

SCR Summary for:

Release:Liquid 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: Database	
LIQ-9934	AIM ACLS import does not change accounts qlevel when configured to do so 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
LIQ-9907	AIM pending recalls need to be invalidated if corresponding account is no longer placed with an agency If a pending recall exists on an account and then an ACLS file is imported for the account, the account will no longer be placed. In such a scenario if the account is placed again with the same agency, it will immediately be recalled because of the pending recall. This ticket removes any pending recalls where either the corresponding accounts are no longer placed or the latest placement has happened after the pending recall was created
LIQ-9884	Unable to Generate Invoice Updated invoice application to handle larger volumes (tested with 40k records per customer)
LIQ-9869	Upon successful configuration, Dialer service will pull non-agent dialed calls from Genesys Cloud on timely fashion.
LIQ-9868	Getting SQL timeout when running an Account Analysis query Created Non Clustered Index for DeskChangeHistory table
LIQ-9862	In View Aim Work Efforts page, the below new columns have been added: <ol style="list-style-type: none"> Debtor Name: The Debtor Name to whom the work effort is added Communication Method: Phone Number or Email used in the Communication Communication Type: Phone Type or Email Type or Letter Type used in the Communication Template Description: Description of Phone Template or Email Template or Letter Template Result Code: Result Code
LIQ-9861	AIM Receiver will include OutboundEmail, OutboundSMS, InboundEmail, InboundSMS and PhoneCall records OutboundEmail and OutboundSMS records will contain data from LetterRequest table InboundEmail records will contain data from EmailLog table InboundSMS records will contain data from SMSLog table PhoneCalls records will contain data from DialerHistory table
LIQ-9858	Collection costs are not considered when calculating CBR for medical accounts. While calculating the CBR for medical accounts, the associated collection costs are taken into consideration.
LIQ-9835	Custodian procedures are modified add an optional Customer ID parameter. If the parameter is provided, the process will be executed for the selected CustomerIDs, otherwise will execute it for all available customers
LIQ-9792	In AIM Receiver APAY file, payment date has timezone offset which causes issues when importing the file in AIM Removed timezone offset from the payment date in AIM Receiver APAY file. The field will now be in YYYYMMDD format and not cause any issues when importing using AIM
LIQ-9767	Customer facing query timeout issue while trying to generate invoices Customer facing query timeout issue when generating invoices. Creating a non clustered index on payhistory table to resolve this issue

Component: Liquid Center

- LIQ-9905 Account Analysis should return LastPlacementDate in server time instead of UTC**
Account is placed at a time when server time and UTC time are on different dates. LastPlacementDate is saved as UTC time in the database. This fix will ensure that it shows up in server time in Account Analysis to be less confusing for users
- LIQ-9855 In System Configuration in Client Titles if user Enter Lable Names in Text Box for Dates, Values, Options and Text. If you configure a value then open the client configuration (Administration > System Codes and Settings > Accounts > Client) then the custom tab, the labels for dates/values/options/text was not reflected and showing only the default Lable names instead of updates new configured Label Names.**
In System Configuration in Client Titles if user Enter Lable Names in Text Box for Dates, Values, Options and Text then the new configured label names will reflect in client configuration (Administration > System Codes and Settings > Accounts > Client) in custom Tab.
- LIQ-9818 Print Letter is throwing error for accounts which have NULL data in ChargeOffBalanceDetail table**
When preparing merge fields for Letter Print, return ChargeOffAmount, Interest, Fees and Payments as 0 if they are NULL in the table ChargeOffBalanceDetail for an account
- LIQ-9783 Modify the table lookup to be more user friendly in Account Analysis so that if large set of data is selected should be able to access easily.**
Modified UI to be user friendly by adding filter and sort for selected items.
- LIQ-9769 Queue Level condition should not return any 600 or 700 series**
Queue Level currently supports qllevel 600 - 701 and returns nulls for qllevel range of 702 - 799. This condition should not return any 600 or 700 series since there exists a different condition for this range
- LIQ-9758 Batch processor was throwing error if user who does not have desk assigned, tries to process batch..**
If the desk is not assigned to the current user, a message will be shown on screen when batch processor is opened and the process button will be disabled and user will not be able to process the batches!
- LIQ-9741 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: Liquid Portal

- LIQ-9952 The ACS URL have portal/ in it which is sending to a wrong URL on SAML Response.**
Fixed the code to exclude "portal/" from ACS URL.
- LIQ-9941**
- LIQ-9939 Events panel throws error if a note record has a numeric result code.**
Events panel is displaying note records with numeric result code by handling the exception and eventinfo.
- LIQ-9936**
- LIQ-9932 Address in Customer task panel doesn't show the Primary address for a type**
Addresses and Emails in Customer task panel for each type will show the Primary addresses and not the last added good addresses as it was before. Also, any Primary address/email will automatically be an Active one even if not checked. And the first address for a type will be a primary address.
- LIQ-9931 The Misc Extra panel display does not show in alphabetical order making it difficult for users to find specific Misc Extra data they are looking for.**
The misc extra data is displaying in alphabetical order in the Misc Extra Reference Panel
- LIQ-9928 RDN Case Id Update**
RDN Case Id's data type has been updated in the Latitude database since it is being updated in the RDN environment
- LIQ-9926 In the Script Builder, the 'is null' and 'is not null' condition requires a specified value**
I have resolved the code issue, and it no longer prompts for a value.
- LIQ-9924 The Export of the AUPP records not writing the xml field for relationship is null.**
Included the relationship field in XML if it has NULL value.
- LIQ-9923 the arrangement History Panel displays arrangement as CC rather than pulling the description of DEBIT CARD from dbo.pmehtod table.**
The arrangement history panel now displays payment method from table as the condition for CC is removed.
- LIQ-9920 Modify migration scripts**
-to add default anchor (Party Navigator, Account Summary, Hot Note, Account Status).
-To add all task panels and set arrangement as default
-to remove the modules of permission which arent in use (Letters, Payment Processing,Accounts)
The postscript for permissions is modified
- LIQ-9916 When saving Scheduled Payments, in some scenarios Letter Code and NITD Send date columns are not persisted**
This is happening when the no. of Payments are more than 5. Updated the logic to handle this scenario!

- LIQ-9906** **Disposition notes from Genesys Cloud dialer will be auto-captured**
- LIQ-9896** **Added a new feature to Purge system events. Any event older than the configured no. of days (defaulted to 30) are purged.**
- LIQ-9894** **Aim Placement button does not gray out after placement is requested allowing multiple placements to be made**
Post this fix, AIM Place/Recall button will be disabled when placement/recall is pending and as soon as the request is created
- LIQ-9890** **When updating an existing Custom Panel, and pressing Save, it errors saying there is already an existing panel in that name, rather than saving the update it is trying to save it as a new panel.**
When updating an existing Custom Panel, and pressing Save, it saves the update for the existing panel.
- LIQ-9887** **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
- LIQ-9879** **In the Dispute Type Administration Policy, against the Dispute Type, you can set if that particular Dispute Type Requires Proof.**
If Proof Required in the Admin Policy for that Dispute Type, When selected in the Disputes Panel the Proof Required does not visually show that proof is required, it is only after you save the dispute it populates.
Client Requirement: During a call with customer need to figure out if Proof Required is ticked before clicking on SAVE
Though in dispute panel the Proof required gets checked only after clicking on SAVE unlike in care type panel the proof required gets checked much before clicking on save.
In the Dispute Type Administration Policy, against the Dispute Type, you can set if that particular Dispute Type Requires Proof.
Now the Proof Required in the Admin Policy for that Dispute Type, when selected in the Disputes Panel, the Proof Required now visually show that proof is required with checkbox as either marked or unmarked as we configured in Dispute Type Administration Policy.
- LIQ-9867** **When a DUN Letter (where LinkedLetter is set to 1) is requested on a newly linked account is updating Validation Notice for older accounts as well.**
Validation notices for older linked accounts will not be updated if letter is requested on a linked account which doesn't have a validation notice
- LIQ-9866** **When this Policy Permission is enabled, the Phone numbers on the Customer Panel and Phones Panel are presented with the masking functionality.**
- LIQ-9866** **The issue here is that this Policy is not reflected in the DPA Panel when selecting the Phone Number from the Drop Down, therefore, presenting the full number when the policy is enabled.**
Now When User goes to DPA Panel and when try to access Phones on Account fields from Dropdown menu, the user only sees masked number and only the trailing digits will get displayed.
- LIQ-9845** **Changing Status throws error for worked accounts in custom queue level.**
Updted the status change function to handle the expected ? in status in case the Queue level is in Custom level and account has been worked,
- LIQ-9840** **While opening the saved query that has Qlevel in its conditions block, it is not opening with the correct saved conditions.**
A saved query having 'Qlevel' in its condition block will open with correct conditions.
- LIQ-9836** **AIM Disputes details column in CDIS includes records/column delimiters in the data while exporting.**
Removed delimiter, CR and LF for AIM Dispute CDIS on exporting data.
- LIQ-9831** **Implement Email and SMS tasks under Task Scheduler service**
Email and SMS tasks like SendEmailTask, FetchEmailTask, SendSMSTask, FetchSMSTask etc have been created under the Task Scheduler service. These will be called based on how the tasks have been configured in the Administration section
- LIQ-9828** **Create a Custodian Task under Task Scheduler Service**
A Custodian task is created under the Task Scheduler service. Unlike the existing custodian service, this can be configured to execute the end-of-day processes for different customer codes at different times. All configuration can be managed through the administration section of the web application
- LIQ-9827** **Create a Clean Expired Wallet Items task under Task Scheduler Service**
A new task is created under Task Scheduler which can be used to identify and delete wallets that have a token which was pruned from the Tokenizer service. This can be configured from the administration section of the web application
- LIQ-9825** **Create a configuration page to create Schedules and configure Tasks**
A new configuration section is created to manage Schedules and Tasks in the administration section
- LIQ-9822** **Reminders will pop up in Agent Desktop when due or you pop up them from the reminder button on the bottom bar of the UI. On the Reminder pop up Screen there is a field for 'Due Date'. The value displayed there is not a valid due date and time.**
Reminder will popup and the Due Date is now showing Appropriate Date Format in DD/MM/YYYY , HH:MM
- LIQ-9819** **Create TaskScheduler service**
A new Task Scheduler service is created. This can be used to configure various predefined tasks to executed at customizable schedules. All configuration for this can be done from the administration section. Customers can install this service using the new TaskScheduler_SU*.msi

- LIQ-9805 Real-time phone number removal on payment activity for Genesys Cloud**
When a payment is made, the debtors phone number is automatically removed from all campaigns
- LIQ-9804 Misc extra data condition with title is not including the title(its empty string) when forming query.**
Title is included as part of query in misc extra data condition and misc extra data condition (Inner).
- LIQ-9803 Building a query with text condition value 'one of' is not taking up multiple values.**
Multiple value is taken from UI and query is constructed such that it includes multiple values for 'one of' condition.
- LIQ-9802 Issue 2: After processing a file using the Dialer Update Service, when clicking on '+' for a particular event in the Workform, the details of the events generated for the same account are not visible.**
Issue 2: Event details are visible after clicking on the '+' for an event generated by processing a file using the Dialer Update Service.
- LIQ-9790 Set the My Account page as the default page for Self Service Portal upon login**
Debtors will be shown My Account page after login
- LIQ-9789 View default date for monthly picker based on start date**
Automatically displays the day of the monthly picker as the day of the selected start date. When date is 25th May with Monthly frequency, day should be Day 25 as per the selected date 25th May.
- LIQ-9788 Show current balance when setting up an arrangement**
Current balance is displayed while setting up a payment arrangement
- LIQ-9787 E-Sign from debtor while setting up Payment Arrangement from Self Service Portal**
User approval is obtained to process the payment and the same is captured in the form on a new event
- LIQ-9786 Self Service Portal - Add a new image for page back ground**
A new image type can be uploaded in the Portal Customization Permission which will be used as a background image for every screen in portal
Type is restricted to jpg, jpeg and png and size the image is restricted to Width should not exceed 1300 px and height should not exceed 900 px.
- LIQ-9784 Self Service Portal - User friendly messages for rule violations when setting up payment arrangements**
Debtors are shown friendly messages for rule violations when setting up payment arrangements
- LIQ-9774 Any custom Panels with same name is causing a problem. For any custom panels, the name must be unique**
For custom panels, the name used while creating/editing is verified to be unique.
- LIQ-9772 In Account analysis, when adding the condition for 'Queue Level' as 'Value is not one of the following', the result obtained after running the query is inappropriate.**
Obtain the desired result by executing a query with the condition 'Value is not one of the following' for Queue Level in Account Analysis.
- LIQ-9771 The Carrier State is not show in UI of Medical Task panel >> Insurance tab.**
State description will be displayed in both the Carrier State and Insured State sections of the Insurance tab within the Medical Task panel, provided that the relevant data is available for each respective field.
- LIQ-9770 Accounts in custom qllevel (425 - 499) when worked should change the leading 4 of the qllevel to a question mark ?**
When an account is in a custom qllevel (425 - 499) and is worked, the qllevel should change the leading 4 of the qllevel to a question mark ? instead of 599
- LIQ-9765 Few labels in Care & Hardship panel are not showing up properly.**
Added missing labels.
- LIQ-9759 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 and while adding quick note from Phones panel "Party Phone Number Dialed Externally" event will be added also if attempts in Phones panel is incrementing then "Party Phone Number Attempted" event will be added.
- LIQ-9757 Event Panel states that the account has a pending recall date and final recall date even when "Auto Recall" option is not checked.**
Fixed the code to show the pending recall date and final recall date only when "Auto Recall" option is checked.
- LIQ-9754 After edit the payment spread for linked account is not updated properly.**
Spread is applied appropriately!
- LIQ-9750 When using the administration in the web client and setting a new password for a user, there is no verification of what you entered to ensure that it was entered properly.**
Added dual password entry with validation to ensure the new password is entered properly.
- LIQ-9723 Issue (1): If the "List Data item disabled" is still visible in the drop-down list within the Workform where a data list is used.
Issue (2): An error is being thrown when attempting to update the existing list data item, preventing any modifications from being made.**

If the list data item is enabled, it will be visible in the workform where the data list is used, and the user can update the list data item without encountering any errors by navigating to Administration > Accounts > List Data.