

Release 3.22

Key	T	Resolved	Release Notes Subject	Release Notes Content
CTDM-316	block ed URL	23 Jun 2021	IVR - DTMF menu with variable prompt list - problem with very long prompt list.	Using an extremely long prompt list in an IVR DTMF Menu with variable prompt object could cause the object to fail. This problem has been fixed.
CTAIF UN-116	block ed URL	08 Jun 2021	Outbound Statistics Report has wrong statistics with outbound completed call and post call duration	When setting a Post call interval parameter in dialler calls, statistics of the post call duration is wrong. Also, the total of completed calls is wrong. This problem has been fixed.
CTDM-313	block ed URL	27 May 2021	When making callback from Supervisor using "Preset" Service Number, no record is created in Statistics.	Upon receiving an Acd Event in Supervisor, while no agent was assigned yet, If the supervisor makes a callback using the "Preset" Service Number option, no record is created in Statistics (acdStatisticsPartB). This problem has been resolved.
CSTYR IA-142	block ed URL	04 May 2021	Acd Transaction Codes Overview Report - TACs count corrected	The number of TACs was wrong when one entry in StatisticsPartA was associated to many entries in StatisticsPartB.
CTAIF UN-105	block ed URL	29 Apr 2021	Undeclared variable in StringFunctions r5 causes error in 8-Server	The variable StringLength was not declared in the .r5 script of the IVR object "StringFunctions - InStr Function" causing an error to be reporting in the telephony server. This had no effect on the operation of the function, but the error message could be irritating. This problem has been fixed.
JTELD EV-5239	block ed URL	07 Apr 2021	Dialler REST API - allow update of contact with appointment date	The dialler REST API now allows updating or importing contacts with an appointment date and optionally a follow up user. This is achieved by passing the following two parameters with the DiallerContact JSON data structure: <pre>"FollowUpUsersUID":"admin", "FollowUpDateTime":"2021-05-01T09:00:00"</pre> The Users UID is matched in the system. If no match is found (or this field is not specified), then the appointment will be made for no specific user. Otherwise the appointment is made for the specific (found) user.
CSYM P-128	block ed URL	19 Feb 2021	Queue Distribution Algorithm Optimisation	The queue distribution algorithm has been optimised. This particularly affects queues with > 120 waiting callers, the speed of the calculation can be reduced by a factor of 2 to 10 in some cases.
CGRE ENIT-16	block ed URL	15 Feb 2021	Wrong SMTP client configuration when authentication is not required.	Corrected SMTP client parameter setting in case of missing authentication data.
CNFO N-666	block ed URL	01 Feb 2021	WhatsApp - Predefined automatic messages configurable	When configuring the WhatsApp chat connector, predefined automatic messages can now be specified in the configuration field. For example: <pre>{ "noAgents":"Sorry, No agents available.", "noAgents#de":"Entschuldigung, derzeit sind keine Agenten verfügbar.", "outOfService":"Out of service time.", "outOfService#de":"Außer Betriebszeit.", "agentTyping":"Agent \$agent typing...", "agentTyping#de":"Agent \$agent tippt ...", "bye":"Thank you for using our service. Bye.", "bye#de":"Danke, dass Sie unseren Service nutzen. Tschüss.", "byeNoAgent":"Sorry no agent available. Bye.", "byeNoAgent#de":"Entschuldigung, kein Agent verfügbar. Tschüss.", "welcomeMessage":"Welcome!", "welcomeMessage#de":"Herzlich willkommen bei unserem Webchat!.", "editorPlaceholder":"Enter your message here.", "editorPlaceholder#de":"Geben Sie Ihre Nachricht hier ein." }</pre>
CTAIF UN-77	block ed URL	21 Jan 2021	An error in the report "Agents Itemised Calls Report (Inbound and Outbound)"	The report "Agents Itemised Calls (Inbound and Outbound)" doesn't compute the ringing time and the duration of the call, in case of an inbound call during a dialler call. This problem has been fixed.
CJOB-106	block ed URL	21 Jan 2021	SalesForce - Improved Logging in Web-Browser Console	Some changes have been made to the logging in the web browser console to improve logging of the sales force integration.
CSEG HORN-197	block ed URL	14 Jan 2021	Inserted User Data disappear when TAC is set	Inserted User Data disappear when TAC is set, agent has to write it again just before he close the TAC popup. This problem has been fixed.

CNFO N-685	blocked URL	08 Jan 2021	Report download not shown if used had no ACD group mappings	The links to download reports were not shown if the user had no ACD group mappings. This problem has been fixed.
CNFO N-681	blocked URL	08 Jan 2021	Mini Client - New Variables for .EXE Call and New Options	The mini client now supports the following variables which can be used in the parameters to an .EXE call: \$UsersEmail, \$DateTimeUTC, \$DateTimeLocal The following options have been added to the configuration to enable the recording of the output to the log file, and hidden execution. Also, the EXE can be killed after a specified timeout. The new options are documented here: https://wiki.jtel.de/display/JPW/Mini+Client+Settings
CNFO N-606	blocked URL	08 Jan 2021	Whatsapp Session not automatically set to status "closed by customer" after 24 hours	WhatsApp sessions are automatically closed by WhatsApp / Tyntec after 24h. To reflect this behaviour, the jtel WhatsApp system now also changes the status of the chat to "Closed by customer" after 24 hours.
CDUE RKOPP-35	blocked URL	31 Dec 2020	Working thread no stoped when ChangeStatusOnCloseClient not configured.	Working thread is stoped unconditionally.
CNFO N-743	blocked URL	22 Dec 2020	ACDWaitingTimeDetails Report.	ACDWaitingTimeDetails Report is translated to English.
CCHAL TEC-169	blocked URL	21 Dec 2020	New IVR Object - Re-Enter ACD	A new IVR object has been added, which can be used to return a caller to the previously used ACD queue, in the same position. This can, for example, be used as follows: - A call enters the ACD group via the IVR - An announcement is played, informing the caller that they can press 1 to enter their customer number - A rule "Leave Queue on DTMF" with DTMF 1 is added - The IVR application checks \$acd_groupend_reason. If equal to 109, then a rule caused the call to leave the ACD group. - The IVR application checks \$acd_queueleave_dtmf. This will contain the pressed DTMF. - If both conditions are met, callers are routed to a dialog to enter their customer number. - Following entry of the customer number, the IVR object "Save Additional Info and User Data" is used, to save the customer number and possibly change the CRM URL. - Next the new object "Re-Enter ACD" is used to go back to the ACD. This has two effects: - No additional statistics are created for the ACD. It is as if the call never left the ACD queue. - The call is placed in the queue at the position it left the queue. This means that callers retain their positions in the ACD queue. A word of caution: the queue timeout is calculated based on the time the call originally entered the ACD. So, if the queue timeout is 2 minutes, and the caller spends ages in the IVR entering the customer number, then an immediate timeout will ensue.
CCHAL TEC-168	blocked URL	20 Dec 2020	New Call Recording Opt-Out Object for IVR	A new IVR Object "Call Recording Opt-Out" has been added to the IVR. This allows the recording opt-out functionality to be implemented in the IVR by simply routing the call through the object. This will have the same effect as if the caller opted-out using a DTMF whilst in the ACD.
CWRK-28	blocked URL	17 Dec 2020	Transaction Codes - Setting Transaction Codes at list "calls" in Agent Home	When setting Transaction Codes it was not possible to set a TAC in the list "calls" after a call when the option "mandatory transaction code" was configured in the ACD-Group. This problem has been fixed.
CTDM-298	blocked URL	15 Dec 2020	Not converted UTC to CEST in SOAP events.	Considered time zone difference on 8Server and java.
CSEG HORN-187	blocked URL	15 Dec 2020	AgentHome - Call Agents who are busy	It was possible for other agents to call agents who were busy. This behaviour has now been changed so that agents cannot call busy agents via agent home.
CNFO N-761	blocked URL	14 Dec 2020	Outbound Statistics Report - Error executing with working times	It was not possible to execute the outbound statistics report when working times were specified. This problem has been fixed.
CKRIE G-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.
JTELD EV-5193	blocked URL	11 Dec 2020	Dialler REST API - New Functions to update a contact and reset a contact	New functions to update a dialler contact and reset a dialler contact have been added to the REST API.

CTELK O-65	block ed URL	08 Dec 2020	Dialler - UserData and ForeignSystemID field size increased. UserData field now editable.	The size of the ForeignSystemID and UserData fields has been increased in the dialler campaigns to 128 characters. The UserData field is now editable via the web interface.
CSTYR IA-87	block ed URL	03 Dec 2020	Callback - Comment overwritten by previous comment	When manually creating a Callback event, the content of the comments would be overwritten by the previously entered comment. This problem has been fixed.
CNFO N-664	block ed URL	03 Dec 2020	Agent Login / Logout Report inconsistencies	Some inconsistencies in the Login / Logout Report have been fixed.
CTDM-288	block ed URL	01 Dec 2020	When a Voice-Mail event is created, the Event history was not created when you initiate the call in Mini client.	Scenario: Voice-Mail Event is created in the routing and distributed to an agent. Problem1: The agent does the callback via the Mini Client (Status "callback initiated" is NOT inserted into the event history) Problem2: When you initiate a call in Agent, event history will not be updated automatically in Supervisor and vice versa. -> These two problems are fixed.
CJUH-93	block ed 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.
CNFO N-732	block ed URL	30 Nov 2020	IVR Statistics Markers - not created when no rating is specified	If no rating was specified when using the IVR object IVR statistics markers, the marker would not be saved. This problem has been fixed.
CNOR DOA-24	block ed URL	27 Nov 2020	IVR Object "ACD-Group with DB routing and variable type " and "ACD-Group with DB routing and Type"	When setting "Send Media Events from original ACD Group" in the objects "ACD with DB Routing and Variable Type" and "ACD with DB-Routing and Type", the ACD Event was created for the configuration group instead of the agent group. This has been fixed.
CNFO N-716	block ed URL	23 Nov 2020	IVR - Line break in object "Create callback	When creating a media event of type Callback it was not possible to insert line breaks with the \$CrLf function. This problem has been fixed.
CMKL-60	block ed URL	23 Nov 2020	Reporting - Report with no data would not display properly	When executing the report "Statistics_AcdGroupReport10" without data, an error would be displayed in the report instead of empty rows. This problem has been fixed.
CSTYR IA-124	block ed URL	18 Nov 2020	"Total Calls" and "Calls per Hour" in Supervisor set to 0 in every Agent Status change	"Total Calls" and "Calls per Hour" in Supervisor set to 0 in every Agent Status change. While it should only change when an agent switches to any status where "Logged in" is not configured. This problem is fixed.
CNOR DOA-25	block ed URL	17 Nov 2020	TAPI Monitor Service - now accepts prefix for extracted numbers	The TAPI monitor service now accepts a prefix which is prepended to all monitored numbers. For example, assume the name reported by the TAPI is: SIP 08912345678. This can be matched with a Regex as follows, to remove the 0: <add key="regexNumber" value="^SIP 0(?<num>\d+)" /> This will extract the number 8912345678. This can now be turned into E.164 by specifying the new parameter monitoringPrefix in the configuration file (assuming Germany 49 as a country code): <add key="monitoringPrefix" value="49"/>
CCHAL TEC-174	block ed URL	17 Nov 2020	Restricted numbers prevented outdials	Restricted numbers prevented outdials being made in some cases. This problem has been fixed.
CLAND W-66	block ed URL	16 Nov 2020	Chat Connectors - Field description "Max Chats Per Agent" incorrect	When configuring chat connectors, the field name "Max Chats Per Agent" was incorrect. This problem has been fixed.
CWRK-29	block ed 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.
CWEIN OR-174	block ed URL	13 Nov 2020	Service Numbers - Changes not saved after emptying fields	When configuring service numbers, when a field was emptied and the configuration saved, the field would not be saved properly and remain in the previous configuration
CTAIF UN-54	block ed URL	11 Nov 2020	REST - Dialler Contacts History returned via REST interface	The dialler contacts rest interface now contains new functions to return the history from a dialler contact. The Postman collection and the documentation have been updated.

CSWP-165	blocked URL	11 Nov 2020	ACD Agent Report 2 und ACD Agent Performance Report - PostCall duration and Postcall Count corrected	When both reports are executed with identical input parameters, the post call times of both report outputs were different because the post call counter of the report "ACD Agent Report 2" was incorrect. The counter has been corrected so that both post call times are now identical.
CCHAL-TEC-177	blocked URL	09 Nov 2020	STARFACE connector - Now Random Passwords are generated	The STARFACE connector now generates random passwords when users are created. The administrator has to configure the users anyway, and so the password can be changed by the administrator later.
CTAIF-UN-47	blocked URL	03 Nov 2020	Dialler Contacts - REST Import overwrites contacts with same Name and FirstName even if UserData is different	The REST import would overwrite contacts with the same Name and FirstName even if the UserData field was different. This problem has been fixed.
CNFO-N-646	blocked URL	02 Nov 2020	ACD Agent Report - division by CallsTaken instead of OfferedCalls because these KPIs are about calls connected to agents	In "ACD Agent Report" the average times in the footer / summary are now divided by CallsTaken instead of OfferedCalls.
CJUH-87	blocked URL	02 Nov 2020	Service Numbers Report 5 - Report Subscription	It was not possible to subscribe to Service Numbers Report 5. This problem has been fixed.
CTDM-283	blocked URL	30 Oct 2020	SOAP - Timestamp dtChanged is in incorrect TimeZone in various SOAP events	The timestamp dtChanged in various SOAP events was in the incorrect time zone. This problem has been fixed.
CSTYR-IA-130	blocked URL	27 Oct 2020	Inactive Transaction-Codes still active	When a transaction code was set to inactive, the code would still be shown in the transaction code list popup after agent calls. This problem has been fixed
CNFO-N-728	blocked URL	24 Oct 2020	JTELStats2 Reports - no selections causes missing data	JTELStats2 Reports - no selections causes missing data in the JTELStats2 reports. If all parameters are selected, the data is correct. This problem has been fixed.
CNFO-N-710	blocked URL	24 Oct 2020	IVR Statistics Markers - Update without prompt file not possible	It was not possible to save an IVR Statistics Marker without defining a prompt file. This problem has been fixed.
CNFO-N-674	blocked URL	24 Oct 2020	ACD Inboxes Group Report - Missing data in report	When executing the report "ACD Inboxes Group Report", data would be missing in the report. This problem has been fixed.
CSYM-P-122	blocked URL	23 Oct 2020	Dynamic Priority Groups - Added Column Waiting Time Average Today	The average waiting time for the day has been added to the dynamic priority groups view in the supervisor.
CPPA-39	blocked URL	23 Oct 2020	Mini Client Titles overflow column headers	The headers in the mini client sometimes overflow the column header, depending on the width the mini client is set to, resulting in a previous column header overlaying the next one. This behaviour has been changed, so that the overflowing content is invisible if the client is particularly small.
CSYM-P-120	blocked URL	12.10.2020	Dynamic Priority Groups - Callbacks and Click to Call no longer counted	In the supervisor view of the dynamic priority groups - callbacks and click to calls are no longer counted.
CSTYR-IA-118	blocked URL	05.10.2020	Transaction Codes - Inactive TACs still visible	When setting TACs after a call, inactive TACs would still be visible even though the transaction code was set to inactive in the configuration.
CSTYR-IA-126	blocked URL	05.10.2020	Transaction Codes - StatisticsPartBID not saved to database correctly after TAC is set	If agents saved TACs after the end of the call, then the StatisticsPartBID value would not be saved to the database correctly. This caused problems in the report "Transaction Codes Overview". This has been fixed.
CNFO-N-606	blocked URL	05.10.2020	Whatsapp Session not automatically set to status "closed by customer" after 24 hours	WhatsApp sessions are automatically closed by WhatsApp / Tyntec after 24h. To reflect this behaviour, the jtel WhatsApp system now also changes the status of the chat to "Closed by customer" after 24 hours.
JTELD-EV-5163	blocked URL	02.10.2020	Miniclient - popup window layout	When making outbound calls, the mini client popup window for making outbound telephone calls and recording transaction codes did not resize well when the mini client was reduced below a certain size. This problem has been fixed.
CNFO-N-710	blocked URL	30.09.2020	IVR Statistics Markers - Update without prompt file not possible	It was not possible to save an IVR Statistics Marker without defining a prompt file. This problem has been fixed.

CSYM P-118	block ed URL	29.09.2020	Dynamic Priority Groups - Improvements to Supervisor View	The supervisor view for dynamic priority groups now shows a new column - Current Priority - which shows the current actual priority of the calls in the dynamic priority group currently in the acd group, which are before the queue or in the queue. The following columns have been given colouring: Availability Today and Availability Timeslice: Value >= 95% --> Green 90% <= Value < 95% --> Blue 80% <= Value < 90% --> Orange 70% <= Value < 80% --> Yellow Value < 70% --> Red Waiting Now: X = 0 --> no colour 1 <= X <= 3 --> Blue 4 <= X <= 5 --> Orange 6 <= X <= 9 --> Yellow X >= 10 --> Red
JTELD EV- 5115	block ed 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.
JTELD EV- 5085	block ed URL	29.09.2020	Clarification - Deleted User visible in locked accounts	A deleted user can still be seen in locked accounts. This is by design: the locking of accounts is stored in a different table to the user accounts, and hence this can still be seen after the user is deleted. This can, for example, be useful when an account is first of all deactivated, to detect if the user still tries to login to the account.
CNFO N-701	block ed URL	29.09.2020	AcidGroupsReport4 - cannot be executed in Excel format	The AcidGroupsReport4 could not be executed in Excel format - this would produce an error. This problem has been fixed.
CTAIF UN-40	block ed URL	29.09.2020	New settings for supported protocol handlers in MiniClient and fix for custom protocol handlers in portal web application	If a custom URL was setup as the CRM Link, for example myprotocol://xxx , this would not be clickable in the web application. This problem has been fixed. Furthermore, it is possible to specify a setting in the configuration of the mini client - ProtocolHandlers - comma separated, which defines the protocols which will actually be clickable and opened via the protocol handler on the client machine.
CJUH- 84	block ed 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.
CNFO N-686	block ed URL	22.09.2020	Minimal password length in new user wizard.	The minimal password length in the new user wizard was not respected. This problem has been fixed.
CDUE RKOPP -21	block ed URL	20.09.2020	New IVR Objet - Get ACD Group Information	A new IVR object has been introduced - Get ACD Group Information, and a new field has been added to the ACD group configuration - Foreign System ID. The foreign system ID can be used to reference an ACD group in another system - for example a reference to a record in a backend CRM or database. The new object searches for an ACD group, given either the ID, Name or Foreign System ID (or any combination thereof). If found, it returns a host of variables which give information on the current state of the acd group queue, numbers of agents, waiting times, number of calls, and all configuration fields from the ACD group.
CNFO N-685	block ed URL	16.09.2020	Report download not shown if used had no ACD group mappings	The links to download reports were not shown if the user had no ACD group mappings. This problem has been fixed.
CSEG HORN- 189	block ed 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.
CDUE RKOPP -14	block ed URL	08.09.2020	TAPI Connector reads lines with empty telephone number	The TAPI connector would read lines with an empty telephone number, and set these up as a PBX user. This problem has been fixed.
CTAIF UN-31	block ed URL	07.09.2020	String Functions - Search for string	The string functions now contain a search for string function, which returns the starting index of the searched for string (1 based indexing), or 0 if the string was not found.
JTELD EV- 5159	block ed URL	07.09.2020	UserSearch Object - search by Nick Name	The UserSearch Object now supports searching for users by the Nick Name field. This is particularly useful when an external system does not use the same user UIDs as the jtel system.

JTELD EV-5158	blocked URL	07.09.2020	Chat connector server - installation script for systemd	The chat connector server can now be installed using systemd instead of init.d
JTELD EV-5157	blocked URL	07.09.2020	Outbound call popup broken when some resources not permitted	The outbound call popup would not appear in some scenarios, particularly if both of the following resources were not allowed: portal.Acd.AgentHome.CallProcessing.Outbound.UserDefined portal.Acd.AgentHome.CallProcessing.Outbound.UserCommunication This problem has been fixed.
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.
CNFO N-666	blocked URL	24.08.2020	WhatsApp - Predefined automatic messages configurable	When configuring the WhatsApp chat connector, predefined automatic messages can now be specified in the configuration field. For example: <pre>{ "noAgents#de": "Sorry, No agents available.", "noAgents#de": "Entschuldigung, derzeit sind keine Agenten verfügbar.", "outOfService#de": "Out of service time.", "outOfService#de": "Außer Betriebszeit.", "agentTyping#de": "Agent \$agent typing...", "agentTyping#de": "Agent \$agent tippt ...", "bye#de": "Thank you for using our service. Bye.", "bye#de": "Danke, dass Sie unseren Service nutzen. Tschüss.", "byeNoAgent#de": "Sorry no agent available. Bye.", "byeNoAgent#de": "Entschuldigung, kein Agent verfügbar. Tschüss.", "welcomeMessage#de": "Welcome!", "welcomeMessage#de": "Herzlich willkommen bei unserem Webchat!", "editorPlaceholder#de": "Enter your message here.", "editorPlaceholder#de": "Geben Sie Ihre Nachricht hier ein." }</pre>
CNFO N-681	blocked URL	20.08.2020	Mini Client - New Variables for .EXE Call and New Options	The mini client now supports the following variables which can be used in the parameters to an .EXE call: \$UsersEmail, \$DateTimeUTC, \$DateTimeLocal The following options have been added to the configuration to enable the recording of the output to the log file, and hidden execution. Also, the EXE can be killed after a specified timeout. The new options are documented here: https://wiki.jtel.de/display/JPW/Mini+Client+Settings
CTAIF UN-23	blocked 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.
JTELD EV-5090	blocked 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.
JTELD EV-5111	blocked URL	19.08.2020	Play sound when new chat message is received	Users can configure the system to play a sound when new or updated chat messages are received. This feature is enabled by users their own account settings.
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.
JTELD EV-5132	blocked 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.

JTELD EV-5126	blocked 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.
JTELD EV-5125	blocked 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.
JTELD EV-5124	blocked 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.
CPHAD IA-12	blocked 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.
JTELD EV-5120	blocked 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.
CWS-223	blocked 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	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.