

3



CallCabinet Change Log Sprint 11.0 - Sept, 2024

Table of Contents:

1. CallCabinet Portal Enhancements:	3
2. CallCabinet Bug Fixes:	4

1. CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	6032	Site Management Settings	Added tooltips help for “Hide unanalyzed calls” and “Enable Selective Recording” to improve user experience.
2	6179	Delete Extension from Extension Management	Added an option to delete or archive calls when an extension is deleted. An Archive extension will retain calls but a NEW “Archive User” sales item (CCM-ARC-201).
3	8548	Upgrade all Cloud Services Classic to Extended Support	Upgraded Cloud Services to Extended Support to enhance security.
4	9156	Transcription, Redaction and Analytics Recorded user License assignment	<p>In addition to Transcription, we now require Automated Redaction and Analytics licensed features to be enabled for required Recorded users from the Extension Management page.</p> <p>Existing customers who are not properly license provisioned for Transcription, Redaction, Analytics, etc... will NOT be able to assign the feature to a Recorded user until the proper license is provisioned to the account.</p> <p>In the next release, this will be strictly enforced whereby calls will stop being transcribed, redacted, etc... until license provisioning and assignment is corrected.</p>

2. CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	5788	Rewind calls	Users are now able to rewind calls correctly when dragging the position pointer.
2	6630, 6731, 6849	Quality Assurance open in new window	Quality Assurance now displays correctly when opened in a new window.
3	6714	Report type header misaligned on pie chart type	The report type header size is now consistent.
4	6734	Video playback synchronization	Playback is now synchronized on the Call Details page.
5	6769	Oscillogram fails with 500 error on new media	Oscillogram now loads successfully for new media.
6	6836	Slide info shows to form without branching	The slide info message now only appears when branching exists.
7	6877	500 error when editing the form associated to completed evaluation	Quality Assurance evaluations can now be saved without errors.
8	8280	Downloading several calls results in empty zip or missing calls.	Users are now able to download multiple calls.
9	8403	User is unable to rewind to buffered segment of call	Users are now able to rewind to any point on the waveform.
10	9004	Progressbar misposition issue during Video playback	The progress bar now positions correctly when changed for video playback
11	9054	Duplicated agents issue on reports	Agent IDs have been added to names in reports to avoid confusion.
12	9055	Wrong score after editing QA evaluation	The maximal score now updates correctly after a scorecard change.

13	9083	Change the color of the arrows on QUALITY ASSURANCE when scrolling through list of questions.	Arrows now turn gray when the user reaches the end of QA form.
13	9084	Inappropriate records per page value shows when closing pop-up to load large rows amount on the Call Listing page	The records per page value now correctly displays after closing the pop-up.
15	9089	Downloaded call missing extension in name on new media	Downloaded file names now include extensions.
16	9137	Remove Increase Storage button	For Storage customers, the Increase Storage button has been removed.
17	9141	The user with a custom user role appears in the Restricted list.	Users with custom user roles no longer appear in the Restricted list.
18	9152	Incorrect color of the "Change Plan" button.	The Change Plan button color has been corrected.
19	9160	Phone Number shows when sharing a call with Extensions	Agent Extension is now shown instead of Phone Number when sharing with extensions.
20	9387	Change popup notification about select agent limit	The notification now reads "You cannot select more than 20 agents".
21	9434	No Results Found! when removing the Call on the last page	Users are now redirected to the first page after deleting a call on the last page.
22	9612	Call Listing page filter does not work properly when applied from different sections	Filtering now works correctly regardless of section.
23	9613	The last question shifts to the left during the Quality Assurance.	Questions are now correctly aligned during Quality Assurance.
24	9650	Player re-size tooltip is shifted to media banner on the Call Listing page	The "Player re-size" tooltip is now correctly positioned.

25	9683	Site filter does not work on Call Listing page	Users are now able to filter by "Site" on the Call Listing.
26	9686	Certain previously applied Filters are still shown in the "Add Filter" block	Applied filters are no longer shown after resetting.
27	9698	Notify me if a note is added checkbox on share call does not work on time based notes and point in time notes	Notifications are now sent for all note types.
28	9728	Selected Package Type is still shown after closing the confirmation window	The Package Type now resets after closing the confirmation window.
29	9730	Send results to supervisor checkbox is still shown for "Unassigned" supervisor	The "Send results to supervisor" checkbox is no longer shown for "Unassigned" supervisor.
30	9774	Description in wrong place on Email completed evaluation window	The address description is now correctly positioned.
31	9811	The "Apply" button is gray on the Call Listing page.	The Apply button is no longer gray when changes exist.
32	9813	Inappropriate details in the Audit Log when updating licenses	"License" is now shown instead of "Plan" in audit logs.
33	9814	The user can't save an edited template on the Report page.	Users can now save edited templates.
34	9815	Section Notes are not saved to all questions for the branching form	Section Notes now display on all questions.
35	9849	Missing certain sections when applying the Vertical Mode for Evaluation form	Assigned to", "Call Info", and "Access Log" are now shown in Vertical Mode.
36	9852	Incorrect placement of the 'Add New Tag' button	The Add New Tag button is now positioned at the top left corner.
37	9894	Expand / unexpand button does not work for the Quality Assurance section in New Window	The expand/unexpand button now works correctly.

38	9895	Call duration reports by day shows by week info instead	Call duration reports now show information by day.
39	9904	Evaluation scores report returns wrong report type	The correct Evaluation scores report is now generated.
40	9911	Call duration by agent by date shows empty table	The table now shows results corresponding to the graph.
41	9917	Investigate Microsoft login issue	Users are now able to log in using Microsoft accounts.
42	9927	Missing the "Compliance Licenses (PCI Redaction)" progress bar and column when changing the Plan	"Compliance Licenses (PCI Redaction)" progress bar and column are now shown.
43	9928	Advanced Users progress bar should be removed for Seat Plan	The "Advanced Users" progress bar has been removed for Seat Plan. Advanced user features included with Seat Plan customers.
44	9970	Advanced Users and "Quality Assurance Users" progress bars are not filled out when changing company Plan	"Advanced Users" and "Quality Assurance Users" progress bars are now filled out correctly.
45	9974	Previous Template Name Retained After Clear Button Usage in Report Creation	Clearing the template now creates a new template.
46	10019	Need to fix the display of Edit Columns.	The display of Edit Columns has been fixed.
47	10134	Call stops playback at 57 second on UI	The call duration on the UI now matches the actual duration.
48	10163	User unable to delete extension	Extensions can now be deleted.
49	10203	Progress bars are incorrectly filled out when refreshing Agent Management and Extension Management grids	The progress bars now correctly reflect licenses.

50	10223	Certain buttons shift when refreshing the Extension Management grid	The buttons now maintain fixed positions on the Extension Management page.
51	10227	500 error when opening the Extension Management page for Essential company	The Extension Management page now works for Essential companies.
52	10243	Unable to expand customers on Partner view page	Customers are now expandable on the Partner View page.
53	10244	Error on adding user to company	Users will not be added to the company if there is an error when attempting to add.
54	10249	The Grid Management page isn't loading.	The Grid Management page is now loading correctly.
55	10323	Edit columns button is not clickable on the Agent Management page	The "Edit columns" button is now clickable on the Agent Management 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	Changelog is created	Soldatenkova S.S.	20.08.2024
1.1	Changelog updated	Chard Johnston	Sept 10, 2024
1.2	Added Missing ticket 9156	Chard Johnston	Sept 13, 2024
1.3	ChangeLog Release	Chard Johnston	Sept 17, 2024