ttec™

Humanify Portal

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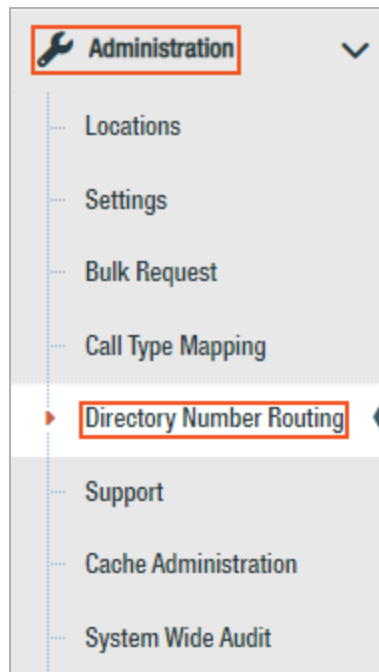
Contact center administrators can use this feature to add, edit, delete, and audit directory number routes, as needed for their organization. They can also select multiple directory number routes, and then bulk change or delete them from the Actions menu.

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.

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.

The same callback can be created using the Finesse gadget.

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.

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

Callback Summary by Status

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.

Issues Terminated

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**)