

Release 3.42

New Features

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
JTELD EV-7398	blocked URL	24 Aug 2025	IVR - New Live Agent Opt-In and Opt-Out objects	<p>Two new objects have been added to the IVR:</p> <ul style="list-style-type: none">• Live Agent Opt-In• Live Agent Opt-Out <p>These allow active opt-in and opt-out to / from the live agent within the IVR call flow. If an opt-out is performed, then the live agent will be deactivated, no matter what the settings in the ACD group are.</p> <p>See the following wiki pages for details:</p> <ul style="list-style-type: none">• https://wiki.jtel.de/x/SgA8CQ• https://wiki.jtel.de/x/NwA8CQ
JTELD EV-7402	blocked URL	21 Aug 2025	ACD Group Parameters - REST Calls (Telephony Events) - new variables	<p>The following variables have been added to the variables which can be used in REST calls made during the ACD call flow:</p> <ul style="list-style-type: none">• \$userdata• \$userdata2• \$userdata3• \$addinfo <p>See WIKI page https://wiki.jtel.de/x/ZIZhAg) for more details.</p>
JTELD EV-7349	blocked URL	28 Jul 2025	FTP Upload - Support for Second FTP Server in Report Subscriptions	<p>It is now possible to upload specific report subscriptions to a second FTP server. To enable this feature, follow these steps:</p> <ol style="list-style-type: none">1. Enable the Resource: Activate the resource portal.Statistics.ReportSubscriptions.bUploadToSecondFTP.2. Configure Client Parameter: Add the client parameter FTP.ReportsUpload.CopyJob.ClientsID. This parameter should contain the ClientsID under which the second FTP server is configured.3. Select the Option in Report Subscription: When creating or editing a report subscription, check the option Upload To Second FTP Server to enable uploads to the additional FTP server. <p>This enhancement allows greater flexibility in managing report distribution across multiple FTP servers.</p>
JTELD EV-7323	blocked URL	17 Jul 2025	NPS (Net Promoter Score) Report - IVR-002-02	<p>A new variant of the report IVR-002, IVR-002-02 has been added, which contains data providing the net promoter score.</p> <p>The following columns have been added:</p> <ul style="list-style-type: none">• Detractors (0-6)<ul style="list-style-type: none">◦ Count◦ Percentage• Passives (7-8)<ul style="list-style-type: none">◦ Count◦ Percentage• Promoters (9-10)<ul style="list-style-type: none">◦ Count◦ Percentage• NPS<ul style="list-style-type: none">◦ Promoters Percentage - Detractors Percentage

JTELD EV-7305	block ed URL	15 Jul 2025	Summary Bot – Configurable AI Parameters via Client Master Data	<p>By default, the Summary bot uses the configuration file located at /acd-store/shared/Data/config/acd-summary-bot/restserver.cfg. With this update, you can now override the default configuration by specifying parameters directly in the client master data.</p> <p>If you want to use a custom summary bot configuration, add the following parameters:</p> <pre>AIParams.LiveAgent.SummaryBot.LLM.APIKey # API key for the LLM provider AIParams.LiveAgent.SummaryBot.LLM.Provider # LLM provider (currently only 'mistral, openai, deepseek' are supported) AIParams.LiveAgent.SummaryBot.LLM.Model # Model name (e.g., 'mistral-large-latest', 'gpt-4-turbo') AIParams.LiveAgent.SummaryBot.LLM.Temperature # Temperature setting for the LLM</pre> <p>If you want to use an external summarizer endpoint, add the following parameters:</p> <pre>AIParams.LiveAgent.SummaryBot.ExternalSummarizer.Url # URL of the external summarizer AIParams.LiveAgent.SummaryBot.ExternalSummarizer.Temperature # Temperature setting for the external summarizer</pre> <p>This enhancement allows for flexible, client-specific AI configuration without modifying the default config file. Simply add the desired parameters to the client master data to customize the Summary Bot's behavior for each client.</p>
JTELD EV-7315	block ed URL	11 Jul 2025	Braille Agent Home - Enhance Table Filter Accessibility with aria-labels	<p>A new aria-label has been added to help users identify which table a filter belongs to. For example, if you are viewing the Agent table, the filter will include an aria-label such as "Filter Agent Tab" to clearly indicate its association.</p>
JTELD EV-7320	block ed URL	09 Jul 2025	Innovaphone PBX Connector - Digest or Basic Auth	<p>The innovaphone connector can now be configured to use either digest or basic authentication when connecting to the SOAP interface of the PBX.</p> <p>This is controlled by the setting:</p> <pre><add key="pbxAuthMethod" value="basic" /></pre> <p>OR</p> <pre><add key="pbxAuthMethod" value="digest" /></pre> <p>in the configuration file JTELIInnovaphonePBXConnectorV11.dll. If not specified, basic is used for backwards compatibility.</p>
JTELD EV-7324	block ed URL	08 Jul 2025	Agent Call Handling - 3-Party Conference Functionality	<p>A 3 party conference function has been added to Agent Home and the mini client.</p> <p>When assisted transfer is enabled, the agent can start a 3 party conference once the second agent joining the call has been reached. The caller will be removed from "hold" and will join both of the agents or the external destination in a conference. The agent can "Unconference" the call at which point the caller will be put on hold, and the two agents will again be speaking alone. Further operations, such as "retrieve" which remove the second agent, and "transfer" which transfers the call completely are unaffected. Statistically the call is recorded as a consultation call, until it is ended, or an actual call transfer is made.</p>
JTELD EV-7179	block ed URL	08 Jul 2025	Reports - New Opening Times Options in ACD Groups Report 6 and variant	<p>The reports ACD-G-011 - ACD Groups Report 6 and ACD-G-011-02 - ACD Groups Report 6 - 02 (Active and Inactive) have been enhanced with new period options:</p> <ul style="list-style-type: none"> • <i>Today with Opening Times</i> • <i>Yesterday with Opening Times</i> • <i>Current Week with Opening Times</i> • <i>Last Week with Opening Times</i> • <i>Current Month with Opening Times</i> • <i>Last Month with Opening Times</i> • <i>From/To with Opening Times</i> <p>These additions allow you to generate reports that consider Opening Times for more precise analysis.</p>
JTELD EV-7319	block ed URL	07 Jul 2025	Transfer Call - Override Caller ID with Agent's Number for All Transfers.	<p>Two new parameters have been added to the ACD group configuration to enhance call transfer functionality:</p> <ol style="list-style-type: none"> Override signaling with agent telephone number for external transfer When enabled, the agent's telephone number will be used as the caller ID for calls transferred externally, ensuring the recipient sees the transferring agent's number. Override signaling with agent telephone number for internal transfer When enabled, the agent's telephone number will be used as the caller ID for calls transferred internally. <p>These options provide greater flexibility and transparency during call transfers, allowing the recipient to identify the transferring agent directly, both for internal and external calls.</p>
JTELD EV-6985	block ed URL	07 Jul 2025	Teams Connector: Extension of Fields from Graph API including Department	<p>The Teams connector has been enhanced to extract additional user metadata from Microsoft Graph API.</p> <ul style="list-style-type: none"> • The Department field is now retrieved and stored in the PBX Users table. • Other relevant user attributes (such as <i>givenName, surname, jobTitle, officeLocation, city, state, country, streetAddress, postalCode, companyName, mobilePhone, createdDateTime, employeeld, accountEnabled, and preferredLanguage</i>) are also retrieved and provided as a JSON object. <p>This extension enables richer presence information for Teams users and provides more detailed metadata for future integrations and reporting.</p>

JTELD EV-7313	block ed URL	01 Jul 2025	Braille Agent Home - Current Call table does not have a resource to display	A new resource, portal.Acd.AgentHome.CurrentCallBraille , has been added to enhance accessibility in the Braille Agent Home. This resource allows administrators to control whether the "Current Call" table is displayed or hidden for users who rely on braille interfaces.
JTELD EV-7289	block ed URL	20 Jun 2025	RAGBot - Multi-Model Support – OpenAI, DeepSeek & Mistral Integration	RAGBot now supports OpenAI , DeepSeek , and Mistral models. In the Chat Connector LLM tab, specify the desired model and provide the corresponding API key. This update adds more flexibility and control over chatbot behavior.
JTELD EV-7231	block ed URL	11 Jun 2025	Acd Agent Status - Add access keys	It is now possible to configure personalized keyboard shortcuts for ACD agent status to make status changes effortless. Simply, add a parameter in User Settings named <code>AccessKeys.AcdAgent.Status.<ID>}}</code> (replace <code><ID></code> with the ID of the desired agent status), and assign it a single letter of your choice. Once configured, simply press Alt + [your chosen letter] to instantly switch to that status.
JTELD EV-7222	block ed URL	27 May 2025	Scalable Multi-Tenant RAG Service with Modern Deployment, Admin UI.	A major upgrade to Ragbot, making it more powerful and user-friendly across the board. Here's what's new: <ul style="list-style-type: none"> • One unified Ragbot service — handles all languages and use cases in one place • New portal tab — easily upload, download, or delete documents for each chatbot connector • Instant feedback — see live vectorization progress directly in the chat popup • Improved performance — faster processing with better reliability under the hood • Smarter document handling — only changed files are reprocessed to save time • Simpler management — trigger vectorization on demand with a single click This update makes Ragbot more scalable, maintainable, and seamless to use — giving you better results with less effort.
JTELD EV-7234	block ed URL	26 May 2025	Data Manipulation Log - Change in Behaviour	Previously, the data manipulation log was not designed to be used at the client level of the system. It was only possible to see your own changes, if you had logged in directly to that user account. The behaviour has been changed to the following: <ul style="list-style-type: none"> • System administrators see all changes to the system (no change). • Reseller administrators see all changes to their reseller account, and to any client accounts associated with their reseller account. This includes impersonations made to any account within their view scope. • Client administrators see all changes to within their client account. This includes changes made by all users in the client account and impersonations made to any user account within their view scope. • Users see only changes which were made by their user account, however this now includes all impersonations made to their user account.
JTELD EV-7206	block ed URL	21 May 2025	Agent Home Braille - Improve the display of "Actual Call" table for better screen reader compatibility	In this feature, we have enhanced the "Current Call" panel by upgrading it to a fully semantic ARIA grid. This includes the use of <code>role="grid"</code> , <code>role="row"</code> , and <code>role="gridcell"</code> , along with appropriate <code>aria-rowindex</code> / <code>aria-colindex</code> and <code>aria-rowcount</code> / <code>aria-colcount</code> attributes. These improvements enable screen readers and braille devices to facilitate easier navigation within the table using arrow keys. Furthermore, the Teams tab is now accessible in the Agent Home Braille interface, featuring a newly introduced <code>AccessKey</code> . This <code>AccessKey</code> can be configured in User Master Data - Settings . For more details, please refer to the Braille Agent Home - jtel Portal WIKI - jtel Public WIKI .
JTELD EV-7062	block ed URL	21 May 2025	Preview Dialler - Calculate the actual contact preview time.	In this release, we've enhanced the <code>JTELStats.DiallerContactsHistory</code> table by adding two new timestamps: <code>dtDiallerPreviewStart</code> and <code>dtDiallerPreviewEnd</code> . These timestamps help track when a contact is loaded for preview and when an agent either skips or initiates a call. From these timestamps, we derive several key metrics: <ol style="list-style-type: none"> 1. Preview Time: Calculated as <code>dtDiallerPreviewEnd - dtDiallerPreviewStart</code>, this metric shows the duration a contact is in preview mode. 2. Call Duration: Measured as <code>dtCallEnd - dtCallStart</code>, it indicates the length of each call. 3. Result-Code Latency (No Calls): Defined as <code>dtCreated - dtDiallerPreviewEnd</code>, this measures the time taken to assign a result code when no call is made. 4. Result-Code Latency (With Call): Calculated as <code>dtCreated - dtCallEnd</code>, it reflects the latency in result-code assignment after a call. These enhancements provide comprehensive, end-to-end visibility into each step of the preview, dialing, and result-code assignment workflow, enabling more efficient monitoring and analysis.
JTELD EV-7195	block ed URL	07 May 2025	IVR Run Script Object improvements	Run Script now includes a trim to trim whitespace from the results returned from the script. This makes it easier to use the results in some scenarios.
JTELD EV-7149	block ed URL	23 Apr 2025	ASR word spotting: new variable <code>\$input_unrecog_words</code> for unrecognized words.	Added a new variable, <code>\$input_unrecog_words</code> , to capture and store any words the ASR word-spotting engine fails to recognize.

JTELD EV-6782	blocked URL	14 Apr 2025	Delete PBX Users - New Functionality	<p>Two new functions have been added to the PBX Users data table:</p> <ul style="list-style-type: none"> Delete all Delete Foreign System <p>The function "Delete all" completely deletes all PBX Users.</p> <p>The function "Delete Foreign System" deletes only PBX Users, which have been imported via a PBX connector.</p> <p>In both cases, if a PBX connector or presence connector is being operated, the PBX users will be re-imported by the connector as soon as it is either:</p> <ul style="list-style-type: none"> Restarted Or periodically re-reads the complete users list from the connected system
---------------	-------------	-------------	--------------------------------------	--

Bugfixes

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
JTELD EV-7651	blocked URL	16 Jan 2026	ACD Call Flow - Error in acc. CallTransfer.NumberTransfer	In acc.CallTransfer.NumberTransfer a variable was not declared, which would cause the new telephony server to log errors in a tight loop whilst the outbound call to the destination was being made. This problem has been fixed.
JTELD EV-7589	blocked URL	15 Jan 2026	Teams Presence – PBX user sync now correctly respects syncPbxUsers = false	Previously, PBX users were still synchronized even when syncPbxUsers was set to false, so the PBX user list was recreated after deletion. The synchronization logic has been corrected so that PBX users are no longer synced when this option is disabled. The problem has been fixed.
JTELD EV-7634	blocked URL	18 Dec 2025	Dual List – Display issue when selecting a single item	<p>When selecting one item from a dual list, a display issue occurred in the pick list</p> <ul style="list-style-type: none"> From release 3.44 onward, this fix applies to: <ul style="list-style-type: none"> AcdGroup – User mapping Teams settings in User and Teams Profiles. Location – User mapping Aggregation Group – User and AcdGroup mapping In releases prior to 3.44, the fix only applied to AcdGroup User mapping.
JTELD EV-7616	blocked URL	18 Dec 2025	Incoming Call (ACD Group): \$groupname variable was not resolved.	For incoming calls via an ACD group, the \$groupname variable was not correctly resolved in the telephone display. The variable handling has been corrected so that \$groupname now reliably shows the configured ACD group name. In the Signalling Telephone Display section you can also use many other variables (for example \$agent_name, \$caller, \$servicenumber, etc.) as described in the documentation: https://wiki.jtel.de/display/JPW/Editing+groups+and+creating+rules .
JTELD EV-7628	blocked URL	10 Dec 2025	jtel Portal - Problems creating mappings	The popup was not displayed when attempting to create some mappings (for example, agents to groups). This problem has been fixed.
JTELD EV-7627	blocked URL	10 Dec 2025	New Portal - Supervisor - Change Other Agent Status - Empty Drop Down.	In the new Portal, the "Change Status" drop-down appeared empty in the Supervisor view. This issue has now been fixed.
JTELD EV-7602	blocked URL	01 Dec 2025	Task Scheduler - Error running jobs with long names.	Jobs having long names (more than 32 characters) were not able to run successfully. This has been fixed.
JTELD EV-7541	blocked URL	11 Nov 2025	Dialler Preview - Preview Time Not Saved When Caller Refuses or Call Times Out	The issue where preview time was not saved when a call was refused or timed out has now been resolved. With this update, the preview time will always be recorded in the DiallerContactsHistory table, ensuring accurate tracking and reporting of preview activities regardless of the call outcome.
JTELD EV-7561	blocked URL	10 Nov 2025	Live Agent - Fixes for Missing ASR Conversations and Conversation Order During Call Transfer	Previously, users experienced issues in the Live Agent module where Automatic Speech Recognition (ASR) conversations were missing, and the order of conversation was incorrect when a call was transferred to an agent. This led to incomplete transcription visibility and confusion due to conversations being displayed out of sequence, particularly after call transfers. These problems have now been resolved: all ASR conversations are correctly displayed, and the conversation history maintains the proper chronological order following a transfer, ensuring agents have a clear and accurate view of customer interactions.

JTELD EV-7568	block ed URL	05 Nov 2025	Task Scheduler - Improved handling of Tasks right after closing times and holidays	Previously, tasks that were scheduled outside opening times or during holidays would wait until operations resumed, and then run immediately as soon as operations resumed. This caused an unintended extra run right after reopening, before returning to the normal schedule. With this update, such tasks are now automatically postponed to their next valid run time. They will no longer execute immediately when operations resume, ensuring each task runs only once at the correct scheduled time.
JTELD EV-7432	block ed URL	04 Nov 2025	New Telephony Server - Display Names	With the new telephony server, some display names could be truncated when certain characters were used, for example a comma. Also, the encoding of characters was not correct in all cases. This problem has been fixed.
JTELD EV-7572	block ed URL	03 Nov 2025	New Portal – Cross-Portal: Old Agent Home data did not refresh	The Old Agent Home page, when accessed through the New Portal , was not refreshing its data (e.g., Agent, PBX Users, etc.). This issue has been fixed, and data now updates correctly in cross-portal mode.
JTELD EV-7453	block ed URL	29 Oct 2025	TAC - Wrong TAC popup display in case of call is terminated during a group transfer.	An issue was identified where the wrong TAC popup would appear if a call was terminated during a group transfer. This problem has now been fixed, and the TAC popup is displayed correctly when a call ends in this scenario.
JTELD EV-7435	block ed URL	28 Oct 2025	Live Agent - TAC Bot	Sometimes the buttons rendered by TAC Bot in the Live Agent were empty. This problem has been fixed.
JTELD EV-7346	block ed URL	27 Oct 2025	ConnectVariable Object - This object requires CNumber ID as destination number	The IVR object, ConnectVariable , must reference the ID of the destination number from the CNumbers table, rather than using a variable declared.
JTELD EV-7535	block ed URL	15 Oct 2025	Voice Mail Transcription - Exception of transcription contains a single quote	The Voice Mail Transcription via ASR would fail if the transcription contained a single quote. This problem has been fixed.
JTELD EV-7529	block ed URL	14 Oct 2025	LiveAgent - Null Pointer Exception When Using Copy or CRM Button Without Summary	Previously, clicking the "Copy" or "CRM" button without a summary present would result in a null pointer exception. This issue has now been resolved. Users can now safely use these buttons even when no summary is available, ensuring a smoother and more reliable experience
JTELD EV-7528	block ed URL	10 Oct 2025	JTELSQLException when trying to create a report subscription	A JTELSQLException could occur when trying to create a report subscription for some reports. This problem has been fixed.
JTELD EV-7415	block ed URL	09 Oct 2025	Group Call Transfer - Recording Settings Incorrectly Inherited from Original ACD Group	After call forwarding to a different group, recording settings are now determined by the destination group, ensuring forwarded calls do not inherit the recording option from the previous group.
JTELD EV-7405	block ed URL	30 Sep 2025	Call Recording - Filename does not contain underdrueckt if the caller number is suppressed.	A bug was fixed where the FTP call recording filename did not include the text " (underdrueckt) " when the caller number was suppressed/anonymous. With this fix, you can now change the text that appears (previously " underdrueckt ") by modifying the value of the short text Caller.Restricted .
JTELD EV-7428	block ed URL	10 Sep 2025	Teams Presence Aggregator stops synchronization	In case of temporary DNS failure the connector was not restarted. Corrected exception handling.
JTELD EV-7425	block ed URL	04 Sep 2025	SMTP - Increase the limit on the subject size	The portal field size for the email subject field for jobs being sent by SMTP has been increased to 255 bytes. Now the subject will be truncated to 255 bytes if it is longer, instead of producing an error message.
JTELD EV-7397	block ed URL	19 Aug 2025	ACD - Reset of Call Counter on group transfer (blind)	The missed call counter for the agent would not be reset if the agent performed a blind transfer to an ACD group. This problem has been fixed.
JTELD EV-7383	block ed URL	15 Aug 2025	Agent Home / Mini Client - Call Transfer to Agents and External Numbers	With the new telephony server, when transferring calls to agents or numbers, sometimes no ring tone would be heard by agents during the transfer process, and no "Destination Busy" / "Destination no answer" audio file would be played. This problem has been fixed.
JTELD EV-7392	block ed URL	15 Aug 2025	New telephony server - IVR Connect Module - SIP Display Information always displayed as "%SIPDisplay%"	With the new blazar telephony server, the IVR Connect Module would always use "%SIPDisplay%" as the SIP display information. This problem has been fixed.
JTELD EV-7372	block ed URL	06 Aug 2025	REST API - 500 internal Error when creating Acd Events	An issue causing a 500 Internal Server Error when creating ACD Events via the REST API has been resolved.
JTELD EV-7365	block ed URL	05 Aug 2025	WhatsApp Messages sometimes delivered twice	WhatsApp Messages would sometimes be delivered twice if the session cookie was changed. This problem has been fixed.

JTELD EV-7265	blocked URL	07 Jul 2025	Call Distribution – Extended Search Groups Not Applied When Group Rule with 'Overflow Queue No Agents for Telephony' Is Active	<p>Previously, when a group rule with the checkpoint 'Overflow Queue No Agents for Telephony' was active, the Extended Search Groups (ESG) feature did not take effect. As a result, calls remained in the original queue even if agents were available in the extended group, and were only distributed once an agent became available in the primary group.</p> <p>With this fix, Extended Search Groups are now correctly considered when the 'Overflow Queue No Agents for Telephony' rule is active. Calls will be distributed to available agents in the extended group as expected, improving call handling and reducing unnecessary wait times for callers</p>
JTELD EV-7221	blocked URL	26 May 2025	Callback - In the case of a callback with a "suppressed number", the number entered is not displayed in the media event.	Previously, when a caller entered their number via DTMF (group rule), the callback was created with an empty caller number. This issue has been resolved. Now, when a caller enters their number, it is correctly saved and displayed in the callback.
JTELD EV-7226	blocked URL	22 May 2025	Entra ID Login - Redirection Issue	Previously, users signing in via Entra ID with a single configured email were consistently redirected to the main portal page, even when the resources portal.Acd.AgentHomeOnly or portal.Acd.AgentHomeBraille were enabled. This issue has now been resolved. Users will be correctly redirected to their designated pages, ensuring a seamless and efficient login experience.
JTELD EV-7205	blocked URL	19 May 2025	ACD Group Rules - Conditional Rules within and Before Queue - Incorrect System Hangup	<p>For the following group checkpoints:</p> <ul style="list-style-type: none"> • Overflow Queue No Agents Present • Overflow Queue No Agents For Telephony • Overflow Queue No Agents For Telephony except PostCall • Overflow Queue No Agents With Required Skill <p>a system hangup could be performed instead of ignoring the rule, if a rule was configured at one of the mentioned checkpoints which was:</p> <ul style="list-style-type: none"> • conditionally activated using a cockpit variable • conditionally activated using an expression <p>but was not actually active according to the condition specified.</p> <p>How to reproduce:</p> <ul style="list-style-type: none"> • Create a cockpit variable, set it's value to 0 • In a group, create a rule at one of the specified checkpoints, which should only be activated if the cockpit variable is active (Value <> 0, for example) • Call the group <p>This problem has been fixed.</p>
JTELD EV-7201	blocked URL	09 May 2025	Transaction Code - The transaction code popup is displayed at the wrong agent after an uncompleted transfer to a group.	If a call was transferred to a group and retrieved again, a TAC popup was displayed at the wrong agent. This issue has been fixed.
JTELD EV-7197	blocked URL	07 May 2025	Innovaphone Connector - CLICKTOANSWER no longer works with Innovaphone Version 14 r3 and greater	When using the Innovaphone Connector with Innovaphone Version 14 r3 and higher, CLICKTOANSWER no longer works. This appears to be because the PBX gets confused when more than one SOAP connection is opened by the connector. The connector has been modified to only use one SOAP connection.
JTELD EV-7193	blocked URL	06 May 2025	AcdEvents Queue - Events can get stuck if events of a different type are not distributed	<p>How to reproduce:</p> <ul style="list-style-type: none"> • Send an email to an acd group first • Send an event of type callback to an acd group next • Create an ACD Status for callback only • Log in an agent <p>Result:</p> <ul style="list-style-type: none"> • The callback event, which could be distributed, will actually be blocked by the email event which cannot be distributed <p>This problem has been fixed.</p>
JTELD EV-7150	blocked URL	28 Apr 2025	Agent Home - Team status is not updating in category tab.	On the "Category" tab in the agent home, the availability and the activity of teams users were not updated. This issue has been fixed.
JTELD EV-7177	blocked URL	25 Apr 2025	ACD-G-002-02 - Acd Groups Report 3 - 02 - Fails when no groups are selected	
JTELD EV-7176	blocked URL	25 Apr 2025	IVR - Origin AT Area Code	The IVR object Origin AT Area Code did not work correctly in some cases. This problem has been fixed.

JTELD EV-7173	blocked URL	24 Apr 2025	Swagger URL is incorrect in jrest	The Swagger URL was not accessible in jrest. This problem has been fixed.
JTELD EV-7169	blocked URL	22 Apr 2025	Network IVR - User Search - When no User ID specified the search fails	In the network IVR object "User Search" when no UserID was specified the search failed. This problem has been fixed.
JTELD EV-7134	blocked URL	14 Apr 2025	Agent Home - direct logging to agent home is not working with EntraID	When the resource portal.Acd.AgentHomeOnly is enabled, logging into the portal via EntraID incorrectly redirected users to the main page instead of the agent home. This issue has now been resolved.
JTELD EV-7133	blocked URL	11 Apr 2025	Braille Agent Home - Outbound call area is always rendered.	<p>This fix improves the behavior and customization of the Agent Home interface for braille users.</p> <p>Details:</p> <ul style="list-style-type: none"> • Previously, the outbound call area was always rendered in the Braille Agent Home by default. • Now, it will only be rendered if the resource portal.Acd.AgentHome.Call.DoCall is explicitly enabled. • Additionally, an unnecessary call button has been removed to streamline the UI.
JTELD EV-7136	blocked URL	11 Apr 2025	Agent Home Braille - Accesskeys are not working correctly.	<p>A bug in the Braille Agent Home caused access keys for the Call Transfer tabs to not work due to incorrect index assignments. This has now been fixed.</p> <p>The access key support is now fully functional in both Braille and standard Agent Home views, enabling quicker and more accessible tab navigation.</p>
JTELD EV-6666	blocked URL	02 Apr 2025	TAC - Incorrect TAC display when using the transfer type 'Transfer with query options'	The problem can be reproduced by performing a complete group transfer to a group in which no agent is connected. As soon as the call is in the queue, we connect an agent and answer the call. If the original and the target group have different TACs and the transfer type is ' Transfer with query options ', the transferred agent receives a TAC popup with incorrect content. This problem has now been fixed.
JTELD EV-7119	blocked URL	01 Apr 2025	Chat - Fix for iframe issue with non-classic ChatServer URL, style improvements, and pending messages bugfix	<p>Resolved an issue where iframes inside ChatConnectors did not load correctly when the ChatServer URL differed.</p> <p>Improved UI styles for consistency and clarity.</p> <p>Fixed a bug where chatbot messages were repeatedly sent due to pending message cleanup not triggering on refresh.</p>
JTELD EV-7106	blocked URL	24 Mar 2025	Mini Client - PBX Users Tab: "Department" and "Extra Data" Columns Now Respect Resource Settings	<p>Previously, the "Department" and "Extra Data" columns were always rendered in the PBX Users tab, even when the corresponding resource was disabled.</p> <p>This issue has now been resolved. The columns will only be displayed if the resource is enabled.</p>