

Release 3.15

Key	T	Resolved	Release Notes Subject	Release Notes Content
CSTYR IA-108	block ed URL	12.05.2020	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.
CMKL-61	block ed URL	25.04.2020	Missing SOAP CALL_END Events	The CALL_END event was missing after a call transfer was performed between two agents. This problem has been fixed.
CEWS-60	block ed URL	19.02.2020	ACD Agent Report 2 - Calls - Busy incorrect calculation	The column "Calls - Busy" in ACD Agent Report 2 had an incorrect calculation. This problem has been fixed.
CSKR-156	block ed URL	19.02.2020	User Copy - Fields Department and Client Attribute now copied	Previously, when a user was cloned (copied) the fields department and client attribute were not copied. This behaviour has been improved to copy both fields.
CAWS H-220	block ed URL	31.01.2020	Outbound calls - statistics not written to database	When using the incoming call translator - PBX - prepend country code + area code + subscriber prefix to all numbers - outbound calls could not be written to the database correctly. This is due to an asymmetry between the used service number (fully qualified E.164) and the inbound signalled number (PBX internal). The PBX number converter has been modified, to deal with this so that calls are logged correctly.
CTELK O-37	block ed URL	21.01.2020	Mini Client - TACs - Problem with too many TACs and no scrollbar	If a lot of TACs are configured, and the mini client WEB application is setup to show too many in the window (for example by setting the pager to 50 rows), then it is not possible to close the TAC window. This problem has been fixed by adding a vertical scroll bar to the TAC window if the content overflows.
CSAXO -84	block ed URL	27.12.2019	Report Subscription - incorrect start date	If a report subscription was made with a monthly time period, then an incorrect start date would be recorded for the first delivery date. This problem has been fixed.
CMPK-63	block ed URL	20.12.2019	Users Delete failed	It was not possible to delete some users because of foreign key restrictions in the database. This problem has been fixed.
CSTYR IA-89	block ed URL	18.12.2019	ACD Group Reports - number of call back requests	The number of callback requests was not shown correctly in some ACD group reports. This was due to the newer callback 2 and callback 3 variants not being counted. This problem has been fixed.
CSTYR IA-88	block ed URL	18.12.2019	StatisticsPartB record related to incorrect AcdStatisticsPartB record after call transfer group	The StatisticsPartB record is related to the incorrect AcdStatisticsPartB record after a call transfer group has been performed. This problem has been fixed.
CSEG HORN-151	block ed URL	21.11.2019	ACD Agent Call Report 1 does not work with MySQL 8.x	ACD Agent Call Report 1 does not work with MySQL 8.x - this problem has been fixed.
CSTYR IA-73	block ed URL	21.11.2019	Agent Notes in Callback Window disappear when call is ended	The notes made by agents in the request callback popup would disappear when call was ended whilst the agent was still inputting the callback request. This problem has been fixed.
CSAXO -47	block ed URL	21.11.2019	Incorrect transaction codes shown on call transfer	Incorrect transaction codes could be shown on call transfer, particularly when using agent / configuration groups and also in combination with holding the call prior to the transfer. This problem has been fixed.
CSAXO -73	block ed URL	25.10.2019	ACD Group Redialler Rules did not work with configuration and agent groups	Rules defined in ACD groups to process repeat callers (redialler rules) did not work with configuration and agent groups. This problem has been fixed.
CSTYR IA-70	block ed URL	20.10.2019	New Group Action "Callback 3" - no confirmation required	A new ACD group action "Callback 3" has been added, which no longer asks for confirmation of the telephone number when the caller ID has not been withheld. If the caller ID is withheld, then the behaviour is as previously.
CSAXO -36	block ed URL	09.10.2019	Supervisor Agents Views - incorrect status colour in column "availability"	An incorrect status value could be shown in the "availability" column in the supervisor if PBX monitoring was used - when busy some agents were shown as green instead of red. This problem has been fixed.

CCAR G-177	block ed URL	02.10.2019	Dialler - incorrect figures in the following wallboard tiles	The following wallboard tiles could show incorrect values, and have been fixed: - Calls Aborted Today - Calls Aborted Today Percent - Calls Error Today - Calls Error Today Percent - Calls Invalid Today Percent - Calls No Answer Today Percent - Calls Reched Today Percent - Contact Result Aborted Today Percent
JTELD EV- 4998	block ed URL	23.09.2019	IVR Debug Dump Variables does not process prefix correctly	The debug dump variables IVR object does not process the prefix correctly, and instead dumps all variables. This problem has been fixed.
CSAXO -69	block ed URL	20.09.2019	Service Numbers Report 1 - time interval for hangup time cannot be saved.	The time interval cannot be saved for the hangup time in service numbers report 1 when subscribing to this report. This problem has been fixed.
JTELD EV- 4996	block ed URL	16.09.2019	Innovaphone PBX Connector - SOAP with plain http	It was no longer possible to connect to an innovaphone PBX using http, https had to be used instead. This is usually not a problem, as the innovaphone PBX accepts https as standard too, however the problem has been fixed.
JTELD EV- 4941	block ed URL	09.09.2019	Doubleclick on Tab in Service Number deletes parameters	Double clicking on a tab when editing a service number could delete settings in the service number if it was saved. This problem has been fixed.
CKLIN G-136	block ed URL	02.09.2019	Flexible Telephone Number from Workstation can be used in Outdial	If an agent has the rights to use a telephone number defined in the user account, a flexible telephone number set by the workstation login procedure can now be selected by the agent when making an outbound call. The use of this feature requires that the resource portal.Acd.AgentHome.CallProcessing.Outbound.UserCommunication (X) is set for the user's security group.
JTELD EV- 4917	block ed URL	01.09.2019	Standard Reports JTELStats2	Standard reports have been added for JTELStats2 to retrieve the data either as a CSV or Excel report. Reports are provided for each of the tables: CompressedA15, CompressedADay, CompressedU15, CompressedUDay, CompressedUA15 and CompressedUADay.
CSTYR IA-67	block ed URL	30.08.2019	ACD Group Report - incorrect number of outbound calls	ACD Group Report 4 contained an incorrect count for the number of outbound calls made. This problem has been fixed.
CNFO N-410	block ed URL	24.08.2019	MiniClient - new EXE Call feature added when incoming calls are received, new command line parameters to dial a number, new Hotkey Functions.	A new feature, to call an .EXE file with parameters is now available in the mini client. The following parameters control its behaviour: AutomaticEXECall, AutomaticEXECallCommand, AutomaticEXECallParameters. Up to 4 additional system wide hotkeys can be defined in the MiniClient which run JavaScript within the client when they are pressed. This can, for example, be used to place status changes on hotkeys for faster use. Also it is possible to start the mini client with the following parameters: ACDMiniClient.exe --dial number which causes the mini client to behave, as if the hotkey to dial a number had been pressed.
CCOM CAVE- 90	block ed URL	14.08.2019	Supervisor - Media Events	Accessing the supervisor tab media events was not possible if the CRM URL contained non ASCII or URL incompatible characters. This was caused, if the CRM URL was set via the IVR, and the URL was then parameterised, for example, using the name of the service number. If this name then contained non ASCII characters (for example accents or umlauts), then the page was no longer accessible. This problem has been fixed.
CHFG- 25	block ed URL	11.08.2019	Last Agent does not work in some conditions	If the last agent algorithm was used, it would not work correctly in all situations. This problem has been fixed.
JTELD EV- 4977	block ed URL	01.08.2019	Dialler - Busy Series uses incorrect telephone number	When a busy series is started, due to the fact that a contact telephone number is busy, when the second attempt is made to reach the contact, the system incorrectly uses the first telephone number available, instead of the last used telephone number. This problem has been fixed.
JTELD EV- 4973	block ed URL	21.07.2019	Cockpit Variables - Assignment or Increment Function	The cockpit variables assignment function did not work correctly when coupled with a comparison. This problem has been fixed.
CNFO N-445	block ed URL	12.07.2019	Outdial Trunk Group not setttable in Client Data as SysAdmin	It was not possible to set the outdial trunk group in the client data as SysAdmin, in combination with an activated sales force integration. This problem has been fixed.
JTELD EV- 4969	block ed URL	09.07.2019	Column Selector (all pages) does not reset to system defaults correctly	The column selector would not reset the selected columns correctly to the system default once the user had set custom columns in the view being configured. This problem has been fixed.

CSTYR IA-33	block ed URL	08.07.2019	Cisco UCM JTAPI Presence Connector	A presence connector is now available for the Cisco UCM, based on JTAPI. See https://wiki.jtel.de/x/DQMh for more details.
JTELD EV- 4953	block ed URL	08.07.2019	JTELStats2 - Compressed Statistics run only at specific times	The following parameters have been added, so that it is possible to specify when compressed statistics are created. If not specified, then the processes run all the time. <pre> Portal.ACD.Statistics.JTELStats2.Compress.CompressedA.StartTime Portal.ACD.Statistics.JTELStats2.Compress.CompressedA.EndTime Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.StartTime Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.EndTime Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.StartTime Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.EndTime </pre>
JTELD EV- 4925	block ed URL	08.07.2019	SalesForce Lightning Support	Release 3.15 now supports the SalesForce Lightning interface and Lightning OpenCTI functions.
CKLIN G-63	block ed URL	01.07.2019	Users Profiles - Handling Change	When a user is logged out, no profile is displayed. When profiles are applied whilst the user is logged out, these are saved to the user's data, and will be applied if they are "login profiles" when the user next logs in. Otherwise, when the user logs in, the profile is nulled out on login, and no profile is displayed. This helps alleviate the situation where users though a profile was still applied, but in fact it didn't apply because it was not marked as a login profile.
CSTYR IA-20	block ed URL	14.06.2019	Cockpit Variables - IVR GUI function	The cockpit variables function has been changed in the IVR GUI. The behaviour previously was to increment and decrement the counters only, however this has been changed to increment and decrement the value. The counters are always incremented when a successful increment or decrement operation is carried out, and reset to 0 when a successful assignment is performed.
JTELD EV- 4950	block ed URL	06.06.2019	Agent / Supervisor User Interface now available in French	The agent, supervisor and mini client interfaces have now been translated to french. The configuration parts of the application are shown in English, when the french language is selected.
CSAXO -23	block ed URL	04.06.2019	Fix Race Condition when Call to Agent is made	If a RINGING and OK (ALERT then CONNECT) were received very quickly (in the same millisecond) then the connect would be signalled before the call flow in the jtel server was ready to process it. This problem has been fixed.
CMOVI NGA- 163	block ed URL	24.05.2019	Naming of recording files in portal inconsistent, some variables not resolved	The download of recording files in the portal, when the client setting "Download File Name Template" option is not consistent. This problem has been fixed. Now several variables are provided for the download, this is documented in the WIKI here: https://wiki.jtel.de/x/cgEF
CGRE EN-52	block ed URL	21.05.2019	SalesForceID not passed to onClickToDial in SalesForce Classic	The SalesForceID was not passed to the onClickToDial API when using SalesForce classic. This problem has been fixed.
JTELD EV- 4951	block ed URL	21.05.2019	REST Query Advanced - change CURL command to return non 200 Status codes	The CURL command for the REST Query Advanced object would not correctly return status codes other than 200. This has been fixed, and can be fixed manually by changing the CURL command, removing --fail.
JTELD EV- 4949	block ed URL	05.05.2019	New IVR Object Connect to PBX Users	A new IVR object Connect to PBX Users has been added. This allows IVR applications to connect to a list of PBX users using longest idle, or first available. The number of tries is configurable (i.e. how many calls will be made maximum). See also https://wiki.jtel.de/x/aQlh
JTELD EV- 4948	block ed URL	05.05.2019	New IVR Object Log Entry	A new IVR object Log Entry has been added, which writes a line to the call log. Variables can be used in the expression which will be parsed before it is written to the log. See also https://wiki.jtel.de/x/XgIh
JTELD EV- 4947	block ed URL	05.05.2019	New IVR Objects Target and Jump to Target	Two new IVR objects have been added, which help to make visibly cleaner IVR applications. A target, is an object in the IVR application to which a jump can be made. The jump to target object can be used to jump to that position in the application from anywhere else. See https://wiki.jtel.de/x/SQlh and https://wiki.jtel.de/x/UAlh for details.
JTELD EV- 4946	block ed URL	04.05.2019	New IVR Object REST Query Advanced	A new IVR object REST Query Advanced has been added, which allows fine control of GET, POST, PUT and DELETE requests. See https://wiki.jtel.de/x/QAlh for details.
CNFO N-409	block ed URL	25.04.2019	ACD Incoming Calls Report failed	The ACD Incoming Calls Report failed to execute. This problem has been fixed.

CTDM-245	blocked URL	22.04.2019	ACD groups could not be deleted	Sometimes, an ACD group could not be deleted, due to references in the database to statistical records. This problem has been fixed.
CCAR G-199	blocked URL	22.04.2019	Language in report subscription incorrect	It was not possible to subscribe to reports in a different language other than German. This problem has been fixed.
CKLIN G-56	blocked URL	10.04.2019	Users Profiles - incorrect display of rule for reserve agents	In the users profiles view, when editing a profile, rules which are applied to reserve agents in the group would incorrectly be displayed as rules applied to permanent agents in the group. This problem affected the display of the rules only, and has been fixed.
JTELD EV-4932	blocked URL	10.04.2019	TTS not possible when creating new prompt	It was not possible to create a TTS file when creating a new prompt. This had to be done in edit mode. This problem has been fixed.
CCAR G-204	blocked URL	07.04.2019	Dialler - not all campaigns shown in supervisor	Dialler campaigns would be shown in the supervisor according to the currently active status. This included opening times and holiday restrictions. This restriction has been removed, so that all active campaigns (active flag in the campaign) are shown.
CKLIN G-77	blocked URL	06.04.2019	Time synchronisation errors on servers causes reports to provide incorrect call counts	If the time synchronisation on the servers was incorrect, this could cause incorrect counters to be provided in historical reports. The database queries associated with the counters in the reports have been changed, so that these are now resistant to time synchronisation failures. It is, however, important to note that incorrect times will still be reported in this case - as the timestamps taken from various machines in the architecture will cause incorrect differences to be calculated when timestamps taken from two different servers are subtracted, for example. The changes made in this ticket affect all reports on the system.
CNFO N-367	blocked URL	24.03.2019	Cleaner Processes - new shell script	The cleaner processes for the database have been moved from a daemon process, to a linux shell script. See https://wiki.jtel.de/x/5gEh for more information.
CKLIN G-72	blocked URL	20.03.2019	New Parameter ACD.UDP.Webserver.Address.<MachineID>	It is now possible to specify a separate address for each UDP provider (8-Server) based on the machine ID. The parameter must be created in the database with the following name: ACD.UDP.Webserver.Address.<MachineID> For example: ACD.UDP.Webserver.Address.82 The MachineID is the ID of the 8-Server machine, as configured in 8-Server. This enables the selective deactivation of the platform listener on some hosts, for example, when they are connected via WAN with a slow or bad IP connection.
CKLIN G-28	blocked URL	20.03.2019	New Tiles for Wallboard All Groups for Waiting Time	New tiles have been created for the wallboard, which show the waiting time: - current maximum from group start to current time - current maximum from queue start to current time - average over day from group start to agent connect - average over day from queue start to agent connect The tile showing the average over the day from call start to agent connect has been relabeled, to reduce confusion between the tiles.
CCAR G-201	blocked URL	19.03.2019	GDPR Wave played when caller already hungup	Sometimes, the GDPR audio file would be played even if the called party was disconnected. This caused lines to hang in the call flow and not be correctly terminated. This problem has been fixed.
JTELD EV-4936	blocked URL	17.03.2019	UsersProfiles Header shown in MiniClient and MicroClient even if deactivated	The users profiles buttons header was shown in the MiniClient and the MicroClient, even if the functionality was deactivated. This problem has been fixed.
JTELD EV-4937	blocked URL	17.03.2019	SQL Exception on edit service numbers as Sysadmin or Reseller Admin	An SQL exception was produced when editing service numbers as sysadmin or reseller admin. This had no effect on the functionality, but the error was irritating. This problem has been fixed.

CKLIN G-67	block ed URL	15.03.2019	Distribution - lost UDP packets from distribution daemon	Sometimes, UDP packets could be lost during the distribution process from a centrally managed system, with external telephony servers, networked by WAN. A routine has been added to the call flow to detect this situation as long as the call is in the ACD queue. The call will be distributed a few seconds later, but will recover from the lost UDP packet.
CCON TACT- 126	block ed URL	14.03.2019	PBX Connectors - agent telephone status field is set incorrectly on transfer of non ACD calls	The agent TelStatusID field could be set incorrectly, if the PBX connector reported the transfer of a non ACD call between two agents. This would result in the receiving agent being blocked, and unable to receive ACD calls. This problem has been fixed.
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.
JTELD EV- 4928	block ed URL	27.02.2019	Chat - new JavaScript Function "isAgentAvailable"	A new javascript function JTEL.isAgentAvailable has been added to the javascript library for the chat server: <pre>JTEL.isAgentAvailable({ Hash : '(hash_code)', BaseWSURI: 'ws://jtel-chat-server:3000', callback }); The callback function is declared as follows: function(result) { ... }</pre> result contains true, if agents are available according to the max chats per agent parameter and their current logged in status for the chat medium. Otherwise result contains false.
CSTUT T-293	block ed URL	26.02.2019	User Settings - specifying a comma for a threshold value for the wallboard causes an error	If a comma was specified for a user setting, for example Wallboard.All.TotalAvailabilityPercent.threshold.error = 80,0 - this would cause an error. This problem has been fixed, however the setting will not be applied unless correctly specified with a decimal point.
CJOB- 45	block ed URL	26.02.2019	Tarif Prompt - file name with spaces causes error	If a tarif prompt was specified, with a space in the filename, the webserver would produce a http 500 error with an empty page. This problem has been fixed.
JTELD EV- 4927	block ed URL	24.02.2019	Resources View - SysAdmin - Better ordering of resources	When resources are selected in the sysadmin view, and one of the flags is used to sort / filter the list (prohibit inheritance or menu), now the resources are secondary sorted by name. This makes finding resources a lot easier.
JTELD EV- 4924	block ed URL	15.02.2019	The answer call button is now disabled when it is not configured	If the answer call button is not configured in the client master data, or if no messages are received from the PBX connector for an extension, then the answer call button is now disabled. A hint shows why it is not available when the mouse is left hovering over the button.
JTELD EV- 4923	block ed URL	15.02.2019	Call Log not shown for some calls	Sometimes, the call log was not shown for some calls in the call log analyzer or the call log screen. This problem has been fixed.
CMPK- 12	block ed URL	10.02.2019	New IVR object "Last Call Information" retrieves information on previous ACD call	This object is used to retrieve information on the last call made by the current caller to selected ACD groups, and can for example be used to route re-diallers more efficiently. More information is available in the WIKI in the object reference.
CWER A-16	block ed URL	10.02.2019	GOSUB / RETURN now allows modification of variables in subroutines and nested calls	The GOSUB and RETURN objects now allow modification of variables in the called subroutine. It is also possible to nest more than one GOSUB / RETURN call.
JTELD EV- 4920	block ed URL	10.02.2019	Fix Update 3.14 - missing mkdir for Data/system/help and missing ShortText for TelStatus.-1 (Unregistered)	The update script for releases 3.14 had two errors. First of all, the Data/system/help directory might not be present on the target system, causing a missing help.properties file. Secondly, a ShortText was missing for TelStatus.-1 (Unregistered). These problems have been fixed.
JTELD EV- 4903	block ed URL	25.01.2019	New Mini Client 2.27 released	A new mini client has been released. This is documented here: https://wiki.jtel.de/display/JPW/Die+Inbetriebnahme+des+Mini+Client+ab+der+Version+2.27 and here: https://wiki.jtel.de/display/JPW/MiniClient+Einstellungen