

Release 3.19

Key	T	Resolved	Release Notes Subject	Release Notes Content
CSEG HORN-191	blocked URL	03 Nov 2020	Chat - agent informed when redistribution of chat after no answer timeout occurs	When an agent receives a chat, but does not open the chat to respond before the maximum "Maximum agent answer time (s):" timer expires, the chat is redistributed to another available agent. The original agent is now informed of this with a popup window.
CJUH-84	blocked URL	25.09.2020	Service Number Report 6 - Result set corresponding to all service numbers associated with selected billing numbers corrected	When a service number report 6 was executed, the result set included only records of calls made through the first occurrence of service numbers corresponding to the selected billing numbers. This has been corrected so that the result set includes records of calls made to all service numbers associated with the selected billing numbers.
JTELD EV-5152	blocked URL	26.08.2020	Error in Selection of Service Numbers in Service Numbers Report 5 and 6	There was an error in the selection of service numbers by billing number in Service Numbers Report 5 and 6. This problem has been fixed.
CJUH-79	blocked URL	18.08.2020	Subscription for Service Numbers Report 6	The billing number was not saved in the report subscription when service numbers report 6 was subscribed to. This problem has been fixed.
CCON TACT-148	blocked URL	13.08.2020	Save Recordings via FTP had problems uploading files	The Save Recordings module had problems uploading files recorded in the IVR via FTP. This problem has been fixed.
CRADP RAX-247	blocked URL	28.07.2020	Long calls warning was sent with incorrect data in email when call was transferred to a non ACD user	The long calls warning was sent with incorrect data in the email when call was transferred to a non ACD user. It would claim that the recipient of the email (i.e. the supervisor themselves) was the culprit for the long call. This problem has been fixed, long call warnings are no longer generated for calls which are not connected to agents.
CNFO N-638	blocked URL	20.07.2020	Media Events not sent using the email credentials configured in the client account	If the email credentials and SMTP server was configured at the client account level, then the system incorrectly used the system credentials to send media events by email, instead of using the settings configured in the client account. This problem has been fixed.
CSEG HORN-190	blocked URL	16.07.2020	UserData is correctly updated when a TAC is recorded	If a transaction code was recorded after a call in the transaction code popup, then changes made to the user data field would be lost. This problem has been fixed.
JTELD EV-5105	blocked URL	14.07.2020	Fix Chat Scenario: Client opens chat when agents available but before first message is sent all agents log off.	When a customer opens the chat window when agents are logged in, and sends a message after in the mean time all agents have logged out, no response is received, and the chat is not distributed. This situation persists even if agents subsequently log in to the system. If the customer refreshes the browser, a further error situation is produced. This problem has been fixed.
CJUH-46	blocked URL	06.07.2020	Two new Service-Number Reports	Two new service number reports have been added to the system - Service Numbers Report 5 and Service Numbers Report 6. Service Numbers Report 5 provides inbound call counters over the requested time period grouped by hour. Service Numbers Report 6 provides the following KPIs for the requested time period: Inbound Total Inbound ACD Inbound Answered Emails Received Voice Mail + Callbacks Inbound Lost External Destination Availability Direct Availability incl. CB/VM
CNFO N-623	blocked URL	27.05.2020	MiniClient Login - Too Many Redirects Error	The mini client login would display "too many redirects" for users who were not a member of any ACD groups. This problem has been fixed.
CNFO N-585	blocked URL	26.05.2020	MiniClient and Agent Home Inbound Status	The total calls counter in the mini client and agent home would show incorrect data. This caused further problems in the total calls per hour column, and occupancy figures. This problem has been fixed.
CSEG HORN-176	blocked URL	18.05.2020	Dialler Contacts Standard CSV Upload broken	The dialler contacts standard CSV upload was broken. This problem has been fixed.

CNFO N-619	block ed URL	18.05.2020	MiniClient - Automatic REST Call or .EXE Call is sometimes late	The automatic REST call or .EXE call was sometimes too late when using the MiniClient .EXE. This problem has been fixed.
CSTYR IA-108	block ed URL	12.05.2020	Wallboard - deleting a user causes the number of completed media events to increase.	When a user is deleted, the dtLastModified timestamp on all ACD Events the user was assigned to is changed, when the user assignment to the event is removed. This causes the wallboard to display a disproportionately high number of completed events for the current day. All events which were assigned to the user, but completed at an earlier date are added to the actual number of completed events. This problem has been fixed.
CBER-20	block ed URL	27.04.2020	Dialler Contacts ImportExport2 - Added Fields Region, UserData2 and UserData3	The following fields have been added to the import / export scheme for Dialler Contacts ImportExport2: Region, UserData2 and UserData3.
CMKL-64	block ed URL	27.04.2020	Agent Home Make Call Dialog - Initiate Dialling with Return Key	It is now possible to initiate dialling from the make call dialogues in Agent Home and the Mini Client by pressing enter, when the cursor is in the telephone number field.
JTELD EV-5078	block ed URL	25.04.2020	Chat event bad transition	When a chat event transitions to the status "Closed by Customer" it is moved back to the media events display from the media event history, after the timeout for closing an event at the whats app connector occurs. This problem has been fixed.
CNFO N-599	block ed URL	25.04.2020	No more than 5 chats distributed to agent	No more than 5 chats would be distributed to an agent, even if more were configured. This problem has been fixed.
CMKL-61	block ed URL	25.04.2020	Missing SOAP CALL_END Events	The CALL_END event was missing after a call transfer was performed between two agents. This problem has been fixed.
CNFO N-587	block ed URL	25.04.2020	Mini Client - Total Calls Display incorrect	The total calls field in the mini client displayed incorrect data. This problem has been fixed.
CBER-17	block ed URL	25.04.2020	Dialler Contact Import - now truncates fields which are too long	The dialler contact import routines (CSV import 2 via the Import / Export Schemes and the REST API) now truncate data which is too long for fields when the data is imported.
CNFO N-580	block ed URL	31.03.2020	REST Query Advanced - single quotes in returned headers or body from REST server breaks ACD group rule processing	If single quotes were present anywhere in the response returned by the REST server (header or body), then this would break the processing of group rules in the ACD. This affected Release 3.19 only. This problem has been fixed.
JTELD EV-4999	block ed URL	28.03.2020	REST API Added	A new REST API has been added which will, over time, replace the SOAP API. Currently support for the dialler - importing and exporting contacts and campaigns has been added. See http://wiki.jtel.de/display/JPW/REST for details.
CNFO N-559	block ed URL	22.03.2020	Agent Home - Call Notes now supports removal via security groups	A resource has been added to enable the removal of the call notes field. The resource is: portal.Acd.AgentHome.CallNotes
CWS-218	block ed URL	15.03.2020	IVR - Variable Parameters Check - NULL now allowed	Previously, NULL was not allowed as a variable parameter to objects in the IVR. This behaviour has been changed, NULL is now equivalent to an empty value.
JTELD EV-5059	block ed URL	15.03.2020	CereProc V5 Support added	Cereproc V5 TTS support has been added.
CNFO N-571	block ed URL	15.03.2020	Number Converter for Italy	A number converter for PBXs in Italy has been added. This functions as follows: - A leading 0 for outside line access is removed - If the remaining number is prefixed with 00, then it is international. 00 is removed to convert the number to E.164. - If the remaining number is prefixed with 0, then it is a national number. The italian country code (39) is added to convert the number to E.164. - If the remaining number is not prefixed with 0, then it is an italian mobile number. The number is prefixed with 39 to convert to E.164.
JTELD EV-5058	block ed URL	15.03.2020	Dialler - GDPR announcement feature resource added	A resource has been added to allow or disallow access to the GDPR announcement feature in the dialler. The resource is: portal.Dialler.DiallerCampaigns.GDPROptions X must be provided for the options to be visible.
JTELD EV-5057	block ed URL	15.03.2020	Agent Home / Supervisor Availability - not available is now gray again	The colouring for availability unavailable has now been changed back to gray.

JTELD EV-5049	blocked URL	15.03.2020	Chat Server - Support for Attachments	The chat server now supports attachments including Audio, Video, Pictures, PDF, Emoticons etc. If supported, the browser will display a preview of the attachment in the chat window. If not supported, the attachment can be downloaded for further processing.
JTELD EV-5028	blocked URL	15.03.2020	WhatsApp Integration	A new module for whats app integration has been implemented. The WhatsApp connector is installed with the chat server, and requires a Facebook Business account and a contract with a WhatsApp API partner. Incoming WhatsApp messages are received by the WhatsApp connector, and forwarded to the Chat Server for distribution to agents. The handling for agents is the same as a chat session. Several attachment formats are supported including Text, PDF, Video, Pictures. Audio and emoticons. Chats are kept open by Facebook for 24 hours. During this period agents can send messages back to the customer who made the initial contact. After a period of 24 hours during which the customer no longer sends a message to the connector, the channel is closed by Facebook and the chat becomes inactive.
CWS-217	blocked URL	14.03.2020	TAPI PBX Connector - Do not create PBX users when no client is specified	The TAPI PBX Connector would create PBX users if the login was specified to a reseller admin or sysadmin. This behaviour has been corrected. Note, that it is NOT recommended to run the PBX connector as sysadmin or as a reseller admin.
CNFO N-561	blocked URL	10.03.2020	Logfile Analyser - Reseller can access calls from another reseller	If the logfile analyser is activated at the reseller level, and the reseller does not select a client, logs from calls from clients which do not belong to the reseller could be accessed. This problem has been fixed.
JTELD EV-5048	blocked URL	27.02.2020	Chat Connector JSON Example Code	The chat connector JSON code incorrectly contained equals (=) instead of colon (blocked URL in the JavaScript JSON definition. This problem has been fixed.
CEWS-64	blocked URL	21.02.2020	Automatic Post Call Handling Fixed	Automatic post call could keep running, if an agent logged out of the ACD. The behaviour has been changed so that automatic post call ends as soon as a status change is made by the agent.
CEWS-60	blocked URL	19.02.2020	ACD Agent Report 2 - Calls - Busy incorrect calculation	The column "Calls - Busy" in ACD Agent Report 2 had an incorrect calculation. This problem has been fixed.
CNFO N-530	blocked URL	17.02.2020	E-Mail Routing - Incorrect Status at Agent	When incoming e-mails were received by the e-mail connector, the status was sometimes incorrectly set to "Seen" instead of "New". This problem has been fixed.