New Features for:

Release: Latitude 23.2
Built on: 20-Nov-2023

New features included in release 23.2

The table below summarizes the new features added in this release

SCR	Description/Details

Component: AIM Receiver

LAT-12030 — **Updates to AWEF File Format**

Below fields are added to the AWEF File Format.

Debtor Name

For Letter, Outbound Email and Outbound SMS, this will be the Debtor Name for the SubjectDebtorId in LetterRequest table
For Inbound Email and Inbound SMS, this will be the Debtor Name for the DebtorId in EmailLog and SMSLog tables
For Phone Calls, this will be Debtor Name for the AccountId and DebtorSeq in DialerHistory table
For Notes, this will be the Debtor Name for the AccountId in Notes table with Seq
Communication Method

Email Address or Phone Number used in the communication
Will only exist for Outbound/Inbound Email and SMS and Phone Calls
Communication Type

Email Type Code or Phone Type Code for the Email Address or Phone Number used in the communication
Will only exist for Outbound/Inbound Email and SMS and Phone Calls
Populate this with Letter Type (DUN, PIF, SIF, etc) for Letters
Template Description

Description of the Letter Code used in the communication
Will only exist for Letters and Outbound Email and SMS
Result Code

Will only exist for Phone Calls. Populated for Notes also

LAT-12029 — **Updates to Work Effect Configuration in AIM Receiver**

Letter Efforts tab is renamed as Communication Efforts and it has a new LetterCategory column containing Letter, OutboundEmail, OutboundSMS, InboundEmail and InboundSMS. Selecting Letter, Outbound Email or Outbound SMS will populate LetterCode with appropriate Letter Types. InboundEmail and InboundSMS will not need a LetterCode and only 1 record can be configured for each of them.

A new tab Dialer Efforts is added and it contains 4 columns - ResultCode, ActionCategory, ActionCode and ActionText. ResultCode will be a list containing Codes from Result table. Only 1 record can be configured for each ResultCode. ResultCode will be used to join ReceiverConfiguration with DialerHistory when exporting AWEF file

Component: Dialers

LAT-12043 — **Disposition notes are captured from Genesys Cloud dialer**

Disposition notes are auto captured from Genesys Cloud dialer

LAT-12037 — **Dialer service changes for Non-Agent calls**

Upon successful configuration, Dialer service will pull non-agent dialed calls from Genesys Cloud on timely fashion.

LAT-12019 — **A new feature to select Division from the list of available divisions while creating contact list and/or campaign**

Now user can select a Division while creating a contact list or campaign. Also, the customer needs to pass divisionId for Listbuilder automation along with other parameters, otherwise it would fail the automation after August ES deployed.

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

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Component: Latitude

LAT-11987   **Real-time phone number removal for Genesys Cloud**

A phone number is removed when a payment is processed from batch processor

LAT-11986   **Real-time phone number removal for Genesys Cloud customers**

When a payment is entered from Debtor Payments (Manual Payment Entry), the phone number is removed from all campaigns

LAT-11981   **Need a new workflow activity for Hold and Unhold of accounts.**

New workflow activity for Hold and Unhold of accounts provided

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Component: Work Flow

LAT-12021   **Add new time related fields in Exchange and Send Correspondence Workflow action**

1. Added new Send Time field in Send Correspondence Workflow action to capture the time at which Email/SMS requests should be created
2. Added new TimeZoneCode field under Debtors table in New Business and Maintenance Exchange schemas