

New Features for:

Release:Liquid Latitude 23.1

Built on:03-May-2023

New features included in release 23.1

The table below summarizes the new features added in this release

SCR	Description/Details
Component: Database	
LIQ-9713	<p>In Script Builder, the column length of script verbiage is limited to varchar(500). Need to increase the size to varchar(3000) so that it can accumulate all the html tags too.</p> <p>In script builder -> create new / edit , the size of field script verbiage varchar(500) is increased to varchar (8000).</p>
LIQ-9630	<p>Requirement is to add new option in Latitude Management Studio Extension Wizard to delete account(s) physically from the whole database</p> <ul style="list-style-type: none"> -Added a new option as 'Purge Account' in Latitude Management Studio Extension Wizard -It will allow user select accounts using queries and delete that account(s) physically from the whole database -It will delete all the references of that account from all the tables. User will not able able to undo once deleted
Component: Liquid Center	
LIQ-9740	<p>Update to Access Outside Branch permission</p> <p>Using Access Outside Branch permission, users can now select specific outside branches to which users should have access</p>
LIQ-9720	<p>Newly added addresses are not showing up in the AIM CDEM file</p> <p>Both added and updated addresses should be present in the AIM CDEM file and also these should be the correspondence addresses from Debtors table since those are the ones sent in the placement file</p>
LIQ-9557	<p>User should be able to use their custom app in the anchor card by calling that with url.</p> <p>Created new micro angular app and verified the functionality of custom anchor card with url by using the developed micro angular app.</p>
Component: Liquid Portal	
LIQ-9738	<p>Need to provide option to set queue level to selected custom queue level manually in liquid.</p> <p>Similar to Latitude, In tool bar under 'Special' menu add a new submenu as 'Assign Custom Queue Level (425-499)'. It will allow user to select a custom queue level for the current account, also user can select queue date. It will update the current queue level and queue date to the selected queue level and date</p>
LIQ-9733	<p>All Latitude tools will have ability to perform SSO auth.</p> <p>User will now have ability to perform SSO login when any latitude tool is launched.</p>
LIQ-9732	<p>Scripts were not supported on on Custom Panels</p> <p>Custom Panels now support scripts</p>
LIQ-9731	<p>Change the misc extra data condition type to add title as part of the misc extra join.</p> <p>Created a new condition type that includes title in inner join for misc extra data condition type.</p>
LIQ-9708	<p>Latitude admin config will have a section named "SAML Settings and Configuration" where the admin can configure IdP configuration for SAML/SSO Authentication.</p> <p>User can use the "SAML Settings and Configuration" section to provide IdP configuration details.</p>
LIQ-9699	<p>Extend permissions to support Custom Modules / Components</p> <p>Modify the existing Permissions to add support for Custom panels using dynamic loading of modules / components</p>

- LIQ-9687** **Updates to List Builder and Account Analysis automation process**
Updated List Builder automation process to accept queryId instead of queryName since query names can be duplicated across user and system queries

Updated Account Analysis automation endpoint to only accept queryId and not accept queryName to avoid any issue due to duplicate names. Also, updated Job Manager's Web API job to accept base URL, database name and API Key from APIDefaults
- LIQ-9675** **To change Scripting Account Pop Event to include both Interaction Started and Interaction Resumed events.**
Scripting account pop if configured as automatic, it will pop up for both Interaction Started and Interaction Resumed events
- LIQ-9667** **# Existing policy "Basis for Minimum Balance" needs to be reinstated as "Basis for Minimum Balance for Delinquent Accounts" under Client Policy permission. The policy will have an additional option for Current Balance along with Total Amount and Past Due (existing options)**
For delinquent accounts, we are currently showing the Total Amount from DelinquentAccountBalanceBucket table in the Payment Negotiator section and using Current0 from master to calculate the arrangement. Post the change, the amount used in both places will be calculated based on the above policy.
Balance Details tab needs to be hidden for delinquent accounts
- Renamed the policy , Added the extra option in the policy
- Amount in Payment Negotiator section is displayed based on the policy
- Used the policy to calculate amount
- LIQ-9651** **Create an Email Plugin for Genesys Cloud**
Create a new plugin for Genesys Cloud for both outbound and inbound email and allow users to configure Genesys Cloud as an email gateway
- LIQ-9650** **Changes in Communication Panel for Outbound Email Attachments**
Allow users to select documents to be attached to an outbound email at the time of creating a letter request. This should be done based on a permission and if the configured email plugin supports attachments. The corresponding attachments will be displayed in the email preview before sending an email. These attachments will also be visible from the Communication reference panel after sending an email
- LIQ-9638** **Use system level queries in Script Builder tool**
When creating Base and Conditional Script Verbiage, populate merge fields based on system query results instead of existing mail merge fields. The system queries can also be used to determine if a conditional script should be displayed or not
- LIQ-9637** **Use system level queries in Digital Communication templates**
Populate merge fields based on system query results instead of existing mail merge fields. These merge fields can be used in email and SMS templates which form the body when sending an email or SMS from the Digital Communication panel
- LIQ-9631** **Provide a way to create system level queries using Account Analysis tool**
This feature contains changes in Account Analysis (Query Designer) to display and save queries at a system scope if the permission "Create System Queries" is enabled for the logged-in user.

These system queries can then be used to create Custom Panels, prepare merge fields for Script Builder or Communication Templates, and create conditional scripts for Script Builder.
- LIQ-9620** **Batch processor is updated to be able to handle multiple databases.**
Batch Processor now supports configuring multiple databases in the config file. However, it needs to be installed as a service, using the below command, per database. If you are not configuring multiple databases, you can ignore this. Also each Database is configured to be processed on one port.

All the connection strings should be added to the connections.config of the batch processor and then use parameters to configure the instance point to a specific database.

Command: Latitude.Web.BatchPaymentProcessor.exe install -instance "01" -baseUrl "http://localhost:9001" -connectionName "LiquidQA"

Note: By default, the installer configures the BatchProcessor with the database configured. This step is required if and only if you need multiple database support!
- LIQ-9561** **Add a record in Notes for identified Events**
For a set of identified events, a note will be added every time these events are posted. The Action and Result Codes for the Note will be picked up from the Event Template and the Comment will be same as the Event Summary. This will enable customers to easily query events data from the Notes table. Also, AIM CPLC, CNOT and ANOT files will fetch Notes & Events data from Notes table alone. Events data in Notes table can be identified using the EventID column.

NOTE: If there are any events created before this ES is installed and do not have a corresponding Note record, such Events will not be present in the AIM files. In order to ensure that there is no data loss, a migration script will need to be run to migrate the existing data from Events table to Notes table. The migration script named "LiquidMigration_EventsToNotes_PostScript.sql" is committed in the source code under the DBUpdateScripts folder. Please reach out to DEV before running this script.

