

jtel Portal WIKI



jtel Academy



jtel One-Click One-Call



jtel Bots and AI



jtel with Teams

Welcome to the jtel Portal WIKI!



This is the jtel Portal WIKI! We will be keeping this space up to date with new documentation and information on the jtel Portal which will go above and beyond the online help and offline documentation.

You can view the WIKI in German or in English. The actual language you will see depends on your browser settings.

[Sitemap](#)

Recently Added Feature Highlights

Release 3.43

Enhanced Call Recording - Enabled tagging of manual recordings; agents can now categorize recordings (e.g., "Training," "Contract") using specific buttons. Additionally, administrators can configure selective FTP uploads based on these tags and control whether recordings remain visible in the Web UI after upload. Users are also now automatically granted access to their own specific call recordings.

Azure-Powered Speech Capabilities - New integrations with Microsoft Azure have been added. IVR recordings can now be automatically transcribed using Azure ASR (Automatic Speech Recognition) by setting a simple variable in the call flow. Furthermore, a TTS (Text-to-Speech) file cache has been implemented for the Azure TTS module, improving performance and reducing API costs by caching generated audio files.

Advanced Routing - ACD Group rules now feature a "Remove Skills" action, allowing the system to relax agent skill requirements dynamically (e.g., if a caller waits too long). Administrators can also now set the priority for generated events like Voice Mail, Callbacks, and Faxes. Additionally, the Workflow User Search object now supports searching by LDAP User Name.

Telephony & Client Integration - The new telephony server now supports SIP REFER for smoother call transfers in Agent Home and IVR flows. For client-side integrations, jtel MiniClient Starter Scripts were introduced to capture local workstation data (like IP address or Windows username), facilitating local CRM screen pop-ups and other desktop interactions.

For more information and a list of all the new features, [click here](#).

Release 3.42

AI & RAGBot - Significant enhancements were made to the RAGBot (Retrieval-Augmented Generation) service, including support for multiple models (OpenAI, DeepSeek, Mistral) and a unified service architecture for better scalability. Additionally, new IVR objects now allow for active Live Agent Opt-In/Opt-Out, and the Summary Bot can be configured with custom AI parameters directly via Client Master Data.

Agent Productivity - Agents can now initiate 3-party conferences directly from the Agent Home or MiniClient. Workflow is further improved with customizable keyboard shortcuts for changing agent status, and a new option to override the caller ID with the agent's specific number during both internal and external call transfers.

Reporting Enhancements - Capabilities have been expanded to include a new NPS (Net Promoter Score) report variant. Administrators can now configure report subscriptions to upload to a second FTP server for better distribution, and ACD Group reports now include options to filter data based on opening times (e.g., "Today with Opening Times").

Expanded Integrations - The Microsoft Teams Connector now retrieves richer user metadata, such as "Department" and office location, via the Graph API. The Innovaphone PBX Connector adds support for Digest authentication. Furthermore, multiple accessibility improvements were implemented for the Braille Agent Home interface, including better table filters and ARIA labels.

For more information and a list of all the new features, [click here](#).

Release 3.41

jtel delivers major advancements in AI-powered communications, enhances agent tools, and provides administrators with even greater control and flexibility.

AI and Bot Integration - This release expands our AI capabilities. We've integrated Retrieval-Augmented Generation (RAG) functionality, enabling chatbots to provide highly accurate, context-aware answers from your knowledge base. A new 'callBOT' command allows for the seamless initiation of GPT-driven calls directly from workflows, and bots can now send interactive buttons and images for a richer, more engaging user experience.

Empowering Agents & Modernizing the UI - Agents can now manually assign High, Default, or Low priority to callback requests, improving workload management and customer service. We've also given our chat interface a fresh, modern redesign to align with our new portal, and for beta testers of Portal 4, we've enabled seamless integration of pages from the previous version.

Greater Flexibility for Administrators & Developers - We've introduced a new REST API endpoint for advanced retrieval of dialler contact data. System configuration is more powerful with new options for partial matching on SIP trunks (improving TLS connection reliability), custom sender addresses in IVR emails, and more granular status mapping for Asterisk (AMI) integrations.

Fine-Grained Control Over Live Agent AI - You now have precise control over which Live Agent AI services—such as real-time transcription, call summaries, and agent suggestions are visible to users, allowing for a customized and phased rollout of AI assistance features.

For more information and a list of all the new features in [3.41](#), [click here](#).

Release 3.40

jtℓ introduces key enhancements across AI integration, reporting, and system connectivity, providing greater flexibility and power to your contact center operations.

Advanced AI and Voicebot Capabilities - Integration with the powerful EnderTuring speech recognition engine is now available for both our blazar telephony server and Voicebots, enabling more sophisticated real-time voice interactions. Our Chatbot has also been enhanced to send contextual data directly to your Large Language Model (LLM).

Deeper Reporting Insights - We've introduced two new aggregated ACD reports for a clearer, at-a-glance view of agent and group status (Active vs. Inactive). The primary dialler report has also been updated with a new PostCallInterval column for more detailed campaign analysis.

Enhanced IVR and Workflow Control - A new \$calltime variable gives you precise call duration tracking within the IVR. Additionally, advanced REST queries now support variable prefixes, allowing for more dynamic and indexed data processing in complex workflows.

Commitment to Quality and Stability - In our ongoing commitment to quality, Release 3.40 also introduces a wealth of stability and performance enhancements across the platform, ensuring a more robust and reliable experience for all users.

For more information and a list of all the new features in [3.40](#), [click here](#).

Release 3.39

The Dialler's functionality has been vastly improved thanks to the addition of two new buttons in the "Skip" and "Dial Now" buttons. Dial now Initiates a call without the contact preview, and "Skip" ends the contact preview without calling the contact and prompts the agent to set a result code for the skipped contact.

REST API contact history can now be properly categorised with the new "order by" clause which ensures that the contact history will be in the same order as it was created.

It is now possible to create LLM based bots using the Web UI for the chat connector.

A new LLM tab has been added, which while using the new code found in the Release Notes, the chat connector will communicate with the LLM connector to execute the required functionality.

PBX user tables have received a huge upgrade with new fields and data fields to extensively cover your tables.

Release 3.38

General quality of life improvements have been made to the Braille Agent Home to increase the usability. This includes the removal of the redundant ACD Status popups, addition of the logout link and updates to the impersonation area when others are using the Braille user's account.

Customizing the sound when incoming chats or media arrive has now been made possible. This can be changed by the Client Administrator under "Client Master Data" > "Options". The original sounds will be the same if a new file has not been configured.

Release 3.37

The jtℓ MiniClient.EXE is now code signed, which will automatically stop the "smart screen" warnings.

Larger data fields can now be stored in Network IVR Lists thanks to the new "Extra Data" column, and the List Lookup and List Lookup Variable IVR objects have been updated to be able to store this new data.

The Innovaphone Connector Service has been upgraded to a .net 8 core.

The new ChatEnabled option allows callers to open chat windows via the newly implemented chat button.

Release 3.36

IMAP Mail Connector - OAUTH2 authentication. Since Microsoft 365 no longer supports OWA / Exchange Mail Services, the replacement of the old exchange mail connector to OAUTH2 authentication will be necessary on systems which use older style access to Microsoft email services in the MS cloud. If you require assistance with this, please contact your jtel partner or check out this link: <https://wiki.jtel.de/x/PQA0Bw> .

Transaction Codes - Reclassify to different service number functionality. It is now possible to configure transaction codes with an alternative "reclassification" service number to which calls should be attributed when this transaction code is recorded by an agent. This feature can be used in reports which support reclassification. At the time of writing, ACD-S-007 supports this new functionality - it can be toggled using a switch in the report execution or subscription.

Login - Prevent Reset Password. In some cases or e.g. when using SSO it might be beneficial to prevent resetting a users 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.

Release 3.35

Live call transcription - "Live-Agent" Functionality has been added. This includes an AI pipeline to transcribe (speech to text) a live agent call shown to the agent as well as to the supervisors with augmented conversation help, hints as well as a call summary. The live agent functionality requires either Azure Speech Services or EnderTuring speech recognition.

The "Live-Agent" within the jtel WebClient (Agent Home) can be enhanced with integrated AI modules to assist the processing of the conversation. A chain of AI modules can be attached to the transcription process including: (1) Sentiment analysis, (2) extraction and display of useful "entities" like Ticket-Number / Account-Number / Reference-Number, (3) Suggestion of the jtel Transaction Code, (4) Extraction and display of a call summary and any further AI which supports a RESTful endpoint. Even your own AI module for example from Microsoft Copilot or an existing bot. The AI chain based on the live transcription can run in parallel. This feature requires activation via jtel and additional licences.

Undo Transaction Codes - The possibility to remove set transaction codes within the Agent Home and MiniClient has been made possible.

A SAP ICI connector has been implemented. This enables screen popups within the SAP GUI and optional agent status changes from within the SAP application. Several call functions are supported within the SAP GUI depending on the PBX, like call- hold, retrieve, hangup and answer.

Copy Service Numbers settings - A new feature to copy settings from one Service Number to another is implemented. Improving our mass configuration.

jtel Salesforce Client inside Salesforce are now opened as TABs in Salesforce.

TTS SSML can be used within texts of the TTS and related IVR objects , TTS SSML Example: Your next appointment is on <say-as interpret-as="date" format="dm">21/03</say-as> at 09:00.

The Workflow Object "User Search" is enhanced to search by Email Address. The parameter \$prefix.useremail to search by the user's email address was added. And when the search fails because more than one user was found, the following variable is provided: \$prefix.userscount .

Acid events can be created for appointments with a priority. Events in the queue are now sorted according to their priority, highest first, then according to the received date, oldest first. An appointment date / time can be specified. Events are not distributed before this date and time, if specified.

Agent outbound calls with follow up workflow. It is possible to run IVR applications after an agent dialler call or click to dial outbound call.

Release 3.34

Two new workflow GUI objects: "AcidEvent Create Advanced" and "SalesForce Generic Query"

- The "AcidEvent Create Advanced" object is used to create automatically an AcidEvent (Callback, Email, Fax, SMS, Ticket, Voicemail) for distribution in the system.
- The "SalesForce Generic Query" object uses the jtel REST API genericQuery to request any available data from the Salesforce instance. from the Salesforce instance.

Text to Speech (TTS) and Speech to Text (STT), two new languages for de-AT (Austrian German) and de-CH (Swiss German) were added

Call recording FTP Upload supports a second FTP server - Enabling the upload of call recordings into a second FTP server.

Customizable display possibilities for calls in jtel portal Agent Home and jtel MiniClient. It is among other things possible to use JSON Structured Data displayed during the call.

- The level of customization is high, the display of the information is based on AsciiDoc, which is a human-readable document format, semantically equivalent to XML schema, but using plain-text mark-up conventions. With this the data can be structured in tables and even highlighting and coloring is possible. In consequence this new function has rearranged the previous jtel portal Agent Home and MiniClient "Current Call" tab. All of the call data (Call Details, Routing, Contact) is now shown on the right hand side under a newly arranged "Current Call" tab and this area can be customized. Also within the MiniClient these newly arranged areas being Call Details, Routing and Contact can be customized.

Customizable jtel ACD Supervisor view via CSS styles and Client Master Data parameters - Rendering of column values with thresholds and coloring table columns and wallboard tiles is now possible. For example, if the service level drops below 60% it could be shown in red, below 80% in yellow, otherwise in green.

Release 3.33

Microsoft Azure Sign-On via „Entra ID“

Two-factor authentication (2FA) is then requested automatically by the Azure Entra ID if configured.

New workflow GUI object „Calculator“ used within the jtel IVR routing application.

Allows calculations in IVRs for example to generate random numbers. This can be useful to address random voice prompt endpoints.

Partial search is a new list function. This new possibility allows to search "partially" in the lists, meaning the search "hits" do not have to be exact. Could be useful for for example to route the call based on partial matching of the phone number.

A new JTELStats2 - CompressedACDB report. This is a compressed ACD statistics from the perspective of the ACD group. This reports adds to the other three already existing reports:

(1) CompressedA based on StatisticsPartA which is Servicenummer oriented. From a number perspective.

(2) CompressedU which is User/Agent oriented. From a user perspective.

(3) CompressedUA which combined both above views.

(4) CompressedACDB which now compress the call statistics from the ACD Groups perspective of the calls. Counting direct calls, overflow and forwarding calls to an ACD Group.

New workflow GUI object "ASR input" (Speech to Text - STT) used within the jtel IVR routing application.

Speech input with the use of various "extractors" to obtain data from speech recognition. The transcription can focus on

- Amount e.g. "I would like to pay 100 euros" -> Transcribes to 100,- EUR

- Date / Time e.g. "Tomorrow am 13ten Oktober um 9 Uhr" -> Transcribes to 2024-10-13 09:00

- Yes / No e.g. "Yes, I would like that." -> Transcribes to Yes

- Digits e.g. "My account number is one four seven two one hundred" -> Transcribes to 1472100

Release 3.32

Teams Profiles - Distribute Teams rules quickly and efficiently to the users of a client. The new Teams Profiles feature allows the client administrator to create Teams profiles. Within the profile, he can create Teams rules and assign users. User assignment can also be done in reverse, from the user master data.

Task Scheduler optimised with additional functions

- Task Scheduler "cleaner" implemented. This cleans up tasks that are in the DONE state and are older than the configured number of days.

- Execution of a telephony task with outgoing call and start of the application configured to a service number.

- Execute a workflow task by starting a background daemon process.

- Postpone the task to a time in the future when completed.

- Repeat the task if it cannot be started or completed.

- Start an error task (as a background process) if the task exceeds the maximum number of attempts before completing.

Call Log Analyser now allows access to all legs of a call. Within the web-based call log for the main part of the call, links are provided that show the logs of the associated processes. For example, the outgoing REST API log.

Release 3.31

New function „Task Scheduler“ - The task scheduler provides the capability to run tasks at scheduled times, optionally repeating them as required. This feature enables e.g. calls and workflows to be automatically executed and repeated at scheduled times via a daemon in the background.

Extensively improved callback management for manual callbacks and callbacks left by the caller, preventing duplicate callbacks. Another enhancement in connection with callback is a new IVR object "Create Callback (Variable)" which allows the specification of a variable ACD Group (for example \$acd_groups_id) when creating the callback. In addition, there is now the option of a new announcement Prompt "Callback already booked", which has been added to the ACD group parameters (on the Queue Tab).

New IVR objects and system variables for use in the IVR to further expand conditional routing - " List Functions Variable ", " List Lookup Variable ", these two new objects accept a list ID variable. And when parameterizing a service number, the selection of 4 lists is now possible.

Extended configuration options:

- in the queue for more flexible announcements we implemented the new action type "Change Waiting Announcements" (Change Music on Hold Prompts).
- in addition, new restrictions on voice recordings were added, as well as the limitation of media events in the user to a maximum number.
- also a counter for the total number of open acd events has been added to the supervisor and to agent home view.
- and the Starface v62 connector has been updated – The PBX users Tab is now updated when a Login / Logout event is received from Starface.

Release 3.30

New jtel Video Call Server module - Agents can now participate in a video conference with callers from the website. [One-Click One-Call](#)

New Clients STT Parameter added. Transcribe audio (jtel voicemails) using the Azure Speech to text (STT) service that accurately transcribes spoken audio to text.

Enhanced Callback functionality - Callback can be transmitted to an ACD configuration group. Increased ACD Groups Options, SMS Callback confirmations, REST and Statistics API.I

E-Mail Clients and Connectors improvement - The extended jtel E-Mail client now supports Microsoft 365 Exchange Authorization with OAUTH2.

Improved Salesforce API - A new API has been added to the salesforce integration which can be called when voicemail events are created in the ACD.

Release 3.29

VoiceBot Functionality - you can now connect to a voice bot within the IVR and perform extended automated actions anywhere in the call flow (requires separate license - please contact your sales rep).

ChatBot Functionality - you can now create chat bots for the chat system and define the AI using RASA (requires separate license - please contact your sales rep).

REST API - Lots of additional functionality added including call handling, agent status, network IVR lists, cockpit variables and more.

New variants of Agent Reports ACD-A-001-2 and ACD-A-008-2 added.

R-S-001 - Rawdata - Service Numbers Itemised Call Details report added.

SwYX Connector - V2 has been added which has no dependencies on the SwYX client software.

Release 3.28

Teams Presence Connector - write PBX extension status from other PBX Connectors to Teams

Salesforce - send callback requests via REST to Apex Class

SMS - Confluence Text Templates for SMS sending

Dialler Contacts - Agent Home supports contact notes

Release 3.27

New modern icons for IVR in this release.

New wallboard tiles and columns - see the release notes for [Release 3.27](#).

Release 3.26

New CRM Integration - Brainformatik CRM+ Integration - see [CRM+ Integration](#).

Call Flow - new server side REST GET functions available at various points in the ACD call flow enables integration of more backend systems.

Release 3.25

New reporting documentation and report technical IDs / WIKI Links - see [Statistics - Reports](#).

Teams connector now supports updating of PBX users table for monitoring other non ACD users.

New feature "Automatic Agent Greeting" to play a pre-recorded greeting when agents receive calls.

Release 3.24

New Integration - [SAP C4C Integration](#).

Release 3.23

New IVR Object [Recording Opt-Out](#).

New IVR Object [Re-Enter ACD](#).

Release 3.22

New Variables for Mini-Client EXE Calls - see [MiniClient Settings](#).

Release 3.21

Extension to the REST API for ACD Events - siehe [ACD - REST API - AcdEvents - AcdEvent Functions](#).

Reports are executed in the background - siehe [Release 3.21](#).

Release 3.20

New Feature Minimum Agent Count with Agent Warning on Logout - See [Release 3.20](#)

New REST API: [REST](#)

New IVR Object - [Users Profiles Runner](#)

New IVR Object - [Input Menu DTMF Variable List](#)

Extended IVR Object functionality in object - [User Search](#).

Release 3.19

Chat Server - Support for Attachments (PDF, Video, Audio, Images, Emoticons) added.

WhatsApp Connector - Additional channel for chat server.

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