



Release Notes 7.14a

May 2019

1. Release Features

There are no new features in this release.

2. Release Improvements

Item	Improvement	Component
1	Added the flexibility to select which data fields can be used to identify and pop customer records for Agents using the Salesforce adapter.	CTI Adaptor

3. Bug Fixes

Item	Bug Fix	Component
1	Fixed an issue with Call Recordings Module where Announcements were not getting recorded.	Voice
2	Fixed an issue where the Dialler Performance Wallboard was not displaying Abandon Call totals and percentages.	Voice and Live Reporting
3	Fixed an issue where an error occurred when creating a new lead after deleting an existing lead.	API
4	Fixed an issue activity log was not being created in Salesforce Lightning.	CTI Adaptor

Release Notes



5	Fixed an issue in Teams and Roles modules, where “special” characters were not being accepted.	Workspace
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