

Release 3.10

Key	T	Resolved	Release Notes Subject	Release Notes Content
CHECT-41	block ed URL	14.03.2019	Contact Name now shown in current call and call history	The contact name is now shown in the current call and call history in agent home and the supervisor in several tables and views.
CTDM-231	block ed URL	27.12.2018	Last Agent and Not Last Agent Algorithm - performance problem on anonymous calls	In large installations, when a call was received from an anonymous caller to an ACD group configured with the last agent or not last agent algorithm, the performance of the system would be seriously impacted when the search for the last agent was performed. This problem has been fixed, last agent / not last agent is no longer searched for or applied to anonymous calls. For Versions 3.11 and later, additionally overriding the last agent using a parameter in the IVR GUI when entering the ACD can now be applied, even to anonymous calls.
CSEG HORN-87	block ed URL	17.10.2018	\$UserData as Variable in Call Back and Voice-Mail Subject and Body	The variable \$UserData can now be used in the texts for a call-back or voice-mail sent from the ACD (Long Texts).
CCOM CAVE-64	block ed URL	12.10.2018	IVR Connect Module - Option SIP REFER	An option to execute a SIP REFER when the destination is reached has been added to the IVR Connect module. This allows the channels to be optimised back to the PBX (route optimisation) once the call has been answered and is in the connected state. Note: this requires that the trunk to the PBX supports this functionality.
CENER GIE-49	block ed URL	09.07.2018	Call Transfer to Same Group now possible	It is now possible to transfer a call back to the same ACD group as the call was received on. This is now allowed, as use of the group search extension algorithm means that calls can be distributed to agents which are not actually a member of the group in which the call is being processed. This allows agents who are not able to deal with the call to transfer the call back to the group.
JTELD EV-4858	block ed URL	27.05.2018	IVR GUI - Language change object did not change variables \$languages_id and \$languages_iso_code	The IVR GUI object "language change" did not change the value of the variables \$languages_id and \$languages_iso_code. This problem has been fixed.
CCAR G-152	block ed URL	14.03.2018	Dialling by Connector - New Parameter for External Agents	Dialling by the PBX connector can be additionally parameterised using the following system parameter: dialler.ClickToCall.UDP.MaxTelActiveLength If the active telephone number of the agent is longer than this setting, then the system will dial directly using the jtel server instead of the PBX connector. This prevents the system trying to control numbers which are definitely not in the PBX.
CLDB-105	block ed URL	14.03.2018	Telephony Server does not delete whisper files	The telephony server would not delete whisper files, after they had been used. This could cause the temp directory to contain many files over time, though a disk full situation was never observed at a customer due to the usually small files involved. This problem has been fixed.
CCAR G-138	block ed URL	03.03.2018	Acd Groups Report 4 - error in total number of calls	AcdGroupsReport 4 would sum all calls over all service numbers instead of individually, when more than one service number was selected. This caused the number of offered calls to be incorrect in all further calculations, and the report to be inconsistent in some columns. This problem has been fixed.
CCWM EYER-34	block ed URL	18.02.2018	TAPI PBX Connector - Number Cleaner	Numbers which are reported by the TAPI PBX connector are now cleaned of all non-dialable characters without having to completely specify a regular expression in the configuration which performs the cleaning (which is quite tricky).
COPTI-44	block ed URL	01.02.2018	Duplicated Media-Events in Supervisor	Media-Events were incorrectly duplicated in the supervisor view Media Events and Media History - once for each group the supervisor was a member of. This problem has been fixed.
JTELD EV-4823	block ed URL	28.01.2018	Deleting a Client not Possible	It was not possible to delete a client due to data dependencies in the database. This problem has been fixed.
CNFO N-121	block ed URL	27.01.2018	Agent Home - Call Recordings - unnecessary access token required	Access to agent home, call recordings required access to the token portal.Acd.AcdGroups.CallRecording (i.e. the right to configure recording in the ACD group). This has been removed.
CNFO N-118	block ed URL	26.01.2018	Report Subscriptions - Error in Subscription	Some reports could be retrieved via the web interface, but not as a subscription. This problem has been fixed.
CKOM P-67	block ed URL	15.01.2018	Report Subscriptions - not possible to create subscriptions on very old users	In very old users, the dtCreated timestamp in the database was not present. This prevented them from creating report subscriptions. This problem has been fixed.
CNFO N-135	block ed URL	14.01.2018	Outdial - Trunk Group Selection	The trunk group used for an outdial is now selected by the service number, if configured. If not configured, operation is as usual (client assigned trunk group, or general access trunk groups).

CCOM CAVE-53	block ed URL	02.01.2018	ACD Itemised Call Details Report - Layout and Sorting Improvements	The layout and sorting of the ACD Itemised Call Details Report has been improved.
CSEG HORN-37	block ed URL	29.12.2017	Close Dialler Contact on Inbound Call	If an incoming call is received from a contact in a dialler campaign, this can now be closed automatically when the call is connected to the inbound agent. It is possible to specify a result code which should be recorded in the dialler campaign.
CNFO N-110	block ed URL	29.12.2017	Trunk Groups Outdial Parameters - P-Asserted Identity	It is now possible to specify two variants of the P-Asserted-Identity SIP Header used when making outbound calls. The first variant is used when an inbound call is routed to an agent, the second variant when an outbound call is made by an agent.
CSEG HORN-72	block ed URL	29.12.2017	Transaction Code Pager in Mini-Client	The transaction code pager in the mini client now shows up to 50 rows.
CNFO N-119	block ed URL	27.12.2017	Service Dispatcher - Log Entry Added	A log entry has been added so that the SIP entity and source / destination server can be seen. This helps when configuring multiple trunk groups in an installation.
CCOM CAVE-52	block ed URL	21.12.2017	Itemised Call Statistics - Incorrect Hangup Queue	Hangup Queue could be incorrectly reported in some statistics when calls were distributed to external destinations. This problem has been fixed.
COPTI-18	block ed URL	20.12.2017	SMS answer now included in media history	Answers sent to incoming SMS are now recorded in the media history.
COPTI-20	block ed URL	20.12.2017	SMS during call - error in number formatting	Errors on SMS sending during a call could occur, if spaces were configured in the Service Number. This problem has been fixed.
CGRE EN-36	block ed URL	01.12.2017	SalesForce - onClickToDial outbound API	A new API onClickToDial has been added to the SalesForce integration. If configured, when SalesForce users click on a telephone number, the jtel system queries SalesForce to determine the number which should be signalled as the calling party number, and whether the call may proceed.
CGRE EN-37	block ed URL	26.11.2017	CRM URL in Media Events	The CRM URL is now also passed to media events.
COPTI-12	block ed URL	23.11.2017	SMS - any-sms receiver	An SMS receiver has been added for the any-sms SMS service provider.
CGRE EN-35	block ed URL	21.11.2017	SalesForce - writeCallStatistics Interface	A new SalesForce interface has been created, which can pass statistics to SalesForce after the end of a call. The interface is documented and can be implemented, for example, as an APEX REST Service.
CGRE EN-34	block ed URL	19.11.2017	SalesForce Routing Object	A new generic SalesForce routing object has been created, with a documented interface "getCallerInformation" which can be implemented as, for example, an APEX REST Service.
CSEG HORN-90	block ed URL	10.11.2017	SOAP - ServiceNumber structure includes field Name2	The SOAP interface has been extended to include the Name2 field in the ServiceNumber structure.
COPTI-6	block ed URL	10.11.2017	Media Events - Sending by E-Mail causes the event to disappear	Events sent by E-Mail from Agent Home would disappear from the event queue. This problem has been fixed.
CCAR G-86	block ed URL	07.11.2017	IVR Object Switzerland Source Routing	The IVR object for Switzerland source based routing uses the wrong output. This problem has been fixed.
CCAR G-102	block ed URL	05.11.2017	Renaming of several reports	Several reports (Agent and Group Reports) have been renamed for clarity.
CTDM-205	block ed URL	20.10.2017	Voice Mail Language Settings	When an agent refused a call, then the language used for a subsequent voice-mail recording was not consistent. This problem has been fixed.

CAWS H-134	block ed URL	20.10.2017	ACD Groups Report 3 - New Column "Voice Mail Booked"	A new column has been added to ACD Groups Report 3 in which the number of actually recorded and distributed voice mails can be seen.
CCAR G-51	block ed URL	17.10.2017	Call Transfer Group - Silence	Agents would only hear complete silence, when a call transfer to an ACD group was performed. This problem has been fixed.
CNFO N-79	block ed URL	11.10.2017	Online Help in English shows German Text	Some texts in the online help in english were shown in German. This problem has been fixed.
CCAR G-75	block ed URL	10.10.2017	Users - Edit Service Numbers	The right to edit service numbers can now be given to the "Users" role, and not only the "Admin" role.
CTDM- 178	block ed URL	03.10.2017	SOAP - New functions to create / modify agent group mappings.	The following functions have been added to the SOAP interface: <pre>acdGroupAdminCreateAgentGroupMapping acdGroupAdminDeleteAgentGroupMapping acdGroupAdminSetAgentGroupSkill</pre> These allow the creation of agent group mappings, and the modification thereof.
CSEG HORN- 74	block ed URL	24.09.2017	Agent Login without telephone number	Agents without a configured telephone number are now forced to login using the full login popup window. This prevents the case when users are logged in without an active telephone number.
CKSB- 63	block ed URL	19.09.2017	ACD Groups - Copy Group Rules	Some settings could be lost when rules were copied between ACD groups. This problem has been fixed.
CSEG HORN- 81	block ed URL	16.09.2017	Dialler - Contact Export - Added fields	The fields bPhoneNumber1Invalid to bPhoneNumber6Invalid have been added to the dialler contacts export.
CCOM CAVE- 20	block ed URL	12.09.2017	CRM URL from REST in Agent Home	It is now possible to use a CRM URL gained from a REST Query in Agent Home as an alternative link to the configured URL in the acd group.
CSPKH -65	block ed URL	07.09.2017	Acd Agent Report 1 - Incorrect post call times	Acd Agent Report 1 contained incorrect post call times. This problem has been fixed.
JTELD EV- 4778	block ed URL	07.09.2017	Call Recording - Sometimes not started	Call recording would sometimes not be correctly started when no announcement was configured. Whilst this configuration is not strictly legal in most countries, the problem has been fixed.
CSEG HORN- 75	block ed URL	07.09.2017	Extended Group Search - Agent Statistics may fail	Sometimes agent statistics were not correctly recorded when the extended group search function was used. This problem has been fixed.
CWAT ER-8	block ed URL	03.09.2017	Dialler Contacts - Lock Contact	It is now possible to lock a dialler contact and edit the contact data. The contact can then either be released back to the dialler, or remain locked until it is exported.
CSEG HORN- 73	block ed URL	31.08.2017	Agent Home - Manual Call Back	It is now possible to specify a manual callback request from agent home or the mini client, and address this to a group rather than a group and a specific agent.
CWAT ER-20	block ed URL	30.08.2017	Supervisor - Custom Wallboard 1 - 3	It is now possible to create custom wallboards for the supervisor view. Up to three customer specific layouts can be created per system. This requires the creation of JSF .XHTML pages and placement into the Data\system\web\dynamic\supervisor directory as AcdSupervisor.Custom1.xhtml to AcdSupervisor.Custom3.xhtml.
JTELD EV- 4770	block ed URL	25.08.2017	Mini Client EXE - Context Menu	A feature to allow copy / paste to fields in the mini client when using the mini client EXE has been added.

CGRE EN-26	block ed URL	23.08.2017	Extended Group Search - Skill Based Routing	The extended group search algorithm would not work correctly with skill based routing. This problem has been fixed.
CSEG HORN-69	block ed URL	21.08.2017	SOAP - Test Call Flag	A new flag "bTestCall" has been added to the SOAP interface.
CSEG HORN-66	block ed URL	20.08.2017	Outbound Autodialler	An Autodialler has been added to the dialler. This allows contacts which are connected to be routed to an IVR application, which in turn can route calls inbound to ACD groups, for example. The dialler can be parameterised for the number of parallel lines to be used. Master campaigns can be associated with the autodialler, which allows the system to process contacts from various sources in sub-campaigns. Caution: the use of this feature is prohibited in certain countries. For example, in Germany, only debt collection agencies may use this feature legally.
JTELD EV-4765	block ed URL	19.08.2017	Telephony Server - potential crash with UDP component	In some circumstances the UDP component could crash the telephony server. This problem has been fixed.
CWAT ER-18	block ed URL	17.08.2017	Dialler - Maximum Contact Tries	Sometimes contacts were not correctly closed in the campaign, when the maximum number of tries was reached. This problem has been fixed.
CWAT ER-4	block ed URL	16.08.2017	Mini Client - Current Status Duration	Agents can now see their current status duration in the mini client.
CWAT ER-16	block ed URL	16.08.2017	New Agent Counters	Agents can now see the following fields in the mini client, when activated: Number of Calls per Hour Number of Dialler Success (counts result codes) Post Call Duration Average (per call, only calls with post call) Post Call Count per Hour (total calls with post call)
CGRE EN-20	block ed URL	16.08.2017	Agent Outbound Calls - List of Service Numbers	The list of service numbers presented to agents when making outbound calls is now sorted by the "Name" field, which usually contains the actual service number.
CWAT ER-7	block ed URL	03.08.2017	Dialler - Automatic Post Call End when Result Code Recorded	The dialler now stops automatic post call when a result code is recorded by the agent.
JTELD EV-4762	block ed URL	03.08.2017	Dialler - General Release	The dialler has been released to general availability. Features include: multiple campaigns, campaign mixing, result codes, automatic (IVR) dialler, upload and download of contacts, supervisor view, statistics and more.
JTELD EV-4758	block ed URL	31.07.2017	Dialler - Priority given to PhoneNumber6 field	If a telephone number is present in PhoneNumber6 in a dialler contact, this number will always be used to call the contact. Agents can edit this field, for example to record a number on which the called party wishes to be contacted at a later time.
JTELD EV-4748	block ed URL	26.07.2017	Telephony Server - MS-SQL Datasources	MS-SQL Datasources could cause a crash in the telephony server. This problem has been fixed.
CKSB-58	block ed URL	25.07.2017	SIP History Info - Coding of special characters	Special characters were incorrectly coded in the SIP History Information element. This problem has been fixed.
JTELD EV-4744	block ed URL	23.07.2017	SalesForce - Micro Client	A new "Micro Client" has been added which fits exactly in the SalesForce classic layout. The client supports click to dial, screen pop and agent status changes as well as ACD login / logout.
JTELD EV-4740	block ed URL	23.07.2017	No Connection Popup Styling	The styling of the "no connection" popup window has been corrected to conform with the design of the rest of the portal.
CWAT ER-5	block ed URL	22.07.2017	SalesForce - Dataloader	It is now possible to upload dialler campaigns and contacts nightly using the SalesForce dataloader. This feature requires customisation.
JTELD EV-4730	block ed URL	17.07.2017	Dialler Wallboard - Call Attempts	The dialler wallboard now contains the number of call attempts processed during the day and in total.
CSEG HORN-59	block ed URL	16.07.2017	Dialler Contacts - New Field dtUploaded	dtUploaded contains the date / time the contact was uploaded to the dialler.

CSEG HORN-55	block ed URL	15.07.2017	Dialler - Extra Fields in Dialler Contact	The following extra fields have been added to the dialler contacts table: Client, Service, Reference Number.
CSEG HORN-54	block ed URL	13.07.2017	UserData Field - Validation	It is now possible to implement a custom validator for the UserData field. This feature requires customisation.
JTELD EV-4698	block ed URL	03.07.2017	JBOSS Deployment	Removed jboss-el-2.0.1-GA which is possibly causing 100% CPU.
CGRE EN-15	block ed URL	23.06.2017	Web Application Exception when User not member of any ACD Groups.	The web application threw an exception when the logged in user was not a member of any ACD Groups. Operation would, however, proceed as normal. This problem has been fixed.
CSEG HORN-39	block ed URL	21.06.2017	Routing - Ignore individual skills on timeout	It is now possible to specify an individual timeout per skill in the service number configuration or the ACD object in the IVR. Skills can be removed individually when this timeout expires.
JTELD EV-4721	block ed URL	21.06.2017	Transaction Codes - Catetories - Outbound Call Display Problem	Transaction code names are not displayed on outbound calls if the option "Category" is activated. This problem has been fixed.
CSEG HORN-41	block ed URL	20.06.2017	Media Events - Redistribute Seen Events on Logout	The following options have been added to the ACD Groups configuration: Redistribute Seen Voice Mails After Agent Logout Redistribute Seen Faxes After Agent Logout Redistribute Seen SMS After Agent Logout Redistribute Seen Call Backs After Agent Logout Redistribute Seen E-Mails After Agent Logout Redistribute Seen Tickets After Agent Logout The media events are redistributed as soon as the agent changes to a logged out agent status when these options are set in the ACD group.
JTELD EV-4720	block ed URL	20.06.2017	Extended Group Search - Editing	Editing the extended group search parameters would show the parameters for the previous groups edited. This problem has been fixed.
CSEG HORN-52	block ed URL	20.06.2017	SOAP - StatisticsPartAID	The StatisticsPartAID has been added to the CALL_INCOMING and CALL_OUTGOING_DESTINATION events.
CSEG HORN-51	block ed URL	20.06.2017	UserData Field Display	The UserData field is now displayed in the agent mini client, full client and in the transaction code popup.
JTELD EV-4719	block ed URL	19.06.2017	CRM URL problem with spaces and special characters	If the CRM URL was parameterised, and the parameters contained spaces or other special characters, then this was not coded correctly to be clickable. This problem has been fixed.
CSEG HORN-33	block ed URL	16.06.2017	UserData Field added to Transaction Code Popup	The UserData field has been added to the transaction code popup. This field can be added by the agent, to for example denote a customer number. The UserData is recorded in the call statistics and associated with the transaction code.
CSEG HORN-38	block ed URL	15.06.2017	UserData - can be input during call in Agent Home	It is now possible for agents to edit the UserData field during a call. This can be used, for example, to record a customer number. UserData is saved in the statistics for that call, and can be used in reporting and other areas of the system.
CSEG HORN-42	block ed URL	15.06.2017	New Distribution Algorithm "Reverse Skill-Based".	A new distribution algorithm "reverse skill based" has been added to the system. This causes agents to be sorted in the reverse order so that least skilled agents are first. This sorting also applies to additional skills, which may be applied to a call.
CTDM-164	block ed URL	14.06.2017	Incoming Call Flow - ACD - Call Recording and Rejection of Calls by Agents	When call recording was enabled, and agents rejected calls, this could result in the call being taken by the system, but no music on hold was played. This problem has been fixed.
JTELD EV-4715	block ed URL	12.06.2017	SMTP Server Settings - Client	Errors could be observed when no server was specified in the client settings, but only in the system parameters. This could result in the incorrect password and user being attempted when contacting the SMTP server. This problem has been fixed.
CLDB-73	block ed URL	27.05.2017	Reskill Call by Agent	A new feature has been added, by which agents can reskill calls before performing a call transfer. This can be done, for example, to allow transfer of calls which require high skills to less skilled groups, or to add further skills before a call is transferred.

CTDM-148	blocked URL	26.05.2017	Auto-Answer breaks Outdial to Agent and Outdial to Destination	If an agent had the auto answer function activated, this would break calls to agents and to the destination - the call would be disconnected. This problem has been fixed.
CTDM-147	blocked URL	25.05.2017	Post call time - change in calculation	The post call time calculation now ignores time spent still in a call when calculating the total post call time applicable to a particular call.
CCAR G-52	blocked URL	22.05.2017	Call Transfer Group - Call Flow Error	The following scenario could cause problems when using the call transfer to group function: Agent1 receives incoming ACD call Agent1 uses call transfer to Group1 In Group1, no agents are free Agent1 tries to transfer call to Group2 The client does not respond. This problem has been fixed.
CCAR G-59	blocked URL	21.05.2017	Reports Subscriptions via HTTPS - ignore certificate errors	Reports can now be retrieved via https, ignoring any certificate errors produced - usually due to self signed or incorrect certificates on the load balancer. This can also be patched manually, by changing the following system parameter: Parameter: Portal.WebServer.StatisticsServlet.Command Value: c:/cygwin/bin/curl.exe -X POST -k -d "ReportSubscriptions_ID=\$id" \$url
CNFO N-48	blocked URL	15.05.2017	Race Condition on Outbound Call in Telephony Server	When outbound calls were made by the telephony server, a race condition could cause the mixing up of events, and the call flow to fail or hang. This problem has been fixed.