

Release 3.21

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.
CKRIEG-138	blocked URL	14 Dec 2020	The report AcTransactionCodesReport returns results less than expected.	The report AcTransactionCodesReport was missing values in some cases due to null values in StatisticsPartB. the join was changed to AcStatisticsTransactionCodes and problem is now fixed.
CJUH-93	blocked URL	01 Dec 2020	E-Mail Connector - E-Mails with emoji characters	Some E-Mails received with emoji characters, which could not be represented in the UTF-8 3 character multibyte charset would cause the e-mail connector to fail with an exception. This problem has been fixed, the email connector now uses the UTF-8 4 character multibyte charset as standard.
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	01.10.2020	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.
JTELDE V-5115	blocked URL	29.09.2020	E-Mail response now displayed	When an email has been responded to, the response email is also displayed in the agent client when the event is viewed again.
JTELDE V-5089	blocked URL	29.09.2020	IVR Statistics Markers - extended functionality for customer surveys and new IVR objects	<p>IVR statistics markers have been extended to incorporate the following functionality:</p> <p>IVR statistics markers can be assigned a type. Simple corresponds to the existing IVR statistic marker functionality - i.e. a counter which is incremented when the IVR statistics marker object is traversed during a call flow.</p> <p>Yes / No markers tag a marker as corresponding to the answer to a "Yes/No" question.</p> <p>Rating markers tag a marker as corresponding to a rating, from 0 to 9.</p> <p>Statistics markers can also be configured with an associated voice prompt.</p> <p>New IVR objects have been added, and the functionality of the object Set Statistics Marker has been extended.</p> <p>Set Statistics Marker: a rating can be specified. This is recorded with the date / time and marker in the statistics. For a simple marker, no rating needs to be specified. For yes / no markers, specify 1 for yes or 0 for no. For rating markers specify a value from 0 to 9.</p> <p>Set Statistics Marker Variable: the same functionality as Set Statistics Marker is provided, but the object accepts a variable Statistics Marker ID, which for example could be configured in the service number parameters.</p> <p>Query Statistics Marker: this object enables querying of a particular statistics marker. A variable prefix is supplied, and the following output variables are supplied (assuming the prefix is \$marker):</p> <p>\$marker.Type: the type of marker. IVRStatisticsMarkers.Type0 = a simple marker. IVRStatisticsMarkers.Type1 = a yes / no marker. IVRStatisticsMarkers.Type2 = a rating (0-9) marker.</p> <p>\$marker.WavesID: the ID of the associated voice prompt. This can be used in the object Play Voice Variable, for example.</p> <p>\$marker.Name: the name of the marker.</p> <p>\$marker.ID: the ID of the marker.</p> <p>Query Statistics Marker Variable: provides the same functionality as Query Statistics Marker, but requires the ID of the marker as an input parameter.</p> <p>Using the above implemented features, a customer satisfaction module has been created, which allows for the simple configuration of customer satisfaction surveys. This module includes a special report which evaluates the yes / no and rating questions providing minimum / maximum and average values.</p> <p>Please contact your jtel partner for further details on how to license this module.</p>
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.
CSEGH ORN-189	blocked URL	14.09.2020	Dialler - Manual results can not be set in contact	It was no longer possible to set the results manually while editing a contact in a dialler campaign. This problem has been fixed.
JTELDE V-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.
JTELDE V-5099	blocked URL	20.08.2020	E.164 with plus converter - incorrect conversion of number type	The incoming number converter E.164 with plus would not correctly set the number type on conversion. This caused the IVR variables \$countrycode and other number related variables for the calling party number to be incorrect. This problem has been fixed.

CTAIFU N-23	blocke d URL	20.08.2020	Last Call Information - Object now supports configuration / agent groups	The last call information object now returns two additional variables: \$prefix.AcdAgentGroupsID contains the agent ACD group ID \$prefix.AcdConfigurationGroupsID contains the configuration ACD group ID This enables the object to be used in conjunction with agent / configuration groups as well as standalone groups.
JTELDE V-5090	blocke d URL	19.08.2020	Teams Connector	A connector for Microsoft Teams is available. The connector imports the teams status of users from the office 365 cloud, and displays this information in various views in the system including the agent views and pbx user views in agent home and the supervisor. The user's own teams status is displayed in the header in the portal. Further features are planned which will enable call and event distribution to be dependent on the status of users in teams.
CJUH- 79	blocke d 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.
CCONT ACT- 148	blocke d 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.
JTELDE V-5132	blocke d URL	09.08.2020	REST - Add support for AcdEvents	The REST interface now supports the creation of callback and ticket events. See https://wiki.jtel.de/display/JPW/REST for further details.
JTELDE V-5126	blocke d URL	02.08.2020	REST - new API added to retrieve ACD groups	A new set of APIs has been added to the REST interface to retrieve ACD groups. 3 functions are provided: BaseURL/ClientsID/acd/groups - retrieves a list of all ACD groups in the client account. BaseURL/ClientsID/acd/groups/group/ID - retrieves a specific ACD group by ID BaseURL/ClientsID/acd/groups/group?name=Name - retrieves a list of ACD groups using the Name as a match. Note, the last function may return more than one record, as a partial match is used.
JTELDE V-5125	blocke d URL	02.08.2020	REST - new API added to retrieve Users	A new set of APIs has been added to the REST interface to retrieve users. 3 functions are provided: BaseURL/ClientsID/users - retrieves a list of all users in the client account. BaseURL/ClientsID/users/user/ID - retrieves a specific user BaseURL/ClientsID/users/user?uid=UID - retrieves a list of users using the UID as a match. Note, the last function may return more than one record, as a partial match is used on the UID.
JTELDE V-5124	blocke d URL	02.08.2020	REST Dialler API - Get dialler contacts by campaign	A query parameter has been added to the function GET BaseURL/ClientsID/dialler/contacts allowing the specification of the dialler campaign ID from which to retrieve the contacts list.
CRADP RAX- 247	blocke d 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.
CPHADI A-12	blocke d URL	21.07.2020	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.
CNFON- 638	blocke d 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.
JTELDE V-5120	blocke d URL	19.07.2020	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-5117	blocke d URL	17.07.2020	Minimum Password Length - Portal.Users.Password.MinLength	The minimum length of a user password can now be set using the system parameter Portal.Users.Password.MinLength. Note: existing passwords are not affected by changing this parameter. Only new password changes via the web interface are covered.
CSEGH ORN- 190	blocke d 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.
JTELDE V-5105	blocke d 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.
CWS- 223	blocke d URL	09.07.2020	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	blocke d 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

CNFON-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.
CNFON-609	blocked URL	25.05.2020	New Language Selector in Web Portal	The language selector in the portal has been changed to a dropdown list to enable the support more languages.
JTELDE V-5091	blocked URL	22.05.2020	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.
JTELDE V-5064	blocked URL	19.05.2020	Chat Export via REST	In the chat and whatsapp connectors, it is now possible to export chat sessions as a PDF file by REST to a backend system.
CSEGH ORN-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.
CNFON-619	blocked 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.
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://ldapsserver.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 .
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.
JTELDE V-5084	blocked URL	12 May 2020	Reports - Execute Report in Background	When a report is executed, it is now executed in the background. An icon is added to the notifications area in the upper left part of the application to show that the report is processing in the background. When it is ready to download, the icon changes to a blinking colour. The icon is clicked again to download the report.
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.