

Release 3.47

COMING SOON

New Features

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
JTELD EV-7868	blocked URL	06 Jul 2026	New IVR Object: LLM Bot for Chat Connector Integration	A new IVR object LLM Bot has been added to simplify sending caller or IVR input to a configured Chat Connector chatbot/RAG endpoint. The object provides a dedicated configuration with the inputs Chat Connector , Sender , Message , Timeout , and Result variable prefix . The selected Chat Connector provides the chatbot configuration, while Sender and Message define the request content. The object returns one of three outputs: OK when the request succeeds, Other when the request completes with a non-success response, and Error when the request cannot be executed or fails technically. This makes chatbot integration in routing applications easier and avoids manual low-level request configuration.
JTELD EV-7867	blocked URL	01 Jul 2026	RAG Bot - Support OpenRouter Models	Added support for OpenRouter, enabling access to a wide range of leading AI models through a single integration. Administrators can now choose from models provided by OpenAI, Anthropic, Google, Meta, Mistral, Qwen, DeepSeek, and many others.
JTELD EV-7727	blocked URL	05 Jun 2026	ACD Events - Improved handling of ACD media events	ACD media event handling has been improved to make working with new events faster and more convenient. 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. When the new setting AcdEvents.OpenCrmUrlOnOpenEvent is enabled, opening an event can also open the related CRM record automatically when a CRM link is available. This helps agents access the relevant customer or case information more quickly. For the supervisor event list, CRM auto-opening is controlled separately by the new setting AcdEvents.OpenCrmUrlOnOpenEventSupervisor. This allows CRM records to be opened automatically for supervisors only where this is desired, without affecting the agent behavior. 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.

Bugfixes

Key	T	Resolved Date	Release Notes Subject	Release Notes Content
JTELD EV-7894	blocked URL	16 Jul 2026	Create Callback - IVR object failed when subject or body contained a single quote	Fixed an issue where the Create Callback IVR object would fail if the subject or body text contained a single quote character. Single quotes are now correctly handled, ensuring callbacks are created as expected regardless of special characters in the input fields.
JTELD EV-7888	blocked URL	15 Jul 2026	FTP Recording – Missing Agent Information in FTP recording Filename	An issue has been fixed where FTP recording filenames were not parsed correctly, causing agent information to be missing. Recording filenames now include the available agent information as expected.
JTELD EV-7874	blocked URL	08 Jul 2026	Sorting in media history table view does not work	The sorting functionality in the Media History table view is now working as expected.
JTELD EV-7877	blocked URL	08 Jul 2026	SWYX connector now sets PBX connector parameters	Introduced new SWYX connector configuration settings for the PBX connector address and communication port. • pbxConnectorAddress (default: acd-tel1) – Defines the SWYX PBX Connector host. • pbxConnectorPort (default: 40406) – Defines the SWYX PBX Connector communication port. This feature is related to the new "call answer" feature implemented for the SWYX PBX.
JTELD EV-7862	blocked URL	01 Jul 2026	Trunk Group - Anonymous calls not correctly identified by trunk translator, bypassing Callback 3 number entry prompt	Fixed a bug where anonymous (CLIR) calls were not correctly recognized by certain trunk translators. When the group rule "Callback 3" was configured, callers with a suppressed number should be prompted to enter their phone number via keypad before a callback is scheduled. Due to this bug, the anonymous call was not detected, causing the system to skip the number entry prompt and immediately schedule a callback without a valid caller number.

JTELD EV- 7849	block ed URL	30 Jun 2026	IMAP folder JTEL_InProcess handling problem	The email processing workflow has been improved as follows: • If no corresponding AcdEvent can be found for an email, the email is automatically moved to the JTEL_Error folder for further investigation. • If the corresponding AcdEvent reaches the Finished state, the email is automatically moved to the JTEL_Processed folder. • A rollback mechanism has been implemented to ensure consistency. If an error occurs while creating an AcdEvent, all partially completed processing steps are reverted to prevent inconsistent data.
JTELD EV- 7823	block ed URL	30 Jun 2026	Acd Events - Improved handling of redistributed media events after agent logout	Fixed a race condition where an agent could still see or interact with a media event shortly after logging out, before the event was redistributed. The agent view is now updated promptly, and a warning popup notifies the agent when the event is no longer assigned to them because it has been redistributed.
JTELD EV- 7847	block ed URL	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.