BLUELEAP MEDIA BAR

v24.4.8 Release Notes

Nov 2018 v1

ORACLE Gold Partner

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1 INTRODUCTION

1.1 PURPOSE
The purpose of this document is to detail the v24.4.8 upgrade enhancements & changes.

1.2 CHANGES SUMMARY
1) Enhanced custom field handling (for student_id as text or integer or not present)
2) Enhanced error handling for campaigns
3) Re-export of report 'Send SMS from Report' (** Requires Blueleap_SMS_ReportAddIn)
4) New report 'BlueLeapSearch_STD_WithStudentID'
5) Internal enhancements

2 TEST RESULTS

2.1 CTI

System	Group	Primary Function Test	Expected Result	Outcome
CTI	Connect	Connect/Disconnect button	Displays Agent Login	PASS
CTI	Connect	Agent Login - prefilled	Connect connects to Finesse	PASS
CTI	Connect	Agent Login - Remember Credentials	Remembers credentials if checked	PASS
CTI				
CTI	NotReady (Outgoing)	Dial button has list of contact numbers from contact	All contact numbers display	PASS
CTI	NotReady (Outgoing)	Selected number from Dial button calls Finesse	Dials selected number via Finesse	PASS
CTI				
CTI	Ready/NotReady	Assoc button	Associates last phone number with selected number in contact record	PASS
CTI	Ready/NotReady	UnAssoc button	Un-associates last phone number with selected number in contact record	PASS
CTI				
CTI	Ready (Incoming)	No Match on StudentID; No Match on PhoneNumber	Display blank search report ("BlueLeapSearch")	PASS
CTI	Ready (Incoming)	Match on 1 StudentID	Display contact	PASS
CTI	Ready (Incoming)	Match on >1 StudentID	Display all matches in search report ("BlueLeapSearch")	PASS
CTI	Ready (Incoming)	No Match on StudentID; Match on 1 PhoneNumber	Display contact	PASS
CTI	Ready (Incoming)	No Match on StudentID; Match on >1 PhoneNumber	Display all matches in search report ("BlueLeapSearch")	PASS

2.2 SMS

Group	Primary Function Test	Expected Result	Outcome
SMS	Send Single SMS	SMS received	PASS
SMS	Receive Single SMS	Reply to SMS is received in SMS History Tab &/or Report	PASS
SMS	Send Single SMS - Create & Save Template	Template saved	PASS
SMS	Send Single SMS - Template	Template SMS received	PASS
Campaign	Send Campaign Immediate	SMS received	PASS
Campaign	Send Campaign Scheduled	SMS received at scheduled time	PASS
Campaign	Send Campaign - Personalised	Personalised SMS received	PASS
Campaign	Send Campaign - Create & Save Template	Template saved	PASS
Campaign	Send Campaign - Template	Template SMS received	PASS
Campaign	Send Campaign - Personalised & Template	Personalised SMS Template received	PASS
Campaign	Receive Campaign SMS	Reply to Campaign SMS is received in SMS History Tab &/or Report	PASS

2.3 RTC

NOTE: Assumes Agent (logged in user) account has matching contact record (matched by email) to source the Agent Phone Number

Group	Primary Function Test	Format Test	Format Action	Expected Result	Outcome
WebRTC	Call from Contact record	8 digit e.g. 12345678	Add prefix "+" and LocalCountryCode and LocalAreaCode -> +61 3 12345678	Calls Agent then Recipient	PASS
WebRTC	Call from Contact record	9 digit e.g. 123456789	Add prefix "+" and LocalCountryCode -> +61 123456789	Calls Agent then Recipient	PASS
WebRTC	Call from Contact record	10 digit with leading 0 e.g. 02 12345678	Add prefix "+" and LocalCountryCode & remove leading zero -> +61 2 12345678	Calls Agent then Recipient	PASS
WebRTC	Call from Contact record	11 or more digits e.g. 61 4 1234 5678	Add prefix of "+" -> +61 4 1234 5678	Calls Agent then Recipient	PASS
WebRTC	Call from Contact record	Leading "+"	OK to use as is	Calls Agent then Recipient	PASS
WebRTC	Call from Dial Pad	8 digit e.g. 12345678	Add prefix "+" and LocalCountryCode and LocalAreaCode -> +61 3 12345678	Calls Agent then Recipient	FAIL **
WebRTC	Call from Dial Pad	9 digit e.g. 123456789	Add prefix "+" and LocalCountryCode -> +61 123456789	Calls Agent then Recipient	PASS
WebRTC	Call from Dial Pad	10 digit with leading 0 e.g. 02 12345678	Add prefix "+" and LocalCountryCode & remove leading zero -> +61 2 12345678	Calls Agent then Recipient	PASS
WebRTC	Call from Dial Pad	11 or more digits e.g. 61 4 1234 5678	Add prefix of "+" -> +61 4 1234 5678	Calls Agent then Recipient	PASS
WebRTC	Call from Dial Pad	Leading "+"	OK to use as is	Calls Agent then Recipient	N/A

** adds extra international number instead of local area code; workaround is to add local area code or disable dial pad at server config

3 UPDATED REPORTS AND DASHBOARDS

Folder	v18.3 Report	v24+	v24.3	v24.4.8
BLCampaigns	Campaigns (Select Dates)	UPDATED	6/09/2018	
	Campaign Dashboard	UPDATED	13/09/2018	
	Campaign Dashboard A	NEW	13/09/2018	
	Campaign Dashboard B	NEW	13/09/2018	
	Campaign Dashboard C	NEW	13/09/2018	
	Contact Lists Used (Select Dates)	UPDATED		
	Campaign Dashboard Header	RETIRED	RETIRED	
	Campaign Dashboard Body	RETIRED	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	13/09/2018	
	BLContactListSearchByID	no change		

	BLContactOutboundSMS	UPDATED	13/09/2018	
	BLInboundMessage	UPDATED		
	BLManageCampaigns	no change		
	BLMessageTemplates	NEW		
	BLOutboundMessage	UPDATED		
BLMessage	Send SMS from Report ** Requires Blueleap_SMS_ReportAddIn	NEW		Updated
	Contacts Opted Out	UPDATED	13/09/2018	
	SMS Replies (Select Dates)	NEW		
	SMS Sent (Select Dates)	NEW	13/09/2018	
	~~Campaigns Last 7 Days~~	RETIRED		
	~~Campaigns Last Month~~	RETIRED		
	~~Campaigns Scheduled~~	RETIRED		
	~~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		
	BlueLeapSearch_STD_WithStudentID	NEW		NEW
	InteractionLog	UPDATED	13/09/2018	
BLVoice	Voice Calls (Select Dates & Call Source)	UPDATED	13/09/2018	
	Voice Calls by Agent (Select Dates & Call Source)	UPDATED	13/09/2018	
	~~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		