**📋 MICC Abandon Call Analyzer - Version History & Bug Fixes**

**Version 2.1 *(Current - Fixed)***

**Release Date:** Latest  
**Status:** ✅ **Stable**

**🔧 Fixes:**

* **CRITICAL FIX:** Date parsing bug resolved
  + Issue: "09-08-2025" was parsed as September 8th instead of August 9th
  + Fix: Added dayfirst=True parameter to handle DD-MM-YYYY format correctly
  + Impact: Eliminated duplicate month entries in business day breakdown
* **UI Enhancement:** Removed unnecessary "All Outbound Calls" sheet
  + Streamlined Excel report for better focus
  + Outbound data still analyzed but not exported separately

**✨ Features:**

* Multiple file selection methods (GUI, command line, interactive)
* Enhanced call volume metrics (total inbound, hungup, answered)
* Comprehensive business day breakdown
* Wait time in HH:MM:SS format

**Version 2.0 *(Enhanced)***

**Release Date:** Previous  
**Status:** ⚠️ **Had Date Bug**

**✨ Features Added:**

* Business day logic (6AM-6AM window)
* Wait time formatting (HH:MM:SS)
* Enhanced Excel reports with multiple sheets
* Daily performance metrics
* Call volume analysis

**🐛 Known Issues:**

* **Date Parsing Bug:** DD-MM-YYYY dates incorrectly parsed as MM-DD-YYYY
  + Symptom: Duplicate August/September entries
  + Cause: Default pandas date parsing assumed MM-DD-YYYY format

**Version 1.0 *(Initial)***

**Release Date:** First version  
**Status:** ⚠️ **Basic Version**

**✨ Initial Features:**

* Basic abandon call analysis (>27s wait time)
* 24-hour window SLA logic
* Simple Excel export
* Command line file paths only

**🐛 Limitations:**

* Fixed file paths only
* Basic date handling
* Limited reporting options
* No business day concept

**🔍 Bug Impact Summary:**

| **Version** | **Critical Bugs** | **Impact** | **Status** |
| --- | --- | --- | --- |
| **v1.0** | Fixed file paths only | Low usability | 🟡 Functional |
| **v2.0** | Date parsing (DD-MM-YYYY) | Incorrect business day grouping | 🔴 **Critical Bug** |
| **v2.1** | None known | Clean, accurate reports | ✅ **Stable** |

**🎯 Upgrade Recommendations:**

* **From v1.0 → v2.1:** Major upgrade with enhanced features and bug fixes
* **From v2.0 → v2.1:** **CRITICAL** - Must upgrade to fix date parsing bug

**📊 Version Comparison:**

| **Feature** | **v1.0** | **v2.0** | **v2.1** |
| --- | --- | --- | --- |
| File Selection | Fixed paths | Fixed paths | Multiple methods |
| Date Parsing | Basic | ❌ **Buggy** | ✅ **Fixed** |
| Business Days | ❌ No | ✅ Yes | ✅ Yes |
| Excel Reports | Basic | Enhanced | Streamlined |
| Wait Time Format | Seconds only | HH:MM:SS | HH:MM:SS |
| Call Volume Metrics | ❌ No | ✅ Yes | ✅ Yes |

**🚨 Critical Notes:**

**⚠️ Version 2.0 Users:**  
If you're using v2.0 and seeing duplicate August/September entries in your business day breakdown, **immediately upgrade to v2.1** to fix the date parsing bug.

**✅ Version 2.1 Users:**  
You have the stable version with all known bugs fixed.

*Last Updated: Current Date*  
*Next Review: When new bugs are reported*