

Nixxis Contact Suite 2.4.9

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Bug corrections

3511	A deleted activity can be selected as callback activity when the callback activity is not forced
3583	Number of imported records is not displayed in supervision when using a custom database
3609	Invalid limits for "Ratio items waiting / working agents"
3611	Recording behaviour is reset after version update
3616	An empty entry in a multi-tab script causes client crash
3618	One corrupted conversation is enough to prevent conversation switching in monitoring IVR
3624	EWT or MaxWait overflow conditions associated with contact's first enqueue remain associated to contact for subsequent enqueues, possibly preventing distribution
3629	Some contact properties are not available when an activity is closed
3633	LastOriginator is not reinitialized when records are recycled
3634	Resources selection is reset after service restart
3643	Rights evaluation becomes very slow when number of teams increases, possibly causing reports to become unavailable
3645	Recording filenames are incorrect when local date and time formats include dots
3647	Callback activity settings are not always taken into account when distributing voicemails
3650	In a set of dynamic parameters, crash occurs when saving while focus is still set to a dropdown of a child parameter
3652	When creating a new user, the team affectations are not always initialized with creator affectations
3655	Creating user in administration does not allow the creator to affect a role to the new user
3657	A deleted activity can be chosen to handle voicemails
3660	Supervision raw values used to compute agent session duration only include time information (no date)
3662	Callback activity settings are not always taken into account when distributing enqueued callbacks
3669	ContactRouteReport DB is backed up by maintenance plan
3670	Records are not unlocked by maintenance plan
3671	Cancelling a forward generates an error message on agent screen
3676	Using HttpNetworkClient as link network type for agent is potentially causing a client crash after login
3678	External agent's phone are not always handled correctly regarding lines counters
3680	Deleting a used special day in a planning crashes the admin
3681	In Tabbed browser, tab is not visible for script URLs defined in Preprocessors table
3692	Resources without "OutboundGateway" role are not visible on the sip diagnostics page
3695	Application server does not always recover from SQL connection failure (stats point of view)
3711	Changing phone generates an exception when calling
3718	Admin client crashes when uploading new prompt

3720 Reporting is sometimes giving issues when handling date format, depending on regional settings

3722 In supervision, two columns appears with same "waiting" labels

Features

3606 Replacement of window.external in agent web browser depends on setting

Key "client_ScriptHandlerParam" can be set to "PreventExternalReplace" to avoid replacing window.external in agent's browser.

3614 Records state is set to Disturbed instead of Congestion when a congestion occurs without possible retry

Description:

- EndReason 503 defined as Congestion in sip.config in the CrAppServer folder sent by the operator, the EndReason is misinterpreted as State=2 (Disturbed) in SystemData of the SQL server

3621 Client software is able to verify version consistency, depending on options

Client checks that assembly version is consistent with the version transmitted by the server if the following entry is present in Http.config's agent application section:

- `<add key="service_StrictVersionCheck" value="true"/>`

3623 Changing destination of a callback from the interface can be inhibited

At activity level the "Callback destinations cannot be modified" checkbox (unchecked by default) can be used to specify that callback destinations are read only.

3626 System can be configured to automatically stop recording on external transfers

3631 Statistical databases include information about actions taken when an activity is closed

Table Overflow includes action taken when an activity is closed. The "OverflowConditionId" value is 8 in that situation.

3637 Improved performances for statistical data generation

Achieved by using SQL transactions to avoid having to serialize progression too often.

3639 @@PreferredAgent can contain a list of identifiers to specify more than one preferred agent

The order of identifiers in the list is not taken into account.

3641 Insertion of events is done using explicit transactions

The maximum number of events per transaction can be specified using

`<add key="MaxEventsPerTransaction" value="xxx"/>`

in eventserver Http.config's section. The default value is 100.

3674 Depending on settings, new resources are taken from the ones already present on a conversation

Attribute stickyResources="true" can be used in sip.config to enable this mode.

3682 Improved rights evaluation functions

Based on what dev team has done for the function isVisible & isVisible team, we have created IsWritableTeam, IsFullTeam, IsPowerTeam and adapted the 3 existings functions.

This improves the execution time for rights evaluation.

3686 Post conversation command can use other credentials than the ones used for synchronization

The key "postConversationCommandCredentials" can be specified in Http.config's admin section to specify credentials used for post conversation commands. This key content overrides any credentials specified on the resource. The format of this option is the same as the one of "syncCredentials".

3697 When stopping the application server, queued events not yet committed to DB are dumped in a text file

The file events.sql is created when stopping the application if some events could not be saved to database. If the file is already present, new events are appended.

3700 NCCSupervision includes teams for agents

"teams" contains the list of teams, separated by semi colon.

3706 Default IVR is able to play a prompt when menu entry is selected

Default IVR is able to specify a prompt to be played when a menu entry is selected. The prompt can be played in addition to other options (queue selection, skill, etc) and offers the possibility to loop on the menu by selecting the "stay in IVR option".

3715 An option allows setting the agent back to ready state after being forced to pause

Key "autoReadyAfterForcePause" in Http.config's agent section allows specifying a delay (in ms) to indicate that the agent must be set to ready automatically after being forced to pause.