



CCX 1.2Aa

Release Notes

Improvements:

Issue #	Support#	Description
RND-128		Made auto adding of CTI devices to directory be confirmed with devices in CCX Desk configuration
RND-157		Resolved error on URL update during upgrade of legacy database systems.
RND-159		Fixed installer so it will no longer modify decoders already in use
RND-220		Regularly run 'update stats' command against SQL Database to improve performance
RND-223		Added default CTI server address to Reporting site configuration
RND-224		Updated master report to show two decimal places where applicable
RND-226	CCX-1339	Modified extensions filter to only select calls where the selected extension is the first extension involved in a call.
RND-277		Fixed issue with O Series making copy of recordings to another location such as a UNC path
RND-279		Added notification to Pulse service every time Record server successfully polls IPCR so we can check for this not happening
RND-281		Moved option for 'link anonymous SIP Calls' from registry to Recording Server config UI
RND-284		Log a 'HyperEngineNoReply' event to Pulse if no reply is received for a command sent to O Series HyperEngine
RND-524		Updated Desk Manager to check if SQL Native Client is in use, and if it has the same ODBC driver as the server and if not, request the user to install it if they are trying to access the database. This only applies if campaigns are in use.

RND-1136		Added HyperLink to CRM Entity on Email queuing page in DeskWeb
RND-1189		Installation now saves URL prefix between runs
RND-1255	CSD-21355	Fixed issue with stale caller ids in ELG Acd trunk to trunk calls
RND-1273		Increased possible width of destination name column in database
RND-1358		Update IVR database to allow Unicode characters in Text To Speech fields
RND-1395		Added prefix for dialing between 'sites' ie what to dial to reach this PABX from another PABX (for multi-PABX systems) without linked numbering
RND-1398		Updated O Series files and drivers to latest versions
RND-1447		Added Activity Tracker to CCX
RND-1448		Install CCX System Monitor for alerts (known as CCX Pulse)
RND-1449		Added Auto PCI to CCX to automatically stop recording when user PC switches focus to certain applications
RND-1450		Added tray Tool to CCX so users can see information even when web client is not visible
RND-1464		Added Auto Hangup mode to a queue to be used to simplify load testing - so an 'Auto Answer' queue can also do an 'Auto Hangup' after a preset number of seconds
RND-1471		Confirmed we can connect to GMAIL using IMAP SSL port 993
RND-1501		Improved error handing when configuring database users.
RND-1502		Ensure that when installing just the database that the installer is still asked to specify which user
RND-1509		Added auto close to configuration wizard in the presences of an existing database, so if an upgrade is being performed it doesnt wait indefinitely for the wizard to be cancelled
RND-1518	CCX-711	Allow ELG ACD XML port to be configured if a non-standard port number is required

RND-1535		Https get serial number will now attempt to retry on failure to connect
RND-1542		Added a flag setting for 'Divert to voice mail' to the configurable decoder.
RND-1556		Made detection in CCX Report of a lost server connection to CCS Desk server more robust
RND-1566		Updated HMP to version 540
RND-1569		Updated automatic licensing to deal with auto configuring proxies.
RND-1570		Added SWC indication to the splash screen to make it easy to see if Software Care is on or off
RND-1578		Added recognition of voice mail groups for data received from ELG ACD protocol
RND-1584		Updated the dashboard unanswered calls system to link the call that returned an unanswered call with the original unanswered call.
RND-1629	CSD-700	Made supervisor of a queue able to edit settings for that queue
RND-1633	CSD-21697	Fixed issue with ODBC connection to CSV/TXT file for Desk Web user
RND-1636	CSD-1707	CyRecord V Series needs to explicitly set TLS Version to 1.2 when using HTTPS
RND-1640	CCX-1037	Fixed issue with master report column sizing
RND-1656	CCX-1348	Fixed issue so ELG ACD correctly loads group names
RND-1657		Updated Salesforce integration to allow field to be updated with result code from campaign completion code
RND-1658		Added dashboard statistics feature for fifteen minute intervals.
RND-1660		Fix to better handle case where pre-emptive dialer receives long dialtone
RND-1672		Fixed issue with default setting for first digit time in Callback in Queue settings
RND-1674		Incorporated latest language files from translation portal

RND-1678		Correctly handle reset of Announcement port status if transfer to the port gets rejected by the PBX
RND-1694		Installer now prompts for default administrator password.
RND-1697		Fixed issue leading to duplicates in tblDirAcExt
RND-1700	CSD-22161	Added an event to CCX Pulse to indicate the PabxServer is restarting due to not finding any TAPI devices (usually indicates a TAPI communication error)
RND-1720		Fixed issue with campaign notes not being added to CRM history
RND-1721		Added information on the response call to missed queue calls - so when a missed call number is called back the unanswered missed calls table is updated
RND-1727	CCX-1207 CCX-1117	Confirmed functionality of 'All Agents on Break' overflow
RND-1728		Added additional feature to Campaign Completion Codes such that it can update 2 fields in the CRM rather than just one, and the 2nd field name as well as value is defined per completion code
RND-1730		Added voice mail option to extensions in directory
RND-1732		Improved Salesforce integration to overcome result page limit of 2000 records in Salesforce API when loading a campaign
RND-1736		Updated HyperEngine to 1430 build for O Series
RND-1739		Fixed issue with outgoing and incoming numbers in SMS not matching if the outgoing message is sent without the country prefix
RND-1744		Resolved issue in directory where a NULL value in the database was not handled.
RND-1758		Improved acd real time statistics in dashboard
RND-1771		Added a link on the launcher to the modern report tool where the link to the existing report tool was, and moved the link to the existing report tool to the lower right of the launcher.

RND-1792	CCX-1116	Improved agent time calculation when cradle to grave is active
RND-1793	CCX-1139	ACD logging now updates dialed number based on the latest E:67 event
RND-1796		Resolved issue with dashboard miscounting held idle incoming calls.
RND-1799	CSD-22558	Resolved issue where agent login/ logout reports were reporting incorrect login/logout events in some cases.
RND-1815		Added a split across acd queues option to the filter.
RND-1854	CSD-22165	Resolved issue with call charging of outgoing unanswered calls.
RND-1855	CSD-22857 CSD-22858	ACD station state column now shows first station on call.
RND-1860		For Voice Analytics, we now record the Sentiments expressed by the people on the call across the entire call. These provide detailed sentiments down to the level of individual utterances along with the words and times of the utterances, and the speakers of each.
RND-1892		Fixed issue where digit being pressed in a queue with no matching option would cause the announcement to stop
RND-1896	CSD-22265	Fixed ELG agent ring group behaviour to not show unanswered calls in ring groups against agent in the group, but only at the group level.
RND-1897		Added ACD agent columns for Incoming not queued but answered calls Incoming queued and unanswered call outgoing and answered calls.
RND-1898		Checked compatibility with Autotask 2022.1
RND-1910		Added fix to handle idle holding calls where the caller hangs up so the call will count as answered
RND-1917		Added a dependency on Redis for Modern report tool in installer.
RND-1918	CCX-1232	Option so Completion Code is only required on the first agent to answer a call, not agents it is then transfered to

RND-1921	CSD-23180	Fixed issue with certain 'special' characters in the password of the user running the app pools.
RND-1924	CSD-22265	Update the ACD Agent statistics to handle calls re-ringing on held calls.
RND-1925	CSD-23380	Created Pulse alert if HMP Server isnt receiving comms from HMP Gateway. It already restarts to recover, but this is to be able to know this issue occurred
RND-1926	CSD-22265	Update of real time Elg Acd statistics to handle calls ending when idle
RND-1931	CSD-23356	Fix to report call as abandoned if the caller hangs up at exactly the same moment the call is being transfered to an agent from an announcement port
RND-1932		Modified ELG ACD logging to handle spurious STATION IDLE events.
RND-1935		Resolved issue due to incorrect assumption in answering ring group calls.
RND-1951		Removed .net 3.5 prompt from Installer
RND-1952		Fixed issue with error when installing only desk manager client.
RND-1962		Extended Ring Group Handling to handle UCD queued events.
RND-1968	CSD-23516	Fixed issue in master report with Answered column feature resulting in no calls found.
RND-1971	CSD-22352	Update minimum installed .Net Framework version to 4.7.2.
RND-1979		Updated the database module used by chat to the latest version of that assembly
RND-1980		Fixed bug where an invalidly formatted Q service ip address could prevent chat from running.
RND-2000		Fixed issue where resizing a dashboard widget with a top left corner of zero could cause its height to go to zero.
RND-2006		Fixed issue with widget placement when editing a dashboard.
RND-2007		Fixed issue with dashboard widgets moving out of alignment when a dashboard is refreshed.

RND-2018	CSD-23815	Fixed issue with labels on charts not showing when exported to PDF.
RND-2031		Have transitioned Desk installer to WiX rather than InstallShield for compatibility with our CI CD processes
RND-2036	CCX-1271	Updated chat to accept Unicode chat messages.
RND-2037		Updated installer so when new IVR database is created it has AUTO_CLOSE set to OFF
RND-2048		Updated CCX Pulse Config so sending test email doesnt cancel the daily summary for that day
RND-2049		Updated Report engine installer to use WiX rather than installshield for compatibility with CI CD Process
RND-2051		Transitioned security manager installer to use WiX
RND-2052		Moved Database Setup installer to use WiX
RND-2053		Changed CCX IVR installer to use WiX
RND-2054		Transition CCX Chat installer to use WiX
RND-2055		Change Launcher installation to use WiX
RND-2060		Fixed issue when deleting IVR ports from Desk Manager configuration
RND-2062		Incorporated Hubspot CRM Marketing Lists into Campaign CRM integrations
RND-2069		Allow the chat accept/decline page to be popped by clicking on the notification in the Desk Tray
RND-2076		Fixed issue with ELG ACD data where incoming calls transferred out are incorrectly reported.
RND-2104		Improvement to SMS queue auto-response handling when more than one SMS connection is available
RND-2114		Update installer to only show customer info prompt when required.
RND-2126	CSD-24263	Fixed issue where transfered to agent isnt required to enter a completion code if the first agent already entered one before transferring the call

RND-2142		Updated the behavior of the directory filter to only select by the first extension on internal calls.
RND-2148	CCX-1329 CSD-24353	Added Itemised SMS, grouped by Agent report.
RND-2157	CCX-1350	Added a button in services page in Desk Manager to allow easy access to the program for selecting the WIndows user to run services as
RND-2170		Updated Tray Tool to also show outgoing calls (if selected)
RND-2183	CSD-24653	Resolved issue with some email passwords containing 'special' characters
RND-2214	CCX-1418	Changed interpretation of 'Insufficient skills' so those agents do not count in the 'logged in' or 'available' statistics in Manager
RND-2216	CSD-24653	Fixed issue where HMP gateway needed to be restarted if SMTP Port is changed
RND-2220		Updated Email Queueing to be able to use Graph API for Office 365 accounts
RND-2227		Added notification to send to Pulse to indicate that SMS Engine is still running
RND-2228		Updated ACD to indicate on the dashboard that an extension is busy while a ring group call is ringing on it.
RND-2229		Fix complex issue with completion code for campaign call being affected if user makes a call requiring a code while campaign call is already presented
RND-2237		Add Pulse notifications for when DeskServer knows IVR is running and when it detects that IVR has stopped running
RND-2238		Updated Calendar reader to use Graph API
RND-2240		Improved process in IVR for handling when the HMP Gateway is restarted
RND-2244		Resolved issue with ELG ACD dashboard statistics occasionally showing more answered calls for the extension display compared to the group display.

RND-2245		Added Azure App Registration configurations in Desk Manager for use with Graph API Reader etc
RND-2255		Updated graph API mail reader to work with root folder other than Inbox
RND-2256		Fixed issue with pressing a digit in IVR before play had finished
RND-2260	CSD-24627	ELG ACD logging. Calls with no activity after 1 hour will be assumed to have ended.
RND-2289		Added BI config tool to modern report tool install.
RND-2290		Removed firewall configuration dialog from manager only install
RND-2292		Extended the URLs editable via the BI configuration program
RND-2298	CCX-1469	Fixed issue with Blind Transfer to HMP caused by incorrect double reporting of call in UCP TSP
RND-2303	CSD-24855	ELG ACD logging, divert to VM only for unanswered calls.
RND-2308		Fixed issue when the Installation type is changed not resetting all values.
RND-2361		Removed Node js requirement from new reporting tool
RND-2388		Added a retry to the dashboard licensing program.
RND-2442		Added SWC indication to About screen in Desk Manager
RND-2562		Fixed branding icon in Desk Tray Utility for CCX
RND-2568		Fixed CCX Desk log branding issue
RND-2577		Added Auto Exit feature to Desk Config Wizard during upgrades
RND-2597		Have added CCX Voice Analytics as an installable product in the CCX Installer

Improvements:

Issue #	Zendesk#	Description
RND-312		Added screen in CCX Desk Manager to see how many client licenses there are and how many are in use
RND-1187		Show agents in wrap-up with a different icon in CCX Desk Manager
RND-1274		Added feature for a campaign completion code to indicate that the retry needs to come back to the same agent who received the call
RND-1399		Added feature to DeskServer API so that CallData and CampaignCall objects being sent out are copies rather than the original mutable object
RND-1439		Fixed issue related to status timers in Desk Web
RND-1442		Fix timing issue with startup of HMP with system containing greater than 60 HMP ports
RND-1469		Fix for situation where V Series notification about a recording occurs before the TAPI notification of the call is processed by CCX
RND-1477		Added option for sending public IP in Contact information in HMP
RND-1500		Increased the maximum size of a completion code name from 50 characters to 200
RND-1517		Added extra 'hardening' to main queue processing algorithms within Desk Server
RND-1520		Removed unnecessary HEAT and GoldMine menu items from the Options menu in CCX Desk Manager
RND-1525		Improvement to handing of Daylight Savings time in CCX Desk web interface

Improvements:

Issue #	Zendesk#	Description
RND-1176		Report Installer process gives more feedback during database update stage of the installation
RND-1259		Improved startup process of CCX IVR after a reboot
RND-1258		Fixed issue with script language selection not showing in IVR Designer
RND-1286		Resolved issue when adding report sites or users
RND-1280		Fixed issue with URL being initialised for Live Dashboard view
RND-1012		Queue Summary with Compliances report now includes Ring Time in all Wait Time calculations
RND-1313		Agent Edit screen in CCX Desk Manager changed to use multiple tabs to make interface more understandable
RND-1223		Resolved issue in queues where 'First Announcement must be played' is on and a caller presses a digit during the first announcement

Improvements:

Issue #	Zendesk#	Description
RND-1041		Chat can now be configured to offer customer additional options when no agents are available
RND-1026		Acd correctly logs authorization codes
RND-1021		Fixed bug due to ascii - Unicode mismatch in setting files
RND-1023	42278	Configurable decoders can be configured for more the 10-digit extensions
RND-1020		Desk based ACD logs agent login/out
RND-1029		Fixed issue with display of cost in master report
RND-1048		In Installer, iPECS ACD now uses Desk agents
RND-1040		Updated configuration options to permit queue server address to be indicated by name.
RND-1031		Resolved regression where agent filter was incorrectly filtering agents.
RND-1030		Resolved some formatting issues with the reports running under chrome
RND-1027		Modified reserving of logid to be atomic
RND-1047		Modified installer to allow entry of a centralised URL prefix for web applications
RND-1032		Updated Desk Web call back to show page using the REST interface.
RND-1045		Resolved installation issue when standalone Desk is installed
RND-1038		Updated Agent Time calculation when split across agents active
RND-1044		Resolved issue where a changed PABX address would result in the system being silently unlicensed

RND-1028		Resolved issue with receiving iPECS CM/UCM data where a * or # is in the dialled digits.
RND-1025		Resolved issue where calls recorded as unanswered in the unanswered calls table were not being removed when called back if the call back number used has * or # in it.
RND-1033		Significantly increases the speed of the master report in most cases.
RND-1036		Resolved issue where a hidden report BI browser, such as when waiting for a long report to finish, would time out.
RND-1034		Updated QueueReports-IncomingCallsByTargetGroup to include ring time in answer time.
RND-1022		Fixed logic error with respect to idle agents on acd dashboard.
RND-806		Resolved issue with unanswered call backs table not correctly matching incoming and outgoing numbers.
RND-1112		Resolved issue during installation where database access is attempted before the database is installed.
RND-1153		Resolved issue with dashboard licensing.

CCX Desk Improvements:

Issue #	Zendesk#	Description
PDSK-1328	41400	Fixed issue where highlighting a range of extensions then selecting in the agent settings would only add the last one selected
PSMS-22		Fixed issue where an SMS message in a queue continued to show as being in the queue after being presented to an agent
PSMS-26		Improved SMS Queue Routing so word matching can be at start, at end or contains
PCCC-918		Modified Email Queue so email stats also show in Call Stats columns for that type of queue, to make dashboard setup easier
PCLL-252		Fixed issue where callbacks waiting didn't show the wait time in the dashboard
PSMS-25		Added ability to send an automatic response when an SMS is assigned to a queue
PDSK-1344		Fixed TEL Launcher to add the TEL protocol to a PC if it is not already present in Windows
PMWC-1736		Fixed issue where Scheduled Callback in CRM Integration in Desk would not work when 'Ignore Unanswered Calls' option is selected
PMWC-1724		Fixed issue where SMS number was scrolling off the top of the SMS message screen
PDSK-1354		Fixed issue where CRM Integration Configuration would sometimes not show in Desk Manager CRM Config Screen
CINT-275		SMS Conversation window now shows the associated CRM Entity

PCDW-222		Added feature to allow multiple levels of indentation when showing matching CRM entities, to allow for custom configuration of Dynamics CRM integration
PDSK-1365		Added option in customised Dynamic integration to auto pop an entity's parent when it is clicked on rather than itself
PDSK-1349		Enhanced customisation ability for Dynamics CRM integration
CINT-268		Store SMS conversations in CRM History
PWMC-1739		Perform CRM Lookup on Web Callbacks to show name etc from CRM integration
PDSK-1357		Added option within Agent Profile in Desk Manager to show the ACD Groups tab
PDSK-1313		Display Incoming SMS messages received for a logged out agent when they log in as alerts
PMWC-1740		Show associated CRM Entity for campaign calls
PWMC-1723		Enabled ACD Group to be added to Desk Favourites Screen
PCDW-195		Add ACD Group tab and allow user to log in and out of groups
PCDW-219		Incorporate Dashboard Live View into CCX Desk and allow selection in agent profile in Desk Manager
PMWC-1765		Show On Duty / Off Duty for ACD Group Members
PMWC-1755		When ACD Group is added to Favourites on ACD system it can be expanded to show the statistics and group members
PCCC-956		Add a pause of 2 seconds between registration of each 8 HMP ports during initial registration process
PCCC-955		Ensure that the Web Callback config screen in Desk Manager is always shown when system is licensed for queuing
PDSK-1388		Fixed issue with Always Completion Codes for Outgoing Calls where it would cause a problem when the call wasn't answered
PDSK-1387		Fixed issue where ACD update performance is too slow
PCCC-959		CCX Agents who are DND or manually logged out of a queue shouldn't count as available in the display in Manager or Dashboard

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1247		Resolved issue with extension filter if an overly long number is incorrectly present in the database
PRPT-1568	41509	Added option to Directory to allow adding of non-numeric extension numbers
PCCA-1635		Added an importable template to the dashboard for showing top 5 agents in terms of inbound and outbound calls per day / week / month
PRPT-1588		Fixed issue where dialed number of an outgoing call was incorrectly logged
PRPT-1607		Logout on Pabx didn't remove the member from the ACD Group display

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-205		Remove markup from transcript text when chat ends
PCHT-212		Fixed issue where Chat Request would escalate to email / callback if all agents were on break

Installer Improvements:

Issue #	Zendesk#	Description
OINS-322		Removed demo mode option from installer
OINS-331		Resolved issue where a timing condition could cause the ODBC datasource not be created during new install
OINS-335		Updated URL for HTTP Authorizer
PCDW-229		Fixed issue where Desk Web Config only partially preserved during uninstall / reinstall process

CCX Desk Improvements:

Issue #	Zendesk#	Description
CINT-269		Added option to Autotask integration to show tickets in search results
CINT-271	41182	Updated Zoho CRM integration to use V2 API (needs some configuration)
PCCC-911		Fixed issue in AgyleTime integration caused when an agent logs out while call is ended and waiting for completion code
PCDW-213	39894	Fix to allow 'Set Agent Break Status' option to be available in Search screen, Favourites, and Queue screens
PCLL-244		Add Campaign Call completed without calling to 'Agent Call History'
PDSK-1256		Ensure URL sent to CRM for recording link is Url Encoded correctly
PDSK-1286		Fixed issue caused by 'Completion Code on All Outgoing Calls' when an agent makes an outgoing call before completing an incoming call
PDSK-1324		Fixed issue where internal call would only show against stats of extension making the call
PMWC-1720	41171	Fixed issue where adding a System Speed Dial to your favourites and then the System Speed Dial is deleted from Manager
PRCD-343	41165	Fixed issue adding multiple devices into Recording profiles page
PRCD-347		Fixed issue in Recording Server setup where it would say 'Encountered an improper argument'

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1630	40743	Resolved an issue where in the dashboard, if a custom SQL query is created for a widget, and that SQL has either a > or ~ character in it, the SQL can fail validation.

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1234	40374	Resolved issue causing timeouts when selecting filter criteria.
CRPT-1235		Resolved issue with added extension filter when non-numeric extensions are present.
CRPT-1236		Resolved issue with adding both an agent and break criteria
CRPT-1239		Resolved issue with master report where only column 1 would be shown as a date if it was a datetime column, rather than the first datetime column shown as a date.
CRPT-1244		Added report showing simultaneous trunk usages
CRPT-1249		Changed logging of CTI calls to consider an agent to agent internal call as two calls.
CRPT-1253	41490	Resolved issue in agent login/logout report when filtering by agent.
PRPT-1566	33892	Update UCP configurable decoder to handle transferred calls

Chat Improvements:

Issue #	Zendesk#	Description
PCCC-908		Handle Make Call request from Web Chat server
PCHT-173		Added ability to transition from an in progress chat to phone call.
PCHT-184		Added the ability for the Style of the UI to depend on the Url domain name that the UI is accessed from, allowing multiple branding of the same chat server.
PCHT-186		Added a feature to Chat allowing it to be configured such that in the case that no agent is available to chat, the customer will be presented with the option to schedule a phone call back.
PCHT-190		Added a feature to Chat allowing it to be configured such that if a customer chat request occurs out of hours, an email with the customer details can be sent to a configured email address.
PCHT-197		Ensured that the behavior when a chat times out on an agent is the same as configured for when no agents are available.
PCHT-201		Removed the generic 'request denied' message from the chat request screen, only showing the configured message.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-287		Fixed issue during some installs when .net 3.5 prerequisite was incorrectly detected.
OINS-301		Made requirements for installation user to be more precise.
OINS-309		Update Launcher to include Desk Manager, Chat, and fix up links for Dashboard Import
OINS-315		Fixed issue due to spaces in Windows service runner user name.
OINS-323		Ensured that Https Tool is available for all web applications.
OINS-328		Updated url of authorizer in launcher to current location

CCX Desk Improvements:

Issue #	Zendesk#	Description
PCDW-207		Added CCX Desk Icon to CCX Desk web client
PDSK-1254		Removed warning about leaving page when asking to send an email from Web Desk favourites page
PDSK-1262		Pass CRM Contact display info through to Reporting
PCLL-243	40347	Make Scheduled Callbacks get loaded ahead of other campaign calls

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1231	40347	Integrate the split across extensions filter behaviour with the directory filter.
PRPT-1557	40374	Modified licencing to not count park devices against licensed extensions count.
PRPT-1561	50954	Resolved issue where a database disconnection wasn't always auto recovered
OINS-311		Preserve selected database driver on upgrade (Azure SQL)

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-178		Custom messages for Chat for no agents available and also for queue inactive due to schedule
PCHT-174		Added ability for an email to be sent or web callback to be created when a chat is rejected due to an agent not being available or outside of schedule

CCX Desk Improvements:

Issue #	Zendesk#	Description
PRCD-331		Fixed issue with IPCR linkage transferring call to another extension

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1625		Issue creating pie chart – input string format invalid

CCX Desk Improvements:

Issue #	Zendesk#	Description
PDSK-1232		Fixed issue with Resource Allocation in Desk Server
PCCC-895	40493	Fixed issue where HMP Answer request is received before the call is Accepted
PCDW-198		Unparked calls not being removed from Waiting Calls screen until refresh is pressed
PCDW-188		Show all types of calls, IM, Chat, Callbacks etc in Call History
PCDW-189		Add additional notes to Speed Dial to be shown in CCX Desk call information
PCCC-894		Added option for a Default Completion Code with a time limit for each queue so it will be selected if agent doesn't choose one
PCDW-192		Fixed issue where SMS history not showing when opening an SMS
PCCC-888		Inbound SMS queuing
PCCC-892		Add setting to allow change of minimum RTP port for HMP from default value of 49152
PCLL-238		Allow entry of notes when rescheduling a campaign call or callback, so those notes are presented to the agent next time
PCCC-886		Callback in Queue process to play 'Thankyou.wav' after message before hanging up
PDSK-1217		Added IM History to Call History Window
PRCD-205		Pause Recording feature which just stops recording for a specified time and then restarts it
PCDW-185		Button in CCX Desk to Pause Recording for x seconds
PDSK-1194		Updated Netsuite integration to use newer WSDL version

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1191		Fixed issue displaying a call with multiple linked recordings in Chrome
PRPT-1547		Updated UCM SMDR Decoder
CRPT-1200	40374	Fixed issue when applying specific agents filter to a report
CRPT-1176	39903	Updated location and notation on the Service Level queue report to be more meaningful
CRPT-1177	37388	Custom Report (Molemap) to show additional Queue Statistics
CRPT-1188	40071	Fixed issue with Report Subscription. Created Reports is not saved if it cant be emailed

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1617		Sortable Columns (or not) in Dashboard Combo control
PCCA-1608		Ability to move Settings around page when editing a combo control in dashboard
PCCA-1606	39063	Fixed Email Connectivity issues in Web Dashboard alerts
PCCA-1609		Allow to set foreground colour for threshold colour change

Installer Improvements:

Issue #	Zendesk#	Description
PDSK-1240	40593	Added newer version of VC Runtime to installer for HMP
OINS-303		Update Launcher to show Dashboard as just 'Dashboard'

CCX Desk Improvements:

Issue #	Zendesk#	Description
PCLL-227		Add functionality for controlling Campaigns to DeskServerInterface
PDSK-1165		Make Conference Room Password Screen accept Enter key
PDSK-1174		Desk Tools need to be built as 64 bit so they work with 32 and 64 bit versions of Outlook
PCCS-52	39894	Fixed issue with Auto Detect of devices coming on-line when the 8 digit extension number option is enabled in the TSP settings
PDSK-1194	40035	Update Web Service details for Netsuite Integration
PMWC-1701		Agent Messaging section does scroll correctly when on slower client PCs

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1539		Improved logging of emails which overflow their assigned queues.
CRPT-1175		Fixed issue with incorrect sorting of groups for some values in master report.
CRPT-1174	39916	Added an Itemized, grouped by extension, portrait, has an option to only show dialed numbers.
CRPT-1181		Fix formatting issue with recent Chrome versions

Dashboard Improvements:

Issue #	Zendesk#	Description
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PCCA-1591		Fixed issue with scroll bar within filter section of dashboard widgets
PCCA-1596		Fixed issue with combo header sizing in Dashboard

Security Manager Improvements:

Issue #	Zendesk#	Description
PSEC-261		Fixed issue where the height of the security manager permissions table was too small
PSEC-262		Fixed issue where the height of the security manager permissions table was too small

Installer Improvements:

Issue #	Zendesk#	Description
OINS-211		Update SQL Express version for new installation to SQL Server Express 2017

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1094		Added new reports for SMDR, ACD and Desk systems where the columns can be easily configured along multiple axis' allowing a large flexibility in reporting designs to be expressed via a simple user interface.
CRPT-1120		Clarified labelling of check box options on options page.
CRPT-1165		Added ability to edit additional system urls from the BI configuration program
PRPT-1523		Fixed issue with backup script created by configuration wizard with windows SQL authentication
PRPT-1524		Fixed bug when installing on a system with office from the windows app store is installed.
PRPT-1528		Warning message made clearer in 'BI Config' when email address is not entered for testing
PRPT-1532		Resolved an issue in which the existence of duplicated extensions in the directory can cause the Report Engine to restart when one of these extensions is the first party to a call.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-272		Added TCP 8085 firewall exception creation when Record is installed.
OINS-274		Ensure that self signed certificate is correct for machine names of > 15 characters.

OINS-286		Fixed issue where the dashboard installation was not respecting the choice of whether to use http/https or not.
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Security Manager Improvements:

Issue #	Zendesk#	Description
PSEC-259		Rebrand to CCX

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1516		Rebrand to CCX
CRPT-1081		Ensure more specific responses to login failures

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-159		Rebrand to CCX

Installer Improvements:

Issue #	Zendesk#	Description
OINS-268		Rebrand to CCX

Security Manager Improvements:

Issue #	Zendesk#	Description
PSEC-253		Add permission to edit permissions as a permission that can be delegated by the administrator.
PSEC-252		In security manager, if logged in via a windows login, the 'logout' button is not visible.
PSEC-251		If a windows login is associated with a reporting user, this user will be automatically logged in when a user logged in with the windows account opens the security manager page.
PSEC-249		Allow single sign on for windows users to the security manager application.
PSEC-248		Add functionality to associate user in our system to a windows user.

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-157		Extended chat to allow automatic login for users with associated windows users.

Installer Improvements:

Issue #	Zendesk#	Description
OLIC-170		Change behaviour to get PABX serial number to use the XML web service.
OINS-262		Allow database server location to be specified in Chat install using windows authentication.

OINS-161		Fix issue where in an installation which does not include a database on the local machine might not correctly create an odbc data source.
OINS-258		Ensure that the certificates used for desk web and other web applications do not interfere
OINS-257		Allow associating a windows group with a report login.
OINS-256		Update BI Configuration program to allow windows mode authentication selection
OINS-254		Fix issue where re-using an existing certificate was not possible for Desk Web.
OINS-252		Windows Authentication with SQL for multi-servers - issue in Workgroups
OINS-248		Changed text for recreation of a self-signed certificate to be clearer
OINS-228		Allow installation to proceed against a database which the installer is not a database administrator by prompting for required credentials.

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1080		Allow internal and launcher urls to differ.
CRPT-1078		Extended Report BI Web Application to allow single sign on to associated windows users.
CRPT-1074		Ensure that BI Configuration ensures that the subscription requirements are correctly configured and show appropriate error when they are not.

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1507		Fixed issue in Acd logging due to required tables not being created.
PRPT-1493		Update name in iPECS Contact Centre Launcher

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-140		Fix issue where Admin password could not be updated.
PCHT-139		Fixed issue with spacing in text on Administrator page.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-226		Ensure installer has option to not install to new https site
OINS-225		On install, check date validity of any existing certificates on web site.
OINS-221		Ensure database connection setup is not required for installations that do not connect to the database
OINS-220		Update stored procedure permissions for web dashboard
OINS-219		Installer now saves the last package code used for an install

Reports Improvements:

Issue #	Zendesk#	Description
CRPT-1057		Move campaign reports to desk agent reports.
PRPT-1480		Fix issue where tblMiscTransactions was referenced in fresh install.
PRPT-1475		Update name of SMDR record linking disabled option

Installer Improvements:

Issue #	Zendesk#	Description
OINS-217		Test that user assigned to run services has required registry access

Installer Improvements:

Issue #	Zendesk#	Description
OINS-212		Ensure that desk web msi required for desk tools is correctly downloaded for desk web installation
OINS-210		Place launcher application into a separate installer module
OINS-209		Update launcher name to be more generic.
OINS-208		Ensure web dashboard works correctly with http
OINS-207		Update launcher to have references to additional products in our suite.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-206		Extend launcher to install GDPR application
OINS-199		Ensure URL Re-write is correctly installed on server OS versions
OINS-197		Ensure installer installs 4.6.1 version of .net on server OS versions
OINS-193		Resolve issue when doing a fresh install on a machine pointing to a legacy database
OINS-187		Improved detection of existing SQL server instances
OINS-186		Add web dashboard installation Beta agreement form
OINS-185		Add web dashboard installation to installer
OINS-184		Handle 'stuck' services during install of desk web components
OINS-183		Update certification management to create certificates on ip address

Reports Improvements:

Issue #	Zendesk#	Description
CRPT-1054		Add Abandoned calls filter
CRPT-1052		Only show relevant options in report filters
CRPT-1051		Ensure Record tab is hidden when no record option is available
CRPT-1047		Sort split across extension reports by date correctly

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-131		Add option to not record a chat if requested.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-181		Allow user to choose an existing certificate from a drop down list
OINS-180		Use different program for certificate management
OINS-179		Add PICM to installer
OINS-178		Change installer to default to empty port number
OINS-173		Modify user selection dialog to handle non-domain users
OINS-174		Allow installer to setup windows security for database logins
OINS-175		Update services to run as selected database access user
OINS-176		Update web applications to run as selected database user
OINS-177		Update installer to install web site to use https

Reports Improvements:

Issue #	Zendesk#	Description
PRPT-1474		Enabled digit masking in Report Server
CRPT-1045		Add multiple completions codes on a single call to report

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1444		Add US localisation
PRPT-1442		V-Series needs to handle trailing # in reported numbers
PRPT-1441		Have O series allow disabling of dialled number for incoming calls.
PRPT-1430		Resolve issue where ACD can add empty extension numbers
PRPT-1428		Resolve issue where manager can hang on large Desk sites

Reporting Fixes:

Issue #	Zendesk#	Description
CRPT-1025		Add reports specialised for Excel export
CRPT-1024		Add multiple simultaneous values reports
CRPT-1011		Resolve issue where %20 in url is not correctly interpreted.
CRPT-1030		Fixed issue when installed on clean machine with certain licence options

Chat Fixes:

Issue #	Zendesk#	Description
PCHT-113		Fixed issue where creation of app pool can assign incorrect .net version

Reporting Fixes:

Issue #	Zendesk#	Description
PRPT-1436		On upgrade of windows 10, Report Service does not start.
PRPT-1438		If relicensed as ACD only, some existing connection settings can cause the address edit to be disabled.

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1426		Improve logging speed by addition of an SQL index.
PRPT-1420		In Config wizard, add validation rule to prevent empty departments, names.

Reporting Fixes:

Issue #	Zendesk#	Description
PRPT-1424		Fixed Configuration wizard error in cases of a quote in the site or tax name.
PRPT-1421		Resolved issue with auto extension addition on empty database.
CRPT-1015		Make fonts in the reporting client's grids consistent.
CRPT-1007		Update QueueReports-AgentLoginLogoutBreakCalls.rdlc report to resolve refresh issue.
CRPT-1005		Ensure Record reports match license settings

Fixes:

Issue#	Zendesk#	Description
XELG-302	32150	Updated decoder for Ipecs 4 digit dmy
OINS-78		Installer does not ask for email address on server installation
OINS-82		Allow installs of database without Report included in package
OINS-88		Recognise .net 4.7 as satisfying installer prerequisite

New Features:

Issue#	Zendesk#	Description
PRCD-146		Improvement in O Series integration mode

Fixes:

Issue#	Zendesk#	Description
PDSH-325		Dashboard License file was not removed upon uninstalling Dashboard Gateway
PDSH-323		ACD Group Filter was not loading data when using Report Statistics on Dashboard
PRPT-1401		Issues with O Series Recording linking
CRPT-977	30096	Issue with Queue Times Percentages report
CRPT-995	30719	Master Report was not displayed if the site did not had CCS Coach installed
CRPT-1000		Issue with Last Week of Month setting in Scheduling report
PSEC-238		Unable to delete the user from Security Manager if Central Gateway is not running
PCCH-375		cannot enter time between 12:00 to 20:00 on the Duration/TalkTime Search Parameter in Coach

Fixes:

Issue#	Zendesk#	Description
PDSH-317	29732	Issue with Dashboard Design File when having different language selections on different systems in the organization
CRPT-983	29440	User Selection Average Portrait Report fixes
PRPT-1395	30117	Duplicate ACD Groups in Report Directory.
PCCH-381		Issue with Not able to play recording when Agent does not start recording.

New Features:

Issue#	Zendesk#	Description
		UI improvements on Reports
CRPT-961		Using HTML5 audio player to play recordings in Reports and Coach
		Licensing modifications including email verification process during install.
		Integration with CCS Record O Series.
		Integration with CCS Record V Series.

Fixes:

Issue#	Zendesk#	Description
PCC-377		Unable to view and play recordings when there are multiple recordings linked to one call using IPCR.
	29852	Installer issue related to .Net on Win 10
CRPT-703	28835	Caller ID not displayed if the call had a dialed number in the report 'Grouped by Day, Portrait'.
CRPT-977	23722	Hold Report Statistics
	23631	Issue related to 'Maximum Calls in Queue' report
	27016	SMS Sent display in report
CRPT-980		Blank line in itemized Survey Report and Recording playing issue from that report.
PCCH-377		Able to view and play multiple recordings in Coach when integrated with IPCR.
PCCH-375		cannot enter time between 12:00 to 20:00 on the Duration/TalkTime Search Parameter in Coach

Fixes:

Issue#	Zendesk#	Description
PRPT-1377	29220	IPCR Recording linking issue when recording information comes before call information
CRPT-951	29197	Scheduled report issue where multiple process used the same file to write.
CRPT-953	29214	Avg Wait Time not correct in “Abandoned calls group by queue then day” report

New Features:

Issue#	Zendesk#	Description
PRPT-1374		Added decoder to support 5 digit extensions

Fixes:

Issue#	Zendesk#	Description
PRPT-1377	29132	IPCR Recording linking issue when extension other than the first extension answers the call
CRPT-951	29081	Scheduled report issue when using port other than 465 where the IIS will consume high CPU and make the system slow

New Features:

Issue#	Zendesk#	Description
PRPT-1321		Ability to log calls when answered by mobile extensions
CRPT-701		Ability to report calls on Initial Group, Final Group and Split Across Groups
PRPT-1358		Ability to link internal calls with the recordings using IPCR

Fixes:

Issue#	Zendesk#	Description
CRPT-700	28288	Report Options on Grouped by Hour, Portrait needed to be fixed.

New Features:

Issue#	Zendesk#	Description
PRPT-1323		Enhancement on logging and reporting of multiple FWD types when activated at the same time
PRPT-1310	27594	Tarrifs import/export program
PRPT-1312		Extract Decoder for CCS
PRPT-1331		Logging DND and FWD at the same time

Fixes:

Issue#	Zendesk#	Description
PRPT-1320	27658	Call Waiting stat does not show when call goes back in ACD group after extension is made unavailable while the call is ringing on extension
PRPT-1313	27734	Issue with TIFF formation and removing CSV option in Reports Subscriptions
CRPT-682	26624	Show Cover on two reports not working
PRPT-1318	27663	ACD Filter issue on Dashboard Statistics page in Reports
PDSH-300	26896	Tickertape sometime hide the really small duration segments
CRPT-689	28006	Record icon in reports only show as "-" instead of the record icon
PRPT-1336		Ring Time for internal ring group calls in realtime tables
		IPCR integration with ACD Logging
PRPT-1329	28079	FFFF extension number to be ignored when download extension data from PABX
PDSH-305		Fixed incorrect text in Task Manager for Dashboard
PRPT-1337		Fixed incorrect text in Task Manager for Launcher
PSEC-234		Administrator user with different case does not have administrator rights in Security Manager

New Features:

Issue#	Zendesk#	Description
PRPT-1264		Integrate IPCR with iPECS Reports Server
CRPT-678		Make the View Recording Page show the list of recordings if the call has multiple recordings (as it happens for IPCR based recordings)

New Features:

Issue#	Zendesk#	Description
PRPT-1301		Loading Circular, Terminal and Ring Groups along with ACD Groups via auto synchronization.
PRPT-1302		Under Call Center → PABX ACD Reports, Updated Agent Login/Logout report to include Available/Unavailable events. Added Itemised Agent Break Reports to show Stn. DND, FWD events.
PRPT-1303		For Ring groups, logging the call just against the extension that answered the call. Also if the call is unanswered, then it is only logged against the Ring Group.
PMON-1058		Change the title of “ACD Groups” tab to “Groups” on ACD Agent Web Client. (Since it now contains different types of Groups and not just ACD Groups).
PMON-1059		Concatenating the group type after the group name to identify the type of the group it is. Also the Login/Logout button under Groups Tab on ACD Agent Web Client is only made available for ACD Groups and not any other groups.

New Features:

Issue#	Zendesk#	Description
PDSH-296		Update the note block to explain throttle feature in Dashboard

Fixes:

Issue#	Zendesk#	Description
PRPT-1296		Extension Filter does not searches records in other party table along with party 1 and party 2
PRPT-1295		Tandem calls without a # in the number do not show dialled number
PRPT-1293	26624	Report Manager crashes if goto config decoder when on call logging view

New Features:

Fixes:

Issue#	Zendesk#	Description
PRPT-1281		Transfers Calls logging and reporting
PRPT-1280		Logging and Reporting Ringback time on Outgoing/Tandem calls as Ring Time.

New Features:

Issue#	Zendesk#	Description
OINS-50		Auto Detection of iPECS PABX on LAN
OINS-54		Change working on Installer to say - Enter License Package Code
OINS-56		Add notification to installing page 'It will take some time to complete installation of each component'
PDSH-266		Dashboard Licensing
PMON-1029		Supervisor functionality in ACD Agent Web
		Internationalization of ACD Agent Web Client and Security Manager
PRPT-1167		Unreturned Missed Calls The system will maintain a table in the database that will hold the information regarding the caller ID for the calls that were not answered. This table can then be shown on the Dashboard with a custom query in the Data Grid as required by clients for example only show the most recent 10 or oldest 10. The table will remove that entry if either the call with the same Caller ID come in and is answered or someone dials out to that caller ID. The table will only hold the data for that day.
PSEC-222		Supervisor Permission in Security Manager
OINS-59		Demo Mode Installation
PDSH-283		Create Unreturned Missed Calls Grid in Dashboard Client

Fixes:

Issue#	Zendesk#	Description
CRPT-669		Unanswered grouped by Extension, Portrait report not showing extension number

PCDC-510		Unicode password is not getting validated successfully in ACD Web Client
PMON-1035		username in Hebrew is not loading correct when remember me is used
PRPT-1222		ACD site with multiple Non ACD Sites

New Features:

Issue#	Zendesk#	Description
PRPT-1225		Logging of Unanswered Call from iPECS-CM
PRPT-1221		Pre-Loaded UK Standard Call Rates
OLIC-85		Easy Re-Licensing

Fixes:

Issue#	Zendesk#	Description
PRPT-1227		ACD Agent Ring Time in Real time tables issue
CRPT-666		"Answer Time, Portrait" Report not showing data if there are no answered or no unanswered calls
CRPT-665		Reports not showing non-US currency Itemised, grouped by Extension, Portrait Itemised, Local Calls Summarised, grouped by Extension, Landscape Itemised, Local Calls Summarised, grouped by Groups