GENESYS

SCR Summary for:

Release: Liquid Latitude 24.1
Built on: 04-May-2024

Changes included in 24.1

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: Administration Tool

LIQ-7138 **System codes and settings -> General Settings -> State Restrictions. Need visual indicator that field is for a PERCENTAGE and set limitations on the field.**
System codes and settings -> General Settings -> State Restrictions.
Have set a limit to the field and have added percentage sign to indicate its a percentage field

Component: Credit Bureau Reporting

LIQ-9990 **Modify the CBR Reporting process to handle Debt Extinguished statuses**
Once reported the file contains modified changes as below:
1.Current Balance is set to 0 when special comment is 'DE'
2.Amount Past Due is set to 0 when special comment is 'DE'
3.Special Comment is set to “DE”
4.Once an account has been reported with the “DE” special comment it is not reported again.

LIQ-9987 **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.

LIQ-9986 **Add new status to CBR Special Comment tool**
"DE - Debt Extinguished Under State Law" is added to table and is displayed in the CBR special comment tool.

Component: Database

LIQ-10107 **Scheduledpayment.LetterCode is not populated with the letter code that was sent when custodian creates NITD letters from scheduledpayments of type ACH and CreditCard. The NITDSentDate is populated but not the LetterCode.**
Process is updated to use appropriate tables instead of the deprecated tables

LIQ-10106 **In custodian, the step for creating NITD letters for Post Dated checks is using the bank account holder name and address from debtorbankinfo and should be getting that information from the wallet contact table for the letters.**
DebtorBankInfo table dependency is removed, and appropriate tables are used to pull the required information.

LIQ-10105 **Reminder letters are not scheduled as expected for future promise payments**
Reminder letters are scheduled as expected for promises

LIQ-10066 **Account Analysis query fails to run if Events\User exists as a Condition**
This ticket fixes the configuration of the Events\User in Condition Builder which is the root cause of this issue

LIQ-10018 **New ItemizationBalanceHistory table**
New ItemizationBalanceHistory table which will help track all updates made to ItemizationBalance data

LIQ-10017 **Accounts aren't reporting due to Invalid SSN exception. For some valid SSN its throwing exception**
Removed the validation that is causing the issue .

LIQ-10006 **In the blank model database, there are multiple permissions which are misapplied. Need some script in the DBUpdate itself to fix this issue.**
Updated DBupdate script to remove the misapplied permissions.

LIQ-10003 **When an account goes SIF or PIF prior to the first report out of Latitude, the account will not report to the credit bureau. Client is looking for a way to force those accounts that have been impacted to report.**
For 1st Party, modified the CBR process to report accounts that went to SIF / PIF prior to first report

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-9856 **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: Liquid Center

LIQ-10112 **Linking should set the value of Hash Data for Date of Birth if the value is null or less than equal to 1900-01-01**
Hash Value for null Date of births would be set to 0. This will allow linking on such DOBs and would also speed up overall linking process

LIQ-10052 **While updating user from liquid its setting windows id for that user.**
Fixed issue by removing the default value for windows ID.

Component: Liquid Portal

LIQ-10108 **Reminder date is shown on screen when setting up an arrangement even when No reminder letter option is chosen**
Reminder letter date will be shown only if a valid reminder letter is chosen

LIQ-10080 **When attempting to process a UK Direct Debit payment, batchprocessor would fail with an exception!**
Batch Processor is updated to properly handle UK Direct Debits

LIQ-10078 **Cannot delete a document**
Documentation panel is updated to allow deleting an attachment

LIQ-10072 **Email tab is not displaying emails of all type.**
Email and address tab data is filtered to show each type of email and address.

LIQ-10070 **When we send communication request for PRR Letter Type, it expects the user to enter Amount and Due Date which doesn't make sense in this scenario. Need to hide it like we do for DUN letter type.**
Now in Communication Request for PRR Letter Type, the Amount And Due Date is now hidden.

LIQ-10065 **Spread information entered by agent while creating an arrangment is ignored when processing a payment and defaults to the Spread order selected in payments**
Payment is applied based on the spread defined in the arrangement

LIQ-10062 **Display issues with user configuration**
Updated the logic for user configuration to display active users followed by inactive users

LIQ-10061 **When there are more than 14 class of business (can be added from System codes and settings->Account -> Classes of business), only first 14 appear in the drop down for choosing class of business in client (System codes and settings -> Account ->Client)**
When there are more than 14 class of business, all classes of business appear in the drop down for choosing class of business in client, can you access by scrolling in the drop down

LIQ-10058 **The UI is not observing setting masked when entering a card number.**
Updated the logic for credit card number to set it as masked

LIQ-10056 **Navigate to Account Analysis.**

Select “Is Charged Off?” as a condition and selected “Yes” the condition only shows the answer “Yes” not the condition name as well.

Navigate to Account Analysis.

When Dragging Is Charged Off to Condition Container and Select Yes The The Condition Question/Caption will be shown with the Selected Answer.

Same will be shown For Other Conditions As Well.
The other conditions are:

Accounts -> Student loan -> AWG
Accounts -> Student loan -> PreviouslyConsolidated
Accounts -> Student loan -> PreviousRehabPriorToPlacement
Accounts -> Student loan -> Rehab
Accounts -> Student loan -> Rehab Ineligible
Accounts -> Validation notice -> Status
Accounts -> Validation notice -> Validation method
Account -> Is charged off
Account -> AWG -> Account AWG Driver ?
Account -> AWG -> Is AWG Driver
Account -> AWG New -> Account AWG Driver ?
Account -> Consolidated -> Is Consolidation Driver

LIQ-10048 **Letter Request History Panel Date Format does not use regional settings**
Updated the logic for Date Format which use regional settings

LIQ-10045 **Recall request not raised from workform if account has an existing transaction with status 4**
This ticket fixes the issue where recall requests are raised from workform even if there are transactions with status 4 (invalid requests)

LIQ-10042 **Provide an option to exclude non-responsible debtors from validation tracking notifications.**
Implemented a way to exclude non-responsible debtors from the validation tracking alerts.

LIQ-10040 **Editing Phone number does not update consent indicators**
Updated the logic for updating consent indicators

LIQ-10039 **merge fields available when creating a template for email or SMS. not include the Latitude account number.**
Updated the logic to include latitude account number

LIQ-10038 **When you attach a document in the Documentation panel, the Events panel does not detect it. You have to close and reopen the Events panel for the “Account Document Added” event to be displayed.**
Now While Attaching the Document in the Documentation Panel, the Event will be captured simultaneously, so user don't need to close Events Panel and reopen it to see "Account Document Added" event

LIQ-10037 **Email extra Events begin created**
Updated the logic for email extra event of primary email changed

LIQ-10036 **Missing functionality for switching the primary debtor.**
Implemented a feature designed to streamline the process of transitioning co-debtors to primary debtors. Additionally, established permissions to regulate access rights for changing primary debtors.

LIQ-10033 **Description: Debtor shown in the party navigator and the customer in focus on the customer task panel is not the primary debtor (debtor seq = 0) for the account.**

This occurs if the joined debtor id on any of the debtors is null. If all the joined debtor ids are populated for the debtors the issue does not occur. This is happening at arvest. I believe the issue is because Arvest does not use linking.
The Customer Shown in the task panel will be the primary debtor (debtor seq = 0). It will show even if the joined debtor id on any of the debtors is null.

LIQ-10029 **Drop Down Arrows are not aligned in UI**
Updated The logic for dropdown arrows

LIQ-10028 **Invalid dates in Warning popup causes account to not open**
If there is any data in the Warning messages that resembles a date but it actually not a valid date, the account fails to open. Instead we are going to show the data as is and not throw an error

LIQ-10026 **"Compliance Condition Exists" is displayed even when the letter is returned.**
"Compliance Condition Exists" is displayed based on validation tracking and compliance conditions.

LIQ-10025 **A list of localization issues found in agent desktop**
A list of localization issues have been fixed.

LIQ-10024 **New UI screen to manually add an account**
A new option is now available on the toolbar in Agent Desktop to Add an Account. Using this page, an authorized user can create an account with information related to the account like customer, branch, desk, received date, etc. and details related to account balance, debtor information, etc.

LIQ-10023 **New public API to create an account**
A new public API has been developed that can be used to create an account with information related to balances, dates, debtors and demographic information like addresses, emails and phones

LIQ-10022 **New permission to allow creation of a new account**
New permission created to configure if users should be allowed to add a new account. If enabled, users should also be able to select a default status code for the account

LIQ-10019 **Deleting an arrangement that is overdue, but within the Grace days period before arrangement fails**
Updated the logic for deleting arrangements which is within Grace days.

LIQ-10016 **Enhancements to Application Log UI**
1. Toolbar now provides a refresh button
2. Event Types are sorted alphabetically in the dropdown
3. Event Type dropdown now supports selecting multiple events to filter

LIQ-10015 **When selecting an authorised caller in the DPA Panel (In this case an authorised 3rd party) it is not registered in the DPA Table as CallerName = 3rd Party, and the CallerTypeCode defaults to DEBTOR.. nor does it register the NameOfCallerID as the DebtorID for the 3rd Party.**
It also does not reflect in the Events Panel and Interactions as the 3rd Party.
Now When Selecting the Authorize Caller in DPA. It will be registered in the DPA Table with the Caller Name which user gave to Caller Name.

CallerTypeCode will also show according to the user selected the Relationship.

NameofCallerId will get registered as the DebtorID which user choose in DPA as Caller.

All the Mentioned Fields will show correctly in Events Panel As well

LIQ-10014 **When configuring the Frequencies in the Admin Policy under client Policy, this is not reflected in the UI and all frequencies are still selectable.**
When configuring the Frequencies in the Admin Policy under client Policy, this is reflected in the UI and only the configured frequencies are displayed.

LIQ-10013 **1)"The alignment of checkboxes for the Enabled and Syscode parameters appears to be incorrect, causing a discrepancy in the presentation.**

2)Home type should be syscode enabled.

1) Updated the code for alignment of checkboxes for the Enabled and Syscode

2) Necessary change has been made to enable syscode for home type

LIQ-10007 **The customer is facing an issue in the Customer Panel. If you create a 3rd party and click on Authorized box, typing a value in this combo box, the options presented appear to be in HTML code rather than values for saved name.**
When the customer searches for the option which is present, it shows that correct option in the drop down and not the HTML code.

LIQ-10002 **Exchange doesn't update Email History and Status History for data imported through it**
An entry is added to Email history and Status History for any changes to Email and Status when imported from Exchange!

LIQ-10000 **Additional Information should be updated as "Original"**
Additional Information is updated as "Original"

LIQ-9997 **Placed accounts are showing the UTC Dates instead of converting them to local dates**
AIM Panel is updated to treat date as UTC dates and convert them to local dates before showing on screen

LIQ-9995 **The saved queries are not working in Liquid AccountAnalysis. It works when first created the Query but not once it is saved and re-run it is not retrieving data.**
Query string is modified so that after save it is fetching data for respective query formed.

LIQ-9988 **Payment Batch Processor should generate system events**
Payment batch processor now generates system events before and after processing payments which capture details related to the transactions processed. These can be viewed in the Application Log section in the Liquid Web interface!

LIQ-9984 **When creating the start and stop action stored procs what is done manually was simply copied but we need to indicate these were actually done via workflow. Attached are the updated/fixed scripts.**
Changed the value of stored procs according to the requirement.

LIQ-9976 **Ability to export CDOC file along with CRAR**
Added functionality to allow users to respond to agency requests by exporting the CDOC file along with the CRAR file. Users can select which document type should be included in the CDOC file using the AIM reference panel

LIQ-9975 **New Configuration to define document storage location**
Users will be able to configure if documents attached to an account should be stored in the database or external file share. This will be stored in the Control File table

LIQ-9973 **Create configuration section in Liquid to apply license**
Created a new configuration section in Administration. This section provides the ability to view active and expired licenses and their details. Also this section provides the ability to ingest new licenses!

LIQ-9968 **Unable to select linked accounts when creating requests on linked letters**
The fix removes an incorrect check which disabled the option to select linked accounts to be included in a linked letter request

LIQ-9966 **Hold days has a restriction of 999 days. Modify it to allow any number of days!**
The restriction for the hold days on edit has been removed. The care type can be configured for any required number of days!

LIQ-9960 **0 is being appended to the condition when is null or is not null is selected**
Updated the logic to handle Nulls / Not Nulls option

LIQ-9958 **For Joint accounts - more than one responsible party on the account, when setting up the arrangements other than credit card. It throws below error on setting up payments for second debtor.**
Error : An error occurred, the given key was not present in the dictionary.
Issue fixed by including all the wallet items in the dictionary.

LIQ-9957 **After running Aim Placement Job in Job Manager the comment in the note showing incorrect placement date.**
After executing the Aim Placement Job, the placement date will be displayed in the browser/agent's time zone in the note.

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-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-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-9923 **Arrangement History Panel displays arrangement as CC rather than pulling the description of from dbo.pmehtod table.**
Arrangement History Panel is used to pull the payment method description from the PMethod table instead of hardcoded values!

LIQ-9922 **Business rule validation error message is occurring while doing Payment Rescheduling**
Business rule validation message is not appearing while Validating a payment arrangement but occurring while Saving an arrangement and while doing Rescheduling of payment arrangement for first payment.

LIQ-9920 **Migration scripts should handle defaults for workform**

Migration scripts handles the default for Anchor (Party Navigator, Account Summary, Hot Note, Account Status), Creates entries for all Task Panels and sets the Arrangement as the default and removes the permission modules that aren't in use!

LIQ-9524 **SBT (Solutions By Text) SMS Plugin Integration**
This ticket contains changes related to "Solutions By Text" SMS Plugin integration and associated changes related to SMS Opt-In functionality