Nixxis Contact Suite 2.3.4

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Bug corrections

1204	Supervision displays sometimes "Unknown campaign (20400)" after manual calls have been done
1770	NixxisClientDesktop.exe is still running after the application has been closed if the recording tool was used to download a file.
2365	Admin: eScript plugin shows all scripts, even the ones not related to the selected campaign
2370	Qualifications are not visible on Recording Tool
2379	Client shows "Pauses" using incorrect sort order
2383	Client sometimes crashes during recording playback if wav file is very small
2389	Recording tool: it can take up to 10 minutes before the description of agents is available
2392	In the recording tool, a call appears without qualification if qualification was created after the client was started
2395	Reporting stored procedures are based on obsolete AgentStat table
2398	Performance counters are never updated
2403	Depending on startup duration, a call can be made to the workflow engine before it is ready
2405	Admin: cannot remove a carrier linked to at least one numbering rule
2408	Admin crashes when data import fails
2410	Modifying a numbering rule's call type to manual call does not reset the rule's carrier
2413	Default listener role is not enough to be able to use the recording tool
2416	An orphaned SIP dialog can be created upon reception of illegal "200 OK" during a cancelled INVITE transaction
2417	The SIP stack is unable to remove orphaned SIP dialog using the INFO / 481 pattern
2421	Obsolete qualification action "change activity" is still available on the client
2426	Agent: script is lost when context is changed (new call, application swicth, etc.)
2429	Manual calls recording does not set file sequence number correctly
2441	Supervision: "Mode" column does not contain correct value for search mode activities
2451	Script browser is sometimes disposed without first unloading the document

Features

2361	Russian translations
New Russian translations available.	
2362	Portuguese translations
New Portuguese translations available.	
2401	"Workflow" dialing mode allows an activity to run as in "Unattended" mode but prevent any contact to be dialed
This allows a workflow to affect activity records with the guarantee to not call them (the same can be achieved	

using another dialing mode but if the workflow does not specially ask to do not dial, the records can still be contacted).

2434 Allow the agent to suspend recording

The agent toolbar provides a new action "Suspend recording". This action stops any active recording and prevents new recording requests until the action is used again to re-enable recording. At this time, the recording is automatically restarted if requests to record are still present.

2438 New recording options available

Recording mode now includes two new options. The first one allows generating unmixed recording files while the other ensure that a single recording file is generated (all recording parts concatenated).