

Infinity Windows Telephone Agent

Major/minor version: **5.51.3659**

Revision: **5.51.3659.41**

Status: **General Release** [04/27/2011]

Changes: Compiled with new directory control 3.1.3659.26

Revision: **5.51.3659.40**

Status: Interim revision

Changes: Fixed a problem with info index not showing when in screen mode show info, edit message.

Fixed a problem with resuming dispatch jobs from the dispatch list.

Fixed a problem with trying to set the screen to an invalid mode when saving a dispatch job.

Compiled with v5.51.0.32 of Mx5Agen32.ocx.

Revision: **5.51.3659.39**

Status: Interim revision

Changes: Compiled with v3.1.4066.24580 of Client Components.

Messaging - Fixed scrolling issues with Tree View Editor

Messaging - Editor no longer allows selecting invalid color settings.

Messaging - corrected issue with 'Safe Handle closed' exception thrown when parking.

Compiled with new directory control 3.1.3659.25

Revision: **5.51.3659.38**

Status: Interim revision

Changes: Compiled with new directory controls 3.1.3659.23.

frmISDirectory now does a Dispose after use

Revision: **5.51.3659.37**

Status: Interim revision

Changes: Fixed a problem with not being able to move info pages while editing/dispatching an IS message, using pg up, pg down.

Compiled with new directory controls 3.1.3659.22.

Revision: **5.51.3659.36**

Status: Interim revision

Changes: Added the op out key to the IS keyboard.

Fixed a problem with the urgent flag not being set when annotating or editing an IS message.

Fixed a problem with two call states in the hi res window.

Fixed a problem with not being able to move info pages while editing/dispatching an IS message, using Ctrl Pg Up, and Ctrl Pg Down.

Compiled with new MxRecs32.ocx 1.15.09

Compiled with new MxAgen32.ocx 5.51.00.31

Revision: **5.51.3659.35**

Status: **General Release** [01/25/2011]

Changes: Changed it so that the disconnect alert sound does not play when you are on another call line.

Revision: **5.51.3659.34**

Status: Interim revision

Changes: Fixed a problem pointing to the correct message when resuming a dispatch.

Revision: **5.51.3659.33**

Status: Interim revision

Changes: Added logging for keyboard hooks.
Compiled with v6.1.0.1 of kbtrap.ocx.

Revision: **5.51.3659.32**

Status: Interim revision

Changes: Fixed a problem with saving past annotations.
New Directory Control 3.1.3659.18
Fixed a problem with Infinity message annotations with operator initials less than 3 characters.
Fixed conference key problem when editing and annotating IS messages.

Revision: **5.51.3659.31**

Status: **General Release** [10/25/2010]

Changes: Fixed a problem resuming a dispatch by hitting the delivered, when it was already resumed by a different operator.
New Directory Control 3.1.3659.17
Fixed a problem where the Contact Method order ID was getting set to 0 when editing a listing.

Revision: **5.51.3659.30**

Status: Interim revision

Changes: Fixed a problem with the IS option "DONE Key cancels script" saving discarded messages.
Fixed a problem with hitting the DONE key when viewing conference bridge information.
New MxAgen32.ocx 5.51.0.29
Added alternate call state vmcb (voice mail call back)
System wait information now contains the alternate call state.
New Directory control 3.1.3659.16
Fixes a problem showing messages from the Details View.

Revision: **5.51.3659.29**

Status: Interim revision

Changes: Fixed a problem in Topper with not displaying "&" in the client name field.
Fixed a problem with taking a message for a contact from the IS Directory.
Changed it so that Ctrl-F12 settings option for Reader Board interval, a interval of zero will not send request
Req@ReaderData to the Infinity server, effectively disabling the feature.
Changed it so that logging out of the operator releases the TCP/IP connection
Fixed a error message if the station would go offline then would log back in without quitting with the SIP connection.
New MxAgen32.ocx. 5.51.0.28.

Revision: **5.51.3659.28**

Status: Interim revision

Changes: Removed the arrow keys when viewing an Infinity message.
Changed Mappoint.ocx in the install file to self register.

Revision: **5.51.3659.27**

Status: Interim revision

Changes: Fixed a problem with the Menu, Account not displaying sub accounts option.

Revision: **5.51.3659.26**

Status: Interim revision

Changes: New directory control 3.1.3659.14, to fix copy problem #47.
Ctrl-F12 option to display hi res waits window rings in hours/min/seconds.

Revision: **5.51.3659.25**

Status: Interim revision

Changes: Added ability to sort columns in the Message Center.

Revision: **5.51.3659.24**

Status: Interim revision

Changes: Fixed a problem with annotations not being saved correctly.
Fixed a problem with doing Menu Message Details, Menu Message Annotate, Save, not returning to view messages.
Removed redundant ActiveX settings.

Revision: **5.51.3659.23**

Status: Interim revision

Changes: Removed ability to change accounts while annotating/editing a message.

Revision: **5.51.3659.22**

Status: Interim revision

Changes: Added must take Infinity message, take action.
Fixed a problem with starting a message on an IS account, changing to none IS account and saving the message.
Pressing take message would then give an error message.

Revision: **5.51.3659.21**

Status: Interim revision

Changes: Fixed a problem with editing an IS script then paging the message before the script is done.

Revision: **5.51.3659.20**

Status: Interim revision

Changes: Fixed a problem with change account action in IS OnCall.

Revision: **5.51.3659.19**

Status: Interim revision

Changes: Added handling of Menu key while annotating, editing, or resuming an IS message.
Fixed a problem with resuming a dispatch job, recording voice, dialing a number, and having a duplicate message saved.
Compiled with v3.1.3659.9 of Directory Control.
Corrected issues switching to Details only view from OnCall.
Corrected Change Status button location... Again
Corrected problems copying an OnCall shift with a timezone offset
Changed Contact Details in the OnCall Context menu to Contact Information. Contact Details is a view action.

Revision: **5.51.3659.18**

Status: **General Release** [06/04/2010]

Changes: Fixed a problem with parking an IS script when the park is initiated from the message script.

Added more view action handling to IS OnCall screen.

Compiled with v3.1.3659.8 of Directory control.

Fixes ChangeAccount action in OnCall when the Display method is called with a schedule that does not exist.

Compiled with v3.1.3659.04 of Sandbox.

Added option to sort by subject.

Revision: **5.51.3659.17**

Status: Interim revision

Changes: Added Ctrl + F12 setting to sort Sandbox search results.

Added Ctrl + F12 setting to display contact action information.

Compiled with v3.1.3659.03 of Sandbox.

Added option to sort search results.

Added option to display contact action information.

Compiled with v3.1.3796.17070 of client components

Corrected date rounding issue with Select Contact OnCall lookup

Compiled with v3.1.3659.7 directory control.

Built with Client Components 3.1.3796.17070

Fixed Directory Listing Filter location

Added Show Now to Schedule Setup.

Blocked empty search entry.

Revision: **5.51.3659.16**

Status: Interim revision

Changes: Fixed a script lockup problem when hitting the current line key

Fixed a problem with logging in with a login name that does not have station features, logging out, logging in with a login name that has more station features, and not getting those features. i.e. Unity Logger.

Revision: **5.51.3659.15**

Status: Interim revision

Changes: Fixed a problem with start recording in the checkin mode.

Revision: **5.51.3659.14**

Status: Interim revision

Changes: Changed Intelligent OnCall screen to allow entering anytime, not just half-hour increments.

Compiled with v3.1.3772.19162 Client Components.

Messaging - corrected issues where duplicate fields were being shown in some of the field select drop-lists.

Messaging - Added Pause property to message control so owner can prevent it from firing events when target is not ready.

Messaging - Contact methods will follow retry count even if no retry interval is set

Revision: **5.51.3659.13**

Status: Interim revision

Changes: Upgraded client components to v3.1.3768.16372

Fixed a problem performing a db save with update to MSAccess database.

Fixed a problem setting the operator groups in the dashboard chart for op groups

Upgraded MxAgen32.ocx to 5.51.0.24

Revision: **5.51.3659.12**

Status: Interim revision

Changes: Fixed a problem with Menu, Voice not looking a voice c key disabled flag.

Fixed a problem with hitting edit when viewing OnCall causing an error.

Fixed a problem with flash ANI in the topper not following the Ctrl + F12 setting.

Added support to display web browser via IS Directory actions.

Compiled with new client components v3.1.3747.23774.

Selecting a contact from OnCall will no longer add 5min to end time. This was causing lookup to return contacts from two shifts.

Fixed issue 1078 - Dispatch job not getting created using Contact Dispatch

Added "Disconnect Call" to disposition.

Fixed misspelled word in call log view

Fixed problem with expressions evaluating BOOLEAN expressions

Fixed a problem with selecting an orbit using the number pad.

Compiled with v3.1.3659.02 of Sandbox.

Fixed a problem with the Take Message and Change Account actions in sandbox.

Fixed a problem with Covered by and other statuses in sandbox.

Fixed an eCreator problem with saving a message, selecting it on checkin if setup for EVE messaging type in the Ctrl-F12.

Revision: **5.51.3659.11**

Status: **General Release** [03/16/2010]

Changes: Fixed a problem hitting the history then the delivered button causing the operator to appear locked up.

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Compiled with v3.1.3659.4 Directory Control.

Revision: **5.51.3659.10**

Status: Interim revision

Changes: Compiled with v3.1.3715.17534 client components.

Fixed problem with connections to MSAccess databases.

Revision: **5.51.3659.09**

Status: Interim revision

Changes: Fixed a problem with IS Directory's and IS View Schedule's buttons not being enabled correctly.

Compiled with v3.1.3705.20590 client components.

Fixed problem with contact dispatch element saving wrong phone disposition to dispatch job name.

1st attempt at fixing voice a resume recording.

Revision: **5.51.3659.08**

Status: Interim revision

Changes: Engineering revision only

Revision: **5.51.3659.07**

Status: Interim revision

Changes: Fixed a problem in the message center when two agents are viewing the same dispatch job and one agent completes the job.

Fixed a problem with reading the registry in an attempt to automatically upgrade the client license to the IS user ID.

Revision: **5.51.3659.06**

Status: Interim revision

Changes: Fixed operator chat list above operator station 200.

Compiled with v5.51.0.22 of Mx5Agen32.ocx.

Revision: **5.51.3659.05**

Status: Interim revision

Changes: Compiled with v3.1.3687.26813 client components

Revision: **5.51.3659.04**

Status: Interim revision

Changes: Compiled with v3.1.3685.25027 client components

Revision: **5.51.3659.03**

Status: Interim revision

Changes: Compiled with v3.1.3684.26729 Client Components
Added the "To" to the IS ACD fields.

Revision: **5.51.3659.02**

Status: Interim revision

Changes: Compiled with v3.1.3678.16033 Client Components.
Fixed a problem with editing an IS message from an eResponse call
Fixed a problem with dialing a Macro dial string 0.0.0.0.0.111.1c.

Revision: **5.51.3659.01**

Status: Interim revision

Changes: Compiled with v3.1.3659.0 Directory Control.
Compiled with v3.1.3677.23009 Client Components