

SCC Release Notes v4.4 - May 2018

CQ-1852	IMPROVEMENT: CRTRAY application can be configured to detect foremost windows title name and stop / resume recording based on the title. The feature is required when payments are submitted using applications, in conjunction with PCI compliant call recording.
CQ-1767	IMPROVEMENT: Add "Use SIP Session Timers" setting for outbound gateway setting
CQ-1760 CQ-1754 CQ-1747 CQ-1726	IMPROVEMENT: Numerous UI improvements throughout the administration console
CQ-1746	IMPROVEMENT: Included Log files for backups to verification
CQ-1720	IMPROVEMENT: Optimisations to speed up backup creation and restore enabling rapid upgrades between multiple versions.

CQ-1822	FIX: Entities in multiselect control has no labels when browsed using IE 11
CQ-1821	FIX: Agent CLID is not used when default outbound gateway CLID is set.
CQ-1819	FIX: Mediagw issue when max call duration is reached
CQ-1818	FIX: After an outbound call is transferred the stop recording API events can be inconsistent
CQ-1810	FIX: In some circumstances when a consultation call is connected all call legs are cleared
CQ-1806	FIX: In the administration console both Agent and call activities in the call recording interface can show an incorrect start/end time after a time shift for instance daylight saving.
CQ-1803	FIX: In some circumstances the media layer becomes unresponsive when SIP 183 is received
CQ-1802	FIX: Play currency action fails in some circumstances.

CQ-1797	FIX: When an outbound call is made to an extension with a non-numeric first character the call is not removed
CQ-1796	FIX: A consultation call to a non-agent (extension) which does not generate 1XX events will not show consultation ringing in the Agent Communicator application.
CQ-1795	FIX: Memory leak in structure storing information about conference members
CQ-1791	FIX: On hanging up a consultation call whilst ringing, the ring tone continues to play.
CQ-1790	FIX: Audio is not bridged when consultation call or overflow divert call is made to an extension that does not generate a SIP180 Ringing signal
CQ-1789	FIX: Mediagw sends 100 Trying before channel is ready to handle AGI requests
CQ-1783	FIX: Under some circumstance the backup schedule does not create backup
CQ-1777	FIX: An agent dialback fails if during SIP session setup 180 Ringing is missing
CQ-1776	FIX: Backup restore fails if target system has different database schema
CQ-1773	FIX: Call Flow reference is returned regardless of transfer action routeplan parameter
CQ-1772	FIX: Unable to delete an ACD Queue if Chat responses are assigned to the Queue
CQ-1769	FIX: Flow Editor backup can't be created prior to import
CQ-1768	FIX: For agent to agent calls, after completing a transfer to another agent no ONCALL CDR message is generated

CQ-1765	FIX: Flow Editor import displays global sounds without filename
CQ-1764	FIX: Flow Editor import fails when a shared asset is not selected during export
CQ-1761	FIX: Media Voice Capabilities tab is dependent on chat being licensed
CQ-1758	FIX: User is unable login to webadmin console with Internet Explorer in v. 4.3
CQ-1756	FIX: Flow Editor -The Divert action does not dequeue an already queuing call.
CQ-1755	FIX: Some fields do not get updated when syncing with LDAP
CQ-1749	FIX: When dialling through the communicator, the status shown is connected prior to the dial-back being answered
CQ-1748	FIX: From DatePicker maxDate is always set to whatever date user has selected
CQ-1744	FIX: Call recording indicator remains active whilst agent is on wrapup state after transferring a call to external party
CQ-1743	FIX: Call recording indicator is inactive when 3 agents are in conference call
CQ-1741	FIX: Contact Map Add screen – under some circumstances the UI controls are misaligned.
CQ-1740	FIX: Sending a large amount of data to the spooler socket can create a deadlock
CQ-1739	FIX: Personal Contacts appear below global contacts in the Communicator
CQ-1736	FIX: Email address validation message is not shown in forgot password page
CQ-1735	FIX: Password mismatch when syncing ldap users
CQ-1734	CHANGE: Forgot Email link – provides user with feedback to check email for the reset password details.
CQ-1733	FIX: Agent communicator link included in payload is not correctly handled when URL has parameters

CQ-1732	FIX: When a call is hung up during the playing of a call announcement, the system wraps the call rather than presenting it to another user.
CQ-1731	FIX: Mail Gateway settings are not applied when sending test email
CQ-1723	FIX: DDI agents hear last prompt recorded by any other agent through the VM Admin script
CQ-1717	FIX: Shared contacts are sometimes ordered incorrectly
CQ-1716	FIX: Salesforce gateway occasionally sends events when they are not required.