jtel

jtel Portal
Release notes

Contents

Introduction

Purpose of Document

This document describes the features of the jtel system, version by version. It is intended to act as a central source which describes new features, improvements and bugfixes to the software. This document is not intended as a replacement for the product documentation which is provided separately, and may be released later than the actual software version.

Notes

The features described here, whilst available in the version noted, may not be available according to the license actually in place on a customer system, and licensing of additional features may be required.

All features and bugfixes have been carefully tested in a standard operating environment involving test cases configured in a single client account. However, software is not perfect. Before your system is updated you should backup your existing system and plan the rollout process ca refully. This may involve additional testing and the creation of rollback strategies.

Not all features are designed to work "out of the box" after a software update. Depending on your installation, additional configuration may be required to make the features function correctly. Also, not all features are suitable for activation in some systems, for architectural or performance reasons. Additional testing may be recommended on the target system for verification purposes.

Please consult your jtel sales representative if you require more information on how jtel can help you when upgrading your software installation.

Whilst we do endeavour to keep standards high, errors and ommisions in this document are possible. This document does not constitute a guarantee of functionality in any respect.

Release 3.10

Date	JIRA Reference	Category	Summary	Notes
04.08.2017	CWATER-8	Improvement	Dialler	Changes to Contact-date were not being shown correctly after a Supervisor or Administrator pressed save in the Subcampaign contact mask. A function which forcefully locks a Contact was added, to prevent contacts which are being dialled from being changed
04.08.2017	CWATER-7	Improvement	Dialler	Automatic Post-Call-Time is ended, when a Dialler Result Code is determined
25.07.2017	JTELDEV-4748	Improvement	MS SQL support in ruby	General Bugfixes in MS SQL connection to ruby
24.07.2017	CBIKE-36	Technical Service	OTRS-Ticket-lock	OTRS Ticket processing is now changed to make the ticket status available outside of the jtel system. Tickets lock when opened, meaning they are unchangeable for other Agents while an agent is working in the ticket.

Release 3.09

Date	JIRA Reference	Category	Summary	Notes

Date	JIRA Reference	Category	Summary	Notes
23.07.2017	CTDM-171	Bugfix	Report display error	A procedure called "CALL ReportSecurityGroupMappings_GetAll(2, 2, '', 'ReportsName', 1, 0, 30);" was throwing an error. The procedure was fixed.
19.07.2017	CCARG-66	New Feature	Report	A new Report was added. It features the following Information Output:

All calls that have been/are:

Answered – Cancelled – Transferred – Answered in the configured opening time – Answered in the configured opening times if closed – through queue timeout – within the Service level – within the reachability – cancelled (procentural) – in the queue for longest – NBZ - |
10.07.2017	JTELDEV-4728	Bugfix	Login Optimization	Login errors after System Updates have been fixed.
13.07.2017	CTDM-179	Optimization	Login Optimization	With this Update, code was implemented so that logins are handled differently in the procedures to prevent false status changes in the Web Portal.
27.06.2017	CFCM-80	Bugfix	Deadlock Avaya Connector	Deadlock Repeats in Avaya Connector.
27.06.2017	CTDM-168	Bugfix	Negative Post Call Time	The Post call time had negative integers, the code was fixed.
26.06.2017	CTDM-167	Bugfix	Standard Opening Times	Opening times would not be considered in the Supervisor-View, it was only happening on Sundays. There was a mistake in the Stored procedure "AcdStatisticsPartB_Create". The procedure was altered.
23.06.2017	CCONRADIA-29 CGREEN-15	Bugfix	Outbound Problem and Nullpointer in Agent Home	Code was changed to fix a NullPointer exception in Agent Home. Also, an outbound call was not possible if not having beforehand switched to the outbound group, code was implemented to address this issue.
22.06.2017	CCARG-71	New Feature	Spellchecker	The spellchecker now supports more languages

Date	JIRA Reference	Category	Summary	Notes
21.06.2017	JTELDEV-4720 CSEGHORN-41	Bugfix	Search-circle enlagement	Search-circle enlagement was not working properly, it was related to configuration. When a Search-circle enlagement was changed, all pre-existing ones would change to be the exact same as the one that had just been configured. The code was fixed
21.06.2017	CSEGHORN-52	New Feature	StatisticsPartAID	CALL-INCOMING and CALL_OUTGOING_DESTINATION are now input over the SOAP connector
21.06.2017	CSEGHORN-51	New Feature	User data display	User Data is now Shown in call history in the Web client and the Mini Client
20.06.2017	JTELDEV-4721	Bugfix	TAC with Categorys	Transaction Code names were not being displayed after outbound calls. The code was fixed , now they are displayed correctly
20.06.2017	CSEGHORN-48	Bugfix	User Data display	UserDate was not being displayed, the code was fixed.
20.06.2017	CLERN-19 JTELDEV-4719	Bugfix	CRM-URL Display	The CRM-URL was not being displayed correctly because spaces or special characters cannot be displayed. Furthermore, during calls, the ServiceNumberName and ServiceNumberName2 are shown now.
17.06.2017	CSEGHORN-40	New Feature	Agent Manual Callback	Agent can now create a Manual Callback in the Mini Client 2
17.06.2017	JTELDEV-4718	Bugfix	TAC Popup close	There was a problem with the Transaction code popup, it would close shortly after popping up on the screen without any input from the Agent whatsoever. Code was implemented to ensure this does not happen again. Further, setting a TAC during a call was not possible. This was also resolved by the same change in the Code.
16.06.2017	CSEGHORN-38	New Feature	File-Number in TAC	The File-Number of a call is now being written into the Transaction codes Table after setting a Transaction code.
16.06.2017	CSEGHORN-42	New Feature	Reverse Skill Routing	A new routing algorithm "Reverse Skill Based" was added. It reverses the normal Skill based Routing.
14.06.2017	CTDM-164	Bugfix	Call Flow Error	There was a call-flow error when agents were busy, there was no answer or reject upon calling a busy agent. This caused the server to go offhook.
13.06.2017	JTELDEV-4715	Bugfix	SMTP Server settings	An SMTP Server Error occurred because there was no server specified in the client, but only in the parameters. This was fixed.

Date	JIRA Reference	Category	Summary	Notes
13.06.2017	CFCM-79	Bugfix	JTAPI issue	Avaya was giving a double JTAPI input in different extension Locations. Changes in the Avaya Connector were made, so that Monitor-Points would not be deleted anymore. They are set once.
07.06.2017	CHHW-15	New Feature	Order Number	Order number is taken via Reporting API instead of SOAP. The order number can be changed or if not already present, be entered into the available table in Agent Home.
07.06.2017	JTELDEV-4709	Bugfix	Cvs report	Question mark in cvs report.
07.06.2017	CLDB-74	Bugfix	Reskilling	Reskilling during a call was not working because a procedure was inputting a 0 into object "AcdSkillsID"
31.05.2017	CSPKH-62	Bugfix	Report error	Agent names were not being displayed correctly or not at all in the TransactionCodes report.
31.05.2017	JTELDEV-4705	Bugfix	Outbound Confusion	When an Outbound Call was being made in the Mini Client 2, sometimes after a Call from Group 1, the Mini Client would continue Calling from Group 1, even if the setting was changed to for example Group 2. New Code was implemented and tested by QA. The issue was resolved.
31.05.2017	CHHW-20	New Feature	Statistics through OTRS Distribution	When a call enters the queue, an email goes into the OTRS Queue.
29.05.2017	CTDM-147	Bugfix	Post-processing time issue	Fixed the net post-processing time. Manual post-processing was not being indicated in the portal, that is why the Calculations went to the net processing time.
27.05.2017	CTDM-148	Bugfix	Outdial issue	Outdial calls were being disconnected because the function "Auto-Answer" was breaking the Outdial to Agent and Outdial to Destination.
23.05.2017	CTDM-135	Bugfix	Service Number display issues & Dissappearing Comments	Service number was not being displayed correctly after a switch from the jtel portal to the Mini Client 2. Dissapearing Comments during Voicemail work off. When a new Voicemail arrives while making a comment on a different one, the comment that was being created was instantly being deleted. A change was made and the issues have been resolved.
23.05.2017	CCARG-52	Bugfix	Handover issues during call transfer	Call handover during blind calltransfer did not work while no Agent was logged in in the group that the call was being transferred to. The issue was fixed by implementing a new string into the callspool.

Date	JIRA Reference	Category	Summary	Notes
22.05.2017	CCARG-59	Bugfix	Https report error	Reports were unable to be given out per https Certificate. Function to: "Zertifikat ignorieren" (ignore certificate) was not working correctly, this was fixed.
19.05.2017	CHHW-40	Bugfix	ACD Media Event bug	Bug concerning the ACD media events. The event would close directy after being sent by the system, even though no agent closed or deleted it.
18.05.2017	CCARG-58	Bugfix	Statistics bug	Bug in "StatisticsPartB_AddWithXML" fixed. The values are now being read and input correctly, a query was implemented.
16.05.2017	CHHW-35	New Feature	Wallboard	Wallboard display fixed
16.05.2017	CSKR-62	New Feature	Contact matching	The system now reads the fields "telephone 2" through to "telephone 5" instead of only reading the first Number table. This ensures that the correct caller number and information is always displayed. If the system finds more than one number, the first one found is always displayed. The popup that follows after the query now displays following information: "Client Number, First Name, Last Name, E-Mail-Adress, Telephone1, Telephone2, Telephone3, Telephone4 and Telephone 5. The E-Mail address is displayed via mailto link
16.05.2017	CTDM-133	Bugfix	Language bug	CallIncomingData does not input in the correct language.
16.05.2017	CCARG-47	Bugfix	Call data refresh bug	Refresh delays or very late refresh of the Call data in the jtel portal. Status: "In line – waiting" would still show even if the Agent had already accepted the call.
16.05.2017	CTDM-134	Bugfix	Reports	Bug where the selection window for opening hours did not open was fixed
15.05.2017	CNFON-48	Bugfix	Outbound Calls	Fix for Outbound calls. The status: "EVENT_STATUS" was not correctly configured. An overflow into "WM_NEXT_RECORD" lead to "EVENT_STATUS" having the integer -1, which is incorrect. The issue was fixed by checking "> in .r5 Programm"
15.05.2017	CCARG-51	New Feature	Ringtone after Calltransfer	Ringtone after calltransfer to ACD group implemented
12.05.2017	CCONTACT-62	New Feature	Call Recording	Call recording in stereo sound was made available for use in quality control
07.05.2017	CHHW-13	New Feature	OTRS Link Function	Search function through OTRS implemented into the jtel Portal

Release 3.08

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27.05.2017	CTDM-148	Bugfix	Outdial issue	Outdial calls were being disconnected because the function "Auto-Answer" was breaking the Outdial to Agent and Outdial to Destination.
23.05.2017	CTDM-135	Bugfix	Service Number display issues & Dissappearing Comments	Service number was not being displayed correctly after a switch from the jtel portal to the Mini Client 2. Dissapearing Comments during Voicemail work off. When a new Voicemail arrives while making a comment on a different one, the comment that was being created is deleted.
18.05.2017	CCARG-58	Bugfix	Statistics bug	Bug in "StatisticsPartB_AddWithXML" fixed. The values are now being read and input correctly, a query was implemented.
16.05.2017	CTDM-133	Bugfix	Language bug	CallIncomingData does not input in the correct language.
16.05.2017	CTDM-134	Bugfix	Reports	Bug where the selection window for opening hours did not open was fixed
16.05.2017	CSKR-62	New Feature	Contact matching	The system now reads the fields "telephone 2" through to "telephone 5" instead of only reading the first Number table. This ensures that the correct caller number and information is always displayed. If the system finds more than one number, the first one found is always displayed. The popup that follows after the query now displays following information: "Client Number, First Name, Last Name, E-Mail-Adress, Telephone1, Telephone2, Telephone3, Telephone4 and Telephone 5. The E-Mail address is displayed via mailto link
15.05.2017	CNFON-48	Bugfix	Outbound Calls	Fix for Outbound calls. The status: "EVENT_STATUS" was not correctly configured. An overflow into "WM_NEXT_RECORD" lead to "EVENT_STATUS" having the integer -1, which is incorrect. The issue was fixed by checking "> in .r5 Programm"
07.05.2017	CTDM-120	Bugfix	File conversion problem	Call recording files are being output in .wav format, even though .mp4 format was selected in the Parameter "Portal.EventSpool.CallRecordings.Format"
07.05.2017	JTELDEV-4698	Improvement	100% CPU problem	Removed: "jboss-el-2.0.1-GA" which is possibly causing 100% CPU
05.05.2017	CCARG-43	Bugfix	Rule "overflow" fixed	Rule "queue overflow" did not work when skill was set to 0.

Date	JIRA Reference	Category	Summary	Notes
28.04.2017	JTELDEV-4697	Improvement	EventSpool Improvement	AgentCountChanged trace is now suppressed, AgentStatuschanged is enough
20.04.2017	CLDB-70	New Feature	ACD Agent report 6	A new Agent report called "Agent report 6" was created and implemented.
17.04.2017	CTDM-114	Bugfix	Fix for incorrect state after hangup	The Agents were being put in the wront state by the system if a call was hung up on during the establishment of the connection
17.04.2017	JTELDEV-4687	Bugfix	Error in Agent Group Mapping Types	Error in Types Overview (Page 1). Ajax error resulting from broken stored procedure and broken java code.
13.04.2017	CTDM-104	New Feature	New SOAP Function	To ensure backwards compatability, a new function was implemented: getGroupStatistics2
13.04.2017	CUPOP-81	Bugfix	"stay logged in" function not working.	The ACD client function "stay logged in" is not working properly, some general login problems were also resolved.
11.04.2017	CTDM-103	New Feature	Call-Statistics	Outbound calls through Events are to be pinned in a way that can be displayed in the reportings. The field "ACDEventsID" is present in the call-statistics but needs to be filled with information.
11.04.2017	JTELDEV-4682	Bugfix	Filter optimization	A bug in Filter optimization was fixed.
11.04.2017	CKSB-31	New Feature	Mini Client	The Mini Client now displays the Sum of post-process callbacks and Voice-Mails per individual agent.
11.04.2017	CTDM-101	Bugfix	Portal Slow	Slow reactions in the jtel portal at TDM. Processes were optimized, the issue is now fixed.
11.04.2017	JTELDEV-4680	Bugfix	ShortText Error	A ShortText Error occurred in the InitScript, this was resolved.
05.04.2017	CKSB-37	Bugfix	ODBC error	Could not add or update a child row, a foreign key constraint failed. This issue was resolved.
05.04.2017	CELTEN-22	Bugfix	Logoff errror	If the status "Logged off" is set by hand by an agent, the user is not logged out of all ACD groups, even though the groups do not have the option "logout not possible" ticked.
05.04.2017	CTDM-97	New Feature	New Option	A checkbox to prevent sending mail by report subscriptions was added.
05.04.2017	CKSB-38	Bugfix	Error during Calltransfer	MySQL makes a mistake when transferring calls.
04.04.2017	CCONRADIA-18	Bugfix	SMTP error	Sending Mails via SMTPS does not give any errors even though everything is configured correctly.
04.04.2017	CUPOP-82	Bugfix	Display error	Agent-group settings are not being displayed correctly.
04.04.2017	JTELDEV-4676	Bugfix	Exception in Firefox	An ajax exception in firefox was fixed.

Date	JIRA Reference	Category	Summary	Notes
31.03.2017	JTELDEV-4664	Bugfix	Errors during test	Errors during performance testing were fixed.
31.03.2017	CKSB-36	Bugfix	MySQL error	SQL error: calls are not distributed.
29.03.2017	CKSB-33	Bugfix	Evaluation errors	The evaluations of the Table "Anrufe Gesamt" or "Total Calls" was incorrect.
29.03.2017	CTDM-96	New Feature	New Feature in Groups	The option not to send an alert on Group start was added.
28.03.2017	CTDM-94	Bugfix	Mini client 2	Mini client 2 would randomly switch to the login page without any information or errors.
24.03.2017	CTDM-92	Bugfix	8-server failure	The http modul maybe breaks the 8-Server. This issue was fixed by switching to CURL.
23.03.2017	CWS-168	Bugfix	MySQL and Web-surface error	MySQL and the Web-surface have different data, this was resolved by implementing a hotfix that was later fully integrated.
22.03.2017	CTDM-91 & CKSB-31	Bugfix	Mini client 2	The Mini client group statistics shows all calls of the group, but should only show the ones of the logged in agent.
22.03.2017	CTDM-90	Bugfix	Mini client 2 crashes	The mini client 2 logs agents off and sends them back to the login screen.
17.03.2017	CTDM-82	Bugfix	SOAP error	A problem with the SOAP connector, a method was not being executed properly.
15.03.2017	CWEINOR-20	Bugfix	CRM-jtel client error	The connection between the CRM and the jtel client is making the jtel client open when there is no CRM intel on certain callers that have not been integrated into the CRM system yet.
13.03.2017	CTDM-84	Bugfix	Login errors	Some cases of login errors, this was fixed by updating the software os the users computer.
13.03.2017	CTDM-83	Bugfix	Report errors	Subscribed reports have to be resubscribed to every day. This was fixed.
09.03.2017	CTDM-81	Bugfix	Ajax exception	Ajax exception when updating a report
08.03.2017	CELTEN-10	Bugfix	ESTOS error	Call Transfer by ESTOS or Phone is not working. When the TK connector gives a NULL, a 0 needs to be made out of it to correctly work. A change was made to the UDP Daemon to ensure functionality.
08.03.2017	CTDM-80	Bugfix	Mini client 2 error	Mini client 2 login error, this was fixed.
05.03.2017	CFCM-44	Bugfix	Status errors	Status "busy", even though the phone is physically available, the issue was resolved.

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03.03.2017	CTDM-71	Bugfix	Display error	Context menu was not being displayed correctly in the mini client 2. The zoom function was not working as intended. The issues have been fixed.
03.03.2017	CLDB-47	Bugfix	Silent monitoring	Silent monitoring from a supervisor of an agents call was not silent, the issue was tested in the jtel test environment and was fixed.
02.03.2017	CTDM-70_3.8	Bugfix	Mini client 2	No active focus on the input fields during startup of the mini client 2
02.03.2017	CUPOP-66	Bugfix	Call-transfer error	Call-transfering to synonyms with config and agent groups not possible. If the "Call-Transfer" button is pressed, nothing happens. The Code was fixed.
01.03.2017	CTDM-73	Bugfix	Mini client 2	Agent status upon login is wrong, this was resolved.
01.03.2017	JTELDEV-4659	Bugfix	Configuration error	A fallback function was added. Fallback to udp when hazelcast is incorrectly configured.
01.03.2017	JTELDEV-4658	Bugfix	Cache full	Performance problems are related to the cache being full even only after 5 hours of the computer being online. This issue has been resolved.
01.03.2017	CTDM-68	New Feature	VHV report	Adjustments were made to allow reports to be given out every 15 minutes.
01.03.2017	CLDB-50	Bugfix	Reporting error	Group status reports were not correct in every column, this was resolved.
22.02.2017	CUPOP-65	Bugfix	Displaying errors	Synonyms are not being displayed correctly, this occurs in Agent Home as well as the mini client.
22.02.2017	JTELDEV-4656	Bugfix	Mini client errors	Mini client now has access to the AcdEventsStatistic and an error was fixed where a closed tab would still blink even though it is not meant to when closed.
18.02.2017	JTELDEV-4652	Bugfix	Event distribution error	Event where UserID is entered into the system happens before the UserID is even created, this was fixed.
17.02.2017	CKSB-11	New Feature	Porting from 3.07.1 to 3.08.1	Implementation of Features from version 3.07.1 to 3.08.1
17.02.2017	CTDM-39	Bugfix	Queuemusic only in German	The music or notification speech while in queue is only playable in german.
16.02.2017	JTELDEV-4650	Bugfix	Salesforce html error	Salesforce gives a 500-html error when making the click to start an outbound call.
06.02.2017	CSKR-61	New Feature	Contact Matching	"Contact Matching" Code Implemented
05.02.2017	CLDB-45	Bugfix	ACD Statistics	Error flags after turned down calls fixed.

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01.02.2017	CWEINOR-22	Bugfix	Language Change in IVR / ACD	Fixup when Announcements are always made with Languages-ID 2, no matter which language is passed over the country code, so that, for example, announcements for France, the Netherlands, England and Russia are played in German.
01.02.2017	JTELDEV-4642	Bugfix	Database Bugfix	Data routing fix
31.01.2017	CTDM-50	New Feature	MiniClient	Logout button changed agent status
31.01.2017	JTELDEV-4641	Bugfix	DB Update failures	SQL errors fixed
31.01.2017	CSKR-60	New Feature	Contact configs	Additional contact information and phone numbers(Mailto link feature added)
31.01.2017	CLDB-43	Improvement	Add Report Files	Service Numbers Report 2 is enabled now.
27.01.2017	CKSB-9	Improvement	Algorithm Update	Algorithm updated, concerning "Not Last Agent" settings
26.01.2017	CMOVINGA-95	Bugfix	Relogin Bugs Correction	Correction of Bugs during Re-Login
25.01.2017	CUPOP-40	Improvement	Transaction Code Input	Improvements for group settings. Ressourcen: portal.Acd.AcdGroups.OfflineParameters.TransactionCodes.Questions,
21.01.2017	JTELDEV-4636	Bugfix	Resource OnlyTel1 implementation failed	Incorrectly implemented resource corrected. (Reverse direction). Implementation of Resource "portal.Users.Communication.OnlyTel1" now fixed.
21.01.2017	CLDB-36	Improvement	Trunk Groups - Match Trunk according to IP Address	The matching of the trunk group must be done by IP Address for Multi-PBX installations. Updates to trunk groups mapping to support SIP source and desintation server, and also SIP called entity (from request line). Correction to Routing_ServiceBegin. Outdial modifications for explicit trunk. Fix Routing_ServiceBegin call in dialler.OutdialDestination
21.01.2017	CLDB-35	Improvement	Update connector to support more than one PBX.	Operation with several PBXs requires that the IP address and port of the connector be stored in the Users table as soon as the user record is opened in the PBX. New parameters in the connector: udpAddressParameters removed: Portal.AgentCallControl.UDP.Port
18.01.2017	CUPOP-43	Bugfix	GridView, Layout Table view	The Agent Status does not update on the Supervisor "Grid View" Fix up* Supervisor / Grid View / Layout Table view shows different values or in the Login time, although for one and the same agent, also the telephone status / availability deviates. *
16.01.2017	CUPOP-39	Bugfix	MiniClient	ACD MiniClient only in English

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15.01.2017	JTELDEV-4634	Improvement	TimeServiceMonitor Daemon process, Inno Connector - Deadlock Repeats, Exception did not reconnect to PBX.	Monitored the Windows Time Service, and measure the difference between the Windows Clock and the MySQL Server. If the service is not running or the difference is high (> = 2 sec), an alarm e-mail is triggered.

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05.02.2017	CLDB-45	Bugfix	ACD Statistics	Error flags after turned down calls fixed.
01.02.2017	JTELDEV-4642	Bugfix	Database Bugfix	Data routing fix
01.02.2017	CWEINOR-22	Bugfix	Language Change in IVR / ACD	Fixup when Announcements are always made with Languages-ID 2, no matter which language is passed over the country code, so that, for example, announcements for France, the Netherlands, England and Russia are played in German.
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21.01.2017	CLDB-35	Improvement	Update connector to support more than one PBX.	Operation with several PBXs requires that the IP address and port of the connector be stored in the Users table as soon as the user record is opened in the PBX. New parameters in the connector: udpAddressParameters removed: Portal.AgentCallControl.UDP.Port

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15.01.2017	JTELDEV-4633	Improvement	Inno Connector v11 https	Configuration can be switched to https for Innovaphone Connector (V11 only).
13.01.2017	CWEINOR-11	Improvement	Creation of a graphical group report	Basic implementation for graphical reports
11.01.2017	CWEINOR-18	Bugfix	MiniClient	CRMUrl is opened several times
05.01.2017	CRADPRAX-105	Improvement	Report Programming	Extend periods to provide hourly intervals even for months and large periods
05.01.2017	CRADPRAX-128	Bugfix	ODBC	An ODBC error in CallTransfer.Main.r5, CallProcedureByXML caused callbacks were not deleted when a new call from the caller, or even that the calls were not taken from the ACD queue in the wallboard.
31.12.2016	CLDB-24	Improvement	Refer Button	Implementation Refer Button
23.12.2016	JTELDEV-4583	Improvement	Miniclient 2 Binaries and Bugs Correction	For example, the agent is on training, the MiniClient should not change status.
22.12.2016	CRADPRAX-104	Improvement	Report Implementation Update DB Script	A new group report has to be created, which originates from the standard report "ACD group report" and should contain a few additional columns. See Finest Concept PR04, chapter 3.7.1
22.12.2016	CMOVINGA-92	Bugfix	Exception	com.google.common.cache.CacheLoader$InvalidCacheLoadException in session
22.12.2016	CTDM-48	Improvement	Review Updates	Updated after review. Reports are intended to store in files directories.
22.12.2016	JTELDEV-4583	Improvement		Reverted button click configuration
19.12.2016	CUPOP-17	New Feature	New Supervisor	First steps, SupervisorView table, getCount, getCommon, GetAll Procedures insert views in divs, Hazelcast correction, Uncomitted procedures, Interim Commit
19.12.2016	JTELDEV-4626	Improvement	Hazelcast	Upgrade to Hazelcast 3.7.4
19.12.2016	JTELDEV-4583	Improvement	MiniClient	Lock status is only set if the current status is not a pause
19.12.2016	CMOVINGA-90	Bugfix	8server	Fix for fault in 8server
19.12.2016	CWS-157	Bugfix	Live call Listening	Bug for Switch on the "Still" does not work anymore.

Chapter

3

Release 3.07.0

Date	JIRA Reference	Category	Summary	Notes
19.12.2016	CUPOP-17	New Feature	New Supervisor	First steps, SupervisorView table, getCount, getCommon, GetAll Procedures insert views in divs, Hazelcast correction, Uncomitted procedures, Interim Commit
19.12.2016	JTELDEV-4626	Improvement	Hazelcast	Upgrade to Hazelcast 3.7.4
19.12.2016	JTELDEV-4583	Improvement	MiniClient	Lock status is only set if the current status is not a pause
19.12.2016	CMOVINGA-90	Bugfix	8server	Fault in 8server
19.12.2016	CWS-157	Bugfix	Live call Listening	Bug for Switch on the "Still" does not work anymore.
14.12.2016	CLOCO-40	Bugfix	CDR	Fixup for CDR issues; It is particularly noticeable that some colleagues have talked greater above average
14.12.2016	JTELDEV-4625	Bugfix	Hazelcast Listener	Exception in Hazelcast listener on the database side
12.12.2016	JTELDEV-4618	Bugfix	MiniClient	MiniClient depends on min. Every 2 days + memory leak of IE
12.12.2016	CUPOP-22	Improvement	MiniClient	Fixup for MiniClient JunkCall
10.12.2016	CINEXIO-8	Improvement	Subscription Implementation	Each agent should also receive their own logon times, pauses via a subscription that is automatically sent to him. For this, jtel creates an ACD report, which every agent can retrieve for himself and is only dragged for the agent who is logged on. The report is based on the ACD Agent Performance Port and provides the following choices: Output format in .csv, .html and .pdf Selection of the period Percentage or absolute values

Date	JIRA Reference	Category	Summary	Notes
10.12.2016	CLOCO-38	Bugfix	Calls Delivery	False status agent - no calls are delivered. When more then one call exists, set userPbx status to busy.
08.12.2016	CTDM-46	New Feature	Background Adjustment	White background + number format locale problem
08.12.2016	CTDM-45	New Feature	Language Setup	Can be the language sent via SOAP? Important for the language form, wheter the output is in intalian, spanish or the like.
06.12.2016	CINEXIO-11	Bugfix	Mediahistory	Display of the Mediahistory in Miniclient
06.12.2016	CUPOP-16	Bugfix	MiniClient	Fixip a faulty in the Outbound Call
06.12.2016	CNFON-16	Improvement	Tile Unanswered Calls	New Tile – Columnn Supervisor / Unanswered Calls
06.12.2016	JTELDEV-4623	Improvement	AgentHome	Answer Button also available during Call transfer
02.12.2016	JTELDEV-4622	Bugfix	Jboss 7.2	Fixup for Jboss 7.2 deployment problems
29.11.2016	JTELDEV-4604	Improvement	TAC Administration	First Commit, New(not ready Functions and Procedures), AcdCallMarkers Table improvement. New realisation. implement down and up functionality, beginning implement disable last element. FirstChild and lastChild implementation, down and up, left. New transaction code management and display. Delete old procedures, add new procedures and functions.
25.11.2016	JTELDEV-4615	Bugfix	Outbound Trunk Group	Fixed for selection of the outbound trunk group of the client
25.11.2016	CMOVINGA-86	Bugfix	The Mini Client barely reachable	NullPointer by getIntegerData
25.11.2016	JTELDEV-4605	Bugfix	Abuse of temporary tables for upsend	Delete comment. Optimization
22.11.2016	CMOVINGA-85	Bugfix	Unknown Message	Fixup for Unknown Message Start.
18.11.2016	CWEINOR-10	Improvement		Automatic pop-up of a customer record via URL
18.11.2016	JTELDEV-4611	Bugfix	Missing SOAP events in supervisor mode	Added some deadlock repeat counters. Remove unnecessary stored procedure. Update Mini-Client Login Page to fix CSS.
14.11.2016	JTELDEV-4592	Improvement	NFON	Hide standard areas
08.11.2016	CLOCO-37	Bugfix	Transaction Code	Fix for sticking TAC if StatisticsPartAID is -1
06.11.2016	CFCM-60	Bugfix	Outbound and UDP	Callflow changes due to outdial problems. ActiveCallsHandler fixing.
01.11.2016	CWS-154	Improvement	Last Agent	Fixup when Last agent routing does not work any longer.
31.10.2016	CTDM-26	New Feature	Transfer Reference	Missing Transfer Refer Count column implementation.
28.10.2016	CFCM-57	Improvement	DTMF	Implementation of DTMF off so that DTMF goes through in the conference

Date	JIRA Reference	Category	Summary	Notes
28.10.2016	JTELDEV-4601	Improvement	AgentHome Tuning	The procedures JTELWeb.AcdAgentTransferAgents_GetCommon2, JTELWeb.AcdAgentTransferAgents_GetAll2, JTELWeb.AcdAgentTransferAgents_GetCount2 consume too much time.
28.10.2016	JTELDEV-4597	Improvement	Lock and Unlock	DO GET_LOCK('unlock', 10); DO RELEASE_LOCK('unlock'); ROLLBACK; by sql exception
27.10.2016	JTELDEV-4598	Bugfix	SOAP Connection CMAP	Missing implementation NOPORTAL_CLICKTODIAL in r5, fixup for connection to Click2Dial
26.10.2016	JTELDEV-4589	Bugfix	Group Selection in Outbound Call	The selection of the group for an OutboundCall is to be stored in UserSettings as in the MiniClient.
25.10.2016	CFCM-66	Bugfix	XLS Format of Subscribed Reports	Subscribed Reports without XLS Attachment. If the output format XLS is used, then the automatic mails of subscribed reports deliver an XLS file.
25.10.2016	CLB-2	New Feature	Outlook Contact File	Open existing Outlook Contact, without PublicFolder
25.10.2016	JTELDEV-4566	Bugfix	AgentHome	Workaround for NULL pointer exception. Race in AgentHome with CRMUrl
24.10.2016	CFCM-27	Bugfix	Junk Caller	Junk Caller is not inserted correctly into the list (2 = unknown and not restricted).
24.10.2016	CFCM-46	Improvement	Logging Adjustment	Update logging.
23.10.2016	JTELDEV-4594	Bugfix	Log File Cleaner	Improve log file cleaner to not delete files in older folders. The log file cleaner used the directory name to decide whether to clean a file, and not additionally the file age. This meant that a long running daemon process could close its log file which was immediately deleted. An additional check on the age of the file has been added, however, it has been observed that the fileAge attribute does not work correctly across a SAMBA share to a linux machine - so files probably will still be deleted.
20.10.2016	CSPHK-55	Improvement	Disconnections	SOAP only reports disconnect after user has disconnected phone / actually hungup.
20.10.2016	CFCM-46	Improvement	Connector Update	Update connector to log meta events. Null Pointer Exceptions and improved logging.
20.10.2016	JTELDEV-4590	Bugfix	SOAP	Missing Messages
20.10.2016	CRADPRAX-96	Bugfix	Overflow Notify	Escalation when mail is not sent
17.10.2016	CWS-146	New Feature	Stoplight	Adjustment pauses stoplight
11.10.2016	CRADPRAX-94	Bugfix	8Server	Fixup of Faulty on 8Server: contactID can not be null

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11.10.2016	CTDM-3	New Feature	Mini Client	Improved Agent Login
11.10.2016	CMOVINGA-82	Improvement	Getting correct CallEndData.results.	Wrong CallEndData.results in SOAP by outdia
11.10.2016	CLOCO-33	Bugfix	Outbound Group Entry in MiniClient	Correction of the application of ice: selectOneMenu.
11.10.2016	CLOCO-30	Bugfix	Status in MiniClient	Replace data with getData (), because data = null
10.10.2016	CWS-151	Bugfix	Change Doctype to all XHTML.	Either: server setting, or explicitly set Doctype in all pages.
10.10.2016	CWS-141	Bugfix	Feature Implementation	Missing Implementation of Feature. Automatic logout after switching to pause.
03.10.2016	CSCHEP-56	New Feature	Loopback Preventer	Loopback Preventer V2 - merge from 3.06
27.09.2016	JTELDEV-4588	Improvement	LDAP	LDAP authentication method parametre
25.09.2016	CFCM-40	New Feature	Resources, Code Clean	Resources / Code Clean (remove warning) and update subreports to correct width.
23.09.2016	JTELDEV-4587	Bugfix	Remove Subreport Directory	Remove acd/ Directory for subreports. Returns an error if the directory "acd /" does not exist in jasper directory.
23.09.2016	JTELDEV-4586	New Feature	Xls in Reports	StatisticsReports.Formats. xls is supported in 3.6
23.09.2016	CFCM-14	New Feature	Report Subscriptions	New option "Active" for report subscriptions. Report subscriptions should be disabled. This should only be possible to manually deactivate and activate manually. Similar to the group rules.
21.09.2016	CTDM-15	New Feature	TDM Group Agent	Review only - Reporting - new report "TDM Group Agent"
21.09.2016	CTDM-33	Bugfix	Resources	Missing resources and sums
21.09.2016	CTDM-32	New Feature	Real Time Data, Statistics	For all 3 tickets: CTDM-32, CTD-2, CTDM-7 - Real-time data / statistics - Aggregation of the data according to skills
21.09.2016	JTELDEV-4582	Bugfix	MiniClient	Suppress javascript exceptions in miniclient
21.09.2016	CFCM-48	Bugfix	MiniClient	MiniClient: "Stay logged in" and "Login" button disappear
16.09.2016	JTELDEV-4584	Improvement	Call List in Groupview	Supervisor can see Call list in groupview now contains all calls. Calls that are rejected from the group with a rule, etc., are now logged.
13.09.2016	JTELDEV-4581	Improvement	WorkBreak Indicator	Performance Improvement WorkBreak Indicator

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13.09.2016	JTELDEV-4580	Bugfix	Suppress "Network connection interrupted"	A space separated list of integer heartbeat timeout multiplication factors. A network error is detected when the bridge does not receive a response in the amount of time resulted from multiplying the first factor in the list with the current heartbeat timeout. Once a network error is detected new connection is initiated, if again no response is received the second multiplying factor is used and so on. Once the end of the list is reached the bridge will give up trying to establish the connection, and an Network Connection Interrupted (NCI) message will be displayed (unless disabled). The default value is 1 1 1 2 2 3.
13.09.2016	JTELDEV-4579	Bugfix	PauseClientIndicator	Bug for PauseClientIndicator
13.09.2016	JTELDEV-4578	Bugfix	MiniClient Optimization	Media events tab rendering correction
13.09.2016	CFCM-42	Bugfix	Styling Improvement	MiniClient: Recording Button, styling after hiding
11.09.2016	CFCM-41	Improvement	Suppression of Call Recording in the MiniClient	Call recording can be dimmed in the mini client - the resource portal.Acd.AgentHome.CallProcessing.CallRecording should also be used here.
11.09.2016	JTELDEV-4577	Improvement	Performance	Performance Improvement
11.09.2016	JTELDEV-4576	New Feature	Number Converter	New number converter for Avaya
06.09.2016	JTELDEV-4571	Bugfix	Handling	Exception handling bugs
07.09.2016	CTDM-22	New Feature	Reporting	New report TDM Agent Performance-1
07.09.2016	CLDB-2	Improvement	Various on-site Features	New field AddInfo in ACD group, which overwrites the SIP display info in case it is set. Call Offhook with Inno Connector can now go to TelActive. Handling for "Sending Complete" (no further digits in the SIP / ISDN are changed) so that the call is rejected directly when Sending Complete.
06.09.2016	JTELDEV-4574	Bugfix	MiniClient	MiniClient: Switch off login by cookie
06.09.2016	JTELDEV-4572	Bugfix	MiniClient	Fix for mini client close problem.
06.09.2016	JTELDEV-4570	Improvement	TelActive at Innovaphone	Innovaphone connector now supports TelActive based updates
02.09.2016	CTDM-18	New Feature	Arrangement of Workaroung	Grouping at the bottom workaround
04.09.2016	JTELDEV-4569	Bugfix	AgentHome	Fix bug for Error in Agent Home when Call is returned to queue
04.09.2016	CSCHEP-56	New Feature		Implementation

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04.09.2016	CSCHEP-55	New Feature	Loopback Prevention	For trunk groups a new option "loopback prevention". If this is set, the 8 server looks at the parameter "Loopback Prevention List" (8 server configuration with Voip Settings). If any entry (comma, or space is separated) is found here, it is assumed that a loop has been created. It is recommended to enter the hostname (simply qualified), as well as the IP address.
02.09.2016	CCOMM-2	New Feature	MiniClient	Implementation of new Features in Mini-Client.Change Setting URL. Systemevents conditional Agents log off in ACD.
02.09.2016	CTDM-18	New Feature	Reporting	New report "TDM Agent Activity 2"
31.08.2016	JTELDEV-4568	Improvement	Page Refreshing	Block page refreshing in case of network errors (Icesoft blocking connection algorithm callbacks).
30.08.2016	CLOCO-23	Bugfix	Update of Callout after Forwarding	CLOCO-23 - CFCM-21 - CFCM-22 - Fixes for all 3 tickets.
29.08.2016	CBIKE-24	Bugfix	ODBC	ODBC error on server prevents call acceptance
26.08.2016	CTDM-6	New Feature	SOAP	(Merge after CTDM-4 - Click2Dial) Group monitor extension SOAP interface
24.08.2016	JTELDEV-4564	Bugfix	Reporting	"*.xls.jrxml" + "group by" feature for reporting
26.08.2016	CTDM-4	New Feature	SOAP	Click2Dial extension SOAP
26.08.2016	CTDM-26	New Feature	New Group Rule	Group rule "Overflow external target" - new configuration Refer
25.08.2016	CTDM-8	New Feature	Real Time Data	Supervisor - Extension of real-time data
25.08.2016	CTDM-9	New Feature	Mini Client	Mini Client - new real-time values
25.08.2016	CTDM-2	New Feature	Wallboard Calls Display	Only calls in the service time are included in the wallboard numbers
24.08.2016	CTDM-25	New Feature	Call-Forwarding	Implementation Automatic call acceptance with Innovaphone
24.08.2016	CFCM-24	Bugfix	AES Connector - all Extensions occupied	Additional configuration options for the connector. Ignore the call messages (only Terminal Connection Messages)
23.08.2016	CFCM-26	New Feature	MiniClient	Implementation of minimize with icon still shown in taskbar. MinimClient Application Minimize and just start once
23.08.2016	CFCM-25	Improvement	Configuration of Event and Call Popup	Event Popup and Incoming Call Popup configurable in config file
23.08.2016	CWS-150	Bugfix	Group Forwarding Evaluation	Forwarding to ACD group rule "All agents attempted" is evaluated incorrectly
21.08.2016	CLOCO-15	New Feature	TK Agent Report	Checked the CDR files in the TK agent report
21.08.2016	CSCHEP-51	Improvement	Fix Calculation	Announcement when number of waiting callers exceeds% of the logged (for telephony) agents

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21.08.2016	CLOCO-14	Bugfix	Answer Buttons Implementation	The Answer Button in the Miniclient is offered and can be pressed, but the call can not be accepted via the Answer button.
21.08.2016	JTELDEV-4558	Bugfix	Agent Data ID	Missing field transfer from Agent data ID
21.08.2016	JTELDEV-4563	Bugfix	Hazelcast	Upgrade Hazelcast 3.5 to 3.6.4
21.08.2016	CRADPRAX-60	New Feature	Fix for bad unlock	Max. waiting period
17.08.2016	CLOCO-12	Bugfix	NULL UserID in Lock Table	If an agent tries to login multiple times in the Mini-CLient without entering his user data, a user is displayed as being blocked in logging with no UID. If you unlock this user comes an SQL error message, which results from the fact that no UID is present. The IP address of the user is thereby blocked.
17.08.2016	CLOCO-13	Bugfix	Name Changes in Report	Change the report to the name of the TK user. In the TK agent report, the abbreviation of the employee is missing behind the device number
16.08.2016	CFCM-20	Improvement	Mini Client	Missing resources. MiniClient Hide the tabs for the Mediaevents and hide the SMS button
11.08.2016	JTELDEV-4561	Bugfix	Jasper Reports	Jasper reports parsed 2 times; exeptions non handled correctly; ErrorInfo report
10.08.2016	CFCM-3	New Feature	Monitoring of Avaya TK	Monitoring for Avaya TK implemented
09.08.2016	CFCM-6	Bugfix	Remove Dialling Prefix (0, 00)	New number converter required for Avaya integration - prevent addition of area and country code to non-0 prefixed numbers. Remove Dialling Prefix (0, 00), prepend country code and area code. No handling for non-prefixed numbers.
09.08.2016	CFCM-5	New Feature	P-Asserted-Identity	Added P-Asserted-Identity to all outbound dialling
08.08.2016	JTELDEV-4559	Bugfix	Fixes	Fixes for Innovaphone CDR connector: 1. umlauts 2. negative numbers 3. pseudo - ignore attribute value
08.08.2016	CLOCO-10	Bugfix	Fixes	Fixes for report
06.08.2016	CLOCO-7	New Feature	Added ON UPDATE CURRENT_TIMESTAMP (6)	Expansion of the real-time display on the supervisor and in the wallboard
05.08.2016	CLOCO-6	New Feature	Innovaphone CDR Connector	The extension names and numbers are imported from the Innnovaphne unit via the jtel Innovaphone Connector. However, the grouping of the extensions is missing for the creation of the desired report. This is done via the additional field "Userinfo"
02.08.2016	CMOVINGA-74	Bugfix	NULL for limit page size local	Merge from 3.06 – User settings_Set specific fixing NULL pointer
02.08.2016	JTELDEV-4557	Bugfix	TK Connector	Pickup Call transfer interaction with TK connector SQL error

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01.08.2016	CFCM-4	New Feature	Stable 3.06 Version	Return port to stable 3.06
28.07.2016	CSCHEP-53	Bugfix	Redialler Check and Junk Call Check	Dysfunctional check for empty number
27.07.2016	JTELDEV-4106	Bugfix	Special Characters	Network IVR - Problems with umlauts / special characters props.load(new ByteArrayInputStream(semicolonProps.getBytes())); props.load(new StringReader(semicolonProps));
27.07.2016	CMOVINGA-43	Bugfix	Miniclient	View Adjustment - Miniclient
26.07.2016	CTDM-10	New Feature	Reports	Reporting – excel format modified
26.07.2016	CBIKE-21	Bugfix	Outbound	Call group selection
22.07.2016	CSCHEP-49	Improvement	UDP	Fix missing UDP
21.07.2016	CBIKE-22	Bugfix	Outbound Nr. Change	User management - the outbound number can not be changed
26.07.2016	CBIKE-21	Bugfix	MiniClient Outbound Call	Outbound call group selection.
20.07.2016	CBIKE-17	Bugfix	UDP Listener	Fixup for UDP listener as Windows service sends incorrect IP address
20.07.2016	CBIKE-20	Bugfix	MiniClient	Turn off statistics
15.07.2016	JTELDEV-4552	Bugfix	UDP listener	Installation script UDP listener service failed
14.06.2016	JTELDEV-4541	Bugfix	Agent 'sign off emails' copied to Supervisor with false Information.	There is the possibility that agents may be logged off due to various factors after a call has been completed. In this case, the notification-mais can be sent to the agent. However, when the text of these mail copies is generated for supervisor, the placeholders are replaced with the information from the supervisor, and not the ones of the causative agent.
06.07.2016	CSCHEP-49	Improvement	Remaining Calls Connection	Agents remain connected even when callers hang up. Update binaries.
19.07.2016	JTELDEV-4547	Bugfix	2 Browser Updates	Missing updates for 2 browser windows with the same session
19.07.2016	CBIKE-16	Bugfix	Fixes	Fixup of file
18.07.2016	CBIKE-8	New Feature	CRM Fields	Extension of Acd Groups.edit.xhtml to additional CRM fields
15.07.2016	JTELDEV-4551	New Feature	Agent Status	Fixup of Agent status not updated by call transfer
06.07.2016	CSCHEP-50	Improvement	Waiting Time Announcement	Waiting time announcement – will be played even when agents are available: If agents are registered and free, the announcement is no longer played regardless of how long the previous callers would have to wait. This does not work with skill assignments.
06.07.2016	JTELDEV-4488	Bugfix	Routing based on Skills	Skill based routing with secondary skills is faulty. When enter the Skill in the service call number the distribution mechanism works over the skill.

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06.07.2016	CAWSH-104	Bugfix	Outbound over Jtel	Using jtc: outboundTelNumber for popup
30.06.2016	JTELDEV-4548	Improvement	Platform UDP Listener: Support LinuxHA, firewalld and systemd	The LSB script must pass all tests so that the PlatformUDP listener can be contr added olled by the CRM (Cluster Resource Manager) in a master / master configuration. Further informations for a cluster configuration of a Master / Master DB shou added ld be added into hazelcast.xml. A HA configurations work best with CentOS 7, the following is required: Firewall specification file for firewalld and Service specification file for system.
30.06.2016	JTELDEV-4532	Bugfix	SOAPv3: Wrong Event Order on Login	Local utc time conversion; ignore old calls; missing file. At client login: when the active call exists the connected event must be simmulated if missing in the buffer. if there is no active call, the call related events in the event buffer must be discarded
28.06.2016	CDTMS-2959	New Feature	Adding missing Libs	Missing comments in call back message from call agent.
21.06.2016	CBIKE-11	New Feature	ContactsHistory Data	The fields of the ContactsHistory table are to be filled with every call, event and outbound call.
23.06.2016	JTELDEV-4543	Bugfix	Status "Break" in Miniclient	Last agent had no possibility change to 'break'. No pop up was shown to confirm.
21.06.2016	CBIKE-12	New Feature	New Tab implemented	The new Tab called "File", shows the ContactsHistory in Agent Home. The agent has, depending on the groups settings, the ability to make certain actions, for example setting all Callbacks to the status "done"
20.06.2016	CBIKE-13	New Feature	CRM Linked to Mini Client	Extention to the Mini Client. CRM Link-Button embedded.
20.06.2016	CBIKE-7	New Feature	MiniClient Container Application Extension	It needs to be possible to backtrace whether or not the MiniClient was accessed through the container application. The display of those links should be accessible through the default browser.
14.06.2016	JTELDEV-4541	Bugfix	Logoff mails contain the wrong information	There is the possibility that agents may be logged off due to various factors after a call has been completed. In these cases, a notification-mail can be sent to the agent. However, when the text of these mail copies is generated for the supervisor, the placeholders are replaced with the information from the supervisor, and not the ones of the causative agent. This issue has been resolved.
10.06.2016	CBIKE-10	New Feature	Table for saving the history of the caller	This table stores the caller's history (calls, events)

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09.06.2016	CBIKE-9	New Feature	Implementation of new segment withRadiobuttons	Open Callback requests are now closed for agent calls, as well as the group the agent is in, this feature will be implemented into the Callflow.

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05.02.2017	CLDB-45	Bugfix	ACD Statistics	Error flags after turned down calls fixed.
01.02.2017	JTELDEV-4642	Bugfix	Database Bugfix	Data routing fix
31.01.2017	CTDM-50	New Feature	MiniClient	Fixup for Logout button changes agent status
31.01.2017	CLDB-43	Improvement	Add Report Files	Service Numbers Report 2 is now enable.
26.01.2017	CMOVINGA-95	Bugfix	Bugfixes on Relogin	Relogin failures, bugs fixed
24.01.2017	JTELDEV-4635	Bugfix	Connector Innovaphone	Fix for phone status only on TelActive with Innovaphone Connector. The status update is only available on TelActiv
21.01.2017	CLDB-36	Improvement	Trunk Groups - Match Trunk according to IP Address	The matching of the trunk group must be done by IP Address for Multi-PBX installations. Updates to trunk groups mapping to support SIP source and desintation server, and also SIP called entity (from request line). Correction to Routing_ServiceBegin. Outdial modifications for explicit trunk. Fix Routing_ServiceBegin call in dialler.OutdialDestination
21.01.2017	JTELDEV-4636	Bugfix	Resource OnlyTel1 implementation failed	The Only Tel1 resource was incorrectly implemented. (Reverse direction). Implementation of Resource portal.Users.Communication.OnlyTel1 fixed.
21.01.2017	CLDB-35	Improvement	Modifications to connector and portal for handling of more than one PBX.	Operation with several PBXs requires that the IP address and port of the connector be stored in the Users table as soon as the user record is opened in the PBX. New parameters in the connector: udpAddressParameters removed: Portal.AgentCallControl.UDP.Port

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15.01.2017	JTELDEV-4634	Improvement	TimeServiceMonitor Daemon process, Inno Connector - Deadlock Repeats, Exception did not reconnect to PBX.	Monitored the Windows Time Service, and measure the difference between the Windows Clock and the MySQL Server. If the service is not running or the difference is high (> = 2 sec), an alarm e-mail is triggered.
15.01.2017	JTELDEV-4633	Improvement	Inno Connector v11 https	Configuration can be switched to https for Innovaphone Connector (V11 only).
05.01.2017	CRADPRAX-128	Bugfix	ODBC	An ODBC error in CallTransfer.Main.r5, CallProcedureByXML caused callbacks were not deleted when a new call from the caller, or even that the calls were not taken from the ACD queue in the wallboard.
31.12.2016	CLDB-24	Improvement	LDB	Implementation Refer Button
22.12.2016	CMOVINGA-92	Bugfix	Exception	com.qoogle.common.cache.CacheLoader$InvalidCacheLoadException in session
19.12.2016	CMOVINGA-90	Bugfix	8server	Fix for fault in 8server
19.12.2016	CWS-157	Bugfix	Live call Listening	Bug for Switch on the "Still" does not work anymore.
14.12.2016	CLOCO-40	Bugfix	CDR	Fixup for CDR issues; It is particularly noticeable that some colleagues have talked greater above average
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06.12.2016	CINEXIO-11	Bugfix	Mediahistory	Display of the Mediahistory in Miniclient
06.12.2016	CUPOP-16	Bugfix	MiniClient	Fixip a faulty in the Outbound Call
06.12.2016	CINEXIO-10	New Feature	CRMurl	Display the CRMurl in the MiniClient
06.12.2016	CNFON-16	Improvement	Tile Unanswered Calls	New Tile – Columnn Supervisor / Unanswered Calls
06.12.2016	JTELDEV-4623	Improvement	AgentHome	Answer Button also available during Call transfer
25.11.2016	JTELDEV-4615	Bugfix	Outbount Trunk Group Selection	Selection of the outbound trunk group of the client. Spelling correction and Update_JTELWeb_Procedures.sql
25.11.2016	CMOVINGA-86	Bugfix	MiniClient Achievability	Fixup for MiniClient constantly barely reachable.
22.11.2016	CMOVINGA-85	Bugfix	Unknown Message	Fixup for Unknown Message Start.

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18.11.2016	CWEINOR-13	Improvement	New Utility Stored Procedure	Routingapplication modification for variable user ID.
14.11.2016	JTELDEV-4592	Improvement	NFON	Hide standard areas.
08.11.2016	JTELDEV-4606	Improvement	CSS and Agent Home Display	Much improved CSS and Agent Home display. Deadlock Repeat Counter in dialler.Outdial Agent
06.11.2016	CFCM-60	Bugfix	Outbound and UDP	Callflow changes due to outdial problems. ActiveCallsHandler fixing.
01.11.2016	CWS-154	Improvement	Last Agent	Fixup when Last agent routing does not work any longer.
30.10.2016	JTELDEV-4603	Bugfix	Automatic Logout Problem	Fixup double lock / unlock problem which caused serious deadlocks. Separate lock for GUI.
30.10.2016	CLOCO-33	Bugfix	Loses of Entry	Outbound group in the Mini-Client loses the entry. Adding additional logs. Error Correction CALL UserSettings Get Specific (UserId, 'AcdAgent.OutboundCallHandling.AcdGroupsID'); was called too often.
28.10.2016	CFCM-57	Improvement	DTMF	Implementation of DTMF off so that DTMF goes through in the conference
28.10.2016	JTELDEV-4601	Improvement	AgentHome Tuning	The procedures JTELWeb.AcdAgentTransferAgents_GetCommon2, JTELWeb.AcdAgentTransferAgents_GetAll2, JTELWeb.AcdAgentTransferAgents_GetCount2 consume too much time.
28.10.2016	JTELDEV-4597	Improvement	Lock and Unlock	DO GET_LOCK('unlock', 10); DO RELEASE_LOCK('unlock'); ROLLBACK; by sql exception
26.10.2016	JTELDEV-4589	Bugfix	Group Selection in Outbound Call	The selection of the group for an OutboundCall is to be stored in UserSettings as in the MiniClient.
26.10.2016	JTELDEV-4595	Improvement	Log Optimization	Too big resources log for login is optimized.
25.10.2016	CFCM-66	Bugfix	XLS Format of Subscribed Reports	Subscribed Reports without XLS Attachment. If the output format XLS is used, then the automatic mails of subscribed reports deliver an XLS file.
24.10.2016	CFCM-27	Bugfix	Junk Caller List	Junk Caller is not inserted correctly into the list (2 = unknown and not restricted).
24.10.2016	CFCM-46	Improvement	Logging	Update logging.

Date	JIRA Reference	Category	Summary	Notes
23.10.2016	JTELDEV-4594	Bugfix	Log File Cleaner	Improve log file cleaner to not delete files in older folders. The log file cleaner used the directory name to decide whether to clean a file, and not additionally the file age. This meant that a long running daemon process could close its log file which was immediately deleted. An additional check on the age of the file has been added, however, it has been observed that the fileAge attribute does not work correctly across a SAMBA share to a linux machine - so files probably will still be deleted.
20.10.2016	CSPHK-55	Improvement	Disconnections	SOAP only reports disconnect after user has disconnected phone / actually hungup.
20.10.2016	CFCM-46	Improvement	Connector Update	Update connector to log meta events. Null Pointer Exceptions and improved logging.
20.10.2016	JTELDEV-4590	Bugfix	SOAP	Missing Messages
11.10.2016	CMOVINGA-82	Improvement	Getting correct CallEndData.results.	Wrong CallEndData.results in SOAP by outdia
11.10.2016	CLOCO-33	Bugfix	Outbound Group Entry in MiniClient	Correction of the application of ice: selectOneMenu.
11.10.2016	CLOCO-30	Bugfix	Status in MiniClient	Replace data with getData (), because data = null
10.10.2016	CWS-151	Bugfix	Change Doctype to all XHTML.	Either: server setting, or explicitly set Doctype in all pages.
10.10.2016	CWS-141	Bugfix	Feature Implementation	Missing Implementation of Feature. Automatic logout after switching to pause.
25.09.2016	CFCM-40	New Feature	Resources, Code Clean	Resources / Code Clean (remove warning) and update subreports to correct width.
23.09.2016	JTELDEV-4587	Bugfix	Remove Subreport Directory	Remove acd/ Directory for subreports. Returns an error if the directory "acd /" does not exist in jasper directory.
23.09.2016	JTELDEV-4586	New Feature	Xls in Reports	StatisticsReports.Formats. xls is supported in 3.6
23.09.2016	CFCM-14	New Feature	Report Subscriptions	New option "Active" for report subscriptions. Report subscriptions should be disabled. This should only be possible to manually deactivate and activate manually. Similar to the group rules.
21.09.2016	JTELDEV-4582	Bugfix	MiniClient	Suppress javascript exceptions in miniclient
21.09.2016	CFCM-48	Bugfix	MiniClient	MiniClient: "Stay logged in" and "Login" button disappear
16.09.2016	JTELDEV-4584	Improvement	Call List in Groupview	Supervisor can see Call list in groupview now contains all calls. Calls that are rejected from the group with a rule, etc., are now logged.
13.09.2016	JTELDEV-4581	Improvement	WorkBreak Indicator	Performance Improvement WorkBreak Indicator

Date	JIRA Reference	Category	Summary	Notes
13.09.2016	JTELDEV-4580	Bugfix	Suppress "Network connection interrupted"	A space separated list of integer heartbeat timeout multiplication factors. A network error is detected when the bridge does not receive a response in the amount of time resulted from multiplying the first factor in the list with the current heartbeat timeout. Once a network error is detected new connection is initiated, if again no response is received the second multiplying factor is used and so on. Once the end of the list is reached the bridge will give up trying to establish the connection, and an Network Connection Interrupted (NCI) message will be displayed (unless disabled). The default value is 1 1 1 2 2 3.
13.09.2016	JTELDEV-4579	Bugfix	PauseClientIndicator	Bug for PauseClientIndicator
13.09.2016	JTELDEV-4578	Bugfix	MiniClient Optimization	Media events tab rendering correction
13.09.2016	CFCM-42	Bugfix	Styling Improvement	MiniClient: Recording Button, styling after hiding
11.09.2016	CFCM-41	Improvement	Suppression of Call Recording in the MiniClient	Call recording can be dimmed in the mini client - the resource portal.Acd.AgentHome.CallProcessing.CallRecording should also be used here.
11.09.2016	JTELDEV-4577	Improvement	Performance	Performance Improvement
11.09.2016	JTELDEV-4576	New Feature	Number Converter	New number converter for Avaya
07.09.2016	CLDB-2	Improvement	Various on-site Features	New field AddInfo in ACD group, which overwrites the SIP display info in case it is set. Call Offhook with Inno Connector can now go to TelActive. Handling for "Sending Complete" (no further digits in the SIP / ISDN are changed) so that the call is rejected directly when Sending Complete.
06.09.2016	JTELDEV-4574	Bugfix	MiniClient	MiniClient: Switch off login by cookie
06.09.2016	JTELDEV-4572	Bugfix	MiniClient	Fix for mini client close problem.
06.09.2016	JTELDEV-4570	Improvement	TelActive at Innovaphone	Innovaphone connector now supports TelActive based updates
04.09.2016	JTELDEV-4569	Bugfix	AgentHome	Fix bug for Error in Agent Home when Call is returned to queue
04.09.2016	CSCHEP-56	New Feature	Loopback Prevention	Implementation
04.09.2016	CSCHEP-55	New Feature	Loopback Prevention	For trunk groups a new option "loopback prevention". If this is set, the 8 server looks at the parameter "Loopback Prevention List" (8 server configuration with Voip Settings). If any entry (comma, or space is separated) is found here, it is assumed that a loop has been created. It is recommended to enter the hostname (simply qualified), as well as the IP address.

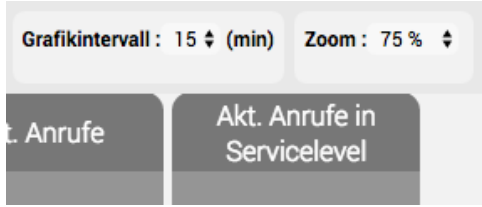| Date	JIRA Reference	Category	Summary	Notes
02.09.2016	CCOMM-2	New Feature	MiniClient	Implementation of new Features in Mini-Client.Change Setting URL. Systemevents conditional Agents log off in ACD.
31.08.2016	JTELDEV-4568	Improvement	Page Refreshing	Block page refreshing in case of network errors (Icesoft blocking connection algorithm callbacks).
24.08.2016	CTDM-25	New Feature	Call-Forwarding	Implementation Automatic call acceptance with Innovaphone
24.08.2016	CFCM-24	Bugfix	AES Connector - all Extensions occupied	Additional configuration options for the connector. Ignore the call messages (only Terminal Connection Messages)
23.08.2016	CFCM-26	New Feature	MiniClient	Implementation of minimize with icon still shown in taskbar. MinimClient Application Minimize and just start once
23.08.2016	CFCM-25	Improvement	Configuration of Event and Call Popup	Event Popup and Incoming Call Popup configurable in config file
23.08.2016	CWS-150	Bugfix	Group Forwarding Evaluation	Forwarding to ACD group rule "All agents attempted" is evaluated incorrectly
21.08.2016	CLOCO-15	New Feature	TK Agent Report	Checked the CDR files in the TK agent report
21.08.2016	CSCHEP-51	Improvement	Fix Calculation	Announcement when number of waiting callers exceeds% of the logged (for telephony) agents
21.08.2016	CLOCO-14	Bugfix	Answer Buttons Implementation	The Answer Button in the Miniclient is offered and can be pressed, but the call can not be accepted via the Answer button.
21.08.2016	JTELDEV-4563	Bugfix	Hazelcast	Upgrade Hazelcast 3.5 to 3.6.4
21.08.2016	CRADPRAX-60	New Feature	Fix for bad unlock	Max. waiting period
17.08.2016	CLOCO-12	Bugfix	NULL UserID in Lock Table	If an agent tries to login multiple times in the Mini-CLient without entering his user data, a user is displayed as being blocked in logging with no UID. If you unlock this user comes an SQL error message, which results from the fact that no UID is present. The IP address of the user is thereby blocked.
17.08.2016	CLOCO-13	Bugfix	Name Changes in Report	Change the report to the name of the TK user. In the TK agent report, the abbreviation of the employee is missing behind the device number
16.08.2016	CFCM-20	Improvement	Mini Client	Missing resources. MiniClient Hide the tabs for the Mediaevents and hide the SMS button
10.08.2016	CFCM-3	New Feature	Monitoring of Avaya TK	Monitoring for Avaya TK implemented
09.08.2016	CFCM-6	Bugfix	Remove Dialling Prefix (0, 00)	New number converter required for Avaya integration - prevent addition of area and country code to non-0 prefixed numbers. Remove Dialling Prefix (0, 00), prepend country code and area code. No handling for non-prefixed numbers.

Date	JIRA Reference	Category	Summary	Notes
09.08.2016	CFCM-5	New Feature	P-Asserted-Identity	Added P-Asserted-Identity to all outbound dialling
08.08.2016	JTELDEV-4559	Bugfix	Fixes	Fixes for Innovaphone CDR connector: 1. umlauts 2. negative numbers 3. pseudo - ignore attribute value
08.08.2016	CLOCO-10	Bugfix	Fixes	Fixes for report
06.08.2016	CLOCO-7	New Feature	Added ON UPDATE CURRENT_TIMESTAMP (6)	Expansion of the real-time display on the supervisor and in the wallboard
05.08.2016	CLOCO-6	New Feature	Innovaphone CDR Connector	The extension names and numbers are imported from the Innnovaphne unit via the jtel Innovaphone Connector. However, the grouping of the extensions is missing for the creation of the desired report. This is done via the additional field "Userinfo"
04.08.2016	CMOVINGA-74	Bugfix	NULL for limit page size local	Merge from 3.06 - UserSettings_SetSpecific fixing NULL pointer
01.08.2016	CFCM-4	New Feature	Stable 3.06 Version	Return port to stable 3.06
28.07.2016	CSCHEP-53	Bugfix	Redialler Check and Junk Call Check	Dysfunctional check for empty number
27.07.2016	JTELDEV-4106	Bugfix	Special Characters	Network IVR - Problems with umlauts / special characters props.load(new ByteArrayInputStream(semicolonProps.getBytes())); props.load(new StringReader(semicolonProps));
27.07.2016	CMOVINGA-43	Bugfix	Miniclient	Miniclient View adapted. import javax.servlet.http.HttpSession
26.07.2016	CBIKE-21	Bugfix	MiniClient Outbound Call	Outbound call group selection.
21.07.2016	CBIKE-22	Bugfix	Outbound Nr. Change	User management - the outbound number can not be changed
19.07.2016	JTELDEV-4547	Bugfix	2 Browser Updates	Missing updates for 2 browser windows with the same session
06.07.2016	CSCHEP-50	Improvement	Waiting Time Announcement	Waiting time announcement – will be played even when agents are available: If agents are registered and free, the announcement is no longer played regardless of how long the previous callers would have to wait. This does not work with skill assignments.
06.07.2016	JTELDEV-4488	Bugfix	Routing based on Skills	Skill based routing with secondary skills is faulty. When enter the Skill in the service call number the distribution mechanism works over the skill.
06.07.2016	CAWSH-104	Bugfix	Outbound over Jtel	Using jtc: outboundTelNumber for popup

Date	JIRA Reference	Category	Summary	Notes
30.06.2016	JTELDEV-4548	Improvement	Platform UDP Listener: Support LinuxHA, firewalld and systemd	The LSB script must pass all tests so that the PlatformUDP listener can be contr added olled by the CRM (Cluster Resource Manager) in a master / master configuration. Further informations for a cluster configuration of a Master / Master DB shou added ld be added into hazelcast.xml. A HA configurations work best with CentOS 7, the following is required: Firewall specification file for firewalld and Service specification file for system.
30.06.2016	JTELDEV-4532	Bugfix	SOAPv3: Wrong Event Order on Login	Local utc time conversion; ignore old calls; missing file. At client login: when the active call exists the connected event must be simmulated if missing in the buffer. if there is no active call, the call related events in the event buffer must be discarded
28.06.2016	CDTMS-2959	New Feature	Adding Missing Libs	Missing comments in call back message from call agent.
23.06.2016	JTELDEV-4543	Bugfix	Status "Break" in Miniclient	Last agent had no possibility change to 'break'. No pop up was shown.
14.06.2016	CWS-146	New Feature	Adaptation breaks Light	If a agent status change is confirmed is with "Yes" in the popup, this decision should be entered in the database, in the table AcdStatisticsLogin, so that these can be evaluated later. A new database field is for this purpose created.
13.06.2016	JTELDEV-4539	New Feature	ProCall additional Window	ESTOS - ProCall additional window does not accept the websession and events of IceFaces
12.06.2016	CMOVINGA-47	Bugfix	Email auto Logout	Email notification to the Supervisor does not recognize who has been logged out.
08.06.2016	CPIA-34	Bugfix	ACD-IVR Report	ACD-IVR statistics report can not be edited
08.06.2016	CPIA-33	Bugfix	ACD-IVR Report	ACD-IVR statistics report confusing
07.06.2016	JTELDEV-4527	Bugfix	Outbound Calls	Monitoring outbound calls does not work. Combined with JTELDEV-4528 Recording of outbound calls does not work
02.06.2016	JTELDEV-4521	Bugfix	MiniClient Start	MiniClient: On Windows 10, MiniClient exe does not start
02.06.2016	JTELDEV-4497	Bugfix	Result Codes	Dialler: Result Codes - Error by creating. Result code can not be created if no explicit export key is specified and the name is longer than 32 characters. Since the human-readable ResultCode is not necessarily as an export key (it would depend on the language in which the GUI is straight, on the other hand, edit to inconsistent CSV-Exports), the export key should always be specified.

Date	JIRA Reference	Category	Summary	Notes
31.05.2016	JTELDEV-4516	Bugfix	Outdial functionality	Dialler: Outdial not possible due to SQLException. Removing this error also implies UI changes because, in such configurations, it is necessary to assign to the client the trunk group that is used for outbound calls.
31.05.2016	JTELDEV-4512	Bugfix	Validation vs. refresh tel. Nr	Validation vs. refresh problem for telephone number fields if(getLoginBean().getClientsID() == null) return;
31.05.2016	CMOVINGA-40	Bugfix	Outdial functionality	Outdial does not work for some users
30.05.2016	CMOVINGA-41	Bugfix	Playing of Error messages	Dialler: Error messages in English are not played. These announcements do not exist. The announcements are stored in the system: dialler.Destination.NotAnswer.de-DE.wav dialler.Destination.NotAnswer.en-GB.wav dialler.Destination.NumberBusy.de-DE.wav dialler.Destination.NumberBusy.en-GB.wav dialler.Destination.NumberInvalid.de-DE.wav dialler.Destination.NumberInvalid.en-GB.wav dialler.Destination.TechnicalReasonsNotReachable.de-DE.wav dialler.Destination.TechnicalReasonsNotReachable.en-GB.wav dialler.NoResources.de-DE.wav dialler.NoResources.en-GB.wav Obviously, the portal calls for en-US. However, only en-GB is deposited.
19.05.2016	CMOVINGA-38	Bugfix	Save of Outbound Group	Outbound group on the client is not saved after the first selection (# 33)
19.05.2016	CMOVINGA-39	New Feature	Switch off the function "Call" in Mini Client (#35)	New resource (only for the button) must be implemented: Acd.AgentHome.Call.DoCall.Button.MiniClient
17.05.2016	JTELDEV-4505	Bugfix	CSV Import	Dialler: Campaign Management - CSV Import - Adjustable Separator
13.05.2016	JTELDEV-4507	Bugfix	Call recognition	Dialler: Call to the customer with incorrect call recognition. If the call to a customer is started in a campaign, this is done without call identification
13.05.2016	CMOVINGA-11	New Feature	ACD Object	IVR ACD Object with variable parameters as standalone group, last agent and skills are needed.
13.05.2016	CMOVINGA-5	New Feature	Last Agent ID	IVR Object: New "Last Agent ID" field for the ACD object
12.05.2016	CMOVINGA-2	New Feature	Sales Force Integration - Click to Dial	Bugs correction, incoming call popup.
03.05.2016	JTELDEV-4502	Bugfix	CSV Import	Dialler: Campaign Management - CSV Import Does not consider additional fields

Date	JIRA Reference	Category	Summary	Notes
03.05.2016	JTELDEV-4504	Bugfix	CSV Import	Dialler: Campaign Management - CSV Import overwrites other campaigns
03.05.2016	JTELDEV-4496	Bugfix	Contact Info faulty legible	Dialler: Contact info faulty legible. Fixed the problem when both in the "details" popup to a contact, as well as in the popup to the end of a customer call, the contact details are very poorly readable (font of the Read-Only fields is light gray on a light-bright background).
03.05.2016	JTELDEV-4499	Bugfix	Missing Fields	Dialler: Campaign Management - Missing Fields. Fixed the problem when different fields are neither stored temporarily (lost with tab switch) nor stored.
03.05.2016	JTELDEV-4500	Improvement	Creating a contact	Dialler: Campaign management - creating a contact. When a new contact is created, only one name field is requested. This corresponds to the "Name" field. The first name, surname and telephone number can be entered directly - this eliminate the entire rum click between the tabs:
03.05.2016	JTELDEV-4501	Bugfix	CSV Export	Dialler: Campaign Management - CSV Export does not work at all.
28.04.2016	JTELDEV-4490	Bugfix	LDAP Login Functionality	The attempt to log on via LDAP failed. In server.log you can see that the corresponding database function is not called.
28.04.2016	JTELDEV-4333	Bugfix	Roles Upgrade to Reseller	Upgrade from client to reseller does not work.

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Date	JIRA Reference	Category	Summary	Notes
27.06.2017	CFCM-80	Bugfix	Deadlock Avaya Connector	Deadlock Repeats in Avaya Connector.
13.06.2017	CFCM-79	Bugfix	JTAPI issue	Avaya was giving a double JTAPI input in different extension Locations. Changes in the Avaya Connector were made, so that Monitor-Points would not be deleted anymore. They are set once.
18.03.2016	JTELDEV-4393	New Feature	Location of Report Templates	Formerly, the report templates were precompiled and embedded into the portal java archive. From now on, the report templates are located in DATA/system/jasper – this allows hotfixing and modification without the need to update the portal application.
29.03.2016	JTELDEV-4446	New Feature	Wallboard Zoom Setting	The user is now able to set a custom zoom level for wallboard tiles. This zoom level is stored in the user settings:

Date	JIRA Reference	Category	Summary	Notes
30.03.2016	CDTMS-2961	New Feature	New SOAP v3 Interface	A brand new SOAP Interface implementation is included in this release. Please refer to the documentation "**jtel ACD – ACD Client SOAP Interface v3.x DE.pdf**" for additional information. Please note, that in this version, the old SOAP interface is also provided.
30.03.2016	CDTMS-633	New Feature	Dialler	Outbound Dialler support has been added in this release. The functionality covers: • Campaign management • Campaign documents • Contacts management • Contact dialling rules (redial intervals, etc.) • Contact reservation • Manual and preview dialling
08.03.2016	CDTMS-2851	Bugfix	Empty Row in ACD Agent Calls Report 2	If an *"ACD Agent Calls Report 2"* is created for a time interval without any calls, the resulting report will always contain an unexpected empty row with a 0:00:00 duration. This problem has been fixed.
01.02.2016	CBLUE-30	Bugfix	Exceptions caused HTTP Error 500	Some customers reported rare HTTP 500 Errors due to internal server exceptions. This problem has been fixed.
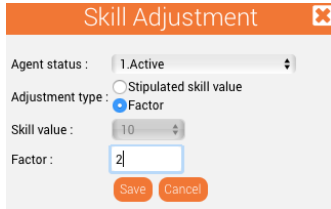
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Date	JIRA Reference	Category	Summary	Notes
21.08.2016	CSCHEP-51	Improvement	Fix calculation	Announcement when number of waiting callers exceeds% of the logged (for telephony) agents. Setting: Relation logged-in agents to wait callers,% setting of -1 (deactivated), 0 to 1000. Setting: Announcement when relation is reached or exceeded (selection announcement). Use in the ACD group, directly to queue Start: (Waiting position of current caller / number of agents registered for telephony) * 100> = factor = Play announcement.
21.08.2016	CRADPRAX-60	New Feature	Max. Waiting Period	Unlock in case of the error. Bugs correction:
28.07.2016	CSCHEP-53	Bugfix	Redialler Check and Junk Call Check	Dysfunctional check for empty number
15.07.2016	JTELDEV-4551	New Feature	Agent Status Update by Call Transfer	ActiveCallsStore.registerAgentVarCallData(transferAgentIdInt, callId)
06.07.2016	CSCHEP-50	Improvement	Waiting Time Announcement	Waiting time announcement – will be played even when agents are available: If agents are registered and free, the announcement is no longer played regardless of how long the previous callers would have to wait. Does not work with skill assignments.
06.07.2016	CSCHEP-49	Improvement	Update binaries	Agents remain connected even when callers hang up.
06.07.2016	CAWSH-104	Bugfix	Outbound over Jtel	Using jtc:outboundTelNumber for popup
28.06.2016	CDTMS-2959	New Feature	Adding missing Libs	Missing comments in call back message from call agent.
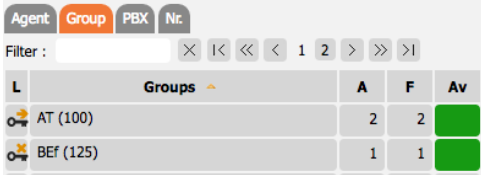
Date	JIRA Reference	Category	Summary	Notes
23.06.2016	JTELDEV-4543	Bugfix	Status "Break" in Miniclient	Last agent had no possibility change to 'break'. No pop up was shown.
20.06.2016	CSPKH-28	New Feature	Displays the service level in the MiniClient	Similar to the representation of the AgentHome, the daily service level for the agent should also be displayed in the MiniClient.
16.06.2016	CSCHEP-48	Bugfix	Innovaphone Users Tel. Nr. Update	Updating a TK user in the Innovaphone shows no effect.
14.06.2016	JTELDEV-4541	Bugfix	Agent 'sign off emails' copied to Supervisor with false Information.	There is the possibility that agents may be logged off due to various factors after a call has been completed. In this case, the notification-mais can be sent to the agent. However, when the text of these mail copies is generated for supervisor, the placeholders are replaced with the information from the supervisor, and not the ones of the causative agent.
14.06.2016	CWS-146	New Feature	Adaptation breaks Light	If a agent status change is confirmed is with "Yes" in the popup, this decision should be entered in the database, in the table AcdStatisticsLogin, so that these can be evaluated later. A new database field is for this purpose created.
13.06.2016	JTELDEV-4539	Improvement	ProCall additional Window	ESTOS - ProCall additional window does not accept the websession and events of IceFaces
12.06.2016	CMOVINGA-47	Bugfix	Email auto Logout	Email notification to the Supervisor does not recognize who has been logged out.
08.06.2016	CPIA-34	Bugfix	Editing of ACD-IVR Statistics	Edit the subscribe ACD-IVR statistics reports comes with errors messages.
08.06.2016	CPIA-33	Bugfix	Clarity of ACD-IVR Statistics	ACD-IVR statistics report confusing
06.06.2016	CSPKH-14	New Feature	Innovaphone Connector Operating Mode for Free Seating	Fixed bad reference in JTELWeb.AcdLoginLogout_ChangeTelephone
04.06.2016	CSPKH-13	New Feature	Innovaphone Connector for Innovaphone v7	Compatibility check of the WSDL. Case new connector is required: separate project based on the existing connector. Adapt SOAP calls.
02.06.2016	JTELDEV-4521	Bugfix	MiniClient Start	MiniClient: On Windows 10, MiniClient exe does not start
02.06.2016	CRADPRAX-37	New Feature	Functionality Outbound	Improved handling on outbound calls.
31.05.2016	JTELDEV-4516	Bugfix	Outdial not possible due to SQLException in Dialler.	For complex trunk group configurations, it can happen (jtel Cloud) that the outdial to the agent takes place via the wrong trunk group and thus is not possible. Removing this error also implies UI changes because, in such configurations, it is necessary to assign to the client into a trunk group used for outbound calls.
30.05.2016	CMOVINGA-41	Bugfix	Dysfunctionality in Dialler.	Dialler: Error messages are not beeing played in English. These

Date	JIRA Reference	Category	Summary	Notes
				announcements do not exist. Following announcements are stored in the system: dialler.Destination.NotAnswer.de-DE.wav dialler.Destination.NotAnswer.en-GB.wav dialler.Destination.NumberBusy.de-DE.wav dialler.Destination.NumberBusy.en-GB.wav dialler.Destination.NumberInvalid.de-DE.wav dialler.Destination.NumberInvalid.en-GB.wav dialler.Destination.TechnicalReasonsNotReachable.de-DE.wav dialler.Destination.achable.en-GB.wav dialler.NoResources.de-DE.wav dialler.NoResources.en-GB.wav Obviously, the portal calls for en-US. However, only en-GB is deposited
19.05.2016	CMOVINGA-38	Bugfix	Storage of "Client's" Outbound Group	Outbound group on the client is not saved after the first selection (# 33)
28.04.2016	JTELDEV-4490	Bugfix	LDAP Login Functionality	The attempt to log on via LDAP failed. In server.log you can see that the corresponding database function is not called.
28.04.2016	CAWSH-94	Bugfix	Wrong Place of SL and Availibility	Average values for availability and service level in the wrong place

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Date	JIRA Reference	Category	Summary	Notes
25.04.2016	CAWSH-93	Bugfix	Exception in ACD Agent Report 4	Sometimes an exception occurs during the processing of *"ACD Agent Report 4"* if the calltime is 0 seconds. This problem has been fixed.
19.04.2016	JTELDEV-4475	Improvement	Skill Adjustment of System States	Now it is possible to define skill adjustments also on system states:
14.04.2016	JTELDEV-4474	New Feature	New Outgoing Number Converter	A new outgoing number converter named "Universal Formatter" has been added to the Trunk Groups configuration. This converter can be used for both outgoing caller numbers and outgoing called numbers. It generates the resulting number using a format string that is specified as the converter parameter. The format string consists of zero or more conversion specifications and ordinary characters. The following format specifiers are available:

Date	JIRA Reference	Category	Summary	Notes
				${NUM.E164} The number in E.164 format
				${NUM.X164} Local extension if internal, else E.164
				${NUM.R164} Local extension if both internal, else E.164
				${NUM.REL1} Number relative to the PBX
				${NUM.REL2} Number relative to the subscriber line
				${NUM.REL3} Number relative to the subscriber country
				${NUM.REL4} Number relative to the subscriber country if external,
				local extension number if internal
				${NUM.REL5} Local extension if both internal, else number relative to the subscriber line
				${NUM.REL6} Local extension if both internal, else number relative to the subscriber country
				${NUM.LDP} Local Dialling Prefix
				${NUM.NT} Computed number type setter
				${NTU} Number type unknown
				${NTI} Number type International
				${NTN} Number type National
				${NTS} Number type subscriber
				${CC} Country Code
				${AC} Country Code
				${SP} Subscriber Prefix
12.04.2016	CAWSH-90	Bugfix	Only Standalone Groups when Forwarding Media Events	When forwarding media events, only standlone groups were contained in the selection list. The selection list now also contains agent groups.
08.04.2016	CSWP-79	Bugfix	Selection of Primary Agent Group	It was not possible to assign an agent group to more than one configuration group as primary agent group. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
08.04.2016	CPIA-27	New Feature	Incoming Number Pattern	Trunk Groups can now be limited to a specific incoming number pattern. This allows to specify more than one trunk group with the same associated trunks having different number and conversion characteristics. When a call arrives into the system, it will be served using the trunk group with the best match on the called number (longest matching incoming number pattern). A trunk group with no incoming number pattern specified acts as fallback.
10.03.2016	JTELDEV-4414, 4412, 4417, 4421, 4410, 4409, 4405, 4403, 4420, 4415	Improvement	Spelling Corrections	Several spelling corrections have been applied to the portal.
18.03.2016	JTELDEV-3902	Improvement	Initial Trunk Groups	On fresh installations, a trunk group with typical settings is created by default.
29.03.2016	CEURO-3	New Feature	Support for new SMS Provider Clickatell	Support for the SMS provider Clickatell has been added to this release.

23.03.2016	CAWSH-73	New Feature	Tabs PBX and Nr. Always Visible	In the mini client, the tabs "PBX" and "Nr." are now always visible. This enables the agent to initiate outbound calls to numbers stored in the PBX list or by entering directly a number.
				
				This behaviour can be deactivated using the ressources:
				`portal.Acd.AgentHome.CallProcessing.CallTransfer.Number.AlwaysOnMiniClient`
				and
				`portal.Acd.AgentHome.CallProcessing.CallTransfer.PbxUser.AlwaysOnMiniClient`

Date	JIRA Reference	Category	Summary	Notes
05.04.2016	CAWSH-65	Bugfix	Transaction Code Popup Always Closed After Post Call Interval	The transaction code popup was always closed at the end of the post call interval if a mandatory transaction code was configured in the group and the agent did not select a transaction code. Additionally, it was not possible to **not** define an automatic TC at the end of the post call interval. This problem has been fixed.
01.04.2016	CAWSH-75	New Feature	Group Login/Logout	The agent is now able to log in or log out from ACD groups in the mini client. This behaviour can be deactivated using the resource: `portal.Acd.AgentHome.GroupLogInLogOut.MiniClient`
01.04.2016	CAWSH-74	New Feature	Click-to-Call from Mini Client	The agent is now able to start outbound calls in the miniclient from the following locations: • Direct input in the tab "Nr." • By selecting a number from the tab "PBX" • By selecting an agent from the tab "Agent"
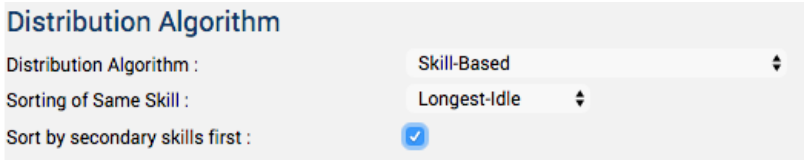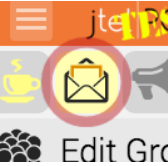
Date	JIRA Reference	Category	Summary	Notes
30.03.2016	CAWSH-72	New Feature	Agent Categories	There is now the possibility to group agents in several categories. These categories are displayed as additional tabs both in the standard portal and the mini client: When agents are not associated with any category, they are only listed in the "Agent" tab. Categories can be defined from the Main Menu "User Data" -> "Categories" and users can be assigned to zero or more categories in the user master data. The feature can be controlled via the following resources: `portal.UserData.Categories` and `portal.UserData.Categories.Settings`
24.03.2016	CAWSH-66	Bugfix	Late Transaction Code Popup	Sometimes it took some time after the end of a call for the portal to display the mandatory transaction code popup. This behaviour was particularly noticable with short post call intervals, since the agent had only a few seconds to enter the transaction code. This problem has been fixed.
16.03.2016	JTELDEV-4435	Bugfix	Messed Up Paginator in Mini Client	Sometimes in the mini client the paginator would work incorrectly, when a large number of items was displayed and a switch from a filtered view to an unfiltered view was made by deleting all characters in the filter with the keyboard. This problem has been fixed.

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Date	JIRA Reference	Category	Summary	Notes
01.01.2016	CPIA-4	New Feature	IVR Object Branch Holiday Variable	A new IVR object "*Branch Holiday Variable*" has been implemented in this release.
01.01.2016	CPIA-5	New Feature	IVR Object Branch Opening Hours Variable	A new IVR object "*Branch Opening Hours Variable*" has been implemented in this release.
01.03.2016	CPIA-21	New Feature	New Outgoing Number Converter	A new outgoing number converter has been added: "*Telephone - dial international with 00, national with 0, subscriber without prefix, set number type = unknown*" Additionally, all VOIP outgoing number converters (8-13) have been replaced by a new set of VOIP outgoing number converters that allow to specify the IP Addresses of the provider or local telephony server in the converter parameter; to this end a new converter has been added: 'VOIP Telephone with outside line prefix - Add prefix "sip:", then number in PBX format with prefix (0, 00, 000) and postfix "@<Converter Parameter>"' Existing trunk groups will be converted using the system global parameters `Voip.LocalIP` and `Voip.ProviderIP`. After the conversion these parameters are removed.

Date	JIRA Reference	Category	Summary	Notes
01.01.2016	CPIA-2	New Feature	Barge-In Parmeter for IVR Object "Input Menu DTMF + ASR"	The IVR object "Input Menu DTMF + ASR" now allows the specification of barge-in separately for DTMF and ASR.
01.01.2016	CPIA-6	New Feature	IVR object Connect Variable	A new IVR object "Connect Variable" has been implemented in this release.
02.01.2016	CPIA-3	New Feature	IVR objects Switch Service Number [Variable]	The new IVR objects "Switch Service Number" and "Switch Service Number Variable" have been implemented in this release.
01.01.2016	CPIA-16	New Feature	Compatibility for IVR Object Input Digits DTMF + ASR	The IVR Object "Input Digits DTMF + ASR" is now compatible both with Loquendo and Nuance.
02.01.2016	JTELDEV-4307	New Feature	IVR Object Switch Comparison	A new IVR object "Switch Comparison" has been implemented in this release.
21.12.2015	JTELDEV-4298	New Feature	Max Login Cookie Age	It is now possible to configure the maximum login cookie age using the global parameter `Portal.Login.Cookies.MaxAge`
09.02.2016	JTELDEV-4348	New Feature	Starface Incoming Number Converter	The incoming number converter for Starface has been changed to take the prefix from the converter parameter. Now it is possible to specify a correct location info allowing all other converters to work as designed.

Date	JIRA Reference	Category	Summary	Notes

22.02.2016	CKOMP-47	New Feature	New Supervisor Tab Current Calls	There is now a new supervisor tab "Current Calls" available in this release. This tab displays the current calls table (that was already available also in all inbound status tabs).
				
				The tab can be enabled using the resource
				`portal.Acd.AcdSupervisor.CurrentCalls`
				
				The columns of the current calls table an still be configured using the resources
				`portal.Acd.AcdSupervisor.InboundStatus.CurrentCalls.<COLUMNNAME>`
				
				In order to separate the activation of the table in the inbound status tabs from the column configuration, the resource
				`portal.Acd.AcdSupervisor.InboundStatus.CurrentCalls`
				has been renamed to
				`portal.Acd.AcdSupervisor.InboundStatus.CurrentCallsTable`

28.11.2016	CKOMP-40, CKOMP-42	New Feature	Aggregation Groups	There is now the possibility to define aggregation groups that are displayed in the supervisor. Aggregation groups display the combined figures of all groups that are part of them. In addition, aggregation groups can define a minimum number of agents required for being displayed. This feature can be used where special requirements regarding agent privacy must be observed. The feature can be controlled via the following resources: `portal.Acd.AcdGroupAggregation` and `portal.Acd.AcdGroupAggregation.MinLoggedInAgentRestriction`

Date	JIRA Reference	Category	Summary	Notes
18.02.2016	CSKR-35	New Feature	New Sorting Option in Skill Based Routing	There is now the possibility to specify "Sort by secondary skills first" in all skill based distribution algorithms. This sorts agents by the secondary skills specified in the service-number first, and then by the skill in the agent group.
30.11.2015	CRADPRAX-36	New Feature	More Eye-Catching Emphasis on Notification Icons	The notification icons will now *"blink"* with a more eye-catching special effect:
01.02.2016	JTELDEV-4214	New Feature	Innovaphone Client Integration	The Innovaphone Client can now be integrated with an iFrame into the ACD Portal. The feature can be controlled via the resource `portal.Innovaphone.Integration` The Innovaphone Client URL is specified in the Client Master Data. All other settings are per user:

Date	JIRA Reference	Category	Summary	Notes
04.03.2016	CAWSH-59	Bugfix	Messed Up Paginator in Mini Client	Sometimes in the mini client the paginator would work incorrectly, when a large number of items was displayed and a switch from a filtered view to an unfiltered view was made by deleting all characters in the filter with the keyboard. This problem has been fixed.
26.02.2016	CPIA-18	New Feature	SIP Info in IVR Object Connect	It is now possible to specify a SIP Info in the IVR objects *"Connect"*, *"Connect with Recording"* and *"Connect Variable"*.
10.01.2016	JTELDEV-4313	Bugfix	Update of Workflow Application Types	The internal Routine for updating the XML definitions of Workflow Application Types did not always update the XML definition correctly. This problem has been fixed.
10.01.2016	JTELDEV-4308	Bugfix	Update of Service Number Parameters	For some parameters, it was not possible to reset (remove) the parameter once it had been set. This problem has been fixed.
08.01.2016	JTELDEV-4315	Bugfix	Exceptions caused HTTP Error 500	Some customers reported rare HTTP 500 Errors due to internal server exceptions. This problem has been fixed.

17.12.2015	JTELDEV-3791	Improvement	More precise interval calculation	Time intervals in reports are now calculated with higher precision:
				
				`ROUND( TIMESTAMPDIFF( MICROSECOND, _dtStart, _dtEnd ) / 1000000 )`
				
				Instead of
				
				`TIMESTAMPDIFF( SECOND, _dtStart, _dtEnd )`

01.12.2015	JTELDEV-4244	Bugfix	Order of Groups in Supervisor	The group ordering popup (introduced in 3.02.0) threw an internal exception and did not work correctly. This problem has been fixed.
25.11.2015	JTELDEV-4233	Bugfix	Wallboard Tile Selection Broken	The tile selection in the wallboard did not work correctly. This problem has been fixed.
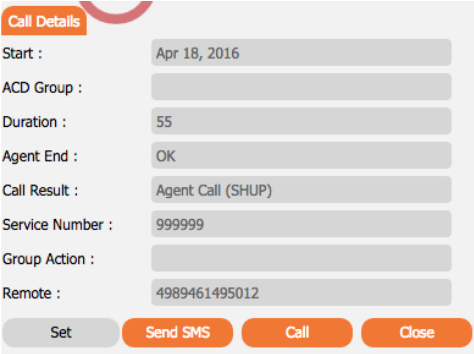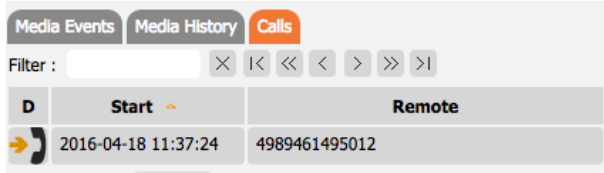
Date	JIRA Reference	Category	Summary	Notes
25.11.2015	JTELDEV-4227	Bugfix	Sysadmin Session Timeout	When working as sysadmin, a long period of inactivity caused the session to time out. The session was broken and the user had to log in again. This problem has been fixed.

Chapter

9

Release 3.04.2

Date	JIRA Reference	Category	Summary	Notes
08.04.2016	JTELDEV-4392	Bugfix	Agent Group Deletion Failure	Sometimes it was not possible to delete agent groups because of some internal database foreign key constraints. This problem has been fixed.
10.03.2016	JTELDEV-4426	Improvement	Handling of errors in E-Mail Routing	Formerly the E-Mail connector disabled each inbox as soon as a connection error occurred. A disabled inbox could only be reactivated manually in the inbox configuration. Additionally, all information reguarding the error had to be collected from the log file. The following improvements were implemented: 1. Only unrecoverable errors requiring manual intervention disable an inbox. 2. Important status information (last connection result, last connection timestamp, next reconnection attempt) will be shown in the portal.
07.03.2016	JTELDEV-4419	Bugfix	Error while filtering Groups	It was not possible to filter the group list in the portal because of an SQL exception. This problem has been fixed.

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Date	JIRA Reference	Category	Summary	Notes
29.11.2015	CSKR-19	New Feature	Last Agent in Current Call	There is now the possibility to display the name of the last agent (if applicable) in the current call table in Agent Home. This feature can be controlled via the resource `portal.Acd.AgentHome.CurrentCall.LastAgent` **WARNING:** The activation of this feature has impact on the routing timing. In large installation the performance impact should be tested before deployment.

Date	JIRA Reference	Category	Summary	Notes
15.01.2016	CAWSH-33	New Feature	Call details page in Mini Client	The mini client now displays a call details page when clicking on a call in the "Calls" tab:
13.01.2016	CAWSH-27	New Feature	Calls Tab in Mini Client	The mini client now displays also a "Calls" tab that lists all calls of the agent as in the standard portal.
02.12.2015	CAWSH-2	New Feature	New Report Transaction Codes Overview	A new report *"Transaction Codes Overview"* has been added to the current release.
10.12.2015	CAWSH-4	New Feature	New Report Agents Report 4	A new report *"Agents Report 4"* has been added to the current release.
15.12.2015	CAWSH-3	New Feature	New Report Login / Logout Report	A new report *"Login / Logout Report"* has been added to the current release.
09.12.2015	CAWSH-25	New Feature	Details Link in Agent Home Can Be Sisabled	It is now possible to disable the Details-Link for groups in Agent Home. The feature is controlled via the resource `portal.Acd.AgentHome.GroupDetails`

Date	JIRA Reference	Category	Summary	Notes
29.11.2015	CAWSH-9	New Feature	Changes in Overflow Group Rule	The behaviour of the group rule *"Overflow Queue all Agents tried"* has been changed: 1. The rule applies only once per group 2. The rule applies immediately if no agents are available
29.11.2015	CAWSH-7	New Feature	New Skill-Related Parameter in Acd IVR Objects and ACD Routing Applications	A new parameter *"Ignore skills if no agents with skills available"* has been added to the standard ACD Routing applications *"jtel ACD Group Standalone Default"*, *"jtel ACD Group Config + Agent Default"* and the IVR Object *"ACD"*, *"ACD with DB Routing"*, *"ACD With DB Routing and Type"* and *"ACD With DB Routing and Variable Type"*.
24.02.2016	CKOMP-53	New Feature	New Language Latvian	It is now possible to specify the language *"Latvian (Latvia)"* for all localized resources.
24.11.2015	CSKR-21	New Feature	Hide Groups from Call Processing	It is now possible to hide selected groups from appearing in the "Group" tab in Agent Home's "Call Handling". For each group, the visibility can be set in the groups master data: **Visibility** Hide Group from Call Processing : ☐ This function can be controlled via the resource `portal.Acd.AcdGroups.Visibility` and `portal.Acd.AcdGroups.Visibility.HideFromCallProcessing`
24.11.2016	CSKR-20	New Feature	Always Display Phone Number in "Call Handling"/"Agent"	It is now possible to display an agents phone number in "Agent Home" / "Call Handling" / "Agent" on the phone column. If the agent is not logged in, the first available phone number from the communication settings of the agent will be shown. This function can be controlled via the resource `portal.Acd.AgentHome.CallProcessing.CallTransfer.Agent.AlwaysShowNumber`

Date	JIRA Reference	Category	Summary	Notes
20.11.2015	CSCHEP-6	New Feature	PBX Users monitored by Innovaphone Connector	The innovaphone connector now monitors also the stati of the PBX users.
19.11.2015	CSCHEP-5	New Feature	Tab "PBX" has now a filter input field	In the mini client the PBX tab now contains an input field for filtering the list contents.
26.02.2016	CSKR-39	Bugfix	Eternal Waiting Loop	Under certain circumstances it could happen that the ACD would not dial agents again after an unsuccessful connection attempt. In such a case, the caller would never leave the queue. This problem has been fixed.
15.02.2016	CSWP-66	Bugfix	Report Subscription Failed	All report subscriptions created before updating to version >= 3.03 would no longer work. This problem has been fixed.
12.02.2016	CAWSH-49	Bugfix	Agent Tab Sorting Inconsistent	The sort order of the agent list in the "Agent" tab was different between mini client and standard portal. This problem has been fixed.
12.02.2016	JTELDEV-4351	Bugfix	Wrong Buttons in Dual Lists	The buttons in dual lists were inverted. This problem has been fixed.
03.02.2016	JTELDEV-4355	Bugfix	Column Selector Misplaced	The column selector in supervisor was shown in the upper right corner instead at the correct location. This problem has been fixed.
29.01.2016	CCHALTEC-99	Bugfix	Missing Groups in ACD Transaction Codes Report	The "ACD Transaction Codes Report" did not correctly display information from configuration groups. This problem has been fixed.
27.01.2016	CAWSH-43	Bugfix	Error in Dial Popup	Under certain circumstances the dial popup displayed an error. This problem has been fixed.
27.01.2016	CSKR-32	Bugfix	Sort Order in Statistics->Service Numbers	The list shown in "Statistics" -> "Service Numbers" was sorted only on the first page. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
22.01.2016	CSKR-31	Bugfix	Display Error in Mini Client	When the agent list is long (> 50) and the *"Agent"* tab was configured for displaying 50 or more entries, the list displayed the wrong content while browsing through the pages. This problem has been fixed.
17.12.2015	CAWSH-28	Bugfix	Wrong Work Break Indicator	Under certain circumstances the information displayed by the total work break indicator was wrong. This problem has been fixed.
17.12.2015	JTELDEV-4208	Bugfix	Disappearing Transaction Codes	Under certain circumstances when transferring calls (assisted) from one group to another the list of transaction codes in agent home was emptied. This problem has been fixed.
16.12.2015	CDTMS-2727	Improvement	Header of Subreport of ACD Incoming Calls Report	The subreport contained in the *"ACD Incoming Calls Report"* now has a complete header line.
09.12.2015	CAWSH-26	Bugfix	Disappearing Paginator	Under certain circumstances the paginator of the *"Agent"* tab in the mini client disappeared. This problem has been fixed.
03.12.2015	CCHALTEC-94	Bugfix	No CallerID when Calling via SOAP	When calling via SOAP with `callCreateOutbound`, no (or the wrong) call ID was signalled. This problem has been fixed.
03.12.2015	CCHALTEC-89	Bugfix	Inconsistent Color Thresholds for Wallboard Tiles	The color threshold values for Service-Level and Availability for Groups and Total in Wallboard were inconsistent. This problem has been fixed.
02.12.2015	CAWSH-13	Bugfix	Wrong Durations in Login / Logout Report	Some wrong Durations (negative durations) were calculated in the *"Login / Logout Report"*. This problem has been fixed.
02.12.2015	CCHALTEC-86	Bugfix	callCreateOutbound SOAP function not working	The `callCreateOutbound` SOAP function did not work as intended. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
02.12.2015	CSCHEP-7	Bugfix	Wrong Servicelevel in Wallboard	If the alternative service level calculation was activated via the global parameter `ACD.Wallboard.ServiceLevelCalculation`, the wallboard and supervisor displayed incorrect values. This problem has been fixed.
01.12.2015	JTELDEV-4248	Bugfix	Wallboard Layout	The wallboard did not use the entire window width. This problem has been fixed.
24.11.2015	CDTMS-2938	Improvement	Slow Status Change via SOAP	A change of the agent's status via SOAP was very slow. This problem has been fixed.
23.11.2015	JTELDEV-3985	Bugfix	Pipe Symbol not visible on Chrome on Windows 10	The pipe symbol used as separator for actions was not displayed on Google Chrome when running on Windows 10 – instead a box was displayed. This problem has been fixed.

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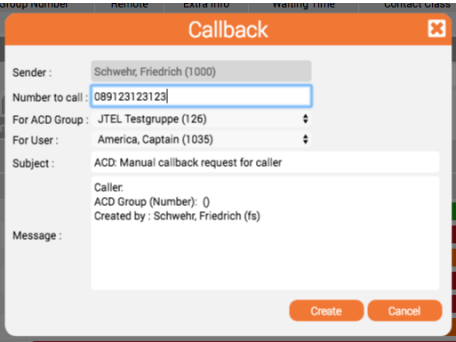
Date	JIRA Reference	Category	Summary	Notes
28.10.2015	JTELDEV-4162	New Feature	Starface PBX Connector	The Starface PBX Connector now supports Starface v6 and implements some additional functionality.
29.10.2015	CCHALTEC-40	New Feature	New Wallboard Tiles	The following new wallboard tiles have been added to the current release: • Workbreak Indicator (Group) • Workbreak Indicator (All) • Number of Agents in Status with E-Mail (Group) • Number of Agents in Status with E-Mail (All)
02.11.2015	CCHALTEC-45	New Feature	New Report Outbound Statistics Report	A new report *"Outbound Statistics Report"* has been added to the current release.

Date	JIRA Reference	Category	Summary	Notes

28.10.2015	JTELDEV-4164	New Feature	Outbound Calls via PBX Connector	An alternative outbound call mechanism using the PBX connector has been implemented in addition to the default outbound call feature (using the ACD). Currently only the Innovaphone PBX connector supports this feature. The feature is enabled by configuring the connector and specifying the following global parameters:
				
				`dialler.ClickToCall.UDP.Connector.Port`
				`dialler.ClickToCall.UDP.Connector.Host`

09.11.2015	CWS-99	New Feature	Multi-Client support in TAPI Connector	The TAPI Connector is now able to handle environments with multiple clients.
28.10.2015	JTELDEV-4163	New Feature	Innovaphone PBX Connector	The Innovaphone PBX Connector now supports some additional functionality: • Interface for providing click-to-dial functions to the portal via the connector • Interface for picking up the phone from the portal The synchornisation of user dara can be disabled with the global parameter `portal.WebServices.Innovaphone.IgnoreUsersUpdate`
15.11.2015	JTELDEV-3935	New Feature	Click-To-Dial	Click-To-Dial support has been added in this release. The functionality covers: • SOAP Method `callCreateOutbound` • Callback support from media events and call lists • Initiate call from Agent Home • Various statistics (Agent Home, Supervisor, Wallboard) • Outbound Calls Report
17.11.2015	CSKR-7	Bugfix	Error Creating Skill	When creating a new skill, an SQL Exception was thrown. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
13.11.2015	JTELDEV-3992	Improvements	Subreports Compilation	The report compiler used when processing `.jrxml` files in the `DATA/xxx/jasper` path did not compile included subreports. Now all referenced subreports are also compiled on demand.
11.11.2015	CDTMS-2931	Bugfix	Wrong Color Coding in Call List	The list of calls in "Agent Home" -> "Calls" shows calls in red when these calls still require entering a transaction code. Erroneously also calls that were interrupted by the caller before the agent could answer were also shown in red. This problem has been fixed.
09.11.2015	JTELDEV-4176	Improvement	Call Handling in Mini Client	The layout of the call handling area in the mini client has been improved.
14.10.2015	JTELDEV-4108	Bugfix	No Update in Supervisor	The values in the columns "Logged In" and "Free" (Agents) in the supervisor did update any more. This problem has been fixed.

Release 3.03.0

Date	JIRA Reference	Category	Summary	Notes
01.09.2015	JTELDEV-3911	New Feature	New Design	The design of the portal has ben completely re-done.
04.11.2015	CCHALTEC-75	New Feature	New IVR Objects	The new IVR objects "*Play Voice with variable ID*" and "*Input Menu DTMF variable Prompt*" have been implemented in this release.
11.10.2015	CSKR-9	New Feature	New IVR Object User Search	A new IVR object "*User Search*" has been implemented in this release.
11.10.2015	CSKR-10	New Feature	IVR Object Save Recording(s) Improvement	The IVR Object "*Save Recording(s)*" is now also capable of creating ACD Media Events.

Date	JIRA Reference	Category	Summary	Notes
13.10.2015	JTELDEV-4068	New Feature	Create Callback from Agent Home	Agents can now create callback requests from Agent home. This function can be controlled via the resource `portal.Acd.AgentHome.CallProcessing.CallbackRequest`
28.09.2015	JTELDEV-4063	New Feature	Standard Routing Applications	A set of standard routing aplpications is now installed by default and automatically kept up to date. This includes: • jtel ACD Agent Login-Logout Default • jtel ACD Group Config + Agent Default • jtel ACD Group Standalone Default • jtel Conference Server Default • jtel IVR Default
09.10.2015	CSKR-6	New Feature	New IVR Object Callback	A new IVR object *"Callback"* has been implemented in this release.
09.10.2015	CSKR-34	New Feature	New Servicenumber Parameter Ignore skills after timeout (s)	It is now possible to specify a timeout for skill based routing in the servicenumber: *"Ignore skills after timeout (s)"*. This results in the additional skills specified in the service number being removed from requirements after the specified number of seconds.

Date	JIRA Reference	Category	Summary	Notes
28.09.2015	CSKR-2	New Feature	New Supervisor Columns and Wallboard tiles	The following new wallboard tiles and supervisor columns for realtime values have been added to the current release: • Current Calls (*) – Calls with specific skill • Current Calls (o) – Calls without specific skill • Pre Queue (*) – Calls with specific skill • Pre Queue (o) – Calls without specific skill • In Queue (*) – Calls with specific skill • In Queue (o) – Calls without specific skill • Agent Calls (*) – Calls with specific skill • Agent Calls (o) – Calls without specific skill
11.10.2015	CSKR-8	New Feature	New Group Rule Request Callback or Voice-Mail	A new group rule type "Request Callback or Voice-Mail" has been added to the current release. The rule allows to offer the caller to record a voice mail if he calls without a valid caller ID or to leave a callback event if he calls with a valid caller ID.
09.11.2015	JTELDEV-4113	Bugfix	Wrong Group List When Copying Rules	The selection list displayed while copying rules from one group to another displayed also agent groups. This problem has been fixed.
28.10.2015	JTELDEV-4170	Bugfix	Broken Link for Conference Presentations	The hyperlink displayed for conference presentations was wrong. This problem has been fixed.
14.10.2015	CSKR-13	Bugfix	Broken String	The localizable string `AcdSupervisor.Availability.4` was not displayed in the portal. This problem has been fixed.
13.10.2015	JTELDEV-4040	Bugfix	Reseller Customisation	The reseller customisation page *"System Settings" -> "Skins"* did not work correctly because it was not adapted to the new layout and skin. This problem has been fixed.
12.10.2015	CSKR-11	Improvement	Optional Parameter for rule Request Callback or Voice-Mail	The initial announcement for the group rule *"Request Callback or Voice-Mail"* is not optional.

Release 3.02.3

Date	JIRA Reference	Category	Summary	Notes
20.04.2016	CWS-131	Bugfix	Location Based Workbreak Indicator	The location based workbreak indicator does not always show correct information when agents login or logout from several locations. This problem has been fixed.
17.03.2016	CWS-125	New Feature	Extended Handling of Redirected Agents Phone	It is now possible to configure in detail for every client the status based call forwarding and the reaction of the system to agents with redirected phone. This function requires a PBX connector, and is currently only supported by the TAPI PBX connector. This function can be controlled via the resource `portal.Acd.AcdAgentStatus.CallForwarding`

Date	JIRA Reference	Category	Summary	Notes
24.03.2016	CSKR-37	Bugfix	User Deletion Failure	Sometimes it was not possible to delete users because of internal database foreign key constraints. This problem has been fixed.
11.03.2016	JTELDEV-3971	Improvement	Default Permanent Mapping	Since the majority of group/agent mappings are of type "Permanent", this is now the preset when creating a new mapping.
04.03.2016	JTELDEV-4398	Bugfix	SQL Exception when Creating Inboxes	Under certain circumstances the creation of an Inbox threw an SQL exception. This problem has been fixed.
03.03.2016	JTELDEV-4373	Bugfix	Wrong Inbox Location Displayed	The storage location displayed in the inbox list was wrong. This problem has been fixed.
02.03.2016	CDTMS-2977	Bugfix	E-Mail Attachment not Shown	When forwarding routed e-mails via the ACD, the attachment was not always shown in the media event details page. This problem has been fixed.
02.03.2016	CWS-114	Bugfix	Cumulative Microscopic Intervals	Although no post call intervals were defined in groups, the post call interval statistics over a longer period (e.g. 1 week) displayed very small amounts of post call time. This problem has been fixed.
26.02.2016	CWS-103	Bugfix	Stumbling Updates	Sometimes the information in the portal was not updated correctly when updating the system. This problem has been solved.
11.02.2016	CWS-115	Bugfix	Forwarding SIP Info not Updated	The new fields *"Display Info for Transfer to Internal Destination"* and *"Display Info for Transfer to External Destination"* were overwritten during an update from older 3.02 versions. This problem has been fixed.
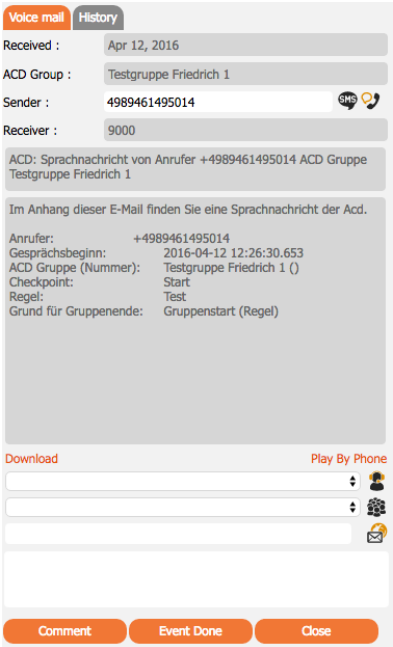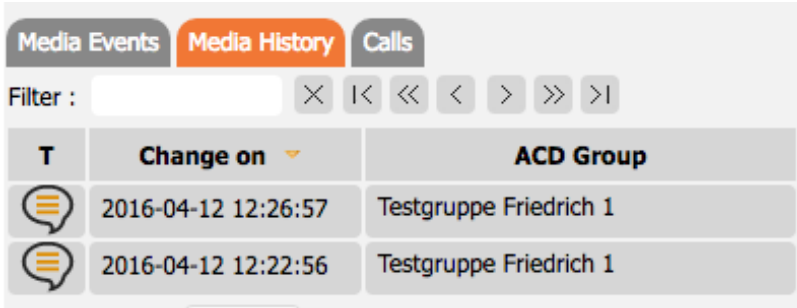
Release 3.02.2

Date	JIRA Reference	Category	Summary	Notes
10.02.2016	CWS-106	New Feature	Location based Workbreak Indicator	An alternative calculation method for the workbreak indicators has been implemented in this release. The new method takes in account also the location of the agent. The method can be selected with the global parameter: `Portal.WorkBreakIndicator.CalculationMethod` • 0 (Default): work break indicator refers to agents registered in the group. • 1: work break indicator refers to agents registered on specified location. **ATTENTION:** This feature is available only in 3.02 and starting from 3.06.0
18.12.2015	CDTMS-2454	Improvement	Report Renamed	In order to achieve a consistent naming, the Report *"ACD Call Reason Report"* was renamed to *"ACD Group Call Reason Report"*. In German the Report *"ACD-Anrufsgrund Report"* was renamed to *"ACD-Anrufsgrund Gruppen Report"*.

Date	JIRA Reference	Category	Summary	Notes
08.02.2016	JTELDEV-4354	Bugfix	Broken Layout with ProCall Integration	When ProCall Integration was enabled, the design of the portal was compromised. This problem has been fixed.
17.12.2015	JTELDEV-4260	Bugfix	Errors in ACD Inboxes Itemised Details	There were several calculation errors in the "*ACD Inboxes Itemised Details*" report. This problem has been fixed.
17.12.2015	JTELDEV-4291	Bugfix	Errors in ACD Inboxes Group Report	The granularity in the "*ACD Inboxes Group Report*" was not included in the calculation. This problem has been fixed.
17.12.2015	JTELDEV-4287	Bugfix	Wrong Inbox Figures in Supervisor	Under certain circumstances the wrong inbox routing figures where shown in supervisor. This problem has been fixed.
07.12.2015	JTELDEV-4259	Bugfix	Formatting Errors in ACD Inboxes Group Report	The "*ACD Inboxes Group Report*" had several formatting errors. This problem has been fixed.
25.11.2015	CWS-101	Bugfix	Forwarding Anonymous Call failed	It was not possible to forward a call from an anonymous caller. This problem has been fixed.

Release 3.02.1

Date	JIRA Reference	Category	Summary	Notes
16.09.2015	CCHALTEC-53	New Feature	Support for new SMS Provider any-sms	Support for the SMS provider any-sms has been added to this release.
13.09.2015	CCHALTEC-24	New Feature	Support for Nuance Vocalizer	Support for configuring Nuance Vocalizer TTS has been added to this release.
28.09.2015	CCHALTEC-37	New Feature	New Report ACD Agent Calls Report 2	A new report *"ACD Agent Calls Report 2"* has been added to this release.
14.09.2015	CCHALTEC-25	New Feature	New IVR Object TTS	A new IVR object "*TTS*" has been implemented in this release.
27.10.2015	JTELDEV-4139	New Feature	Notification Area in Mini Client	The mini client now shows also notification icons:
10.09.2015	JTELDEV-4002	New Feature	Keyword Qualifier for E-Mail Routing	The E-Mail Router is now able to dispatch E-Mails to ACD-Groups by scanning the subject and the body for keywords.

Date	JIRA Reference	Category	Summary	Notes
26.10.2015	JTELDEV-4141	New Feature	Media Events in Mini Client	Agents are now able to manage media events from the mini client:
19.10.2015	JTELDEV-4140	New Feature	Media Events in Mini Client	Agents are now able to view media events in the mini client:
17.11.2015	JTELDEV-4186	Bugfix	Docking of Mini Client	The docking feature of the mini client comtainer application was completely rewritten because of various reported problems.

Date	JIRA Reference	Category	Summary	Notes
17.11.2015	CSTUTT-188	Bugfix	Transaction Code Popup Will Not Close	Under certain circumstances the transaction code popup was not automatically closed at the end of the post call period. This problem has been fixed.
17.11.2015	JTELDEV-4211	Bugfix	Wrong Inbox Figures in Supervisor	Under certain circumstances the wrong inbox routing figures where shown in the supervisor. This problem has been fixed.
17.11.2015	CWS-100	Bugfix	Interoperability Issue with TAPI Connector	The TAPI connector could not communicate with the database interface. This problem has been fixed.
11.11.2015	JTELDEV-4201	Bugfix	Useless Buttons in Mini Client	The buttons *"Junk Call"* and *"Callback"* have to function in the mini client. The buttons have been removed.
29.10.2015	CRADPRAX-30	Bugfix	Wrong Call Display	Under certain circumstances the current call was not displayed in agent home. This problem has been fixed.
22.10.2015	JTELDEV-4137	Bugfix	Wrong Backlink	The close button in the e-mail media event detail page did not return to the previous page. This problem has been fixed.
06.10.2015	JTELDEV-4035	Bugfix	Cannot Download E-Mail	It was not possible to download the E-Mail from the e-mail media event details page. This problem has been fixed.
06.10.2015	JTELDEV-4034	Bugfix	Too Much Logging in E-Mail Connector	The e-mail connector produced lots of superfluous and repeated log entries. This problem has been fixed.
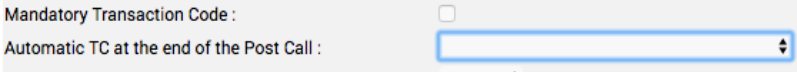
Release 3.02.0

Date	JIRA Reference	Category	Summary	Notes
25.08.2015	CCHALTEC-27	New Feature	New Rule Entrypoints	ACD Rules can now also start on the following new checkpoints: • Start no Agents logged with required skill • Overflow Queue no Agents logged with required skill
14.09.2015	CCHALTEC-36	New Feature	New Column for Report ACD Agent Status Report	The *"ACD Agent Status Report"* can display an additional column *"Total Duration"*. This column can be controlled via the resource `portal.Reports.Statistics_AcdAgentStatusReport.Columns.AcdAgentStatusTotalDuration`
23.07.2015	CSTUTT-132	New Feature	Busy Tone on Transfer	When transferring to another agent, a busy tone is played if the destination agent is busy before reconnecting to the caller.

Date	JIRA Reference	Category	Summary	Notes
24.07.2015	CSTUTT-131	New Feature	Improved Forward Callflow	It is now possible to forward a call which is on hold. This applies to all forwarding modes: • Forward to Agent • Forward to Group • Forward to Number • Forward to PBX-User The feature can be controlled via the resources `portal.Acd.AcdGroups.Internal.TransferDuringHold` `portal.Acd.AcdGroups.External.TransferDuringHold`
29.07.2015	CSTUTT-128	New Feature	Quick Status Buttons	In the Supervisor it is now possible to quickly change the status of agents using graphical quick status buttons. The feature can be controlled via the resource `portal.Acd.AcdSupervisor.AllAgents.QuickStatusButtons`

Date	JIRA Reference	Category	Summary	Notes
11.08.2015	CSTUTT-133	New Feature	Group Autologout	The autologout feature has been expanded to include the specification of the agent status after an auto-logout has been executed. Group: User:
23.07.2015	CSTUTT-130	New Feature	Display Info on Forwarding	It is now possible to define a specific SIP Info format string that will be used for each kind of forwarding (internal or external). The placeholders `$groupname, $agentname, $agentfirstname, $agentnumber, $servicenumber, $servicenumbername` can be used and will be expanded to their value. The feature can be controlled via the resources `portal.Acd.AcdGroups.Internal.Display` `portal.Acd.AcdGroups.External.Display`

Date	JIRA Reference	Category	Summary	Notes
04.08.2015	CSTUTT-135	New Feature	Order of Groups in Supervisor	In Supervisor it is now possible to reorder the ACD-Groups: The feature can be controlled via the resource `portal.Acd.AcdSupervisor.GroupSelector.UpDown`
31.07.2015	JTELDEV-3726	New Feature	E-Mail Routing	The system now supports E-Mail Routing. The E-Mail connector currently supports connections to Microsoft Exchange Servers. The system can manage a list of inboxes that will be periodically polled. Each inbox will be linked via a qualification algorithm to one or more ACD Groups.
23.07.2015	CSTUTT-136	New Feature	Answer Button in Agent Home	The call handling area in Agent Home now offers also an "Answer" button. The PBX connector must support this function. The feature can be controlled via the resource `Acd.AgentHome.CallProcessing.Offhook`

Date	JIRA Reference	Category	Summary	Notes
07.08.2015	CSTUTT-134	New Feature	Mini Dashboard in Agent Home	A mini dashboard can be displayed in Agent home. The mini dashboard displays the following information: • Availability % • In Service % • Max. Waiting Time • In Queue The data is always relative to the agent.
04.08.2015	CSTUTT-137	New Feature	Automatic TAC	It is now possible to specify an automatic transaction code that will be set if the agent does not set any transaction code during his post call interval when mandatory transaction codes are enabled: This feature can be controlled via the resource `portal.Acd.AcdGroups.OfflineParameters.MandatoryTransactionCode.AutomaticEnd`
25.08.2015	CSTUTT-161	Improvement	Report Subscription Failure	Sometimes report subscriptions failed because of the fixed processing timeout. When subscribed reports are very complex or the database machine is slow, this timeout caused the report subscription to fail. It is now possible to specify the maximum subscribed report processing time with the global parameter `Portal.WebServer.StatisticsServlet.MaxWaitTime`
23.08.2015	CSTUTT-160	Improvement	UserInfo Field in Agent Home	The UserInfo field of the PBX users is now also visible in the list on the "*PBX*" tab in Agent Home.
12.08.2015	CSTUTT-139	Bugfix	Wrong Figure on Wallboard Tile	The wallboard tile "*Total Calls Agents*" disaplyed the wrong figure. This problem has been fixed.

Release 3.01.7

Date	JIRA Reference	Category	Summary	Notes
23.06.2016	JTELDEV-4544	Bugfix	Errors in CSV Reports	The following reports contained unnecessary extra header data when executed in the CSV format: • ACD Incoming Calls Report • ACD Agent Status Report • ACD Groups Report • ACD Group Status Report • ACD-Supervisor and Agents Login Report This problem has been fixed.
22.06.2016	CDTMS-2959	New Feature	Improved Event forwarding	Events forwarded by e-mail now also contain the full event history including comments.
21.06.2016	CDTMS-2724	Improvement	New ACD Agent Report	The *"ACD Agent Report"* has been redesigned. It is now based on the same layout and figures as the *"ACD Agent Performance Report"* with the difference that the grouping is done by Agents/Groups. This also fixes some wrong figures in the previous version.

Date	JIRA Reference	Category	Summary	Notes
21.06.2016	CDTMS-2909	Bugfix	Certain e-mails generated from IVR applications fail	When an IVR application generates e-mails using the *"E-Mail"* or *"Save Recording"* object, the operation failed if the e-mail body or subject contained special characters like " or '. This problem has been fixed.
18.06.2016	CDTMS-2807	Bugfix	Wrong maximum login duration in "ACD Agent Performance Report"	The maximum login duration in the column *"ACD Agent Performance Report"* was not always correct: it did not take in consideration status changed between logged-in-states. This problem has been fixed. **NOTE:** The correct durations are computed only for periods after the software update has been applied.
18.06.2016	CDTMS-2957	Bugfix	Call Monitoring Announcement not played	When a call was monitored by the supervisor, the configured call monitoring announcement was not played. This problem has been fixed.
13.06.2016	CDTMS-2739	Improvement	Unspecific error message when creating ACD Groups	When creating ACD Groups on a system with mandatory group number, the error message displayed when the entered group number did not match the configured specification was not clear. Better error messages have been incorporated.
08.06.2016	CDTMS-2808	Bugfix	Wrong number of calls in "ACD (Agents) Call Reason Report"	The *"ACD Call Reason Report"* and *"ACD Agents Call Reson Report"* did not show calls without a transaction code. This problem has been fixed.
02.06.2016	CDTMS-2762	Bugfix	Wrong average call time in "ACD Statistics Group Calls"	The *"ACD Statistics Group Calls"* Report produced a wrong value for the average call duration. Thi problem has been fixed.
02.06.2016	CDTMS-2894	Bugfix	Wrong formatting in "ACD Groups Report"	The *"ACD Groups Report"* sometimes had an incorrect formatting of the first column on page breaks. This problem has been fixed.
02.06.2016	CDTMS-2835	Bugfix	Wrong formatting in German "ACD-Agentenreport"	The German version of the *"ACD Agentreport"* had an incorrect formatting of the column header *"Zeitgesteuert"* in the HTML-Version. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
13.05.2016	CDTMS-3009	Bugfix	Empty Top 10-Peak Statistics	The *"Top 10-Peak statistics for parallel applications"* Report returned empty rows. This problem has been fixed.
29.04.2016	CWS-124	Bugfix	Failure Extending Post Call Interval	Under very particular circumstances it may happen that an agent is still able to extend his post call interval during the last second of his post call time but nothing will happen. This problem has been fixed.
22.04.2016	CDTMS-3006	Bugfix	New TLD in E-Mail Addresses	The e-mail validator did non honor many new TLD like ".nrw" or "*.berlin*". This problem has been fixed.
15.04.2016	CDTMS-2994	Bugfix	Logout from Group via SOAP not possible	It was not possible to logout from a group via SOAP if no phone number was supplied. This problem has been fixed.
12.04.2016	CDTMS-2998	Bugfix	Client Deletion Failure	Sometimes it was not possible to delete clients because of internal foreign key constraints. This problem has been fixed.
07.04.2016	CDTMS-2997	Bugfix	Client Deletion Failure	Sometimes it was not possible to delete clients because of internal foreign key constraints. This problem has been fixed.
11.03.2016	JTELDEV-4433	Improvement	Logging	More detailed SOAP Logging. `sessionUUID` is now returned also for login.
30.03.2016	CDTMS-2993	Bugfix	Client Deletion Failure	Sometimes it was not possible to delete clients because of internal foreign key constraints. This problem has been fixed.
16.03.2016	CDTMS-2988	Bugfix	Reversed Setting in SOAP	When forwarding to an agent via SOAP, the forwarding type setting was reverted (internal forwardings use the setting for external forwardings, etc.). This problem has been fixed.
10.03.2016	CDTMS-2979	Bugfix	SOAP Ignores Logout Settings	The SOAP function `logoutACDGroup` ignores the logout settings of the agent. This problem has been fixed.
09.03.2016	CDTMS-2981	Bugfix	Conference Voting via DTMF	Conference voting via DTMF was not working. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
04.03.2016	CWS-120	Bugfix	Call recording every x calls not Working as Designed	Under certain circumstances *"Call recording every x calls"* does not record any calls for some users. This problem has been fixed.
01.03.2016	CDTMS-2980	Bugfix	Wrong Number of Agents via SOAP	Under certain circumstances the SOAP interface returns a wrong number of Agents in the `AgentCount` field of the `ACDGroup` structure. This problem has been fixed.
22.02.2016	CDTMS-2976	Bugfix	Duplicate Agents in Selection Fiueld	Under certain circumstances the agent names in the selection list when mapping agents to groups are show multiple times. This problem has been fixed.
12.02.2016	CDTMS-2971	Bugfix	Details Link Sometimes Active	The details link in the Agent tab in the forwarding section of Agent Home is sometimes active also when the function is disabled for the user. This problem has been fixed.
11.02.2016	JTELDEV-4371	Bugfix	No Report Name Update	The database update scripts did not update the name of reports when needed. This problem has been fixed.
01.02.2016	JTELDEV-4277	Bugfix	Format Error in ACD Caller Report	In the *"ACD Caller Report"* the line height was not sufficient. This problem has been fixed.
15.01.2016	CDTMS-2956	Bugfix	Wrong count in ACD Incoming Calls Report	Some calls with a very curious and rare call flow were counted incorrectly by the *"ACD Incoming Calls Report"*. This problem has been fixed.
10.01.2016	CDTMS-2925	Bugfix	Supervisor Call Monitoring	The group setting *"Enable Monitoring"* had no effect. Supervisors were able to monitor calls in groups with disabled call monitoring. This problem has been fixed.
22.12.2015	CDTMS-2950	Bugfix	Wrong Utilisation in ACD Groups Report	The *"ACD Groups Report"* sometimes shows a utilisation of > 100%. This problem has been fixed.
09.12.2015	JTELDEV-4282	Bugfix	Wrong Picker for Waiting Time	The picker control used for the settings *"Play From Time"* and *"Play Until Time"* in group queue settings was displaying incorrect data. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
09.12.2015	JTELDEV-4278	Bugfix	Transaction Code Popup	If the same user is logged in with different browsers (= sessions) and a transaction code popup is displayed for the user, the popup does not close if the user entered a transaction code in one browser. This problem has been fixed.
09.12.2015	JTELDEV-4273	Bugfix	Post Call Interval Not Editable	It is not possible to edit the post call interval of a group if a default group is defined. This problem has been fixed.
07.12.2015	CSCHEP-8	Bugfix	Value Play Until Time Gets Lost	When editing a group, the value *"Play Until Time"* sometimes was not saved correctly. This problem has been fixed.
03.12.2015	JTELDEV-4252	Improvement	Userlist On Copy Now Sorted	The selection list of users for the function User Copy was unsorted. Now the list is sorted making it easier for the administrator to copy a specific user.
03.12.2015	JTELDEV-4257	Bugfix	Group Values Not Saved	Sometimes when editing a group some values were not saved. This problem has been fixed.
25.11.2015	JTELDEV-4232	Bugfix	SQL Exception	An SQL Exception occurred when editing holidays. This problem has been fixed.
22.11.2015	CDTMS-2943	Bugfix	Update Of Very Olf Versions Fails	The update script failed when trying to update the development system running on 2.23.x – This problem has been fixed.
19.11.2015	CDTMS-2819	Bugfix	Wrong Grouping in ACD Agents Call Reason Report	The grouping in the *"ACD Agents Call Reason Report"* was wrong when groups were addressed by more than one service number. This problem has been fixed.
17.11.2015	CDTMS-2935	New Feature	Additional Resources for Multichannel Opitions	The multichannel options for agents can now be controlled via the resource `portal.UserData.Users.ACDOptions.MultiChannel (RU)`
17.11.2015	CDTMS-2934	New Feature	Additional Resources for Free Seating Options	The free seating options for agents can now be controlled via the resource `portal.UserData.Users.ACDOptions. FreeSeating (RU)`

Date	JIRA Reference	Category	Summary	Notes
17.11.2015	CDTMS-2899	Bugfix	Wrong Formatting in ACD Statistics Itemised Call Details	The formatting of the CSV version of the *"ACD Statistics Itemised Call Details"* was wrong. This problem has been fixed.
13.11.2015	JTELDEV-4104	Bugfix	Wrong Mapping of Transaction Codes	It was possible to map transaction codes to agent groups (via *"ACD"* -> *"Transaction Codes"*). This problem has been fixed.
12.11.2015	JTELDEV-4148	Bugfix	Error in Mapping of Transaction Codes	Under certain very particular circumstances the mapping of transaction codes from the "Transaction Codes" tab in the group editor was not working as expected. This problem has been fixed.
12.11.2015	JTELDEV-4190	Bugfix	Invalid Call Priority Values	It was possible to select invalid call priority values when configuring an "Overflow To Group" rule. This problem has been fixed.
09.11.2015	CDTMS-2916	Bugfix	Inconsistent Rendering of Multichannel State	The multichannel status was rendered differently in agent home and in the supervisor. This problem has been fixed.
02.11.2015	CSWP-55	Improvement	Information in Mail Notifications	The mail notification templates used for notifications triggered by group rules now contain more detailed information (e.g. group name, time of event).
26.10.2015	CSWP-47	Bugfix	Error in ACD Transaction Code Input Report	Some times in the *"ACD Transaction Code Input Report"* were wrong. This problem has been fixed.
23.10.2015	JTELDEV-3840	Bugfix	Setting Checkbox Clears Password	When checking the "Remember me" checkbox on the login page of the mini client, the password field was cleared. This problem has been fixed.
22.10.2015	CDTMS-2929	Bugfix	Duplicate calls in Agent Home	Under certain circumstances calls are displayed more than once in the call list in agent home. This problem has been fixed.
20.10.2015	JTELDEV-3844	Bugfix	Long Group Name Display	Long group names were not displayed correctly in the mini client. This problem has been fixed.
19.10.2015	JTELDEV-3834	Bugfix	Log Status Name Display	Long status names were not displayed correctly in the mini client. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
12.10.2015	CDTMS-2905	Bugfix	Exception in ConferenceMonitor	The logfile of the jboss servers contains frequent NumberFormat Exceptions in ConferenceMonitor. This problem has been fixed.

Release 3.01.6

Date	JIRA Reference	Category	Summary	Notes
07.10.2015	CDTMS-2901	Bugfix	SOAP Method getAgentStatus sometimes fails	Under certain circumstances the invocation of the SOAP method `getAgentStatus` fails. This problem has been fixed.
07.10.2015	CDTMS-2892	Bugfix	Missing Granularity in PIN Statistics	When configuring the PIN Statistics Report it was not possible to select a "Monthly" granularity any more. This problem has been fixed.
07.10.2015	CDTMS-2904	Bugfix	Missing data in SOAP event	The `CallEndData` object returned by the SOAP method `getNextEvent` always invalid PostCall values when a call finishes. This problem has been fixed.
06.10.2015	CDTMS-2914	Bugfix	Wrong ServiceLevel in Wallboard Tile	The service level displayed in the Wallboard Tile "Service Level Today Gauge %" was not the "Today" value but the value computed from the settings configured in the header of the supervisor page. This problem has been fixed.
06.10.2015	CDTMS-2913	Bugfix	Wrong Service Number show in Agent Home	During an incoming call, the number displayed in the "Service Number" column on Agent Home->Call Handling->Current Call was not the Service Number but the Root Number. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
17.09.2015	CCHALTEC-57	Bugfix	Wrong Log Message on SOAP Call	When the SOAP method `setAgentPIN` was invoked, the log message was the same as when calling `setAgentPassword`. This problem has been fixed.
15.09.2015	CDTMS-2893	Bugfix	Granularity Influences Results in Reports	When a report supporting consolidation by granularity was invoked several times with the same parameters but different granularity, the results in the final sums were not always the same as it should. This problem has been fixed.
14.09.2015	JTELDEV-4025	Improvement	Performance Improvement on many Database Operations	Several database operations dealing with temporary tables have been optimized for less database load.
11.09.2015	JTELDEV-3973	Bugfix	Wrong Line Height in ACD Transaction Code Report	The ACD Transaction Code Report did not compute the line height correctly when ACD Group Names were longer than usual. This problem has been fixed.
07.09.2015	CDTMS-2889	Bugfix	User Import Function Fails	It was not possible any more to import new users into the system using the CSV import function. This problem has been fixed.
07.09.2015	CDTMS-2888	Bugfix	SQL Exception while editing User Master Data	When changing the "Language of Texts and Emails" in the users master data, the system threw an SQL exception on save. This problem has been fixed.
04.09.2015	JTELDEV-3996	Bugfix	MiniClient crashes when user has no access to Agent Home	When switching from the normal client to the mini client, the mini client crashes if the user has no access to Agent Home. This problem has been fixed.
03.09.2015	CWS-89	Bugfix	Wrong Timestamps on multiple Consultation Calls	When an agent performs several consultation calls during a call, the timestamps for the consultation calls sometimes were inconsistent (Start after End). This problem has been fixed.
03.09.2015	JTELDEV-3894	Improvement	FavIcon ugly and sometimes missing	The default jtel FavIcon of the portal site did not have a transparent background. Additionaly on some pages, no favicon was displayed. Both problems have been fixed.

Date	JIRA Reference	Category	Summary	Notes
02.09.2015	JTELDEV-3965	Improvement	Better Internal Resource Management of SOAP Sessions	Previously every SOAP method invocation created a short living web session context. Due to an internal optimization this is not needed any more and the SOAP interface now works with a smaller memory footprint and better performance.
31.08.2015	JTELDEV-3966	Bugfix	Caller Number not displayed in Agent Home	If the first displayed tab in Agent Home immediately after login was not "Call Handling", the caller number was not shown in the "Current Call" table. This problem has been fixed.

Release 3.01.5

Date	JIRA Reference	Category	Summary	Notes
31.08.2015	CDTMS-2880	Bugfix	Missing opening times in Report Header	When issuing reports with opening times with opening times, the opening times were not shown in the reports header. This problem has been fixed.
28.08.2015	JTELDEV-3968	Bugfix	Notification for not closed Media Events not shown	The Notification for not closed Media Events was not shown. This problem has been fixed.
28.08.2015	JTELDEV-3967	Bugfix	"Call" link in Agent Home -> Calls	In Agent Home -> Calls the "Call" link is enabled by default in the Action column. This link is now disabled by default since outbound telephony is not enabled in the majority of ACD installations.
27.08.2015	CSWP-43	New Feature	ACD Transaction Code Input Report	There is a new ACD Transaction Code Input Report available. This report shows information about agents who overdraw the maximum post call interval time by not closing the mandatory transaction code (call marker) popup window.
25.08.2015	CDTMS-2868	Bugfix	Error configuring ACD Group Report	Under certain circumstances, the report does not execute or produces unpredictable results when the user does some specific actions like e.g. switching from "Yesterday" to "Yesterday with opening hours". This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
25.08.2015	CDTMS-2778	Bugfix	Error in ACD Agent Performance Report	When an agent has not logged in during the selected report period, no average login duration is displayed. This problem has been fixed.
24.08.2015	CDTMS-2875	Improvement	Spelling	The spelling of the word "Ansagenliste" has been fixed.
24.08.2015	CCHALTEC-39	New Feature	Network IVR Object "Set Marker"	There is a new IVR Network Object "Set Marker" available, that allows to set previously defined statistic markers related to the call during the execution of the IVR Application. These markers will be recorded in the table **StatisticsPartIVR** and allow to produce detailed statistics about the internal flow of the IVR application.

Release 3.01.4

Date	JIRA Reference	Category	Summary	Notes
21.08.2015	CDTMS-2866	Bugfix	Supervisor Group Details - Wrong timestamp in call list	In Supervisor -> Group Details -> Calls the first column of the call list displayed the wrong timestamp. This problem has been fixed.
21.08.2015	JTELDEV-3862	Bugfix	Miniclient does not display call popup	When using the mini client with the container application, no popup was displayed on incoming calls. This problem has been fixed.
20.08.2015	JTELDEV-3946	Bugfix	Inconsistency in Service Level Alerts	The service level calculation in the alerting daemon was not consistent with the service level calculation in the supervisor. This caused alerts to be sent on different thresholds. This problem has been fixed.
14.08.2015	JTELDEV-3936	Bugfix	Error configuring reports	When issuing multiple reports of the same kind with different parameters without leaving the configuration screen, the configured parameters were sometimes not passed correctly to the reporting engine. This problem has been fixed.
12.08.2015	CDTMS-2863	Bugfix	Missing Totals in ACD Incoming Calls Report	Some totals were missing in the ACD Incoming Calls Report. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
11.08.2015	CRADPRAX-5	Improvement	Wrong skill correction on unknown caller	Under certain circumstances calls with suppressed caller ID are signalled with non numeric sequences (like "gateway"). In such cases, the skill correction did not work as expected. It is now possible to configure special sequences in 8-Server that will be matched as indicators for calls with suppressed caller ID.
07.08.2015	CDTMS-2842 CDTMS-2843	Bugfix	Inconsistencies in Call Reason Reports	There were some inconsistencies such as the sort order of the totals section and representation of 0 in results between the ACD Agents Call Reson Report and the ACD Call Reason Report. Both reports now behave the same.
06.08.2015	CDTMS-2864	Bugfix	Wrong subscribed report submitted	Under certain rare circumstances, the wrong subscribed report was submitted to the recipient. This problem has been fixed.
05.08.2015	CDTMS-2861	Bugfix	Closing "Call details" leads to the wrong page	When opening the "Call Details" page from Supervisor and closing it, the user is returned to the wrong supervisor tab. This problem has been fixed.

Release 3.01.3

Date	JIRA Reference	Category	Summary	Notes
30.07.2015	CDTMS-2846	Bugfix	Wallboard Up and Downskill Calls	The wallboard graph for up and downskill calls did not contain any data for "not serviced calls". This problem has been fixed.
30.07.2015	JTELDEV-3887	Bugfix	Favicon	Sometimes the favicon would not be shown correctly when changed at the reseller level. This problem has been fixed.
30.07.2015	JTELDEV-3889	Bugfix	ACD Group Copy / ACD Group New	Some fields were initially created with null or non sensible default values, or not copied when a group was copied. This problem has been fixed.
30.07.2015	JTELDEV-3890	Bugfix	User Copy	Some fields where not copied when a user was copied. This problem has been fixed.
30.07.2015	JTELDEV-3893	Bugfix	Supervisor Inbound Status	A missing text for the column selector for "X% answered in (s)" has been added. Previously "!!! Key not found !!!" was displayed.
30.07.2015	JTELDEV-3895	Bugfix	Wallboard URL	In some cases, direct access to the wallboard via the URL could cause an exception in the webserver. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
30.07.2015	JTELDEV-3896 CDTMS-2857	Bugfix	User Master Data	An exception was thrown when the user master data was saved. This problem has been fixed.
30.07.2015	CDTMS-2856	Improvement	Performance Improvement	Improvements to three groups of stored procedures executed in Agent Home and Supervisor have been made which increases the performance of the portal in these areas.

Release 3.01.2

Date	JIRA Reference	Category	Summary	Notes
All bugfixes from Release 3.00.3, 3.00.4 and Release 3.00.5 have been applied to this release.				

Release 3.01.1

Date	JIRA Reference	Category	Summary	Notes
14.07.2015	CDTMS-2825	Bugfix	User search function	The user search function could cause serious locking problems in the database when executed on clients with lots of users, or at the reseller or system administrator level. This has been improved as far as possible, however at the system administrator level the query can still generate a second or two of DB traffic if the query is either very vague (for example no values are entered in the search fields) or if the query uses lots of wildcards which cause a full database scan to take place.
10.07.2015	JTELDEV-3854	Bugfix	Exception in call details	Under certain circumstances a java exception was thrown when an Agent invoked the call details page. This problem has been fixed.
All bugfixes from Release 3.00.3 and Release 3.00.4 have been also applied to this release.				

Release 3.01.0

Date	JIRA Reference	Category	Summary	Notes
08.07.2015	JTELDEV-3657	Bugfix	Call Monitoring handled as transfer	When a supervisior initiated Call Monitoring, this generated a statistical log in the database for a transfer to an agent. Call Monitoring is now handled separetly in the statistical data.
03.07.2015	CDTMS-2779	New Feature	Performance Tuning in 8Server I/O	The I/O operations in 8server have been tuned for increased efficiency when writing CDRs.
03.07.2015	CDTMS-2690	New Feature	Database Performance Tuning	All MEMORY tables have been converted to INNODB. This tuning reduces the lock times when performing time critical operations and improves the reliability in case of replication / disaster recovery.
30.06.2015	CDTMS-2723	Improvement	Better line wrapping ACD Agent Performance Report	Long ACD group names were truncated in the ACD Agent Performance Report. Group names are now wrapped to multiple lines as necessary.
25.06.2015	CDTMS-2711	Bugfix	Negative values for Occupancy Group	In ACD Home -> Inbound Status the "Occupancy Group" value could sometimes have negative values. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
25.06.2015	CDTMS-2728	Improvement	Name consistency in Inbound Status and Wallboard	The following German terms have been changed: • Kurzaufleger > Kurzabbrecher • Abbrecher Ansage Gesamt > Abbrecher Ansage • Abbrecher Queue Gesamt > Abbrecher Queue • Aufleger Gesamt > Aufleger • Agentenanrufe nach Skill () > Agentenanrufe () • Agentenanrufe nach Skill Gesamt > Agentenanrufe (alle Symbole) • Aufleger Gesamt > Aufleger • Kurzabbrechern Gesamt > Kurzabbrecher • Last-Agent Anrufe > Last-Agent • Rückfragen Gesamt > Rückfragen • Servicelevel Beantwortetet in x s > Beantwortet in x s • Servicelevel Erreichbarkeit > Erreichbarkeit • Servicelevel In Service > In Service • Servicelevel x% beantwortet in (s) > x% beantwortet in (s) • Überlauf Warteschleife Timeout > Wartschleife Timeout • Weitergeleitet Nummer > Weitergeleitet Rufnummer
23.06.2015	JTELDEV-3806	New Feature	Performance Tuning in login component	The performance of the login component has been improved by several code optimizations.
21.06.2015	JTELDEV-3803	Improvement	Design of Mini Client	The skin and design of the mini client has been improved.
21.06.2015	CDTMS-2518	New Feature	Configuration of Inbound Status	It is now possible to show or hide any single column in the Supervisor Inbound Status, Today's Statistics area. Previously only blocks of values could be shown or hidden.
11.06.2015	JTELDEV-3775	Bugfix	Exception when editing users locations	Under certain circumstances, an SQL exception would occur when the "Locations" pane of the user edit form was invoked. This problem has been fixed.
11.06.2015	CDTMS-2523	New Feature	Reports with rolling opening times	It is now possible to restrict the data shown in reports to opening times defined under System Settings ... Opening Times.

Date	JIRA Reference	Category	Summary	Notes
09.06.2015	CDTMS-2521	New Feature	Copy user	It is now possible to copy users. The procedure is similar to the group copy procedure. The information which should be copied can be selected from: • Communication • Service Numbers • Reports • ACD Options • Groups • Skills • Locations • Settings
09.06.2015	CDTMS-2524	New Feature	Reports with column shading	To improve readability, some reports now contain column shading which improves the separation of neighbouring values.
09.06.2015	CDTMS-2572	Bugfix	Filenames of announcements	Previously, when uploading files with names > 64 characters, an error would be produced. Now a warning is produced informing the user that the maximum file name is 64 characters.
09.06.2015	CDTMS-2573	New Feature	Reports: 0% instead of -	In some reports, a – would be shown for values of 0%. Now the actual % value calculated is always shown (i.e. 0%).
09.06.2015	CDTMS-2501	New Feature	Headings for CSV reports	It is now possible to select a new report output type, CSV with Selection Criteria and Sums. This produces a CSV style report (which is not strictly CSV according to the definition). However, this report contains information on the selection criteria used when producing the report, and is more useful when additional calculations are to be perfomed in Excel, than the native CSV report.
09.06.2015	CDTMS-2575	Improvement	Ring time for agents in reports	The ring time for agent calls is now calculated based only on the ring time for the current agent. Previously the ring time was cumulated over all attempts to reach an agent.

Date	JIRA Reference	Category	Summary	Notes
09.06.2015	CDTMS-2576	Improvement	ACD-Agent Status Report, extension for system states	The ACD Agent Status Report now includes information on system status values, such as Automatically Logged Out.
09.06.2015	JTELDEV-3710	Bugfix	Filter for List not sorting correctly	When the list of resources / rights is sorted according to a field other than the URI, the secondary sorting order now includes the URI. This helps when assigning rights to security groups in that the data is now sorted in a consistent and predictable way.
09.06.2015	CDTMS-2611	New Feature	ACD groups: mandatory fields for distribution algorithms	When assigning distribution algorithms to an ACD group, some parameters pertaining to the selected algorithm are now mandatory to ensure the correct functionality of the algorithm.
09.06.2015	CDTMS-2507	New Feature	Create ACD groups optimized	When creating an ACD group, the button in the wizard was previously labelled "Continue". It is now labelled "Save and Continue" to highlight the fact that the group is actually saved at this point in the operation.
09.06.2015	CDTMS-2585	New Feature	Agent assignment to groups and matrix improvement	When an agent is assigned to an ACD group (or conversely, groups are assigned to an agent), and also in the matrix "Agents in Groups" and "Groups of Agents" additional information on the Agent(s) in question are now shown: P = The agent is a permanent member of one or more ACD groups R = The agent is a reserve member of one or more ACD groups L = The agent is a read only member of one or more ACD groups U = The agent is an invisible member of one ore more ACD groups A = The agent is an administrator of one or more ACD groups S = The agent is a supervisor of one or more ACD groups This helps decide what the new mapping for the agent might need to be set to.

Release 3.00.5

Date	JIRA Reference	Category	Summary	Notes
16.07.2015	JTELDEV-3883 CWS-78	Bugfix	Error with various transfers	An internal error was reported on: • Blind transfer to a specific number • Assisted transfer to a specific number after finishing the transfer • Assisted transfer to synonym after finishing the transfer • Transfer to external number via DTMF tones The problem did not affect the transfer itself, but an error was reported in the log file and some data may not be written correctly. This problem has been solved.
16.07.2015	JTELDEV-3885	Bugfix	Error with custom reports	It was no longer possible to invoke custom reports stored in the jasper directory under the customer, reseller or system data path (feature introduced in version 2.29.0 / JTELDEV-3281). This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
16.07.2015	JTELDEV-3828	New Feature	On demand build of custom reports	It is now possible to compile Jasper-Report source report files (extension `.jrxml`) in the portal by placing them in the `jasper` directory under the customer, reseller or system data path. When the custom report is invoked from the portal or by the report subscription timer, the system will search both the compiled (extension `.jasper`) and the source report template. If a source report template is found and no compiled report template is present or the compiled report template is older than the source, the system will perform an on demand compilation of the report template.
16.07.2015	JTELDEV-3882	Bugfix	Internal expection on PBX User transfer	In some cases when a transfer to a PBX User was performed, an exception would be raised in the web server log. This did not affect the functionality. This problem has been fixed.
16.07.2015	CDTMS-2839	Bugfix	Unexpected behaviour on transfer via DTMF	Under certain circumstances an assisted transfer initied by DTMS could lead to a conference with all involved people instead of a consultation call. This problem has been fixed.
16.07.2015	CDTMS-2840	Bugfix	SOAP endpoint rewrite	When jboss is configured to rewrite the SOAP endpoint based on the Host-Header of the WSDL-request, the endpoint location in the WSDL was damaged - e.g. http:/example.com instead of http://example.com. This problem has been fixed.
15.07.2015	JTELDEV-3869	Bugfix	Missing call end data	Under very special circumstances, when a call was transferred to an external number, the call end timestamp was not written to the database. This problem has been fixed.
15.07.2015	CDTMS-2838	Bugfix	Error in Conference PIN Wizard	The conference PIN Wizard failed when creating the PINs. This problem has been fixed.

Release 3.00.4

Date	JIRA Reference	Category	Summary	Notes
14.07.2015	JTELDEV-3872	Bugfix	Error with blind transfer	When an agent initiated a blind transfer to another agent, the phone status displayed in ACD Agent Home at the originating agent and destination agent was incorrect. This problem has been fixed.
14.07.2015	CDTMS-2740	Bugfix	Usability issues when creating new users	The new user wizard did not always keep already entered data in the form when the user used "Back". This problem has been fixed.
14.07.2015	JTELDEV-3870	Bugfix	Exception in Conference PIN Wizard	Under certain circumstances a java exception was thrown while using the Conference PIN Wizard. This problem has been fixed.
10.07.2015	JTELDEV-3863	Bugfix	Exception with blind transfer	Under certain circumstances a java exception was thrown when an agent issued a blind transfer. This problem has been fixed.
10.07.2015	JTELDEV-3831	Bugfix	Supervisor – Inbound Status - inconsistencies in figures	Under some scenarios related to complex call forwarding scenarios some figures were incorrectly calculated in some reports and Supervisor - Inbound Status. These problems have been fixed.
10.07.2015	CDTMS-2691	Bugfix	Conference PIN Wizard leads to empty page	When using the Conference PIN Wizard, the user will sometimes be redirected to an empty page. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
10.07.2015	JTELDEV-3846	Bugfix	Wrong Tooltip for Home	The tooltip displayed when floating over the Home (House) -Symbol was wrong. This problem has been fixed.
10.07.2015	JTELDEV-3861	Bugfix	Wrong localisation on call recording in Agent Home.	This problem occurred only if the portal was set to English language: when a call was recorded, the comment field for the recording was preset with a german placeholder text. The placeholder text is now available in English.
09.07.2015	CWS-77	Bugfix	Number filter in Agent Home	It was possible to enter alphanumeric characters when transferring to a number in agent home resulting in inconsistent results. The edit field now allows only numerical values.

Release 3.00.3

Date	JIRA Reference	Category	Summary	Notes
07.07.2015	JTELDEV-3833	Bugfix	Wrong links disabled in Agent Home	Under certain circumstances, when a call was transferred several times between agents and groups, the wrong links were disabled in Agent Home -> Call Handling -> Trasfer -> Group. This problem has been fixed.
07.07.2015	CDTMS-2780	Bugfix	Wrong handling of mandatory field	When editing an ACD Group, the system required the "duration of lock" parameter even if no junk call protection group was selected. This problem has been fixed.
07.07.2015	CDTMS-2696	Bugfix	Subscribed CSV reports without BOM	Subscribed CSV reports were created in UTF-8 without BOM. This caused Excel to assume the wrong character set. This problem has been fixed.
06.07.2015	CWS-74	New Feature	First Call Delay when switching to telephone status	It is now possible to specify a first call delay in the client's ACD options. When specified, the first call will be delivered to an agent only after the specified number of seconds have elapsed when an agent switches to a telephony enabled status. This feature can be enabled/disabled using the resource: `UserData.Clients.Options.ACDOptions.FirstCallDelay`

Date	JIRA Reference	Category	Summary	Notes
06.07.2015	CWS-73	New Feature	Agent identification on phone display on forwarded calls	There is now an option in ACD Groups that allows to improve the information shown in the phone display on SIP based systems: "Prefix with agent identification on transfer". If enabled, when a call is forwarded to another agent or group, the originating agent number is prefixed to the Telephone Display text. This feature can be enabled/disabled using the resource: `Acd.AcdGroups.Master.AgentIdentificationOnTransfer`
03.07.2015	JTELDEV-3830	Bugfix	Java Exception on SOAP call	Under certain circumstances the SOAP call `getAcdDataActual` could fail with an internal java exception. This problem has been fixed.
02.07.2015	JTELDEV-3816	Bugfix	Very specific inconsistencies in figures	Under some very special circumstances related to complex forwarding scenarios some figures were wrongly calculated in some reports and Supervisor - Inbound Status. These problems have been fixed.
02.07.2015	CWS-68	Bugfix	Missing update of phone display	Under certain circumstances the phone display will not be updated correctly when the call is forwarded to another group or agent. This problem has been fixed.
02.07.2015	CWS-69	Bugfix	Wrong count of Agent Calls by Skill	Under certain circumstances the counters for agent calls by skill in ACD Supervisor -> Inbound Status and Wallboard were not updated correctly. This problem has been fixed.
01.07.2015	JTELDEV-3813	Bugfix	Automatic Agent States could be set manually	Agents were able to set also automatic stati like "Automatic logout" from the portal. This problem has been fixed.
01.07.2015	JTELDEV-3783	Bugfix	Configured announcements and e-mail addresses can be lost when editing group rules	When editing the ACD Group rules and creating a new announcement or e-mail address from the ACD Group Rule mask, all previously set announcements and e-mail addresses in the form were deselected. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
01.07.2015	CDTMS-2761	Bugfix	Wrong average call durations in ACD Statistics Agent Calls report	In the ACD Statistics Agent Calls report, the average call durations calculation was wrong. This problem has been fixed.
01.07.2015	JTELDEV-3819	Bugfix	FavIcon not displayed by default	When no customer specific FavIcon was saved in the Data-Directory, the default FavIcon of the portal was not displayed. This problem has been fixed.
30.06.2015	JTELDEV-3820	Bugfix	E-Mail not delivered to agents	When media events are dispatched to agents by SMTP using the e-mail address specified in the agent master data instead of a specific e-mail address specified in the rule, the e-mail was not delivered. This problem has been fixed.
26.06.2015	CWS-53	Bugfix	Wrong portal language on cookie-login	When the user is aotmatically logged in by cookie, the language of the website is sometimes messed up. This problem has been fixed.
23.06.2015	CDTMS-2751	Bugfix	New transaction codes can not be assigned to ACD Groups	Under certain circumstances newly created transaction codes / call markers could not be assigned to ACD Groups. This problem has been fixed.
23.06.2015	JTELDEV-3698	Improvement	Problems with very short phone numbers	When an agent has a phone number shorter than 3 digits, it was not possible any more to select this number as destination number for agent calls. Now only one-digit telephone numbers are prohibited.
23.06.2015	JTELDEV-3807	Bugfix	Wrong average agent call duration on Inbound Status	The average agent call duration on ACD Supervisor -> Inbound Status and ACD Home was errouneously based on all calls instead of all successful agent calls. This problem has been fixed.
18.06.2015	CDTMS-2750	Bugfix	Call interrupted on overflow rule	Under some very special circumstances calls were interrupted when the overflow rule to another group was applied. This problem has been fixed.
18.06.2015	CDTMS-2743	Bugfix	Waiting time, Duration (All) and Duration (Agents) sums wrong	The footer lines and wallboard tiles for "Waiting Time", "Duration (All)" and "Duration (Agents)" in ACD Supervisor always displayed "00:00:00". This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
18.06.2015	CDTMS-2745	Bugfix	List of Agents or Service numbers truncated in Reports	The list of agents or the list of service numbers in the ACD Agent Performance Report and ACD Group Report. This problem has been fixed.
18.06.2015	JTELDEV-3794	Improvement	"Last Agent %" calculation	The value of "Last Agent %" was previously calculated based on the total number of calls in the ACD group. This has been changed to the relation of last agent calls to the total number of **agent** calls.
18.06.2015	CDTMS-2747	Bugfix	Inconsistent display of fractional figures in ACD Home and ACD Supervisor	The representation of figures in ACD Home and ACD Supervisor uses periods and commas as decimal separators inconsistently. This problem has been fixed.
18.06.2015	CDTMS-2746	Improvement	Show agent skill with one decimal digit	In ACD Supervisor -> Group Details the agent skill is now shown with additional precision.
17.06.2015	CWS-60	Bugfix	Redundant display of media events in media history	Under certain circumstances in ACD Home -> Media history the same event was listed multiple times. This problem has been fixed.
17.06.2015	CWS-62	Bugfix	"Details" link not working	In ACD Supervisor -> Inbound Media Events the "Details" link was not working. This problem has been fixed.
17.06.2015	CWS-57	Improvement	TAPI connector cleans up data on initialisation	When starting up, the TAPI connector now cleans up any no longer valid status data.
16.06.2015	CWS-61	Bugfix	TAPI connector did not handle forwarding correctly	When extensions were out of service, the TAPI connector could not deactivate any configured forwarding. This problem has been fixed.

Release 3.00.2

Date	JIRA Reference	Category	Summary	Notes
15.06.2015	CDTMS-2732	Bugfix	Error in assisted transfer between groups	Under certain circumstances the assisted transfer to another ACD group will fail if a previous attempt to transfer to another group was interrupted. This problem has been fixed.
15.06.2015	CDTMS-2733	Bugfix	Wrong label in group rule form	When defining an "Overflow to Group" ACD rule, the label of the group selection box shows "ACD Standalone/Configuration Group" instead of "Group" when the configuration/agent group support is disabled. This problem has been fixed.
15.06.2015	CDTMS-2731	Improvement	Configuration of new call recording options cannot be disabled	The new periodical automatic recording introduced with CWS-9 cannot be disabled by resources. There is now a new resource `Users.ACDOptions.CallRecordings` that allows to disable the feature and all related UI options.

Date	JIRA Reference	Category	Summary	Notes
15.06.2015	CSTUTT-125	Improvement	Changes to wallboard figures	The columns "Agents – Free" and "Agents – Occupied" in Inbound Status and the corresponding tiles in the wallboard no longer count agents who are not logged in for telephony (where ACD Agent Status is not configured with the "Calls" flag).
				The column "Agents – Post Call" and the corresponding wallboard tile now additionally counts the number of agents who are in the mandatory transaction code / call marker phase of processing a call, irrespective of whether they are still actually in the post call interval.
				The wallboard tile "Agents – Other" now counts only agents who are not in pause (Agent Status flag "Pause" is not set), and who are not available for calls (Agent Status flag "Calls" is not set).
15.06.2015	CDTMS-2713	Improvement	Changes to wallboard rounding	Due to rounding issues some columns in the wallboard would display values which were 1 second out. This was due to the use of timestamps without millisecond accuracy. All timestamps have now been changed to use millisecond accuracy.

Release 3.00.1

Date	JIRA Reference	Category	Summary	Notes
12.06.2015	CDTMS-2707	Bugfix	Wrong call durations (all)	Under certain circumstances the average "Duration (All)" in ACD Supervisor -> Inbound Status -> Today's Statistics displays displays the sum of all call parts in all involved groups when a call is forwarded across multiple groups. This problem has been fixed.
12.06.2015	CDTMS-2712	Bugfix	Wrong call duration (agent)	Under certain circumstances the average "Duration (Agents)" in ACD Supervisor -> Inbound Status -> Today's Statistics displays is calculated using a wrong number of agents. This problem has been fixed.
12.06.2015	CDTMS-2730	Bugfix	Some customer specific features werde not available	The conferencing wizards and the customer specific online help were not available. This problem has been fixed.
12.06.2015	JTELDEV-3741	Bugfix	Error when editing report subscriptions	When editing multiple report subscriptions sequentially, under certain circumstances the data from the first subscription was loaded into the editing form for further subscriptions. This problem has been fixed.
12.06.2015	CDTMS-2729	Improvement	Selection fields for supervisor wallboard tiles	The selection boxes have been increased in size in order to show the names of wallboard tiles fully.

Date	JIRA Reference	Category	Summary	Notes
12.06.2015	CDTMS-2722	Improvement	Auto-reset for persistent behaviour stati	The new persistent behaviour agent stati "*Busy / Fremdbesetzt*" and "*No Answer / Keine Antwort*" are now reset on agent logout.
12.06.2015	JTELDEV-3630	Improvement	Detailed logging of SOAP calls	All calls to the SOAP interface are now fully logged to `server.log` in the web server.
11.06.2015	JTELDEV-3778	Improvement	Secondary sorting in call recordings list	When sorting the call recordings list for searching / filtering purposes, the table is now sorted by date / time in addition to the selected primary sort criteria.
11.06.2015	CDTMS-2720	Bugfix	Fields disappear in ACD groups, rule edit form	When editing ACD group rules, under certain circumsances there some fields would disappear sporadically. This problem has now ben fixed.
09.06.2015	JTELDEV-3773	Bugfix	Exception while enabling or disabling ACD group rules	Under certain circumstances a java exception may occur when ACD group rules are enabled or disabled by the user. This problem has been fixed.
09.06.2015	JTELDEV-3733	Bugfix	SQL Exception while editing security groups	When editing security groups as sysadmin and trying to add to the list of workflow application types, an SQL exception occurs. This problem has been fixed.
09.06.2015	JTELDEV-3758	Bugfix	Routing Application Name contains invalid characters	If the name of a routing application contained a ' character, many subsequent SQL calls were affected by the name of the routing application. This caused further database calls processed by the 8-Server to fail. This problem has been fixed.
09.06.2015	CDTMS-2687	Improvement	Line width in ACD Incoming Calls Report	Sometimes the line width in the ACD Incoming Calls Report was too small causing words to overlap. This problem has been fixed.
09.06.2015	CDTMS-2709	Bugfix	Exception in ACD Supervisor	Under certain circumstances an exception could occur in ACD supervisor. This problem has been fixed.
09.06.2015	CDTMS-2702	Bugfix	ACD Supervisor "Now" button problem	In ACD Supervisor the "Now" Button did not work as expected. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
07.06.2015	CSTUTT-121	Bugfix	ACD Supervisor values jump	Under certain very special circumstances users with slightly different settings reguarding group selection and other criteria, the same data is shared when displaying the ACD Supervisor or Wallboard, however the parameters are different. This can cause the values in the supervisor to "jump". This problem has been fixed.
07.06.2015	JTELDEV-3769	Bugfix	ACD Supervisor multichannel agent figures	The calculation of some figures for multichannel agents was wrong. This problem has been fixed.
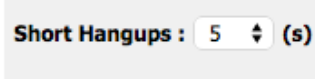
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Date	JIRA Reference	Category	Summary	Notes
05.06.2015	CDTMS-2688	Bugfix	Wrong answer time calculation in ACD Group Report	In The ACD Group Report the maximum answer time is sometimes larger than the maximum waiting time. This happens when the call was forwarded to an external destination. This problem has been fixed.
03.06.2015	CDTMS-2700	Bugfix	Customized longtexts visible for all clients	Long texts customized by clients were visible to all clients of the system. This problem has been fixed.
03.06.2015	CSTUTT-119	Improvement	Alternative calculation of service level and availability	The implementation of the alternative calculation method for service level and availability has been added to the new datacache. This is enabled by setting the following parameter: `ACD.Wallboard.ServiceLevelCalculation == 1` Only calls which have entered the queue and not hung up before the configured short hangup time interval are taken into account.
02.06.2015	JTELDEV-3759	Bugfix	Group transfer via DTMF error	The call transfer to an ACD group via DTMF was not working. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
01.06.2015	CCHALTEC-19	Improvement	Performance of ACD Group Report	Under certain circumstances, the ACD Group Report takes very long to be computed and therefore a report subscription may fail due to internal timeouts. The performance of the report has now been dramatically increased (up to 50x).
28.05.2015	JTELDEV-3746	Bugfix	Wrong timestamps on forwarded calls	When calls are forwarded, the system did not update the agent connect timestamp properly in the call statistics in all cases. Several durations both in reports and statistics displayed wrong values. This problem has been fixed.
23.05.2015	JTELDEV-3734	New Feature	CAPS Counters	The 8server now displays a comprehensive series of call counters in the status bar.
22.05.2015	CDTMS-2669	Bugfix	Fields disappear from Rule edit mask	Sometimes fields suddently disappear from the ACD Group Rule edit mask. This problem has been fixed.
22.05.2015	JTELDEV-3735	Bugfix	Call forwarding problem with servicenumber containing *umlauts*	If a call from a servicenumber which contains special characters in the service number name is trasferred with assisted transfer, the transfer is always performed as blind transfer. This problem has been fixed.
21.05.2015	CWS-34	Bugfix	Wrong sort order in ACD Statistics Itemised Call Details	The ACD Statistics Itemised Call Details report disaplyed all rows in a slightly wrong sort order. This problem has been dixed.
21.05.2015	CWS-4	New Feature	Support for call pickup in TAPI driver	The system is now able to handle correctly calls picked up by another agent via the PBX signalled tot he ACD by the TAPI driver.
12.05.2015	CWS-37	Improvement	New shortcut in Agent Home	In Agent Home – Group Transfer a new shortcut allows to navigate directly to the group details without navigating through Agent Home – Inbound Status.
11.05.2015	CAUDIOTEX-1	New Feature	New field „Contract Number" in Service Number	It is now possible to specify the following the new field „Contract Number" for every service number: this field has no functional effects but can be shown in various places (like CRM Link, Reports, etc).

Date	JIRA Reference	Category	Summary	Notes
08.05.2015	JTELDEV-3694	Improvement	Performance Improvement in ACD Supervisor	The execution speed of an internal function called very frequently in ACD Supervisor has been improved by around 100% speeding up visibly the performance of ACD supervisor.
08.05.2015	JTELDEV-3678	Bugfix	Javascript Error with Internet Explorer	Some pages contained java script code that would lead to an error dialog in Internet Explorer. This problem has been fixed.
28.04.2015	CSTUTT-31	Bugfix	Transaction Codes editor dropdown error	When editing the group list of a transaction code and adding a new group, the group list drop down contained a wrong list of groups, if the parent transaction code list is split up in more than one page. This problem has been fixed.
21.04.2015	JTELDEV-3446	New Feature	ACD Mini Client	A new ACD Mini Client with reduced functionality and optimized for small screens has been implemented. The MiniCient can be acessed by the URLs: • http://acd.example.com/CarrierPortal/mclogin • http://acd.example.com/CarrierPortal/mclogin/resellerID/clientID In addition, a container application for Windows has been created which hosts the MiniClient as a docking frame in the system desktop.
21.04.2015	JTELDEV-3604	Bugfix	Enter callback number not working as expected	In a group with activated Callback rule, the caller will be asked if he wants to be called back. After entering the number, the number will be spelled to the caller and asked if the number is correct. If the caller chooses to change the number, the system hangs up instead of asking the user to enter the number again. This problem has been fixed.
20.04.2015	JTELDEV-3659	Bugfix	Missing label in IVR Object „ACD with DB-Routing"	The configuration page of the IVR Object „ACD with DB-Routing" does not show one of the parameter labels. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
17.04.2015	JTELDEV-3665	Bugfix	Crash in TAPI Connector	The TAPI connector crashes under certain circumstances. This problem has been fixed.
17.04.2015	JTELDEV-3660	Bugfix	Error in assigning cockpit variable value	When assigning a value to a cockpit variable with the IVR module „Cockpit", the abolute counter was assigned and not the value. This problem has been fixed.
16.04.2015	JTELDEV-3653	Bugfix	SQL Exception when filtering cockpit variables	System Settings -> Cockpit Variables: An SQL Exception occurred when entering something in the filter. This problem has been fixed.
16.04.2015	JTELDEV-3652	Bugfix	Wrong group name when forwarding media events	When an agent forwards a media event to an ACD group, the original group is not displayed any more in the event properties. This problem has been fixed.
13.04.2015	CWS-19	New Feature	New wallboard graph showing calls for first and second level agents	There is now a new wallboard graph that displays calls based on the qualification level of the answering agent unsing the three additional call counters: • Calls answered by agents with skill elevation • Calls answered by agents without any skill modification • Calls answered by agents with skill degradation
13.04.2015	CWS-13	New Feature	New wallboard tiles and supervisor columns showing calls for first and second level agents	There are now new wallboard tiles and supervisor columns that display calls counters based on the qualification level of the answering agent:
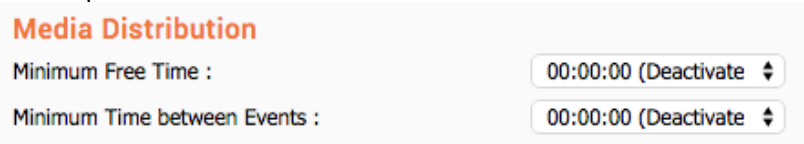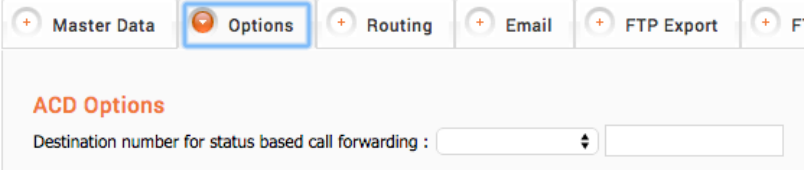
Date	JIRA Reference	Category	Summary	Notes
09.04.2015	CWS-15	New Feature	New Workbreak Slot Indicator	There is now a new workbreak slot indicator that informs the agents abount the possibility to have a break based on the current agent availability for the logged in groups: When the indicator light is green, it's safe to have a break, since there are enought agents to serve the incoming calls. When the indicator is red, agents should not have a break. When the light is yellow, it is possible to have a break but the number of agents available is marginal.
09.04.2015	CWS-16	New Feature	Configurable short hangup time	It is now possible to configure the short hangup time used for all computed supervisor and wallboard figures:
08.04.2015	JTELDEV-3487	New Feature	New Cache, Wallboard, Supervisor and Agent implementation	Huge parts of the internal statistic calculation and representation logic have been fully reengineered. This includes the internal cache, the calculation and representation of all ACD Supervisor values, ACD Home values and the wallboard. As a benefit the system performance of the portal server has been improved by about 200%-300%, the query load on the database servers has been considerably reduced and balanced between master and slave servers and all values are now fully documented and reviewed: See: https://wiki.jtel.de/display/JPW/Supervisor+und+Wallboard+Inhalte

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Date	JIRA Reference	Category	Summary	Notes
02.06.2015	JTELDEV-3629	Bugfix	Error when entering time of subscribed report	When creating or editing a report subscription, it was not possible to enter the time of a report subscription because the time control was updated to the current time at every internal screen refresh cycle. This problem has been fixed.
22.05.2015	CCONTACT-17	Bugfix	SQL Exception in Junk Call Handling	If a junk call group was defined without specifying any lock duration, an SQL exception was raised when adding a call tot he junk group. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
22.05.2015	CSWP-38	New Feature	New ACD Group Report and Transaction Codes Sums	There is a new ACD Group Report available. This report shows the following data: • Number of calls (Offered, In Service, Not in service, Hung up <=, Hung up >, Errors, Queue closed, Queue full, Queue timeout, Busy) • Availibility and Service Level • Maximum and average ringing duration • Maximum and average hangup duration • Maximum and average conversation duration • Maximum and average post processing duration The is a new Transaction Codes Sums Report available. This report shows the following data: • Count of calls • Average and total call duration • Average and total post processing duration
19.05.2015	CCONTACT-12	New Feature	New CRM Link column in Agent Home	The *Current Call* table in Agent Home->Call Handling now displays an additional column with a CRM Link related to the call. The link will be generated based on a link template specified in the ACD Group configuration. The link template may contain the following placeholders that are replaced by the current call's values: • `$RootNumber -> JTELWeb.ServiceNumbers.RootNumber` • `$ServiceNumber -> JTELWeb.ServiceNumbers.Name` • `$CustomerNumber -> JTELWeb.ServiceNumbers.CustomerNumber` • `$ParentCustomerNumber -> JTELWeb.ServiceNumbers.ParentCustomerNumber` • `$BillingNumber -> JTELWeb.ServiceNumbers.BillingNumber` • `$GroupNumber -> JTELWeb.AcdGroups.GroupNumber` • `$CallerNumber -> JTELWeb.varCallData.ANumber`

Date	JIRA Reference	Category	Summary	Notes
16.04.2015	JTELDEV-3658	Bugfix	Not playback in Input Menu DTMF	The IVR object Input Menu DTMF did not play the announcement if any was specified. This problem has been fixed.
09.04.2015	CWS-9	New Feature	Periodical automatic recording	In ACD Groups Call Recording can now be configured to automatically record each nth call with the possibility of user opt out via DTMF.
08.04.2015	CWS-1	New Feature	Support for phone display message via Q.Sig	In the Master Data of an ACD Group it was possible to specify a message displayed on the phone display. This field was named "Sip Display". The field has been renamed to "Telephone Display" and the feature now works also with Q.Sig.
07.04.2015	CWS-3	New Feature	Send media events to original ACD group	Media events (e.g. Voice mails and Call Back Requests) generated in a call were always sent to the last group in the call processing. It is now possible to specify in the routing application parameters, that the media events are sent to the original ACD group of the call.
07.04.2015	CWS-10	New Feature	Fax Tone Detection IVR Object	There is now a new IVR Object available that detects a fax tone and permits to jump directly into a different execution path:

Date	JIRA Reference	Category	Summary	Notes
07.04.2015	CWS-2	New Feature	Media Events delivery mitigation	In ACD Groups->Offline Parameters it's now possible to specify some parameters that mitigate the distribution frequency og media events to an agent. It is possible to specify a minimum (phone call) free time before a media event is distributed and a minimum time that separates a media event from the next one:
27.03.2015	JTELDEV-3614	Bugfix	Internal Exception while trynsferring a call via SOAP	When a call was transferred via the SOAP interface, an internal exception was raised and the call was not transferred. This problem has been fixed.
26.03.2015	CWS-12	New Feature	Support for counting calls for first and second level agents	It is now possible to count calls based on the qualification level of the answering agent. For this purpose the system holds three additional call counters: • Calls answered by agents with skill elevation • Calls answered by agents without any skill modification • Calls answered by agents with skill degradation
26.03.2015	CWS-6	New Feature	Status based automatic call forwarding	It is now possible to define a status based automatic call forwarding for a client. The forwarding target will be defined in the User Data->Client Master Data->Options: Agent stati can now define if the agent received a call or if the status based call forwarding becomes active. When an agent switches his status in a call forwarding status, all calls for this agent will be redirected to the specified target.

Date	JIRA Reference	Category	Summary	Notes
26.03.2015	JTELDEV-3602	Bugfix	Overflow to Group action in ACD Group Rule on checkpoint start failes	ACD Group Rules on checkpoint "Start" with the action "Overflow to Group" did not work at all. This problem has been fixed.
17.03.2015	CCONTACT-10	New Feature	New documentation fields for service numbers	It is now possible to specify the following new fields for every service number: • Customer Number (16 chars) • Parent Customer Number (16 chars) • Billing Number (32 chars) These fields have no functional effects but will be shown in various places (like CRM Link, Reports, etc)
27.02.2015	JTELDEV-3520	New Feature	New wallboard tile "In Service"	A new wall board tile "Total Calls in Service" showing the number of calls in service has been implemented.
13.02.2015	JTELDEV-3311	Improvement	Longer color fields for agent stati	The length of the colo description fields for agent stati has been increased.
13.02.2015	CCONTACT-9	New Feature	Configurable caller ID when forwarding calls to external numbers	It is now possible to configure either in the routing application parameters or in the IVR Object ACD a caller number that will be signalled as originator number when a call is forwarded to an external destination (instead of the original caller number).
10.02.2015	JTELDEV-3437	Bugfix	Sometimes it was not possible to delete Service numbers	Under certain circumstances it was not possible to delete service numbers, also if all prerequisites were fulfilled. This problem has been fixed.
09.02.2015	CSWP-1	New Feature	Priority service number	It is now possible to configure service numbers with high priority. Call to these service numbers will case the telephony server to terminate already connected calls on service number without high priority, if all channels are busy.

Date	JIRA Reference	Category	Summary	Notes
09.02.2015	CSWP-12	New Feature	New ACD Group Report	There is a new ACD Group Report available. This report shows the following data: • Average number of agents per time frame • Number of calls • Maximum number of parallel calls • Number of calls that were received by forwarding from other groups • Number of calls with Post Call processing • Number and Percentage of calls answered within X seconds • Number and Percentage of calls abandoned within Y seconds • Number and Percentage of calls abandoned after Y seconds • Total and average agent ringing time • Number of calls answered by an agent • Number of calls on voice mail • Number of call back notifications • Number of hangups before queue • Number of hangups in queue • Various sums
06.02.2015	CSWP-13	New Feature	New Service Number Report	There is a new Service Number Report available. This report shows the following data: • Number of calls • Maximum number of parallel calls • Number and Percentage of calls answered within X seconds • Number and Percentage of calls abandoned within Y seconds • Number and Percentage of calls abandoned after Y seconds • Total and average agent ringing time • Number of calls answered by an agent • Number of calls on voice mail • Number of call back notifications • Number of hangups before queue • Number of hangups in queue • Various sums

Date	JIRA Reference	Category	Summary	Notes
05.02.2015	CSWP-14	New Feature	New Transaction Code Report	There is a new Transaction Code Report available. This report shows the following data: • Servicie Number • Number of the caller • ACD Configuration Group • ACD Agent Group • Agent • Transaction Code • Export Key • Timestamp Start Conversaion • Timestamp on set Transaction Code • Call duration • Duration of post processing
04.02.2015	JTELDEV-3468	Bugfix	Error in StyleSheet	When editing ACD Groups, the line ' *) Properties of Default Group "<Group name>" ' was shown in incorrect places, depending on the type of the edited group. This problem has been fixed
04.02.2015	JTELDEV-3476	Improvement	Security Issue	It was possible to enter characters in the list filter field that may lead to SQL injection problems. This problem has been fixed.
04.02.2015	CSWP-5	New Feature	New alerts	The system now sends alarm e-mails if calls are rejected because of all lines being in use. The destination email address is configured in `CarrierPortal/AppServer/Config/Portal.Daemon.ServerFull.SendWarning.ini` and the repetition interval for alert emails is configured in the portal parameter `Portal.8Server.ServerFull.SendWarning.MinInterval`

Date	JIRA Reference	Category	Summary	Notes
30.01.2015	CSWP-11	New Feature	New Agent Report	There is a new Agent Report available. The report shows the following data: • Number of ACD calls • Average and total duration of calls • Number of ACD initiated calls • Average and total duration of ACD initiated calls • Number of agent calls initiated by call forwarding • Average and total duration of calls initiated by call forwarding • Average and total duration of post processing •
27.01.2015	JTELDEV-3368	Bugfix	Error in Reports with „Today with Worktime"	When selecting „Today with worktime" as a report parameter, it was not possible to enter the work time. This problem has been fixed.
27.01.2015	CSWP-4	New Feature	Call Recordings as MP3	The system is now able to store the call recordings also as MP3 files. To enable the following parameters must be set correctly: • `Portal.EventSpool.CallRecordings.Format:` empty or 0 = wav, 1 = mp3 • `Portal.Daemon.Audio.Converter.wav.mp3.Command`: full path to a audio 2mp3 conversion tool
16.01.2015	CSWP-6	New Feature	Listen to Voicemails via phone	It is now possible to listen to received voicemails also via teleohone. In addition tot he play/download link, there is now a button that causes the system to call the agent's phone and play the voicemail.
15.01.2015	CSWP-3	New Feature	Configuration and Agent Groups	In addition tot he standard (standalone) ACD groups, there is now the possibility to define Configuration Groups (that carry only ACD Group configuration data) and Agent Groups (that carry a list of agents and all agent related configuration data). These groups can be used in combination to simplify the modeling of complex ACD with a recurring grouping of same agents.

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Date	JIRA Reference	Category	Summary	Notes
18.05.2015	CDTMS-2681	Bugfix	Error when copying ACD group rules	When copying ACD group rules, some of the involved announcements may not always be copied. This problem has been fixed.
15.05.2015	CDTMS-2670	Bugfix	Error when mixing system announcements with music on hold	When the option "Mix Files" in Edit Groups – Queue is activated, the music on hold was not always audible if the announcement is a system announcement. This problem has been fixed.
15.05.2015	CDTMS-2678	Bugfix	Missing transferred calls in ACD Incoming Calls Report	The ACD Incoming Calls Report did not count transferred calls based on external numbers, synonyms, and agents. This problem has been fixed.
15.05.2015	CDTMS-2677	Bugfix	Slow ACD Incoming Calls Report	Under certain circumstances, the ACD Incoming Calls Report is extremely slow and additionally causes a lock cascade on the reporting database server. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
15.05.2015	CDTMS-2680	Improvement	Customisable style of header symbols	It is now possible to configure the style of the header symbols in the `overrides.css` stylesheet by using the new classes • `headerButtonLogout` – Style of the logout link • `headerButtonHome` – Style of the home link • `headerButtonHelp` – Style of the help button
12.05.2015	CDTMS-2674	Bugfix	Wrong routing applications when editing a reseller	When editing a reseller, the list of assigned routing applications displayed also routing application not assigned to that reseller. This problem has been fixed.
11.05.2015	CDTMS-2667	Bugfix	Selection of time intervals in reports broken	When a time interval was specified, it was not possible to select group. When groups were specified, it was not possible to select a time interval. This problem has been fixed.
08.05.2015	CDTMS-2650	Bugfix	Negative values in ACD Incoming Calls Report	Some clients have experienced negative answer times in the ACD Incoming Calls Report. This problem has been fixed.
07.05.2015	JTELDEV-3721	Bugfix	Error while copying ACD Groups	Under certain circumstances it was not possible to copy an ACD group. This problem has been fixed.
05.05.2015	CDTMS-2633	Bugfix	Inconsistent Reporting when specifying inverted time interval	When configuring a report with a specified time interval it was possible to specify a "From" later than the "To" value. It was still possible to generate a report with these meaningless parameters. This problem has been fixed.
05.05.2015	JTELDEV-3716	Bugfix	Wrong calculation of free multichannel agents	The formula for calulcating the number of free channels in a multichannel agent was incorrect. This problem has been fixed.

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Date	JIRA Reference	Category	Summary	Notes
08.05.2015	CDTMS-2635 JTELDEV-3714	Bugfix	Error in FTP List Improt	The inconsistent handling of trailing slashes in pathnames could lead to malfunctions or not expected behaviour during FTP List import. This problem has been fixed.
04.05.2015	CDTMS-2579 JTELDEV-3619	Improvement	More fields in Long Caller alert emails	It is now possible to display also the agent name in long caller alert emails using the variable $agent.
30.04.2015	CDTMS-2609	Bugfix	SQL Exception While sorting Transaction Codes	When sorting Transaction Codes by Export Key in the Group Edit mask, an SQL Exception was raised. This problem has been fixed.
30.04.2015	JTELDEV-3712	Improvement	Voicemails and Callback Requests in Incoming Calls Report	When a call finishes with a voicemail or a callback request due to a group rule, the call is now counted as Overflow in the subreport section of the Incoming Calls Report.
29.04.2015	JTELDEV-3705	Bugfix	SQL Exception in Agent Home	Under certain circumstances, an SQL Exception will be raised in Agent Home during call transfers. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
29.04.2015	CDTMS-2512 JTELDEV-3707	New Feature	Customizable Favicon	The system Favicon can now be replaced by storing a customized favicon in the `DATA/system/skin` directory. A reseller specific favicon can be enabled by saving a customized favicon in the `DATA/resellers/<resellerID>/skin` directory.
28.04.2015	CDTMS-2612 JTELDEV-3670	New Feature	Web Session Reports	A new Web Session Report containing usage statistics of the portal has been created. This contains information on the number of sessions which have used Agent Home, and Supervisor, and can be used for system scaling. Reference: B.170 Chapter 2.
28.04.2015	CDTMS-2515 JTELDEV-3701	Improvement	Spelling of English words in German localisation	The spelling of the English word "Dialler" has been changed to the American English form "Dialer" in the german localisation in order to reflect the general foreign terms for telecommunication habit in Germany.
28.04.2015	CDTMS-2610 JTELDEV-3700	New Feature	New Column "Available Agents" in Agent Home	A new column "*Available*" has been added to *Agent Home – Inbound Status* that shows the number of available agents. Reference: B.169 Chapter 15.
28.04.2015	CDTMS-2525 JTELDEV-3699	New Feature	Readable number of MC agents in Agent Home	The column "*Availability*" in *Agent Home – Call Handling* now also shows the used number of agents for multichannel agents. Reference: B.169 Chapter 14.
27.04.2015	CDTMS-2530 JTELDEV-3676	New Feature	Voicemail and Callback Requests in Incoming Calls Report	When a call finishes with a callback request or a voicemail due to a group rule, these calls are now shown in the incoming calls report in the bottom section accordingly. Reference: B.169 Chapter 18.
23.04.2015	CDTMS-2624 JTELDEV-3687	Improvement	Better Name for Column "Timer"	In *Supervisor – All Agen*ts the column "*Timer*" has been renamed to "*Status since*" in order to better explain the meaning of the number, since it will reset the counter with each status change.
23.04.2015	CDTMS-2625 JTELDEV-3689	New Feature	Better Name for "End Impersonation" button	The button "*Logout/Abmelden*" for ending a user impersonation has been renamed to "*Quit/Beenden*". This new feature is available only in the dtms-specific version. Reference: B.169 Chapter 10.

Date	JIRA Reference	Category	Summary	Notes
23.04.2015	CDTMS-2522 JTELDEV-3692	New Feature	Generic string for all whisper announcements	During any kind of whisper announcement, the system will display in Agent Home the string "*Whisper announcement / Flüsteransage*". Reference: B.169 Chapter 12.
23.04.2015	CDTMS-2114 JTELDEV-3690	Improvement	Redesigned handling of report headers for huge group/numbers lists	All reports suffering the problem of broken formatting of the report header in case of huge group, agents or service numbers lists have been modified in order to support any number of groups / service numbers. Reference: B.169 Chapter 9.
23.04.2015	CDTMS-2509 JTELDEV-3684	Improvement	Better ergonomy of Home / Help / Logout buttons	The spacing of the header buttons for Home, Help Logout and Lnaguage choice has been increased in order to improve usability. Reference: B.169 Chapter 6.
22.04.2015	CDTMS-2503 JTELDEV-3681	Improvement	Better representation of service numbers in report configuration	The selection field for service numbers when inputting the parameters for a report execution now shows the best possible representation based on the "Platform Destination", "Service Number" and "Name" fields. Reference: B.169 Chapter 4.
22.04.2015	CDTMS-2502 JTELDEV-3672	New Feature	New agent stati based on persistent busy or no answer behaviour	The system now supports the new agent stati "*Busy / Fremdbesetzt*" and "*No Answer / Keine Antwort*" that will be set (if activated), when a call to an agent failed because of busy of no answer. Both stati are persistant until a call to the agent succeeds. Reference: B.169 Chapter 3.
22.04.2015	CDTMS-2606 JTELDEV-3669	Improvement	Fixed spelling errors	Fixed spelling errors in german password reset emails.
22.04.2015	CDTMS-2567 JTELDEV-3668	Bugfix	Internal inconsistency	The internal ACD Group End Reason ID 109 was partially missing from the system. In addition the handling of group transfers did not correctly handle the "Queue DTMF Rule" group end situation. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
22.04.2015	CDTMS-2456 JTELDEV-3581	Bugfix	Inconsistent figures some reports of forwarding	When forwarding a call using assisted transfer to an agent that is not logged in, the ACD Incoming Calls Report is erroneous and the ACD Itemised Call Details Report does not show the call. This problem has been fixed.
16.04.2015	CDTMS-2583 JTELDEV-3622	Bugfix	Error when mixing announcements with music on hold	When the option "Mix Files" in Edit Groups – Queue is activated, the music on hold was not always audible if certain constraints on the minimum length of the music on hold file were not met. This problem has been fixed.
15.04.2015	CDTMS-2529 JTELDEV-3656	Improvement	Better datepicker defaults when configuring reports	When configuring reports with from / to intervals, a date picker can be used to enter the from / to interval. By default both from/to time was set to the current time. This has now be changed to 00:00 for "from" and 23:59 for "to".
15.04.2015	CDTMS-2554 JTELDEV-3643	Bugfix	Missing Voicemails in ACD Group Report	The ACD Group Report did not count voice mails. This problem has been fixed.
15.04.2015	CDTMS-2586 JTELDEV-3633	Bugfix	Errors in ACD Statistics Group Calls Report	The ACD Statistics Group Calls Report showed anomalies in column sorting and call counting. These problems have been fixed.
15.04.2015	CDTMS-2559 JTELDEV-3636	Bugfix	Error while copying rules	When copying rules from one ACD group to another, the DTMF sequences were not copied. This problem has been fixed.
31.03.2015	CDTMS-2577 JTELDEV-3618	Bugfix	Missing call markers from SOAP interface	The SOAP interface did not return a valid list of call markers / transaction codes for ACD groups with valid transaction codes. This problem has been fixed.
31.03.2015	CDTMS-2569 JTELDEV-3613	Bugfix	Wrong Numbers in ACD Group Status Report and ACD Agent Status Report	The ACD Group Status Report and ACD Agent Status Report contained some incorrect figures. This problem has been fixed.
31.03.2015	CDTMS-2562 JTELDEV-3610	Bugfix	Inconsistent values between ACD Call Reason Report and ACD Caller Reports	Under certain circumstances the ACD Call Reason Report and ACD Caller Reports show different values when they should not. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
26.03.2015	CDTMS-2500 JTELDEV-3579	Improvement	Handling of group number in group creation, editing and copying	There are several situations in which the mandatory group number handling may lead to groups without group number. All of those problems have been fixed.
20.03.2015	CDTMS-2392 JTELDEV-3452	Bugfix	Wrong status information and handling in Agent Home during number announcement	When transferring a caller to a number announcement, the call status information in Agent Home was wrong (*"Transfer (Ringing)"*). In addition the offered function buttons for call handling were not applicable. This problem has been fixed.
19.03.2015	CDTMS-2510 JTELDEV-3570	Bugfix	Some ACD Group values were overwritten with defaults	When editing an ACD Group some values could be overwritten by defaults when saving. This problem has been fixed.
19.03.2015	CDTMS-2498 JTELDEV-3563	Bugfix	Statistics - Service Numbers does not refresh	The Statistics - Service Numbers **only** refreshes when invoked by an impersonated user. This problem has been fixed.

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Date	JIRA Reference	Category	Summary	Notes
17.03.2015	JTELDEV-3530 CDTMS-2457	Bugfix	User cannot retrieve call to unavailable group	When an Agent transfers a call to an unavailable group (assisted transfer), it was not possible to retrieve the call. This problem has been fixed.
11.03.2015	JTELDEV-3548 CDTMS-2455	Bugfix	Error in reports on calls transferred to available groups	When an agent transfers a call to an available group (assisted transfer) the ACD Incoming Calls Report and ACD Itemised Call Details showed negative waiting times and the wrong group for the call. This problem has been fixed.
11.03.2015	JTELDEV-3565 CDTMS-2513	Bugfix	Exception in Agent Home leads to empty page	Sometimes switching between tabs in Agent home leads to an empty page and destroys the user session. The user has to login again. This problem has been fixed.
11.03.2015	JTELDEV-3559	Bugfix	Mandatory input not checked on tab switch	When creating or editing a user or ACD group it was possible to skip the input of mandatory data when switching to another tab before saving. This problem has been fixed.
10.03.2015	JTELDEV-3575 CDTMS-2542	Bugfix	User import always threw errors	When importing new users via a CSV file, the system always exited with an import error but the users were created anyway. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
10.03.2015	JTELDEV-3337 CDTMS-2117	Improvement	ACD incoming calls and itemised call report column change	The ACD incoming calls report and the itemised calls report have been changed to show the name of the service number instead of the root number of the service number.
09.03.2015	JTELDEV-3567 CDTMS-2499	Improvement	User PIN was shown verbatim in user creation summary	When creating a new user, the users PIN was shown verbatim in the final creation summary. This sensitive information is now obfuscated.
09.03.2015	JTELDEV-3568 CDTMS-2508	Bugfix	User password was lost during creation when pushing "back"	When creating a new user, the user password was lost if the "back" button was used during the create user wizard. This problem has been fixed.
09.03.2015	JTELDEV-3572 CDTMS-2517	Improvement	Misleading term "Daemon" replaced	In many statistics and reports, the term "Daemon" was used to describe objects processed by a time-triggered process. This term has been replaced with "Timed"/"Zeitgesteuert"
09.03.2015	JTELDEV-3562	Bugfix	Wrong calculation of figure "Control" in ACD Supervisor	The value "Control"/"Kontrolle" is a subset of the total number of calls. The calculation was wrong and sometimes the value was greater than the total number of calls. This problem has been fixed.
09.03.2015	JTELDEV-3554 CDTMS-2493	Bugfix	Various exceptions caused HTTP Errors 404 and 500	Some customers reported frequent HTTP Errors 404 and 500 due to internal exceptions. This problem has been fixed.
09.03.2015	JTELDEV-3566 CDTMS-2482	Bugfix	Cockpit Web Service Failure	The Cockpit Web Service was broken after a recent Windows Update. This problem has been fixed.
09.03.2015	JTELDEV-3557 CDTMS-2492	Bugfix	Various failures in callback handling	When a caller registered a callback notice, the agent was able to open the callback event. Several links and functions on the details page led to empty pages. This problem has been fixed. .
09.03.2015	JTELDEV-3543 CDTMS-2460	Bugfix	Report inconsistencies on blind transfer	When the agent initated a blind transfer to another agent, and the target agent did not answer the call, the ACD Incoming Calls Report and the ACD Itemised Call Details Report showed inconsistencies in the way the calls were counted. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
05.03.2015	JTELDEV-3560	Bugfix	Endless lock duration list	When editing an ACD Group, the lock duration dropdown list for Junk Call Protection contained numerous repetitions of all choices. This problem has been fixed.
05.03.2015	JTELDEV-3555	Bugfix	IVR object Branch time frame not editable	When editing the branch time frame object in a routing application, it was not possible to modify the time values. This problem has been fixed.
04.03.2015	JTELDEV-3549 CDTMS-2486	Bugfix	Missing short text for long caller time plan entry	When editing the time plan for emails to supervisors on long calls, the short text for the caption was missing. This problem has been fixed.
03.03.2015	JTELDEV-3544	Improvement	Removed execution of disabled code in ACD Agent	Some features in ACD Agent can be disabled. Nevertheless some related code was still executed. This problem has been fixed.
03.03.2015	JTELDEV-3525	Improvement	Cosmetic improvements in stylesheet	The stylesheet was improved to • show the desired font • avoid displaying useless scroll bars • use better margins and spacings Additionally the view refresh procedure has been optimized causing less traffic.
03.03.2015	JTELDEV-3552 CDTMS-2531	Improvement	Empty columns in ACD Incoming Calls Report	When some columns of ACD Incoming Calls Report were disabled by configuration, the column was still visible (but empty) in the sub reports. This problem has been fixed.
03.03.2015	JTELDEV-3551 CDTMS-2489	Bugfix	Conversion error of uploaded media in conference	When the meeting organiser uploaded a presentation or documents, the pages were sometimes not converted and the whole presentation was lost. This problem has been fixed.
02.03.2015	JTELDEV-3542	Bugfix	Missing SMS popup in Call Handling	During an active call in Agent Home the user has the possibility to send an SMS to the caller. When the user pushed the "Send SMS" button, no popup was shown. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
02.03.2015	JTELDEV-3538 CDTMS-2475	Bugfix	Hiding the menu pane caused inconsistent behaviour	If the menu pane was hidden while editing a user entry, and the user tried to reactivate the menu pane, some mandatory missing input warnings were displayed, but the menu pane did not reappear. This problem has been fixed.
26.02.2015	JTELDEV-3546 CDTMS-2480	Bugfix	Counter Statistics of routing applications did not show	When invoking the Counter Statistics of routing applications, a blank page was displayed. This problem has been fixed.
26.02.2015	JTELDEV-3541 CDTMS-2477	Bugfix	Various exceptions caused connection problems	Some customers reported sporadic connection problems probably due to internal exceptions. This problem has been partially fixed.
25.02.2015	JTELDEV-3514	Improvement	Overlapping configuration buttons in wallboard	If all totals tiles are removed from the wallboard, the tile selection button for the group tiles and the tile selection button for the totals tiles overlap making it nearby impossible for the user to distinguish between them. This problem has been fixed.
25.02.2015	JTELDEV-3534 CDTMS-2468	Bugfix	Navigating to Inbound Status as Client Admin leads to blank page	When a client administrator tries to open the Inbound Status tab in Agent Home, under certain circumstances only a blank page is displayed. This problem has been fixed.
25.02.2015	JTELDEV-3537 CDTMS-2474 CDTMS-2472	Bugfix	HTTP Status 500 Error when opening Offline Parameters tab on newly created group	When creating a new ACD group and navigating to the offline parameters page, the server shows an HTTP 500 Server Error response. This problem has been fixed.
25.02.2015	JTELDEV-3536 CDTMS-2466	Improvement	Agent name field in ACD Clients Report too short	The ACD Clients Report Agent column truncated names and did not use the entire width of the column. This problem has been fixed.
25.02.2015	JTELDEV-3535 CDTMS-2467	Bugfix	ACD Groups without group number	It was possible to create or save ACD Groups without any group number in an environment with mandatory group numbers enabled. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
25.02.2015	JTELDEV-3528 CDTMS-2458	Improvement	Number of agents displayed in Agents column in Agent Home	The column Agents in Transfer->Group in Agent Home displayed the total number of assigned agents to the group and not the number of logged in agents. Since the total number of agents is of little consequence when transferring a call, this data has been changed.
25.02.2015	JTELDEV-3527 CDTMS-2461	Bugfix	Agent status did not update in Agent Home	When the agent status was changed in the header status applet, the status was not refreshed in the Agent tab on Agent Home. This problem has been fixed.
25.02.2015	JTELDEV-3516 CDTMS-2427	Bugfix	FTP Upload settings are not copied when copying ACD groups	When an ACD group is copied, the FTP upload options are not copied to the resulting new group. This problem has been fixed.
21.02.2015	JTELDEV-3524 CDTMS-2452	Improvement	System Startup Cleaner with less database impact	New system startup cleaner daemons `Portal.Daemon.SystemStartSequence.Update.v2.r5` and `Portal.Daemon.SystemStartSequence.Cleaner.v2.r5` have been added to the system. These can be used instead of `Portal.Daemon.SystemStartSequence.Update.r5`, and produce much less database locking thus improving performance.
21.02.2015	JTELDEV-3512 CDTMS-2442	Bugfix	Failed to delete client	When deleting a whole client, the operation may fail leaving the data in an unconsistent state. This problem has been fixed.

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Date	JIRA Reference	Category	Summary	Notes
13.02.2015	JTELDEV-3507 CDTMS-2436	Bugfix	Forward call to another ACD Group fails	When an agent tried to forward a call to another group, the caller was sent to the queue but nothing else happened. Additionally the status of the agent displayed in the portal was still "Busy". This problem has been fixed.
13.02.2015	JTELDEV-3502	Bugfix	Failure when removing ACD group association from service number	When selecting the empty list element from the ACD group list in the Parameters tab of the selected routing application of a service number, it was not possible to save the item. This problem has been fixed.
13.02.2015	JTELDEV-3501 CDTMS-2433	Improvement	Elements in tab "Offline Parameters" messed up	Some Elements in the tab "Offline Parameters" when editing a group were messed up in the view. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
13.02.2015	JTELDEV-3453 CDTMS-2394	Bugfix	ACD Incoming Calls Report and ACD Statistics Itemised Call Details Report	Previously, if an agent initiated a call transfer of an active call to another destination, and retrieved this call whilst it was ringing, the ACD Incoming Calls Report and ACD Statistics Itemised Call Details Report would show "Busy" for the result of this transfer attempt. This behaviour was been changed in version 2.29.2, so that such calls are reported as "No Answer" in the ACD Itemised Calls Report, and reported in the Timeout column in the ACD Incoming Calls Report. This was not working for call forwarded to external numbers. This problem has been fixed.
11.02.2015	JTELDEV-3490 CDTMS-2428	Bugfix	Missing caller numbers in "ACD Statistics Itemised Call Details" Report	When an "ACD Statistics Itemised Call Details" was created by a subscription, the caller numbers were missing from the report. This problem has been fixed.
11.02.2015	JTELDEV-3467 CDTMS-2419	Bugfix	Wrong figures in "ACD Incoming Calls Report" when overflow rule applies	When calls are forwarded to an external number due to queue overflow, the ACD Incoming Calls Report displayed some wrong figure. This problem has been fixed.
10.02.2015	CBLUE-28	Bugfix	LDAP Login fails if "Remember me" is checked	When logging in as a user with LDAP login and checking "Remember me", the login always failed without any error message. This problem has been fixed.

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Date	JIRA Reference	Category	Summary	Notes
06.02.2015	JTELDEV-3461 CDTMS-2408	Bugfix	Empty Conference Statistics	Sometimes when opening the statistics of a running conference (Conference Server -> Conferences), an empty page could be produced. This problem has been fixed.
06.02.2015	JTELDEV-3462 CDTMS-2410	Bugfix	Wrong Detection of Long Calls	Some calls were previously detected as "Long calls" whilst still in the ACD queue. This is because the long call duration was calculated from the date / time the call entered the ACD group. Now only the time since the caller was connected to an agent is taken in account.
06.02.2015	JTELDEV-3451 CDTMS-2390	Bugfix	Conference PIN Wizard endless update	When generating Conference PINs with the Conference PIN Wizard, the list would grow every 20 seconds with additional empty lines. This problem has been fixed.
06.02.2015	JTELDEV-3428 CDTMS-2378	New Feature	ACD Incoming Calls Report	A new configuration parameter has been added to the ACD Incoming Calls Report which allows the selection of percentage values, or absolute values. Previously only percentage values could be displayed.

Date	JIRA Reference	Category	Summary	Notes
06.02.2015	JTELDEV-3448 CDTMS-2387	Bugfix	HTML Statistics do not work on all browsers	In some browsers, when HTML format statistics were requested, an empty page could be produced, or HTML source output would be displayed instead of the requested page. This problem has been fixed.
05.02.2015	CBLUE-27	Improvement	Login by LDAP	Previously, the LDAP login required the use of the jtel portal user name. Now, the LDAP login now uses the LDAP login name. This means that the LDAP login name should be provided instead of the jtel Portal UID in the login page, or when logging in via SOAP.
05.02.2015	JTELDEV-3464 CDTMS-2414	Bugfix	Error in Skill Routing with Stair Function	The stair function in skill based routing did not work correctly – the algorithm always fell back to normal skill based routing which meant that agents with a lower skill would also be called immediately if higher skilled agents were not available. This problem has been fixed.
05.02.2015	JTELDEV-3455 CDTMS-2398	Improvement	Slow Locked Users Page	Showing the locked users page could take a long time if many (several thousand) users were present in the database. The performance has been improved so that the page is now shown much faster.
05.02.2015	JTELDEV-3453 CDTMS-2394	Improvement	ACD Incoming Calls Report and ACD Statistics Itemised Call Details Report	Previously, if an agent initiated a call transfer of an active call to another destination, and retrieved this call whilst it was ringing, the ACD Incoming Calls Report and ACD Statistics Itemised Call Details Report would show "Busy" for the result of this transfer attempt. This behaviour has now been changed, so that such calls are reported as "No Answer" in the ACD Itemised Calls Report, and reported in the Timeout column in the ACD Incoming Calls Report.
05.02.2015	JTELDEV-3454 CDTMS-2396	Bugfix	Error in IVR Connect Module	A problem was fixed which prevented calls using the Connect module from being made. The problem related to the incorrect setting of the calling and called party numbers and could be seen as an ODBC error on 8-Server. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
04.02.2015	JTELDEV-3463 CDTMS-2412	Bugfix	Last Agent Routing with -1	If -1 was selected as the time interval for last agent routing (this should represent infinite i.e. forever), then the system would never find the last agent and always fall back to the secondary distribution algorithm. This problem has been fixed.
04.02.2015	JTELDEV-3477 CDTMS-2423	Improvement	ACD Group Report Formatting	In the occupancy column in the ACD Groups Report the formatting of the percentage values has been changed to 2 decimal places. Previously, the number of decimal places varied between 0 and 2 which could cause values of 0.00 (rounded down values) to be displayed alongside 0 (actual 0 values).
04.02.2015	JTELDEV-3459 CDTMS-2404	Improvement	Spelling Clients Master Data and User Master Data	Various spelling mistakes in the German version of the portal - Clients Master Data (Refresh Times) and User Master Data (Display).
30.01.2015	JTELDEV-3473 CDTMS-2421	Bugfix	Access to Media Event caused SQL error	In some cases it was not possible to open a Media event, this resulted in an SQL error. Also in some cases it was not possible to add a new comment to a media event, this also resulted in an SQL error. These problems have been fixed.
30.01.2015	JTELDEV-3460 CDTMS-2406	Bugfix	ACD Supervisor – Availability in Wallboard and Inbound Status	The calculation of the availability percentage in the wallboard did not use the calculation mode specified by the parameter `ACD.Wallboard.ServiceLevelCalculation`. This problem has been fixed.
30.01.2015	JTELDEV-3456 CDTMS-2400	Bugfix	ACD Group Report – Average Answer Time	The calculation of the average answer time in the ACD Group Report was incorrect and conflicted with the values show ACD Incoming Calls Report. This problem has been fixed.
28.01.2015	JTELDEV-3458 CDTMS-2402	Bugfix	CDR Information Missing	The CDR files produced by the system contained no records. This problem has been fixed.
28.01.2015	JTELDEV-3430	Improvement	Readable Passwords in Logfiles	Passwords provided by users on login were displayed in plain text in the server.log file on the JBOSS server. Now passwords are displayed as ****** in the file.

Date	JIRA Reference	Category	Summary	Notes
27.01.2015	JTELDEV-3449 CDTMS-2389	Improvement	Wallboard / New Resources to show current calls.	New Resources have been added which enable the following options to be displayed / hidden: Users, User, "Show", "*Show Current Calls in Wallboard*": `portal.UserData.Users.ShowCurrentCallsWallboard.Visible` User Master Data, User, "Show", "*Show Current Calls in Wallboard*": `portal.UserData.User.ShowCurrentCallsWallboard.Visible`
27.01.2015	JTELDEV-3440 CDTMS-2380	Bugfix	ACD Agent Performance Report	The columns Calls No Answer and Calls Busy in the ACD Agent Performance Report displayed incorrect values if a call was handled by a different group later in the call flow. No answer or busy attempts to the second group could be erroneously displayed. This problem has been fixed.
27.01.2015	JTELDEV-3447 CDTMS-2385	Improvement	Spelling corrections: Supervisor Active Agents and All Agents. ACD Groups – Time Plan.	Active Agents, fixed terminology regarding Call Marker / Transaction Code. Time Plan: fixed spelling error in German form.
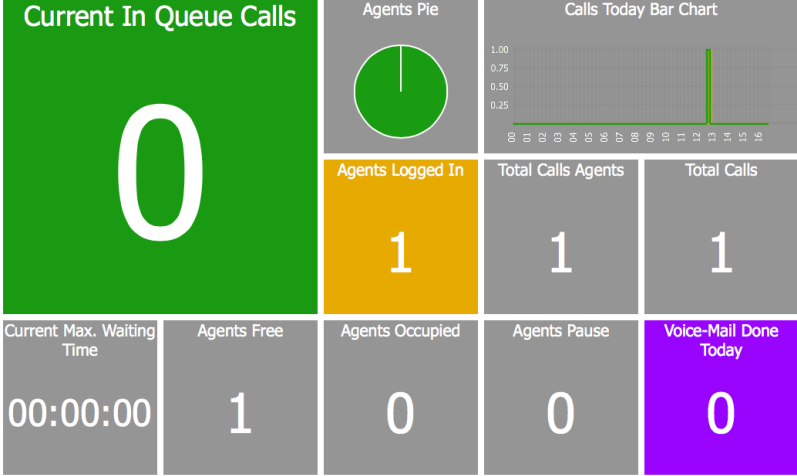
Release 2.29.1

Date	JIRA Reference	Category	Summary	Notes
21.01.2015	JTELDEV-3443	Bugfix	ACD Events Link Error	Fixed a bug that would lead the link on the flashing notification icon to fail.
21.01.2015	JTELDEV-3442	Bugfix	Exception in ACD Supervisor	Fixed a bug that would lead to a NULL pointer exception when a supervisor user that was not assigned to any ACD Group opened the ACD Supervisor section in the portal.
20.01.2015	JTELDEV-3340	Improvement	Database Cleaner for ACD Login Statistics	There is now a new cleaner routine for the ACDLoginStatistics table.
20.01.2015	JTELDEV-3439	Bugfix	Errors in Media Events List	The Media Events List in ACD – ACD Home now displays all information in the correct language. Also the "Close" link for an open media event now works correctly.
20.01.2015	CDTMS-2376 JTELDEV-3434	Bugfix	Wrong Availability Figures	The availability and some other dependent values are now calculated correctly: **Realtime statistics:** Servicelevel % -> (The number of current active calls in Service level per group * 100) / The number of current active calls per group

Date	JIRA Reference	Category	Summary	Notes
				Servicelevel2 % -> (The number of current active calls in Service level per group if the waiting time is higher than 5 seconds * 100) / The number of current active calls per group
				Availability % -> (The number of current active calls per group * 100) / The number of current calls per group
				Availability2 % -> (The number of current active calls per group * 100) / The number of current calls per group if the waiting time is higher than 5 seconds
				Calls in Servicelevel -> The number of current active calls in Service level per group
				Calls in Servicelevel2 -> The number of current active calls in Service level per group if the waiting time is higher than 5 seconds
				Statistic since:
				Servicelevel % -> (The number of calls in Service level per group * 100) / The number of answered calls per group
				Servicelevel2 % -> (The number of calls in Service level per group if the waiting time is higher than 5 seconds * 100) / The number of answered calls per group
				Availability % -> (The number of answered calls per group * 100) / (The number of all the calls per group)
				Availability2 % -> (The number of answered calls per group * 100) / (
				The number of all the calls per group
				- The number of calls per group which have not entered the queue and have never been distributed to an agent and which have heard or started to hear the first announcement
				- The number of calls per group which the time between entering the queue and leaving the group, is lower than 5 seconds (this is the default value) OR the value stored in the parameter

Date	JIRA Reference	Category	Summary	Notes

'Acd.Statistics.ShortHangupsQueueTimeLimit', if this is greater than or equal to 0 (if this is lower than 0, then the default value 5 seconds is used)

)

Wallboard (All):

Current In Service Level % -> (The number of current active calls in Service level * 100) / The number of current active calls

Current In Service Level2 % -> (The number of current active calls in Service level if the waiting time is higher than 5 seconds * 100) / The number of current active calls

Current Availability % -> (The number of current active calls * 100) / The number of current calls

Current Availability2 % -> (The number of current active calls * 100) / The number of current calls if the waiting time is higher than 5 seconds

Wallboard (Per Group):

Current Service Level % -> (The number of current active calls in Service level per group * 100) / The number of current active calls per group

Current Service Level2 % -> (The number of current active calls in Service level per group if the waiting time is higher than 5 seconds * 100) / The number of current active calls per group

Current Availability % -> (The number of current active calls per group * 100) / The number of current calls per group

Current Availability2 % -> (The number of current active calls per group * 100) / The number of current calls per group if the waiting time is higher than 5 seconds

Calls in Service Level -> The number of current active calls in Service level per group

Calls in Service Level2 -> The number of current active calls in Service level

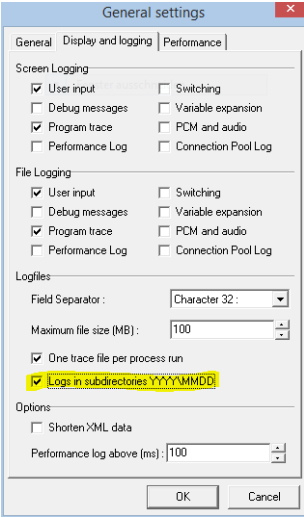| Date	JIRA Reference	Category	Summary	Notes
				per group if the waiting time is higher than 5 seconds Availability Today % -> (The number of answered calls per group * 100) / (The number of all the calls per group) Availability2 % -> (The number of answered calls per group * 100) / (The number of all the calls per group - The number of calls per group which have not entered the queue and have never been distributed to an agent and which have heard or started to hear the first announcement - The number of calls per group which the time between entering the queue and leaving the group, is lower than 5 seconds (this is the default value) OR the value stored in the parameter `Acd.Statistics.ShortHangupsQueueTimeLimit`' if this is greater than or equal to 0 (if this is lower than 0, then the default value 5 seconds is used))
20.01.2015	JTELDEV-3436 JTELDEV-3423	Bugfix	Reduced data redundancy in Data Manipulation Log	The Data Manipulation Log now records only the data needed to identify the changed entry: If the entry has less or equal 8 fields or the manipulation is the creation of a new entry, every field is written to the log - otherwise only the ID, Name and changed fields are written.
19.01.2015	CDTMS-2369 JTELDEV-3426	Bugfix	Missing CallBack Events	The Callback ACD Event is now generated if the caller hangs up in the confirmation voice message.
15.01.2015	JTELDEV-3433	Bugfix	Missing Initial Sort in Junk Group	When editing a junk group for the first time during a session, the columns are now sorted by A-Number. Previously the list was unsorted.

Date	JIRA Reference	Category	Summary	Notes
15.01.2015	CDTMS-2368 JTELDEV-3431	Bugfix	Wrong Outdial Prefix Handling	The system incorrectly concatenated the outdial prefix for the reseller and the client if both were specified. Now the system uses the prefix of the client instead of the prefix of the reseller, if both are specified.
14.01.2015	CBLUE-23	Bugfix	Sporadic wrong Long Caller Value	The long caller value is now calculated correctly under all circumstances.
13.01.2015	CBLUE-25	Improvement	New Wallboard Tiles	There are two new Wallboard Tiles available:

There are two new Wallboard Tiles available:
- `Agents.AgentsLoggedInConfigurable` ("Agents Logged In (Configurable)") is a new tile that shows the same data as `Agents.AgentsLoggedIn` but allows defining threshold values for colouring.
- `Agents.AgentsPauseStaticColour` ("Agents Pause (Static Colour)") is a new tile that shows the same data as `Agents.AgentsPause` but without automatic colouring.

Both tiles can be made available using the according rights.

Sample of a customized Wallboard:

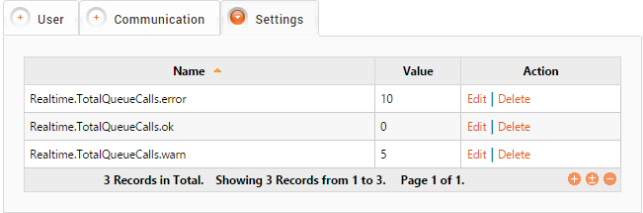| Date	JIRA Reference	Category	Summary	Notes
13.01.2015	CBLUE-25	Improvement	Consistent Naming of Threshold Values for configurable Wallboard Tiles	The user settings responsible for defining the threshold values for the tiles currently supporting configurable dynamic colouring have been changed to a more descriptive and consistent naming scheme: `Wallboard.<internalTileName>.threshold.[error|warn|ok]`

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Date	JIRA Reference	Category	Summary	Notes
11.01.2015	JTELDEV-3427	Improvement	Rename Tabs in Supervisor	In Supervisor Group Details, Wallboard and Wallboard 2 have been renamed to Inbound Status and Wallboard.
11.01.2015	JTELDEV-3427	Bugfix	Pager in Supervisor Group Details Active Agents fixed	The pager in Supervisor, Group Details, Active Agents did not function correctly and caused the page not to display. This problem has been fixed.
11.01.2015	JTELDEV-3427	Improvement	Current Calls Table	Resources have been added to control the display of the current calls table in the acd supervisor views. The resources can be found using this filter: `%CurrentCalls%`
11.01.2015	JTELDEV-3427	Bugfix	Current Calls Table	The Current Calls Table displayed more than one row per call if multiple contacts had the same telephone number. This behaviour has been changed so that only one contact is found and displayed.
11.01.2015	JTELDEV-3427	Bugfix	Supervisor Realtime Availability and Service Level	The realtime service level and availability columns showed incorrect values. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
11.01.2015	JTELDEV-3425	Improvement	Code and Performance Improvement	Several improvements to where locking is performed. A mechanism to log locking and lock times has been implemented (this is commented out by default – see stored procedures Locking_*).
11.01.2015	CBLUE-20	Improvement	User Settings	Removed unnecessary radio buttons in page Users … Settings and User Master Data … Settings.
08.01.2015	CSTUTT-107	Bugfix	Queue rules for days of week not correctly applied	Rules in an ACD group which applied to days other than Sunday and Monday were not correctly applied. This problem has been fixed.
05.01.2014	JTELDEV-3423	Improvement	Data Manipulation Log	The data manipulation log now contains all fields instead of just changed fields. This makes it easier to find out what records were changed.

Date	JIRA Reference	Category	Summary	Notes
05.01.2014	JTELDEV-3422	New Feature	8-Server Logging Directory	8-Server can now log directly to the directory in which the logs are picked up by the web server, directly into the relevant subdirectory. The following option must be activated to use this feature:

General settings dialog — Display and logging tab. Screen Logging: User input (checked), Debug messages, Program trace (checked), Performance Log, Switching, Variable expansion, PCM and audio, Connection Pool Log. File Logging: User input (checked), Debug messages, Program trace (checked), Performance Log, Switching, Variable expansion, PCM and audio, Connection Pool Log. Logfiles: Field Separator: Character 32; Maximum file size (MB): 100; One trace file per process run (checked); Logs in subdirectories YYYY\MMDD (checked, highlighted). Options: Shorten XML data; Performance log above (ms): 100. OK / Cancel.

If this feature is used, the following daemon can be deactivated:

`Portal.Daemon.8Server.LogFileMover.r5`

Note, this feature can only be used in single 8-Server installations.

Date	JIRA Reference	Category	Summary	Notes
04.01.2014	JTELDEV-3421	Improvement	Sessions Table Cleaner	The cleaner daemon has been improved to remove old data from the Sessions and SubSessions table according to a new parameter: `Portal.Sessions.MaxAgeDays`
04.01.2014	JTELDEV-3420	Improvement	Recording Table Cleaner	The cleaner daemon has been improved to remove old data from the Recordings table according to the existing parameter setting: `Portal.Recordings.MaxAge`
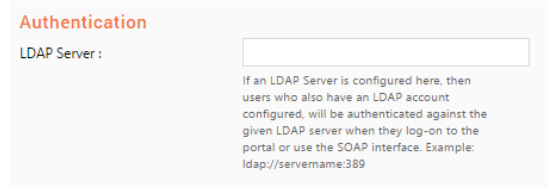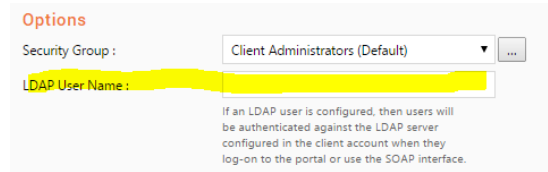
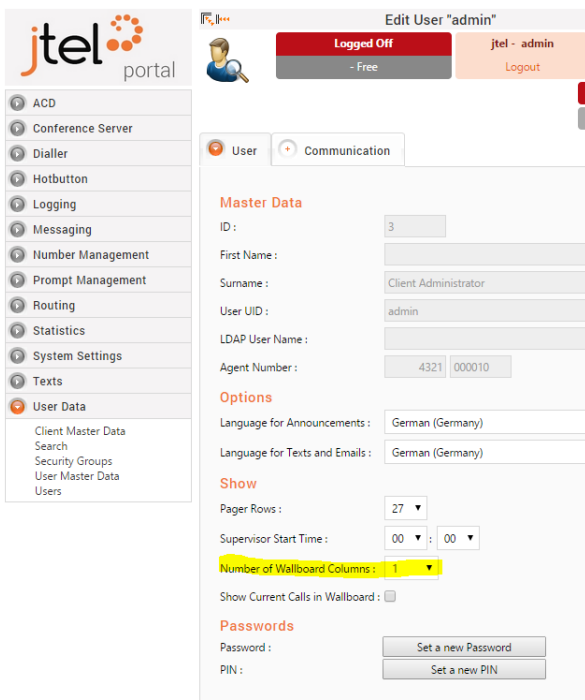| Date	JIRA Reference	Category	Summary	Notes
23.12.2014	JTELDEV-3419	New Feature	Update Online Help	Updated Online Help for 2.29.0
19.12.2014	CDTMS-2358 JTELDEV-3414	Bugfix	Inconsistencies between ACD Incoming Calls Report, ACD Group Report and ACD Itemised Call Details	Some inconsistencies between the ACD Incoming Calls Report, ACD Group Report and ACD Itemised Call Details have been fixed.

Date	JIRA Reference	Category	Summary	Notes
19.12.2014	CBLUE-20	New Feature	Threshold values for wallboard tiles	It is now possible to define threshold values for some of the wallboard tiles. This involves adding user settings either in the logged in users User Master Data, or in the settings when editing any user. See screenshot for an example.

The following settings are currently defined:

```
Realtime.TotalQueueCalls.ok
Realtime.TotalQueueCalls.warn
Realtime.TotalQueueCalls.error
Realtime.AvgWaitingTime.ok
Realtime.AvgWaitingTime.warn
Realtime.AvgWaitingTime.error
Realtime.MaxWaitingTime.ok
Realtime.MaxWaitingTime.warn
Realtime.MaxWaitingTime.error
Statistics.WaitingTimeAvg.ok
Statistics.WaitingTimeAvg.warn
Statistics.WaitingTimeAvg.error
Statistics.WaitingTimeMax.ok
Statistics.WaitingTimeMax.warn
Statistics.WaitingTimeMax.error
```

If a particular threshold is not specified, then that colour transition will simply not be displayed.

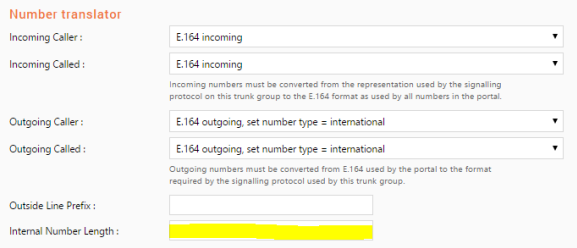| Date	JIRA Reference	Category	Summary	Notes
18.12.2014	CBLUE-22	Bugfix	SIP Signalling Problem with Display Element	When display elements were used which had more than 33 characters, then the closing quote would be missing in the SIP URI. This problem has been partially fixed: the aculab SIP support does not provide for display elements longer than 33 characters, so if the SIP display element is longer than this, then it is cut off and a closing quote is added.
18.12.2014	CDTMS-2354 JTELDEV-3410	Bugfix	Queue position checkbox not visible	If the ACD group parameters are setup to show the legacy queue parameters using the option portal.Acd.AcdGroups.Queue.WaitingPosition, then the checkbox reqired to set the play position option is not shown. This problem has been fixed.
18.12.2014	CCHALTEC-12	Bugfix	Exception in new forms with checkbox	The new IceFaces version caused exceptions in all forms for "new" which use checkboxes. This problem has been fixed.
18.12.2014	CDTMS-2300 CDTMS-2304 CDTMS-2322 JTELDEV-3373 JTELDEV-3408	Bugfix	ACD Incoming Calls Report incorrect source for forwarded calls	The source of some calls in the "ACD Incoming Calls Report" was shown incorrectly. This problem has been fixed.
18.12.2014	CDTMS-2357 JTELDEV-3412	Bugfix	Copying rules does not copy the dtmf parameters.	When rules are copied from one ACD group to another, the DTMF parameters associated with leaving the queue were not copied. This problem has been fixed.
17.12.2014	CKOMP-31	Bugfix	Incorrect display of calls in Agent Home	The list of past calls for agents in Agent Home (Tab Calls) would show duplicated calls for calls which had been transferred to more than one agent. This problem has been fixed.
16.12.2014	CCHALTEC-3 CDTMS-2280 JTELDEV-3358	Bugfix	Incorrect login time in ACD agent report	The column "total login time" in the ACD agent report was not calculated correctly. This problem has been fixed.

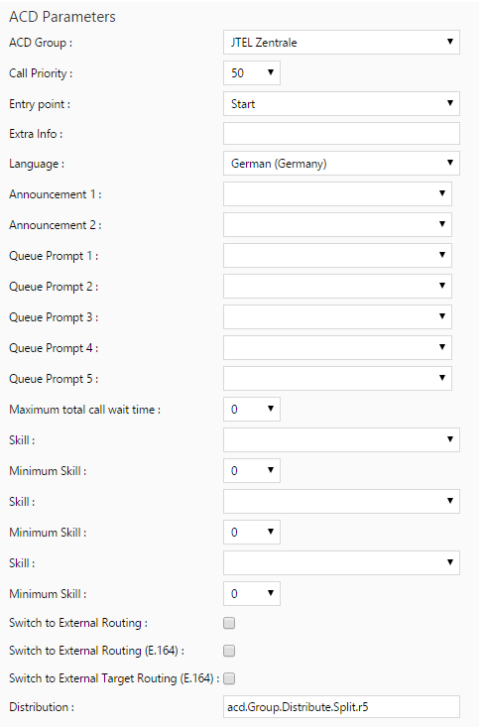| Date	JIRA Reference	Category	Summary	Notes
16.12.2014	JTELDEV-3392	Bugfix	User New – Summary	The summary for a new user was not correct in all cases. This problem has been fixed.
16.12.2014	JTELDEV-3392	Bugfix	Clients – Edit	Client master data could be saved without valid language selections. This problem has been fixed.
16.12.2014	JTELDEV-3392	Bugfix	Resellers – Edit	Reseller master data could be saved without a Name, UID and security group. The email address was not validated – a validator has been added.
16.12.2014	JTELDEV-3392	Bugfix	Prompt – Edit	It was possible to save a prompt without a name. This problem has been fixed.
15.12.2014	JTELDEV-3395	Improvement	Code and Performance Improvement	Several exceptions at the webserver are now caught and do not produce error logs. Some additional performance improvements.
09.12.2014	JTELDEV-3391	Bugfix	Transaction codes table in Firefox	The transaction codes table is not displayed correctly in Firefox. This problem has been fixed.
07.12.2014	CDTMS-2264 JTELDEV-3334	Bugfix	IVR object "Branch Time Frame" jump in time parameters	When editing the parameters for a "Branch Time Frame" object, if the object was left open for a long amount of time (up to one minute) then the times shown in the parameters would "jump" to the next minute. This problem has been fixed.
07.12.2014	JTELDEV-3376 JTELDEV-3377 JTELDEV-3386 JTELDEV-3389	Improvement	Performance Improvement	Performance tuning on several SQL routines. Short IDs for fields used in XHTML pages reduces web traffic. Performance improvements in web server data cache. Improvements in UDP message handling.
07.12.2014	JTELDEV-3388	Improvement	Code Improvement	POM cleaned up, unnecessary packages removed. Unused test code removed from build.

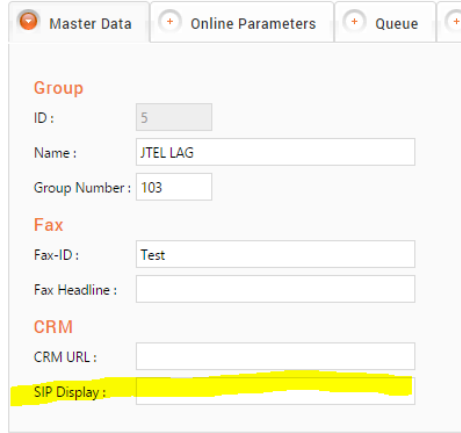| Date	JIRA Reference	Category	Summary	Notes
05.12.2014	JTELDEV-3384	Bugfix	New Agent Status, Edit Agent Status	In the new agent status form, if "Pause" is pressed then all text fields and list fields are emptied – this should not happen. The button "Add" is always available no matter what tab is selected when editing agent status to enable skill corrections to be added. This should only be visible on one tab. These problems have been fixed.
05.12.2014	CDTMS-2324 JTELDEV-3378	Bugfix	Individual long texts for supervisor emails do not work	When the long texts for emails sent to ACD supervisors are customised, these texts are not used in the content of the emails actually sent. This problem has been fixed.
05.12.2014	CDTMS-2285 JTELDEV-3364	Bugfix	Call ends with "Queue Full" even when no queue size is defined	Calls could be shown in the statistics as having left the queue due to "queue full" when they had not even entered the queue. This behaviour could happen when callers hungup a few milliseconds before the queue was actually entered. This problem has been fixed.
04.12.2014	JTELDEV-3374	Improvement	Performance Improvement	Agent Home – Tabs changed to separate pages.
01.12.2014	CDTMS-2319 JTELDEV-3370 JTELDEV-3375	Improvement	Performance Improvement	Performance improvements were made in the following routines: Report Subscriptions, ACD Queue Calculation, View All Agents.
28.11.2014	CDTMS-3372	Improvement	Code Improvement	Update maven to java 1.7.
28.11.2014	JTELDEV-3371	Bugfix	SQL exception on password confirm dialog	When confirmation of the password of the sysadmin was requested in a popup an SQL exception occurred. This problem has been fixed.
28.11.2014	JTELDEV-3366	Improvement	Text Alignment Supervisor	In the Supervisor, Current Calls table, the alignment (left / right) of some data columns has been improved.
26.11.2014	CDTMS-2309 JTELDEV-3363	Bugfix	Agent Home, Inbound Status, not sortable	Sortable headers were shown in Agent Home, Tab "Inbound Status" even though this view is not sortable in many fields. The sortable headers have been removed where necessary.
26.11.2014	CDTMS-2305 JTELDEV-3361	Bugfix	SQL exception in peak statistics	When trying to access the "Peak Statistics" report an SQL exception was shown. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
26.11.2014	CCHALTEC-5 CDTMS-2311 JTELDEV-3350	Bugfix	F5 refresh problems	The problem that the browser would not always automatically update has been fixed. Note, this bugfix also requires a new release of the JBOSS Server. (jboss-as-7.1.1.FINAL.03.zip).
25.11.2014	CBLUE-18	New Feature	LDAP Login / Active Directory	It is now possible to login to the portal using LDAP / Active Directory credentials. This requires the setting of the following parameters: Client Master Data, Tab Options: User, Tab User:

Date	JIRA Reference	Category	Summary	Notes
25.11.2014	JTELDEV-3354	New Feature	Wallboard columns	It is now possible to specify the number of columns used to display the ACD wallboard in the user account options.
25.11.2014	CDTMS-2297 JTELDEV-3362	Bugfix	Horizontal rule in report "ACD Client Account Profile" too long	The "ACD Client Account Profile" report contained a horizontal line which was too long and in the wrong place. The line has been removed completely.
25.11.2014	CDTMS-2281 JTELDEV-3343	Bugfix	Column "Occupancy" in ACD Group Report incorrectly calculated	The "Occupancy" column in the ACD Group Report was calculated incorrectly. This problem has been fixed.
25.11.2014	CDTMS-2262 JTELDEV-3333	Bugfix	ACD itemised call detail report without end call time	The ACD itemised call detail report did not contain an end of call date in all cases. This problem has been fixed.
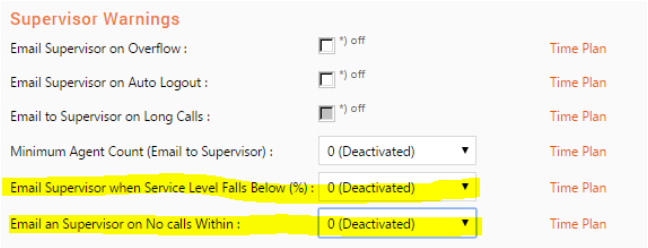
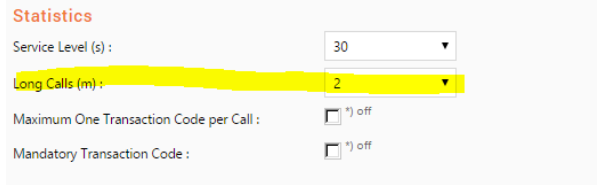| Date	JIRA Reference	Category	Summary	Notes
25.11.2014	CDTMS-2252 JTELDEV-3352	Bugfix	Login "Remember me" could remember incorrect user	The "Remember me" function on the login page could remember the incorrect user. This problem has been fixed.
25.11.2014	CDTMS-2294 JTELDEV-3356	Bugfix	Agent Home, Call Transfer shows invisible agents	The Agent Home, Call transfer to Agents view shows invisible agents. This problem has been fixed.
25.11.2014	CDTMS-2298 JTELDEV-3359	Improvement	Agent Home, Inbound Status, resource added for all columns	It is now possible to add / remove all columns in Agent Home, Inbound Status,
25.11.2014	CCHALTEC-10	Bugfix	SQL exception when deleting a service number	An SQL exception occurred when deleting a service number. This problem has been fixed.
25.11.2014	CCHALTEC-4	Bugfix	505 Error in Supervisor – Inbound Realtime	A 505 error was shown when the supervisor – inbound realtime tab was selected. This problem has been fixed.
21.10.2014	JTELDEV-3298	Improvement	Application Tuning	Several application tuning measures in supervisor and agent home have been performed. This has greatly improved the performance of the portal.
21.11.2014	CSTUTT-101	Bugfix	Queue mandatory transaction code can cause callers to become stuck in queue	Under certain conditions when an agent who was entering a mandatory transaction code did not enter a code callers could become stuck in the queue waiting for an agent. This behaviour applied only to mandatory transaction codes. The problem has been fixed.
20.11.2014	CDTMS-2278 JTELDEV-3342	Bugfix	Supervisor tab agents disappears after a few seconds	Switching to the view ACD Supervisor, Tab Agents (All Agents or Logged In Agents) could sometimes cause the view to disappear after 2-3 seconds. This problem has been fixed.
20.11.2014	CDTMS-2289 JTELDEV-3348	Bugfix	ACD incoming calls report with no values for extremely large numbers of ACD groups	The ACD incoming calls report would return an empty file if an extremely large number of ACD groups was selected. This problem has been fixed.
19.11.2014	CDTMS-2287 JTELDEV-3347	Bugfix	ACD Group Report with incorrect values	The incorrect values for offered calls was shown in the ACD group report. This problem has been fixed.

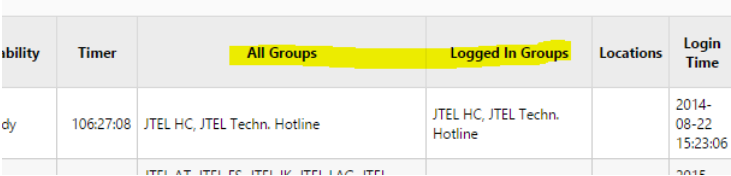| Date	JIRA Reference	Category	Summary	Notes
19.11.2014	CDTMS-2117 CDTMS-2273 JTELDEV_3337	Improvement	ACD incoming calls and itemised call report column change	The ACD incoming calls report and the itemised calls report have been changed to show the name of the service number instead of the root number of the service number.
18.11.2014	JTELDEV-3346	Bugfix	Actual calls not updated in agent home	The actual calls column was not correctly updated in agent home. This problem has been fixed.
18.11.2014	JTELDEV-3345	Bugfix	Exception adding new user with JSF 2.1.28	An exception was produced when new users were added with the portal when using JSF Version 2.1.28. This problem has been fixed.
18.11.2014	CKOMP-29	New Feature	Internal Number Length in Trunk Groups	A new parameter specifying the internal number length on a trunk group has been added. An internal number is assumed if the number to be translated is equal to or shorter than the set length.
18.11.2014	CDMTS-2266 JTELDEV-3335	Bugfix	English texts in agent home, tab "Calls" in German version	Some texts (for example "Agent Call (HUP)") would still be shown in English even if the language had been changed to German. This problem has been fixed.
14.11.2014	JTELDEV-3338	Bugfix	SQL error in daily autologout daemon	The ODBC driver reported an error in the daily autologout daemon. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
14.11.2014	CCHALTEC-1	New Feature	New Parameters ACD Group distribute and IVR Object "ACD".	It is now possible to specifiy (override) Announcement 1, Announcement 2, Queue Announcement 1, Queue Announcement 5 in the IVR object "ACD" and in the "ACD Group Distribute" program in the service number parameters. A new property Additional Info is used to specify (override) the additional info field shown to the agent in agent home when a call is routed to the group. This can be, for example, used to let the agent know what the user pressed in the IVR.
14.11.2014	CCHALTEC-1	New Feature	IVR Variable $testcall	A new IVR variable $testcall has been added, which has the value 1 when a test call is being executed (when the test CLI matches according to the routing application master data).

Date	JIRA Reference	Category	Summary	Notes
14.11.2014	CCHALTEC-1	New Feature	ACD Group Parameter "SIP Display"	A new property "SIP Display" has been added to the in ACD Group parameters, Tab Master Data, which can be used to specify what information should be sent to the called agent in SIP by overwriting the SIP Display element for the calling party number.
13.11.2014	JTELDEV-3341	Bugfix	SQL exception in impersonate	An SQL exception occurred when using the impersonate function. This problem has been fixed.
13.11.2014	CKOMP-1	New Feature	New report "ACD Automatic Logout Report"	A new report has been added to the system which shows all instances in which agents were automatically logged out.
12.11.2014	CDTMS-2272 JTELDEV-3339	Bugfix	Callback event does not generate email	Requesting a callback does not generate an email to agents. This problem has been fixed.
11.11.2014	CDTMS-2256 JTELDEV-3330	Bugfix	SQL exception associating users with service numbers	An SQL exception occurred when associating users with service numbers. This problem has been fixed.
11.11.2014	CDTMS-2261 JTELDEV-3336	Bugfix	Language settings user does not work for supervisor emails	Supervisors receive emails in the wrong language when the user settings specify a different language for the user, but the language in which the group is executed during a call is different. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
11.11.2014	CDTMS-2253 JTELDEV-3331	Bugfix	4 digit group number instead of 3 digits	The automatic mechanism to suggest a group number would suggest 1000 (4 digits) if a group 999 existed and a new group was created (assuming the system was set to 3 digit group numbers). This behaviour has been fixed.
11.11.2014	CDTMS-2222 JTELDEV-3300	Bugfix	Agent Status report incorrect	The agent status report would not sum the values for all available status values. This problem has been corrected.
11.11.2014	CKOMP-27 JTELDEV-3312 JTELDEV-3315	Bugfix	DB scripts Init.sql and ReInit.sql errors	The DB scripts Init.sql and ReInit.sql do not create the tables CNumbers or varCallData. This problem has been fixed.
11.11.2014	CSTUTT-99	Bugfix	No post call and no mandatory transaction code on call end during transfer	If the caller hungup during the transfer of the call by an agent to another group, agent or other telephone number, then no mandatory transaction code popup was shown and no post call interval was provided.
11.11.2014	CSTUTT-94	New Feature	Wallboard tiles "total" now displayed at top	The wallboard tiles "Totals" are now displayed at the top of the wallboard.
04.11.2014	JTELDEV-3328	Bugfix	Exception creating new user	An SQL exception occurred when new users were created. This problem has been fixed.
04.11.2014	CSTUTT-103 JTELDEV-3327	Bugfix	Agent Home Transfer to external number fails	Using the option transfer to an external number on agent home could fail sometimes under very particular circumstances without an error. This problem has been fixed.
04.11.2014	JTELDEV-3329	Improvement	Long callers default value	The default value for long callers has been changed from 0 to 30 minutes.
31.10.2014	CKOMP-4	Improvement	Contact Classes Priority Modifier	The contact classes priority modifier now accepts negative values too. This enables the priority of callers to be increased and decreased according to the associated contact class.

Date	JIRA Reference	Category	Summary	Notes
30.10.2014	CDTMS-2246 CDTMS-2247 JTELDEV-3324 JTELDEV-3325	Bugfix	Update database from version 2.26.7 to 2.28.0 fails	The update script would fail with an error "PROCEDURE JTELStats.Utils_ConditionalExecuteSQL" does not exist. This problem has been fixed.

22.10.2014	CKOMP-10	New Feature	List of active calls in Supervisor	A list of currently active calls can be shown in the ACD supervisor if the following resources are activated:
				
				`portal.Acd.AcdSupervisor.InboundStatus.CurrentCalls`
				`portal.Acd.AcdSupervisor.InboundStatus.Statistics.15.Minutes`
				`.CurrentCalls`
				`portal.Acd.AcdSupervisor.InboundStatus.Statistics.CurrentCalls`
				
				The actual columns shown are also controllable with the corresponding resources.

21.10.2014	CKOMP-25	New Feature	Overflow Queue Timeout Column and Tile	A new column has been added to the ACD supervisor inbound status views, and as a tile to the wallboard: Overflow Queue Timeout, which shows the number of calls which have left the queue due to a timeout.
17.10.2014	CKOMP-6 CKOMP-7	New Feature	Alarm on Service Level for ACD Group or No Calls To Group	If the service level for an ACD group falls below a set level during the working day, an alarm email can be generated to the supervisor. If no calls are received within a particular period of time, an alarm can also be generated.

Date	JIRA Reference	Category	Summary	Notes
17.10.2014	CSTUTT-87	Bugfix	Wallboard tile colour for total and individual groups not consistent	The wallboard tile for the call center availability would turn green / red at different thresholds for the group and the total. This behaviour has been fixed.
17.10.2014	CKOMP-5	New Feature	Long Calls	It is possible to define „Long Calls" in an ACD group. When calls exceed that length of time, a counter in the supervisor view and in the wallboard shows this fact. Also a warning email is generated to supervisors if the corresponding option to warn supervisors.
14.10.2014	CKOMP-8	New Feature	Hangup Column and Tile in Supervisor	A new column has been added to the ACD supervisor inbound status views, and as a tile to the wallboard: Hangups Total. This shows the number of calls in total which have hungup before reaching an agent, no matter what the reason for hangup was.

Date	JIRA Reference	Category	Summary	Notes
13.10.2014	CKOMP-3	New Feature	ACD queue open when no agents logged in	A new ACD group parameter "Queue open when no agents logged in" has been added. When set, the queue is open even when no agents are logged into the ACD, and callers will enter the queue and hear queue music as set.
13.10.2014	CKOMP-12	New Feature	New columns in Supervisor Agent Tabs	The following columns have been added to the ACD Supervisor Agent tabs: "All Groups" and "Logged In Groups" which display the corresponding information.
06.10.2014	CSTUTT-84 JTELDEV-3285	Bugfix	Report view not updated after report execution	The report view was not updated after report execution. This caused an exception in the webserver log and the view was not refreshed. This problem has been fixed.
02.10.2014	CDTMS-2214 JTELDEV-3286	Bugfix	Supervisor active agents tab paginator wrong counts	The paginator in the supervisor active agents tab used the incorrect counts and showed more agents than were actually available. This problem has been fixed.
02.10.2014	CDTMS-2203 JTELDEV-3283	Bugfix	Supervisor table "Inbound Status" sum row does not update	The sum row in the table in inbound status in the supervisor did not update values after the first set of values was shown. This problem has been fixed.

Date	JIRA Reference	Category	Summary	Notes
02.10.2014	JTELDEV-2891	Bugfix	Supervisor Column Selectors	If all columns were removed in certain views in the ACD supervisor using the column selectors, the view could become distorted / the layout of the column headers was incorrect. This problem has been fixed.

02.10.2014	JTELDEV-3281	New Feature	Jasper Reports Directory	The reports for the portal can now come from the following directories:
				
				`/data/clients/<clientsID>/reports/`
				`/data/resellers/<resellerID>/reports/`
				`/data/system/reports/`
				`JTELCarrierPortal.war (warfile on JBOSS)`
				
				The directories are searched in that order. This allows for customer specific replacement of reports.

01.10.2014	CSTUTT-86 CSTUTT-85	Bugfix	Service level calculation mode 1 incorrect	The service level calculation for parameter mode ACD.Wallboard.ServiceLevelCalculation = 1 has been fixed.
29.09.2014	JTELDEV-3277	New Feature	New Tiles on Supervisor Wallboard	The following new tiles have been added to the supervisor wallboard: Availability (Today) for individual ACD groups; Availability (Current) and Service Level (Current) for all ACD groups (totals).
29.09.2014	CSTUTT-82	Bugfix	Exception logs in JBOSS server fixed	Some exceptions in the JBOSS log which did not affect functionality have been fixed.
29.09.2014	CSTUTT-81	New Feature	Override ACD group announcement 1 in service number parameters	A new parameter has been added to the IVR objet "ACD Group" and the service number parameters for the ACD group application which enables the announcement 1 parameter to be overwritten for specific service numbers. If this parameter is left blank, the ACD group parameters then apply.

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Date	JIRA Reference	Category	Summary	Notes
27.10.2014	JTELDEV-3305	Improvement	Remove discrete millisecond fields	Discrete Millisecond values are saved into TIMESTAMP(6) fields and no longer needed fields removed from database.
19.10.2014	JTELDEV-3304	Improvement	Removed unneeded views	Several no longer needed database views have been removed from the software.
07.10.2014	CDTMS-2022 JTELDEV-3110	Bugfix	CDRs with negative duration	Some CDRs could contain a negative duration. This problem was due to the new MySQL version 5.6 rounding timestamps which contained milliseconds and the portal storing the millisecond value in a separate field. This problem has been fixed.
07.10.2014	CDTMS-2149 JTELDEV-3293	New Feature	MySQL 5.6 support for microseconds	The portal has been updated to support the new MySQL release 5.6, in particular the use of TIMESTAMP fields which support microseconds.

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