

Agent Release Notes v11.2

EMPLIFI AGENT NOVEMBER 2022

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i Introduction

This document describes the upcoming software changes in Astute Agent version 11.2. This document does not cover previous releases.

Astute Agent version 11.2 is a SaaS-only deployment. In this release, System Manager will have limited functionality. If you are a SaaS customer, the required changes will be made during your upgrade.

Most changes to the software are available immediately after you upgrade; however, some changes may require setup or configuration before you can use them.

Users of Internet Explorer (IE) Browser

Important: Microsoft ended support for Internet Explorer (IE) on June 15, 2022. Please visit the <u>Lifecycle</u> page on Microsoft's website for more information.

Emplifi Inc. supports the latest versions of the Chrome, Edge (including Chromium), and Firefox browsers.

Users of ePowerCenter Earlier than 10.0

Emplifi Inc. no longer provides Development support for ePowerCenter versions earlier than 10.0. Please contact your Customer Success Manager to plan for an upgrade.

Users of PCEmail using CIC 2015 R1 and Earlier

Emplifi Inc. no longer provides support for CIC 2015 R1 and earlier versions for PCEmail users. Please contact your Customer Success Manager to plan for an upgrade.

Help File

The Astute Agent Help provides detailed documentation on how the system works. To display the Help topics provided in your most recent upgrade, click the **Help** button (or press [Ctrl + F2]) in either the Classic or Standard interface.

Standard Interface

🛞 Astute Agent 🛛 🕂 New Case (SYS) 👻 Search

- **0**



New Features

Improved the process for managing Favorites

A11-5; A11-693

The Favorites feature now has a new menu and new pages for managing favorites. The Favorites drop-down menu allows you to access two new pages: My Favorites and Manage Favorites. The My Favorites page functions similarly to the previous version of Favorites. It allows users to manage their favorites and folders. A new Manage Favorites page allows an administrator to search, view, and manage all favorites for all users.

From the Home Page function bar, select either **Reports > Reports Admin** or select **Utilities** and the Favorites drop-down menu will display. Select **Favorites** to view a list of menu options. Below is an example of the Favorites menu when accessing it from Reports Admin.

Astute Agent	0						=	Stephanie 🔞
Favorites 🗸	My Favorites					+ New Folder	A Distribute Favorites	2 Copy Favorites From User
My Favorites	ROOT!							
Scheduled Report Results Jobs	View: (All Personal Shared						Searc	the Search Favorites
Manage Favorites	Name	Description	Function	Туре	Notes			
Report Catalog	Case Reports	Case Reports		Personal				
Case Reports	EavFoLd01	FavFoLd01		Shared				
Administration Reports	E FavFold02	FavFold02		Shared				

When accessing favorites from Reports Admin, you can choose to view the following pages: My Favorites, Scheduled Report Results, Jobs, Report Catalog, and Manage Favorites.

When accessing favorites from Utilities, you can choose to view the following pages: My Favorites, Scheduled Report Results, Background Process Status, Jobs, and Manage Favorites.

Important: The navigation for Scheduled Report Results, Jobs, Background Process Status, and Report Catalog has changed. These options are only available from the Favorites menu.



The My Favorites page allows you to create personal or shared favorites that you can share with other teams or individual users. There are three views available for this page:

- All allows you to view all your personal and shared favorites.
- Personal allows you to view only your personal favorites.
- Shared allows you to view only shared favorites.

🛞 Astute Agent	0						=	Stephanie 🔞
Favorites 🗸	My Favorites					+ New Folder	A Distribute Favorites	Copy Favorites From User
My Favorites	ROOTI							
Scheduled Report Results Jobs	View: All Personal Shared						Search	h: Search Favorites
Manage Favorites	Name	Description	Function	Туре	Notes			
Report Catalog	Case Reports	Case Reports		Personal				
Case Reports	-MavFoLd01	FavFoLd01		Shared				
Administration Reports	FavFold02	FavFold02		Shared				
Planing addit neports 3	<u>-</u>							

By hovering over a personal favorite or folder, a tool menu button will display. Selecting the menu button will open tool options for scheduling, editing, distributing, and deleting the favorite.

Astute Agent	0							Stephanie 🌘
Favorites 🗸	My Favorites					+ New Folder	A Distribute Favorites	Copy Favorites From User
My Favorites	ROOTI							
Scheduled Report Results Jobs	View: (All Personal Shared						Searc	Search Favorites
Manage Favorites	Name	Description	Function	Туре	Notes			
Report Catalog	Ease Reports	Case Reports		Personal				
Case Reports	E FavFoLd01	FavFoLd01		Shared				
Administration Reports	havFold02	FavFold02		Shared				
,	📁 kanban	kanban		Shared				
	🖿 NewShar1	NewShar1		Shared				
	hewShar2	NewShar2		Shared				
	늘 open it1	open it1		Shared				
	늘 SS Fav	SS Fav		Personal				
	Address History		CaseListingReport	Personal				
	Case Listing	🗄 🖉 🖋 🥐 🗙	CaseListingReport	Personal				
	Case Listing Example		CaseListingReport	Personal				



The Manage Favorites page is a new page that will display all favorites in the system. This page is only visible to an administrator with the new w_admin_favorites permission. If an administrator has the proper permission, they can view, organize, and manage favorites for specific users.

🛞 Astute Agent												St	ephanie 🍯
Favorites 🗸 🗸	Ма	nag	e Favorites (viewing as Step	hanie(stepie) for company SYS and config DEFAULT)					🖓 Move To Folder	🗅 New Folder 🛛 🥐 Distibute Favorites	X Delete Favorites	Q SEARCH	I VIEW A
My Favorites	RO	от											
Scheduled Report Results			Name	Description	User	Company	Туре	Area	Function	Notes	A	User Code stepie	
Manage Favorites			Case Reports	Case Reports	stepie	SYS	Personal					Company Id	
Report Catalog		Ġ	FavFoLd01	FavFoLd01	<system></system>	SYS						SYS	
ase Reports		Ġ	FavFold02	FavFold02	<system></system>	SYS						Area	
dministration Reports		ŕ.	⊨ kanban	kanban	<system></system>	SYS						All	
animistration reports >		ŝ	NewShar1	NewShar1	<system></system>	SYS						Re	set
k.		ŝ	NewShar2	NewShar2	<system></system>	SYS							
		Ġ	📁 open it1	open it1	<system></system>	SYS							
			SS Fav	SS Fav	stepie	SYS	Personal						
			131313		stepie	SYS	Personal	Cases	Case				
			Address De-Dup		stepie	SYS	Personal	Utilities	Address De-Duplication				

Selecting the **View As** button allows you to view and manage favorites for a specific user. The Manage Favorites banner will display the "viewing as" username, user ID, and company ID for the favorites you are currently viewing on the page.

🛞 Astute Agent												St	ephanie 🄞
	Mana	age Favorites	(viewing as Stephanie(stepie) for company SYS and config DEFAULT)					💭 Move To Folder	🗅 New Folder 🏾 🎓 Distibu	te Favorites	🗙 Delete Favorites	Q SEARCH	I VIEW AS
My Fevorites Scheduled Report Results	ROOT	n										User Code	
		Name	Description	User	Company	Туре	Area	Function		Notes		stepie	
Manage Favorites		⊨ Case Repo	orts Case Reports	stepie	SYS	Personal						Company Id	
Report Catalog		🚖 ⊨ FavFoLd0	1 FavFoLd01	<system></system>	SYS							SYS	~
Case Reports	1	🚖 ⊨ FavFold03	2 FavFold02	<system></system>	SYS							Area	
Administration Reports	1	🈂 ⊨ kanban	kanban	<system></system>	SYS							All	~
Summaration reports >		🚖 ⊨ NewShar	1 NewShar1	<system></system>	SYS							Res	set
₩		🚖 📒 NewShar:	2 NewShar2	<system></system>	SYS								
		🚖 ⊨ open it1	open it1	<system></system>	SYS						_		
		SS Fav	SS Fav	stepie	SYS	Personal							
		131313		stepie	SYS	Personal	Cases	Case					
		Address De-D	Dup	stepie	SYS	Personal	Utilities	Address De-Duplication					

This page functions similarly to the My Favorites page. For more information, refer to the Agent Help.



Added the ability to create Personal or Shared Favorites and Folders A11-749

The Favorites feature now has two favorite types: Personal and Shared. On either the My Favorites page or Manage Favorites page, the Type column will identify whether the favorite or folder is shared with other users or personal to you.

🛞 Astute Agent	0							=	Stephanie 🌘
Favorites 🗸	My Favorites						+ New Folder	/* Distribute Favorites	Copy Favorites From User
My Favorites	ROOT!								
Scheduled Report Results Jobs	View: 💿 All 🔘 Per	sonal 🔾 Shared			Search	Search Favorites			
Manage Favorites	Name		Description	Function	Туре	Notes			
Report Catalog	Case Reports		Case Reports		Personal				
Case Reports	FavFoLd01		FavFoLd01		Shared				
Administration Reports	EavFold02		FavFold02		Shared				

When you create a new favorite, you will select the type of favorite it is on the Save As Favorite window. If the favorite will be shared, you can choose the company and configuration with which to share it.

🐼 Astute Agent	0 ≡	Step	anie	۲
Favorites >	Case Listing Report	*	►	0
Case Reports 🗸 🗸	III Captons			*
Address Listing Report Affiliate List Report Case Listing Report Chart Report Frequency Report Agent Activity Report Survey Report Administration Reports	Save As Favorite Company ID: 515 Function: CostLutringReport Company ID: 515 Function: CostLutringReport Root PresetUpdate on Distribute Excel File Name: Excel File Name: Excel Sheet Name: Company: Function: Func			
	Select Type Select Type Select Type Select Type Add to Case Later readory Table joins Created By Created On Created On			
	Address Join Calle IssuerTest Join Anny IssuerTest Join Anny Action Join Report Output			



Similarly, when you create a new folder, you will name the folder and select "Personal" or "Shared" in the **Favorite Type** field. If you select "Shared", you can choose the company ID and configuration with which to share it.

Note: When naming a shared folder, we recommend that you add a prefix to the name to indicate that it is a "Shared" favorite folder.

Astute Agent										Stephanie
vorites 🗸	My Favorites							+ New Folder	A Distribute Favorites	Copy Favorites From Us
My Favorites	ROOT!									
cheduled Report Results										
	View: 🖲 All 🔘 Personal 🔘 Shared								Sear	ch: Search Favorites
lanage Favorites	Name	Description		Functio	n	Туре	Notes			
port Catalog	Case Reports	Case Reports				Personal				
Reports >	FavFoLd01	FavFoLd01				Shared				
nistration Reports	FavFold02	FavFold02				Shared				
	🕨 kanban	kanb			•	Shared				
	NewShar1	New: Enter new fol	der name	×		Shared				
	NewShar2	New! Folder Name:				Shared				
	📁 open it1	open Favorite Type:	Personal	-		Shared				
	SS Fav	SS Fa	Personal			Personal				
	Address History	Addr Company:	Shared	<mark>}}_</mark>	Report	Personal				
	Case Listing	Shared with Config:		-	Report	Personal				
	Case Listing Example	Conng:			Report	Personal				
	CaseListingReport	Case			Report	Personal				
	Chart Report	Char			t	Personal				
	ChartReportWidget	Char				Personal				
	DoughnutChartReportWidget	Doug			1	Personal				
	EPCNINE8583	Freq	Ok	Cancel	eport	Personal				
	Frequency Report	Freq			eport	Personal				

Important: After saving the new folder or favorite, the **Favorite Type** setting cannot be changed.



Added a new RQA feature

A11-511

A new RQA feature is added for submitting and tracking requests to retrieve a product from a customer or retail location.

For an agent to use this feature, an administrator *must* define an F code for the Case Request Category. The F code must be set up as "String" with the Capitalize Type set to "None." Then, a new RQA Enclosure Code is created for the case Enclosure Type field.

Next, the administrator will set up the RQA configuration on the Configuration Editor.



More information on implementing this feature is available in the Agent RQA Implementation Guide.



Once this feature is configured, an agent will add an enclosure with the **Enclosure Type** field set to "RQA". Then, select the new **Create RQA Return Project** button on the Enclosure banner. This will open the RQA Return Project form. The agent will fill out the form and click **Submit**.

Astute Agent	+ New Case (SYS)	▼ Se	earch	• 0									=	Stephanie 🍘
t Home (≡	Case 334635	i Post	iii GREEN/YELLO	W/RED						C Add Item		0	đ	Astute ESP ≡> ♀
	Case	4≣		GREEN/YELLOW/RED		Issue Status:	Open	-	SRM Post ID (B08):				*	★ Suggested Action(s) × ▲
🔓 Cases (2) 🛛 🗸	Caller		Product (C01):	ePowerCenter	-	Assigned To Rep:			C53 Code:			Ŧ		(actions will be performed on case dismiss)
New Case				ePowerCenter - ESP					Route Name:					AMYTEST (Issue 1)
Case 334635	Issues (1)	>												
Work Items	🖌 Texts (1) 🔲	>	1 - Email								•	+		🗶 mana aya
A Resources	Enclosures (1)	>	🛕 1 - NEW RQA							Ē	•	-		Gajain, Politic (CP) USA
6 ⁴ Nesources	✓ [*] Letters (1)	>			_									Astute
News Feed			Enclosure NE Code:	W RQA 🔻	Status:	Ready to Pick	•							
_			Quantity: 1		Approved:	Not Yet Approved	*							
TQ Reports >			Currency: US		Batch ID:									
🔧 Utilities			Value: 0.0	0	Picked By:									HISTORY
- Unintes			Send To:	(VIP) (Exint	Date Picked:									Address History [21]
1 Administration			Case Enc en Lang ID:	•	Encl. Pick Response:									🥘 Suggested AK Topics 🛛 🗙
			Letter: 1.	H BASIC LOL 🗸	Entered By:	Prudhvi Gajula								Action list columns compressed
			Issue: 1.	GREEN/YELLOW/RED-	Date Entered:	09/13/2022 03:11	PM							https://rdservice.astutekn
			Enclosure Tes Note:	sting Rqa	Changed By:	Prudhvi Gajula								TranslateListCSYSLen.xml
			eGift Card Note:		Date Changed:	09/13/2022 03:13	PM						1	https://rdservice.astutekn

After the RQA form is submitted, clicking the **RQA Return Project** button again will allow an agent to view the status.

Note: Agents will need internet access to use the RQA feature.

Added Queue Details item to Work Items list

A11-712

Queue Details is a new item that can be accessed from the Work Items list. When the **Queue Details** option is selected, an agent can view the case data, issue data, and case text in their queues. Once an agent selects a case from the Queue Details, they are prompted to accept the case transfer.

🛞 Astute Ager		Nev	v Case (SYS) 👻 Searc	h –	0						Stephanie 🧃
+ Home €	= q)ueue	Details					<all></all>	▼ SYS	•	
	1.	25 of	62 items						М	< 1 /3 ≯	🕅 25 💙 items per page
Cases (0)		~	Company	Case	Received •	Age ~	Issue	~	Product (C01) ~	Origin	 Responsible Rep.
	~		SYS	180959	07/01/2021 15:38:25	442	1				aqueue
Work Items	~		SYS	153596	06/05/2020 16:42:22	833	1				aqueue
Open Cases	\sim	-	SYS	153593	06/04/2020 20:54:14	834	1				aqueue
Open Issues	\sim		SYS	153462	05/13/2020 12:55:42	856	1				aqueue
Pending Actions (Case)	\sim		SYS	153340	04/23/2020 16:37:51	876	1				aqueue
Queue Details	~		SYS	153280	04/17/2020 16:58:43	882	1				aqueue
Case Listing	~	-	SYS	152984	03/26/2020 13:59:26	904	1				aqueue

Note to Administrators: The new w_view_queue_details security permission for this item is only given to FULLACCESS roles by default.



Added Quick Reports List

A11-54 AND A11-731

A new Quick Reports list is added to the Home Page function bar. This will allow for easy access to certain frequently used report favorites. The report favorites that can be added to the list are Case Listing Report, Chart Report, Frequency Report, and SQL Select Report.

From the function bar, selecting **Reports** will open a drop-down menu with the following options:

- Reports Admin will open the Reports Administration page.
- **Quick Reports** will display a short list of important report favorites. Selecting a report from this list will display the report results on the page.



To have a report show up on the list, you need to save it as a Quick Report. When the report favorite is created, select the **Add to Quick Reports** check box on the Save As Favorite window. This will add the report to the Quick Reports list.

🛞 Astute Agent	0		😑 Stephanie 🏟
Favorites	Chart Report		* ►
jobs	E Options T Riters E Cisplay Options	Results	
Case Reports 🗸 🗸	View Ac. Web	isee T	A
Activity Exception Report Address Listing Report		Save As Favorite X	
Affliate List Report Case Listing Report Ovart Report Frequency Report Agere Activity Report Survey Report Administration Reports	Chart Category Cotegory Cotegory Cotegory Cotegory Cotegory Top Name Report Time Frame	Function OperApport Company (b) 55 Faunts Bb Infeder ROTT Description Prevent Updas on Desthuse Faunts Type Infeder State Quick Reports Bhared dash Company (b) Infeder I	
	Chart Series Category Level (occ Display Top-N Lines	Created By Created On Deter notes	•
	Data		

Note: Quick Reports is a *short* list of reports that can be quickly accessed from the Home Page. This is meant for frequently used reports only. This is not meant to be used for a long list of reports. We recommend using My Favorites for accessing most of your report favorites.



When a report is selected from the Quick Reports list, the report results will display. The results have full functionality and allow you to drill down to obtain more granular information on a specific item. To refresh the report, simply click the report title in the Quick Report list.

Astute Agent	+ New Case (SYS) - Search	• 0										Stephanie 🍯
۲⊟	Chart Report Result											Ľ
Cases (0)	0: Reason (C05) (Code) Received Date (Code)											
				Case D	ata Chart							Received Date
Work Items >	alaneh	1, 0.8%	2,1.5%				4,3.1%	_	_	5, 31	15	 8/11/2022 10:23:00 8/11/2022 1:22:00
Resources	CA GOTE UP CA MAGA KON CA MAGA KON	1, 0.8%										 B/18/2022 2:14:00 B/23/2022 8:01:00 B/23/2022 8:05:00 B/23/2022 8:20:00
News Feed		1, 0.8%										 B/24/2022 3:48.00 B/24/2022 4:40.00 B/24/2022 8:29.00 B/24/2022 8:29.00 B/24/2022 8:39.00
Reports 👻	8 C 544 ml	1, 0.8%										8/24/2022 9:54:00 8/25/2022 3:13:00 8/25/2022 4:53:00 8/25/2022 4:53:00
Q Reports Admin	CN WEB CON CO CN WEB CON CO CN UNIT AD CN UNIT AD CN UNIT AD	1, 0.8%	2, 1.5%									 8/25/2022 4:54:00 8/30/2022 7:17:00 8/30/2022 7:23:00
QuickCaselistingReport	IN B	1.0.8%										8/30/2022 9:07:00 9/30/2022 1:25:00
ases Received in a month	IN JULY NO	1, 0.8%										8/30/2022 1.27.01 8/30/2022 1.50.01
for AWE rename	PA NENG AD SS SER OP WIG	1, 0.8%										8/30/2022 1:51:0
												8/30/2022152.0

When you select the **Report Admin** button \square on the banner, you are redirected to the report options page in Report Administration.

🐼 Astute Agent				🗮 Stephania 🌔	1
Favorites >	Chart Report			* >	
Case Reports	🗄 Options 🛛 🖓 Riters 🔠 Display Options	₽ _{EE} Results			
Administration Reports	View As:	Web page 👻			
	Chart Category				
	Category:	Reason (COS)			
	Level	0-Code ·			l
	Lag ^a Display:	Code 👻			l
	Top-N Limit:				l
	Report Time Frame:				l
					l
	Chart Series				l
	Category	Received Date			
	Level:		Normalization Set:		
	Display:		Scale Factor:		l
	Top-N Limit:		Period Offset:		l
					l
	Data				l
	Time Frame:				1
	Time Frame From Date:				l



Summary of new features for version 11.2

New Feature Description	User Impact	Case ID	Project ID
Added a new Manage Favorites page for administrators to use if they have w_admin_favorites permission.	Administrators	126434	A11-5
Added a new Favorites drop-down menu with options for accessing new and existing pages.	Administrators		A11-693
Added a new Quick Reports option on the Home Page function bar. This will allow easy access to frequently used report favorites.	ALL		A11-54
Added the option to choose between outbound call and SMS, if both are set up in your system.	Agents		A11-451
Improved logging for the Address Redaction Utility.	Administrators	234991	A11-498
Added a new Case Audit Trail Report to show case data tracking such as date, time, and user ID for all case data additions, updates, and deletions.	Administrators		A11-507
Added RQA feature for initiating and tracking a product retrieval request from a customer or store.	ALL		A11-511
Enhanced Mass Mailing so that an email subject with [case.case_id] will substitute the case ID.	Administrators	119140; 239735	A11-562
Improved the Queue interface to allow an administrator to edit the list of responsible agents.	Administrators		A11-668; A11-754
Added a new Queue Details item to display in the Work Items list. A new w_view_queue_details security permission is added for this feature.	ALL		A11-712
Added the ability to show Chart Reports in the new Quick Reports feature.	Administrators		A11-731



New Feature Description	User Impact	Case ID	Project ID
Enhanced Graph Email Service to allow outbound emails.	Administrators		A11-669; A11-676; A11-733
Usability enhancements to allow arrow keys to navigate the Layout Editor drop-down lists.	Administrators		A11-761
Added the ability to create a shared Favorites folder.			A11-749
Note: When naming a shared folder, we recommend that you add a prefix to the name to indicate that it is a "Shared" favorite folder.	Administrators		
Enhanced security for calls from Agent to Knowledge to validate that the server being called is one from a valid list.	Administrators		A11-633
Added metadata endpoint for customers to pull into their Identity Providers.	Administrators		A11-784



🕴 Bug Fixes

Summary of fixes to software elements for version 11.2

Bug Fix Description	User Impact	Case ID	Project ID
Fixed an issue with drop-down list displaying behind other user interface elements.	Agents	139734; 230852	A11-81
Fixed an issue where you could dismiss a case with close mandatory fields not filled in.			
Note: If you have complex close mandatory rules, you may be impacted by this fix. You should evaluate whether you need to update your rules accordingly or train your agents so they are aware that these fields may need to be filled out.	Agents	145394	A11-124
Reduced scrolling for pending actions.	Agents	228859	A11-444
Fixed an issue where nested folders more than 2 levels deep did not show up in the File Maintenance Utility.	Administrators	228604	A11-482
Improved logging for the Address Redaction Utility to clearly show what fields are being redacted on addresses and cases.	Administrators	234991	A11-499
Various updates were made based on recent audits that should not impact users.	ALL		A11-663; A11-684; A11-685; A11-687;
Fixed the Address Service to be able to support Canadian addresses.	Agents		A11-677



Bug Fix Description	User Impact	Case ID	Project ID
Fixed an issue where the favorites for a selected user could not be seen and copied.	Administrators		A11-734
Fixed an issue with editing favorite folder names by giving the option to update the existing name or create a new folder.	Administrators	283697	A11-537
Fixed an issue when distributing a favorite in a folder. If the user it was distributed to did not have that folder, then the favorite was not visible to the user. The favorite will now show up in the ROOT! folder of the user to which it is distributed.	Administrators	242529	A11-650
Fixed an issue with how Smart Search performs case and phone searches.	Agents	247253	A11-738
Fixed an issue with inserting standard paragraphs after a case preview.	Agents		A11-753
Fixed an issue with System Last ID when value is set to less than 8 digits.	Administrators	248097	A11-740
Fixed an issue with BCC field not working in Send Letter Options.	Agents	229450	A11-440
Fixed an issue where uploaded files show an error on the virus scan due to a non-ASCII character in the file name.	Agents	251163	A11-772
Fixed an issue where folder names in favorites were not required to be unique.	ALL		A11-786



Bug Fix Description	User Impact	Case ID	Project ID
Fixed an issue where the Password Attempt Limit was not being enforced. Important: This change may impact users that had exceeded the password attempt limit in v11.1 when attempting to log in to v11.2. An administrator will need to unlock the user using the Clear Locked Users utility.	ALL	250807	A11-741
Added security regarding the passwords stored in the system. The result it that when storing a password in the system, you must first click a Change Password button to make the input box visible.	Administrators		A11-654
Fixed an issue where cases created through Community Inbox were not correctly setting the Action Date and Responses Due Date.	Agents		A11-785
Fixed an issue where there was an error when running a scheduled Chart Report.	Administrators		A11-778

Pre-Release Hotfix

Summary of fixes to software elements for version 11.2.707

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue impacting specific SSO configurations. There is no downtime or intended impact on other users.	ALL		A11-859



Pre-Release Hotfix

Summary of fixes to software elements for version 11.2.695

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue with 'Forgot Password' failing to send an email when the Outbound Email Type is Graph.	ALL		A11-835