



## Humanify Portal

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Release Notes - Version 12.6.4 (October 2023)

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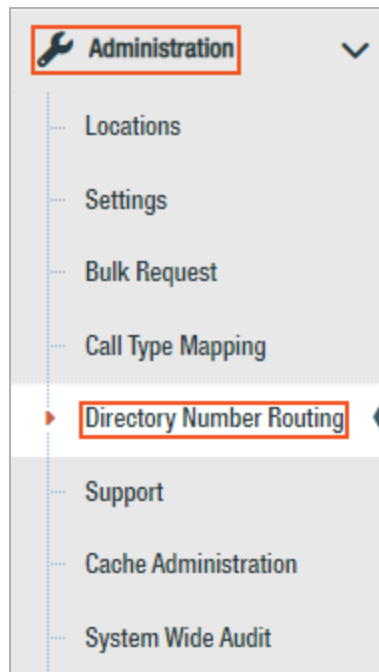
## What's New

Below are the newest additions to be included in this release:

### Support for Directory Number Routing

Portal now supports managing directory number routes using the new Directory Number Routing feature included within the Administration tools. Directory number routes are designed to route calls from the Oracle SBC (Gateway) to the contact center. The Oracle SBC is integrated into Active Directory, and it allows you to define rules/policies for calls to be routed based on the AD configuration/routes defined for each directory number. Portal provides a user interface (UI) to manage the Directory Numbers and the route mapping for the Oracle SBC rules and policies.

Directory Number Routing is accessible from the Portal Global Navigation menu.



Contact center administrators can use this feature to add, edit, delete, and audit directory number routes, as needed for their organization. They can also select multiple directory number routes, and then bulk change or delete them from the Actions menu.

2 records				Actions
	Directory Number	Route To	Route Description	
✓	5555101234	UCM	Call Manager	<ul style="list-style-type: none"> <li>Add New Directory Number Routing</li> <li>Clear all filters</li> <li>Export all data as CSV</li> <li>Export visible data as CSV</li> <li>Export all data as PDF</li> <li>Export visible data as PDF</li> <li>Columns:                             <ul style="list-style-type: none"> <li>✓ Directory Number</li> <li>✓ Route To</li> </ul> </li> </ul>
✓	5555101235	CVP	CVP	

A history of changes made within Directory Number Routing is logged into the audit trail, so it is easy to find all the details when needed.

**Audit DN Route: 1017232425#+\*** X

---

All

Enter search term

Q

May 2023

June 2023

July 2023

August 2023

September 2023

October 2023

10/17/2023

^

Raghubabu Bojja updated Directory Number Routing 1017232425#+\*

v 10:28 AM

**Last Updated: 10/17/2023** Close

# Latest Enhancements

The following features were enhanced for this release:

## General

### Portal NG Available

Portal NG, a new 508 compliant version with accessibility features, is now available.

### Install Portal on IPv6 Servers

Portal can now be installed on servers with IPv6.

### Portal and Callbacks Support for Hosting on Red Hat Enterprise Linux

Portal and Callbacks are now certified to host on Red Hat Enterprise Linux (RHEL) 9.X.

## Callbacks

### Schedule Callbacks Within Scheduled Hours Through IVR

Callers can now create scheduled callbacks within the defined schedule hours through the IVR.

Queue Configuration
Automation Rules Configuration
Cancel Callbacks Configuration
Schedule Callbacks Configuration

Overridden Schedule Configuration
Restore to Default

Schedule Callback Enabled  Schedule Callback TZ Code America/Denver

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Open	hh:mm A	08:00 AM	08:00 AM	08:00 AM	08:00 AM	08:00 AM	hh:mm A
Close	hh:mm A	05:00 PM	05:00 PM	05:00 PM	05:00 PM	05:00 PM	hh:mm A

The same callback can be created using the Finesse gadget.

### Callbacks

Incoming Callback ▼

#### Create Callback ▲

Customer Phone Number

---

Customer Current Time

---

Callback Date/Time

---

Queue

QANGT ▼

Notes

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CLEAR
CREATE CALLBACK

## Scheduled Callbacks Columns Added to Callbacks Dashboard and Wallboard

The Callbacks Dashboard and Wallboards have been updated to include additional details for scheduled callbacks.

The Dashboard now has columns for Today Scheduled Calls and Future Dated Scheduled Calls.

POD QACB\_010\_1    Start Date 10-17-2023 End Date 10-17-2023 [Search](#) [Show Perma Link](#)

Callback Summary by Status <span style="float: right;">☰</span>		Callback Summary by Queue <span style="float: right;">☰</span>										
Status Category	Calls	Callback Queue	Total Calls	New Calls	Today Scheduled Calls	Queued Calls	In Progress Calls	Pending Retry Calls	Pending CB Calls	Inbound Queue Calls	Future Dated Scheduled Calls	Last Successful Call
Cancelled	383											
Completed Successfully	2	HCB_1_Sales	379	0	0	0	0	0	0	0	2	10/17/23 7:49 AM
Failed	2	HCB_1_Test_HuCall back_V2	10	0	0	0	0	0	0	0	1	
Scheduled	2											

When viewing the Callbacks Wallboard, you can now view details for Scheduled CB Calls and Pending CB Calls under the Callback Summary by Queue section.

POD	QACB_010_1			New Calls	Scheduled Calls	Queued Calls	In Progress Calls	Pending Retry Calls	Total Pending Calls
				0	0	0	0	0	0

**Callback Summary by Server**

Instance ID	Status	Last CB Allocated	HeartBeat	New Request	Selected	Queued	Failed Retry	Voice Detected	Call in Progress	Scheduled	Completed Successfully
QA_010_HCB_1	UP	10/17/2023 09:31:08 AM	10/17/2023 03:26:40 PM	0	0	0	0	0	0	0	1
QA_010_HCB_2	UP	10/17/2023 02:05:34 PM	10/17/2023 03:26:43 PM	0	0	0	0	0	0	0	1

Status Category	Calls
Cancelled	383
Completed Successfully	2
Failed	2
Scheduled	2

**Callback Summary by Queue**

Callback Queue	Total CB Calls	New Calls	Queued Calls	In-Progress Calls	Pending Retry Calls	Scheduled CB Calls	Pending CB Calls	Inbound Queue Calls	Last Successful Call
HCB_1_Sales	379	0	0	0	0	0	0	0	10/17/23 7:49 AM
HCB_1_Test_HuCallback_V2	10	0	0	0	0	0	0	0	

## Routing Controls

### Active Routing Control Status

A Portal Routing Control status can now become active as soon as it is created.

## Users

### Synchronize User Email Addresses with Active Directory

Portal can now be configured to turn on or off syncing of user email addresses to Active Directory.

## Security

### Callback API Authentication

Portal now supports authentication for Callback APIs.



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## Issues Terminated

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Listed below are the issues resolved for this release:

### General

- The asterisk character (\*) is now supported while searching in the grid. ( **PORTAL-487** )
- PGMigration no longer fails while processing an ICM agent that has already been migrated. ( **PORTAL-495** )

### Administration

- Bulk Load Users now checks to ensure the Agent ID field contains no more than 11 characters. ( **PORTAL-867 / CS0862371** )

### Callbacks

- The following warning message is now displaying when updating Callbacks Queue Settings: “Failed to update the cache on one or more callback instances. Restart the Callback Services on all instances for the Queue Settings change to take effect”. ( **PORTAL-494 / CSCWB76649** )
- Callbacks that end with “Voice Detected” are no longer categorized as “In Progress”, and are now categorized as “Completed Successfully”. ( **PORTAL-606 / eINC1394167** )
- Race condition when using the Cancel Pending Callbacks feature no longer leads to callbacks occurring after shift closing times. ( **PORTAL-603 / eINC1394167** )

### Finesse Admin

- Workflow Action Name field max length increased to 64 characters. ( **PORTAL-778** )
- Workflow Name field max length increased to 40 characters. ( **PORTAL-779** )
- Workflow Description field max length increased to 128 characters. ( **PORTAL-780** )

### Interaction Manager

- An issue causing Interaction Manager application deployments to fail when using port 22 has been resolved. ( **PORTAL-598** )

### Routing Controls

- Deleting a table control row no longer deletes the table control. ( **PORTAL-642 / eINC1397153** )

### Skills

- The Create Skill Group Schedule Notification email field now correctly displays for SSO users. ( **PORTAL-1143 / CS0854387 / eTEC0008408** )

### Security

- The Secure flag can be enabled on all cookies, and should only be disabled when necessary for client-side scripts to read or modify a cookies value. ( **PORTAL-1197** )

### Users

- If email is not enabled, clone user is now working correctly. ( **PORTAL-638** )
- When changing a user’s Email ID from the Edit User dialog, the new Email ID is now correctly synced with the AD after saving the changes. ( **PORTAL-1138** )
- Force Agent Logout no longer failing intermittently and now successfully logs the agent out of Finesse. ( **PORTAL-1164 / eTEC0008430 / eTEC0008352** )
- Issue causing Action icons to be un-usable by some users has been resolved. ( **PORTAL-1208** )