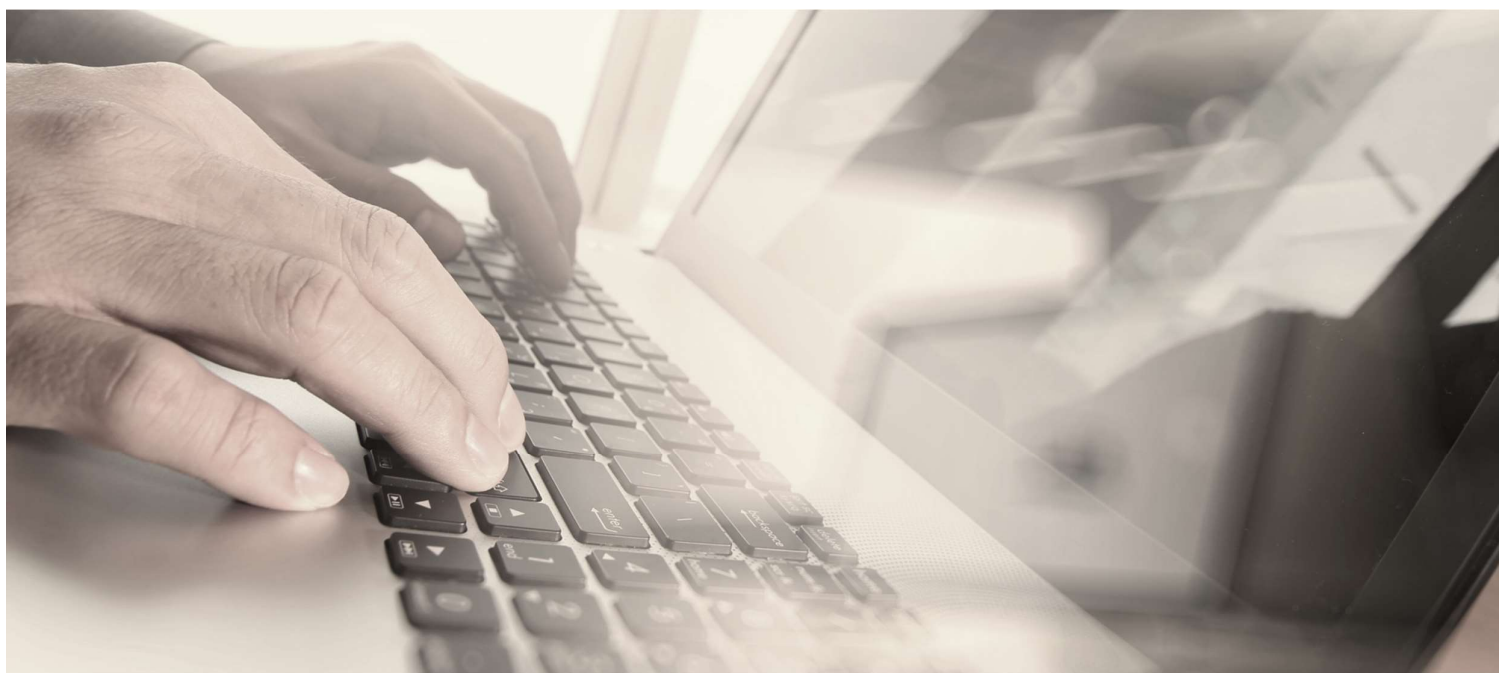




Novus

Release notes v. 2.2.1

June 7, 2022
Rev. 1.00

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1 Introduction

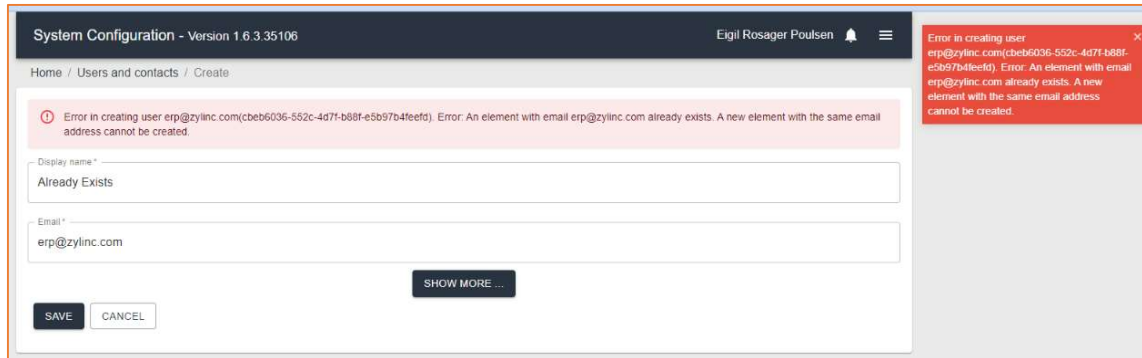
This document describes improvements and bug fixes included as part of the Novus 2.2.1 release. The release is deployed week 23 & 24/2022. There are no new features in this release. These will come in the 2.3 release.

2 Improvements

2.1 New contact creation

When creating a new contact, it is required to enter an e-mail address. Our users are often confused about what to write, and if they enter their own e-mail, then they can no longer log in as an agent.

When an existing email address is used, the following error message is shown and a new user is NOT created:



2.2 Optimized data provider user import

When we import data from Microsoft AD through the Graph API we previously had a limitation that some data such as e.g. a user's manager where not imported, if a "User filter" was applied. The data was only imported when a "Group filter" was applied. This limitation has been removed.

2.3 Improved SMS template

You can now define SMS templates containing up to 1000 characters, but you still cannot send a SMS longer than 160 characters. The change is added due that the template character count also counts template tags as well, and the length of the context in the template will be different than in the SMS.

2.4 Direct Teams chat

When clicking on the 'Teams chat' icon on the user details page, the Teams app is now directly opened without opening a new browser tap first.

2.5 Send SMS now defaults to a user's Mobile phone number

When sending an SMS and searching for a person and selecting a person now default selects the users mobile phone number as destination.

3 Bug fixes

3.1 Shortcut key error message

When characters that are not supported as short keys are chosen, the user does not get an error notification. This has now been solved as follows:

- Special characters as Æ, Ø, Å now gives an error
- It is not possible to save/use a shortcut key for Æ, Ø, Å
- Notes:
 - 'Forwardslash' is still allowed to be set as a hotkey (as the only symbol), but does not register when pressed (registers as 'shift+/').
 - 'Numbers' can be set via the numpad, but the numpad does not trigger the hotkey behavior.
 - 'Esc' can be set as a hotkey, but it doesn't remove the other features, like closing a modal.

3.2 Contact & call history wrong time

Contact and call history time was displaying 2 hours wrong. This is now corrected.

3.3 Wrong state in Agent

Busy state when presenting in teams was not activated in Novus Agent. This is now corrected.

3.4 Error message on queue statistics

When opening the queue statistics an error message was displayed. This is now corrected.

3.5 Wrong Wallboard data

Active agents were not visible in wallboard. This is now corrected.

3.6 Missing ringtone for inbound calls

Some inbound calls did not have ringtone. This is mostly caused by a browser restriction in Google Chrome, that prevents webpages from playing sound unless the user has interacted with the page. We now detect this situation and present a message stating that the user must click the page to activate sound.

3.7 Possible dropped call during conversation using headset

During a conversation, a call could be dropped in some scenarios when using some headsets. This is now corrected.

3.8 Simple agent Teams SIP URI

Simple agent Teams SIP URI is now removed.

3.9 CC in e-mail template

When sending an email message using a template, the user was forced to write their email in the cc. field. This is not necessary anymore.

3.10 HTML line break tags in e-mail template

Email template showed
 instead of line breaks. This is now corrected.

3.11 Number not transferred in SMS message

When sending an SMS, the A-number was not transferred to the message. This is now corrected.

3.12 Show warning upon loss of internet connection

A warning will be shown if we detect that internet connection is lost. The warning will be visible until internet connection is reestablished or the user pressed ctrl-F5.

3.13 Available from not working as intended

The “available from” does not show the correct time. This is now corrected.

3.14 Camp on busy was not working as intended

It was possible to camp towards a number that had no presence information. This is now corrected.