Nixxis Contact Suite 2.4.3

Generated on 11/4/2019 14:11:41

Bug corrections

3160	Calls waiting in a queue are still visible on the agent screen after team deselection
3178	Agent related media information is not updated in supervision
3179	Manual call button opens the mail actions window instead of the dial pad when processing an email
3186	ACD related performance counters are not properly set up
3188	Addressbook settings related to queue is not properly committed
3192	Duplicating a new entry in the Address Book without saving causes a crash of the client
3209	Supervision performances are heavily impacted by the number of teams
3211	Setting values on dispatcher from IVR through IvrInfo mechanism is only applied at end of IVR
3218	Browser external properties related to current agent are not available when the agent does not have an active contact
3222	Agent : Email contact : email content panel should not be showed when ContentType is set to 1 on a New contact.

Features

452	Inbound activity change

Activity change can be requested by IVR (using key CRIVRActivity specifying the id of the activity). In statistics, a new contact is created (related to the initial one by field RelationContactId and RelationTypeId=4).

Queue, skills, languages and initial profit specified by the IVR requesting activity change are still associated to the call except if an IVR on the new activity override them.

1443	Extension and pause details are available in agent interface

Agent extension is shown near account in status pane of agent interface. In the same way, the pause description contains the justification if available.

In addition to visibility in user interface, the properties are available for integrators in browser external:
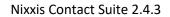
- State (numeric value: Undefined = 0, Off = 1, Login = 2, Pause = 3, Waiting = 4, OnLine = 5, WrapUp = 6, Logout = 7, Supervision = 8, Preview = 9)
- StateDescription (string representing the state, taking care of translations and including state detail if available)
- PauseId (string identifying the justified pause)
- PauseDescription (string describing the pause justification)

3204	Supervision real time data is available in database

Supervision data is stored in database.

The feature relies on the following entry in Http.config:

```
<application id="supervision" name="supervision" type="SupervisionApp" preload="true" debug="true">
```

</application>

and the following addon definition in exe.config:

<addon name="SupervisionApp" type="ContactRoute.ApplicationServer.SupervisionAddon, Supervision"/>

3205	Agents are able to choose contacts in queue

The agent interface provides a new command allowing the agent to choose a contact waiting in queue. First, a dialog is shown asking to choose the queue (if more than one queue is eligible). Then a dialog shows waiting contacts hierarchically (grouped by activity and queue).

Pickup is only allowed on queues with "Contacts pickup allowed".