

Release 3.46

New Features

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
blocked URL	JTELD EV-7832	19 Jun 2026	Starface connector container	The Starface connector is packaged and deployed as a Docker container
blocked URL	JTELD EV-7727	05 Jun 2026	ACD Events - Improved handling of ACD media events	<p>ACD media event handling has been improved to make working with new events faster and more convenient.</p> <p>When the new setting AcdEvents.OpenNextNotOpenedEvent is enabled, clicking the media event notification icon can open the next new event directly instead of only showing the event list and also open the related CRM record automatically when available. The next event is selected based on priority and waiting time, so higher-priority and older new events are handled first.</p> <p>When the new setting AcdEvents.OpenCrmlOnOpenEvent is enabled, opening an event can also open the related CRM record automatically when a CRM link is available. This helps agents and supervisors access the relevant customer or case information more quickly.</p> <p>A new action is also available in the transaction-code popup, allowing users to complete the transaction-code step and close the event directly in one flow.</p>
blocked URL	JTELD EV-7759	18 May 2026	The new functionality allows the Portal to trigger actions in the MiniClient application installed on the user's PC	<p>1. MiniClient changes: A new helper application called SwyxCommander.exe was added. Its purpose is to interact with the SWYX phone software and automatically perform actions such as answering or controlling calls.</p> <p>Two new MiniClient configuration parameters were introduced:</p> <pre><value name="MCEventActive" type="Boolean">False</value> <value name="MCEventHandler" type="String">SwyxCommander.exe</value></pre> <p>Meaning: MCEventActive - Enables or disables this functionality. False = disabled. True = enabled. MCEventHandler - Defines which executable should process incoming events from the Portal. In SWYX case: SwyxCommander.exe</p> <p>1. *Portal change*s:</p> <p>The Portal now creates a hidden DOM element called: MCEventForDotNet This element is not visible to the user. It is used only for communication between the Portal webpage and the MiniClient application. The Portal fills this element with data in the following format: <timestamp>#<userId>#<command parameters></p> <p>Example: 1779108501907*#3216#*CLICKTOANSWER LU_GAP_01 Meaning: 1779108501907 - Current timestamp in milliseconds 3216 - User ID CLICKTOANSWER LU_GAP_01 - Command parameters for the MiniClient/SWYX integration</p>
blocked URL	JTELD EV-7781	08 May 2026	Chat – New "Agent Label" field in ChatConnector	<p>A new Agent Label field has been added to the Chat Connector, allowing flexible configuration of the agent name displayed in the chat window. This provides more flexibility in how the agent name is displayed – for example, static text such as a department name can be entered, combined with dynamic variables.</p> <p>The Agent Label field supports static text and/or the following variables:</p> <ul style="list-style-type: none"> • \$agent Default - Agent's NickName (if set), otherwise Agent's UID • \$agent_name Agent's name • \$agent_firstname Agent's first name • \$agent_uid Agent's UID <p>These variables are also available when composing messages under Configuration Template.</p>

blocked URL	JTELD EV-7760	09 Apr 2026	Media Event - Support of new MS Outlook	<p>New outlook has limited or no native support for opening .eml files, unlike classic Outlook.</p> <ol style="list-style-type: none"> 1. Introduced a new boolean user property AcdAgent.MediaEvent.Email.Download.AsMsg in Portal GUI. When enabled (true), emails are downloaded in .msg format instead of .eml, where available. This feature requires IMAP Connector version 3.1 or higher. 2. A new configuration parameter MsgAnswerDetectionAlgorithm has been introduced in IMAP Connector. It supports the following values: "Subject", "Body", and "Both". <p>Depending on the selected value, an additional identification token will be inserted into the generated .msg file:</p> <ul style="list-style-type: none"> • Subject: the token is added to the email subject • Body: the token is embedded in the email body (hidden) • Both: the token is added to both subject and body <p>Example:</p> <ul style="list-style-type: none"> • Subject: Re: Subject request 2344 • Body: <div style="display:none">ID=2344</div>
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Bugfixes

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
blocked URL	JTEL DEV-7847	19 Jun 2026	ASR - cannot download asr wav from call log.	Resolved an issue where ASR WAV recordings could not be downloaded from the call log. The root cause was that certain ASR IVR objects did not specify the ASR call recording name, causing the download to fail. The recording name is now correctly resolved in all cases, ensuring reliable access to ASR recordings from the call log.
blocked URL	JTEL DEV-7787	16 Jun 2026	Task Scheduler - holiday list evaluation	Task Scheduler was evaluating all holiday lists in the system instead of only the one configured for the specific task causing scheduled jobs to not run on days that are holidays in unrelated lists. This has been fixed.
blocked URL	JTEL DEV-7839	11 Jun 2026	Voicemails - Emails sent with empty subject and body	Resolved an issue where emails in certain languages were sent with a blank subject line and empty message body due to special characters not being handled correctly. Emails now display their full content as expected.
blocked URL	JTEL DEV-7829	03 Jun 2026	FTP Logs - Empty "Date / Time" column.	Fixed empty Date / Time column in FTP Logs. Now The date and time of every log is displayed.
blocked URL	JTEL DEV-7814	28 May 2026	After Outbound Calls: Improved Handling of After-Call Routing	Improved handling of outbound calls when after-call routing is enabled. If the service number configuration is not suitable for this option, the call is now ended cleanly and the reason is shown in the call log.
blocked URL	JTEL DEV-7816	27 May 2026	Teams Settings - Picklist display issue	Fixed a bug where picklist values in Teams Profile settings were not displayed correctly when editing entries with multiple selected values - some of the selected values would incorrectly appear in the "Available" column instead of the "Selected" column. All selected values now appear correctly when editing a team profile.
blocked URL	JTEL DEV-7811	19 May 2026	ACD-S-005 - report was not working correctly	Fixed an issue where the ACD-S-005 report could not be generated. The report contained a configuration error that prevented it from running. This has been corrected and the report now works as expected.
blocked URL	JTEL DEV-7800	13 May 2026	Call Transfer - Agent remains busy after completing a call transfer on innovaphone	Resolved an issue where an agent's availability status was not correctly updated after completing a call transfer using an innovaphone hardphone. The agent now properly returns to an idle state after a successful transfer.
blocked URL	JTEL DEV-7804	11 May 2026	Acd Events - Email keyword routing was not working correctly	Fixed an issue where emails were not being routed correctly based on keywords. When keyword matching was set to search the email body, emails were incorrectly sent to the fallback route instead of being matched to the correct destination. This has been corrected and email keyword routing now works as expected.
blocked URL	JTEL DEV-7805	08 May 2026	Dialler Contacts - Add missing Export 2 button for exporting using a specific schema	The Export 2 button was missing from the Dialler Contacts view. Export 2 uses a specific export schema to define the column headers, unlike the standard export. This has now been corrected. The Export 2 button has been added, allowing users to export contacts with the correct column headings as defined by the export schema.

blocked URL	JTEL DEV-7784	06 May 2026	SMS – Improved LOX SMS Unicode Handling and Configurable Send Command	SMS sending via the LOX provider has been improved. Unicode SMS handling was corrected so that messages containing special characters or emojis are passed to LOX correctly. By default, is_unicode is set to true; in this mode, SMS messages may be sent in multiple parts due to provider/SMS length limitations. If is_unicode is disabled, messages may be sent as one SMS part when they fit the GSM character limit, but special characters and emojis may not be encoded or displayed correctly. The LOX send command now uses --data-binary for payload transmission and is configurable via the system parameter Portal.Daemon.SMS.Send.Lox24.Command, allowing easier adjustment without code changes. The is_unicode option is now configurable through the system parameter Portal.Daemon.SMS.Send.Lox24.InputFileContent.
blocked URL	JTEL DEV-7785	30 Apr 2026	Callback IVR Object - Problem when creating a callback when Priority is not set.	Creating a callback event failed when no priority was set. This problem has been fixed. If no priority is configured in the IVR object, a default value of 50 is now used.
blocked URL	JTEL DEV-7772	24 Apr 2026	Lists Export via FTP - Missing "Extra Data" column.	When exporting Lists via FTP, the column "Extra Data" was not included. This has been fixed.
blocked URL	JTEL DEV-7766	24 Apr 2026	Mini-Client - Email file can only be downloaded once.	The file name selection is implemented like Chrome / Windows / macOS do when downloading files. <ol style="list-style-type: none">1. Take base name + extension2. If name is free use it3. If not add (1)4. If still not try (2), (3), (4)...5. Stop at first free name
blocked URL	JTEL DEV-7773	20 Apr 2026	SMS Confluence - SMS templates are not sorted by default.	Previously, SMS templates were not sorted, making it difficult to find specific entries. Now, SMS templates are sorted alphanumerically, allowing for easier navigation and selection.
blocked URL	JTEL DEV-7762	13 Apr 2026	Outbound Call - Prevent outgoing calls from an inactive phone number	Outbound calls from inactive service numbers are blocked. The system checks the selected number before dialing; if it's inactive, it shows an error message and lets the agent select another service number.
blocked URL	JTEL DEV-7728	07 Apr 2026	Dialler - Missing StatisticsPartAID in DiallerContactsHistory for busy, wrong number and no answer cases.	In DiallerContactsHistory, unsuccessful dialler calls with the results busy, wrong number, and no answer created DiallerContactsHistoryID entries but no corresponding StatisticsPartAID, which led to incomplete reporting for these outcomes; this behavior has now been fixed so that StatisticsPartAID is correctly written for these cases.