

New Features for:

Release:Latitude 24.1
Built on:03-May-2024

New features included in release 24.1

The table below summarizes the new features added in this release

SCR	Description/Details
Component: AIM	
LAT-12123	New File Type CDOC in AIM and AIM Receiver Introducing a new file type CDOC which can be exported using AIM and imported using AIM Receiver. This file will include information related to the documents attached to an account. A new record type CDOC is also created in the existing CPLC file
LAT-12122	New configuration options in AIM and AIM Receiver New configuration options related to CDOC file in AIM and AIM Receiver. This configuration will allow users to select the document types which should be included in the CDOC file
LAT-12024	AIM and AIM Receiver Config Changes for Dispute and Complaint Codes Added new configuration in AIM and AIM Receiver to map Complaint and Dispute Codes of clients and agencies which will then be used in the import and export files (CCPT/ACPT and CDIS/ADIS)
Component: Credit Bureau Reporting	
LAT-12161	While update Status configuration, CBR Console times out Increased the default timeout for status updates to 15 minutes as it updates underlying stats which are required to speed up the StairStep report generation. Also provided an option to override the default timeout of 30 seconds by adding CommandTimeout key to the config file. If set, the CommandTimeout value (in seconds) takes precedence throughout the tool
LAT-12124	CBR Console changes to set the Extinguished flag. New bit flag column is added with a default value as False(0) to status table and the CBR console is updated to set the Extinguished flag at the Status level. The trigger - tr-MasterUpdate is updated to set the special note to 'DE' if the status has the Extinguished flag set to true.
Component: Dialers	
LAT-12192	Listbuild is configured with single Division ID and wouldn't allow to select any other division ID This fix will allow user to select any division id in the organisation
Component: Exchange	
LAT-12064	RDN Case Id Update in Exchange RDN Case Id's data type has been updated in the Latitude database since it is being updated in the RDN environment
Component: Latitude	
LAT-12141	Latitude components to check for Product and Seat Licenses before login Licensing changes require individual products to verify both the Product and Seat licenses before logging into the tools
LAT-12083	Latitude can now pull non-agent call records from Genesys Cloud as part of GC integration. All non-agent calls are pulled from Genesys Cloud. With this implementation, we need to create dialer instance named "Genesys Cloud" in Dialer Config and add below settings to the Dialer service to pickup Call results. Dialer Settings: 1) DialerAPI St DF 0 {Dialer api url, ex: https://api.inindca.com} 2) ClientId St DF 0 {Client ID acquired from Genesys Cloud} 3) ClientSecret St DF 0 {Client Secret acquired from Genesys Cloud}
LAT-11692	Latitude can now pull non-agent call records from Genesys Cloud as part of GC integration. All non-agent calls are pulled from Genesys Cloud. With this implementation, we need to create dialer instance named "Genesys Cloud" in Dialer Config and add below settings to the Dialer service to pickup Call results. Dialer Settings: 1) DialerAPI St DF 0 {Dialer api url, ex: https://api.inindca.com} 2) ClientId St DF 0 {Client ID acquired from Genesys Cloud} 3) ClientSecret St DF 0 {Client Secret acquired from Genesys Cloud}
Component: Payment Vendor Gateway	
LAT-12119	Changes to Payment Vendor Gateway Latitude PVG will store the vendor token directly in the Latitude DB reducing the dependency on Tokenizer for supported payment providers. If there are existing tokens from the same vendor already in the Tokenizer DB, they will continue to work without any changes and any new tokens will be moved to Latitude DB. There is, however, an optional process in-place that can be used if the customer would like to extract all tokens from Tokenizer and store them in the latitude DB.
Component: Work Flow	
LAT-11835	New Workflow action created to call an API and VendorOptInStatus added to NewBusiness and Maintenance Exchange schemas 1. A new workflow action has been added that will allow users to call an API endpoint from workflow 2. A new field has been added to Phones to populate OptInStatus in Phones_Master table