

Nixxis Contact Suite 2.3.8

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Bug corrections

2557	PostProcessor prevents contacts from being terminated
2560	Admin validation does not accept empty "SortOrder" collection on outbound activities
2561	Restricted administrator cannot load administration data when skills are associated to agents partially visible
2564	Reporting sometimes fail to display some reports without visible message
2566	Standard administrator is not able to override planning default actions
2569	Admin: manipulation of campaigns with restricted rights on activities cause some problems
2574	Administration: exception when removing an activity on a system using .Net 4.7
2579	As AMD does not initiate voice flow, some providers (waiting for remote party voice initiation) are always evaluated as machine
2582	A SIP failure during conversation handling can cause a contact to be stucked on ACD, preventing other contacts to be distributed to agents
2586	Admin database content is not fully corrected (in order to pass validation) when upgrading older systems
2588	Rights evaluation takes enough time to cause client timeout (generating exception while trying to load the admin)
2625	In recording tool, the first and last names are not visible in call/records view when searching on agent or team
2630	A comma (,) in a string property of a supervised object (description, group, etc.) prevents the object to be supervised

Features

2577 Administration document can be provided by a remote application server

This allows to move CPU intensive administration loading on a remote application server. The settings is activated through the key "externalLoad" in admin section of Http.config.

This is often used in conjunction with setting "notifyChanges".

Example:

```
<add key="externalLoad" value="http://172.27.172.200:8088"/>
<add key="notifyChanges" value="http://172.27.172.200:8088/admin?action=reload"/>
```

2584 Carriers define "Minimum duration between calls" to control dialing pace

This is useful when trying to respect a SIP provider maximum dialing rate.

When the dialing rate is so reduced that it causes dialing requests to be delayed by the value specified by the "carrierOverloadMinimumDelay" attribute (in seconds, default to 30, in Sip.config), the "Carrier overload detected" warning is sent to supervisors.