

# Hotfix Release Notes v11.1.648

EMPLIFI AGENT  
August 2022

## Trademark Notice

The Emplifi and Astute logo, Astute Agent, Astute Social, Astute Knowledge, Astute Bot, and Astute SOS are trademarks of Emplifi Inc. Microsoft, Word, SQL Server, and Windows are trademarks of Microsoft Corporation in the United States and/or other countries. PureConnect and Customer Interaction Center (CIC) are registered trademarks or trademarks of Genesys Telecommunications Laboratories, Inc. and/or its affiliates in the United States and certain other countries. Other brand and/or product names referenced in this document may be trademarks or registered trademarks of their respective companies.



## Copyright Notice

This material contains Proprietary Information of Emplifi Inc. Your right to copy this documentation is limited by copyright law and the terms of the Software License and Services Agreement or other terms and conditions applicable between Emplifi Inc. and your company. As the software licensee, you may make a reasonable number of copies or printouts of this material for your own use. Making unauthorized copies, adaptations, compilations, or derivative works for commercial distribution is prohibited and constitutes a punishable violation of the law.

Copyright © 2022 Emplifi Inc. All rights reserved.



# Table of Contents

 Introduction.....	1
 Hotfixes.....	1
<b>Summary of hotfixes to software elements for version 11.1.648 .....</b>	<b>1</b>



## Introduction

This document describes the upcoming software changes in Emplifi Agent version 11.1.648. Previous releases are not covered in this document.

## Hotfixes

### Summary of hotfixes to software elements for version 11.1.648

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue when users could not view existing cases if they only had the View Item operation on the security function w_case_full.	Agents		A11-705
Fixed an issue with displaying dates when the System Date format is set to "Regional" and the date format is "dd-MM-yyyy".	Agents		A11-706
Fixed performance issues with Favorites.	ALL		A11-707
Fixed an issue with creating and editing schedules for Favorites added to Jobs.	Administrators	248673	A11-708
Fixed an issue with Letter Proofing Utility, Enclosure Approval Utility, Advanced Threshold Utility, and eGift Card Rebalance Utility when trying to run a saved Favorite from the user interface.	Administrators		A11-711
Fixed an issue when navigating to Favorites with a slash (\) in the ID.	Administrators		A11-713
Fixed an issue editing Favorite folders where the dialog did not open.	Administrators		A11-715
Fixed an issue allowing authorized users to access an attachment outside of the user interface when using SSO.	Agents		A11-717
Fixed an issue when trying to open a favorite after searching for that favorite by name in the Favorites page.	Administrators		A11-718

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue in distributing a folder with Favorites inside the folder.	ALL		A11-719
Fixed an issue with restricting users from navigating to the administration side of the system.	ALL		A11-720
Fixed an issue where the results log from the Repeater Reset Utility was not appearing on the Results tab.	Administrators		A11-721