

Release 3.14

Key	T	Resolved	Release Notes Subject	Release Notes Content	
CSTYRI A-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.	Actions
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-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.	
CAWSH-220	blocked 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	blocked 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	blocked 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	blocked 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.	
CSTYRI A-89	blocked 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.	
CSTYRI A-88	blocked 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.	
CSTYRI A-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.	
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.	
CSTYRI A-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.	
CSTYRI A-82	blocked URL	20.10.2019	Cisco JTAPI 12.x Presence Connector	The Cisco JTAPI presence connector now supports Cisco Release 12.x.	
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.	
CCARG-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	
JTELDE V-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.	
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.	
JTELDE V-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.	
CKLING-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.	
CSTYRI A-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.	

CNFON-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.	
CCOMC AVE-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.	
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.	
JTELDE V-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.	
CNFON-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.	
JTELDE V-4969	blocked 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.	
CSTYRI A-33	blocked 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.	
JTELDE V-4953	blocked 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>	
JTELDE V-4911	blocked URL	08.07.2019	FTP Logs for Uploads from EventSpool	FTP logs are now created for jobs which result from uploads via the event spool. This includes jobs such as call recording uploading and conference recording uploading which are processed by the event spool. The logs can be viewed using the menu item "Logging ... FTP Logs".	
CKLING-63	blocked 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.	
CSTYRI A-20	blocked 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	blocked 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	blocked 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	
CGREE N-52	blocked 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.	
JTELDE V-4951	blocked 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.	
JTELDE V-4949	blocked 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	
JTELDE V-4948	blocked 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/Xgth	
JTELDE V-4947	blocked 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.	
JTELDE V-4946	blocked 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.	
CNFON-409	blocked 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.
CCARG-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.
CKLING-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.
JTELDE V-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.
CCARG-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.
CKLING-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.
CNFON-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.
CKLING-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.
CKLING-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.
CCARG-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.
JTELDE V-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.
JTELDE V-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.
CKLING-67	blocked 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.
CCONT ACT-126	blocked 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	blocked 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.
COPTI-80	blocked URL	28.02.2019	Chat events cannot be opened from media events page in supervisor	Chat events could not be opened from the media events page in the supervisor. This problem has been fixed.

JTELDE V-4928	blocke d 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.
CKLING -49	blocke d URL	27.02.2019	ACD Agentreport 2 groups data incorrectly	Due to an incorrect grouping of the data in ACD Agent Report 2, the data for the number of logins and duration of the logins was incorrectly multiplied by the number of groups in the report in which the agent had worked for the selected time period. This problem has been fixed.
CSTUTT -293	blocke d 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	blocke d 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.
JTELDE V-4927	blocke d 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.
JTELDE V-4923	blocke d 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.
JTELDE V-4922	blocke d URL	12.02.2019	Full Client - Tab Team displayed on incorrect resource	The full client tab "Team" (for listing agents in the same team as the current agent) would not display correctly in the full client, as an incorrect resource was referenced in the security group. This problem has been fixed.
CCOMM -19	blocke d URL	11.02.2019	LDAP Server in Client Settings could not be saved	It was not possible to save the LDAP server settings in the client master data. This problem has been fixed.
CMPK-12	blocke d 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.
JTELDE V-4921	blocke d URL	10.02.2019	IVR - New Object "Dump Variables"	A new object Dump Variables has been added to the IVR. This can be used to log the current state of all variables. If an optional prefix is provided (without a \$ sign), then only variables which begin with the supplied prefix will be logged.
CWERA -16	blocke d 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.
JTELDE V-4920	blocke d 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.
CCARG-188	blocke d URL	28.01.2019	MiniClient - Dialler - Custom Client Field Layout 1 now shows dtEndDate	The end date field is shown (after the begin date field) in custom client field layout 1 of the mini client.
JTELDE V-4903	blocke d 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
CBWG-7	blocke d URL	18.01.2019	E.164 Converter for Alcatel Trunk Calling Party Number	A new converter has been added to fix an alcatel SIP trunk problem. Alcatel SIP trunks incorrectly send national numbers unqualified (without the country code prefix). A new converter "Alcatel SIP - international remove +, national prepend country code, PBX internal prepend country area and subscriber" has been added to work round this problem. The converter works with internal extension numbers of up to length 5.
JTELDE V-4913	blocke d URL	15.01.2019	CRM URL now allows any URL scheme	The CRM URL now allows any protocol scheme to be used. For example, myurl:test1234?caller=498946149500 would be a valid URL, assuming that a handler is available on the local machine for the "myurl" protocol.

JTELDE V-4906	blocke d URL	31.12.2018	Online Help now supplied by jtel online confluence WIKI system	The online help is now supplied by the jtel online WIKI system. It can be customised, using the file in Data/system/help. This file is built up as shown in the following example: <pre> Help.URL = https://wiki.jtel.de Help.SearchURL = https://wiki.jtel.de/dosearchsite.action?q1=siteSearch+~+%22\$searchTerms%22&queryString=\$searchTerms x./pages/common/Main.xhtml = https://wiki.jtel.de x./pages/common/ServiceNumbers.xhtml = https://wiki.jtel.de/x/kAAF 0./pages/common/ServiceNumbers.xhtml = https://wiki.jtel.de/x/MwEF </pre> The setting Help.URL specifies the wiki URL for the system. The setting Help.SearchURL specifies a search URL which can be used to search for topics, unless a specific help page is specified. The setting x./pages/common/Main.xhtml specifies a help page target for the the Main.xhtml page for any role. The settings x./pages/common/ServiceNumbers.xhtml specifies a help page for the ServiceNumbers.xhtml page, the setting 0./pages/common/ServiceNumbers.xhtml overrides this page for the system administrator role. Roles are numbered from 0 to 3 (0 = sysadmin, 1 = reseller admin, 2 = client admin, 3 = user).
JTELDE V-4902	blocke d URL	27.12.2018	Telephone Number Input Fields - incorrect replacement of prefix (country code)	The telephone number component would incorrectly replace the prefix (in the country code drop down list) without removing the prefix from the input field (suffix) in some cases. This problem has been fixed.
CSYMP-26	blocke d URL	27.12.2018	Dynamic priority groups - supervisor - incorrect sums for 15 minute values	The sum row in the dynamic priority groups tab of the supervisor incorrectly summed up all rows for the 15 minute columns, instead of one row per distinct dynamic priority group. This problem has been fixed.
CSYMP-34	blocke d URL	27.12.2018	Supervisor - dynamic priority groups - link to edit groups	A link to edit the dynamic priority group has been added to the ACD supervisor. Clicking on the name of the dynamic priority group opens it for editing.
JTELDE V-4901	blocke d URL	27.12.2018	Fixed table headers when browser is scrolled	A new beta feature has been added, to make the table headers stick in the browser when the content of a large table is scrolled. The feature can be activated or deactivated using the resource "portal.Beta.FixedTableHeaders", enabling deactivation of this feature when the behaviour is not as desired.
CSYMP-32	blocke d URL	27.12.2018	Supervisor - Links for ACD groups also now on left hand side of screen	It is now possible to open a group in the supervisor by using a link on the group name in addition to the link "Details" on the right hand side.
CNFON-283	blocke d URL	27.12.2018	Mini Client - Double Chat Event Notification	When a chat event was received by an agent using the mini client, the notification would be displayed twice next to eachother. This problem has been fixed, the notification is only shown once.
CWERA-7	blocke d URL	11.12.2018	LastAgent via IVR - several agents can be specified in order	It is now possible to specify several agent IDs in order when the last agent algorithm is used via the IVR. The IDs are specified comma separated, For example: \$lastagentID1, \$lastagentID2, \$lastagentID3. The system tries to distribute to these agents in the correct order. If any of the specified agents are not available, they are not considered by the algorithm.
JTELDE V-4894	blocke d URL	11.12.2018	New tiles added to home page	The following tiles have been added to the home page: - Analyse Call Log - Locked IP Addresses - Locked Users - Presence Connectors - Trunk Groups
JTELDE V-4881	blocke d URL	10.12.2018	Workflow / Routing GUI - Object Re-Organisation	The objects in the routing GUI have been reorganised. A new category "Internal APIs" has been added, to which the list functions have been moved together with some other internal API objects like cockpit variables. The object icons have been changed in some cases - in particular the database access objects. Objects which pertain to external interfaces (DB, REST etc.) have all been moved to the Interfaces category, and objects which pertain to ACD Events are now all found in that category.
JTELDE V-4879	blocke d URL	10.12.2018	jtel SOAP Interface v1 is now removed from system	The old deprecated v1 version of the SOAP interface has been removed completely from the system. Customers using this version of the interface must port their code to the new v3 interface from Version 3.14 onwards. Note, that users of this version of the interface no longer receive support from all releases >= v3.00.
CNFON-326	blocke d URL	10.12.2018	Presence Connectors	A new menu item Presence Connectors has been added to the portal. This is designed to allow configuration of presence connectors (PBX Connectors) from the portal directly. Currently the NFON PBX Connector is supported, support for other connectors will be added over the next releases. This will mean, that it will no longer be necessary to provision the PBX connector from the command line using the configuration file as currently required.
JTELDE V-4882	blocke d URL	09.12.2018	SMS error for very short numbers	The SMS Daemon would throw an error if very short numbers were addressed which could be the same length as a country code. This problem has been fixed. In addition, a max tries parameter Portal.Daemon.SMS.MaxTries has been implemented, after which sending is no longer tried. This is currently set to 5 tries.
JTELDE V-4880	blocke d URL	09.12.2018	ODBC error in server when no service number found	An error would be displayed in the telephony server when no service was found for a particular service number. This was not a critical problem, and did not affect system operation. This problem has been fixed.
CENER GIE-78	blocke d URL	09.12.2018	Forwarding of media events to same group is now allowed	When agents have a media agent, they could not previously forward this back to the same group. This could, for example, be desirable if an agent has an event but is logged out from the system and would like to forward the event back to the group for processing before leaving. The same applies to the supervisor who can now distribute events which are in a particular agent account back to the same group. The group in which the event currently is distributed, is indicated by (*) after the group name.
CKLING-26	blocke d URL	03.12.2018	Error in CRM URL - \${Field} notation does not work correctly	The CRM URL did not work correctly, if the extended field notation \${FieldName} was used. This problem has been fixed.