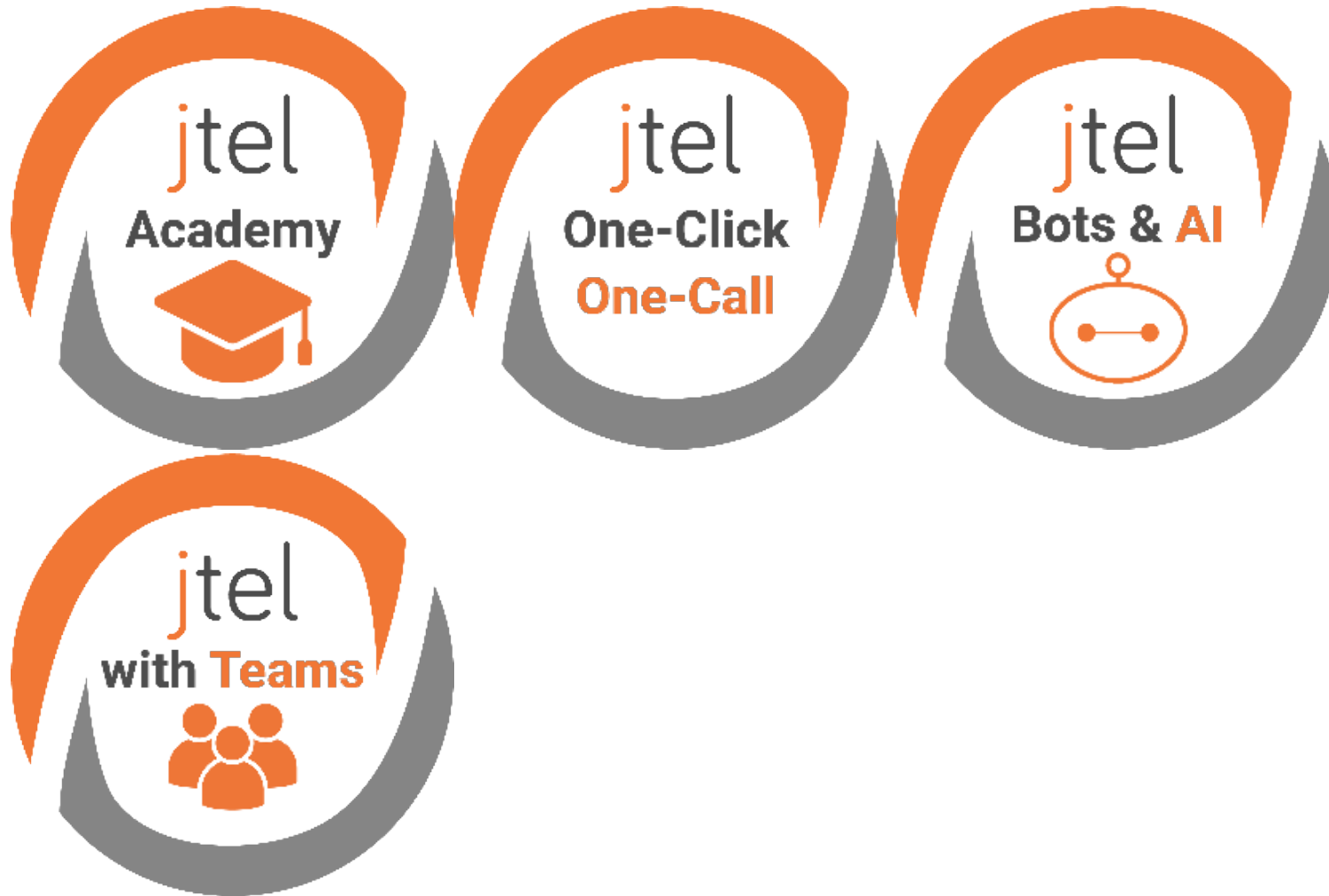


jtel Portal WIKI



Welcome to the jtel Portal WIKI!



This is the jtel Portal WIKI! We will be keeping this space up to date with new documentation and information on the jtel Portal which will go above and beyond the online help and offline documentation.

You can view the WIKI in German or in English. The actual language you will see depends on your browser settings.

[Sitemap](#)

Recently Added Feature Highlights

Release 3.34

Two new workflow GUI objects: "AcidEvent Create Advanced" and "SalesForce Generic Query"

- The "AcidEvent Create Advanced" object is used to create automatically an AcidEvent (Callback, Email, Fax, SMS, Ticket, Voicemail) for distribution in the system.
- The "SalesForce Generic Query" object uses the jtel REST API genericQuery to request any available data from the SalesForce instance. from the SalesForce instance.

Text to Speech (TTS) and Speech to Text (STT), two new languages for de-AT (Austrian German) and de-CH (Swiss German) were added

Call recording FTP Upload supports a second FTP server - Enabling the upload of call recordings into a second FTP server.

Customizable display possibilities for calls in jtel portal Agent Home and jtel MiniClient. It is among other things possible to use JSON Structured Data displayed during the call.

- The level of customization is high, the display of the information is based on AsciiDoc, which is a human-readable document format, semantically equivalent to XML schema, but using plain-text mark-up conventions. With this the data can be structured in tables and even highlighting and coloring is possible. In consequence this new function has rearranged the previous jtel portal Agent Home and MiniClient "Current Call" tab. All of the call data (Call Details, Routing, Contact) is now shown on the right hand side under a newly arranged "Current Call" tab and this area can be customized. Also within the MiniClient these newly arranged areas being Call Details, Routing and Contact can be customized.

Customizable jtel ACD Supervisor view via CSS styles and Client Master Data parameters - Rendering of column values with thresholds and coloring table columns and wallboard tiles is now possible. For example, if the service level drops below 60% it could be shown in red, below 80% in yellow, otherwise in green.

Release 3.33

Microsoft Azure Sign-On via „Entra ID“

Two-factor authentication (2FA) is then requested automatically by the Azure Entra ID if configured.

New workflow GUI object „Calculator“ used within the jtel IVR routing application.

Allows calculations in IVRs for example to generate random numbers. This can be useful to address random voice prompt endpoints.

Partial search is a new list function. This new possibility allows to search "partially" in the lists, meaning the search "hits" do not have to be exact. Could be useful for for example to route the call based on partial matching of the phone number.

A new JTELStats2 - CompressedACDB report. This is a compressed ACD statistics from the perspective of the ACD group. This reports adds to the other three already existing reports:

- (1) CompressedA based on StatisticsPartA which is Servicenummer oriented. From a number perspective.
- (2) CompressedU which is User/Agent oriented. From a user perspective.
- (3) CompressedUA which combined both above views.
- (4) CompressedACDB which now compress the call statistics from the ACD Groups perspective of the calls. Counting direct calls, overflow and forwarding calls to an ACD Group.

New workflow GUI object "ASR input" (Speech to Text - STT) used within the jtel IVR routing application.

Speech input with the use of various "extractors" to obtain data from speech recognition. The transcription can focus on

- Amount e.g. "I would like to pay 100 euros" -> Transcribes to 100,- EUR
- Date / Time e.g. "Tomorrow am 13ten Oktober um 9 Uhr" -> Transcribes to 2024-10-13 09:00
- Yes / No e.g. "Yes, I would like that." -> Transcribes to Yes
- Digits e.g. "My account number is one four seven two one hundred" -> Transcribes to 1472100

Release 3.32

Teams Profiles - Distribute Teams rules quickly and efficiently to the users of a client. The new Teams Profiles feature allows the client administrator to create Teams profiles. Within the profile, he can create Teams rules and assign users. User assignment can also be done in reverse, from the user master data.

Task Scheduler optimised with additional functions

- Task Scheduler "cleaner" implemented. This cleans up tasks that are in the DONE state and are older than the configured number of days.
- Execution of a telephony task with outgoing call and start of the application configured to a service number.
- Execute a workflow task by starting a background daemon process.
- Postpone the task to a time in the future when completed.
- Repeat the task if it cannot be started or completed.
- Start an error task (as a background process) if the task exceeds the maximum number of attempts before completing.

Call Log Analyser now allows access to all legs of a call. Within the web-based call log for the main part of the call, links are provided that show the logs of the associated processes. For example, the outgoing REST API log.

Release 3.31

New function „Task Scheduler“ - The task scheduler provides the capability to run tasks at scheduled times, optionally repeating them as required. This feature enables e.g. calls and workflows to be automatically executed and repeated at scheduled times via a daemon in the background.

Extensively improved callback management for manual callbacks and callbacks left by the caller, preventing duplicate callbacks. Another enhancement in connection with callback is a new IVR object "Create Callback (Variable)" which allows the specification of a variable ACD Group (for example \$acd_groups_id) when creating the callback. In addition, there is now the option of a new announcement Prompt "Callback already booked", which has been added to the ACD group parameters (on the Queue Tab).

New IVR objects and system variables for use in the IVR to further expand conditional routing - " List Functions Variable ", " List Lookup Variable ", these two new objects accept a list ID variable. And when parameterizing a service number, the selection of 4 lists is now possible.

Extended configuration options:

- in the queue for more flexible announcements we implemented the new action type "Change Waiting Announcements" (Change Music on Hold Prompts).
- in addition, new restrictions on voice recordings were added, as well as the limitation of media events in the user to a maximum number.
- also a counter for the total number of open acd events has been added to the supervisor and to agent home view.
- and the Starface v62 connector has been updated – The PBX users Tab is now updated when a Login / Logout event is received from Starface.

Release 3.30

New jtel Video Call Server module - Agents can now participate in a video conference with callers from the website. [One-Click One-Call](#)

New Clients STT Parameter added. Transcribe audio (jtel voicemails) using the Azure Speech to text (STT) service that accurately transcribes spoken audio to text.

Enhanced Callback functionality - Callback can be transmitted to an ACD configuration group. Increased ACD Groups Options, SMS Callback confirmations, REST and Statistics API.

E-Mail Clients and Connectors improvement - The extended jtel E-Mail client now supports Microsoft 365 Exchange Authorization with OAUTH2.

Improved Salesforce API - A new API has been added to the salesforce integration which can be called when voicemail events are created in the ACD.

Release 3.29

VoiceBot Functionality - you can now connect to a voice bot within the IVR and perform extended automated actions anywhere in the call flow (requires separate license - please contact your sales rep).

ChatBot Functionality - you can now create chat bots for the chat system and define the AI using RASA (requires separate license - please contact your sales rep).

REST API - Lots of additional functionality added including call handling, agent status, network IVR lists, cockpit variables and more.

New variants of Agent Reports ACD-A-001-2 and ACD-A-008-2 added.

R-S-001 - Rawdata - Service Numbers Itemised Call Details report added.

SwYX Connector - V2 has been added which has no dependencies on the SwYX client software.

Release 3.28

Teams Presence Connector - write PBX extension status from other PBX Connectors to Teams

Salesforce - send callback requests via REST to Apex Class

SMS - Confluence Text Templates for SMS sending

Dialler Contacts - Agent Home supports contact notes

Release 3.27

New modern icons for IVR in this release.

New wallboard tiles and columns - see the release notes for [Release 3.27](#).

Release 3.26

New CRM Integration - Brainformatik CRM+ Integration - see [CRM+ Integration](#).

Call Flow - new server side REST GET functions available at various points in the ACD call flow enables integration of more backend systems.

Release 3.25

New reporting documentation and report technical IDs / WIKI Links - see [Statistics](#) - [Reports](#).

Teams connector now supports updating of PBX users table for monitoring other non ACD users.
New feature "Automatic Agent Greeting" to play a pre-recorded greeting when agents receive calls.

Release 3.24

New Integration - [SAP C4C Integration](#).

Release 3.23

New IVR Object [Recording Opt-Out](#).

New IVR Object [Re-Enter ACD](#).

Release 3.22

New Variables for Mini-Client EXE Calls - see [MiniClient Settings](#).

Release 3.21

Extension to the REST API for ACD Events - siehe [AcdEvents REST API - AcdEvent Functions](#).

Reports are executed in the background - siehe [Release 3.21](#).

Release 3.20

New Feature Minimum Agent Count with Agent Warning on Logout - See [Release 3.20](#)

New REST API: [REST](#)

New IVR Object - [Users Profiles Runner](#)

New IVR Object - [Input Menu DTMF Variable List](#)

Extended IVR Object functionality in object - [User Search](#).

Release 3.19

Chat Server - Support for Attachments (PDF, Video, Audio, Images, Emoticons) added.

WhatsApp Connector - Additional channel for chat server.

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