



CallCabinet Change Log

Sprint 15.0 - Aug 4, 2025

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CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	20376	Change features included with "Essential" recording plan	"Essential" Recording plan is now called "EssentialSP" with additional features now available including but not limited to 3 User licenses, access to more recording integrations, and compliance features.
2	20073	Chat Messaging UI - View Chat	A new side panel has been implemented to display the full conversation history of a selected chat record, including messages, replies, images, and attachments.
3	20069	Chat Messaging UI - Chat Listing	A new "Chat Listing" page has been added to display chat records in a grid with filtering and sorting capabilities, similar to the Call Listing page. In this release, we support WhatsApp only. Other chat and messaging platforms will be added per our roadmap.
4	19935	AQA Scorecard Editor - Save As	The "Save As" function for AQA scorecards has been updated so that the Agent Group is not carried over to the new copy, with the option to be set manually.
5	19507	Auto QA - Questions List / Library	An "Item Library" has been added to the AQA Scorecard Editor, providing a collection of recommended evaluation questions to streamline scorecard creation.
6	19505	Call Details - AQA Phrase Highlighting	For customers with an Analytics license, specific phrases in call transcripts that match Automated Quality Assurance (AQA) criteria are now automatically highlighted, helping reviewers quickly find the context for AQA scoring.
7	19334	Add option to copy entire Transcript similar to Summarization	A "Copy Transcription" button has been added, allowing users to copy the full call transcript to their clipboard with a single click.
8	19331	Partner notification Webhook	Partners can now configure a webhook URL to receive real-time notifications for events, such as when a new customer account is activated.
9	19278	Column Filter - Default	The default column filter option has been updated to "Starts With" across the entire CallCabinet portal, replacing the previous "Contains" default.
10	18750	Add support for Multi-Lingual Transcription	Support for Multi-Lingual transcription has been added to the system. English, Spanish, French, German, Hindi, Russian, Portuguese, Japanese, Italian, and Dutch.

11	17063	Add New User Approved Domain Restriction List Control	A new security feature allows for restricting user login to a list of approved email domains.
12	16913	Analytics AI Summary - Set Default Detail	The default detail level for AI-generated summaries has been increased to provide longer, more comprehensive summaries.
13	16849	EU AI Compliance Act	To comply with the EU AI Act, Systems Administrator can now enable or disable the visibility of Agent Sentiment. Access is controlled via a new "Sentiment Approval" permission, and all approval actions are logged to Security Logs.
14	14125	Add license change quantity to Partner Log	Logging for license changes has been enhanced to include the license type, previous and new quantities, and the user who made the change.
15	13839	When a User is Added to a Partner send an email to the email associated with that partner	An email notification is now sent to a partner's primary email address whenever a new user is added to their account.
16	13521	Limit access to Self-Provisioning Partner setting	Access to the "Self-Provisioning" Partner setting has been converted into a configurable permission, making it read-only for users without required permission.

CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	12872	Password validation error appears when creating a customer from Partner View page	A password validation error that appeared when creating a customer from the Partner View page has been fixed. Password verification is now in place for the randomly generated password.
2	13355	Validation Error Not Displayed Under Relevant Fields	Validation errors are now displayed under the proper fields when registering an Essential customer.
3	15933	Inappropriate logs are shown when changing the Transcription Type	The logs shown when changing the Transcription Type have been updated to be clear.
4	19010	Service Bus queue CallBi issue	Resolved an issue with the Service Bus queue CallBi.
5	19058	During listening the call gets the error	An error that occurred when listening to a second call has been fixed. Now it works without issue, particularly for users with restricted roles.
6	19196	Year defaulting to 1970 in Custom Date Range on Call Listing page	On the Call Listing page, the year will no longer default to 1970 in the Custom Date Range when the day or month is changed.
7	19216	Filter automatically closed after loading	Filters on the Call Listing page will no longer automatically close after loading.
8	19530	Pointer is not changing after hovering "Delete" button	The mouse pointer now changes to a "finger" when hovering over the "Delete" button in "Client Heartbeats" page.
9	19578	Inappropriate header icons for edit/delete actions for users with custom role	The issue with wrong header icons for edit/delete actions for users with custom roles has been resolved. The icons are now displayed according to the user's permissions.
10	19664	User's OKTA login went down	Resolved an issue with Okta login.
11	19711	"No Data found" shows when searching Sites	The "No Data found" message that appeared when searching for Sites on the "Call Listing" page is gone. Now, sites are displayed as expected.

12	19771	Don't grey out qa questions option is not working	The "Don't grey out QA questions" option is now working as intended in the QA Dashboard.
13	19787	Certain elements are available for unauthorized user	Prevented certain elements from being available to unauthorized users.
14	19823	Inappropriate time when downloading calls on the Call Listing page	The time shown when downloading calls from the Call Listing page now matches the user's selected time zone.
15	19848	Single Sign On Azure AD is not working	Investigated and resolved an issue where Single Sign-On with Azure AD was not working consistently.
16	19890	The Capture X doesn't work	The "Capture X" feature is now available, which restricts certain fields and disables playback, download, and sharing options on the Call Listing page.
17	19893	Hide the Call Details page for customers with enabled Capture X.	The Call Details page is now hidden for customers with the "Capture X" flag enabled.
18	19899	The Billing Status cannot be changed from the Partners tab.	Users can now change the Billing Status on the Partners tab in Billing Report 3 page.
19	19926	Change scroll style on completed evaluation edit history	The scroll style in the completed evaluation edit history has been adjusted so it no longer overlaps the section header.
20	19932	Applied values are still shown in the Search Bar container despite clearing filter in the Admin Report grid	Applied filter values are now properly reset in the Search Bar container after being cleared in the Admin Report grid.
21	20051	"Agent" filter should group agents with the same names on ALL pages	The "Agent" filter now groups agents with the same name across all pages for better consistency.
22	20088	Permissions box shifts when switching between roles	The permissions box no longer shifts when switching between different roles on the "Customer User Roles" page.
23	20094	Missing permissions for the Super Admin role	Added new permissions for the "Super Admin" role in User Management.

24	20130	PCI zone hidden on Call Listing after call rewind	The PCI zone is now properly visible on the Call Listing after a call was rewind.
25	20158	Call Listing columns icons are trimmed	Adjusted the display of column icons on the Call Listing page so they are no longer trimmed.
26	20173	User-Selected filters not passed to Agent	User-selected filters are now being passed to the agent as expected.
27	20182	Inappropriate user credentials are shown during login process	The system now shows the correct user credentials during the login process when using autofill.
28	20191	Analytics license message shown during call details load	The analytics license message will no longer appear while the call details page is loading.
29	20197	Inappropriate left navigation menu when navigating to Call Listing from Activity Log	The correct left navigation menu is now shown when navigating to the Call Listing from the Activity Log.
30	20200	Investigate oscillogram shown under PCI zone	Investigated and adjusted the oscillogram under the PCI zone to ensure it remains flat and does not reveal sensitive information.
31	20206	AI agent dialog filter resets after each new question	The AI agent dialog filter will now remain active until the user resets it.
32	20212	AI agent chat window doesn't fit smaller screen resolution	The AI agent chat window is now resizable to better fit smaller screen resolutions.
33	20233	Incorrect title of 8x8	The title on the 8x8 Provisioning page has been updated to "Register 8x8".
34	20320	Update AI Agent chats list	The AI Agent chats list now updates properly when a new conversation is started.
35	20323	Total and Nominal Scores are not updated in real time when viewing Quality Assurance form	The Total Score and Nominal Score now update in real-time when viewing a Quality Assurance form after saving changes.

36	20326	AI agent grids do not fit message window	AI-generated grids now fit properly within the message box.
37	20329	Error message appears when saving current state of QA form	Investigated and resolved an error message that appeared when saving a QA form. The form can now be saved successfully.
38	20332	"Route did not complete loading" error appears in Console when switching between pages	The "Route did not complete loading" error will no longer appear in the console when switching between pages.
39	20336	"Count" column name is not fully shown on Billing page	The "Count" column name is now fully displayed on the Billing page's Licenses tab and Partner Summary.
40	20367	Internal server error appears when changing the Notification configuration type	Resolved an internal server error that occurred when changing the Notification configuration type.
41	20370	Wrong state blinks on call details analytics section	The analytics section on the call details page now shows the correct state immediately after loading.
42	20373	Inappropriate results are shown when viewing completed QA form after editing Scorecard	Viewing a completed QA form will now show the correct, original results, even if the Scorecard has been edited since completion.
43	20381	500 error appears for the Audit Log page and missing logs for Partner	Resolved a 500 error on the Audit Log page and an issue with missing logs for Partners.
44	20408	Transcription incorrectly works for certain customer	Investigated and resolved an issue where transcriptions were flipping the speakers for a specific customer.
45	20412	Analytics to Call Listing redirects does not work	Redirects from Analytics to the Call Listing page now apply the correct filters.
46	20418	Problem with saving Phrases	Resolved a problem with saving phrases that were uploaded to a QA Scorecard.
47	20421	Empty partner users list on Partners page	The partner users list on the Partners page now displays properly.

48	20424	Unable to create customer from Partner view page	An error that prevented users from creating a customer from the Partner view page has been resolved.
49	20429	500 error appears via `/settings/AdminSites/GetDG Languages` endpoint	Resolved a 500 error that occurred when attempting to add a new site.
50	20435	Incorrect notification type display	The display of notification types is now consistent between the creation and view modes.
51	20438	Errors persist after changing notification type on Step Two	Existing errors now disappear automatically after changing the notification type during the setup process.
52	20441	Unnecessary line displayed on Customer Information tab	An unnecessary line displayed on the Customer Information tab in the Partner View has been removed.
53	20453	Filter by date is not working correctly on Reporting tab	Filtering by date on the Reporting tab now generates reports for the selected period only.
54	20456	`debounce` is added to buttons in a header menu when creating/editing a Scorecard	The brief delay (debounce) on header menu buttons when creating or editing a Scorecard has been removed to improve responsiveness.
55	20468	Agents unable to add notes on the Auto QA email	Investigated and resolved an issue that prevented agents from adding notes on the Auto QA email. Users with permission can now save notes successfully.
56	20475	User management edit user issue	The error page that appeared when trying to edit a user from the user management page has been removed. The edit page now opens without issue.
57	20484	Unable to add notes on first second of call	Users are now able to add notes during the first second of a call.
58	20488	500 status code when editing a Partner via `/admin/Distributor/GetMasterDistributors` endpoint	Resolved a 500 status code error that occurred when editing a Partner.
59	20491	Error page appears when changing records per page value on the Billing Report page	The error page that appeared when changing the records per page to 100 or more on the Billing Report page no longer appears.

60	20528	Certain customer does not receive Notification emails	Investigated and resolved an issue that was preventing a specific customer from receiving notification emails.
61	20551	Missing tags on the "My Dashboards" page	Tags applied to dashboards are now displayed correctly on the "My Dashboards" page.
62	20554	Can't save new changes when creating new site	The "Save" button will now become active after changing a site's name during creation.
63	20557	Remove inactive visuals	Inactive visuals that were still appearing in dashboards have been removed.
64	20560	Failed to reprocess billing data for certain Partner	An issue that caused reprocessing of billing data to fail for a certain Partner has been resolved.
65	20565	Zero call count not visible in dark theme	The number "0" for call counts is now clearly visible in dark theme on the Extension Management page.
66	20568	Error page appears for the Partners tab when setting Inherit type for Sub partner	The error page that appeared on the Partners tab of the Billing Report is gone. This tab will now load correctly and show only Master Partners.
67	20591	AI agent return error on any request	The AI agent was returning an error on all requests. This has been resolved, and the agent is now working.
68	20597	Unable to delete customer	An issue preventing the deletion of a customer along with all their sites has been resolved.
69	20606	500 error appears when exporting customers on Billing Report page	Resolved a 500 error that occurred when exporting customers from the Billing Report page.
70	20610	"Package Type" drop-down is disabled for Partner creation/editon	The "Package Type" drop-down is no longer disabled during Partner creation and edition for users with the appropriate permission.
71	20613	Certain drop-downs are empty when selecting Inherit self provisioning	The "Package Type" and "Self Provisioning" drop-downs now populate with the correct information when editing a Partner with "Inherit self provisioning."
72	20616	Fix the text on the Notifications page	A typo in the "Keyword Notification" text on the Notifications page has been updated.

73	20627	Master Partner cannot be assigned	A Master Partner can now be successfully assigned when adding or editing a Partner.
74	20667	User is redirected to "secure" URL when logging in with Microsoft 2BC	Users will no longer be redirected to a "secure" URL when logging in with Microsoft B2C.
75	20670	Introspect endpoint returns 502 error on token refresh	Resolved an issue that caused a token refresh to fail, which logged users out. Users can now navigate through pages without interruption.
76	20673	Empty screen on SSO to login	The blank screen issue that users saw after logging in with Azure SSO (365) has been resolved.
77	20719	Opening video to full screen starts new video download	Opening a video in full screen now resizes the video instead of starting a new download.
78	20759	Remove conversation analytics validation in QA scorecard editor	The conversation analytics validation has been removed from the QA scorecard editor, allowing users to create automated QA forms.
79	20786	Incorrect Success message for Add-on License	The success messages for adding and deleting an Add-on License have been updated to be more specific.
80	20792	Request Access page ignores user's Dark Theme	The Request Access page now respects the user's selected Dark Theme.
81	20795	Incorrect displaying of text on 125% browser zoom or display	Text in the Edit History section of a completed evaluation will no longer overlap when the browser zoom is set to 125%.
82	20809	Inappropriate error notification when changing MFA option	A more descriptive error notification is now shown when a user without the required permission tries to change the MFA option.
83	20838	Long notes do not fit notes container	Long notes now fit properly within the notes container and no longer overlap with the scrollbar.
84	20844	Too many requests when logging in with Microsoft SSO	Resolved an issue that was causing too many requests when logging in with Microsoft SSO.
85	20847	Email for multiple calls is working not user friendly	The experience of emailing multiple calls has been improved by showing a loader until the request is complete.

86	20877	Super Admin Role Grayed Out for Specific User Account	The issue with the "Super Admin" role being grayed out, making it unselectable, has been resolved. Now it can be assigned correctly.
87	20880	Issue with user creation after customer registration and consumed licenses	Investigated and resolved a user creation issue that resulted in a missing user and an incorrect number of consumed licenses.
88	20891	500 error appears when opening Logs	Resolved a 500 error that appeared when opening Partner Logs, Audit Logs, and License Logs. These pages now load successfully.
89	20894	Inappropriate filter for the "Site Id" column on the Site Management page	The filter for the "Site Id" column on the Site Management page now uses more appropriate "Is exactly" and "Is exactly not" options.
90	20903	500 error for certain endpoints on the Billing Report page	Resolved 500 errors occurring on several endpoints on the Billing Report page.
91	20907	Transcription and License tabs fail to load – Network Errors	Network errors that caused the Transcription and License tabs to fail to load have been fixed.
92	20919	Re-assign call does not work on the Call Details page	A call can now be successfully reassigned on the Call Details page.
93	20922	Incorrect "Standard Analytics" license name shows in Logs	The "Standard Analytics" license name now appears as "Analytics" in the Security Logs for consistency.
94	20926	No warning message when support turning off MFA in settings	A warning message is now displayed when a support user attempts to turn off MFA without the required permissions.
95	20942	Access Request link can be reused	An Access Request link can now only be used once.
96	20945	User gets 500 error for certain endpoints on the Call Listing page	Resolved a 500 error for several endpoints on the Call Listing page. The page now works correctly.
97	21002	Site can be reactivated despite removed Customer	A site can no longer be reactivated if the associated customer has been removed.
98	21011	Inappropriate "Unknown" username when sending requests from API	The username for actions performed via API now appears as "Changed by API" in logs for clarity.

99	21063	Missing the "Hide unanalyzed calls" checkbox when creating/editing a Site	The "Hide unanalyzed calls" checkbox is now available on the Add/Edit modal on the Site Management page.
100	21091	Edit columns functionality is broken across ALL pages	The "Edit columns" functionality is now working correctly. Grids across all pages update properly after saving a new column order.
101	21097	Unable to log in	Investigated and resolved a login issue affecting customers.
102	21118	API calls are failing with 500 error	Resolved a 500 internal server error that was intermittently failing API calls.
103	21193	Customer ID is duplicated for the "Customer deleted" log	The Customer ID is no longer duplicated in the "Customer deleted" log message on the Partner Logs page.
104	21202	Update design of update billing plan modal on Admin report page	The design of the "update billing plan" modal on the Admin report page has been improved to fix UI overlaps and alignment issues.
105	21252	Missing Webex provisions on Site Management	"Webex Contact Center" and "Webex Meetings" provisions are now visible on the Site Management page for customers with one Site.

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	Svitlana Soldatenkova	Jul 14, 2025
1.1	Changelog is updated	Svitlana Soldatenkova	Jul 21,2025
1.2	Changelog release	Chard Johnston	Jul 25, 2025