

RELEASE NOTES SHORETEL NUISANCE CALL HANDLER

Release Notes

Version 3.1.9: November 16, 2017

• Update server to only block calls on AA/VM once they have connected to avoid glare issue. The problem was that if we tried to redirect an offering call, some of the time our requests are processed too late, after the call has already connected.

Version 3.1.8: October 19, 2016

• Update server to be able to block calls on virtual station (softphone, eternally assigned, etc.) the same way as real station calls.

Version 3.1.7: August 24, 2016

• Fix for Admin issue selecting Exact Match wasn't enabling the Apply Button.

Version 3.1.6: July 21, 2016

• Fix for issue where we could get AA/VM calls with initial call state of CONNECTED instead of just OFFERING.

Version 3.1.5: June 8, 2016

• Updated to COM object 4.5.34.

Version 3.1.4: November 5, 2014

• In the admin, added exception checking when interacting with the service to track down issues running on 2012 the Datacenter Edition of Windows.

Version 3.1.3: October 29, 2013

• Added support for a new check box "Exact Match". This setting controls how we compare IDs when checking the caller ID of a call to see if we want to block it. We no longer strip non-numeric characters from the nuisance numbers entered in the config. Any stripping is now performed by the server when it actually goes to compare based on the setting of Exact Match.

Version 3.1.2: June 28, 2013



• Support added in 3.1.0 was not handling setting changes while running to RPs or AA/VMs.

Version 3.1.1: May 8, 2013

• Setup wasn't registering the COM Object.

Version 3.1.0: May 5, 2013

• Added support for blocking calls on route points, AA/VM.

Version 3.0.1: September 4, 2012

• Allow longer numbers for blocking international callers.

Version 3.0.0: December 15, 2011

- Significant changes in this version.
- We can now block huntgroup and workgroup calls when they present to the HG or WG.
- Because of this change, we no long try to block huntgroup or workgroup calls at stations. Trying to do so created a number of issues and never really worked correctly.
- In order to be able to disconnect calls on hunt groups, a new setting was added to allow the administrator to specify the extension of a route point to be used by the service. This is needed because if we just disconnect an inbound call to a hunt group the associated consulting calls made to the hunt group agents will not be dropped by the system. Instead, we send the call to our route point where we can disconnect it. The transfer off of the hunt group causes the hunt group server to disconnect any consulting calls it made.
- Depending on configuration, if we transfer a call rather than disconnecting it, we now mark the call so that if it presents to a station where it would be blocked it no longer will be. This allows no call ID and/or calls from nuisance numbers to be sent to a person who can screen them and then forward them on if desired without having them come right back.
- The service can be configured to transfer calls that match a caller ID on the nuisance list as an alternative to disconnecting them.
- Administrators can now configure a list of station and station ranges that will actually be monitored as an alternative to monitoring all stations. The same is true for hunt groups and workgroups.
- Administrators can now configure the service to only monitor stations, hunt groups, workgroups or some combination of the three.
- Logging changed to use log4net. Because of this the log viewer was removed. Administrators must now user Windows explorer to access the service's log files.
- Service recoded to allow option of running as a forms app to facilitate development.

Version 2.3.0: September 20, 2011



• Some of the time we would not see hunt group transfers as valid calls to check ANI. Problem was we were only checking explicit huntgroup or workgroup calls. Some of the time, the call is still marked as a huntgroup consult call.

Version 2.2.0: September 16, 2011

• We now allow partial numbers to be added to the blocked number list. For example, to block ALL calls area code 408 you would add "408" to the blocked call list.

Version 2.1.0: September 7, 2011

• Was not correctly handling hunt group and Workgroup calls. Calls from hunt groups were not being processed and calls from Workgroups were being processed when the WG consulting call presented. Logic has now been changed to ignore hunt and work consult calls and only process them once they are answered by an agent.

Version 2.0.1: April 4, 2011

• Rebuilt to install and run correctly on 64 bit CPUs (Server 2008, 64 bit, R2).

Version 2.0: November 24, 2010

- Now a licensed application.
- Allow calls without caller ID to ring through rather then be transferred if the "No Caller ID Transfer Destination" setting is left empty.
- Calls that were transferred to stations were not being processed correctly.
- Updated config to allow setting an empty string for the "No ANI Extension".

Version 1.0: March 12, 2009

• Initial release