

SCR Summary for:

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

Changes included in 23.2

The table below summarizes the changes made for this release.

The "Device/Install Hint" after each SCR indicates the device and installs to run to apply updated code for that issue. See the [Device Install Hint](#) page for details.

SCR	Description/Details
Component: AIM	
LAT-12060	<p>AIM ACLS import does not change accounts qlevel when configured to do so</p> <p>Only qlevels 425-499 (custom) and 600-799 (supervisor and clerical) will be displayed in the Close Status Codes configuration under "Move to Queue Value" for any agency. And if a custom qlevel is configured for a close status code and the ACLS file contains such a close code, the account's qlevel will be updated to the configured custom qlevel in the master table on ACLS import</p>
LAT-12052	<p>AIM Batch Import doesn't work when the file is encrypted</p> <p>AIM Batch Import requires the user to validate the file and then import it. On validation the file is decrypted and AIM is trying to decrypt it again on import. Modified the app to retain the encrypted file on validation so that import can work successfully</p>
LAT-12016	<p>AIM export files have a timestamp of UTC and not the local time of the server</p> <p>Updated AIM to save export files with local time of not server instead of UTC time</p>
Component: AIM Receiver	
LAT-12030	<p>Updates to AWEF File Format</p> <p>Below fields are added to the AWEF File Format.</p> <p>Debtor Name</p> <p>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</p> <p>Communication Method</p> <p>Email Address or Phone Number used in the communication Will only exist for Outbound/Inbound Email and SMS and Phone Calls</p> <p>Communication Type</p> <p>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</p> <p>Template Description</p> <p>Description of the Letter Code used in the communication Will only exist for Letters and Outbound Email and SMS</p> <p>Result Code</p> <p>Will only exist for Phone Calls. Populated for Notes also</p>
LAT-12029	<p>Updates to Work Effect Configuration in AIM Receiver</p> <p>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.</p> <p>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</p>
Component: Dialers	
LAT-12043	<p>Disposition notes are captured from Genesys Cloud dialer</p> <p>Disposition notes are auto captured from Genesys Cloud dialer</p>

- 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-12068** **Warning/information message raised for generic tables is being counted as an error in Job Manager's success email**
When mapping only generic tables in Exchange Maintenance schema, an information message is displayed as an error which can be misleading and is counted as an error when the error count is display in Job Manager's success email. Suppressing this error to avoid confusion to users
- 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
- LAT-12058** **Modify exchange to enable population of FeeSchedule column in master table**
Modified Exchange New Business and Maintenance import process to allow users to populate FeeSchedule column in master table which can then be used to calculate the fee at an account level when processing payments from the workflow/batch processor
- LAT-12036** **While importing new business through Exchange, if a customer account has single quotes, it was throwing error.**
If a customer account contains single quotes in new business, it will not throw an error when imported through Exchange.
- LAT-12001** **Received date in Import New Business screen defaults to UTC time**
When importing New Business, if the user has Received Date set to Prompt or Use Current Date, it defaults to current UTC Datetime in the Import New Business form/screen. This needs to default to current system time instead since the date can default to the next day because of UTC and Received Date could be incorrect
- LAT-11984** **When importing a blank file in Exchange and viewing History, error message displayed is confusing and raw source file cannot be opened**
When manually importing a blank file in Exchange, updated error message to show "There were no records to process." and fixed bug so that raw source file can be opened. When importing the file through Job Manager no error message is shown so that job doesn't break and raw source file can be opened

Component: Job Manager

- LAT-12014** **Job manager transfer config using @date function uses UTC for time and not job manager service server time.**
Updated job manager transfer config to use local server time instead of UTC time when creating local folder or in upload file expression
- LAT-11927** **Command Line job fails when trying to run a BAT file from Job Manager**
The issue is the Command Line is expecting a parameter. If the parameter is not passed, it was throwing error, Modified code to handle no parameter case. This resolved the issue

Component: Latitude

- LAT-12040** **Unable to Generate Invoice**
Updated invoice application to handle larger volumes (tested with 40k records per customer)
- LAT-12015** **Latitude Login throws an error when an incorrect connection string is saved or no pre-saved connection string is found.**
This will handle the exception with db connection
- LAT-12008** **WebserviceAPI CustomerUpdate throwing error: Specified cast is not valid.**
Changes made to data type in column mapping to fix the issue.
- LAT-12000** **Custodian and Custodian editor wouldn't work after encrypting config files**
This will fix the issue with Custodian or Custodian editor reading encrypted config files.
- 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-11983** **When processing a file using the Dialer update service, if the phone number length, including the region code, in that file is greater than 10 digits, the Attempts and Contacts in the Compliance panel, as well as the Attempts in the Phones panel is not getting effected.**
Regardless of the length of the phone number in the file we are processing using the dialer update service, the Attempts and Contacts in the Compliance panel and the Attempts in the Phones panel will be affected depending on the policy configured in Administration.
- LAT-11981** **Need a new workflow activity for Hold and Unhold of accounts.**
New workflow activity for Hold and Unhold of accounts provided

LAT-11939 **Change statuses permission is not functioning in link view.**

Change status permission is applied to link view to restrict or allow statuses.

LAT-11920 **While importing/adding notes via Dialer, Exchange, Notes reference panel or Quick note from Phones reference panel, attempts in Phones reference panel, compliance attempts and contact in Compliance reference panel is not updating as expected.**

After importing/adding notes via Dialer, Exchange, Notes reference panel or Quick note from Phones reference panel, attempts in Phones reference panel will get affected only if Action code is configured true for Attempts, compliance attempt and contact will affect only if Result code is configured true for compliance attempts and contacts respectively.

Component: Letters

LAT-12038 **LetterRequest has no recipients error thrown when printing letters**

For some letter requests, "LetterRequest has no recipients" error is thrown as no LetterRecipient record exists for these requests. Creating a record in such scenarios instead of throwing an error so that printing can be done successfully

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