

## Release Notes 7.16.0

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*July 2019*

## 1. Release Improvements

Item	Improvement	Component
1	A new rate field "% Abandoned from Inbound" has been introduced to Live Reports.	Live Reports
2	Performance improvement for call allocation. <b>Note: The "Preview Wait Time" functionality has been deprecated. Please contact our Support Team for more information.</b>	Workspace

## 2. Bug fixes

Item	Bug Fix	Component
1	Fixed an issue where the correct data was not populating in the "Name" field when moving from Opportunity to Lead in Salesforce.	Salesforce CTI Integration
2	Fixed an issue where the CTI Adaptor did not present the "Name" and "Related to" fields in Salesforce.	Salesforce CTI Integration
3	Fixed an issue where in some specific conditions the CTI Adaptor buttons were greyed out and the agent was put on wrap due to a voicemail.	CTI Adaptor
4	Fixed an issue where deleted leads were presented when converting an inbound call to outbound.	Agent Toolbar
5	Fixed an issue when fetching lead records from the "lead/readLeadLists" API endpoint returned an error message.	API
6	Fixed an issue where the API endpoint "/campaign/readcalldetails" was not returning the results if a call status was abandoned or disconnected.	API
7	Fixed an issue where the test email from Email Templates functionality failed.	Workspace

# Release Notes



8	Fixed an issue where the original activity was marked as “abandoned” where after “transfer to a workflow” resulted in an abandoned call.	Live Reports
9	Fixed an issue where scheduled emails were not being sent from Live Reports.	Live Reports

*Plus various bugfixes and other minor improvements.*