CallCabinet Change Log
Sprint 14.0 – May 22, 2025

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CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	6619	My Time Zone feature now available on Call Details page	"My Time Zone" available on Call Listing is now available on Call Call Details page
2	8588	QA Score Rounding Process control	Under Settings \ General \ Quality Assurance settings was added to control decimal points for rounding of QA scores.
3	9157	License Enforcement - Phase 3	CallCabinet has now fully locked down all licensed controlled features. Customers must have a license to enable all features.
4	13522	Enhance GetAccessLogs API to support date range parameters	The `GetAccessLogs` API now supports passing a date range to extract security log details from your customer account.
5	13827	Send Notification based on CallCabinet Group or Site	Customers can enhance their notification by applying a selected group or site to the notification rules.
6	16280	AI Agent Widget	An AI Agent Widget is provided as a floating chat box on Call Listing and Call Details pages for interaction based on displayed or selected calls.
7	16281	AI Agent Analytics Page	A new AI Agent Analytics page is introduced, allowing contextual conversations with the AI, call filtering, and conversation management.
8	16282	Analytics Notifications - Activity Log Page	A new Analytics "Notifications" left menu option page is added featuring an Activity Log that lists triggered notifications with details and filtering options.
9	16287	Analytics Notification Configuration - New Notification	A guided, step-by-step process is implemented for configuring Notifications, including steps for window, triggers, cooldown, actions, and filters.
11	16288	Analytics Notification Confirmation/Review Form	An Analytics Notification Confirmation/Review form is available, allowing users to review, edit, and save configurations, and view a graph of historical trigger occurrences.
12	16593	Do NOT Record Extension or Number	A "Do Not Record" (DNR) management page is created, allowing administrators to define extensions or phone numbers that are not recorded
13	16594	All Recording plans are now visible from the Extension Management page	Recording licenses progress bar is displayed on the Extension Management page outlining consumed and licensed quantities.

14	16595	In Partner View, Add column for Customer ID	A "Customer ID" column is added to the Partner View.
15	16596	End Customer / Partner License Consumption Control	Partners can now decide whether they want recording license consumption based on usage or fixed control. A notification will appear for the extension with no license. CallCabinet will still record the extension with no license. However, calls will not be visible in Call Listing until proper license is assigned to Extension. Recordings will be retained for 30 days if no license is assigned.
16	16610	8x8 Site Provisioning Page	A new "Provision 8x8" integration provisioning page was added to the Site Management page to simplify the deployment process.
17	16613	Enhance Keyword Notification with Auto Call Tagging	Keyword notifications are enhanced with an option to automatically apply a selected Call Tag to the corresponding call record making it convenient to find the recording using the Call Tag from the Call Listing page.
18	16614	Update Licensing API Documentation	Additional licensing options were added and Advanced Analytics license is no longer available
19	16717	Custom Roles - Analytics & Transcription	Custom role configuration is updated with a new section for "Analytics & Transcription," providing granular control over access to Conversation Analytics, caller sentiment visibility, manual Transcription/Summarization
20	16788	Archive License - License Removal	An archive license is freed and made available for re-use when all calls associated with an archived extension have expired per retention policies.
21	16789	Partner Settings - Control access to Teams Configuration Portal	Access to the Teams Configuration Portal is controlled via a new "Teams Portal Access" option in Partner Settings, configurable by Super Admins.
22	16894	Manual Transcription & Summarization	Manual Transcription and Summarization is enabled by default, with global and account-level settings available to disable it, and permissions are managed via custom roles.
23	16902	Analytics QA Scorecards - Import Phrases	The ability to download, edit, and upload phrase lists for Automated QA Scorecards is added to the Call Cabinet portal.
24	17064	Incident Contact	3 new fields were added to aid with enhanced communication. The Business, Compliance, and Finance email contacts were added as required fields during new account registration. Navigate to Settings \ General \ Security settings to manage settings. CallCabinet recommends a distribution

			email rather than a direct contact to avoid missing value updates from CallCabinet.

CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	18187	CallCabinet Account Deletion	Weekly emails are not sent to deactivated customer accounts.
2	18195	Restricted Users - Excel Export	Exporting a list of users assigned a restricted user role to Excel works successfully.
3	13506	Align animation speed	The animation speed for opening and closing UI elements is aligned.
4	14050	Dependency tooltip does not disappear randomly	The dependency tooltip on the "Custom User Roles" page now correctly disappears when the mouse is moved away.
5	14185	Negative Values Displayed in Form Results with Large Numbers	Form results with large numbers now display correctly and do not show negative values.
6	15273	Modals are automatically closed when expiring a token	Modals are handled gracefully when a token expires, preventing unexpected automatic closure.
7	15954	Resolve high priority bugs with cross visual filtering for analytics	High priority bugs related to cross-visual filtering on the analytics page are resolved.
8	16152	Fix Console Errors During Page Navigation	Console errors during page navigation are fixed.
9	16573	Show error message on settings change for not active customer	An error message is now shown when attempting to change settings for an inactive customer.
10	16989	Video returns 500 error on share call page	Users are now able to see video on the Shared Call page without a 500 error.
11	17054	Missing access to Saved Filters for the user	Users now have access to Saved Filters on the Call Listing page.
12	17565	Missing CallCabinet logo when resetting password	The CallCabinet logo is now shown in password reset emails.

13	17691	Call details player freezes during close	The call details player now closes smoothly without freezing.
14	17856	Missing the error notification/message when changing the Two Factor Authentication for the user	Appropriate restrictions and error messages are now in place when changing Two-Factor Authentication settings for a user, preventing incompatible MFA selections.
15	17993	Password for shared call is sent only once	An OTP is now sent for each attempt to open a shared call page when OTP is enabled.
16	18029	User is redirected to "secure" URL when logging in with Microsoft	The URL is no longer changed to include "secure" when logging in with Microsoft on the new UI.
17	18044	Login failed attempts logs are missing	Failed login attempts are now correctly logged in the security log.
18	18073	Failed to archive extensions for free on the Billing Report page	Extensions with less than 1,000 calls can now be archived for free from the Billing Report page.
19	18076	Investigate customer related issues	Customer-reported issues, such as the "OOPS" error during call searches on the new UI, are resolved.
20	18080	Incorrect filtering results on the Analytics page	Filtering by "Quarter" and other filters on the Analytics page now returns valid results.
21	18083	Incorrect language in dropdown on Analytic page	Dropdown options for "Month" or "Day Name" filters on the Analytics page are now displayed in English.
22	18086	Incorrect columns show in the Partner View grid for Storage Partner	The Partner View grid now shows the correct columns for Storage Partners.
23	18089	Inconsistent Filters on Analytics Page	Filters in the dropdown and in the header on the Analytics Page are now identical.
24	18101	Reassign extension call count issue	The call counter in the reassign extension window now correctly shows the call amount for the selected extension.
25	18105	New webhook input field is not visible	The new webhook input field is now visible.
26	18128	Notes are broken for the Shared call	General, time-based, and point-in-time notes on shared calls can now be successfully added, edited, and removed.

27	18145	Repeated Login Entries in Security Logs	Security logs now reflect accurate login information without repeated entries for active users.
28	18161	"Save" button should be disabled until loading all Partner users	The "Save" button on the Partner edit modal is now disabled until all Partner users are loaded.
29	18164	Missing the "Transcription Billed Hourly" checkbox on the Transcription tab	The "Transcription Billed Hourly" checkbox is now present on the Transcription tab in the Admin Report page for users with access.
30	18167	Incorrect spelling in modal window title	The spelling in the "Acknowledgment" modal window title is corrected.
31	18261	Analytics endpoint error on completing scorecard for a call	The analytics endpoint for saving auto-completed scorecard forms no longer returns an error.
32	18264	Search Transcripts text field resizes when adding invalid data to search	The "Search Transcripts" text field now maintains a fixed size even when a validation error occurs.
33	18267	"Apply" button is active after applying of searching transcription	The "Apply" button in Search Transcripts is now disabled after a search is successfully applied, until new criteria are added.
34	18270	Not all calls are shown on the Call Listing grid after closing the Search Transcripts	Closing the Search Transcripts box now correctly resets the search, and all relevant calls are shown on the Call Listing grid.
35	18273	"Save Filters" and "Reset Filters" buttons are available when closing the Searching Transcription	"Save Filters" and "Reset Filters" buttons are no longer shown on the Call Listing page when only Searching Transcription is used without other filters.
36	18276	Missing the "PBX Call ID" parameter on the Call Information modal	The "PBX Call ID" parameter is now present on the Call Information modal.
37	18279	Transcription tab exists for Essential customers on the Admin Report page	The Transcription tab is no longer available on the Admin Report page for customers with the Essential plan.
38	18282	Form submit button is active to send the request few times	Form submit buttons are now disabled after the first click until a response is received.
39	18285	User is not redirected to selected default company	Users are now redirected to their selected default company after submission.

40	18291	Applied filters and the pagination are remembered for the Call Listing after switching to other pages	Applied filters and pagination on the Call Listing page are now only preserved when navigating between Call Listing and Call Details.
41	18306	Change extension export time format	The time format in the extension export is no longer in Unix timestamp format.
42	18309	Request log modal should not resize after selecting dropdown option	The Request log modal now maintains a constant width and does not resize after dropdown selection.
43	18316	Error appears for the importing Extensions	Extensions are now successfully imported without errors.
44	18329	Remove extension selection limitation on Seat/Ext tab	The limitation on selecting more than 50 extensions at a time on the Seat/Ext tab is removed.
45	18332	Password is sent twice when enabling OTP for sharing via Outlook email box	An OTP is now sent only once per share page opening when sharing via Outlook with OTP enabled.
46	18343	Error appears when navigating to Sites tab for the Essential customer	The Sites tab on the Partner View page for Essential customers is now successfully accessible.
47	18466	Site management validation error is missing	A validation message is now shown on the Site Management page if the "Save" button is clicked without inputting a Site name.
48	18496	Notes do not support some Unicode characters	Notes now successfully save all validated characters, including Unicode characters.
49	18519	Searching Transcription are remembered for the Call Listing after switching to other pages	Search Transcription filters on the Call Listing page are now only preserved when navigating between Call Listing and Call Details.
50	18522	Back button should return to QA Dashboard page	The "Back" button now correctly returns the user to the QA Dashboard page from call details opened via the Dashboard.
51	18528	Not active visuals visible on dashboard	Inactive visuals are now removed from the Dashboard.
52	18584	Incorrect log in with Google, Microsoft, and SAML	Logging in with Google, Microsoft, and SAML via SSO now works correctly.

53	18587	Close saved report popup after selecting report	The Saved Report popup now closes automatically after a report is selected.
54	18590	Logo is broken in the email box	The logo is now correctly shown in emails like "Forgot your password" emails.
55	18593	Error page appears when resetting a password	Users are now correctly redirected to the Reset password page without an error.
56	18599	Modals are not closed when appearing the session expired pop-up	Open modals are now closed when the Session expired pop-up appears.
57	18602	Trim long usernames	Long usernames are now trimmed to fit on homepage tiles.
58	18609	Checkboxes Ignore Share Calls Restriction	Checkboxes in Compliance Call Share Settings are now disabled if the main "Share Calls" checkbox is unchecked.
59	18615	Share available for dropdown Ignores Settings Selection	The "Share available for" dropdown now only displays the option selected on the Settings page.
60	18618	Missing Shared Calls icon	The logo is displayed for emails when sharing calls.
61	18621	Remove the Trash Icon from Deleted Plans	The delete icon is no longer visible for already deleted plans.
62	18624	User is redirected to "atmossystemsstaging" URL when logging in with Google	The URL remains consistent after logging in with Google on the new UI.
63	18627	Errors appear in the Console when logging in with Microsoft	Errors no longer appear in the console when logging in with Microsoft.
64	18630	Broken Data filter for dashboard templates	The data filter for Dashboard templates is no longer broken.
65	18633	Missing "Search" component for certain drop-downs when adding/editing an Agent	A "Search" component is now added to "Site Name," "Supervisor," and "Special Email" dropdowns when adding/editing an Agent.
66	18636	Agent cannot be added/edited after getting the validation errors	Agents can now be successfully added or edited after validation errors are corrected.

67	18639	Inappropriate columns are shown during editing columns on the Agent Management page	The "Edit columns" view on Agent Management shows correct columns based on purchased licenses.
68	18642	Missing "Search" component for certain drop-downs when Reassigning Calls for Agent	A "Search" component is now added to "Extension" and "New Agent" dropdowns when reassigning calls.
69	18645	Failed to Reassign Calls on the Agent Management page	Calls are now successfully reassigned on the Agent Management page.
70	18648	Log In does not work for SAML and Ping	Logging in via SSO with SAML and Ping now works correctly.
71	18651	Investigate swapped speakers in a call	Speakers in call transcripts are now correctly assigned (Agent as Speaker 0, Caller as Speaker 1).
72	18657	Customer unable to play calls for the specific date	Calls for the specified date can now be successfully played and downloaded.
73	18660	Reactivated Sites are not visible in the Admin Report grid	Reactivated sites are now visible on the Admin Report grid when "Show state per site" is checked.
74	18663	Reactivated customer is not available when checking the "Show stats per site"	A reactivated customer now correctly shows on the Admin Report page.
75	18666	Missing results when unchecking the "Show Deleted Partners" checkbox	The user is now redirected to the first page of the Partner grid when "Show Deleted Partners" is unchecked.
76	18669	User has access to Shared call without entering the OTP code	The OTP code must now be entered to access a shared call when OTP is enabled, even on quick refresh.
77	18672	Unable to update customer name from partner view page	Customer name or URL can now be updated from the Partner View page.
78	18678	Some completed evaluations are missing an entire section from the report	All sections of a QA form are now shown in completed evaluation results.

79	18681	Emails are not sent to email box when viewing completed form	Emails are now correctly sent when a completed evaluation form is emailed.
80	18684	Incorrect description on Silence Bin Filter	The description for the Silence Bin Filter is corrected to 'Group calls into bins based on silence ranges.'
81	18687	Inconsistent dropdown field order between Call Listing and Settings pages	The order of the fields for the availability sharing calls is now identical on both Call Listing and Settings pages.
82	18699	Align icons on client heartbeats page	Icons in the delete column on the client heartbeats page are now aligned with headers.
83	18702	Email Call displays default logo instead of custom logo	Emailed calls now display the customer's custom logo if configured.
84	18705	"Select MFA Options" incorrectly appears in dropdown after selection	The "Select MFA options" placeholder no longer appears in the Two-Factor Authentication dropdown after a valid option is selected.
85	18708	Customer Firewall issue on login	The customer firewall issue preventing login is resolved.
86	18711	Trim excluded domains before making comparisons	Excluded domains are now trimmed of spaces before comparison for license consumption.
87	18714	Error on analytics page when customer is not yet deployed	A user-friendly message is now shown on the analytics page if the customer is not yet deployed.
88	18731	Edit columns should show each word from capital letter	Column names in "Edit columns" now show each word from capital letter.
89	18742	Disable save button after one click	The save button on completed QA forms is now disabled after the first click.
90	18751	Missing the "Close" button to remove the Partner users	A "Close" button is now available to remove Partner users when editing a Partner.
91	18787	Tags pop-up is opened twice when adding/deleting tags	The Tags pop-up no longer opens a second time immediately after adding or deleting tags.

92	18797	Assigned access on restricted users disappear	Updating assigned access for a restricted user on one customer no longer affects their assignments on another customer.
93	18804	Call Details wrong player background	The Call Details player background color is corrected.
94	18807	Analytics filter inputs wrong size	The size of analytics filter inputs is corrected.
95	18810	System admin management changing permission does not shown until page refresh	Changes to permissions in System Admin Management are now shown immediately after saving.
96	18813	Empty list when assigning Agents, Groups, or Sites on the Restricted User Roles page	The correct list of values is now shown when assigning Agents, Groups, or Sites on the Restricted User Roles page.
97	18827	Align text color on buttons on black theme	On the dark theme, text color on blue buttons is now white, and disabled button colors are corrected.
98	18830	Remote diagnostics dropdown issue	The z-index for the remote diagnostics dropdown is adjusted, resolving display issues.
99	18839	User randomly hangs when logging in via Google	Users are now correctly and consistently logged in via Google without random hangs.
101	18860	Missing errors for not available calls	Corresponding error messages are now displayed when a user attempts to open an unavailable call.
102	18875	Okta authorization does not work	Users are now able to log in with Okta authorization.
103	18896	Partner view Partner column is missing	The "Partner" column is now present in the Partner view in UIv2.
104	18936	Generating report returns 500 error	Users are now able to generate Call Duration or Call Volume reports without a 500 error.
105	18947	Transcription is not found	Searching for transcriptions now displays all found results, and the 500 error is resolved.

106	18950	Investigate incorrect logging of Partner Logs for deletion	Partner logs for deletions are now recorded accurately.
107	18953	Tooltips blinking during call play on call details	Tooltips on the Call Details page no longer blink during call playback.
108	18956	Incorrect calculation of Call Affected % by Site Name in QA Scorecard	The Call Affected % by Site Name in QA Scorecard is now calculated correctly.
109	18962	Select Language drop-down is empty	The "Select Language" dropdown on the QA Dashboard now contains languages and functions correctly.
110	18965	Remove duplicate options	Duplicate options are removed from all dropdowns on the QA Dashboard page.
111	18968	Agent edit issue	Users are now able to edit agents without page crashes.
112	18971	Duplicated partner users on partner page	Partner users are no longer duplicated when added to a partner.
113	18974	Invisible deleted partner	Deleted Partners are now visible in the deleted Partners list.
114	18977	New user created popup should not appear for adding existing user	The "new user created" popup no longer appears when an existing user is added to a customer.
115	18984	Incorrect log details on Audit Log page	The "Details" field on the Audit Log page now corresponds accurately to the "Log Type".
116	18989	Reset password reverts 401 error	Users attempting to reset their password now receive the password change email correctly.
117	19003	Clicking cancel button should clear modal window state	Clicking the "Cancel" or ""Close" button on a modal now clears its state.
118	19007	Remove highlight from report type button after loading report	On the Reporting page, "Report type" are no longer highlighted after a report is loaded from a template.
119	19013	Saved filter shows wrong date range	The date range filter now shows the correct date range from the loaded saved filter.

120	19016	Customer settings "Data Export Format" and "Billing Type" work incorrectly	Changing "Data Export Format" and "Billing Type" in customer settings now results in a success message and applies correctly.
121	19019	Navigating to different pages returns error page	Navigating to different pages while Call Listing is loading no longer returns an error page.
122	19022	Call should not start autoplay when selected on call listing	A call on the Call Listing plays after clicking the "Play" button.
123	19034	Play/pause should not reload call on call listing	Using Play/Pause on a call in the Call Listing no longer reloads the call and oscillogram.
124	19037	Keyword Notification email contains wrong link format	Keyword Notification emails now contain a link with the correct subdomain.
125	19043	User is redirected to "atmossystemsstaging" URL when logging in with SAML	The URL remains consistent and is not redirected to "atmossystemsstaging" after logging in with SAML.
126	19046	Wrong date format on exported partner view page	The date format in the exported Partner View file now corresponds to user/company settings.
127	19049	Fix partner logs	Actions on the Partner page and subpages are now correctly recorded in Audit and Partner logs.
128	19052	Adding partner users window missing scroll	A scroll bar now appears in the partner users window when adding multiple users.
129	19055	"No Data found" shows when searching agents	Agents are now correctly displayed when searched, resolving the "No Data found" issue.
130	19079	Ping identity login option not selectable for customer	The Ping Identity login option is now selectable and functional for the Schneider Electric customer.
131	19094	Align icon after successful customer registration	The success message icon after customer registration is now aligned correctly.
132	19110	QA evaluation does not show next question in vertical mode	QA evaluation in vertical mode now shows all subsequent questions correctly, consistent with horizontal mode.

133	19113	Wrong date format on Call Listing export file	The time format in the Call Listing Excel export now corresponds to Company/user's settings.
134	19122	Error appears when adding a Demo Call	Demo Calls can now be successfully added from Profile, Partner View, and Admin Report pages.
135	19125	Incorrect filtering by Custom Date Range	Filtering by Custom Date Range is now accurate without incorrect time zone adjustments.
136	19129	Account activation wrong URL	The account activation email link now contains the full URL to the Login page.
137	19139	Inappropriate size of icon for the Edit Columns element	The "Edit Columns" icon size is corrected to 20x20 pixels.
138	19142	Incorrect navigation menu shows when refreshing pages in CC Management	The correct CC Management left navigation menu is now shown after refreshing pages.
139	19154	Missing Access Logs for the calls on the Call Details page	Access Logs for calls are now correctly shown on the Call Details page.
140	19163	Two scroll bars are shown during loading the Call Details page	Scroll bars are no longer shown during Call Details page loading.
141	19170	Failed to view the completed Evaluation form	Completed Evaluation forms can now be successfully viewed.
142	19176	Some info is wrong during creation the account	Validation and error messaging during account creation are improved.
143	19185	Ring Central provisioning returns error	Users are now able to configure RingCentral provisioning without console errors.
144	19200	Align icons design on Azure marketplace page	Icon colors and sizes on the Azure Marketplace page are now aligned.
145	19207	Empty partner users list on Partner page	Partners are now able to add Partner users, and the list displays correctly.

146	19210	Wrong column name on Restricted user roles	Column names in the Restricted User Roles grid now correspond correctly to "Edit Columns" names.
147	19230	Player arrow not visible on dark theme	The player expansion arrow on Call Listing is now visible on the dark theme.
148	19233	Update emotions icon on Call Listing page	The "emotions" icon design in the Call Listing header is updated.
149	19248	Remove PCI undefined error on Call Listing	The "PCI undefined" error on Call Listing is removed.
150	19254	Invalid links to Terms & Conditions and Privacy Policy from login page	Links to "Terms & Conditions" and "Privacy Policy" from the Login page now correctly redirect.
151	19257	Bug on the sentiment filters, can't input a negative value	Negative values can now be input into the sentiment filters.
152	19285	Can't add apostrophe to words in full text search	Apostrophes can now be added to words in the Full-text search.
153	19292	Change Restricted user roles icons to SVG	Icons on the Restricted User Roles page are changed to SVG format.
154	6230	Fix NTLM auth	Fixed NTLM authorization.
154	18690	Admin Report: Fix Errors in the On Prem tab	Issues with lifetime token have been fixed for "On Premise" tab on the Admin Report page.
155	18903	Customer unable to update password	Password update functionality is now working.
156	19088	Unlock user functionality does not work on Prod	Unlock user functionality on Prod is now fixed.
157	19100	Inappropriate data in QA exports on the Reporting page	QA exports on Reporting have correct data and columns.

158	19106	Entire transcript text is not fully copied on the Call Details page	Full transcript text now copies correctly from Call Details.
159	19182	Route did not complete loading: /Settings/[section]	Page routes like /Settings/[section] load correctly, even on slow internet.
160	19190	Access without Password Update	Users are now correctly prompted and required to update passwords on the Login page.
161	19213	Agent filter displays 0 agents on Call listing	Agent filter on Call Listing correctly displays agent names/counts.
162	19219	Agent filter should group agents with the same names	Agent filter correctly groups agents with the same name.
163	19263	Customer unable to get large extensions list	Large extension lists now load correctly using an optimized approach.
164	19267	Extension Management progress bars misaligned on screen resize below 1350px	Extension Management progress bars align correctly on screen resize.
165	19282	Missing data in QA exported file on the Reporting page	QA exported files from Reporting include all correct data and columns.
166	19301	Error appears for the importing Extensions for Essential customer	Importing Extensions for Essential customers is successful.
167	19304	Error appears while importing Extensions	Extensions now import correctly without errors, and the grid updates in real-time.
168	19335	White screen displayed when user select to open link with shared record	Shared record links correctly display call details and transcription.
169	19338	Email field is active when editing a user on the User Management page	The 'Email' field is correctly disabled when editing a user.
170	19345	Align the loader component by height on the Login page	The login page loader component is correctly aligned.

171	19352	Missing the notification when removing a Master partner	The correct notification now shows when trying to delete a Master partner with sub-partners.
172	19358	Random partner user can be added when adding/editing a Partner	Pressing 'Enter' in the Partner Users box correctly selects the first user.
173	19364	Partner logs issue	Partner logs now accurately show only the changes made.
174	19370	"Unlock User" button is highlighted after applying unlocking user	The 'Unlock User' button is no longer highlighted after use.
175	19376	Wrong filter input color	Grid filter inputs now have the correct, restored design.
176	19382	Input fields are not highlighted in the table filters	Input fields in table filters are highlighted and visible.
177	19395	Hide popup after creating transcription or summary on Call Listing	The transcription/summary creation popup on Call Listing closes correctly.
178	19398	"Edit" option is not clickable	The 'Edit' option for Plans in CC Management is clickable.
179	19404	Inappropriate export date format for the Duration when exporting Call Listing grid	The 'Duration' column in exported Call Listing grids now has the correct format.
180	19407	"Date" filter displays incorrect results	The 'Date' filter on Call Listing displays correct results.
181	19413	On prem issue	On-premise token duration is fixed to 365 days, and licenses work on the New UI.
182	19473	APIKey function is broken for Partners	The APIKey function for Partners is working, and keys display correctly.
183	19478	UNABLE to login to CallCabinet portal with okta	Okta login to the CallCabinet portal is working.

184	19481	Remove "Email Templates" permission on the System Admin Management	Email Templates' permission is removed from System Admin Management.
185	19484	User unable to login on the portal	User login to the portal is now working correctly for certain user.
186	19487	Error appears when navigating to the Phonebook page	The Phonebook page displays correctly without errors.
187	19490	Certain grids are not updated in real-time after editing columns	Call Listing and Site Management grids update in real-time after column edits.
188	19527	Saved filters are broken for the Agents and Extensions	Saved filters for Agents and Extensions work correctly.
189	19542	Saved Filter overlapping issue	The Saved Filters pop-up no longer overlaps other sections.
190	19549	Error appears when transcribing a call on the Call Details page with custom role	Calls are now successfully transcribed by users with 'Manual Transcription' permission.
194	19562	Network and Console Errors cause blank pages when Editing or Adding Partner users	Adding/editing partner users no longer causes errors or blank pages.
195	19592	Inappropriate size for progress bars on Extension Management page	Progress bars on Extension Management have the correct initial size.
196	19598	AI Agent Conversation deletion causes Internal Server Error	Users can no longer delete the current AI Agent conversation, preventing an error.
197	19708	Missing column data in QA exported file on the Reporting page	QA exported files from Reporting have correct columns and data in the new UI.

For any additional information please visit **www.callcabinet.com** or for technical support email **support@callcabinet.com**

DOCUMENT CONTROLS

Version	Details	Revised By	Issue Date
1.0	Changelog is created	Soldatenkova S.S.	5.21.2025
1.1	Updated	Chard Johnston	5/22/2025