

Release 3.20

Key	T	Resolved	Release Notes Subject	Release Notes Content
CSEGH ORN-197	blocked URL	14 Jan 2021	Agent Home - Inserted User Data disappears when a TAC is set	Inserted User Data disappeared when a TAC was set. This problem has been fixed.
CSEGH ORN-187	blocked URL	15 Dec 2020	Call Transfers	Calls can now be transferred to all agents that are logged into the system and not busy.
CWRK-29	blocked URL	13 Nov 2020	Guided Transfer - Retrieve not shown correctly in AgentHome and Mini Client	When guided transfer was used, the call could be retrieved correctly and the original agent and caller were connected again. However, it was no longer possible to transfer the call again, and an incorrect call status was shown in agent home. This problem has been fixed.
CSEGH ORN-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.
CSEGH ORN-181	blocked URL	01 Oct 2020	User switching does not correctly support skins configuration at reseller level	After a user switch from sysadmin to the reseller admin, it was not possible to upload skins. This problem has been fixed.
CSWR-13	blocked URL	29 Sep 2020	New Feature Minimum Agent Count with Agent Warning on Logout	<p>New configuration options have been added to ACD groups which displays a popup when agents try to log out of the group or the ACD, and a minimum number of configured agents would no longer be logged into one or more ACD groups. To log out, agents must confirm the warning by pressing yes.</p> <p>The options in the ACD group are configured on the tab "Offline Parameters", and are as follows:</p> <p>Minimum Agent Logout Check Active - whether the check is active for this group.</p> <p>Minimum Agent Logout Check Count - the minimum number of agents who should remain logged into the group.</p> <p>The warning is displayed when the current number of logged in agents is less than or equal to the minimum configured number.</p> <p>Access to these options are controlled by the resource:</p> <p>portal.Acd.AcdGroups.MinAgentWarning</p> <p>R - The option can be read / seen in the ACD group configuration. U - The option can be updated in the ACD group configuration (requires R). X - Configured minimum counts in all groups are evaluated when an agent tries to log out of the ACD, and in a single group when the agent tries to log out of an ACD group.</p> <p>Hence removing the X option for a particular security group could be used to disable the checks for some users.</p>
CJUH-84	blocked URL	25 Sep 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.
JTELDE V-5152	blocked URL	26 Aug 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.
CTAIFU N-23	blocked URL	20 Aug 2020	Last Call Information - Object now supports configuration / agent groups	<p>The last call information object now returns two additional variables:</p> <p>\$prefix.AcdAgentGroupsID contains the agent ACD group ID \$prefix.AcdConfigurationGroupsID contains the configuration ACD group ID</p> <p>This enables the object to be used in conjunction with agent / configuration groups as well as standalone groups.</p>
CJUH-79	blocked URL	18 Aug 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.
CCONT ACT-148	blocked URL	13 Aug 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 Jul 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.
CPHADI A-12	blocked URL	21 Jul 2020	IVR User Search - new variables tel1 ... tel6 added	New variables are now returned from the user search IVR object - <prefix>.Tel1 ... <prefix>.Tel6 return the configured telephone number of the user.
CNFORN-638	blocked URL	20 Jul 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.
JTELDE V-5120	blocked URL	19 Jul 2020	JTELStats2 - IDs could overflow particularly in CompressedU15 table	The autoincrement ID could overflow in the JTELStats2.Compressed* tables, meaning that no more values could be inserted in the tables, in particular CompressedU15 was affected by this. The autoincrement ID field has been changed to a BIGINT to fix this problem.
JTELDE V-5119	blocked URL	19 Jul 2020	IVR statistics markers not set	Due to an error in the update script for this version only, IVR statistics markers were not set by the IVR any more. This problem has been fixed.

CSEGH ORN-190	blocked URL	16 Jul 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.
JTELDE V-5105	blocked URL	14 Jul 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.
CWS-223	blocked URL	09 Jul 2020	Hide Call-Recording in MiniClient when resource is disabled	The first call recording column was rendered even if the CallRecording resource portal.Acd.AgentHome.CallProcessing.CallRecording was disabled. This problem has been fixed.
CJUH-46	blocked URL	06 Jul 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
CNFON-623	blocked URL	27 May 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.
CNFON-585	blocked URL	26 May 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.
JTELDE V-5091	blocked URL	22 May 2020	Chat Server - Loading Google Font	The chat server scripts loaded a font from google. This behaviour has been changed so that the font is internal to the system.
CSEGH ORN-176	blocked URL	18 May 2020	Dialler Contacts Standard CSV Upload broken	The dialler contacts standard CSV upload was broken. This problem has been fixed.
CNFON-619	blocked URL	18 May 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.
JTELDE V-5070	blocked URL	17 May 2020	LDAPS Support for Logins added	The jtel Portal now supports specifying an LDAPS Server for Agent Logins. For LDAPS, the URL to the LDAPS or AD Server must be specified as follows: ldaps://dapserver.example.com:636 Also, the LDAP user names configured must be changed to use the newer username format, particularly when using active directory. For example, for the user JTEL\TestUser (Old NetBios Login Name), the new user name format would be TestUser@jtel.local .
CNFON-585	blocked URL	14 May 2020	Basis of calculation Total Calls and Calls Per Hour in MiniClient	Under "Inbound Status": The row "Total Calls Inbound" indicates the total number of inbound calls to all ACD groups today. The row "Calls Per Hour" indicates the average number of calls in the group that reached the agents since their login to the groups.
CBER-21	blocked URL	13 May 2020	Dialler Campaigns Clone by REST - Race condition if the same campaign is cloned several times massively in parallel	If a dialler campaign is cloned via the REST interface in parallel with the same source and destination campaign, then several copies of the campaign could be created. A lock has been implemented so that the clone can only be created once in parallel.
CSTYRI A-108	blocked URL	12 May 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	blocked URL	27 Apr 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	blocked URL	27 Apr 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.

CSWR-13	blocked URL	26 Apr 2020	New Feature Minimum Agent Count with Agent Warning on Logout	<p>New configuration options have been added to ACD groups which displays a popup when agents try to log out of the group or the ACD, and a minimum number of configured agents would no longer be logged into one or more ACD groups. To log out, agents must confirm the warning by pressing yes.</p> <p>The options in the ACD group are configured on the tab "Offline Parameters", and are as follows:</p> <p>Minimum Agent Logout Check Active - whether the check is active for this group.</p> <p>Minimum Agent Logout Check Count - the minimum number of agents who should remain logged into the group.</p> <p>The warning is displayed when the current number of logged in agents is less than or equal to the minimum configured number.</p> <p>Access to these options are controlled by the resource:</p> <pre>portal.Acd.AcdGroups.MinAgentWarning</pre> <p>R - The option can be read / seen in the ACD group configuration. U - The option can be updated in the ACD group configuration (requires R). X - Configured minimum counts in all groups are evaluated when an agent tries to log out of the ACD, and in a single group when the agent tries to log out of an ACD group.</p> <p>Hence removing the X option for a particular security group could be used to disable the checks for some users.</p>
CMKL-61	blocked URL	25 Apr 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.
CPHADI A-11	blocked URL	25 Apr 2020	New IVR Object - Users Profiles Runner	A new object Users Profiles Runner has been added to the IVR. This supports running a user profile for all users, if no user ID is specified, or for a specific user, if a user ID is passed as a parameter. New parameters usersprofiles1_id, usersprofiles2_id, usersprofiles3_id and usersprofiles4_id have been added to the parameters for the service number to help use this feature.
CPHADI A-10	blocked URL	25 Apr 2020	New IVR Object - Input Menut DTMF with Variable Prompt List	A new IVR Object has been added - Input Menut DTMF with Variable Prompt List. This accepts a comma separated list of IDs of files to be played as the menu prompt. The files to be played can, for example, be configured in the service number and accessed by the variables announcement_x_id, or can be retrieved using the User Search object, for example if the name of an ACD group is to be played, or the current status the agent is in using the variables for the group name prompt or the acd agent status prompt.
CPHADI A-9	blocked URL	24 Apr 2020	Network IVR - User Search - Extended Functionality	<p>The User Search object now supports searching for users using the PIN. It also contains an option to return the status from the ACD for the found user. The variables returned are for each group the user is a member of, and are named as follows:</p> <pre><prefix>.AcdStatus.<AcdGroupsID>.FirstLoggedInUserWavesID=<value> <prefix>.AcdStatus.<AcdGroupsID>.LoggedInUsersWavesIDs=<values_comma_separated> <prefix>.AcdStatus.<AcdGroupsID>.FirstLoggedInUserID=<value> <prefix>.AcdStatus.<AcdGroupsID>.AcdAgentStatusID=<value> <prefix>.AcdStatus.<AcdGroupsID>.LoggedInUsersIDs=<values_comma_separated> <prefix>.AcdStatus.<AcdGroupsID>.GroupNameWavesID=<value> <prefix>.AcdStatus.<AcdGroupsID>.AcdGroupsID=<value> <prefix>.AcdStatus.<AcdGroupsID>.bLoggedIn=<value> <prefix>.AcdStatus.<AcdGroupsID>.bLoggedInAcd=<value> <prefix>.AcdStatus.<AcdGroupsID>.bPauseAcd=<value> <prefix>.AcdStatus.<AcdGroupsID>.WavesID=<value></pre> <p>The content is as follows:</p> <p>The ID of the name prompt for the first logged in user in the group (determined by the earliest login date/time):</p> <pre><prefix>.AcdStatus.<AcdGroupsID>.FirstLoggedInUserWavesID=<value></pre> <p>The IDs, comma separated, of the name prompts for all users logged into the group:</p> <pre><prefix>.AcdStatus.<AcdGroupsID>.LoggedInUsersWavesIDs=<values_comma_separated></pre> <p>The ID of the first logged in user logged into the group (determined by the earliest login date/time):</p>

```
<prefix>.AcdStatus.<AcdGroupsID>.FirstLoggedInUserID=<value>
```

The ID of the agent status the user is currently in:

```
<prefix>.AcdStatus.<AcdGroupsID>.AcdAgentStatusID=<value>
```

The IDs, comma separated, of all users logged into the group:

```
<prefix>.AcdStatus.<AcdGroupsID>.LoggedInUsersIDs=<values_comma_separated>
```

The ID of the ACD group name prompt:

```
<prefix>.AcdStatus.<AcdGroupsID>.GroupNameWavesID=<value>
```

The ID of the ACD group:

```
<prefix>.AcdStatus.<AcdGroupsID>.AcdGroupsID=<value>
```

Whether the user is logged into the group. 1 = logged in, 0 = not logged in:

```
<prefix>.AcdStatus.<AcdGroupsID>.bLoggedIn=<value>
```

Whether the agent is logged into the ACD. 1 = logged in, 0 = not logged in:

```
<prefix>.AcdStatus.<AcdGroupsID>.bLoggedInAcd=<value>
```

Whether the agent is in pause in the ACD. 1 = pause, 0 = no pause:

```
<prefix>.AcdStatus.<AcdGroupsID>.bPauseAcd =<value>
```

The ID of the wave file associated with the current ACD status of the agent:

```
<prefix>.AcdStatus.<AcdGroupsID>.WavesID=<value>
```

CPHADI A-8	blocked URL	23 Apr 2020	Network IVR - Support for extended expressions in some objects	<p>The following IVR objects now parse expressions twice:</p> <p>Comparison Play Voice Variable Variable Declaration</p> <p>For example, given that the following variables are declared:</p> <div><pre>\$usersID = 9876 \$myVar.9876.Status = Online</pre></div> <p>Then the following expression:</p> <div><pre>\$myVar.\$usersID.Status</pre></div> <p>would parse to the value:</p> <div>Online</div>
CPHADI A-7	blocked URL	23 Apr 2020	Users - WAV File for TTS Name	A WAV File has been added to the users table for the name of the agent. This can be used, for example, in custom IVR dialogues to play the name of the agent.