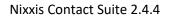Nixxis Contact Suite 2.4.4

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Bug corrections

3223	When a dynamic parameter template is deleted while there are still dynamic child parameters linked to it, the admin crash.
3233	Agent : auto ready does not put the agent ready on all the previous medias.
3234	A trigger on SystemData prevents correct handling of missec callbacks
3236	Supervision CrAppServer application si generating an unhandled exception when a commit is done in administration
3240	NCS xml configuration elements are case sensitive
3242	Admin crashes after clicking on the Reload button
3244	Incorrect behavior of "shell://" when used in a tabbed browser
3247	In preview, blacklist check is not done when destination is modified before dialing
3254	"Cancelling case A" situation can persist depending on timings
3256	If all the settings of a resource are deactivated, an extension registered exclusively on it is called on another resource
3257	Incorrect trace in dialer diagnostics page
3259	When requesting a manual call while on a different media (mail) activity, the address book cannot be used to make a voice call
3261	Temporary files created by the Nixxis application are not automatically deleted on the the AppServer
3263	Deleted campaigns still appearing under connections on the eScript editor platform
3266	Administration crashes when reloading from campaigns screen (with activity selected)
3268	The ACD still distributes contacts to an agent currently processing a contact distribution request (ie contact not yet removed from queue).
3270	"Force to pause" does not prevent autoready
3276	When no addressbook is defined (and dial pad is used for dialing), previewed destination can be changed, even when set as read only (on activity)
3277	Deleted agents still appearing as available objects when adding a widget with Agent type datasource on a dashboard
3287	Application server sip stack does not react correctly to Record-Route header
3305	The description of endreason 909 and 969 are not available in DIT_EndReason
3306	The description of state 108 is not available in DIT_In_ContactStates
3310	Using an address book on a mail activity does not allow the transfer of mails
3312	Incorrect translations
3314	Deleted administration objects are impacting performances
3323	Statistical data contains negative durations
3330	Simple campaigns do not allow manual dialing on outbound activities
3331	A new search activity (advanced campaign) is not flagged with "Allow search mode"

Features

3249	Allow consultation calls on queue

Consultations are allowed on queues. This enables taking the first agent available in a team.

3280	Viewing customer data in the Recording Tool can be enabled or disabled

The visibility of customer data in the Recording Tool can be disabled using on the following entry in RecordingProfile.config:

<add key="UserDataVisible" type="bool">False</add>

If the key is not present, the default value is True.

3281	Keep recording options can be defined at campaign, activity or qualification level

- The percentage of recording to be kept can be defined including:
    - Keep all recordings
    - Do not keep any recording
    - Keep only a percentage of all recordings
        - The expected action is the deletion of the recordings in excess of the ratio after the calculation of the ratio of recordings to be kept
- The keep recording options can be defined:
    - at campaign level
    - on an activity
    - as a result linked to a qualification
        - The definition of the keep recording options set at qualification level supersedes and has priority on those set at activity and campaign levels respectively.

3282	Application server TCP stack works with asynchronous IO completion ports by default

This is enabled by adding the corresponding key in the crappserver configuration file at the section appSettings:

- <add key="TcpServerMode" value="async"/>

3289	Sounds synchronization can be initiated by an HTTP request

HTTP GET request to "/admin?action=soundsSync" trigger a new sound files synchronization on (enabled) media servers.

3293	Recording tool shows conversation transcriptions when available

Conversation transcriptions can be generated by integrators using the NCS API.

3297	New options to improve home working for agents

Agent's phone can be connected as soon as agents are going to ready, ensuring no delay in voice when customer is connected to agent.

Activation of the feature is done when the following conditions are met:

- Agent's phone is configured with "Keep connected" active
- In Sip.config, the attribute "preConnection" specifies a resource generating a tone ("beep" for example)
- In Http.config, agent's section uses the setting <add key="indirectAvailableVoice" value="true"/>

3299	Voice contact recording can be denied by an external source (IVR for example)

@@RecordingForbidden can be dispatched on the contact with values:

> Authorized = 0,
> ForbiddenPermanently = 1,
> ForbiddenTemporarily = 2

to specify recording options.

3301   Global ready button action is handled as an atomic operation

This allow to avoid having a voice contact being distributed prior to a mail or chat contact with a highest priority.

3303   New operator IN is available in data filters

The new data filter of type IN allows the filtering of data with several values

3325   Media server does not use php agi anymore

3328   Transcription tab in recording tool can be shown or hidden depending on settings

The following entry in RecordingProfile.config specifies that the transcription tab is displayed:

<add key="TranscriptionsVisible" type="bool">True</add>

If the entry is no present, the default value is False, specifying that the tab is hidden

3334   Recording tools settings are handled by the server

This is activated by the following entry in Http.config, in section related to service "recording" (relay application):

> <add key="service_RecordingConfigRequest" value="recording?action=config&agentId={0}" />

This entry informs the client that settings must be asked to the "recording" service by combining its URL with the key value. {0} is replaced by the agentId of the current user, allowing customization of settings by user.

The following key must also be defined in order to specify the config file to use:

> <add key="RecordingConfigFile" value="{0}_{1}\Rprofile.config" />

{0} is replaced by the domain id and {1} is replaced by the application id.

When this configuration is active, any "RecordingProfile.config" present on the provisioning (or locally, on the client) is ignored by the Recording tool.