

November 2021 Infortel Cloud Release

November 5, 2021

Highlights

The November release includes one of our most requested features. For all new implementations, we will now support Multi-factor Authentication (MFA). We will support authentication via email, SMS, or via an authenticator app such as those provided by Google and Microsoft. If you are an existing customer and would like to take advantage of this new feature, please contact us at support-select@isi-info.com.

With this release, we have also introduced a redesign of our Contact Center widget (Used for Cisco customers with either UCCX or Native Call Queuing). Key changes include:

- The ability to reduce the amount of data displayed leading to improved performance
- The ability to filter on Agents in the contact center widgets
- Improved ability to filter based on hunt groups

Other Changes

ID	Work Item Type	Title
3123	Bug	isvCUCMStat Can't Read Line Numbers Starting with Backslash
3719	Bug	Directory Extractor Function - Not enough space exceptions
3895	Bug	Directory Import Preview with JSON File - Error on Mapping Fields for Specific Columns for MS Teams
3909	Bug	NextGen - Add Default value 'Station' to LineType field in Processed table
4155	Bug	isvCharges Duplicates Fixed Charges by Running the Same Job on Multiple Servers
4181	Bug	Infortel Directory Add Person - Case Insensitive email domains
4216	Bug	isvDistribution Error "Unable to find Client" on Client List Change
4356	Bug	Infortel Login Page - Message of the day not appearing on the LoginUserID screen And a Typo in Best Results Message
3722	User Story	New filter option for UCCX stats service
3822	User Story	Directory Function Issues
4217	User Story	Update Pendo install process to force the Account ID passed to be in UpperCase
4279	User Story	Tenant Configuration Service - Add a way to identify which application(s) is / are using a tenant config
4280	User Story	Update the Call Exploration Test cases with proper sql queries to validate results
4343	User Story	NextGen Intermediate Record Store API Bug Fix
1141	User Story	Obtain Carrier Code from outpulsedCalledPartyNumber Cisco CDR Field