

## Release Notes 7.14.0

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*April 2019*

## 1. Release Features

There are no new features in this release.

## 2. Release Improvements

Item	Improvement	Component
1	Improved Campaign Configuration module allowing the User to assign permissions for Create, Edit, Delete and View separately.	Workspace
2	Added the ability to enable URL links in Email Templates.	Workspace
3	Improved the behaviour of Voicemail module where Voicemails are displayed for 1 week range by default.	Workspace

## 3. Bug fixes

Item	Bug Fix	Component
1	Fixed an issue where estimated wait time recording being played to customer every 1 minute till the call is answered.	Voice
2	Fixed an issue where agent remained in Dial state if the call is cancelled whilst the number is being dialed.	Agent Toolbar & CTI Adaptor
3	Fixed an issue with API endpoint "CreateLead" where no leads were getting added to dial when campaign is running.	API
4	Fixed an issue where leads would not import if the total size of all the fields exceeded the limit of 32000 bytes.	Workspace
5	Fixed an issue with the API Endpoint "UpdateLeadDetails" where the wrap code was not getting updated with the new wrap code.	API
6	Fixed an issue where a script could not be edited if double quotes were present in the description.	Workspace

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7	Fixed an issue where “Manual Call” pause reason did not display in the drop down for the Agent to select when assigned to a team.	Workspace
8	Fixed an issue where full list of schedules was not being displayed.	Workspace
9	Fixed an issue where there was a discrepancy between the number of Agent Online in Workspace and max concurrent agent count.	Workspace
10	Fixed an issue where the Customer was being incorrectly notified of the estimated wait time.	Voice
11	Fixed an issue where the system reports incorrect information if a Chat is abandoned before an Agent answers to the Chat.	API
12	Fixed an issue where the recording does not restart after an Announcement is played.	Voice
13	Fixed an issue with ReadLeadDetails API where it was showing incorrect details for Dial Attempts and Wrap Code ID.	API

*Plus various bug fixes and other minor improvements.*