom of the page	The editor window opened at the bottom instead of the top. It now consistently opens at the top left corner.
45	6781	QA Scorecard editor buttons not fixed	The buttons within the editor moved and were often hidden. They now have a fixed position for easy access.



46	6810	Remove users bar from licenses	The Users bar was unnecessarily present in the licenses section of Admin Report and Partner View. It has been removed.
47	6814	BR3 Extensions excel export uses ids not names	The excel export used internal IDs instead of platform names, causing confusion. The export now displays platform names.
48	6916	Downloaded template is missing Platform Type column	The Platform Type column was absent in the downloaded template. It is now included, ensuring all necessary information is present.
49	6919	Retention policy Expire Calls issue	The "Expire Calls After" setting for Essential companies allowed exceeding the 32,500 limit. It is now correctly limited.
50	6926	Unable to Add/Import Extension on Extension Management Page	Users faced problems adding or importing extensions. This functionality now works as intended.
51	6970	Screen recorder zoom drag functionality issue	The zoom drag function for the screen recorder was not working properly. Users can now utilize this function without any issues.
52	7402	Duplicate user reflecting on User management	Duplicate user entries were present in User management. They have been removed, and only unique users are now listed.
53	7504	Essential company issue for Settings	Essential companies could access disabled settings pages, leading to errors. This access has been restricted.
54	7505	Mismatching package type for customer when selecting Inherit	Selecting "Inherit" did not apply the correct package type to new customers. This issue has been fixed, and package types are now inherited accurately.
55	7506	File name is still shown after resetting Branding	The file name remained displayed even after resetting branding. The display now shows "No file chosen" as intended.
56	7512	The user can change the package type after clearing cookies	Clearing cookies allowed users to bypass package type restrictions. This loophole is closed, preventing unauthorized package type changes.

57	8029	License list duplicated	Clicking the License tab multiple times caused the list to duplicate. This has been fixed, and the list now remains consistent.
58	8038	Fix sorting by Platform name	Sorting by Platform name was not alphabetical. The sorting function now works alphabetically as intended.
59	8049	Partner logged out from Partner view Seat/ext tab	Partner users would be logged out when accessing the Seat/Ext tab. This issue has been fixed, and users can now access this tab without being logged out.
60	8054	License count calculation issue	License counts were not calculated correctly when changing package types from the Partner page. The calculation has been fixed, ensuring accurate counts.
61	8058	Partner user customer delete issues	Partner users experienced issues and unexpected behavior when deleting customers or sites. Deleting customers and sites is now functioning as expected for Partner users.
62	8061	Wrong time in security log exported excel	The exported security log contained incorrect time information. The exported log now displays the accurate time.
63	8064	Add validation to all inputs on QA Randomizer page	The QA Randomizer page allowed saving invalid inputs. Validation is now implemented to prevent saving invalid data and ensure data integrity.
64	8065	Remove redundant scroll from Partner view Sites tab	The Partner view Sites tab displayed a scrollbar even when unnecessary. The redundant scrollbar has been removed.
65	8066	Type error appears when opening Notes of shared call	A type error would occur when opening notes for shared calls. This issue is resolved, and notes can now be accessed without errors.
66	8071	OTP doesn't work correctly	OTP verification was malfunctioning. This issue has been addressed, and OTP now works correctly.

67	8075	Content Security Policy errors in Console	Content Security Policy errors were present in the Console. These errors have been resolved.
68	8104	Users with custom roles are automatically logged out when they click on a call	Users with custom roles were logged out when trying to access call details. This issue is fixed, and they can now view calls without being logged out.
69	8267	The user cannot add a partner from UI on the 'Partners' page	Users were restricted from adding partners via the UI. This issue has been resolved, and users can now add partners.
70	8276	Unable to clear Agents or Site filters on Call listing grid	The "Clear" button for Agent and Site filters did not function properly. The filters are now cleared correctly when clicking "Clear".
71	8285	Unclickable "Confirm" button to save the Retention Policy	The "Confirm" button for saving the Retention Policy was not clickable. The button is now interactive, allowing users to confirm and save changes.
72	8287	Only Exit button is accessible for the new evaluation form	Only the "Exit" button functioned when creating new evaluation forms. All necessary buttons are now operational.
73	8288	Permissions can be added to the removed custom role	Permissions could still be added after a custom role was deleted. This loophole has been closed, preventing modification of deleted roles.
74	8313	Missing the Add New Note option for shared call	Users couldn't add new notes to shared calls. This functionality is now available.
	8324	Type error appears when viewing Users on Partner View	Viewing Users on Partner View would trigger a type error. This error has been fixed, and users can be viewed without issues.
76	8326	Inappropriate logo size in email	The logo size in emails was not optimal. The logo now displays with the appropriate size.
77	8336	Error page under settings or management section are shown inside page	Error pages were displayed within the current page, creating confusion. Error pages are now displayed on a separate dedicated page.

78	8338	Remove spacing between list and pagination on Seat/ext grid	Excessive spacing between the list and pagination on the Seat/ext grid created visual disruption. The spacing has been adjusted for a better layout.
79	8392	Oscillogram should be based on all channels, not the only one	The oscillogram only visualized one channel. It now represents all audio channels for accurate visualization.
80	8410	Enable selective recording box is unchecked when editing the Site	The "Enable selective recording" checkbox would be unchecked when editing a site. The checkbox now maintains its state based on the initial setup.
81	8416	Type error when opening general Notes for call	Opening general notes for calls without notes caused a type error. The issue is resolved, and notes can be opened without errors.
82	8427	Some flags are missing when filtering	Not all flags were displayed when filtering. The filtering now displays all available flags.
83	8429	User is logged out after saving Notes for call	Saving notes caused users to be logged out. Users can now save notes without experiencing this issue.
84	8431	500 error when generating reports	Attempting to generate reports would result in a 500 error. This error has been resolved, and reports can now be generated successfully.

For any additional information please visit [www.callcabinet.com](http://www.callcabinet.com) or for technical support email [support@callcabinet.com](mailto:support@callcabinet.com)

## DOCUMENT CONTROLS

Version	Details	Revised By	Issue Date
0.5	BugFixes added	Kviatkovskyi M.	Jun 14, 2024
1.0	Full changelog	Kviatkovskyi M.	Jun 14, 2024
1.1	Updated ChangeLog	<a href="#">Chard Johnston</a>	July 01, 2024