

Release 3.16

Key	T	Resolved	Release Notes Subject	Release Notes Content
JTELD EV-5022	block ed URL	29.09.2020	REST Query - POST Parameters not replaced correctly	The POST / PUT data parameters were not replaced correctly in the object REST Query advanced. Variables would not always be resolved. This problem has been fixed.
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-64	block ed URL	21.02.2020	Automatic Post Call Handling Fixed	Automatic post call could keep running, if an agent logged out of the ACD. The behaviour has been changed so that automatic post call ends as soon as a status change is made by the agent.
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.
JTELD EV-5021	block ed URL	08.02.2020	Workflow (IVR) GUI - Some objects could not be used in the end call routine	It was not possible to use some objects in the end call routine, although this could be modified as sysadmin in the object definition by modifying the the object definition to: <object endcall = "true">. This has now been updated, so that this modification is no longer necessary.
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.
CNFO N-422	block ed URL	15.12.2019	Origin AT Area Code IVR Object uses incorrect outputs	The origin AT area code IVR object used the incorrect outputs. This problem has been fixed.
CNFO N-491	block ed URL	09.12.2019	ACD Group Report 3 - Number of in service calls is incorrect	ACD Group Report 3 the number of in service calls is incorrect. 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	blocked 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.
CRADP RAX-242	blocked URL	14.11.2019	ACD Group Report 4 - Incorrect Service Level and Availability	ACD Group Report 4 would display incorrect service level and availability values. This problem has been fixed.
CSAXO-73	blocked 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.
CKRIE G-29	blocked URL	22.10.2019	REST Query Advanced object - improved character set handling	The rest query advanced object now handles latin1 character sets properly.
JTELD EV-5011	blocked URL	21.10.2019	Call Flow Graphics in ACD Group Rules are shown in a better way	It is now possible to view the call flow graphics in ACD group rules with a mouseover and scroll down even if they do not fit to the browser window completely at the current zoom level.
CSTYR IA-70	blocked 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.
CSTYR IA-82	blocked URL	20.10.2019	Cisco JTAPI 12.x Presence Connector	The Cisco JTAPI presence connector now supports Cisco Release 12.x.
JTELD EV-5010	blocked URL	17.10.2019	Mini-Client - ACD Groups Display sometimes takes up more than one row	If a user was configured to a group as invisible or read only, and also the "logout not possible" button was clicked, then the display of the logged-in status and action button (login or logout) would take up two rows, causing the groups display to take up too much space. This problem has been fixed.
JTELD EV-5009	blocked URL	16.10.2019	Error in User Status causes incorrect behaviour of dialler start button	An error in the user status routine caused the start dialler button to be rendered sometimes, when it should not have been. This problem has been fixed.
CSAXO-36	blocked 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.
JTELD EV-5001	blocked URL	07.10.2019	MiniClient - Layout Optimisations and Call Notes	Call notes may be recorded by agents for the current call. The call notes field is a free text field. Notes are only allowed to be recorded for a call if mandatory transaction codes are enabled for the ACD group. Call notes are available in the following functions: • Customer File View in Agent Home when a call is received. In order that this feature is active, automatic creation of contacts must be enabled for the system. • When transaction codes are passed to the backend system after calls have completed, they can be passed to a REST interface which handles the data (note, this will NOT be automatically active for existing REST interfaces - they will require modification). The layout of the mini client has been changed. The call processing area is now at the top. Buttons for call handling are only shown when a call is active. The outbound call and start dialler areas are no longer visible when a call is active. The statistics tabs have been moved below this area.
CCAR G-177	blocked 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	blocked 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.
JTELD EV-4975	blocked URL	23.09.2019	IVR GUI Copy / Cut / Paste Functions	These buttons have been removed as they have never worked.
CSAXO-69	blocked 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	blocked 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.
CNFO N-475	blocked URL	15.09.2019	P-Asserted Identity Parameter in Trunk Groups now up to 256 characters	To allow for more complex expressions in the P-Asserted-Identity parameters, these fields have been increased to 256 characters in length.
CEWS-7	blocked URL	13.09.2019	TAPI PBX Connector now updates PBX Extensions in jtel Portal	The TAPI PBX Connector now synchronises all found PBX users to the portal.
JTELD EV-4941	blocked 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	blocked 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	blocked 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.
JTELD EV-4994	blocked URL	01.09.2019	JTELStats2 - Activation only for selected clients	JTELStats2 is now activated at the reseller level only for specific clients. When clients are created, it is deactivated as standard. When an update is run, it is activated for clients where compressed statistics already exist.
CSTYR IA-67	blocked 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	blocked 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.
CNFO N-467	blocked URL	23.08.2019	SOAP - New Method to create outbound IVR call	A new method callCreateOutboundIVR has been added to the SOAP interface, to create an outbound IVR call which runs the routing application associated with the service number. New events codes have been added which allow for the monitoring of the call until the call is either answered, busy, a timeout is generated or another negative result is received. Note, that no further monitoring of the call is provided after it is connected.
CCOM CAVE-90	blocked 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.

JTELD EV-4987	blocked URL	13.08.2019	Security Groups and Client Resources Improvements	A new setting has been added to a client account, which can be edited on the Reseller Level. This setting removes a list of resources (named by their fully qualified name, for example "portal.Chat") from the client account, and can be used to create "product" combinations. To do this, proceed as follows: • Create a fully featured clients security group at the reseller level, with all settings for the most featured account type. • Configure the client to use this account. • In the Client settings, Remove Resources list, add the resources which should be removed (i.e. NO rights should be present for this feature). For example, to remove the ACD and Chat, add the following lines: <pre>portal.Acd portal.Chat</pre> The resources should be named exactly as they appear when editing a security group. Comments can be added to the settings by starting a line with #. Empty lines are also allowed. Also, when editing security groups, a new column "Rights assigned here" shows whether the actual rights (CRUDX) were modified in the security group being edited. You can filter this column, by selecting it and entering "1" in the filter. To delete a right assigned at this level (i.e. to revert to the rights assigned at a lower level, by the reseller or system administrator), select the button "HX" to delete the resource assignment. HX stands for "Here - Delete".
CHFG-25	blocked 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	blocked 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-4976	blocked URL	30.07.2019	SalesForce Integration is active in all clients on system when activated on one client	The SalesForce Integration was incorrectly active in all clients on system when activated on one client, causing the system to always try to access JavaScript libraries from salesforce.com . This problem has been fixed.
JTELD EV-4973	blocked 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.
JTELD EV-4966	blocked URL	21.07.2019	AutoLogoff Columns in AgentHome and Supervisor	The autologoff columns for summing the number of auto-logoffs in an ACD group during the current day have been removed. This saves the cache in the web server from having to store many login / logout records and increases overall performance. The general feeling of most customers asked was that this feature is not required, as the current status of agents can be seen in Supervisor ... All Agents and Supervisor ... Active Agents.
CSYM P-86	blocked URL	21.07.2019	Sorting of Media Events in Supervisor and Agent	Secondary sorting of the media events no longer worked. For example, if the agent or supervisor sorted the events by AcdGroup, the secondary sorting on the date / time of creation was no longer performed. This problem has been fixed.
CSYM P-81	blocked URL	12.07.2019	Users Profiles - new rule type	A new rule type has been added, which can be applied to all acd groups which are not explicitly used in the user profile. For example, it is possible to log out a user from all groups except those specified in the profile, by providing one rule (for all groups) and not one rule per group. This makes the upkeep of the profile rules and settings much easier.
CSYM P-84	blocked URL	12.07.2019	Dynamic Priority Groups - New Static Priority	A new static priority has been added to the dynamic priority groups configuration, which can be used instead of the dynamic priority when: - no plan data is available - the dynamic priority group or the plan data is inactive Further columns have been added to the supervisor view, including: - Calls today (which is displayed even when there is no plan data) - New columns displaying the count of agents in various status.
CNFO N-445	blocked URL	12.07.2019	Outdial Trunk Group not settable 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.

CSYM P-85	block ed URL	10.07.2019	New Columns in Supervisor View Dynamic Priority Groups	The following columns have been added to the dynamic priority groups view in the supervisor: Logged-In (Calls) - the number of agents logged in for calls in all ACD groups associated with the dynamic priority group. Busy (DPG) - the number of agents busy on calls for ACD groups associated with this dynamic priority group. Busy (DPG-noring) - the number of agents busy on calls for ACD groups associated with this dynamic priority group, not including agents whose telephone is currently ringing. PostCall TAC - the number of agents who are either in post call (manual or automatic) or who are recording a transaction code or result code, who are members of ACD groups associated with this dynamic priority group.
CSYM P-80	block ed URL	09.07.2019	New system parameter Portal.Pager.MaxRows	This parameter can be used to vary the maximum number of pager rows users can set when using the portal. Recommended value 50. Caution: setting this value too high may seriously impact system performance.
CSYM P-54	block ed URL	09.07.2019	New columns in supervisor, all agents and supervisor group details	The following columns have been added to the ACD supervisor: - Group (current call) Shows the ACD group in which the agent's current call is active. - Calls (total) Shows the total number of calls serviced by this agent since login. - Calls (group) Shows the total number of calls serviced by this agent in the current group (group details only). - User Profile Shows the user's currently active user profile.
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.
CSVIE R-10	block ed URL	02.07.2019	Braille Agent Home	A braille reader optimised version of AgentHome is now available in the full-client. Note - this requires a separate license, and may require additional work to optimise for particular braille reader systems.
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 thought 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.
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.