

Release 3.24

Key	T	Resolved	Release Notes Subject	Release Notes Content
CNFO N-834	block ed URL	11 Jul 2021	Call-Transfers to ACD-Groups	A problem in call distribution after a transfer to a different ACD-Group caused calls to be serviced incorrectly. This problem has been fixed.
CNFO N-899	block ed URL	28 Jun 2021	Report "ACD Inboxes Itemised Details" - not generated when no selection made	When trying to generate the report "ACD Inboxes Itemised Details" without a selection an error occurred. This problem has now been fixed.
CTDM-316	block ed URL	23 Jun 2021	IVR - DTMF menu with variable prompt list - problem with very long prompt list.	Using an extremely long prompt list in an IVR DTMF Menu with variable prompt object could cause the object to fail. This problem has been fixed.
CTAIF UN-116	block ed URL	08 Jun 2021	Outbound Statistics Report - wrong statistics in outbound completed call and post call duration columns	When setting a Post call interval parameter in dialler calls, statistics of the post call duration is wrong. Also, the total of completed calls is wrong. This problem has been fixed.
CZVO OVE-112	block ed URL	28 May 2021	IVR Save Additional Info and User Data could fail with special characters causing stuck "TAC" status	The IVR Object "Save additional Info and Userdata" could fail to update the data if special characters were included in the data to be saved. This could cause some users to get stuck in the "TAC" status after receiving a call or an event. This problem has been fixed.
CTDM-313	block ed URL	27 May 2021	Callback from ACD Event in Supervisor using "Preset" Service Number - no record is created in Statistics.	Upon receiving an Acd Event in Supervisor, while no agent was assigned yet, If the supervisor makes a callback using the "Preset" Service Number option, no record is created in Statistics (AcdStatisticsPartB). This problem has been resolved.
CSAXO -140	block ed URL	21 May 2021	TAPI PBX Connector - parameter Portal.PBXUsers.Create. Automatically now checked	A check for the parameter 'Portal.PBXUsers.Create.Automatically' has been added to the TAPI PBX connector. If this is switched off, then PBX users are no longer created automatically. Previously, PBX users would always be created no matter what this setting was.
CSAXO -139	block ed URL	21 May 2021	Supervisor All Agents and Active Agents Views - Filters fixed	The filters and sorting for the supervisor all agents and active agents views have been corrected, so that sorting is now possible on all columns.
CNFO N-656	block ed URL	17 May 2021	Wallboard - dialler campaigns tiles not displayed when using wallboard URL	The Dialler Campaigns tiles were not displayed in the wallboard when accessed directly via the URL. This problem has been fixed.
CSAXO -136	block ed URL	14 May 2021	Outbound via Click to Dial - No Resources	A problem in the best server candidate selection for making outbound calls has been resolved. This would result in "No Resources" being shown all the time. Note: this problem only applied if it was never possible to make an outbound call. If this message is sometimes seen, then it means the server is out of capacity.
CCHAL TEC-189	block ed URL	06 May 2021	bCallerHangup in StatisticsPartB is not the same when agent hangs up the phone via phone and via portal.	bCallerHangup in StatisticsPartB is equal to: 0 when client/customer hangs up the phone -> correct 1 when agent hangs up via the phone -> correct 0 when agent hangs up the phone via hangup button in the web portal -> this was not correct and should have been equal to 1. This problem has now been fixed.
CSTYR IA-142	block ed URL	04 May 2021	Acd Transaction Codes Overview Report - TACs count corrected	The number of TACs was wrong when one entry in StatisticsPartA was associated to many entries in StatisticsPartB.
CCHAL TEC-190	block ed URL	30 Apr 2021	ACD - "Always record agent" checkbox can not be saved if a default group exists	The ACD - "Always record agent" checkbox can not be saved if a default group exists. This problem has been fixed.
CTAIF UN-105	block ed URL	29 Apr 2021	Undeclared variable in StringFunctions r5 causes error in 8-Server	The variable StringLength was not declared in the .r5 script of the IVR object "StringFunctions - InStr Function" causing an error to be reporting in the telephony server. This had no effect on the operation of the function, but the error message could be irritating. This problem has been fixed.
CSTYR IA-143	block ed URL	25 Apr 2021	Cisco CUCM JTAPI Connector - Update to 12.5.1.14900-1	The Cisco CUCM JTAPI connector has been updated to version 12.5.1.14900-1 which is compatible with Cisco CUCM Release 12.5(1)SU2.
CKSB-139	block ed URL	25 Apr 2021	Innovaphone Integration fails with Releases >= 3.23	If the innovaphone integration was active it would fail to display anything with Releases >= 3.23. This problem has been fixed.

CNOR DOA-53	blocked URL	19 Apr 2021	Call Logic Database Error on Call Transfer	An error in the database logic during call transfer could cause some records not to be created. This problem has been fixed.
JTELD EV-5244	blocked URL	18 Apr 2021	WebServer DataCache Performance Error	An error in the datacache for the webserver caused old entries not to be deleted on large systems and also unnecessary records to be retrieved from the database. This problem has been fixed.
CZVO OVE-109	blocked URL	14 Apr 2021	IVR Object - Save Additional Info and User Data	Using commas in the user data field or additional info field causes problems in the display of the data in the portal, and when recording this data to the statistics. The Save Additional Info and User Data object has been modified, to remove all commas from the expression before it is saved.
CNOR DOA-50	blocked URL	13 Apr 2021	Agent Status Abbreviations - added to update script	Software updates previously would overwrite the agent status abbreviations configured at the system administrator level. This problem has been fixed.
CCAR G-228	blocked URL	12 Apr 2021	Dialler Contacts Import via Import / Export Scheme broken in MySQL 8.x	The default order for GROUP_CONCAT() has changed in MySQL, which caused di
JTELD EV-5228	blocked URL	09 Apr 2021	Limitations for Service Number names relaxed	The limitations for Service Number names have been relaxed. Parenthesis is now allowed.
CHTP-29	blocked URL	09 Apr 2021	Agent - Automatic Greeting played by system	It is now possible to configure an automatic greeting file which is played by the system when an agent receives an inbound call. The file to be played is configured under User-Data - "User Greeting Prompt", and can be activated there. Further, the agent has the possibility to activate or deactivate playing the automatic greeting. In the full client, this can be done by clicking on the icon to the right of the top of the "post call" indicator. In the mini-client, this is done by clicking on the automatic call greeting icon at the bottom (in the middle of the row of icons).
CCHAL TEC-185	blocked URL	23 Mar 2021	Silent Monitoring could fail in some cases with multiple telephony servers	Silent Monitoring could fail in some cases with multiple telephony servers. Now, the destination host is read from the actual call from the database, which fixes this problem.
CNFO N-846	blocked URL	22 Mar 2021	IVR editor session failure	The automatic session reload behaviour has been changed in the IVR editor. This could cause problems editing the application on some (usually slow) internet connections.
CNOR DOA-37	blocked URL	12 Mar 2021	PBX Connector Names - new option for TAPI Connector to not overwrite names	The TAPI PBX connector previously overwrote all reported PBX extension names. However, some TAPI connectors report non useful names to the system (e.g. Extension 300 or SIP 300 for example). A new feature has been added which prevents the names being overwritten. Extensions are created once when first seen, but the name will no longer be modified. This allows for changes to be made using the portal, in particular for a more useful name to be entered. This feature is activated in the TAPI connector configuration, by setting the following flag in the configuration file jtelTAPIMonitorService.exe.config: <pre><add key="keepPBXUserName" value="true" /></pre> The default value is false.
CNFO N-802	blocked URL	08 Mar 2021	VoiceMail - play by phone could fail in installations with multiple 8-Servers	In installations with multiple telephone servers, the feature 'voice mail - play by phone' could fail, if an additional server with 0 telephone lines was being used purely as an application (daemon) server. This problem has been fixed.
CMRC OMP-24	blocked URL	08 Mar 2021	Trunk Groups - Alcatel Incoming Number Translation Correction	The incoming number translator "Alcatel" has been corrected for anonymous caller numbers.
JTELD EV-5222	blocked URL	04 Mar 2021	Supervisor 500 Exception with ACD Group Numbers and Dialler Campaigns	If the ACD groups associated with dialler sub-campaigns were configured with a group number, and more than one different group was associated with the campaign by having two master campaigns with different ACD groups configured, then the supervisor would fail with an http 500 error. This problem has been fixed.
CNFO N-739	blocked URL	03 Mar 2021	All uploads of prompt via popup fail.	All uploads of prompt via popup was failed due to an error in Javascript (wrong id). This was detected when trying to create a new prompt in ACD Group rules. A side problem was when changing a language, the Input file name will disappear. This was fixed for all prompt uploads via popup (Reseller Master Data > Call Recording...)
CNFO N-718	blocked URL	02 Mar 2021	Dialler Campaign does not disappear from supervisor view (wallboard and dialler) after deleting.	Data Cache mechanism for dialler campaigns was simply storing all records forever, even deleted ones. So in supervisor view (wallboard and dialler), deleted dialler campaigns was not disappearing. This is fixed and another cache mechanism is used for dialler campaigns so it updates even the deleted ones.
CNFO N-762	blocked URL	26 Feb 2021	Outbound Statistics Report - Total Calls Completed	Total Calls Completed was giving wrong statistics with a dialler, and the same statistics as Total Calls in normal outbound. This was fixed and now: - Outbound Completed Call means that the call was connected and CONNRES equal to 1 (Successful outbound call to destination).
CNFO N-824	blocked URL	21 Feb 2021	Group Parameters read in IVR Applications	Group parameters were not read again when a call was routed through a secondary ACD Group object in the IVR. This has been fixed.

CSYM P-128	blocked URL	19 Feb 2021	Queue Distribution Algorithm Optimisation	The queue distribution algorithm has been optimised. This particularly affects queues with > 120 waiting callers, the speed of the calculation can be reduced by a factor of 2 to 10 in some cases.
JTELD EV- 5200	blocked URL	17 Feb 2021	SAP integration - Click To Dial from SAP records and get Caller Information using IVR object.	The jtel ACD can be integrated with the SAP Cloud for Customer (C4C). The following functions are available: • The jtel MiniClient widget (iframe) is displayed in the SAP C4C. Full MiniClient functionality is available. • Click to dial from any record in SAP. • Automatic screen pop of records is provided in SAP C4C when calls are forwarded to agent. • On an incoming call, record in SAP (Customer Sales Data ...) can be searched for using the IVR Object SAP getCallerInformation.