



CUSTOMER EXPERIENCE TECHNOLOGY FOR SMARTER BUSINESS

CyTrack R2020-2.2 Release Notes



Gold Application Development
Silver Cloud Platform



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CyDesk Improvements:

Issue #	Zendesk#	Description
CINT-392		Improvements to performance of Autotask Integration
PDSK-1388		Resolved issue with 'Completion Code always required for outgoing calls'
PCCC-959		Resolved issue where agents on DND or manually logged out of a queue were still counting in the 'Agents logged in' count
PDSK-1387		Resolved issue where performance of ACD Updates going to CyDesk was too slow
PDSK-1395		Resolved obscure issue where a slow CRM integration can cause a freeze if the agent is on 2 calls and the 2 nd call ends before the CRM has returned its lookup results for that call

CyReport Improvements:

Issue #	Zendesk#	Description
CRPT-1269		Resolved issue with sorting of days in 'Agent Summary by Group then Day' report
CRPT-1342		Resolved issue with master report exporting some blank pages when exporting to PDF

CyDesk Improvements:

Issue #	Zendesk#	Description
PDSK-1238	41400	Fixed issue in Desk Manager where highlighting a range of extensions then clicking select would not add them all
PSMS-21		Fixed issue with SMS service not sending correct HTTP response to a HTTP callback from SMS provider
PCCC-913		Implemented change in AgyleTime WFM connector to be able to specify which task ID to be used for Idle / Ready Time
PSMS-22		Fixed issue where SMS messages in a queue continued to show as queued even after being assigned to an agent
PCHT-209		Fixed issue where callback campaigns not showing in chat escalation settings if system not specifically licensed for campaigns
PCCC-916		Change 'Last New Call' mode so the last time is updated when a call is assigned to an agent rather than when it reaches the agent – to allow for extensions being forwarded to external numbers
PRCD-355		Added ability for calls forwarded to an external number on Panasonic CSTA to report / record as a call on the extension which was forwarded
PSMS-26		Improved SMS Routing configuration to match for message beginning with, containing or ending with a specific word or phrase
PDSK-1332		Improvement to Panasonic CSTA functionality to cater for case where call object is created with limited information during transfer
PCHT-212		Fixed issue where chat request would escalate to email / callback (according to config) when all agents were on a break or busy
PCLL-252		Fixed issue where callbacks waiting didn't show the wait time in the dashboard
PSMS-25		Added new feature for incoming SMS to a queue to have an automatic response message sent
PDSK-1344		Fixed TEL Launcher to add the TEL Protocol if it is not already present on the PC
PMWC-1736		Fixed issue where 'Scheduled Callback' in CRM Integration would not work when 'Ignore Unanswered Calls' option was enabled
PCCC-920		Added feature per queue to allow CRM lookup to be based on dialed number of incoming calls (for serviced office type environments)
PMWC-1724		Fixed issue where SMS telephone number would scroll off the top of the SMS conversation window in CyDesk
PDSK-1354		Fixed issue where CRM Integration Configuration would sometimes not show in Desk Manager CRM Config Screen
PCDW-222		Allow for display of multiple nested levels of CRM entities from CRM lookup
PDSK-1349		Enhanced Customisation to allow for more flexible configuration of Dynamics CRM integration
CINT-268		Store SMS and WhatsApp in CRM History
PSMS-34		Allow for multiple SMS profiles to be selected to be used on the same server
PSDK-1367		Make ACD tab an option per agent (if system is licensed as ACD)
PDSK-1369		Store incoming queue SMS messages in CRM History
PDSK-1313		Display Incoming SMS replies to an agent which are received while the agent is logged out
PDSK-1357		Fixed issue in Tray Alert related to making outgoing calls with Skype for Business UCMA integration
PMWC-1740		Fixed CyDesk web client to show CRM Entity for campaign calls
PCDW-229		Fixed issue where Desk Web config file settings are only partially preserved during uninstall / reinstall process
PDSK-1373		Fixed rare issue in CSTA Interface due to polling for expired calls which could cause an unhandled exception
PCLL-244		Fixed issue where web callbacks not showing in dashboard stats until

		agents are available for that queue
PMWC-1755		When ACD group is added to favourites (on systems licensed for ACD) it can be expanded to show the members of the group
PCCC-955		Ensure that Web Callback config screen in Desk Manager is always showing when system is licensed for queueing

CyReport Improvements:

Issue #	Zendesk#	Description
CRPT-1247		Resolved issue with Extension Filter if an extension number is incorrectly configured with too many digits
OINS-331		Resolved an issue where a race condition between database restore and datasource creation can result in the ODBC datasource not being created
PRPT-1568	41509	Extended extension formats to include non-numeric values
OINS-342		Resolved an intermittent issue on installing IIS on Windows Server 2019

CyChat Improvements:

Issue #	Zendesk#	Description
PCHT-210		Chat issue fixed where if an agent rejects the chat and no confirmation is requested the email or callback is not generated

CyDesk Improvements:

Issue #	Zendesk#	Description
PDSK-1335	41578	Fixed issue with Pana CSTA where a call that recalls from a park is being logged as a second call when using ACD logging with CyDesk
PDSK-1334	41578	Fixed issue with Pana CSTA when Park / Unpark on an NS slave device would cause the call to be logged as two parts
PDSK-1336	41578	Fixed issue with Pana CSTA where call going to a VM port then to a ring group and answered on a slave extension on NS would report an unanswered call
PDSK-1339	41566	Fixed issue with Pana CSTA where a call reported as diverting to a group then ending on the trunk before the next extension event will get persisted
PDSK-1341		Fixed issue in Dynamics Integration where linked opportunities would not be returned if no 'Estimated Value' set
PDSK-1342	41578	Fixed issue with Pana CSTA reporting when call is answered on a slave extension on Panasonic NS

CyReport Improvements:

Issue #	Zendesk#	Description
CRPT-1253	41490	Resolved issue in agent login/logout report when filtering by agent
PSEC-266	41262	Fixed issue in CyReport client incorrectly attempting to access the database as the wrong Windows user when Windows authentication has been configured in Security Manager
CRPT-1248		Modified Search for Active Directory groups during installation to handle case where AD has more than 1000 groups
PSEC-267		Fixed issue with windows login integration in Security Manager when a Windows user is deleted and recreated

CyDesk Improvements:

Issue #	Zendesk#	Description
CRPT-1252		Fixed issue introduced with extension filters in pre-2012 versions of SQL server.

CyDesk Improvements:

Issue #	Zendesk#	Description
PDSK-1286		Fixed issue caused by 'Completion Code on all Outgoing Calls' when an agent makes an outgoing call before completing an incoming call or a campaign call
CINT-269		Add option to Autotask integration to show linked tickets in searches
PDSK-1202	41138	Option to not show time in the subject line of CyPulse emails
PDSK-1256		Ensure URL sent to CRM for recording link is 'URL Encoded' correctly so spaces are converted to %20 etc
PMWC-1720	41171	Fixed issue where adding a System speed dial to your favourites in CyDesk and then deleting the System Speed Dial in CyDesk Manager would cause the client to become partially unresponsive
PDSK-1300	41190	Fixed issue where Panasonic CSTA integration not auto-detecting groups if their type is set to 'Priority Hunting'
PDSK-1299	41040	Fixed issue where calls answered on a slave extension on Panasonic CSTA weren't being reflected on the dashboard statistics for the associated agent
PCDW-213	39894	New feature so that the 'Set Agent Break Status' is available in favourites, search results, and queue screens within the CyDesk web client
PDSK-1306	41060	Fixed issue on Panasonic CSTA where Park / Unpark of a call would incorrect increase the count of calls received for that agent
PCDW-212	40893	Fixed issue in Chrome Extension when a 'textarea' type HTML element is being used within a webpage
PDSK-1316		Move dial button on SMS page next to the phone number at the top of the page
CINT-271	41182	Updated Zoho CRM Integration to use v2 of the Zoho API
PDSK-1322	41059	Fixed issue in Panasonic CSTA integration where a call abandoned on a ring group would log against the first extension in the ring group
PCYS-39		Fixed issue launching CyScript from within CyDesk web client
PCCC-911		Fixed issue in AgyleTime Wodrkforce integration caused when an agent logged out of CyDesk while the system was waiting for them to enter a completion code
PDSK-1324		Fixed issue where internal call would only show against the statistics of the extension making the call

CyRecord Improvements:

Issue #	Zendesk#	Description
PRCD-343	41165	Fixed issue where adding multiple devices into recording profiles page would fail
PRCD-347		Fixed issue in Recording Server setup where clicking on the device list would generate an 'Encountered an improper argument' error to be displayed
PRPT-1570		Resolved issue where V Series recordings were not linking correctly when caller ID was 'Anonymous'

CyReport Improvements:

Issue #	Zendesk#	Description
CRPT-1236		Resolved issue adding both an agent and a break to filter a report

CRPT-1235		Resolved issue with adding an extension filter when there is non-numeric or long numbers somewhere in the call data
CRPT-1234	40374	Resolved issue causing timeouts when selecting filter criteria for a large amount of data
PSEC-264		Added security permissions to Security Manager to restrict users to only see calls for specific agents
CRPT-1244		Added trunk usage as option to simultaneous usages report
CRPT-1239		Resolved issue with master report where the first date/time column in the report will only show the date part if it is the first column in the report
CRPT-1249		Changed logging of CTI calls to consider an agent to agent call as two calls, one for each extension
PRPT-1564	40413	Modified configurable decoders to allow stopping at the first space option in numbers matched

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1630	40743	Resolved an issue where using a Custom SQL Query in the web dashboard containing > or ~ would cause an SQL validation failure

CyCall Improvements:

Issue #	Zendesk#	Description
PCLL-244		Add Campaign Call completed without being dialed so it shows in 'Agent Call History'

CyChat Improvements:

Issue #	Zendesk#	Description
PCHT-184		Added the ability for the CSS Style of the UI to depend on the URL Domain name that the Chat UI is being accessed from, allowing multiple brands to run on the same chat server
PCHT-190		New feature to allow chat to be configured such that the chat server can send an email to a nominated address so the agents can contact the customer
PCHT-186		New feature to allow chat to be configured such that the chat customer can enter a phone number and be prompted to request a call back if no agents are available
PCHT-173		New feature to allow an agent to call the phone number entered by a chat customer while on the chat
PCHT-201		Removed the generic 'request denied' message from the chat request screen, and show the message configured in the 'Chat' queue
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

Installer Improvements:

Issue #	Zendesk#	Description
OINS-309		Updated Launcher to include CyDesk Manager, Chat, and fix up links for Dashboard Import
OINS-287		Fixed issue during some installs where .NET 3.5 was not correctly detected
OINS-315		Fixed issue due to spaces in Windows user name selected to run services
OINT-301		Made requirements for installation Windows User to be more precise
OINS-323		Ensure that the HTTPS tool is available for all web applications

CyDesk Improvements:

Issue #	Zendesk#	Description
PDSK-1254		Removed warning about leaving page when asking to send an email from CyDesk favourites page
PDSK-1262		Pass CRM Contact display info through to CyReport
PCLL-243	40347	Make Scheduled Callbacks get loaded ahead of other campaign calls
PDSK-1279	40913	Fix issue where an extension being auto-conferenced to a VM device on a Panasonic for secondary call recording causes VM Device to be reported as the extension number for the call

CyRecord Improvements:

Issue #	Zendesk#	Description
PRCD-332	40757	Make Silence Report only get checked for calls where recording was started (exclude calls where AutoSilence is on and the call doesn't send a 'Start Recording' request)

CyReport Improvements:

Issue #	Zendesk#	Description
CRPT-1231	40347	Make Directory item filter restrict list of output extensions like the extension filter does
PRPT-1558	40794	Improve accuracy of reporting ACT calls that overflow from one queue to another
PRPT-1557	40374	Modify licensing where used park devices are not counted against total extension count in Reporting engine
P RTP-1561	50954	Resolved issue where a database disconnection wasn't always auto-recovered
OINS-311		Preserve selected database driver on upgrade (Azure SQL)

CyChat Improvements:

Issue #	Zendesk#	Description
PCHT-178		Custom messages for Chat to display when no agents are available or when the queue is inactive
PCHT-174		Option to send an email or create a callback when a chat is requested and no agents are available or queue is inactive

Dashboard Fixes:

Issue #	Zendesk#	Description
PCCA-1624		Some widget configurations can raise an invalid string format error.
PCCA-1627		Adding new combo item to dashboard fails.

CyDesk Improvements:

Issue #	Zendesk#	Description
PRCD-205		Pause Recording feature which just stops recording for a specified time and then restarts it
PDSK-1248		Fixed issue with 'Completion Code for every Incoming Call'
PDSK-1245	38309	Fixed issue with Pana CSTA Call From Secondary Extn answered by a Secondary extn
PDSK-1243		Fix so Park / Unpark call continues as same call ID in CTI logging mode
PDSK-1233		Fixed issue where Avaya TSP reports call as Idle after MakeCall command then changes it
PDSK-1232		Fixed issue with Resource Allocation in DeskServer
PDSK-1221		CyPulse can only send to support@cytrack.com if licensed
PDSK-1212		Combine all types of history into call history tab
PDSK-1198		Add new SMS provider
PDSK-1194	40035	Updated Netsuite integration to use newer WSDL version
PCLL-241	40222	Allow multiple number fields in CDL importer
PCLL-239		Allow user to enter notes when entering a campaign completion code
PCLL-238		Allow entry of notes when rescheduling a campaign call (or callback) so the next person can see why it was rescheduled
PCDW-198		Unparked calls not being removed from screen until you do a Refresh
PCDW-192		Fix issue where opening an SMS conversation doesn't show you history
PCDW-190		Addition of Note to Personal Speed Dials for info to pop on the call window
PCDW-189		Add additional notes to Speed Dial to be shown in client
PCDW-188		Show all types of calls, callbacks, IM, chat in 'Call History' tab
PCDW-185		Button in Desk to 'Pause' recording for x seconds
PCCC-895	40493	Fixed issue where HMP Answer request is received before the call is Accepted
PCCC-894		Added Default Completion Code with a time limit to each queue so it can auto-enter a completion code if one is not selected
PCCC-892		Add Registry setting to allow minimum RTP port used by HMP to be changed from default value of 49152 (for firewalls)
PCCC-888		Incorporate WhatsApp integration
PCCC-886		Made Callback in queue process play Thankyou and Hangup at end of taking message
PCCC-884		Added option for RFC2543 (c=0.0.0.0) in SDP header for HMP Hold before Transfer
CINT-244	39906	Updated Chrome Extension to stop it impacting editor fields in AutoTask

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1191		Fixed issue displaying a call with multiple linked recordings in Chrome
PRPT-1552		Add park extensions to directory when using Panasonic ACD mode
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 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-1615	38441	Add ability for Combo or Box to flash in Dashboard when Threshold is reached
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'

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-177		Fixed issue where appearance of a chat history in a report can be delayed some time after the chat ends.

Report Improvements:

Issue #	Zendesk#	Description
CRPT-1189	40194	Resolved issues in master report with number of abandoned calls shown.
CRPT-1187		Fix issue with report subscription created reports is not saved if it can't be emailed.

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1613		Fixed issue with starting the import/export dashboard wizard from the CyReport Launcher

CyCX Improvements:

Issue #	Zendesk#	Description
PCCC-873		Made HMP suppose SIP usernames with domain ie 123@abc.com for compatibility with Samsung SCM
PCCC-862		Added new alert type to CyPulse to indicate all announcement ports are unavailable
CINT-235		Fixed issue in AgyleTime integration where service needed to be restarted after DeskServer
PDSK-1171		Made CyPulse install automatically
PSFB-155		Fixed issue in Skype For Business integration to show other device busy status in Favourites / Manager
PSFB-160		Fixed issue with overflow to Device in SFB queues
PCCC-877		Improvement to Email queue to allow overflow to another email queue
PCCC-880		Moved 'Send SIP Options' config from registry to configuration screen

CyRecord Improvements:

Issue #	Zendesk#	Description
PRCD-297		Added configuration of recording silence level minimum for CyPulse to Recording settings
PRCD-296		Added event to CyPulse for when a call ends on a trunk configured for recording but no recording is linked
PDSK-1169		Option in Desk to allow agent to request a second copy of a recording be created (location configured in CyRecord profile)

CyDesk Improvements:

Issue #	Zendesk#	Description
PDSK-1174		Desk Tools needed to be built as 64 bit to enable integration with 32 and 64 bit versions of Outlook
PDSK-1173	#38706	Added keep alive message to Client Tools connection
PDSK-1179	#38891	Fixed issue with CSTA ACD stats for dashboard for a call answered in a ring group and then transferred
PCCA-1607	#38991	Add extensions into ACD Extension table used by dashboard (before they are actually used)
PDSK-1181	#39361	Fixed issue when completing a transfer on NEC SV9100
PSFB-167		Fixed issue doing blind transfer to external speed dial in Skype for Business integration
PSFB-166		Fixed issue with greeting 2 not always playing in Skype For Business UCMA integration
PDSK-1186	#39744	Fixed issue where internal calls would stay in Parked Calls list on Panasonic CSTA
PMWC-1709		Added queue 'Log Out' function to queues stored in Favourites
PMWC-1701		Fixed issue in Message Screen where scroll didn't always show entire message
CINT-250		Added option in Dynamics Integration to allow open cases and opportunities to be returned with contacts and accounts in search screen
PDSK-1194	#40035	Updated Netsuite integration to use newer WSDL version
PMWC-1711		Added feature to allow agent to request 'Tag Recording' to have a

		second copy of the call recording to be made in the 'recording location' folder in the CyRecord profile
PDSK-1200		Additional check in CSTA for when Trunk Call is reported as ended to ensure any related calls are also cleared
CINT-244	#39906	Updated Chrome Extension to stop it impacting Editor fields in Autotask
PMWC-1717		Fixed Speed Dial search in Desk Web to also search (and display) company name entered into Speed Dial
CINT-227		Option to link an active call to a CRM result in the search screen, and to link an ended call to a CRM result in the search screen

CyCall Improvements:

Issue #	Zendesk#	Description
PCLL-227		Added campaign control to DeskServerInterface API

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1591		Fixed issue with scroll bar within filter section of dashboard widgets

Security Manager Improvements:

Issue #	Zendesk#	Description
PSEC-262		Fixed issue with Security Manager login when connecting to a hosted Azure SQL database
PSEC-261		Fixed issued with height of row headers in Security Manager

Report Improvements:

Issue #	Zendesk#	Description
CRPT-1174	39916	Itemized grouped by extension has an option to only show dialled numbers
CRPT-1175		Fixed issue with sorting of groups for some values in master report
PRPT-1539		Improved logging of email queues which overflow to another email queue
CRPT-1181		Fix formatting issue arising with latest versions of Chrome browser
PDSK-1207		Fix to ensure UM groups and devices are added to directory on CSTA systems
PRPT-1542		Fixed issue where CSTA voice mail groups can cause incorrect queue times in master report
CRPT-1185		Fixed issue with the abandoned call filter when using ACD

Report Improvements:

Issue #	Zendesk#	Description
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.
PRPT-1528		Warning message made clearer in 'BI Config' when email address is not entered for testing
PRPT-1524		Fixed bug when installing on a system with office from the windows app store is installed.
PRPT-1523		Fixed issue with backup script created by configuration wizard with windows SQL authentication
CRPT-1166		Changed storage location of v-series credentials to database location
CRPT-1165		Added ability to edit additional system urls from the BI configuration program.
CRPT-1163		Fixed issue in Save Report and Send Report where text description was unclear
CRPT-1120		Clarified labelling of check box options on options page.
CRPT-1100		Resolve issue where calls sent to UM devices are not correctly reported in the real time queue statistics.
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.

Dashboard Improvements:

Issue #	Zendesk#	Description
PCCA-1600		Issue in dashboard where re-opening Widget using Report Statistics may show incorrect name
PCCA-1595		Added link to dashboard import wizard into the launcher.
PCCA-1573		Added additional real time statistics to the dashboard covering systems which log data using SMDR only.
PCCA-1571		Added wizard to import and export previously created dashboard configurations.
PCCA-1570		Resolved bug where dashboard required the existence of some tables only created in a desk install to operate correctly.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-286		Fixed issue where the dashboard installation was not respecting the choice of whether to use http/https or not.

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-166		Simplified case where the default messages are deleted and recreated.
PCHT-165		Changed logic of when a chat transcript is sent.
PCHT-164		Fixed issue where agent choice to send chat transcripts would be incorrectly removed.
PCHT-163		Resolved issue where a cancelled chat request would not correctly refresh the chat request form.
PCHT-161		Fixed issue when creating a new chat user

Dashboard Improvements:

Issue #	Zendesk#	Description
PDSH-337		Remove Unnecessary DLLs from Dashboard Gateway Installer

Desk Web Client Improvements:

Issue #	Zendesk#	Description
PDSK-1091	#38616	Web Hosting Service needs to check for duplicates in DNS entries in Certificate

Security Manager Improvements:

Issue #	Zendesk#	Description
PSEC-258		Added feature to allow selected users to play recordings without using a client licence
PSEC-253		Add permission to edit permissions as a permission that can be delegated by the administrator.

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1513		Removed obsolete Tapi code
PRPT-1512		Integration with services monitoring --- report server indicates heartbeat, calls logged, and error events.
CRPT-1082		Added report showing summary of agent activity including pc usages
CRPT-1081		Ensure correct feedback in the case of login failures.
CRPT-1080		Allow internal and launcher urls to differ.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-262		Allow database server location to be specified in Chat install using windows authentication.
OINS-261		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-255		Resolve issue where installer does not correctly detect that https port is in use
OINS-254		Fix issue where re-using an existing certificate was not possible for Desk Web.
OINS-248		Changed text for recreation of a self signed certificate to be clearer
OINS-229		Modified self signed certificate which can be created during install for IIS based applications to include the machne's fqdn and ip address
OINS-228		Allow installation to proceed against a database which the installer is not a database administrator by prompting for required credentials.

Security Manager Improvements:

Issue #	Zendesk#	Description
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
OINS-257		Allow associating a windows group with a report login.
OINS-256		Update BI Configuration program to allow windows mode authentication selection
OINS-252		Windows Authentication with SQL for multi-servers - issue in Workgroups
OINS-216		Issue when local and server databases both exist

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1078		Extended Report BI Web Application to allow single sign on to associated windows users.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-249		Set installer to set Redis as a delayed start, as well as our own installed services.

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1056		Add filter option to filter call reports on the presence/absence of linked recordings.
PRPT-1507		Need to ensure that teams tables exist for certain reports.

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-156		When customer choses not to record chat, still record that a chat has taken place, just not the transcript.
PCHT-154		Fixed issue where the options window would incorrectly cover the top of the agents list.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-237		Add execution of stored procedures to permission set on database access user.
OINS-236		Improved behaviour of automatic licencing system in the presence of network issues.
OINS-235		Changed web dashboard to no longer be in beta status.
OINS-234		Simplified the procedure to distribute self-signed certificates to agents' machines in Desk Web.
OINS-233		Improved support for situations where Web Platform installer 5.1 is already installed on the target machine.
OINS-232		Added UDP port 5060 to fire wall rules set.
OINS-215		Fixed installer to correctly set Report Web port to 443 (https)

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1500		Handle local use of SQL Native Client to connect to a database on site correctly.
PRPT-1499		Add advanced additional columns to ACD dashboard statistics.
PRPT-1498		Add current group of agents call to ACD dashboard.
PRPT-1496		Add indexes to speed up queries involving the agent activity reports
PRPT-1491		Allow reporting on email activity without completion codes given.
PRPT-1489		Add additional columns to ACD dashboard statistics
PRPT-1488		Modify agent status shown on ACD dashboard statistics to be more details, including busy outgoing, busy incoming, dial tone.
PRPT-1486		Allow location of diagnostic log to be configured.
CRPT-1074		Ensure that customer correctly sets up the report subscription folder and improve feedback when this is not so.
CRPT-1071		Ensure that impersonation user is correctly dropped when no longer required.
CRPT-1064		Filter out excessive records produced by activity tracker unless needed by the report.
CRPT-1063		Add TLS 1.4 Support.
CRPT-1060		Fix the date range shown in the report headers to show total range selected.
CRPT-1059		Ensure that spawned process when downloading recordings runs as impersonated user.

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-143		Ensure database permissions on chat database are correctly set on installation.
PCHT-142		Fixed issue with running chat configuration program after chat was installed.

PCHT-141		Allow resizing of agent chat window.
PCHT-136		Fixed issue where if option to record chat was present, the agent off chat message was not being handled.
PCHT-135		Fixed issue where the closing of a chat window was not being detected as a log out of chat event.
PCHT-140		Resolved issue with changing administrator password.

Security Manager Improvements:

Issue #	Zendesk#	Description
PSEC-247		Improved Client-Side password handling
PSEC-245		Allow passwords of length > 20

Installer Improvements:

Issue #	Zendesk#	Description
OINS-225		Check that certificate assigned via installer has not expired.
OINS-221		Ensure that database setup program is not installed if not required.
OINS-219		Improve installer to cache package code last used
OINS-217		Add test for required registry access to service user selection.
OINS-212		Allow download of required Desk.msi package from Desk Web.
OINS-210		Place product launcher in a separate package.
OINS-209		Update product launcher to not mention report specifically.
OINS-208		Ensure that https is enabled for web dashboard
OINS-207		Update product launcher for new products added
OINS-206		Add installation of PICM to installation system.

Reporting Improvements:

Issue #	Zendesk#	Description
CRPT-1057		Move campaign reports to desk agent reports level.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-203		Installer will launch browser to dashboard beta location after install.

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1485		Updated names of agent states in Panasonic CSTA ACD
PRPT-1484		Updated calculation of Break Times in Panasonic CSTA ACD
PRPT-1483		Improve Agent status distinctions in Panasonic CSTA ACD
PRPT-1480		Resolved issue with referencing of tblMiscTransactions in installations
PRPT-1479		Added feature to CSV decoder to handle wider trunk types
PRPT-1477		Resolved issue with incorrect assignment of call parties in internal calls with Panasonic CSTA ACD
CRPT-1054		Added Abandoned calls to filter items.
CRPT-1053		Correct reporting of Tandem calls on some reports.
CRPT-1052		Remove redundant report options in filters
CRPT-1051		Remove redundant reports in new reports
CRPT-1049		Update dialled number calculation for CSTA ACD
CRPT-1047		Fix issue with date order sorting when using split across extensions filter item.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-201		Update Licence shown in installer
OINS-199		Ensure URL Re-write is installed on server OSs
OINS-197		Update version of .net installed to version 4.6.1

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1473		Resolved issue where incoming calls with empty trunk number have party 1 incorrectly assigned.
CRPT-1046		Resolved issue where Panasonic CSTA was recording incorrect ACD Group Statistics

Reporting Improvements:

Issue #	Zendesk#	Description
PSEC-236		Resolved issue where users could not be deleted in certain circumstances.
PRPT-1476		Log of user name associated with call to destination name for appropriate calls.
PRPT-1475		Update name of disable SMDR recording linkages option
PRPT-1474		Support digit masking in Reports
PRPT-1472		Replace status tracing functionality with version used in our other products
PRPT-1471		Update database connection to use encryption
PRPT1464		Resolved issue with incorrect call type being recorded for incoming calls transferred out when using CSTA ACD
PRPT-1463		Resolved issue where incorrect group was recorded when using CSTA ACD
PRPT-1460		Add an answered column to ACD real time statistics data
PRPT-1459		Resolved issue where group overflow was incorrectly recorded as two calls when using CSTA ACD
PRPT-1456		Resolved issue with ring group calls where sometimes a call is incorrectly marked as ended when answered when using CSTA ACD
CRPT-1045		Updated reports to account for multiple completion codes on the same call
CRPT-1042		Ensure correct URL is set by BI Configuration program
CRPT-1035		Ensure scheduler does not fail due to case sensitivity in URLs
CRPT-1033		Add split across extensions option to reports
CRPT-1031		Update BI login dialog display more informative message when a login fails

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-133		Update installation to handle windows authenticated SQL server logins.

Installer Improvements:

Issue #	Zendesk#	Description
OINS-187		Improve code for detecting an existing sql server installation
OINS-186		Add beta licence opt in form
OINS-185		Add web dashboard beta to installation
OINS-184		Handle services that become 'stuck' during restart
OINS-183		Update certificate management to create certificates on ip address as well
OINS-181		Update certificate management to allow selection of existing certificates in the store
OINS-180		Update certificate manager to a more reliable system
OINS-178		Change default port for installer behaviour
OINS-177		Update installer to install site to https
OINS-176		Update web applications to run as selected database access user
OINS-175		Update services to run as selected database access user
OINS-174		Update installation process to permit windows security-based database access.

OINS-193		Updated installation process on clean machine but pointing to an existing database with legacy access to permit use of legacy access.
OINS-191		Updated installation so that if no database component is selected, and legacy connection is used, a 64 bit data source will be correctly created
OINS-173		Updated installation so that non-domain users can be selected as sql server windows authenticated users
OINS-172		Updated installer to not add mixed mode authentication by default when installing SQL express itself.
OINS-171		Updated text in installation dialogs to clarify user choices at various stages
OINS-170		Updated installer to correctly prompt for windows user's credentials, required to set app pools and services to correctly run as this windows user.
OINS-167		Added functionality to be able to create a self signed certificate, and apply it to required websites on install
OINS-163		Resolved issue where restart of services failing can cause installer to hang.
OINS-156		Update Desk Web installer to use configurable URL for web sockets
CRPT-1044		Ensure installation programs communication with the licencing web service is secure

Chat Improvements:

Issue #	Zendesk#	Description
PCHT-109		Updated look and feel to more modern look and UX design, allowing customisation by the user be editing standard CSS stylesheets.
PCHT-118		Added indication that the other side of a chat is typing to UX.
PCHT-120		Updated .net version used to version 4.0
PCHT-126		Added functionality to email a transcript of a chat to the customer, agent, or a central location.

Chat Fixes:

Issue #	Zendesk#	Description
PCHT-104		Resolved issue with install on windows 10 systems.
PCHT-115		Resolved issue where timed out chat request can cause numerous request windows to open.
PCHT-117		Resolved issue where agent print button does not function.
PCHT-124		Fixed issue where the browser spell checker was not running on the text entry form.

Reporting Improvements:

Issue #	Zendesk#	Description
PRPT-1453		Added support for trunkless call recording for O series.
PRPT-1452		Add logging and reporting of agent application usage

Installer Improvements:

Issue #	Zendesk#	Description
OINS-159		Updated to use Web Platform Installer 5.0
OINS-157		Added option to install Desk Web with https as default

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-1438		Resolve licencing issue when a change to ACD only is made
PRPT-1436		Resolved on update of windows 10, Report Server service stops working
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-1018		Updated reports for Skype usernames
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 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.
PRPT-1412		Update CSV configurable decoder to split on ' ' as well as ','
CRPT-1013		Skype for business reports show Skype user name.

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.
PRPT-1407		Fixed issue with 'listen for connection' connection type.
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 CyRecord reports match license settings

Installer Improvements:

Issue #	Zendesk#	Description
OINS-145		Add ability to open required ports in firewall based on installed products.
OINS-139		Update images in installer to match new CyTrack Style.
OINS-130		Add .net 3.5 as prerequisite.
OINS-128		Allow configuration of desk web to hosting service location.
OINS-123		Add support for installing latest version of Desk Web client tools.
OINS-118		After install of desk web hosting, have a browser launched pointing to correct Url.
OINS-111		When installing SQL Server Express, indicate that this is a lengthy process.
OINS-108		Installer only offers free ports for desk web configuration.
OINS-107		Added Web socket port to desk web configuration page in installation wizard

OINS-106		Migrated Desk Web Configuration options to main installer.
OINS-105		If doing a database only install for Desk show 'Database' not 'Report'
OINS-104		Managers installation only offered in the case where servers are found.
OINS-103		Modify the CyDesk only install not to indicate Report has been installed.
OINS-98		Install of desk web gateway implies installation of desk web manager
OINS-95		Update .net installation version to latest.
OINS-89		Installer now caches entered customer details, and provides them as defaults.
OINS-75		Update Redis installation version to latest.

Installer Fixes:

Issue #	Zendesk#	Description
OINS-147		Fixed issue with starting service when installed via install shield
OINS-146		Fixed regressions on DEMO data sender
OINS-143		Update installer signature.
OINS-142		Resolved issue upgrading stopped services.
OINS-138		Removed challenge email page
OINS-131		Resolved issue with Report Svc install
OINS-129		Fixed issue with database installation to existing databases with some non-us languages.
OINS-125		Resolved issue with install of .net 3.5 on windows 10
OINS-121		Ensured restarting of services on install is successful
OINS-93		On Desk only database install, ensure that if coach is licenced, it still does not include it.

Chat Fixes:

Issue #	Zendesk#	Description
PCHT-110		Chat install fails with a 1603 error.

Installer Fixes:

Issue #	Zendesk#	Description
OINS-73		Offline email challenge directs to incorrect URL
OINS-77		Offline installer directs to incorrect licencing page
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
OINS-91		HMP Install fails due to unexpected directory layout