

Release 3.34

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
JTELD EV-6567	blocked URL	07 May 2024	Login - Prevent Reset Password	Resetting the password from the login page can now be prevented with a system parameter " ACD.Login.PasswordReset.Enabled ". This parameter should be 1 or 0. If this parameter is set to 1, the password reset link will be displayed.
JTELD EV-6460	blocked URL	18 Mar 2024	User master data - capability to prevent user changing their password	A user can edit their password in User Master Data if the following resource is activated: "portal.UserData.User.ChangePassword" (activated by default). If deactivated, the user can no longer change their password. The same applies to editing the PIN using the resource "portal.UserData.User.ChangePIN"
JTELD EV-6426	blocked URL	23 Feb 2024	NOT CRITICAL - log4j-1.2.14.jar was present in the deployment package for the web application	log4j-1.2.14.jar has been removed from deployment package for the web application. Note: it was never loaded by the webserver, so no potential security risk was present.
JTELD EV-6411	blocked URL	22 Feb 2024	Holiday Lists - Filter does not work	The filter did not work in the Holiday Lists view. This problem is fixed.
JTELD EV-6420	blocked URL	21 Feb 2024	STARFACE connector - PBX Users status not being updated correctly	In some cases the PBX users status was not updated correctly. This problem has been fixed.
JTELD EV-6410	blocked URL	21 Feb 2024	Call Flow - music on hold not played when agent transitions to blind transfer to group after using call HOLD before initiating transfer	The following use-cases in the call flow have been fixed: • Call to agent in ACD configuration / agent group combination • The agent uses the HOLD function • The agent then uses the Group Transfer function to transfer the call to an ACD agent group, in which no agents are logged in • The agent then uses the TRANSFER function to transfer the call to the group anyway In some cases, this could cause the music on hold not to be played after the last step. This problem has been fixed.
JTELD EV-6412	blocked URL	19 Feb 2024	Acd Supervisor Events - comment is not created.	When adding a comment in a Media Event in the ACD Supervisor view, a new empty line was added in the history table instead of the comment. This problem has been fixed.
JTELD EV-6326	blocked URL	16 Feb 2024	Download reports fails in Teams plugin	The specific algorithm is implemented for Teams use case.
JTELD EV-6361	blocked URL	05 Feb 2024	Agent Home Improvement on callback handling.	When a call is made from a callback event associated with an Agent Group, the ACD group used to make the call (i.e. set the outbound telephone number) now can be selected from the call dialog – a configuration or standalone group can be selected.
JTELD EV-6346	blocked URL	25 Jan 2024	Azure Login - No information about login configuration problems.	No information is showed in case of a login error when the configuration is not correct. This problem has been fixed by displaying the full exeption message in the login dialog.
JTELD EV-6350	blocked URL	24 Jan 2024	Task Scheduler - error in server process (no effect on actual running of the tasks)	An error was produced in the server console when a task was scheduled and the error task was to be run. If not configured, this would result in an error in the telephony server console. Note: the rescheduling of the task would proceed as normal so there was no impact produced. This problem has been fixed.

JTELD EV-6342	blocked URL	23 Jan 2024	Manual Callback - Add custom variables to manual callback body text	It is now possible to add custom data to the body of a manual callback, which may come from an external system or user inputs in the IVR. This is performed in two steps: - Define JSON Data and add this to the call using the object "Save additional Info and Userdata" - in the JSON field. NOTE: be careful to format the JSON correctly. Updating the JSON Data attached to the call will result in variables being provided in the form: \$jsonData.XYZ where XYZ is the name of the field provided in the json. - Update the Long Text for the manual callback to "*Acd.AgentHome.Callback.Body", and use the JSON data variables. For example: saving the following JSON Data to the call: <pre>* { "customerNumber": "123456", "customerName": "John Doe" } *</pre> will provide the variables \$jsonData.customerNumber and \$jsonData.customerName which can be used in the Long Text for the callback event.
JTELD EV-6343	blocked URL	20 Jan 2024	jrest - Routing Application Runner selects incorrect server	When using the the routingrunner function: <pre>*rest/v1.0/ {clientsID} /routingrunner/run/ {routingApplicationsID} *</pre> the REST API could select the incorrect server to run the application in a multi-server environment. This problem has been fixed.
JTELD EV-6332	blocked URL	19 Jan 2024	Chat - Send chat event to Agent or Group does not remove the event from the first agent.	When sending a chat event to another Agent or Group, the event remains open in the first agent and he can still send messages to the client, close, hangup and do all actions. This has been fixed, the event now disappears from the first agent and the view is redirected back to the previous page.
JTELD EV-6331	blocked URL	17 Jan 2024	JSESSIONID in the URL should be ignored by the webserver	In some cases, the session ID could be added to the URL by the browser. The server incorrectly included this in redirects causing an ajax exception. This problem has been fixed.
JTELD EV-6325	blocked URL	15 Jan 2024	Request Callback - Duplicate Callback Prevention Error	When an anonymous caller created a callback twice, the first created callback would erroneously be commented with "Caller requested another callback" when using request callback variant 1 and 3. This problem has been fixed.
JTELD EV-6324	blocked URL	15 Jan 2024	Voice Mail Transcription - did not add transcription to voice mails sent by email	The Voice Mail Transcription did not add transcription to voice mails sent directly by email (distribute via ACD was set to false). This problem has been fixed.
JTELD EV-6315	blocked URL	15 Jan 2024	Mini-Client - no sound was played on an incoming chat	The Mini-Client (both executable and web) did not play a sound when an incoming chat was received. This problem has been fixed.
JTELD EV-6314	blocked URL	15 Jan 2024	Chat: both chat icon and event icon flashes when chat event comes in	The event and chat icons both flash when a chat event is coming up. This problem has been fixed.

JTELD EV- 6313	block ed URL	04 Jan 2024	New Tab Current Calls in Agent Home and MiniClient	A new tab "Current Calls" has been added to Agent Home and the Mini Client. This tab shows the current calls which are in the queue waiting in all ACD groups the agent is a member of. Agent Home On the left hand side of the call "card", the following information is shown: • A Party Number • Start of call (time of day) • Duration of call from call start • Waiting time from entering the ACD queue • The ACD Group • The service number The right hand side of the "card" shows the following information: • User Data • Additional Info The right hand side of the "card" can be customized using AsciiDoc by defining the Clients Parameter Layout.AgentHome.CurrentCalls.Call Mini Client On the left hand side of the call "card", the following information is shown: • A Party Number • Start of call (time of day) followed by the waiting time from entering the ACD queue in brackets • The ACD Group • The service number The right hand side of the "card" shows the following information: • User Data • Additional Info The right hand side of the "card" can be customized using AsciiDoc by defining the Clients Parameter Layout.MiniClient.CurrentCalls.Call Call Pick-Up Agents can "pick" the call from the queue. The requirements for the agent are: • A telephone number is set. This can be achieved (even when logged out) by clicking on one of the telephone numbers in the header of the full client or the mini-client. • The agent is not occupied with another call or has been determined as the next agent for another call in the queue by the distribution algorithm. Using this function is usually better when in the status "pause" or another status, where new calls will not be routed to the agent directly by the system.
JTELD EV- 6306	block ed URL	03 Jan 2024	Media Events - Add custom variable to Callback and Voicemail body text	This feature allows adding custom data to the body of a Callback / Voicemail media event, which may come from an external system or user inputs in the IVR. This is performed in two steps: • Define JSON Data and add this to the call using the object "Save additional Info and Userdata" - in the JSON field. NOTE: be careful to format the JSON correctly. Updating the JSON Data attached to the call will result in variables being provided in the form: \$jsonData.XYZ were XYZ is the name of the field provided in the json. • Update the Long Text for the callback or voice mail, and use the JSON data variables. For example: saving the following JSON Data to the call: <pre>* { "customerNumber": "123456", "customerName": "John Doe" } *</pre> Will provide the variables \$jsonData.customerNumber and \$jsonData.customerName which can be used in the Long Text for the voice mail or the callback event.
JTELD EV- 6302	block ed URL	31 Dec 2023	Workflow Connectors and Monitor Points - Complete removal from system	Workflow Connectors and Monitor Points have been removed from the system. Use the task scheduler instead, which has greater functionality.

JTELD EV-6301	blocked URL	31 Dec 2023	TrafficManagementPolicies - Complete Removal from System	Traffic management policies are no longer supported by the system. This feature, typically used in older IN (Intelligent Network) systems should now be implemented using an appropriate solution in an SBC where required.
JTELD EV-6299	blocked URL	30 Dec 2023	Routing Applications - No Longer Supported Routing Objects	The following legacy routing objects have been completely removed: • AcdEvent Create (Use AcdEvent Create Advanced instead) • AcdEvent Search • Create OTRS Ticket (Use REST Query Advanced instead which provides more options) • Send to Group • Status Update • Update Remind Date and Time These functions were never officially released. Greater functionality is already provided using existing, more powerful objects.
JTELD EV-6297	blocked URL	30 Dec 2023	Routing Applications - No Longer Supported Routing Objects - Hotbutton	All Hotbutton support has been removed from Release 3.34 onwards.
JTELD EV-6281	blocked URL	29 Dec 2023	New Workflow Objects: AcdEvent Create Advanced and Salesforce Generic Query	Two new workflow objects have been created: • AcdEvent Create Advanced • Salesforce Generic Query AcdEvent Create Advanced allows for the creation of ACD events specifying the following parameters: • Type of event • The ACD group to which the event should be distributed • The Agent to which the event should be distributed (optional) • Event sender • Event receiver • Subect • CRM-URL • User Data • Body Data • Skills and Timeouts It is recommended, that the previous version of the object, AcdEvent Create, no longer be used. See this wiki page for further details: https://wiki.jtel.de/x/HQCcBg SalesForce Generic Query provides a totally generic API which can be used to communicate with Salesforce endpoints. It could be used, for example, to replace the existing Salesforce getCallerInformation queries. It can use any REST endpoint defined in the Salesforce instance, including endpoints which are not necessarily created using Apex but other methods such as flows. The following parameters can be specified: • The REST Endpoint URL within the Salesforce instance • Four generic parameters passed to the REST Endpoint • A query parameter (multiline) passed to the REST Endpoint The object has four outputs, which are selected depending on the return value of the REST API called: • Found - used when the REST endpoint returns 200 OK • Many - used when the REST endpoint returns 300 Multiple Choices • Not Found - used when the REST endpoint returns 404 Not Found • Error - used in all other cases For 200 OK and 300 Multiple Choices the JSON parser is used to parse any returned and valid JSON information into variables which are provided to the workflow as variables of the form \$SalesForce.xyz where xyz is the name of the actual JSON field provided. See this wiki page for further details: https://wiki.jtel.de/x/BoCJBg

JTELD EV-6295	blocked URL	25 Dec 2023	IVR Object Last Call Information - Additional fields and Query Option	The IVR Object Last Call Information has been expanded to include the following new option: - Option "Include Outbound". If this option is set, outbound calls will also be queried. If not set then only inbound calls are considered. - Option "Agent Calls Only". If this option is set, only successful agent calls are considered. If not set then all calls are considered. The following new variables are now provided by the object: - UserName - the name of the last agent - UsersFirstName - the first name of the last agent - UsersEmail - the email address of the last agent - AcidGroupsName - the name of the acd group - AcidAgentGroupsName - the name of the acd agent group - AcidConfigurationGroupsName - the name of the acd configuration group
JTELD EV-6285	blocked URL	15 Dec 2023	ACD-S-002 - Service Numbers Report 2 - excel variant uses wrong template	The report ACD-S-002 - Service Numbers Report 2 - excel variant used the wrong template. This problem can be mitigated by deleting the file //acd-store/shared/Data/system/jasper/Statistics_ServiceNumbersReport2.xls.jrxml and is automatically fixed when an update to this version is performed.
JTELD EV-6265	blocked URL	15 Dec 2023	Chat Server - erroneous behaviour when forwarding a chat to an ACD group	Two issues were fixed in this ticket. Scenario: Incoming chat from customer distributed to an agent. The receiving agent is the only logged in agent in the group. Use Case 1: - Agent has the open chat event and sends it to the same ACD group Result: - The Agent is thrown out of the event and an Ajax Exception occurs - He receives the chat event again Use Case 2: - Agent has the open chat event and a Supervisor sends the event to the group via the supervisor view Result: - Both the agent and the supervisor now have the chat event Both these problems have been fixed.
JTELD EV-6288	blocked URL	12 Dec 2023	CORS problem in Miniclient EXE using external login service	A CORS problem could occur when using the Miniclient EXE in combination with an external identity provider (reproducible with Octa). The mini client no longer sends stored cookies to external URLs, such as those of the identity provider's login service, which prevents this issue.
JTELD EV-6286	blocked URL	12 Dec 2023	Unnecessary reference to log4j 1.4 in jtel portal	An unnecessary reference to an unused library caused log4j version 1.4 jar to be present in the portal war file. This dependency has been removed. Please note, it is not necessary to patch existing installations, as the file was never used by the webserver.
JTELD EV-6279	blocked URL	11 Dec 2023	Azure Authentication - After logging in, the tiles are displayed in the wrong language.	When you login with Azure authentication, the tiles in the main view are sometimes displayed in the wrong language. This problem has been fixed.
JTELD EV-6273	blocked URL	08 Dec 2023	Supervisor/Agent Home - Missing some components with Azure Login	When you logged in with Azure , not all required components are displayed in the Supervisor and Agent Home . This problem has been fixed.
JTELD EV-6257	blocked URL	06 Dec 2023	Report subscription - Incorrect attachment.	In some cases, the wrong file was sent via email for a report subscription. This problem has been fixed.
JTELD EV-6269	blocked URL	29 Nov 2023	InputASR Object - Add a new timeout: Timeout Between Words.	In the IVR object InputASR , a new timeout has been added - "Timeout Between Words" . This timeout defines the maximum value of silence between words. The default value is 1500 ms. Once this timeout has occurred, the ASR will calculate the final result.

JTELD EV-6266	blocked URL	24 Nov 2023	MiniClient EXE - User-Agent http request header is configurable in config file	A new parameter was introduced to the the MiniClient configuration file: BrowserUserAgentHeader If the value is not empty, this overrides the user agent header used by the mini client EXE browser when it makes requests. If not configured, the value used is as follows: Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.116 Safari/537.36 JTELMiniclient/2.0
JTELD EV-6262	blocked URL	24 Nov 2023	Wallboard URLs broken when Azure login force is configured	The wallboard URL was not accessible if the client account was setup to force Microsoft Azure login using portal.Login.Azure.Force This problem has been fixed.
JTELD EV-6258	blocked URL	24 Nov 2023	Azure Login - not possible to remove login button	It was not possible to remove the azure login button from the login screen, even if there was no azure authority configured in the client account. This problem has been fixed.
JTELD EV-6235	blocked URL	24 Nov 2023	Chatbot - Problem displaying special characters	Chatbot - there was a problem displaying special characters received from the chatbot. This problem has been fixed.
JTELD EV-6261	blocked URL	23 Nov 2023	TTS Engines - irritating sort order of engines in the IVR GUI	The TTS Engine list in the IVR GUI dropdown lists was not sorted correctly. This resulted in de-AT and de-CH being at the bottom of the list, instead of above de-DE for example. This problem has been fixed.
JTELD EV-6260	blocked URL	21 Nov 2023	TTS and ASR Languages for de-AT and de-CH added	The necessary language definitions to use de-AT (Austrian German) and de-CH (Swiss German) with both ASR and TTS have been added to the portal.
JTELD EV-6254	blocked URL	15 Nov 2023	FTP Upload - Upload call recordings into a second FTP server if configured in a second Client.	It is now possible to configure a second FTP server so call recordings can be uploaded to a second FTP server. This is performed by creating a second client, then adding a Client parameter FTP.CallRecordings.CopyJob.ClientsID in the first client which contains the Clients.ID of the new client. The credentials for the new FTP server are created in the second client account, and the FTP jobs will be copied from the first client to the second client, resulting in two uploads. A further parameter FTP.CallRecordings.CopyJob.UsersIDs can be used to constrain the users for which the job is copied. This parameter is provided as a comma separated list. NOTE: do not put any spaces or other characters between the IDs - this will not work. Examples: Good: 1,2,3,4,5 BAD: 1, 2, 3, 4, 5
JTELD EV-6255	blocked URL	14 Nov 2023	ACD Supervisor - Rendering of Column Values with Thresholds and Coloring	It is now possible to color values displayed in the tables of the ACD supervisor using flexible thresholds and coloring. For example, if the service level drops below 60% it could be shown in red, below 80% in yellow, otherwise in green. For more information please see this page: https://wiki.jtel.de/x/AgBrBg
JTELD EV-6248	blocked URL	10 Nov 2023	Supervisor - Cockpit Variables - very long name prevents operation of sliders	If a cockpit variable had a very long name, then the text would overflow out of the tile in the supervisor covering the previous slider (the one rendered above). This would prevent operation of the slider control. This problem has been fixed - the name is now truncated, the full name of the cockpit variable can be seen by moving the mouse over the shortened text.
JTELD EV-6233	blocked URL	06 Nov 2023	Call Log - Problem displaying special characters	There was a problem with the display of special characters in the call log. This problem has been fixed.

JTELD EV- 6227	block ed URL	03 Nov 2023	Customizable Display Possibilities for Calls in Agent Home and Mini Client and usage of JSON Structured Data in Calls	It is now possible to customize three areas in agent home and the mini client, for the actual information displayed when a call is received. The level of customization is high, the display of the information is based on asciidoc - a variant of a markdown language. With this highlighting and coloring is possible, tables can be displayed, and and number of individual links can be added. Even the display of graphics hosted on a separate server is possible. Customization can either be applied globally, or on an individual ACD Group basis. Using the feature on an individual ACD group allows, for example, the greeting and group specific information or links to be displayed. JSON data call be attached to the call in the IVR call flow, enabling much more data to be attached than previously. For example, a complete customer record with name, address and contact details, purchased products, etc. could be attached and displayed using an asciidoc template. Changes were made to the IVR object Save additional Info and Userdata - see here for details: https://wiki.jtel.de/display/JPW/Save+addit.+Info+and+Userdata Documentation on how the customization is performed, is available here: https://wiki.jtel.de/display/JPW/Customization+of+Agent+Home+and+Mini+Client+Displays
JTELD EV- 6212	block ed URL	03 Nov 2023	Login: Language ID incorrect when logging in by cookie	The language ID was set incorrectly when logging in via a cookie. This problem has been fixed.