



# **CallCabinet Change Log**

## **Sprint 13.0 – Apr 28, 2025**

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## CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	12891	In Audit Log, add user's email address.	Customer logs included user email addresses for improved tracking and identification.
2	12915	Request Access to customer account email notification	Access request emails included the Customer Name and Customer ID to help clarify which account access is being requested.
3	12943	Enhance Keyword Notification to offer a semi-colon delimited list.	Notifications now support semi-colon delimited lists of keywords or phrases. A notification will trigger if any of the listed items match.
4	12946	Change "Hide unanalyzed calls" for any new customer or newly added site to Enabled by default	The "Hide unanalyzed calls" setting is enabled by default for new customers and newly added sites.
5	12952	On Demand - Language Transcription setting	Customers now can select the language for On-Demand call transcriptions within Site Settings. Available languages
8	14560	Add new call types	Added new call types: 8x8 Work and 8x8 Contact Center.
9	12903	Dashboard Management - Create and Edit	Added functionality for the users to create, edit, and manage custom dashboards within the CallCabinet environment. Features included selecting from predefined templates, adding / removing visuals, customizing layouts, and saving configurations.
10	12918	Full Text Search - New Portal	<p>Added full-text search capabilities to the Call Listing page for analytics customers with transcription data. Allowed users to search transcripts using phrases, wildcards, and approximations, with configurable AND/OR logic. Search results highlighted matching terms within the call transcript and provided context.</p> <p>Feature applies to Extensions assigned with Analytics license. Calls assigned to Ext with Transcription license will NOT be included in search results.</p>

11	12921	Implement Analytics Enhancements on Call Details page	Enhanced the Call Details page with AI-generated summaries, visual analytics (sentiment, cadence, word cloud, silence), and interactive transcript analysis tools. Included sentiment highlighting, topic/intent identification, and an automated QA scorecard with configurable phrases and hit rate tracking.
12	12931	Implement Updated QA Scorecard - Landing Page	Added a "Form Type" column to the QA Scorecard landing page to differentiate between automated and manual evaluation forms. Included edit and delete buttons for automated evaluation forms.
13	12934	Implement Updated Automated QA Scorecard - Editor	Introduced an editor for automated QA Scorecards within the CallCabinet portal (for analytics customers). Allowed creating scorecards with configurable items (questions, filters, topics), answer weights, tolerance sliders, and phrase hit rate tracking.
14	13562	Make transcription block on the Call Details page	Implemented interactive analysis tools (search, sentiment highlighting, topic/intent display), and automated QA scorecard integration with phrase management and hit rate tracking.
15	-	New UI	Improved New UI design offering a streamlined design, faster performance, designed for the future with security in mind.

## CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	10429	Investigate "413 Payload Too Large" on reporting page	Payload too large issue was fixed.
2	11098	The Name and Group ID fields are corrupted on the Admin Report page	Now the Name and Group ID fields on the Admin Report page are fully visible.
3	12228	Audit log wrong details format	Prevented "security settings changed" details in the audit log from being clickable.
4	12249	All STT settings shown during tab loading	Displayed only selected site-specific settings during tab loading.
5	12488	Some columns on the Admin Report page are truncated	Column truncation on the Admin Report page is fixed.
6	12503	Details are not aligned in the Edit History section when viewing QA form	Aligned details in the Edit History section of completed QA forms.
7	12521	Progress pointer does not work for the Shared Call	Enabled progress pointer functionality within shared calls.
8	12539	Seconds are still shown when resetting the Duration filter	Minutes and seconds are reset when clearing the Duration filter.
9	12639	Column Names Overlap in Call Listing	Fixed overlapping column names in the Call Listing view.
10	12652	"Tags" element is still highlighted on the Call Details after removing tag	Removed the "Tags" highlight after a tag was removed from Call Details.
11	12669	Columns Dragging issue on the Grid Management page	Limited column dragging on the Grid Management page.

12	12683	[Random bug] Error message appears in the Console when backing from Call Details page	Fixed console errors when navigating back from Call Details.
13	12750	Change grid management display	Reduced the spacing between the name columns and the footer.
14	12857	The Call Duration report receives a 413 error message.	Allowed generation of large Call Duration reports without 413 errors.
15	12860	Error appears in the Console for the Email Templates	Fixed console errors when scrolling through email templates.
16	12863	Part Download returns Internal Server Error	Part Download functionality now works without errors.
17	12958	500 error shows via `/Share/GetAudio` and `/Share/GetCallOscillo` endpoints	Now `/Share/GetAudio` and `/Share/GetCallOscillo` endpoints returns a 200 status code.
18	13105	Error message when importing users	Importing users without QA licenses are allowed when overconsumed, if QA role is empty in the import file.
19	13139	User Unable to Select Role and Add New User	Fixed role selection and adding new users on the Admin Report page.
20	13223	Some cookies moved to redux, but cookies still exist	Migrated remaining cookie-based data access to Redux.
21	13244	Error appears in the Console when opening certain pages	Fixed console errors when opening Billing and Admin Report pages.
22	13256	Incorrect logs are included to the User Activity section	User Activity statistics is calculated based on specified log types.
23	13266	Add Filter Header Not Fixed at Top of Call Listing Page	Fixed the "Add Filter" header at the top of the Call Listing page.

24	13342	Able to Change Role of Last Remaining Super Admin	The role of last Super Admin in the company cannot be changed.
25	13346	Incorrect items number when filtering the Call Listing	Fixed call filtering and counts on the Call Listing page.
26	13349	"Activate" button is not highlighted for the Subscribed beneficiary	The "Activate" button is in the highlighted state for Subscribed beneficiaries.
27	13352	Quantity value is not updated for the beneficiary	Now the Quantity value is correctly updated for beneficiaries.
28	13415	500 error appears when opening the Site Monitoring page	Fixed the 500 error and allowed access to the Site Monitoring page.
29	13603	Extensions and Agents lists are fully exported	Only the displayed page of Agents and Extensions are exported.
30	13607	Selective Recording is counted for the disabled sites	Visibility of the Selective Recording on the Extension Management page is based only on active sites.
31	13616	Incorrect Email Validation Message	Correct email validation message is shown on the Agent Management page.
32	13627	"Disabled" filter incorrectly works for the "Recording Enabled" column	Now the "Disabled" filter correctly works for Recording Enabled column.
33	13654	Persistent Validation Message and Ability to Duplicate Template Names After Page Reload	Issue with duplicate template names is fixed and updated validation messages.
34	13747	User without required permission has access to the Legal Hold	The users need to have the Legal Hold permission to access this functionality.
35	13794	Report service swagger does not respond	Report service swagger UI is accessible now.

36	13850	500 error appears when filtering call by Duration	Fixed the 500 error and allowed filtering calls by Duration.
37	13873	Missing "Archived" log type for customers	Made the "Archived" log type available for all customers.
38	14015	Advanced Users can be imported despite missing available licenses	An error shows when importing Advanced Users without licenses.
39	14343	302 error shows when enabling the "Map Extensions To Sites" checkbox	"Map Extensions To Sites" works without errors.
40	14418	Error page appears when setting Role Management group	Allowed access to Custom User Roles with appropriate permissions.
41	14425	Error page appears when opening Call Tags with required permissions	Allowed access to Call Tags with appropriate permissions.
42	14437	GetReadyCallOnDemand Transcription returns 500	Implemented proper exception handling for GetReadyCallOnDemandTranscription.
43	14639	CallBi transcription increase Service Bus queue	Prevented CallBi transcriptions from increasing the Service Bus queue.
44	14781	Disable classic login does not work	Disable classic login is fixed.
45	14787	Remove the "Disable Plan Change" checkbox	Removed the unused "Disable Plan Change" checkbox.
46	14872	WRAP Codes and Duration sections are not available	Now the WRAP Codes and Duration sections available on the QA Randomizer page.
47	14886	The user cannot change the role of a deleted user on the Admin Report page.	Allowed role changes for deleted users.
48	15060	Error Displayed for All Customers When Both	Customer details are correctly shown if "Show stats per site" and "Show active customers only" checkboxes unchecked.



		Checkboxes Are Unchecked	
49	15436	302 error appears when downloading the shared call	Downloading shared calls works without errors.
50	15461	Remove empty space above the grid on call listing	Removed empty space above the call listing grid.
51	15495	Unable to download calls using Firefox	Now calls are downloaded in Firefox browser.
52	15670	503 error when sending email	Fixed sending emails without 503 errors.
53	13006	Custom Role Edit Error	Error message is corrected. Now user with a custom role "X" is able to change or delete the role only for those users who also have a custom role but not "X."
54	13154	Missing "Delete" button to remove users on the Partner View page	The "Delete" button on the Users tab on the Partner View page is fixed.
55	13418	Calls are deleted when removing extension from Admin Report page	The calls are not expired now when removing the Extension from the Admin Report page. The Calls will be shown on the Call Listing page.
56	15549	Error appears when printing the results of QA form	Quality Assurance form is successfully printed without errors.
57	15747	Internal error on customer creation	Creation customers with UK Storage Location is fixed.

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For any additional information please visit [www.callcabinet.com](http://www.callcabinet.com) or for technical support email [support@callcabinet.com](mailto:support@callcabinet.com)

## DOCUMENT CONTROLS

Version	Details	Revised By	Issue Date
1.0	Changelog is created	Soldatenkova S.S.	Jan 30, 2025
1.1	Release	Chard Johnston	Apr 24, 2025