

Release 3.14

Resolved	T	Key	Release Notes Subject	Release Notes Content
10. Apr 2019		CKLING-56	Users Profiles - incorrect display of rule for reserve agents	In the users profiles view, when editing a profile, rules which are applied incorrectly be displayed as rules applied to permanent agents in the group of the rules only, and has been fixed.
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 current opening times and holiday restrictions. This restriction has been removed (flag in the campaign) are shown.
06. Apr 2019		CKLING-77	Time synchronisation errors on servers causes reports to provide incorrect call counts	<p>If the time synchronisation on the servers was incorrect, this could cause historical reports. The database queries associated with the counters in that these are now resistant to time synchronisation failures. It is, however, times will still be reported in this case - as the timestamps taken from various cause incorrect differences to be calculated when timestamps taken from subtracted, for example.</p> <p>The changes made in this ticket affect all reports on the system.</p>
23. Mar 2019		CNFON-367	Cleaner Processes - new shell script	The cleaner processes for the database have been moved from a daemon. See https://wiki.jtel.de/x/5gEh for more information.
20. Mar 2019		CKLING-72	New Parameter ACD.UDP.Webserver.Address.<MachineID>	<p>It is now possible to specify a separate address for each UDP provider (8). The parameter must be created in the database with the following name:</p> <p>ACD.UDP.Webserver.Address.<MachineID></p> <p>For example:</p> <p>ACD.UDP.Webserver.Address.82</p> <p>The MachineID is the ID of the 8-Server machine, as configured in 8-Server.</p> <p>This enables the selective deactivation of the platform listener on some hosts connected via WAN with a slow or bad IP connection.</p>
20. Mar 2019		CKLING-28	New Tiles for Wallboard All Groups for Waiting Time	<p>New tiles have been created for the wallboard, which show the waiting time:</p> <ul style="list-style-type: none"> - 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 <p>The tile showing the average over the day from call start to agent connect causes confusion between the tiles.</p>
19. Mar 2019		CCARG-201	GDPR Wave played when caller already hungup	Sometimes, the GDPR audio file would be played even if the called party lines to hang in the call flow and not be correctly terminated. 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 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 or Reseller Admin. 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 from external telephony servers, networked by WAN. A routine has been added to recover from the lost UDP packet as long as the call is in the ACD queue. The call will be distributed and recover from the lost UDP packet.
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 call between two agents. This would result in the receiving agent being blocked. 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 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.
27. Feb 2019		JTELDEV-4928	Chat - new JavaScript Function "isAgentAvailable"	A new javascript function JTEL.isAgentAvailable has been added to the javascript file JTEL.isAgentAvailable.js

```
{ Hash : '(hash_code)', BaseWSURI: 'ws://jtel-chat-server:3000', callback
);
```

The callback function is declared as follows:

```
function( result )
{ ... }
```

result contains true, if agents are available according to the max chats per logged in status for the chat medium. Otherwise result contains false.

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 data duration of the logins was incorrectly multiplied by the number of groups i 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.To = 80,0 - this would cause an error. This problem has been fixed, however unless correctly 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 webservice with an empty page. This problem has been fixed.
24. Feb 2019	JTELDEV-4927	Resources View - SysAdmin - Better ordering of resources	When resources are selected in the sysadmin view, and one of the flags i inheritance or menu), now the resources are secondary sorted by name. easier.
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 analy 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 curre in the full client, as an incorrect resource was referenced in the security g
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 c
10. Feb 2019	CMPK-12	New IVR object "Last Call Information" retrieves information on previous ACD call	This object is used to retrieve information on the last call made by the cur and can for example be used to route re-diallers more efficiently. More in the object reference.
10. Feb 2019	JTELDEV-4921	IVR - New Object "Dump Variables"	A new object Dump Variables has been added to the IVR. This can be us variables. If an optional prefix is provided (without a \$ sign), then only var prefix will be logged.
10. Feb 2019	CWERA-16	GOSUB / RETURN now allows modification of variables in subroutines and nested calls	The GOSUB and RETURN objects now allow modification of variables in possible to nest more than one GOSUB / RETURN call.
10. Feb 2019	JTELDEV-4920	Fix Update 3.14 - missing mkdir for Data/system/help and missing ShortText for TelStatus.-1 (Unregistered)	The update script for releases 3.14 had two errors. First of all, the Data/s; present on the target system, causing a missing help.properties file. Secc TelStatus.-1 (Unregistered). These problems have 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 fie
25. Jan 2019	JTELDEV-4903	New Mini Client 2.27 released	A new mini client has been released. This is documented here: https://wiki.jtel.de/x/ahme+des+Mini+Client+ab+der+Version+2.27 and here: https://wiki.jtel.de/x/gen
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. Alca national numbers unqualified (without the country code prefix). A new cor remove +, national prepend country code, PBX internal prepend country ; added to work round this problem. The converter works with internal exte
15. Jan 2019	JTELDEV-4913	CRM URL now allows any URL scheme	The CRM URL now allows any protocol scheme to be used. For example myurl:test1234?caller=498946149500 would be a valid URL, assuming th machine for the "myurl" protocol.
03. Jan 2019	JTELDEV-4911	FTP Logs for Uploads from EventSpool	FTP logs are now created for jobs which result from uploads via the even call recording uploading and conference recording uploading which are p logs can be viewed using the menu item "Logging ... FTP Logs".
31. Dec 2018	JTELDEV-4906	Online Help now supplied by jtel online confluence WIKI system	The online help is now supplied by the jtel online WIKI system. It can be c Data/system/help. This file is built up as shown in the following example: Help.URL = https://wiki.jtel.de Help.SearchURL = https://wiki.jtel.de/dosearchsite.action?q=siteSearch&trng=\$searchTerms x./pages/common/Main.xhtml = https://wiki.jtel.de x./pages/common/ServiceNumbers.xhtml = https://wiki.jtel.de/x/kAAF0./pages/common/ServiceNumbers.xhtml = https://wiki.jtel.de/x/MwEF

The setting Help.URL specifies the wiki URL for the system.

The setting Help.SearchURL specifies a search URL which can be used if a search page is specified.

The setting x./pages/common/Main.xhtml specifies a help page target for role.

The settings x./pages/common/ServiceNumbers.xhtml specifies a help page for a role, the setting 0./pages/common/ServiceNumbers.xhtml overrides this role.

Roles are numbered from 0 to 3 (0 = sysadmin, 1 = reseller admin, 2 = client admin, 3 = agent admin)

27. Dec 2018	JTELDEV-4902	Telephone Number Input Fields - incorrect replacement of prefix (country code)	The telephone number component would incorrectly replace the prefix (in some cases) without removing the prefix from the input field (suffix) in some cases. This 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 incorrectly summed the 15 minute columns, instead of one row per distinct dynamic priority group. This 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. Clicking the link opens the dynamic priority group 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 browser when the table is scrolled. The feature can be activated or deactivated using the setting "portal.Beta.FixedTableHeaders", enabling deactivation of this feature with the setting "portal.Beta.FixedTableHeaders=false".
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 "Details" on the right hand side.
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 notification was sent twice. This problem has been fixed, the notification is only sent once.
11. Dec 2018	CWERA-7	LastAgent via IVR - several agents can be specified in order	It is now possible to specify several agent IDs in order when the last agent ID is specified. For example: \$lastagentID1, \$lastagentID2. The system tries to distribute to these agents in the correct order. If any of the specified agents are unavailable, the distribution is not considered by the algorithm.
10. Dec 2018	JTELDEV-4894	New tiles added to home page	The following tiles have been added to the home page: <ul style="list-style-type: none">Analyse Call LogLocked IP AddressesLocked UsersPresence ConnectorsTrunk Groups
10. Dec 2018	JTELDEV-4881	Workflow / Routing GUI - Object Re-Organisation	The objects in the routing GUI have been reorganised. A new category "Internal" has been added which the list functions have been moved together with some other internal functions. The object icons have been changed in some cases - in particular the data objects which pertain to external interfaces (DB, REST etc.) have all been moved to the "External" category. Objects which pertain to ACD Events are now all found in that category.
10. Dec 2018	JTELDEV-4879	jtel SOAP Interface v1 is now removed from system	The old deprecated v1 version of the SOAP interface has been removed. Customers using this version of the interface must port their code to the v2 version onwards. Note, that users of this version of the interface no longer receive updates.
10. Dec 2018	CNFON-326	Presence Connectors	A new menu item Presence Connectors has been added to the portal. This menu item allows agents to connect to presence connectors (PBX Connectors) from the portal directly. Currently only support for presence connectors is supported, support for other connectors will be added over the next release. It is no longer necessary to provision the PBX connector from the command line.
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 addition, a maximum number of tries has been implemented, after which sending an SMS is considered failed. The setting Portal.Daemon.SMS.MaxTries has been implemented, after which sending an SMS is considered failed.
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 number was found. This was not a critical problem, and did not affect system operation.
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 this event back to the group for processing before leaving. This is now possible, and is desirable if an agent has an event but is logged out from the system. The setting Portal.Agent.MediaAgent.AllowForward can now be set to true, allowing agents to forward events which are in a particular agent account back to the event currently is 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} was used. This has been fixed.

