

Nixxis Contact Suite 2.4.6

Generated on 11/13/2020 16:43:07

Bug corrections

3059	Chat conversation are not available within the recording tool
3124	Sliders on team-membership, queues and users are not rounded numbers (digits after the ",")
3225	Current AppServer log file is not present after a start of the CrAppServer.exe
3338	Using an address book on a search activity does not allow the visualisation and the selection of contacts recorded
3339	Admin: Agents Association field is not displayed in the Phone section
3344	"Agent in ready" field is not correctly updated in supervision when using Global ready
3346	When entering a wrong extension on agent logon, a previous correct extension is dialed
3349	Clicking twice on ready button puts the agent on break but still in waiting state for voice in supervision
3353	Max dial attempts is ignored for "retry at" actions set on a qualification where the ignore option is not selected
3355	Outbound activity informational language is not taken into account while playing agent's announce
3364	Team selection is not always taken into account when a previous distribution failed (customer drop during agent distribution)
3365	Clicking on previous to edit the separator when importing data prevents the preview of the records
3366	Agent recording feedback can be incorrect in preview depending on timings
3371	Agent break details is displayed in supervision only after the second selection
3383	Queue's MaxEWT is only read during server startup
3386	Admin entries related to general settings can sometimes be ignored by the system depending on timing
3403	Profit is not taken into account when dealing with non voice media contact
3404	Initial profit settings are incorrectly displayed in admin after activity creation
3410	Movefiles stops processing when trying to delete a locked file
3411	Choice of language is not taken into consideration after a transfer to activity from a default IVR
3412	Dynamic parameter set creation causes duplicate split-entries at activity level
3417	Depending on timings, distribution of a voice contact does not prevent another distribution
3420	Wrap-up standard duration set to a specific value at user's level prevents closing of script
3422	Some entries (like agent state) are not translated in supervision
3425	Application server log files are incomplete or even missing until first time boundary is crossed
3428	ListMatchingData does not work without specifying the list of fields to return
3431	In preview, blacklist check is done only on the first dial
3433	Indexes IX_CURR_ACT, IX_DATESTART, IX_EXCLUDED, IX_PRIORITY and IX_STATE are missing when creating a new campaign
3437	Contacts statistical data contains negative duration when doing direct calls (between appserver registered phones)

3442 Hyphen in domain name prevent exporting campaign data in administration

Features

880 In addition of the graphical interface for "Profit evaluation", control points can be edited manually

3345 Search in address is case insensitive

When entering a name name to dial someone from an address book, this is case sensitive, as a result agents don't find who they are looking for.

It is a request to render the search criteria in the address book to be case insensitive.

3356 Hold and Wait music prompts are administered for inbound and outbound activities

3358 Multiple enqueues of same contact allows keeping previous wait time for computing queue position

Key "cumulativeWaitTime" (Boolean value, default to false) in ACD section of Http.config controls if previous queueing time is taken into account when re-queueing a contact.

3367 New recording mode: recording can be started when agent connects

RecordingMode in Http.config's admin section is now based on following values:

Standard = 0,

ManagerOnCustomerConnected = 1,

UnmixedChannels = 2,

SingleFile = 4,

ManagerOnAgentConnected = 8

3375 Scripts for manual calls can be hosted by a tabbed browser

The "Tabbed browser" predefined script allows specifying the list of scripts for manual calls in global settings level

3388 Agent application supports alternative browser controls

3390 Being able to launch a shell command from the client script

A client script is able to launch a shell command by using the executeShell(command [, arguments]) command in the external component. Permission is needed by adding a "client_AllowExecuteFromScript" key with "true" value in the agent section of the http server configuration file.

3392 Reporting application is able to use different log file

The feature can be activated with key "FileMonitoringPrefix" (Http.config's reporting section) to specify the prefix to be used for the log file name.

3395 Recordings listening media can be configured

RecordingProfile.config can include entry `<add key="AllowedPlaybackMedias" type="int">X</add>` to control the way the recording playback is done. X is a (binary) combination of:

- 0: no playback is allowed
- 1: playback is done through computer
- 2: playback is done through user's extension

Default value is 3 (when no entry is present in config file).

3396 Recordings save option can be administered

"Full" right on "Listener" is required to be able to download and save a recording file. As a recording file is related to activities, campaigns and agents, at least one "Full" (with no "deny" of course) is needed to allow downloading.

3398 Deletion of a dashboard is triggered by accepting the confirmation pop-up message

This allows for a deletion confirmation message to be accepted prior to the deletion of the dashboard.

3406 Reporting client provides basic support for SQL 2019
