

# Release 3.12

Resolved	T	Key	Release Notes Subject	Release Notes Content
10. Apr 2019		JTELDEV-4932	TTS not possible when creating new prompt	It was not possible to create a TTS file when creating a new prompt. This problem has been fixed.
07. Apr 2019		CCARG-204	Dialler - not all campaigns shown in supervisor	Dialler campaigns would be shown in the supervisor according to the campaign opening times and holiday restrictions. This restriction has been fixed so that all active campaigns (active flag in the campaign) are shown.
06. Apr 2019		CKLING-77	Time synchronisation errors on servers causes reports to provide incorrect call counts	If the time synchronisation on the servers was incorrect, this could cause errors to be provided in historical reports. The database queries associated with the reports have been changed, so that these are now resistant to time failures. It is, however, important to note that incorrect times will still be reported - as the timestamps taken from various machines in the architecture will differ by differences to be calculated when timestamps taken from two different machines are subtracted, for example.  The changes made in this ticket affect all reports on the system.
23. Mar 2019		CNFON-367	Cleaner Processes - new shell script	The cleaner processes for the database have been moved from a daemondotsh Linux shell script. See <a href="https://wiki.jtel.de/x/5gEh">https://wiki.jtel.de/x/5gEh</a> for more information.
20. Mar 2019		CKLING-72	New Parameter ACD.UDP.Webserver.Address.<MachineID>	It is now possible to specify a separate address for each UDP provider based on the machine ID. The parameter must be created in the database with the following syntax:  ACD.UDP.Webserver.Address.<MachineID>  For example:  ACD.UDP.Webserver.Address.82  The MachineID is the ID of the 8-Server machine, as configured in 8-Server.  This enables the selective deactivation of the platform listener on some servers when they are connected via WAN with a slow or bad IP connection.
20. Mar 2019		CKLING-28	New Tiles for Wallboard All Groups for Waiting Time	New tiles have been created for the wallboard, which show the waiting time for all groups.  - current maximum from group start to current time - current maximum from queue start to current time - average over day from group start to agent connect - average over day from queue start to agent connect  The tile showing the average over the day from call start to agent connect has been relabeled, to reduce confusion between the tiles.
19. Mar 2019		CCARG-201	GDPR Wave played when caller already hungup	Sometimes, the GDPR audio file would be played even if the caller had already disconnected. This caused lines to hang in the call flow and not be connected. This problem has been fixed.
17. Mar 2019		JTELDEV-4936	UsersProfiles Header shown in MiniClient and MicroClient even if deactivated	The users profiles buttons header was shown in the MiniClient and the MicroClient even if the functionality was deactivated. This problem has been fixed.
17. Mar 2019		JTELDEV-4937	SQL Exception on edit service numbers as Sysadmin or Reseller Admin	An SQL exception was produced when editing service numbers as sysadmin. This had no effect on the functionality, but the error was irritating. This problem has been fixed.
15. Mar 2019		CKLING-67	Distribution - lost UDP packets from distribution daemon	Sometimes, UDP packets could be lost during the distribution process in a managed system, with external telephony servers, networked by WAN. A new parameter has been added to the call flow to detect this situation as long as the call is in the queue. The call will be distributed a few seconds later, but will recover from the loss.
14. Mar 2019		CCONTACT-126	PBX Connectors - agent telephone status field is set incorrectly on transfer of non ACD calls	The agent TelStatusID field could be set incorrectly, if the PBX connector was used for the transfer of a non ACD call between two agents. This would result in the call being blocked, and unable to receive ACD calls. This problem has been fixed.
14. Mar 2019		CHECT-41	Contact Name now shown in current call and call history	The contact name is now shown in the current call and call history in a supervisor in several tables and views.
28. Feb 2019		COPTI-80	Chat events cannot be opened from media events page in supervisor	Chat events could not be opened from the media events page in the supervisor. This problem has been fixed.
27. Feb 2019		CKLING-49	ACD Agentreport 2 groups data incorrectly	Due to an incorrect grouping of the data in ACD Agent Report 2, the duration of the logins and duration of the logins was incorrectly multiplied by the number of logins in which the agent had worked for the selected time period. This problem has been fixed.

26. Feb 2019	CSTUTT-293	User Settings - specifying a comma for a threshold value for the wallboard causes an error	If a comma was specified for a user setting, for example Wallboard.All.TotalAvailabilityPercent.threshold.error = 80,0 - this would have caused an error. This problem has been fixed, however the setting will not be applied unless specified with a decimal point.
26. Feb 2019	CJOB-45	Tarif Prompt - file name with spaces causes error	If a tarif prompt was specified, with a space in the filename, the webserver would return a 500 error with an empty page. This problem has been fixed.
15. Feb 2019	JTELDEV-4923	Call Log not shown for some calls	Sometimes, the call log was not shown for some calls in the call log application screen. This problem has been fixed.
12. Feb 2019	JTELDEV-4922	Full Client - Tab Team displayed on incorrect resource	The full client tab "Team" (for listing agents in the same team as the current user) would not display correctly in the full client, as an incorrect resource was referenced. This problem has been fixed.
11. Feb 2019	CCOMM-19	LDAP Server in Client Settings could not be saved	It was not possible to save the LDAP server settings in the client master configuration. This problem has been fixed.
28. Jan 2019	CCARG-188	MiniClient - Dialler - Custom Client Field Layout 1 now shows dtEndDate	The end date field is shown (after the begin date field) in custom client mini client.
25. Jan 2019	JTELDEV-4903	New Mini Client 2.27 released	A new mini client has been released. This is documented here: <a href="https://www.alcatel-lucent.com/~/media/Download_Center/Products/MiniClient/MiniClient+Einstellungen">https://www.alcatel-lucent.com/~/media/Download_Center/Products/MiniClient/MiniClient+Einstellungen</a>
18. Jan 2019	CBWG-7	E.164 Converter for Alcatel Trunk Calling Party Number	A new converter has been added to fix an Alcatel SIP trunk problem. A converter that incorrectly send national numbers unqualified (without the country code) "Alcatel SIP - international remove +, national prepend country area and subscriber" has been added to work around this problem. The new converter works with internal extension numbers of up to length 5.
27. Dec 2018	JTELDEV-4902	Telephone Number Input Fields - incorrect replacement of prefix (country code)	The telephone number component would incorrectly replace the prefix (country code) in the drop down list without removing the prefix from the input field (suffix). This problem has been fixed.
27. Dec 2018	CSYMP-26	Dynamic priority groups - supervisor - incorrect sums for 15 minute values	The sum row in the dynamic priority groups tab of the supervisor configuration would show incorrect rows for the 15 minute columns, instead of one row per distinct dynamic priority group. This problem has been fixed.
27. Dec 2018	CSYMP-34	Supervisor - dynamic priority groups - link to edit groups	A link to edit the dynamic priority group has been added to the ACD supervisor configuration. The name of the dynamic priority group opens it for editing.
27. Dec 2018	JTELDEV-4901	Fixed table headers when browser is scrolled	A new beta feature has been added, to make the table headers stick in the content of a large table is scrolled. The feature can be activated or deactivated via the resource "portal.Beta.FixedTableHeaders", enabling or disabling the behaviour is not as desired.
27. Dec 2018	CSYMP-32	Supervisor - Links for ACD groups also now on left hand side of screen	It is now possible to open a group in the supervisor by using a link on the left hand side of the screen in addition to the link "Details" on the right hand side.
27. Dec 2018	CTDM-231	Last Agent and Not Last Agent Algorithm - performance problem on anonymous calls	In large installations, when a call was received from an anonymous caller, the search for the last agent or not last agent algorithm, the performance would be seriously impacted when the search for the last agent was performed. This problem has been fixed, last agent / not last agent is no longer searched for on anonymous calls. For Versions 3.11 and later, additionally overriding the parameter in the IVR GUI when entering the ACD can now be applied, overriding the search for last agent on anonymous calls.
27. Dec 2018	CNFON-283	Mini Client - Double Chat Event Notification	When a chat event was received by an agent using the mini client, the event was displayed twice next to each other. This problem has been fixed, the event is now shown once.
10. Dec 2018	JTELDEV-4881	Workflow / Routing GUI - Object Re-Organisation	The objects in the routing GUI have been reorganised. A new category has been added, to which the list functions have been moved together with API objects like cockpit variables. The object icons have been changed. Particular the database access objects. Objects which pertain to external REST etc.) have all been moved to the Interfaces category, and object ACD Events are now all found in that category.
09. Dec 2018	JTELDEV-4882	SMS error for very short numbers	The SMS Daemon would throw an error if very short numbers were added as a country code. This problem has been fixed. In parameter Portal.Daemon.SMS.MaxTries has been implemented, after a longer time. This is currently set to 5 tries.
09. Dec 2018	JTELDEV-4880	ODBC error in server when no service number found	An error would be displayed in the telephony server when no service was found for a particular service number. This was not a critical problem, and did not affect the operation. This problem has been fixed.
09. Dec 2018	CENERGIE-78	Forwarding of media events to same group is now allowed	When agents have a media agent, they could not previously forward the media to the same group. This could, for example, be desirable if an agent has an event b

the system and would like to forward the event back to the group for pr leaving. The same applies to the supervisor who can now distribute ev particular agent account back to the same group. The group in which it distributed, is indicated by (\*) after the group name.

03. Dec 2018	CKLING-26	Error in CRM URL - \${Field} notation does not work correctly	The CRM URL did not work correctly, if the extended field notation \${Field} This problem has been fixed.
29. Nov 2018	CTDM-237	Manual sending of media events by E-Mail did not function in all scenarios with the SMTP server	Previously, the sending of an acd event via email used the email address of the sender. Unfortunately, this does not work in all scenarios, as the SMTP server sometimes does not allow this. The behaviour has been changed, so that the email address setup in the client account is used.
23. Nov 2018	CCARG-184	Dialler Contacts - partial export of contacts (done or aborted) only exports done contacts	The export of dialler contacts either using the mechanism Export (Release 3.12) or using the newer Import2/Export2 mechanism (Release 3.12) would not work, only done contacts. This problem has been fixed.
08. Nov 2018	JTELDEV-4877	New AnswerDetectionAlgorithm parameter added to JTEL IMAP E-Mail Connector	A new parameter has been added to the configuration of the IMAP E-Mail Connector AnswerDetectionAlgorithm. When set to 2 the connector uses the In-Reply-To Message-ID headers to correlate the reply to the original message. If the connector uses the Thread-Index E-Mail header to correlate replies to the original message, then the connector fails back to the old method. If the correlation method fails, then the connector fails back to the old method, subject, and the <AcidEvent X> indicator to correlate the E-Mail to the original message.
30. Oct 2018	CMKL-23	SIP Display incorrectly coded on outgoing call when UTF-8 is received in display in inbound call	The SIP display header was incorrectly doubly UTF-8 coded on outgoing calls. If UTF-8 was received in the display header in the associated inbound call, the display header has been fixed.
30. Oct 2018	CNFON-319	REST Query - includes debug output of rest result and variables	The REST Query object in the IVR has been improved, to include a trace of the variables. This makes determining the variable names for the result easier. This is included in the call log (Call Logging or Call Log Analysis).
29. Oct 2018	CNFON-314	Agent In-Out Calls Report	The checkbox "totals" was not applied when the agent in-out calls report was generated. This problem has been fixed.
28. Oct 2018	JTELDEV-4875	Number Translator - Improved Handling of Country and Area Codes and SIP URIs	If a SIP URI contains a double @, for example: 123%40mytrunk.net@mytrunk.net, the non local part (left hand side) would be present in the number stored by the translator. This behaviour has been changed, so that the number only is extracted. For example, if the area code and subscriber code are not specified, then country numbers beginning with the country code will be treated as local numbers. This behaviour has been changed so that they are treated as subscriber or national numbers. This allows for greater flexibility when the number formatter is used, in particular with E.164 and a preceding +.
24. Oct 2018	CWS-193	Supervisor - end automatic post call for agents.	A button has been implemented in the supervisor, allowing supervisors to end the post call work of agents, in the tabs: all agents, active agents, and groups. The button is shown when the agent is in post call only. The remaining post call timer is shown in the "Status since" column, and is updated every 5 or 10 seconds, depending on the configuration of the supervisor.
15. Oct 2018	CKLING-22	User Profiles for ACD Agents	A new feature "User Profiles" has been added for ACD agents, which allows an administrator to specify the status of agents, and in which groups they are in one profile.  A set of configured rules is executed when the user or supervisor selects a profile. This changes the status of the agents, and logs them into our out of the system.  A time scheduler is provided, which specifies when the system applies the profile automatically. The execution schedule can be applied to a certain time of day, weekdays, and also a holiday list can be configured which specifies when the profile should be applied when it is or is not a holiday.  Full documentation is available in the jtel Portal WIKI.
12. Oct 2018	CCOMCAVE-64	IVR Connect Module - Option SIP REFER	An option to execute a SIP REFER when the destination is reached has been added to the IVR Connect module. This allows the channels to be optimised back to the trunk (once the call has been answered and is in the connected state) requires that the trunk to the PBX supports this functionality.
12. Oct 2018	CWS-183	Automatic Answer was clickable when disabled	The automatic answer button was still clickable when the function was disabled. This problem has been fixed.
12. Oct 2018	JTELDEV-4870	Outbound via specific service number - trunks no longer required on all 8-Server machines	When outbound calls are made using a cluster of 8-Servers, it is no longer required for the trunks to be symmetrically configured on all 8-Servers. Now the routine 8-Server machine to make the call on, selects an available machine according to the group settings if configured on the service number. Note: if no trunk group is configured with the service number, then the behaviour is as previously, any available trunk (which has updated its own timestamp) configured on an appropriate trunk (either a dedicated customer, or a generally available outbound trunk) will be used.

11. Oct 2018	CWS-182	Transaction Code Popup Race Condition	A race condition could ensue when the transaction code was displayed. This problem has been fixed.
03. Oct 2018	CKLING-19	Compressed Statistics	<p>A new schema JTELStats2 has been added to the database, which contains statistics for:</p> <p>CompressedA: Calls to service numbers, ACD groups and the cumulative calls.</p> <p>CompressedUA: Calls to users (agents), and the results thereof from the agent.</p> <p>CompressedU: Aggregated values for agent status.</p> <p>The data is aggregated to 15 minute and daily timeslices. This will enable the data to be held for a much longer time, whilst the deletion of the detail records is earlier to keep up system performance on large systems.</p> <p>Full documentation is available on request.</p>
03. Oct 2018	JTELDEV-4871	MiniClient 2 EXE - docking fails in Windows 10	After the latest function update to windows 10, the mini client EXE would not dock to the screen. This behaviour has been fixed for the primary monitor. Sometimes the application will still not dock to the secondary monitor.
26. Sep 2018	CNFON-304	E-Mail Connector Log - failure to open in a new web session	If a new web session was created and the user navigated immediately to the log, the function would fail. If a change was made to agent home, for example accessing the log, the function would work. This problem has been fixed.
11. Sep 2018	CHHW-94	Incoming call with extra long SIP From address not taken	If an incoming call was received with an extra long SIP From address, the telephone number could not be extracted (for example <code>unknown@a.very.important.com</code> ), then the incoming call would not be processed due to a data length error. This problem has been fixed, in this case the data is truncated to the maximum length before the call is processed.
10. Sep 2018	CCOMCAVE-67	New Feature "create callback media event when caller abandons queue"	A new option "create callback media event when caller abandons queue" has been added to ACD standalone and configuration groups. If this option is selected, the agent abandons (hangs up) when in the ACD queue, a callback media event is distributed to agents in the group.
27. Aug 2018	CSYMP-17	Departments	A new table "Departments" has been added. Departments can be assigned to agents. Currently, this function is for informational purposes only.
24. Aug 2018	JTELDEV-4868	LogFileCleaner daemon logs deleted earlier	The LogFileCleaner now deletes logs from daemon processes much earlier than they have rolled over. This behaviour has been changed to prevent log processes on busy systems from taking up too much space. If old logs are deleted from the daemon processes, then the log file cleaner daemon should be deleted.
23. Aug 2018	CSYMP-12	Dynamic Priority Groups	<p>A new feature "Dynamic Priority Groups" has been added to the ACD. A dynamic priority group is created, in which the planned number of calls can be set for different periods. Next, the dynamic priority group is assigned to any required service numbers.</p> <p>If a call is received to a service number configured with a dynamic priority group, the ACD priority configured at the service number or in the IVR object is ignored.</p> <p>Instead the system uses a formula, which determines the amount of time slice, and the number of calls which should be serviced during the time slice. The formula results in a dynamic priority from 100 (highest, high delta to call) to 0 or negative. A value of 0 indicates that the planned number of calls has been exceeded. A value of -100 indicates that the value has been exceeded. A value of -200 indicates that the number of calls remaining to be serviced in the current period is 200% of the target, i.e. that the number of calls remaining to be serviced in the current period is double the target.</p> <p>By using static priorities, certain hotlines can be prioritised above 100, and are always placed to the front of the queue.</p>
23. Aug 2018	CSYMP-15	Dynamic Priority Groups	Dynamic Priority Groups are now presented in a new view in the SuperAdmin. The view shows the dynamic priority groups for the current day. The list can be filtered by status. Selections are allowed for past, future, current and items with no plan. Green or red buttons activate or deactivate the complete group or the items.
16. Aug 2018	CSKR-113	Contacts New - Field "Customer Number" tried to validate an e-mail address	When creating a new contact, the field "Customer Number" was validated as an email address. This problem has been fixed.
07. Aug 2018	CCARG-168	Dialler - inbound call received when in status "result code"	If agents were in the status "result code" in a dialler campaign, and the connection to the dialler, they could receive inbound calls. This behaviour has been fixed so that inbound calls are no longer received until a result is recorded.
05. Aug 2018	CCARG-165	MiniClient.EXE - configuration option DisableSpellCheck to disable spell checking in embedded Chromium browser added	A configuration option DisableSpellCheck has been added to disable spell checking in the embedded chromium browser. Additionally, the select list for spell checking follows the language settings in the configuration.

03. Aug 2018	CNFON-238	Creating Contacts - all telephone number fields are "required".	When creating contacts all telephone number fields were marked as "required". This problem has been fixed.
02. Aug 2018	CKLING-11	MiniClient - new option UseRemoteWorkstationName	A new option AutomaticWorkstationLogin has been added to the mini client which causes the mini client to determine the remote workstation name workstation name. This option is used in combination with the option AutomaticWorkstationLogin, to automatically login agents to the ACD environment.
31. Jul 2018	CCARG-145	Import / Export 2	A new method for importing / exporting to and from the system has been added which allows for a highly flexible schema to be used when mapping CSV files. It is currently implemented for the dialler, and is documented here: <a href="#">https://www.asterisk.org/development/core/bugs/view.php?id=38484</a>
22. Jul 2018	CSYMP-16	Mini Client EXE - Automatic Login from Workstation with automatic setting of telephone number	A new setting has been added to the mini client - AutomaticWorkstationLogin, then the mini client tries to login the current user automatically and automatically.  This is achieved as follows: the mini client passes the workstation name, workstation address and user name to the login procedure, together with the client address according to the login URI. The login procedure checks for an entry in the reseller / client combination, which matches the LDAP user name of the workstation. If an entry is found, the user is logged in with the telephone number specified in the workstations table, with the status specified in the client configuration file.  To use this feature, the settings StatusChangeOnStartClient and StatusChangeOnStartClientID must be also set in the mini client configuration file.
22. Jul 2018	CKLING-5	Mini Client EXE - URL can now be opened by REST	New options have been added to the mini client, version 2.20, to allow opening CRM URL via REST. The new parameters are AutomaticRESTCRMURL and CurlRESTCommand. The deployment of the mini client now includes curl functionality.
20. Jul 2018	CRADPRAX-198	Automatic answer configured incompletely causes delay in incoming calls	If the automatic answer feature configuration was incomplete, this could cause a delay of 2-4 seconds on receipt of an incoming call. This problem has been fixed.
13. Jul 2018	CSTUTT-287	Asterisk AMI PBX Connector - Duplicate PBX Users	The Asterisk AMI PBX connector can now deal with duplicate PBX users. All users with the same monitor telephone number, all will be set to busy or free and will not receive events from the PBX.
10. Jul 2018	CNFON-266	New GUI Variables for caller qualification	The following variables have been added to the IVR GUI:  \$caller_nielsenarea \$caller_postcode1 \$caller_postcode2 \$caller_postcode3 \$caller_statename \$caller_vehicleregistration  These contain the relevant data from the AreaCodes table. Currently, only the USA is provided, other countries may be added via the GUI as sysadmin.
09. Jul 2018	CENERGIE-49	Call Transfer to Same Group now possible	It is now possible to transfer a call back to the same ACD group as the original call. This is now allowed, as use of the group search extension algorithm can be distributed to agents which are not actually a member of the group being processed. This allows agents who are not able to deal with the call to transfer the call back to the group.
29. Jun 2018	CNFON-260	FTP Upload of call recordings not possible on Linux SMBv2 File Shares	On Linux Samba SMBv2 shares, the daemon process responsible for copying files does not copy the call recording file to the destination file name. This problem has been fixed.
25. Jun 2018	CSPKH-92	ACD Queue Waiting Position and Waiting Time calculations wrong	The current ACD queue waiting position, played to a caller, could incorporate a higher priority call joined the queue in front of the current call. This problem has been fixed, the waiting time announcement, if played in the queue, could be incorrect rate (way too fast). This problem has also been fixed.
16. Jun 2018	CCARG-158	Non Standard Shortcut Ctrl+Alt+E ends mini client	Previously, pressing Ctrl+Alt+E would end the mini client. This behavior has been changed, now the mini client closes with the standard shortcut Alt+F4.
15. Jun 2018	CCARG-157	MiniClient does not start when last started on a no longer present screen	If the mini client was started and docked to a screen which is subsequently removed, the mini client would not start next time tried. This situation happens mostly with laptops. This problem has been fixed.
06. Jun 2018	CMOVINGA-136	SOAP callCreateOutbound new parameter bSuppressPreview	A new parameter has been added to the SOAP function callCreateOutbound, bSuppressPreview. This parameter causes any screen pop functionality for the call to be made, for example when the Salesforce integration is used.
06. Jun 2018	JTELDEV-4861	Deleting ACD Groups - Error	An error could occur when deleting an ACD group due to a foreign key constraint in the database. This problem has been fixed.

05. Jun 2018	CMOVINGA-135	SOAP onClickToDial with NULL userData results in screen pop in Salesforce	Using the SOAP onClickToDial function without specifying a value for result in screen pop in Salesforce for a record with the Salesforce ID, has been fixed.
05. Jun 2018	CMOVINGA-134	Outbound call not possible in Salesforce if REST API onClickToDial inactive	It was not possible to make an outbound call in Salesforce by ClickToDial when onClickToDial was marked as inactive. This problem has been fixed.
28. May 2018	CENERGIE-57	MiniClient in Citrix Server	The MiniClient would not start more than once in a Citrix Server environment. This problem has been fixed. See also MiniClient configuration setting CEFSettings (3).
27. May 2018	JTELDEV-4860	DE Holiday Lists available in WIKI and deployment	Holiday lists for Germany up to 2023 for all states are available in the WIKI ("Feiertagslisten DE") and in the portal directory JTELCarrierPortal/DB/
27. May 2018	CCARG-155	Dialler - Priority of campaigns	The way in which the dialler deals with campaign priorities has been modified to allow quicker emptying of campaigns which are almost empty. The algorithm is as follows:  Campaigns with > 5% available contacts, uses weight * random factor. Campaigns with > 2.5% available contacts, uses 50 * random factor. Campaigns with > 0% available contacts, uses 100 * random factor.  This means that when campaigns get to less than 5% available contacts, these campaigns will be selected more often, which will tend to the carrier being emptied.
27. May 2018	JTELDEV-4857	.r5.xml Files no longer distributed	The .r5.xml files (xml representation of the .r5 scripts in the product) are no longer distributed and have been removed.
27. May 2018	JTELDEV-4858	IVR GUI - Language change object did not change variables \$languages_id and \$languages_iso_code	The IVR GUI object "language change" did not change the value of the variables \$languages_id and \$languages_iso_code. This problem has been fixed.
26. May 2018	JTELDEV-4856	Trunk Groups - Outbound Call Number Converter Error	If the number specified as the subscriber code was of length >= 9, the trunk groups selector algorithm would fail. This problem has been fixed.
24. May 2018	JTELDEV-4855	Trunk Groups Universal Formatter now supports selective inclusion of + for international numbers	The universal formatter for outgoing numbers now supports the selective inclusion of a SIP URI, if the number is treated as international by the converter.  For example:  sip:\$ {NUM.PLUS}\${NUM.E164}@mytrunk will dial with E.164 and a plus always  sip:\${NUM.PLUS}  \$ {NUM.X164}  @mytrunk will dial internal numbers without a plus, and all other numbers as E.16 plus sign.
24. May 2018	JTELDEV-4854	Reports can now dynamically load resource file for report	Previously, any strings referenced within a report using the \$R syntax required that the string be present in the reportmessages.properties in the carrier portal application. This behaviour is still allowed, but it is additionally allowed to use resource files with the same base file name as the report itself, for example Statistics_ACDGroupsReport_de.properties, Statistics_ACDGroupsReport_de.properties, and the report will be generated using the Data/system/jasper directory, and the report will be generated using the strings stored in the carrier portal application itself - all strings used in the report are provided in this case.
24. May 2018	JTELDEV-4853	ACD Group Start - Total Agent Count Logged in to Client is Recorded	When a call enters an ACD group, the total agent count logged into the table AcdStatisticsPartB. The ACD Clients Report now reports the maximum value for the past n days in the column "Concurrent".
23. May 2018	CNFON-219	Report ACD Statistics Group Calls (ACD-Statistik Gruppenanrufe) corrected	Some fields in the report, such as the total average hangup time, were incorrect. This problem has been fixed. The layout of the report for E is improved.
22. May 2018	CCARG-110	Agent Home and Mini Client - new Call Transfer Tab "Team"	The new tab "Team", available both in the full client and the mini client, view as "Agent", but lists only agents who are members of groups in which the user is also a member.
22. May 2018	CHHW-82	MiniClient EXE - Opening of external links failed	The mini client .EXE would fail to open external links. This problem has been fixed.
22. May 2018	JTELDEV-4849	Mini Client pins to wrong monitor on re-open	If the mini client was pinned to any monitor other than the primary monitor, it will now pin itself to the primary monitor after a restart. This problem has been fixed.

22. May 2018	CCARG-108	Direct Call to ACD Group from Mini-Client	<p>It is now possible for agents to call ACD groups directly from the Mini-Client. This works as follows:</p> <ul style="list-style-type: none"> <li>- only groups which are configured with a direct service number (new groups for standalone groups and agent groups) can be called. This system requires a service number to which the call statistics are recorded - the call is made to the agent. The signalled number (i.e. seen by the agent) is the configured service number in the ACD group.</li> <li>- processing is defined, by the application configured on the service number. If a different processing is desired than configured (for example, because an IVR answer is desired), then a separate service number should be configured for the agent to contact the ACD group directly.</li> <li>- when the call is routed to the ACD, it enters the group at the check point that the usual checks for entering the queue apply and all further processing is the configuration of the ACD group itself.</li> <li>- the agent call is placed in the queue with a priority 100, which will usually be at the front of the queue, if queueing is possible.</li> </ul> <p>This feature is controlled by the resource:</p> <ul style="list-style-type: none"> <li>- portal.Acd.AgentHome.Call.DoCall.Group</li> </ul> <p>and can be disabled accordingly. It is enabled by default.</p>
22. May 2018	CSTUTT-278	Agent Login Logout Statistics - Race Condition	If an agent changed status using the web client, whilst an automatic login was performed by the telephony server due to a missed call, then incorrect statistics were recorded for the login/logout statistics. This problem has been fixed.
22. May 2018	COPTI-73	Missing Media Event Notification in SOAP when ACD Event is closed by SOAP	When a media event was closed by SOAP, no notification was sent to the agent. This contrasts with closing an event using the Web GUI, which caused the SOAP interface. This behaviour has been changed, so that an event is always notified.
21. May 2018	CHAUSGRUND-23	Media Events - Events could only be sent to logged in agents.	For all media event types except chat, it is now possible to send the event to agents who are not logged in. Chat sessions are a realtime event which cannot be sent to agents who are not logged in.
20. May 2018	JTELDEV-4851	Editing group distribution page sometimes fails when a default group is enabled	The web application could freeze, when the distribution algorithm for a group was set and a default group was set. This problem has been fixed.
20. May 2018	JTELDEV-4850	Cannot delete ACD group when extended group search is configured	When the extended group search was used, it was not possible to delete a group configured with this feature. This problem has been fixed.
16. May 2018	CSYMP-9	Incoming Call Service Dispatcher - Match on only Source Server now possible	It is now possible to match incoming SIP calls to the trunk group based on the source server. To use this matching method, the destination server in the trunk group must be configured as empty.
15. May 2018	COPTI-71	Chat - incorrect language displayed	The chat server could display some messages in the incorrect language based on browser settings. This problem has been fixed.
15. May 2018	CCHALTEC-128	File Upload sometimes failed on Windows Shares	Uploading WAV files to the portal could sometimes fail on installations where the portal was on a Windows machine. This problem has been fixed.
10. May 2018	CVBDA-8	New SOAP Function customProcessStart	A new SOAP function has been added, customProcessStart. This allows the use of custom call flows to ACD calls, which are started when the caller answers, or the caller is on hold. See the current SOAP documentation for details.
09. May 2018	JTELDEV-4847	Mini Client EXE 2.16 - Hotkey Function	<p>It is now possible to specify a hotkey in the mini client .EXE configuration file. The hotkey function follows:</p> <ul style="list-style-type: none"> <li>• the selected text in the foreground application is copied to the clipboard using Ctrl+C to the currently active application</li> <li>• each line in the clipboard is treated as a separate phone number</li> <li>• all invalid characters are extracted</li> <li>• the longest number is used</li> <li>• this number is then passed to the mini client .EXE, which executes the call</li> </ul> <p>shortcut.js can be modified as necessary. The default behaviour is as follows:</p> <ul style="list-style-type: none"> <li>• convert the number to E.164: numbers which begin with 00 - remove the 00 and replace with the set country code</li> <li>• bring the application to the front (i.e. application has focus)</li> <li>• click the button "Make Call" in the mini client window.</li> <li>• replace the phone number field with the extracted text</li> <li>• set the focus to the "Call" button</li> </ul> <p>If the user wishes to make the call, simply pressing enter will start the call. The hotkey function can be further modified in shortcut.js, for example, to also click the button.</p> <p>The settings in the mini client configuration file which affect this behaviour are:</p>

- PhoneSelectShortcut - the key to use.
- PhoneNumberClipboardDelay - the number of milliseconds to wait for actually populate the clipboard
- PhoneSelectCountryCode - the country code to be prepended to number a single 0

09. May 2018	CMOVINGA-128	FTP Call Recordings Upload Filename	The FTP upload call recordings filename can now contain \$userdata or the userdata field or the additional information field respectively.
07. May 2018	JTELDEV-4846	Basic Debugging Statistics Page	A page has been added, which shows some diagnostics for the webse retrieved at the following URL:  <a href="http://localhost:8080/CarrierPortal/pages/common/Stats.xhtml">http://localhost:8080/CarrierPortal/pages/common/Stats.xhtml</a>
06. May 2018	CDIERCK-12	Innovaphone PBX Connector V11 supports multiple instances as service	The innovaphone PBX connector (from V11 only) can now be installed service on the same machine.  The installation syntax is:  c:\Windows\Microsoft.NET\Framework64\v4.0.30319\InstallUtil.exe /ServiceName="JTELInnovaphonePBXService_instance001" /DisplayInnovaphone PBX Service Instance 001" /Description="Jtel Innovaphor Instance 001" /install JTELInnovaphonePBXService.exe  Note: when uninstalling the connector, the same switch for /ServiceName
04. May 2018	CCONRADIO-47	ACD Groups Report 4 - Incorrect Service Level when 0 Service Level Seconds selected	If the Acd Groups Report 4 was executed, with a service level seconds service number selected, then the report would incorrectly count all call without respecting the service number selection. Hence a service level reported. This problem has been fixed.
04. May 2018	CNFON-214	AcdGroupsReport 1, 3 and 4 - Average Hangup Time incorrect	In ACD Groups Report 1, 3 and 4, the average hangup time was incorrect second. This was due to the total time being divided by itself to form the being divided by the number of calls. This problem has been fixed.
03. May 2018	CHECT-30	Calling Party Number not displayed correctly in Mini-Client Toaster	The calling party number was not displayed correctly in the mini client ' which is displayed when an incoming call is received by agents. This problem fixed. A new version of the mini client must be deployed in addition to the portal, to fix this problem.
27. Apr 2018	CKSB-82	Additional Info - fails when single quotes are used	The additional information field would fail in the call flow, if single quote problem has been fixed.
25. Apr 2018	COPTI-58	Call Recordings Upload to SFTP sometimes fails	Call recordings upload to SFTP would fail if a backslash was used in the problem has been fixed.
24. Apr 2018	JTELDEV-4845	New Group Reports ACD Groups Report 7, 8 and 9	Three new ACD group reports have been added to the system. They contain data: call counters, SLA counters and percentages, queue counters, agent and agent times. The SLA is divided up into 3 calculations, and a "red" traffic light effect is added to the SLA percentages and numbers to highlight high service times within the 3 SLA counters. Report 7 is cumulated per group report 8 is cumulated per time slice then group, and report 9 contains the period selected.
24. Apr 2018	CVBDA-7	New Stored Procedure for creating holidays without creating duplicates	A new stored procedure JTELWeb.Holidays_Create_NoDuplicate has been created. It can easily be used to create lists of holidays which can be imported into creating duplicates. This makes the creation of scripts for specific holidays
14. Apr 2018	CPPA-22	Automatic logout on lost calls also processed when agent already logged out	The automatic logout on lost calls would also be processed when an agent logged out. This effect can be seen when the new feature "always call the direct use of personal extensions as an ACD group). This problem status is already logged out, then no autologout will be performed
14. Apr 2018	CPPA-21	Agent status is changed when daily outlogout is processed even if agents are already logged out	The status of agents would be changed to a potentially different status currently in, when the daily autologout procedure was processed. This changed, so that agent status is only changed if they are in a logged in daily autologout is performed.
14. Apr 2018	JTELDEV-4843	Improved Logging in Call Log and Call Log Analyser	The call flow logging for viewing via the web in the call log or call log analyser improved. Some unnecessary clutter has been removed, and logs have events received in the call flow.
14. Apr 2018	CHECT-16	Last agent incorrectly moved on enquiry call	When agents hold a call, and make an enquiry call to a new agent, and back, the last agent is incorrectly moved to the agent called in the enquiry has been fixed. The call log now also includes information on how the enquiry (where the last agent is determined) and how the queue was distributed
13. Apr 2018	CHECT-17	MiniClient Incoming Call Popup improved	Previously, the incoming call popup in the mini client only showed the incoming A-Number (caller number) has been added.



09. Apr 2018	JTELDEV-4842	Report Date Time Formats 12 instead of 24h in some reports	The report time format was incorrect, in the following reports: Agents It (Inbound and Outbound), Dialler Campaigns Itemised Calls Report. Th fixed.
08. Apr 2018	JTELDEV-4841	Dialler - Possible Race Condition when Call Ends	A race condition could ensue, when the outbound call from the dialler e check for call blending to be made even though the agent was not reac had not yet been recorded. Also, the agent call status could change to agent was idle and had no call with the system). This problem has bee
08. Apr 2018	COPTI-66	DTMF Injection - when using IVR Connect module	DTMFs are now passed between the tromboned connections when usi module. This can, for example, be used to control a dialled IVR system aculab VoIP layer must be accordingly parameterised to pass the DTM
08. Apr 2018	COPTI-62	Chat Media Events not signalled correctly via SOAP	Sometimes chat events would not be signalled correctly by the SOAP i problem has been fixed.
04. Apr 2018	JTELDEV-4838	Telephony server - run as windows service	The telephony server can now be run as a service. For additional inform this up, contact jtel support.
28. Mar 2018	JTELDEV-4837	SOAP Test Client ACDCClient2Test.exe - Event timestamp formatting incorrect	The event timestamp formatting in the right hand pane (events log) wa problem has been fixed.
28. Mar 2018	JTELDEV-4836	SalesForce - onClickToDial function now also matches the ServiceNumbers.Name field not just ServiceNumbers.RootNumber	The match on the number returned from the onClickToDial REST API i both the ServiceNumbers.RootNumber and ServiceNumbers.Name fie necessary, to match 0800 numbers, for example. Note that the match I more than one record - i.e. no two ServiceNumbers in the jtel system c with the same Name.
27. Mar 2018	JTELDEV-4834	Transaction Code Buttons in Mini Client Improved	The transaction code buttons in the mini client have been improved, sc check boxes for easier usability.
26. Mar 2018	CNFON-191	Trunk Groups - New Number Translator	A new number translator "Telephone 90, 900 - remove dialling prefix (€ country code and area code as required" has been added, for countrie: which signal incoming numbers pre-pended by 9 for an outside line.
22. Mar 2018	JTELDEV-4832	Chat URL now clickable	The chat URL in the chat configuration is now clickable.
16. Mar 2018	CPPA-15	New TTS Engine Cereproc	The jtel system now supports a new TTS engine - Cereproc. See <a href="#">www</a> more details. Highlights include offline generation via a flexible licensin (unlike some other vendors) is not channel based, but simply requires a system.
15. Mar 2018	CNFON-144	Edit Contacts - Email Field maximum length problem	It was not possible to edit an email address of more than 32 characters contacts edit function. This problem has been fixed.
14. Mar 2018	CLDB-105	Telephony Server does not delete whisper files	The telephony server would not delete whisper files, after they had bee cause the temp directory to contain many files over time, though a disk never observed at a customer due to the usually small files involved. T been fixed.
13. Mar 2018	CCARG-151	TAPI PBX Connector - Connector IP and UDP Port Update	The TAPI PBX connector now updates the connector IP and UDP port received from TAPI. This means that it can be restarted or started durin a slight impact on system function (loss of events for the duration of the
07. Mar 2018	CWS-180	Innovaphone PBX CDR Service - Connection Pool Error	The Innovaphone PBX CDR collector service writes to the incorrect co JTELStats instead of JTELWeb. This problem has been fixed.
07. Mar 2018	CWS-179	Dialler Logic and Call Pickup / Transfer Problem - Incorrect Agent Telephone Status	When a call pickup or transfer is performed by an agent using the PBX status (not PBX status) of agents was sometimes incorrectly not reset. been fixed.
06. Mar 2018	CCARG-150	TAPI PBX Connector - Click to Dial not terminated automatically	Now, when an agent performs a click-to-dial, using the TAPI PBX connr automatically ended. This allows agents to "hear" the result of the call ( number, ...) before the call is terminated.
04. Mar 2018	CCARG-143	Click to Call - via PBX Connector or jtel	It is now possible to decide whether the PBX connector is used to mak (click to dial) for agents, or the jtel system directly.  The following settings govern this behaviour:  dialler.ClickToCall.UDP.MaxNumberLength PBX Connector maximum number length for ClickToCall commands. T dialler.ClickToCall.UDP.MaxNumberLength and dialler.ClickToCall.UD determine which numbers will be dialled using the connector.  dialler.ClickToCall.UDP.MinNumberLength PBX Connector maximum length for current agent TelActive to send cc connector. Usually, if the number is greater than this length, agents are home office (for example), so the connector cannot be used.

dialler.ClickToCall.UDP.MaxTelActiveLength  
 PBX Connector minimum number length for ClickToCall commands. TI  
 dialler.ClickToCall.UDP.MaxNumberLength and dialler.ClickToCall.UD  
 determine which numbers will be dialled using the connector.

04. Mar 2018	CCARG-141	Report - Current Agent Performance Report - Title wrong	The title of the current agent performance report was wrong. This has t
03. Mar 2018	CCARG-140	TAPI Connector - new matching of telephone numbers	When status changes are reported by the TAPI connector, the followin used:  - first of all, try to match TelActive (the active telephone number of the - next, try to match Tel followed by TelActive - finally, try to match TelActive followed by Tel to Tel6  This offers maximum flexibility in the configuration of agents in the syst
03. Mar 2018	CCARG-106	Call Transfer Group - Call Flow Problem when Call on Hold	When a call was on hold, and a call transfer to group was performed, tl call not to be retrieved, or to be retrieved immediately. This problem ha
03. Mar 2018	CCARG-139	Auto-Logout remembers last agent telephone number	A new feature has been added, so that the system remembers the last an agent was logged into. When logging back in (for example after an system will use the "remembered" telephone number when only the qu press "green" for logged in) are used. This behaviour can be disabled t resource "portal.Acd.Header.AutoLogout.ForgetLastTelActive" - which compatible behaviour to be active. Updating a system will cause the be compatibility to be enabled - i.e. this feature must be actively enabled.
03. Mar 2018	CCARG-107	MiniClient - ACD Group Login Status now coloured	The login status in a particular ACD group is now coloured in the mini c the "key" icon (allowing login / logout) now being red / green (showing mouse-over hint is provided for other groups, to indicate why the functi such as "read only in this group" or " not member of this group".
03. Mar 2018	CCARG-138	Acd Groups Report 4 - error in total number of calls	AcdGroupsReport 4 would sum all calls over all service numbers inste when more than one service number was selected. This caused the nu to be incorrect in all further calculations, and the report to be inconsiste This problem has been fixed.
18. Feb 2018	CPPA-11	Innovaphone PBX Connector - New Features Call Transfer and Call Pickup	The Innovaphone PBX connector now detects call pickup by an agent accordingly transfer the call details in agent home to the picking up age transfer via the PBX, and will transfer the call details to the new agent.
18. Feb 2018	CCWMEYER-34	TAPI PBX Connector - Number Cleaner	Numbers which are reported by the TAPI PBX connector are now clea non-dialable characters without having to completely specify a regular configuration which performs the cleaning (which is quite tricky).
01. Feb 2018	COPTI-44	Duplicated Media-Events in Supervisor	Media-Events were incorrectly duplicated in the supervisor view Media History - once for each group the supervisor was a member of. This pr fixed.
28. Jan 2018	JTELDEV-4823	Deleting a Client not Possible	It was not possible to delete a client due to data dependencies in the d problem has been fixed.
27. Jan 2018	CNFON-121	Agent Home - Call Recordings - unnecessary access token required	Access to agent home, call recordings required access to the token portal.Acd.AcdGroups.CallRecording (i.e. the right to configure recordin group). This has been removed.

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