



BLUELEAP MEDIA BAR

v18 to v24 Upgrade Guide

Sep 2018 v1



Specialized
Oracle RightNow CX
Cloud Service



Oracle RightNow
Cloud Service



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1 INTRODUCTION

1.1 PURPOSE

The purpose of this document is to detail the v18 to v24 upgrade enhancements & changes.

1.2 CHANGES SUMMARY

- 1) New look Media Bar
- 2) Customer Logo support
- 3) Media Bar Report Icons
- 4) Multi environment support
- 5) Updated & versioned PHP handlers
- 6) Updated Workspaces
- 7) New enhanced SMS History tab and supporting reports
- 8) Supports auto incident creation on incoming CTI calls (via user-configuration setting)
- 9) Supports full control of feature visibility on the Media Bar, Send SMS, and Create Campaign dialogs (which buttons display etc)
- 10) New Single Send SMS button Addin
- 11) New Send from Report SMS Addin
- 12) Templates feature for standard texts
- 13) Full Opt-Out / Opt-In support for user-configurable 'soft' keywords and custom messages
- 14) Optional user-configurable creation of incidents for inbound (SMS replies) &/or outbound (sent SMS), with supporting user-configurable workflow
- 15) User-configurable automatic Prefix &/or Suffix
- 16) Updated, enhanced & streamlined set of Standard Reports and Dashboards

2 NEW LOOK MEDIA BAR

Enhances & streamlined with more features.



3 CUSTOMER LOGO SUPPORT

VU logo already setup (this is a BL setting)



4 MEDIA BAR REPORT ICONS

User configurable icons for easy access to key reports

Several icons are reserved on the Media Bar for quick access to reports. By default, they are turned off (set to zero) but can be set to any report with a corresponding hint.

#	Icon	Parameter	Default	Recommended
1		AnswersReportID	0	Send SMS from Report report ID
2		AnswersReportText		"Send SMS from Report"
3		DashboardReportID	0	Campaigns report ID
4		DashboardReportText		"SMS Campaigns"
5		MyInboxReportID	0	SMS Replies report ID
6		MyInboxReportText		"SMS Replies"
7		MyIncidentReportID	0	BLMessageTemplate report ID
8		MyIncidentReportText		"Message Templates"
9		ProcessCallReportID	0	Voice Calls by Agent report ID
10		ProcessCallReportText		"Voice Calls by Agent"

5 MULTI ENVIRONMENT SUPPORT

5.1 NEW ACCOUNT RECORD

The new account record has a special field CUSTOMERDOMAIN that needs to be setup with the source environment URL (with no prefix) – this allows Dialogue to send replies to the correct environment (TST, TST₁, QAS, PROD, etc):

The screenshot shows the 'BLAccount Settings' form. The 'CustomerDomain' field is highlighted with a red box and contains the value 'askvu.vu.edu.au'. Other fields include BLAccountSID, BLAccountPWD, BLAccountURL, ID (set to 1), BLToken, Updated By (James Coburn), and Date Last Updated (22/08/2018 11:10 PM). Below this is the 'SMS Settings' section with fields for SMSMessagePrefix, SMSMessageSuffix, SMSIncidentOutbound, SMSIncidentInbound, SMSIncidentOutboundQueue, SMSIncidentInboundQueue, SMSIncidentOutboundStatus, SMSIncidentInboundStatus, SMSIncidentOutboundSubject, SMSIncidentInboundSubject, SMSOptInKeyword, SMSOptInMsg, SMSOptOutKeyword, and SMSOptOutMsg.

5.2 REMOVING OLD FIELDS

Old (retired) account fields will need to be removed when the new objects are merged to existing. This is mainly because they have been moved to the server and will be accessed via the new portal when that comes online.

The screenshot shows a list of fields. The left column contains fields like AdminEmail, BLAccountPWD, BLAccountSID, BLAccountURL, BLToken, CustomerDomain, CustomerDomain1, CustomerSystem, CustomerSystemVersion, Date Last Updated, EnableAlphaNumeric, EnableCampaigning, EnableMessaging, EnableMMS, EnableVoice, ID, LocalCountryCode, ShipToAddress, SMSIncidentInbound, SMSIncidentInboundQueue, SMSIncidentInboundStatus, SMSIncidentInboundSubject, SMSIncidentOutbound, SMSIncidentOutboundQueue, and SMSIncidentOutboundStatus. The right column contains fields like SMSIncidentOutboundSubject, SMSMessagePrefix, SMSMessageSuffix, SMSOptInKeyword, SMSOptInMsg, SMSOptOutKeyword, SMSOptOutMsg, and Updated By. Many fields in the left column are marked with a red 'X' indicating they are to be removed.

6 UPDATED & VERSIONED PHP HANDLERS

Handler names shortened & versioned (e.g. BLCampaign24_7) to allow easier upgrades.

- Also see install guide.

7 UPDATED WORKSPACES

Main one is account, several have changed and should be renamed/replaced:

v18.3 Workspaces	v24+
BLAccountWS	Updated
BLCampaignsWS	suffix change for clarity
BLContactTemplateWS	Updated
BLInboundMessageWS	Updated
BLInteractionLogWS	Updated
BLMessageTemplateWS	New
BLOutboundMessageWS	suffix change for clarity

8 NEW SMS HISTORY TAB

Simplified with more info. Once setup it should look something like this:

SMS History (102)		Notes	File Attachments	Outreach	Prospect	(OLD) SMS History	Organizations
SMS Opt-Out		No	Send SMS		Contact WS - BlueLeap		
Sent	Message	Type	Status	Sent By	Campaign	Incident	
14/09/2018 02:42 AM	From BlueLeap: testing from suresh from OVI to james R	Message Campaign	Sent	Suresh Thirukoti	50		
14/09/2018 12:37 AM	From BlueLeap: new suresh cpm versions t1 Reply OUT t	SMS	Sent	James TestAccount			
13/09/2018 05:32 AM	From BlueLeap: check cpm's Reply OUT to opt out	SMS	Sent	James TestAccount			
11/09/2018 08:11 PM	From BlueLeap: mb test alpha Reply OUT to opt out	SMS	Sent	James TestAccount			
11/09/2018 07:36 PM	From BlueLeap: test a long multi seg sms 111111111111	SMS	Sent				
11/09/2018 07:24 PM	From BlueLeap: bui Reply OUT to opt out	SMS	Sent				
10/09/2018 07:05 PM	From BlueLeap: dom correct? Reply OUT to opt out	Message Campaign	Sent	James TestAccount	41		
10/09/2018 06:55 PM	From BlueLeap: what domain prey tell Reply OUT to opt	Message Campaign	Sent	James TestAccount	38		
10/09/2018 02:05 AM	From BlueLeap: test sched1 Reply OUT to opt out	Message Campaign	Sent	James TestAccount	37		
07/09/2018 06:22 PM	From BlueLeap: check sms system for ir Reply OUT to op	SMS	Sent	James TestAccount			
06/09/2018 04:46 PM	From BlueLeap: vu t1 Reply OUT to opt out	SMS	Sent	James TestAccount			
29/08/2018 04:31 AM	From BlueLeap: test234 Reply OUT to opt out	SMS	Sent	James TestAccount			
23/08/2018 02:01 AM	From BlueLeap: You're in u...!	SMS	Sent	James TestAccount			
Received	FromNumber	Message			Campaign	Incident	
14/09/2018 02:42 AM	+61418108078	got it well done					
14/09/2018 12:38 AM	+61418108078	new suresh cpm versions t1 reply					
13/09/2018 05:32 AM	+61418108078	cpms look ok for outbound					
07/09/2018 06:23 PM	+61418108078	got ir test					
06/09/2018 04:48 PM	+61418108078	vu t1 reply					
23/08/2018 02:01 AM	+61418108078	IN					
23/08/2018 02:00 AM	+61418108078	OUT					
13/08/2018 05:44 AM	+61418108078	yo reply to this REPLY					
25/07/2018 07:12 PM	+61418108078	reply no p no t test			34	16173	
06/06/2018 02:51 AM	+61418108078	V24.2 reply					
28/05/2018 04:23 PM	+61418108078	And all the delayed schedule msgs					
28/05/2018 04:22 PM	+61418108078	Yes got it					
27/05/2018 05:56 AM	+61418108078	TEST CID MATCHES					

9 NEW AUTO INCIDENT CREATION ON INCOMING CTI CALLS

Setting **AutoOpenIncidentForIncomingPhoneCall** to True for Media Bar Addin Opens an incident for incoming CTI phone calls, among other wonderous things.

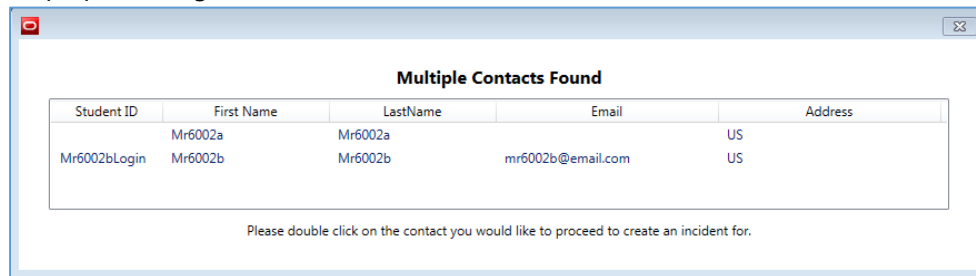
9.1 NO MATCH

- Creates new contact populated with phone number, then

- Creates incident with phone number and assigned field populated with logged in user

9.2 MULTIPLE MATCHES

- Displays a dialog with matches, desired contact is selected with double click:



- Creates incident with phone number and assigned field populated with logged in user
- (no contact record displayed)

9.3 SINGLE MATCH

- Creates incident with phone number and assigned field populated with logged in user
- (no contact record displayed)

10 FEATURE VISIBILITY (WHICH BUTTONS DISPLAY ETC)

These radio buttons control feature visibility on the Media Bar, Send SMS, and Create Campaign dialogs.

- 1 Generally, they are all visible (checked) as per below:

Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentExtension	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentStateButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentText	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAssocContactButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowCampaignButtons	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowConnectDisconnectButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowDialPadButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowPersonalization	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	showSMSButtonNew	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowTemplates	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowUnAssocContactButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowWebRTCButton	<input checked="" type="checkbox"/>

Some scenarios for unchecking are:

- 2 Not showing advanced SMS features for some users - have a very simple SMS dialog on a profile:

Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentExtension	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentStateButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentText	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAssocContactButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowCampaignButtons	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowConnectDisconnectButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowDialPadButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowPersonalization	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	showSMSButtonNew	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowTemplates	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowUnAssocContactButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowWebRTCButton	<input checked="" type="checkbox"/>

3 Not showing CTI features on a profile:

Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentExtension	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentStateButton	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentText	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAssocContactButton	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowCampaignButtons	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowConnectDisconnectButton	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowDialPadButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowPersonalization	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	showSMSButtonNew	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowTemplates	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowUnAssocContactButton	<input type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowWebRTCButton	<input checked="" type="checkbox"/>

Not showing WebRTC button on a profile, etc:

Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentExtension	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentStateButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAgentText	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowAssocContactButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowCampaignButtons	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowConnectDisconnectButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowDialPadButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowPersonalization	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	showSMSButtonNew	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowTemplates	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowUnAssocContactButton	<input checked="" type="checkbox"/>
Oracle.RightNow.Cti.AddIn.MediaBarAddIn	ShowWebRTCButton	<input type="checkbox"/>

11 NEW SINGLE SEND SMS BUTTON ADDIN

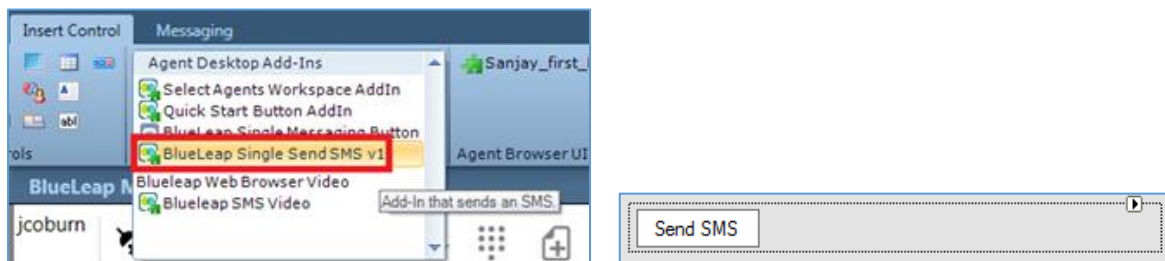
11.1 BLUELEAPADDINS_V1.ZIP

This enables the 'Single Send SMS Button Addin' that can be added to any workspace. It has the same functionality as the 'Send SMS' button from the Media Bar.

It has one config parameter to show template function or not:

Server Configuration Properties		
Class Name	Property Name	Value
BlueLeapAddins.SMSAddin.WorkspaceNoteUpdateAddInFactory	ShowTemplates	<input checked="" type="checkbox"/>

To add simply select from control dropdown on any workspace:



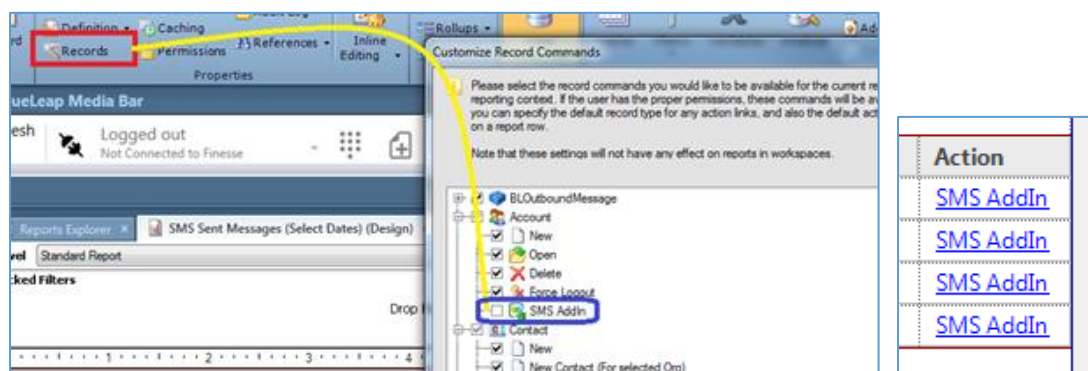
12 NEW SEND FROM REPORT SMS ADDIN

12.1 BLUELEAP_SMS_REPORTADDIN.ZIP

BlueLeap report add-in can be inserted in to any report once the add-in is loaded. It has the same functionality as the 'Send SMS' button from the Media Bar.

Note: A standard supplied report 'Send SMS from Report' is already set up this way.

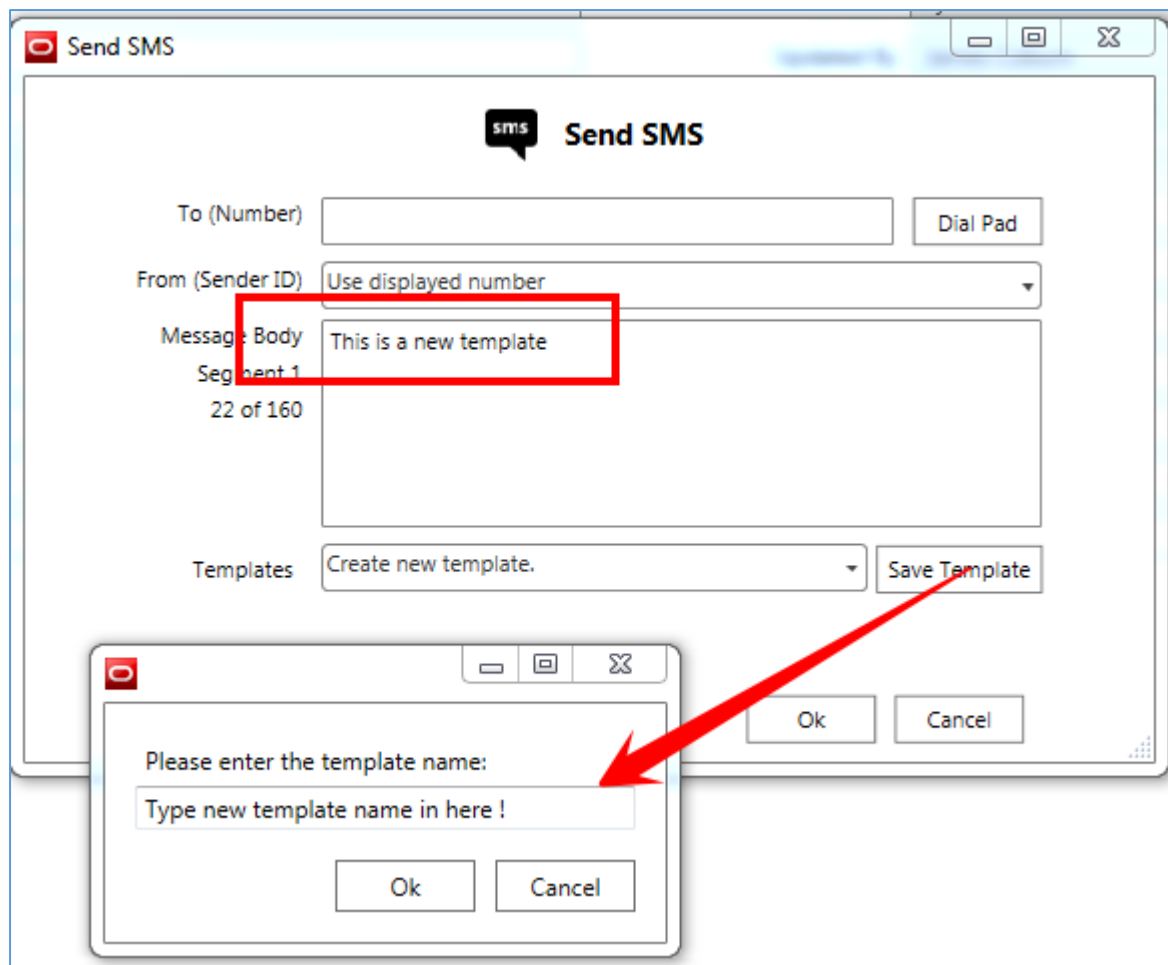
- 1) The report must have 1st column as **Contact ID** and 2nd Column as **Mobile Number**.
- 2) Go to Ribbon and in the **Home tab**, under **Properties** section, click on **Records** button ...In the popup window, expand the respective Object tree view and select the checkbox of Add-In and click on **OK** button.
- 3) You should see the Hyperlink **SMS AddIn**



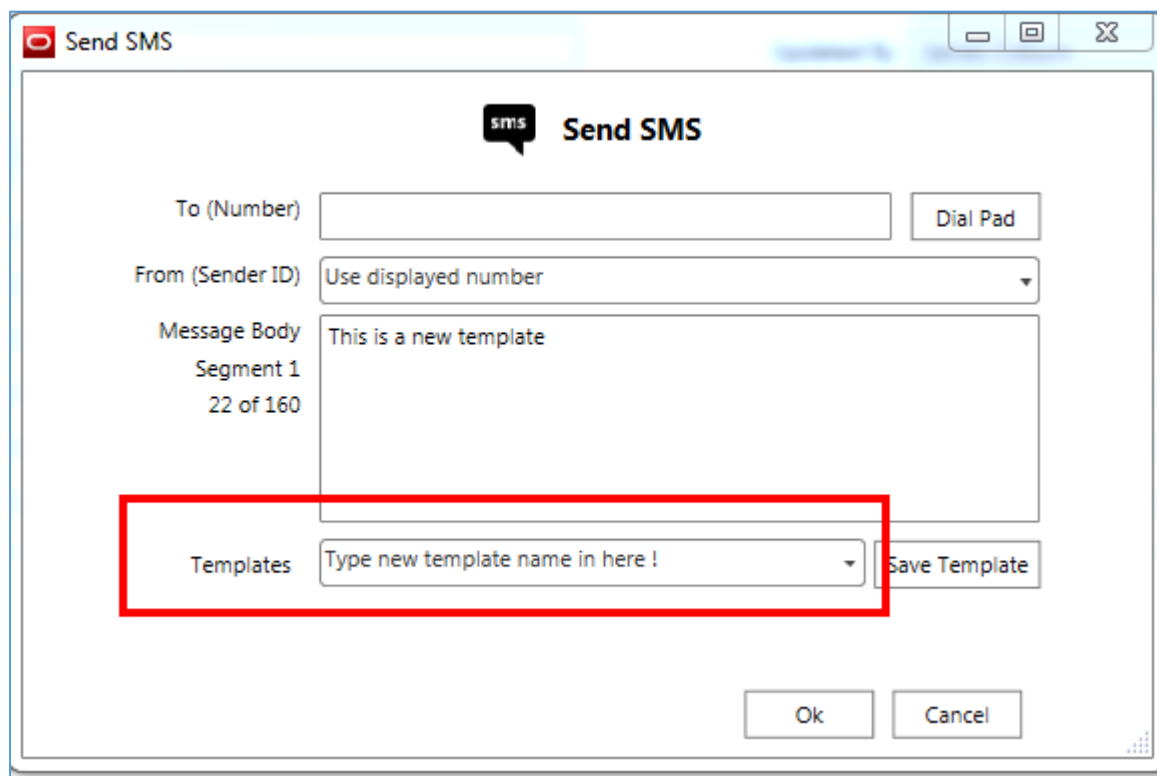
13 TEMPLATES FEATURE FOR STANDARD TEXTS

Standard templates for often used SMS, or Standard Responses can be easily stored & modified.

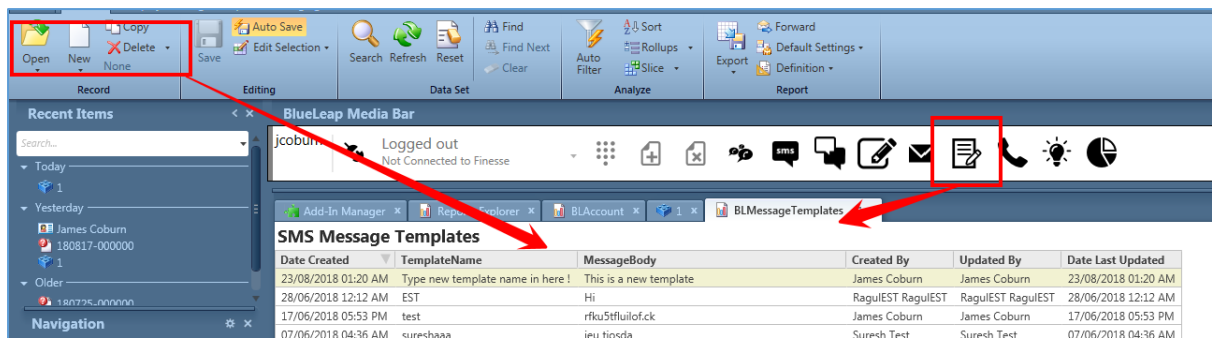
Just click Save to be prompted to save current message as a template:



It is then stored and accessible for the future:



To edit templates, use the Message Template report (commonly setup as a Media Bar icon)



You can edit from ribbon or double click to open workspace:

The screenshot shows the 'BL SMS Message Template' workspace. The form displays the following fields:

- ID: 49
- TemplateName*: Type new template name in here !
- MessageBody*: This is a new template
- CreatedByAgentID*: 1326
- Date Created: 23/08/2018 01:20 AM
- Created By: James Coburn
- Date Last Updated: 23/08/2018 01:20 AM
- Updated By: James Coburn

Templates can also be disabled by using the visibility feature (by why you would want to?)

The screenshot shows the 'Send SMS' dialog box. The form displays the following fields:

- To (Number): +61418108078
- From (Sender ID): Use displayed number
- Message Body: Segment 1, 0 of 160

14 OPT-OUT / OPT-IN SUPPORT FOR 'SOFT' KEYWORDS

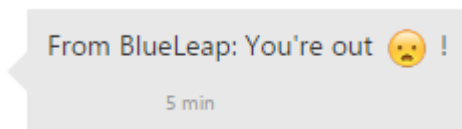
To setup 'soft' OPT-OUT / OPT-IN keywords access the new account workspace.

The account record can be established by running the BLAccount report then adding a new record which will bring up the BLAccount workspace (if the profile has been setup for access).

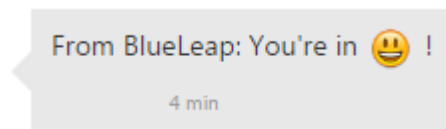
BLAccount Settings	
BLAccountSID	ID 1
BLAccountPWD	BLToken eyJhbGciOiJIUzI1NiIsInR5cGU6IjY9NTAwNDYzNywiZmxhZjoxNTM1MDA1MjM3fQ.eyJ1c2Vyb
BLAccountURL	Updated By James Coburn
CustomerDomain	Date Last Updated 22/08/2018 11:10 PM
SMS Settings	
SMSMessagePrefix	SMSMessageSuffix
SMSIncidentOutbound No	SMSIncidentInbound No
SMSIncidentOutboundQueue	SMSIncidentInboundQueue
SMSIncidentOutboundStatus	SMSIncidentInboundStatus
SMSIncidentOutboundSubject	SMSIncidentInboundSubject
SMSOptOutKeyword OUT	SMSOptInKeyword IN
SMSOptOutMsg You're out :-(!	SMSOptInMsg You're in :-)! !

In the above example:

- 1) When incoming SMS contains 'OUT' the `contacts.BLDIALOGUE$SMS_OPT_OUT` flag is set to Yes
- 2) An SMS with 'You're out :-(!' is sent to the sender



- 3) When incoming SMS contains 'IN' the `contacts.BLDIALOGUE$SMS_OPT_OUT` flag is set to No
- 4) An SMS with 'You're in :-)!' is sent to the sender



15 INCIDENTS FOR SMS & WORKFLOW

You can setup to create incidents in an incident queue for inbound SMS, and also for outbound SMS (although most just use for inbound to ensure they are responded to in a timely manner) via the new account workspace.

The account record can be established by running the BLAccount report then adding a new record which will bring up the BLAccount workspace (if the profile has been setup for access).

BLAccount Settings	
BLAccountSID	ID 1
BLAccountPWD	BLToken eyJhbGciOiJIUzI1NiIsInR5cGU6IjY9NTAwNDYzNywiZmxhZjoxNTM1MDA1MjM3fQ.eyJ1c2Vyb
BLAccountURL	Updated By James Coburn
CustomerDomain	Date Last Updated 22/08/2018 11:10 PM
SMS Settings	
SMSMessagePrefix	SMSMessageSuffix
SMSIncidentOutbound Yes	SMSIncidentInbound Yes
SMSIncidentOutboundQueue SMS Sent	SMSIncidentInboundQueue SMS Replies
SMSIncidentOutboundStatus Contact	SMSIncidentInboundStatus Updated
SMSIncidentOutboundSubject SMS Message	SMSIncidentInboundSubject Response to SMS
SMSOptOutKeyword	SMSOptInKeyword
SMSOptOutMsg	SMSOptInMsg

In the above example:

- 1) Drop down SMSIncidentInbound is set to 'Yes' which enables the feature (default is No)
- 2) SMSIncidentInboundQueue defines the Incident Queue (queue must be setup separately or pre-existing). Here is it 'SMS Replies' but can be anything.
- 3) SMSIncidentInboundStatus sets the status text for the incident. Here it is 'Updated'.

- 4) SMSIncidentInboundSubject sets the subject of the incident. Here it is 'Response to SMS'.
- 5) Similar applies for SMSIncidentOutbound .

Queue	Earliest Due	Num. Incidents	Action
1 No Value	01/27/2011 08:57 AM	119	Open , Delete , Print
2 SMS Response	07/03/2018 03:45 PM	2	Open , Delete , Print

Top Level > SMS Response				
Subject	Date Due	Assigned	Status	Action
1 Response to SMS	07/03/2018 03:45 PM		New	Open , Delete , Print
2 Response to SMS	07/04/2018 03:00 PM		New	Open , Delete , Print

If there is an existing incident, then the thread is updated.

16 AUTOMATIC PREFIX &/OR SUFFIX

Automatic prefix &/or suffix can be enabled via the new account workspace.

The account record can be established by running the BLAccount report then adding a new record which will bring up the BLAccount workspace (if the profile has been setup for access).

BLAccount Settings	
BLAccountSID	ID 1
BLAccountPWD	BLToken eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXZWxzXzIwMTUzNTAwNDYzNywiZm9udGkiOiJhbmM3fQ.eyJ1
BLAccountURL	Updated By James Coburn
CustomerDomain	Date Last Updated 22/08/2018 11:10 PM
SMS Settings	
SMSMessagePrefix From BlueLeap:	SMSMessageSuffix Reply OUT to opt out
SMSIncidentOutbound No	SMSIncidentInbound No
SMSIncidentOutboundQueue	SMSIncidentInboundQueue
SMSIncidentOutboundStatus	SMSIncidentInboundStatus
SMSIncidentOutboundSubject	SMSIncidentInboundSubject
SMSOptOutKeyword	SMSOptInKeyword
SMSOptOutMsg	SMSOptInMsg

In the above example:

- 1) SMSMessagePrefix is set to 'From BlueLeap:'
- 2) SMSMessageSuffix is set to 'Reply OUT to opt out'

NOTE: This can be set independently so you can just have a suffix without a prefix.

From BlueLeap: test1 Reply OUT to opt out
Aug 22 10:55pm

17 UPDATED REPORTS AND DASHBOARDS

Most reports have been updated, enhanced &/or streamlined. Many report variations have been 'Retired'.

- The 'Retired' reports can be retained if required, but BlueLeap recommend deleting them.
- The new/updated reports have all the functionality so deleting will reduce clutter and speed installation times.

Folder	v18.3 Report	v24+
BLCampaigns	Campaigns (Select Dates)	UPDATED
	Campaign Dashboard	UPDATED

	Campaign Dashboard A	NEW
	Campaign Dashboard B	NEW
	Campaign Dashboard C	NEW
	Campaign Dashboard Header	RETIRED
	Campaign Dashboard Body	RETIRED
	Campaign Dashboard Opt Out	RETIRED
	Campaign Dashboard Opt Out Header	RETIRED
	Campaign Dashboard Queued	RETIRED
	Campaign Dashboard Queued Header	RETIRED
	Campaign Dashboard Received	RETIRED
	Campaign Dashboard Received Header	RETIRED
	Campaign Dashboard Send Failures	RETIRED
	Campaign Dashboard Send Failures Header	RETIRED
	Campaign Dashboard Sent	RETIRED
	Campaign Dashboard Sent Header	RETIRED
BLDialogue	BLAccount	UPDATED
	BLCampaigns	no change
	BLContactInboundSMS	UPDATED
	BLContactListSearchByID	no change
	BLContactOutboundSMS	UPDATED
	BLInboundMessage	UPDATED
	BLManageCampaigns	no change
	BLMessageTemplates	NEW
	BLOutboundMessage	UPDATED
BLMessage	Send SMS from Report	NEW
	Campaigns Last 7 Days	RETIRED
	Campaigns Last Month	RETIRED
	Campaigns Scheduled	RETIRED
	Contact Lists Used (Select Dates)	UPDATED
	Contacts Opted Out	UPDATED
	SMS Replies (Select Dates)	NEW
	SMS Sent (Select Dates)	NEW
	SMS Queued Messages (Select Dates)	RETIRED
	SMS Replies Received Last 7 Days (All)	RETIRED
	SMS Replies Received Last 7 Days (Campaigns)	RETIRED
	SMS Replies Received Last 7 Days (SMS)	RETIRED
	SMS Replies Received Last Month (All)	RETIRED
	SMS Replies Received Last Month (Campaigns)	RETIRED
	SMS Replies Received Last Month (SMS)	RETIRED
	SMS Send Failures Last Month (All)	RETIRED
	SMS Sent Messages (Select Dates)	RETIRED
	SMS Unsolicited Received Messages (Select Dates)	RETIRED
	SMS Unsolicited Sent Messages (Select Dates)	RETIRED

BLCTI	BlueLeapSearch_VU	UPDATED
	BlueLeapSearch_STD	NEW
	InteractionLog	UPDATED
BLVoice	Voice Calls (Select Dates & Call Source)	UPDATED
	Voice Calls by Agent (Select Dates & Call Source)	UPDATED
	Voice Calls Last 7 Days	RETIRED
	Voice Calls Last 7 Days by Agent	RETIRED
	Voice Calls Last Month	RETIRED
	Voice Calls Last Month by Agent	RETIRED