Nixxis Contact Suite 2.4.8

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Bug corrections

2035	The agent is not able to update the qualification value
3446	Incorrect agent statistics saved on multiple logins
3447	DTMF sent to wrong party on consultation
3495	Depending on timings, agent is not always able to take calls when going to ready after being forced to pause
3510	Carrier prefix is not sent when rerouting a call in case of either handling a no agent situation or as overflow on a queue
3520	Carrier prefix is not sent when forwarding or transferring a call
3521	Numbering rule is partially applied when forwarding or consulting
3522	The music on hold is not stopped when confirming a transfer before consultation call is established
3525	Closing the script always sets the agent to ready even when auto ready settings should prevent it
3527	In Administration, recording behavior group is hidden before the user has the possibility to uncheck automatic recording (except when persistence flags are set)
3529	In supervision agents list window, PauseDescription displays sometimes "?" when the agent is not in pause
3531	Supervision shows "?" in pause description for system pauses (Initial, Forced ou AutoReadyDelay)
3543	Combination of selected media is incorrectly displayed in the status view pane when using the ready button
3556	Define recording behavior option is deselected when duplicating a campaign
3557	Custom delay set for the retry action at qualification level is reset when duplicating a campaign
3558	Data filter Records not linked to an activity at outbound activity level is reset when duplicating a campaign
3563	PreprocessorParams are not saved when using an email or chat activity
3569	Transfer to activity is incorrectly translated in the BC Inbound report by date
3571	Exceptions can be generated when the dialer cancels dial requests
3574	Deselection of expanded dynamic parameter at campaign level causes crash of the application
3575	Leaving value selection field active on expanded dynamic parameter at campaign level causes crash of the application
3578	Lines counter on sip resources is sometimes not decremented when destination sip URI is malformed
3580	PostRecordedConversationCheck command is sometimes not correctly executed and prevents transfer of recordings
3584	Answering machines are not detected when the silence analysis by the AMD is too long
3593	CrAppServer uses more and more memory

Features

3506	Supervision shows agent alerting state

In supervision, agents states includes an "Alerting" state specifying that the agent's phone is ringing.

3565	IVR info includes previous contact id and previous activity when activity has changed

When activity has changed, x-cr-prevcon and x-cr-prevact are set to previous contact identifier and previous activity identifier respectively.