



VISION360 | RELEASE NOTES

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Release 3.1.1

Beta release: 28th March 2025

Production release: 5th April 2025

Feature/Component	Description	Source
User Interface	Fixed the issue wherein report templates did not preserve column visibility. Users can now create report templates by selecting only the columns they want to view, ensuring that only the chosen columns are displayed when running a saved template for a consistent and personalized experience.	Bug Fix
User Interface	Fixed the issue where the Service Provider ID was displayed instead of the name in the Portal User Settings and Add User pages. The Portal User settings column now correctly displays the Service Provider Name. Updated both pages to ensure the Service Provider Name is shown instead of the ID.	Bug Fix
User Interface	Fixed the issue where the Report Type dropdown in Scheduled Reports and Report Templates displayed all summary pages regardless of user permission. The dropdown now correctly shows only the summary pages that the user has permission to access.	Bug Fix
User Interface	Fixed the issue where the Dashboard Call Center displayed and incorrect agent count in the “Agents Joined” column of the Top Performing Queue table. The agent count now displays correctly in the “Agents Joined” column.	Bug Fix
User Interface	Fixed the issue on the Heat Map page where call counts included unlicensed users. The system now filters out calls made by unlicensed users, ensuring that only call counts from licensed users are displayed.	Bug Fix
User Interface	Fixed the issue in the Call Center Dashboard context menu for the Top Performing Queues and Agents table. The context menu is now restricted based on user permissions, ensuring that only authorized users can view and access the “Details” option.	Bug Fix
User Interface	Fixed the issue where the Unavailable Duration on the Agent Activity Summary page was displaying a longer time than the actual duration. The duration now reflects the correct time.	Bug Fix

Release 3.1.0

Beta release: 1st February 2025

Production release: 15th February 2025

Feature/Component	Description	Source
User Interface	Multi-language support added which is based on the language of the browser and/or user profile.	Roadmap
Reporting	Call Center summary bar charts can now be exported.	Roadmap
Scheduled Reports	Email validation has been added when specifying recipients for scheduled reports.	Roadmap
Scheduled Reports	Scheduled Reports now include a summary row when showing samples.	Feature Request
User Interface	Dashboard settings applied to call center or user/department dashboards are now persisted between logins, this includes the interval and start/end times etc.	Feature Request
User Interface	Multiple login attempts are now not possible because the login button has been changed to not allow double-click.	Bug Fix
User Interface	If a logo has not been set in the branding profile then the Kakapo logo will no longer be displayed.	Bug Fix
Email	The Kakapo log will no longer be shown in any email notifications, specifically the ' Verify Email ' and ' Change Password ' emails.	Bug Fix

User Interface	When displaying a dashboard report and when the interval is set to ' Today ' (meaning the page is refreshed every 5 seconds), different sections of the dashboard will be updated sequentially whereby the page will wait for one component to be updated before attempting to update the next one. This decreases load on the platform while offering no perceived reduction in responsiveness for the user.	Ad-hoc modification
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