CallCabinet Change Log
Sprint 12.0 - Oct 22, 2024

Table of Contents:

CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	11981	Change wording of Restricted Access popup window	Clarifies the wording of the "Restrict Access" popup message.
2	11984	Add Download User Stats to Partner View	Adds a button to the Partner View for easy access to download user statistics.
3	11987	On demand Transcription and Summarization	Enables users to manually initiate transcription and AI-powered summarization for individual calls on demand. Process does NOT require a Transcription license to be assigned to the extension associated with the call recording.
4	11993	MONO Transcription support	Added Diarization support, enabling speaker identification in mono audio recordings.
5	11027	Update customer licenses on the Extension Management and Agent Management pages	Updates license counting logic and UI on Extension and Agent Management pages
6	11978	Master Partner Notification of recording license over consumption	The Master Partner will receive a notification of license over consumption. Notifications are sent via email or webhook (JSON). Example: ● Customer licensed for recording of 10 Extensions. ● Customer then enables recording for the 11th Extension. ● Recording licenses are now over consumed. ● Master Partners will receive notification so they can update billing for their customer(s).

CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	5140	The lines which match blocks of questions are corrupted if resize or relocate them	Lines now correctly match all blocks without gaps or issues.
2	9003	Weekly Report has no data	Weekly Report now displays data correctly.
3	10406	"License Synchronization Discrepancy" or "UI and Backend License Mismatch.	Synchronized information between UI and backend so all plans and licenses match.
4	10420	Undefined function - fix	Header filters now display values correctly.
5	10429	Investigate "413 Payload Too Large" on reporting page	Implemented solutions for the corner case of 413 errors when generating reports with large amounts of data, and improved error handling to notify users.
6	10454	The users are not showing up under the "Restricted Roles" page	Users with restricted roles are now visible on the Restricted User Roles page. "Internal server error" message when editing extension management.
7	10457	User unable to rewind calls	Users are now able to rewind calls.
8	10471	The "Unassign" button doesn't work on the Partner View page.	The "Unassign" button on the Partner View page now works correctly.
9	10474	Wrong filter type on edit date range filter	Header filter date range now shows "Custom Date Range" with applied values.
10	10563	Removed Sites are shown on the Partner View page	Removed sites no longer appear on the Partner View page after editing customer settings.
11	10566	Date range filters mismatch after apply	Date range filter values no longer change after being applied and reopened.

12	10577	Scroll affects page instead of selected dropdown	Scrolling on the Partner Settings page now only affects the selected dropdown, not the entire page.
13	10582	"Share downloadable call" checkbox is automatically enabled when checking the "Download calls"	The "Share downloadable call" checkbox now remains unchecked even when the "Download calls" checkbox is enabled.
14	10601	Error on adding existing user to company	Improved error message clarity for adding existing users to companies; errors are now more user-readable.
15	10713	Empty filter type is not working	Resolved issue with empty filter type on the Call Listing page.
16	10739	Missing Redaction Count and Overlapping Numbers Bug	Added missing "Redaction Automated count" and fixed overlapping numbers issue on the Extensions page.
17	10743	User Self-Edit Permission Issue	Users can now edit their own user account information.
18	10766	ModifyCustomerUsers API Bug	Improved ModifyCustomerUsers API to correctly display the user role name after modification. The API no longer returns an error.
19	10876	investigate embedInfo api	The URL for call links now redirects to the company email login page instead of the secure URL.
20	10880	The checkboxes "Download calls / Email calls / Share calls" are not functioning.	All checkboxes related to call download, email, and sharing are now functioning correctly.
21	10884	Package Type drop-down disappears when adding a new Customer	The "Package Type" drop-down no longer disappears when adding a new customer, even after adding an essential customer or a customer related to a partner with a seat plan.
22	10937	License count correction	Corrected total license count display for recording licenses.
23	10961	Downloaded call empty noise	Resolved issue with downloaded calls containing only silence or noise after the first few seconds.

24	10964	The user cannot properly filter roles on the Admin Report page.	Users can now correctly filter users by roles on the Admin Report page, displaying all roles belonging to the company being edited.
25	10970	User can set the "None" role	Added validation to prevent users from modifying other users to have the "None" role via the API, and a user-friendly error message is now returned.
26	10973	"UserRoleId" parameter should be "null" when "CustomRoleId" is set	The API response now correctly sets "UserRoleId" to "null" when a Custom Role is selected, and "CustomRoleId" contains the appropriate ID.
27	10992	User with custom role are able to download calls	Custom roles now correctly respect the general download permissions set for the company.
28	11078	Internal server error on the Extensions Management page.	Resolved internal server error on the Extensions Management page.
29	11101	Fix extensions with wrong call types	Extensions with call types that don't exist in the main system are now displayed as "New".
30	11299	Certain elements are not clickable when switching the Analytics licenses	Textboxes and "Update"/"Update All" buttons related to licenses are now clickable even when hovering over or interacting with the Analytics "Switch Type" option.
31	11305	Unify time format on create\edit site	The time format on the create/edit site pages now corresponds to the format specified in the general settings.
32	11308	Part Download issue for UI V2	Part download in UI V2 now downloads the call in the correct format.
33	11314	"Add New Essential Customer" is available for Partner without access	The "Add New Essential Customer" button is no longer available for partners who do not have the "Call Cabinet Essential" option enabled.
34	11404	Changing download format does not affect Foundation calls	Downloading Foundation calls now respects the selected download format in general settings.
35	11860	The user is unable to get the "Notifications" page to load successfully.	The Notifications page now loads successfully for all users.

36	11875	Quality Assurance issue	Corrected nominal score calculation for QA evaluations, including proper handling of Section Failure. Fixed question number display and total nominal score calculations.
37	11909	"Share Extension When sharing calls" permission grants access to general settings for custom role	The "Share Extension When Sharing Calls" permission for custom roles no longer grants access to the general settings tab.
38	12066	Inappropriate Status values when exporting the QA Dashboard	The exported QA Dashboard now uses the correct "Pending" or "Completed" status values.
39	12087	Call Duration and Call Volume reports grid does not load	Resolved issue preventing the Call Duration and Call Volume reports grid from loading correctly, allowing the graph and table to be displayed.
40	12106	Previously archived Extensions appear when creating/importing a new Extension	Previously archived extensions no longer appear as duplicates when creating or importing new extensions with the same name.
41	12131	Incorrect Display and Disabled License Dropdowns	License dropdowns are now only disabled if there are no available licenses. The dropdowns now display only the licenses the user possesses.
42	12141	Foundation calls Download problem from the Call Listing page	Users can now download Foundation calls directly from the Call Listing page.
43	12149	Unable to submit review after modifying QA form in Call Cabinet.	Resolved issue preventing users from submitting reviews after modifying QA forms.
44	12231	PCI Redaction does not appear in WAV form	PCI redaction zones are now visible in both transcriptions and on the oscillogram for WAV format calls.
45	12452	Missing the error message on Phone book page	Added the missing "Phone number already exists" error message when attempting to add a duplicate phone number to the Phone Book.
46	12455	Missing error message when adding existing user's email	Added the missing "This user is already assigned to this company." error message when attempting to add a duplicate user email.

47	12473	Right arrow is not fully shown to switch screenshots	The right arrow to switch screenshots is now fully visible, even when the scrollbar is present.
48	12482	Inappropriate screenshot opens when hovering the mouse over Screenshots line	The correct screenshot now opens when hovering over its icon on the screenshot line or the corresponding position on the masterwave.
49	12449	Some platform type names are missing	Platform type display and filtering is now working correctly.
50	12461	User is successfully created without User Role	User creation now requires selecting a user role, preventing the creation of users without roles.
51	12467	Empty Error Message and Incorrect Button State on IP Whitelist Page	The IP Whitelist page now displays meaningful error messages for invalid passwords and the "Add New IP" button is correctly enabled/disabled.
52	12470	Failed to add Single Notes and Notes Over Time	Adding Single Notes and Notes Over Time on the Call Details page now functions correctly even after using the progress pointer.
53	12476	User Partner Assignment Inconsistency after Partner Deletion	User partner assignments are now consistently handled when a partner is deleted, removing access for users associated only with that partner.
54	12491	Inappropriate default columns working on the Grid Management and Call Listing	Grid Management and Call Listing now display the correct list of default visible columns.
55	12533	The Internal Server Error appears when filtering the Partner View page	Filtering on the Partner View page no longer results in 500 errors.

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.	Oct 11, 2024
1.1	Changelog release	Chard Johnston	Oct 15, 2024
1.2	Changelog Updated Release	Chard Johnston	Oct 16, 2024
1.3	ChangeLog Updated	Chard Johnston	Oct 22, 2024