



CallCabinet Change Log Sprint 16.0 - Oct 6, 2025

Table of Contents:

CallCabinet Portal Enhancements:	3
CallCabinet Bug Fixes:	5

CallCabinet Portal Enhancements:

Issue ID	Dev ID	Title	Description
1	15645	EU Act 2025 The New Accessibility Law	To comply with the EU Act 2025, the entire platform has been updated to new accessibility requirements. This includes adjustments to color contrast to ensure readability, the implementation of resizable text up to 200% without loss of functionality, and a new logical navigation order that allows for full keyboard-only navigation.
2	21150	Add Portal Languages	Additional languages have been added to the CallCabinet portal, including: Hindi, Polish, Japanese, Dutch, Korean, Swedish, and Ukrainian.
3	21117	Implement icons for WhatsApp Call Types on call Listing	Icons for WhatsApp call types have been added to the Call Listing page.
4	20075	Movius - Recorder Configuration	A new Movius provision is added on the Site Management page, allowing users to configure Movius recording.
5	21594	Add Genesys Cloud Contact Center Provisioning Page	A new Genesys Cloud Contact Center provision is added on the Site Management page, allowing users to configure Genesys Cloud Contact Center recording.
6	20548	Enhanced Reassign Extension process to include Platform Type and Site Name	The reassign extension process has been enhanced to include Platform Type and Site Name in the dropdown lists, making it easier to differentiate between extensions from the same site.
7	20546	2N Recording - License Page	A new "2N" column has been added to Extension Management, and extensions on a secondary site will now correctly count against the 2N recording license. This update applies to Avaya, BT IP Trade, and MS Teams integrations or any future integration where 2N is supported.
8	21399	Add Licensing support for Mobile Capture Mobile Chat, Multimedia, Attachments & Voice (wwc-201)	A new "Mobile Capture Chat, Multimedia, Attachments & Voice (wwc-201)" plan has been added to the Licenses tab in the Seat Plan for customers in the CC portal.
9	19937	Analytics Dashboards - Config Sharing	Analytics Dashboards have been updated with a new Config Sharing feature. QA Admins can now create

			and share dashboard templates with all users in their company. These templates will be marked with a different color, display the creator's name, and can be deleted by QA Admins.
10	19515	Analytics Settings Panel - Structure	A new "Analytics Settings" page has been added to the Analytics navigation bar, containing different settings for the Analytics platform.
11	19516	Analytics Settings Panel - Sentiment Tuning	A new "Analytics Settings" page lets users define their own sentiment labels (positive, neutral, or negative) for specific words or phrases. These custom settings help improve the detection of sentiment in items such as call transcripts. Users can add, edit, or delete phrases, and the system will use these custom rules when analyzing data.
12	13591	Check customer names for uniqueness	The customer registration process has been updated to check for unique customer names.
13	12815	CallCabinet Account Registration - Add CAPTCHA support	CAPTCHA support has been added to the CallCabinet account registration process. Users will now be required to complete a reCAPTCHA verification after agreeing to the terms and conditions before they can create an account.

CallCabinet Bug Fixes:

Issue ID	Dev ID	Title	Description
1	13787	Video timelines out of synk	Videos and screen share are now synchronized with their corresponding timelines.
2	18801	Empty call tags list	Tags are now correctly shown on the Call Details page.
3	19322	It's possible to select datepicker parameters where start time will be after finish	The date picker has been updated to prevent selecting a start time that is after the finish time.
4	19367	Remove deprecated endpoints	Deprecated and unused endpoints have been successfully retired.
5	19971	Remove Sorting from Customer ID Column	Sorting functionality has been removed from the "Customer ID" column on the Partner View page.
6	19974	Certain drop-downs have incorrect colors when confirming access for new user	The "Access duration" and "User role" dropdowns now feature the correct white background.
7	20525	Inappropriate results are shown when viewing completed QA form on the Shared page after editing Scorecard	The previously completed QA form now displays correctly on the Shared page, even after the scorecard has been edited.
8	20531	Inappropriate results are shown when editing completed QA form after editing Scorecard	Previously completed QA forms are now unaffected by edits to the scorecard, ensuring the original form is preserved.
9	20860	Issues with Analytics and Callbi for certain calls	The issues with calls not being sent to Analytics and Callbi have been resolved. Missing calls have also been resent.
10	20939	Inappropriate "Standard Analytics Licenses" progress bar name on the Extension Management page	The progress bar name on the "Extension Management" page has been updated to "Analytics Licenses".

11	21048	Certain call is missing on the Call Listing and transcription is failed in the logs	The failed transcription issue has been fixed, and the call now appears correctly on the Call Listing grid.
12	21461	Filtering do not work for certain columns on Chat Listing grid	Filtering is now correctly working for the "Participants" and "Chat Owner" columns on the Chat Listing grid.
13	21629	Upload external fields returns error on Admin report page	The error that appeared when a user clicked on the external fields on the Admin Report page has been eliminated.
14	21847	Failed to create new customer	The problem with creating a new customer has been investigated and fixed.
15	21890	Inappropriate username shows in the logs when accessing the link	The username in the logs is now correctly shown as "Unknown" when accessing a shared link.
16	21911	500 error on username filter on security logs	The error on the username filter in the Security Logs has been resolved.
17	21923	The "Read Only Access" checkbox is red	The "Read Only Access" checkbox now has the correct blue color.
18	21937	Inappropriate filter style for the "Seat / Ext Name" column	The "Seat / Ext Name" filter now has the correct design on the Seat / Ext tab.
19	21946	Rename Standard analytics license	The "Standard Analytics license" has been successfully renamed to "Analytics" add-on license for Storage accounts.
20	21961	Filtering is key sensitive on the Marketplace Subscription grid	Filtering on the "Marketplace Subscription" grid is no longer key-sensitive.
21	21983	Resize columns on the Chat Listing grid	The columns on the Chat Listing grid have been resized to fit the displayed data correctly.
22	22048	Sentiments are missing on audit logs	Logs related to the Sentiments are now shown in the Audit Log page.
23	22052	Align background under sentiments buttons	The background of the sentiment buttons is now correctly centered with the icon.

24	22055	Video preview modal on chat listing does not support low page resolution	The video preview modal has been resized to correctly fit on screens with a lower resolution on the Chat Listing page.
25	22059	Require Sentiment approval is not supposed to be enabled by default	The "Require Sentiment approval" checkbox is no longer enabled by default when creating a new customer.
26	22064	Wrong log type for chat logs on Audit logs page	The chat downloads are now correctly shown on the Logs pages, similar to calls downloading.
27	22067	Chat listing attached video size does not correspond to video aspect ratio	The video container size on the Chat Listing page now appropriate to the video aspect ratio.
28	22070	Call delete log is missing on audit logs	Logs for deleting calls have been added to the Audit Logs for consistency.
29	22073	Console Error: AudioStreaming Issue	The AudioStreaming issue that caused a browser console error has been fixed.
30	22076	Error appears when downloading one chat via bulk option	A single chat can now be successfully downloaded using the bulk option without an error.
31	22080	User don't receive the notification when any notes was added to shared call	Agents now receive a notification via email when a note is added to a shared call.
32	22105	Partners grid does not update after edition process	The Partners grid now correctly updates after an edition process.
33	22108	Participants are duplicated in filter on the Chat Listing page	The duplicated participants in the filter on the Chat Listing page have been removed.
34	22111	Inappropriate participants are shown for the customer	The participants filter now correctly shows participants for the specific customer.
35	22114	Empty Agent dropdown on reassign agent modal	The agent dropdown on the reassign agent modal now correctly populates with the agent list.
36	22117	User is unable to trigger transcription and AI summary	Users are now able to correctly trigger transcription and AI summary.

37	22123	Change disabled buttons color according to design	The color of disabled buttons has been updated to align with the design.
38	22128	Change time format in downloaded chat	The time format and time zone in downloaded chats now match the UI and user settings.
39	22131	Time format in exported excel file does not correspond to UI on Chat listing	The time format in exported Excel files now correctly corresponds to the UI on Chat Listing page.
40	22149	Video playback stops	The video playback issue has been fixed and no longer stops prematurely.
41	22161	Filtering by create date does not work on Billing report old page	Filtering by "Created date" on the old Billing Report page is now functional.
42	22165	Wrong Date range value applied to AI agent	The date range value applied to the AI agent now correctly matches the selected filter.
43	22169	Save filters state after return back from call details to chat listing	The filter state on the Chat Listing page is now saved when returning from Call Details.
44	22178	No data for certain filters after expiring token	Filter values are now correctly displayed even after the token has expired on the Chat Listing page.
45	22181	Inappropriate color for "View Chat" button on the dark theme	The "View Chat" button on the dark theme now has a correct and visible color.
46	22184	"Start Date" filter can be removed on the Chat Listing page	The "Start Date" filter can no longer be cleared from the Chat Listing page.
47	22188	Inappropriate text tooltip for Direction and Attachment columns	The tooltips for the "Direction" and "Attachment" columns have been corrected on the Chat Listing page.
48	22194	Tooltips are missing on text search on Call Listing	Tooltips have been restored to the text search functionality on the Call Listing page.
49	22204	Failed to add new customer	The issue that prevented a new customer from being added has been resolved.

50	22221	Rename Extensions column on Extension management page	The "Extensions" column on the Extension Management page has been renamed "Extension".
51	22228	Get transcription types returns 500 error	Issue has been successfully fixed for the 'GetTranscriptionTypes' endpoint.
52	22237	Sentiment Status Stuck as "Pending" for certain Customers	The Sentiment status now correctly shows for customers.
53	22240	Wrong message while updating Analytics notifications	Analytics notification is now successfully saved without errors.
54	22244	Show corresponding validation message on reset password page	The validation message text on the reset password page has been updated for users.
55	22249	Align pagination behavior across all grids	Loading process is now aligned across all pages when using pagination.
56	22272	Error appears when saving Partner	The issue with saving Partner data has been fixed.
57	22275	"Enable Upload External" value is not saved in the database	"Enable Upload External" value is now correctly saved for customer accounts.
58	22291	Inappropriate response for the 'CheckAdminAccess' endpoint	The response from the 'CheckAdminAccess' endpoint has been updated.
59	22347	500 error on share email	Error has been successfully fixed for sending call to email on the Call Details page.
60	22401	Change sentiments smile icons on Call Listing	The Sentiments icon – Improving and Positive - on the Call Listing page have been swapped.
61	22435	Expiration service ignores archived extensions under license consumption	Calls no longer expired when archiving the extension for accounts with License Consumption Control.
62	22444	Licensing tab not loading for a customer account	The "Licenses" tab now loads correctly for customer accounts.

63	22450	Partner is created with "Reactivate" state via `/DistributorAPIService/CreateDistributor` endpoint	Partner now has the "Active" status after creation via API `/DistributorAPIService/CreateDistributor` endpoint.
64	22453	Error "Unexpected Error Occurred" when customer is upgrading user role	"User role" drop-down is now disabled on the Partner View page in Users grid.
65	22467	Missing calls when archiving Extension	Calls are now correctly shown on the Call Listing page after extension archiving for accounts with License Consumption Control.
66	22507	Customer can't open Completed QA from details	The issue preventing customers from opening completed QA forms has been resolved.
67	22542	No new calls showing in the Call Listing tab past August 21st	The issue with missing calls has been successfully fixed for a specific customer.
68	22548	TOYOTA - SA Sandton - Manual QA issue	Automated Quality Assurance forms can be successfully completed by users.
69	22555	Restricted users unable to filter	The issue with filtering extensions has been successfully fixed for the restricted users.
70	22575	Missing tooltips for the Platform types when not having enough licenses	Tooltips for the Platform types are now available even when there are not enough licenses.
71	22625	Call listing page reload	The Call Listing page no longer automatically refreshes after unchecking the "Show this page at login" option.
72	22632	Calls are in Pending Sentiments state despite unchecked "Require Sentiment Approval"	Sentiments icons are now correctly shown on the Call Listing grid.
73	22635	None of the calls show anything for Call Sentiment for specific customer	Sentiment data is now correctly shown for the specific customer.
74	22638	Tooltips are hangs on screen after scrolling of dropdown	Tooltips are now properly shown for the Platform Types when adding new extension.

75	22651	Error appears when registering a new customer	The error that occurred when registering a new customer has been resolved.
76	22662	Align icons in header	Icons in a header menu are now correctly displayed with a proper size.
77	22691	Share call email field wrong size	The email field on the Shared call action now has the correct size to match the design.
78	22702	Search icon misaligned	The "Search" icon has been correctly aligned on the AI Agent page.
79	22707	QAs Score Average graph is not visible on Firefox	The QAs Score Average graph is now visible on Firefox, and its labels have the correct colors.
80	22749	Unable to open License tab on Admin report page	The License tab on the Admin Report page now opens correctly without a timeout error.
81	22752	Align call type icons on Call Listing	The call type icons on the Call Listing page have been correctly aligned with the call type text.
82	22814	Tooltip on add new user button are missing	Tooltips have been added to the disabled "Add New User" button on the Admin report page.
83	22827	Inappropriate time zone when sending request to the AI Agent	The time zone of questions sent to the AI Agent is now correctly displayed in the local time zone.
84	22851	Inappropriate size and order for action buttons on the Chat Listing page	Action buttons on the Chat Listing page have been correctly aligned in size and order according to the design.
85	22867	Edit button unclickable on notifications page	The "Edit" button on the Notifications page is now clickable and works correctly.
86	22925	Columns are shifted to the left side on the Seat/Ext tab	Columns on the Seat/Ext tab are now proportionally shown and no longer shifted to the left.
87	22963	Drop-downs are in the selected state after choosing values	The dropdown on the Partner View page is no longer highlighted after a value is selected.

88	22974	500 error appears when opening the "Seat / Ext" tab for essential customer	The "Seat / Ext" tab now opens correctly for essential customers without a 500 error.
89	23007	Buttons have highlighted borders after clicking action	Buttons on the Call Listing page are no longer highlighted after being clicked.
90	23019	License tab never loads for a specific user on the Admin Report page.	The License tab now loads successfully, and the "Failed to fetch licenses" error has been resolved.
91	23025	"and/or" operator text increases in size when searching transcription	The "and/or" operator text now maintains the appropriate size when searching transcription.
92	23033	Fix tooltips on Call listing search transcript	The redundant background has been removed, and tooltips now have a single, correct background.
93	23089	"SFTP HOST" field is empty after saving	The "SFTP HOST" field value is now correctly saved on the Upload External tab.
94	23111	Navigation is broken for CC portal after opening Notification page	Navigation between pages is now working correctly after opening the Notifications page.

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	Sep 17, 2025
1.1	Changelog is updated	Svitlana Soldatenkova	Sep 24, 2025
1.2	Changelog updated	Chard Johnston	Sept 29, 2025