

Infinity Windows Telephone Agent

Major/minor version: **5.60.7605**

Revision: **5.60.7605.13**

Status: **General Release** [05/09/2023]

Changes: Updated CefSharp to v104.4.18.

Compiled with v5.5.8329.23918 of Client Components.

Amtelco.Capture.Streaming changes when using .Net Core

Call Tracker – ‘Hangup’ now appears as ‘System Hangup’ or ‘Agent Hangup’ depending upon Agent ID.

Agent Style - Added ParkListSameSkill (if this flag is set, the Park function only shows agents of the same agent group as the logged in agent).

Compiled with v5.5.8307.18712 of Client Components.

Directory - Corrected the copying of a listing’s URL field.

Scripting - Fixed an issue where modifying the Script Properties and then clicking ‘Undo’ would clear the entire script.

Scripting – The InfoPage element no longer requires the Inifinity payfor flag to be enabled.

Scripting - Added a 'Script Browser and Search' button to the TreeView.

Compiled with v5.5.8293.29075 of Client Components.

Scripting - Improved the speed when loading branch case properties with many branches.

Client Proxies - Updated to 5.5.8293.28616

Compiled with v5.5.8272.20737 of Client Components.

Agent Spy/See - Corrected [x,y] value coordinates when capturing all monitors.

Compiled with v5.5.8272.17403 of Client Components.

Updated CefSharp to v104.4.14.

Agent Tracker - Updated Future1 Agent Tracker Type to display "Temp ACD Change".

Agent Tracker - Updated Future2 Agent Tracker Type to display "Audio Established".

Agent Tracker - Updated Future3 Agent Tracker type to display "Audio Lost".

Call Tracker - Updated Future 1 to display "Disc Alert / Disc Override".

Call Tracker - Updated Future 2 to display "Logger Recording Start / Stop".

Call Tracker - Updated Future 3 to display "Video Recording Start / Stop".

Compiled with v5.5.8264.16734 of Client Components.

Updated CefSharp to v104.4.14.

Compiled with v5.5.8252.17517 of Client Components.

Scripting - Email Textbox - Updated the Regular Expression that validates the email to be more strict. This now matches the validation that the 'Send Email' element uses.

Client Proxies - Updated to 5.5.8227.19466

Directory - Added the List ID display when editing a listing.

Directory/OnCall - Added an Apply All checkbox option when copying shifts.

Directory/OnCall - Corrected the display of two or more shift templates with the same name that span multiple days.

Compiled with v5.5.8216.15674 of Client Components.

Report Control – Fixed an issue with adding multiple email addresses.

Fixed a drawing issue with scripts using Input Hints.

Revision: **5.60.7605.12**

Status: **General Release** [11/07/2022]

Changes: Compiled with v5.5.8201.21196 of Client Components.

Call Log - Changed to look at the Call Tracker value to determine Screen Recording type instead of a string.

Directory - Corrected an issue with saving a new email method when adding a new listing.

CaptureStream - Corrected encoding issues with some station numbers.

Revision: **5.60.7605.11**

Status: **General Release** [06/29/2022]

Changes: Fixed an issue with the wrong reply options being used when sending to WCTP from IS Directory.

Fixed an issue with the new See control not working properly.

Compiled with v5.5.8152.26241 of Client Components.

Report Control - system reportID now shows in title of report control for selected canned report.

Call Log - Fixed an issue searching archives when a client number is specified.

Compiled with v5.5.8150.20777 of Client Components.

Scripting - List - Re-Added an "Allow selecting blank" option to list properties that will put a blank entry at the top of the list that the user can select to clear the selection if necessary.

Compiled with v5.5.8150.18852 of Client Components.

Call Log - Fixed an issue with retrieving message histories when there are more than 100 history items.

Scripting - Removed the "Allow Selecting Blank" option from the list.

Compiled with v5.5.8145.18004 of Client Components.

Call Log - Added a keyword search in the Advanced Search area.

Scripting - Save Keyword - Removed "Allow Duplicates Option". Changed the keyword data structure to a SortedList<string,string>.

Reports - Fixed deletion of custom reports related to favorites.

Compiled with v5.5.8143.28216 of Client Components.

Scripting - Save Keyword - Fixed issues with the word not loading script fields properly.

Compiled with v5.5.8143.22767 of Client Components.

Report Control - Resolved an exception on favorites deletion.

Scripting - Updated the version of elWebServiceBase

Scripting - Updated the version of elList

Scripting - DateTimePicker - Implemented methods that were triggering 'not implemented' exceptions.

Scripting - Added a new 'Save Keyword' element.

Compiled with v5.5.8138.22866 of Client Components.

DateTimePicker - Implemented methods that were triggering 'not implemented' exceptions.

Compiled with v5.5.8137.24380 of Client Components.

Client Proxies - Version 5.5.8123.21867 Added AcdReload to miTeamWeb.

Scripting - ACD Call ID is now an option in Test Drive.

Call Log - Changed the Agent list to accept more than just one character when typing an agent name.

Call Log - Removed all references of the Microsoft Expression Encoder.

OnCall - Corrected an assignment issue when multiple Group schedules are enabled.

Scripting - List - Added an "Allow selecting blank" option to list properties that will put a blank entry at the top of the list that the user can select to clear the selection if necessary.

Agent Style - Added a setting to prevent parked calls from going to an agent that is Not Ready.

Compiled with v5.5.8116.23898 of Client Components.

Directory - Changed Contact Method label to Contact Method Name.

Directory - Changed the message list to sort from newest to oldest.

Client Proxies - Version 5.5.8116.23804 - Fixed history JSON.

Compiled with v5.5.8110.21182 of Client Components.

Report Control - Favorites now creates the system agent field and the agent field if they did not previously exist.

Call Log - Fixed an issue exporting archived audio and screen recordings when there is no sub folder defined.

Client Proxies - Version 5.5.8110.20334 New Web supervisor proxy.

Compiled with v5.5.8082.30843 of Client Components.

Implemented a fix for initializing the CEF browser in the Amtelco.Capture viewer.

Report Control - Fixed an issue with deleting a custom report when it is scheduled (deletes the schedules first now).

Compiled with v5.5.8078.22015 of Client Components.

Voice Choice Control - Changed the recording file time from 60 seconds to 600 seconds

Call Log - Added a column to the call list to display if a call is an archived call.

Call Log - Added tooltips for search parameters that do not apply for archived searches.

Changed Amtelco.Capture.Streaming so it is not required to be run as admin.

Compiled with v5.5.8069.21081 of Client Components.

Report Control - Fixed an issue with a space before an extension on filename.

Report Control - Fixed exceptions on the deletion of a scheduled Report.

Report Control - Fixed an issue that was causing a wrong extension in the schedule for export filename.
Report Control - Added export type to the scheduled report tooltip.
Report Control - Added an indicator when the scheduled file extension is wrong.
Added security and new See viewer to Amtelco.Capture.Streaming
Compiled with v5.5.8059.16382 of Client Components.
Call Log - Changed the Start and End time date pickers in the search feature to use the PC culture info to format the date and time.
Call Log - Added the ability to search archived calls.
Compiled with v5.5.8039.28264 of Client Components.
Changed projects to no longer copy output files to deploy directories. This has caused issues with locking files with multiple MSbuild processes.
Deployment project now depends on Amtelco.Capture.Streaming, so the CAB file will have the current assemblies.
Deployment project now acquires assemblies from their project directories instead of the deploy directory.
Contains new client proxies that allow a report to be returned as a byte[] instead of being written to a file.
Call Log - Fixed an issue with the Search and Advanced Search being incorrectly truncated.

Revision: **5.60.7605.10**

Status: **General Release** [12/22/2021]

Changes: Implemented a change to hide and remove the browser control from the OpSee screen when the SEE feature is stopped.

Revision: **5.60.7605.09**

Status: Interim revision

Changes: Fixed an issue with the selected station not being cleared in the OpSee screen when the screen is closed.

Compiled with v5.5.8010.18706 of Client Components.
Report Control - Fixed an exception on file browse.
Report Control - Fixed the multi-text parameter not being red if empty in the UI.
CaptureStream - Correction if the screen source location is negative.
Compiled with v5.5.8005.18539 of Client Components.
Call Log - Added encryption of the Agent Assessment URL.
CaptureStream - Corrected an issue setting the correct screen source location.
Compiled with v5.5.7998.16943 of Client Components.
Scripting - Support for Cisco Device URIs.
Compiled with v5.5.7990.31973 of Client Components.
Directory - Changed Status Audit search to include Agent, Station, Station Type and Description fields.
Directory - Added Phone and Covered By settings when setting the default status or status schedule items when editing a listing.
Directory - Changed the Role Filter to a modal popup to allow for the width to be larger.
Proxies - New Client Proxies 5.5.7990.21422
Removed an extra Call ID in request to get Message index for call.

Revision: **5.60.7605.08**

Status: Interim revision

Changes: Fixed an issue when creating the SEE URL by removing trailing spaces in the SEE address.

Revision: **5.60.7605.07**

Status: Interim revision

Changes: Changed to set the station's IP in Infinity to the SEE address, if set in Ctrl + F12.

Compiled with v5.5.7982.19384 of Client Components.

Conference Bridge - Added a Fetch button and client number column in the Conference Bridges display.

Conference Bridge - Changed the label of the Fetch/Change Client button based on if there is a current call.

Compiled with v5.5.7957.23543 of Client Components.

Conference Bridge - Changed the sorting of numeric columns.

Agent Styles

Added a new keyboard task 'Dispatch Job'

Proxies - New Client Proxies 5.5.7957.23446

SSO should be 4x faster when the server is not present.

Added methods to web directory for temporary ACD groups to the web directory proxy.

Added a method to get ACD groups to the web directory proxy.

Added a method to take a call from waits and assign it to an agent to web directory proxy.

Additions to the Mobile proxy.

Revision: **5.60.7605.06**

Status: Interim revision

Changes: Changed the source path for multiple CefSharp files.

Changed OpSee to use a new Streaming Server control.

Revision: **5.60.7605.05**

Status: Interim revision

Changes: Compiled with v5.5.7928.16487 of Client Components.

Conference Bridge - The Start Time field is now cleared if the start time is not set to a valid date.

Conference Bridge - Fixed the Moderate buttons to be disabled if the bridge is already being moderated.

Conference Bridge - Changed the criteria for enabling when a caller can join and moderate a conference.

Conference Bridge - Added an error handling event.

Compiled with v5.5.7920.24492 of Client Components.

Agent Styles

Added a ScreenCapture property (default is true).

Added a ChangeTempACDSkills property.

Call Log - Added the ability to seek through call recordings while playing in the Call Details screen.

Conference Bridge - Removed the Announce button.

Conference Bridge - Relabeled buttons to be more descriptive.

Compiled with v5.5.7900.23896 of Client Components.

Directory/OnCall - Corrected sending the listId with the change account view action.

Compiled with v5.5.7892.22352 of Client Components.

Scripting - Fixed an issue with Rule control after upgrade to .Net 4.7.2.

Revision: **5.60.7605.04**

Status: Interim revision

Changes: Compiled with v5.5.7881.17019 of Client Components.

Report Control – Fixed an issue saving parameters in date formats other than US.

Call Log - Added the ability to seek through call recordings while playing.

Call Log - Added the ability to search for call ID.

Conference Bridge - Changed the row select to select a row when a cell is clicked.

Compiled with v5.5.7858.17371 of Client Components.

Auto Dispatch - Made phone routes programmable up to 1024.

Scripting - Finished the Date Time picker action.

Scripting - AutoDispatch now has support for Required Confirmations on group setting.

Scripting - Added the Read Deliver option to the page element. This will only work for particular WCTP terminals.

Proxies - New Client Proxies 5.5.7857.25050

Fixed a server error when calling logout request.

Compiled with v5.5.7837.27683 of Client Components.

Scripting – The Send Email element now properly allows emails separated by semi-colons.

Agent Style - Added Recall List keyboard values.

Proxies - New Client Proxies 5.5.7830.21163

Fixed the distribute patch

Revision: **5.60.7605.03**

Status: Interim revision

Changes: Compiled with v5.5.7808.18257 of Client Components.

Directory - Added a warning message when setting a Covered By status to a contact that has an unavailable status.

Agent Style - Added Agent Assistance and Park Orbit keyboard values.

Compiled with v5.5.7804.19125 of Client Components.

Report Control - Fixed an exception editing a scheduled report with no date parameter.

Compiled with v5.5.7800.20955 of Client Components.

Modified the dispatch list so it uses an initializer function to init cefbrowser.

Scripting – 'Undo' now follows the Ctrl F12 settings.

Compiled with v5.5.7790.17835 of Client Components.

Updated Amtelco.IS.Client.DispatchList to use CefSharp 89.

Compiled with v5.5.7789.18725 of Client Components.

Updated Amtelco.Browser to use CefSharp 89.

Compiled with v5.5.7787.21742 of Client Components.

Call Log - Added error handling in the Call Details screen.

Report Control - Fixed the ChkDateRange method and fixed reading non-US dates out of the schedule.

Compiled with v5.5.7774.16189 of Client Components.

Proxies - New Client Proxies 5.5.7774.16123

Compiled with v5.5.7773.28354 of Client Components.

Autodispatch - Fixed issue setting Group conditions.

Proxies - New Client Proxies 5.5.7773.19646

Compiled with v5.5.7769.29256 of Client Components.

Proxies - New Amtelco.IS.Proxies 5.5.7769.29210. Single Sign on changes.

Compiled with v5.5.7768.21226 of Client Components.

Proxies - New Amtelco.IS.Proxies. Fixes more single sign on elements.

Compiled with v5.5.7767.20882 of Client Components.

Scripting - Auto-Dispatch now supports Group Conditions and an option to ignore No Method Found.

Proxies - New Amtelco.IS.Proxies 5.5.7766.28691.

Removed the automatic modifying of the URL (the user now needs to enter the correct value).

Revision: **5.60.7605.02**

Status: Interim revision

Changes: Stopped displaying an error when finding dial strings from an IS message summary.

Compiled with v5.5.7752.21331 of Client Components.

Amtelco.Browser - Upgraded chromium browser to v88.2.90.0.

Scripting - Added an option for the AutoDispatch element to have different method text for each contact selection.

Agent Style - Added ShowEmergencyCallsInWaits.

Directory - Corrected issues with the display count dropdown used in Supervisor.

Report Control - Made the last day of the current month default on the End Date parameter.

Report Control - Fixed an issue where an empty schedule list would list reports instead of schedule records.

Report Control - Removed the Monthly Scheduling 'Wizard' and went to helper messages instead.

Report Control - Added Validation for spans that might be greater than +-28 days.

Report Control - Resolved a Bad File Extension upon the update of a scheduled report with a .xls file in an email.

Client Proxies - 5.5.7752.17844 - Removes logging the password when logging into the server.

Revision: **5.60.7605.01**

Status: Interim revision

Changes: Compiled with v5.5.7605.37605 of Client Components.

New release.