

Release 3.17

Key	T	Resolved	Release Notes Subject	Release Notes Content
CJUH-84	blocked URL	25.09.2020	Service Number Report 6 - Result set corresponding to all service numbers associated with selected billing numbers corrected	When a service number report 6 was executed, the result set included only records of calls made through the first occurrence of service numbers corresponding to the selected billing numbers. This has been corrected so that the result set includes records of calls made to all service numbers associated with the selected billing numbers.
JTELD EV-5152	blocked URL	26.08.2020	Error in Selection of Service Numbers in Service Numbers Report 5 and 6	There was an error in the selection of service numbers by billing number in Service Numbers Report 5 and 6. This problem has been fixed.
CCAR G-216	blocked URL	20.08.2020	Dialler Contacts have DiallerNextAction = 2 without Date set	Dialler Contacts could have DiallerNextAction = 2 without a date set. This could happen, if a contact was set to delay by an agent (which implies that a follow up date was set), and then the same dialler contact was re-imported to the system via a CSV file without specifying a follow up date in the contact import. The behaviour has been changed so that if the contact is re-imported without a follow up date time, the contact is released back to the general contact pool.
CJUH-79	blocked URL	18.08.2020	Subscription for Service Numbers Report 6	The billing number was not saved in the report subscription when service numbers report 6 was subscribed to. This problem has been fixed.
CJUH-76	blocked URL	14.07.2020	Inbound calls counter in mini client	The inbound calls counter in the miniclient was incorrect. This problem has been fixed.
CJUH-46	blocked URL	06.07.2020	Two new Service-Number Reports	Two new service number reports have been added to the system - Service Numbers Report 5 and Service Numbers Report 6. Service Numbers Report 5 provides inbound call counters over the requested time period grouped by hour. Service Numbers Report 6 provides the following KPIs for the requested time period: Inbound Total Inbound ACD Inbound Answered Emails Received Voice Mail + Callbacks Inbound Lost External Destination Availability Direct Availability incl. CB/VM
CSTYR IA-108	blocked 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	blocked 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	blocked 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	blocked 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	blocked 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	blocked 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.
CKRIE G-74	block ed URL	27.01.2020	CSV Import for Dialler Contacts	The CSV Import for Dialler Contacts had an error when reading some files. This problem has been fixed. For clarification, the following rules apply, see also https://tools.ietf.org/html/rfc4180 1. Fields containing line breaks (CRLF), double quotes, and commas should be enclosed in double-quotes. For example: <pre>"aaa", "b CRLF bb", "ccc" CRLF zzz, yy, xxx</pre> 2. If double-quotes are used to enclose fields, then a double-quote appearing inside a field must be escaped by preceding it with another double quote.
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.
CKRIE G-25	block ed URL	20.12.2019	jboss startup script does not work in CentOS 7.7	The jboss startup script does not work in CentOS 7.7. This problem has been fixed. See also the new deployment notes for CentOS 7.7 on this page for the changed procedure for installing jboss: https://wiki.jtel.de/x/xAAF
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.
CCAR G-216	block ed URL	13.12.2019	Dialler Contacts have DiallerNextAction = 2 without Date set	Dialler Contacts could have DiallerNextAction = 2 without a date set. This could happen, if a contact was set to delay by an agent (which implies that a follow up date was set), and then the same dialler contact was re-imported to the system via a CSV file without specifying a follow up date in the contact import. The behaviour has been changed so that if the contact is re-imported without a follow up date time, the contact is released back to the general contact pool.
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.

JTELD EV-4933	blocked URL	05.12.2019	Experimental Functionality - Copy Client	It is now possible to copy a client as reseller admin. Note, this functionality is experimental and whilst we will be glad to take feedback on this feature, we will not be officially supporting this feature just yet. The following dependencies need to be checked once the client is copied: • Routing Applications Note, not all data is copied. The following tables / data are currently implemented: • Clients (main data fields and options) • Service Number Status • Security Groups • Security Groups Cockpit Types assignments • Security Groups Workflow Applications assignments • Security Groups Workflow Object assignments • Access Tokens (rights modifications made in Security Groups) • Security Groups Reports assignments • Routing Applications mappings to Client • Agent Status (note, no mappings are copied here) • Locations • Holiday Lists and Entries • Destination Numbers • Email Addresses • Lists (note, no entries are copied) • Long Texts • Opening Times and Entries • Cockpit Variables and Descriptors • Prompt Types • Prompts and Files • IVR Statistics Markers • Report Mappings to Client • Users • User Settings • ACD Groups • User Mappings to ACD Groups • Routing Plans • Routing Applications • The active and test version of the routing application • ACD Group Actions (note, the dependencies and results need to be checked carefully here)
CTELK O-30	blocked URL	02.12.2019	Call Recordings - not possible to download via web	In some cases it was not possible to download and listen to call recordings via the web application. This problem has been fixed.
CINEXI O-60	blocked URL	01.12.2019	Call Recording - new Option Caller Opt-In by DTMF	A new call recording option can be configured in ACD groups - "Caller Opt-In by DTMF". When activated, the caller is prompted to press a DTMF before entering the queue. Only if a DTMF is pressed, is recording activated. Otherwise it is deactivated and cannot be re-activated by the agent. The prompts necessary for this can be activated by the reseller, under reseller master data (for all clients) or on a client-to-client basis by editing the client itself.
CTELK O-27	blocked URL	27.11.2019	ACD Transaction Code Report 2 was not correctly installed	ACD Transaction Code Report 2 was not correctly installed due to a missing stored procedure in the database. This problem has been fixed.
JTELD EV-5025	blocked URL	25.11.2019	SalesForce - possible to tag user as test user to use alternative OpenCTI JavaScript URL in jtel client	It is now possible to configure two OpenCTI URLs for Users. A user can be tagged as a test OpenCTI user by editing the user, Tab ACD Options, in which case the Test OPEN CTI URL from the Client Master Data will be used. This enables migration from SalesForce Classic to Lightning on a user by user basis.
CSTYR IA-73	blocked 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	block ed 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- 5013	block ed URL	21.10.2019	Current User and PBX Users - Free Users now shown in Green instead of Grey	The colouring of the telephone status for the current user and for PBX users has been aligned with the colouring in the rest of the portal / supervisor. Free telephones are now shown in green instead of grey.
JTELD EV- 5014	block ed URL	21.10.2019	MiniClient - Display of Telephone Numbers now shows ellipsis (...) at start of number	Ellipsis is displayed in the mini client when a telephone number is too long to display in a field. Previously, this would be displayed at the end of the number. The behaviour is now that it is displayed at the start of the number, as usually the last digits of the telephone number refer to the internal extension which can now be seen in most cases (unless it is also very long). Using a mouse-over provides the full telephone number.
JTELD EV- 5007	block ed URL	21.10.2019	MiniClient - Improvements to Colouring for Call-Recording	Some improvements to the mini client colour scheme have been made, so that call recordings are shown in the same colour scheme as the full client.
JTELD EV- 5011	block ed 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	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.
CSTYR IA-82	block ed URL	20.10.2019	Cisco JTAPI 12.x Presence Connector	The Cisco JTAPI presence connector now supports Cisco Release 12.x.
JTELD EV- 5010	block ed 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	block ed 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	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.
JTELD EV- 5001	block ed 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.
JTELD EV- 5002	block ed URL	07.10.2019	AcdEvents - Cannot close from agent home event list any more	It is no longer possible to close media events from the agent home tab "Media Events". This limitation is necessary, as not all events can be closed without setting the appropriate data, for example transaction codes. Setting a transaction code requires that the event be opened
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.
JTELD EV- 4975	block ed URL	23.09.2019	IVR GUI Copy / Cut / Paste Functions	These buttons have been removed as they have never worked.

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.
CNFO N-475	block ed 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.
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-4994	block ed 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	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-467	block ed 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.
JTELD EV-4987	block ed 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	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-4976	block ed 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	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.
JTELD EV-4966	block ed 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.
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