

Release 3.27

Key	T	Resolved	Release Notes Subject	Release Notes Content
JTELD EV-6460	block ed URL	18 Mar 2024	User master data - capability to prevent user changing their password	A user can edit their password in User Master Data if the following resource is activated: "portal.UserData.User.ChangePassword" (activated by default). If deactivated, the user can no longer change their password. The same applies to editing the PIN using the resource "portal.UserData.User.ChangePIN"
JTELD EV-5631	block ed URL	15 Jul 2022	Security leak - Possibility to read file outside the data directory.	It was possible to read web server files outside the data directory with a very complicated http GET request. This security leak was fixed.
CKRIE G-179	block ed URL	02 May 2022	Mini-Client - Inconsistent behaviour of the notes field vs the result comment field	The behaviour of the notes field and the result comment field (when using the dialler) was inconsistent. Now, the notes are copied to the result comment field when the call is ended and the result-code popup appears.
CKRIE G-174	block ed URL	11 Mar 2022	Report ACD-A-007 - wrong calculation for agent based on AcdStatisticsPartB	The report ACD-A-007 was calculating based on AcdStatisticsPartB which is oriented to ACD Groups. This has been changed to StatisticsPartB to correctly reflect the data required.
CNFO N-1069	block ed URL	07 Mar 2022	IVR - Connect component shows an error when using "Variable \$destination" in the destination field.	The connect component validator no longer shows an error when using the "Variable \$destination" option in the destination field.
CENER GIE-111	block ed URL	02 Mar 2022	Mini Client - comment field cleaned when comments are saved in ACD events	The comment field is now cleaned when the comment is saved, so the next time a comment is added, the agent starts with an empty field.
CMTP H-41	block ed URL	24 Feb 2022	ACD Supervisor - Current Calls - New columns	The following columns are now available in the Current Calls table in the ACD Supervisor: The Service Number and Name Skill 1 - the name and value of the first skill associated with the call or empty if no skill is associated Skill 2 - the name and value of the second skill associated with the call or empty if no skill is associated Skill 3 - the name and value of the second skill associated with the call or empty if no skill is associated UserData - The current user data associated with the call Additional Info - The current additional info field associated with the call
CSTYR IA-171	block ed URL	17 Feb 2022	Supervisor view shows User Profile of Agent who is no longer configured in the user profile	Steps to reproduce: - Add an agent to a User Profile - Activate this user profile on the user account - this is shown in the supervisor - Delete the user from the user profile - The user profile is still shown in the supervisor view. This problem has been fixed.
CKRIE G-178	block ed URL	16 Feb 2022	Acid Groups - When "Result Code on Inbound Dialler Contact Match (no TAC)" is set, TACs could not be set even when no Dialler Contact was found	When making an outbound call, with "Result Code on Inbound Dialler Contact Match (no TAC)" set in the Acid Groups offline parameters, the TAC popup was not shown even when the outbound number was not a Dialler Contact. This problem has been fixed.
CKRIE G-176	block ed URL	15 Feb 2022	Transaction code - Cursor focus after call termination.	The cursor automatically jumps to the filter box within the transaction code pop-up rather than being within the notes text area on call termination. This problem has been fixed.
JTELD EV-5468	block ed URL	10 Feb 2022	Update Script breaks Import / Export Scheme Creation	Running an update on any system would break the creating import / export schemes function. This problem has been fixed.
JTELD EV-5463	block ed URL	10 Feb 2022	Outbound call error - No outbound trunk group found	An outbound call was unsuccessful in some cases because no outboud trunk group was found, even if the client had an outboud trunk group configured. This problem has been fixed.
CUELV ER-33	block ed URL	08 Feb 2022	Mini Client - Footer CSS layout issue	If the Portal window was minimized when using the mini client application, the icons and the buttons would disappear. This problem has been fixed.
JTELD EV-5443	block ed URL	07 Feb 2022	IVR Object Email: Receiver variable triggers warning without influencing functionality	When a variable is used for the recipient in the email IVR object, a warning is issued without affecting the functionality of the object. This problem has been fixed.

CCHAL TEC- 209	block ed URL	07 Feb 2022	Acid - Hide inactive users in mappings.	Inactive Users are now hidden in Acid Mappings for both the tab "Skills of agents" and "Agents of skills".
CMTP H-39	block ed URL	04 Feb 2022	Acid - Skill values in service number config are null.	If the skill values (skill.value1, skill.value2 and skill.value3) in the service number configuration were null (not configured), problems would ensue when routing the calls. The problem was also not visible when editing the settings, unless they are "re-saved", as the drop down does not provide an empty value. This problem would only be a real issue for automatically provisioned service numbers - for manually configured service numbers this behaviour is not possible to reproduce. This problem has been fixed.
CMTP H-35	block ed URL	27 Jan 2022	STARFACE Connector - Changes and Features	The following new parameters are provided: *Portal.WebServices.Starface.IgnoreUserDeletes* If the system parameter Portal.WebServices.Starface.IgnoreUserDeletes is set to 1, user deletions are not propagated to the jtel system. Users can be deactivated or deleted as required by the jtel administrator. *Portal.WebServices.Starface.IgnoreUserSecurity* If the system parameter Portal.WebServices.Starface.IgnoreUserSecurity is set to 1, changes to the admin flag of the user in the starface do not change the security group settings of the user in the jtel system. *Portal.WebServices.Starface.UserPasswordSetUID* If the system parameter Portal.WebServices.Starface.UserPasswordSetUID is set to 1, when a user is created during the sync with the STARFACE, the password will be set to the UID synchronised from the STARFACE. If unset (0) a random password is set which must be changed manually by the jtel administrator. Also, the UID is now compared and if the UID already exists in jtel system, then the foreign system ID is updated and used for future updates from the STARFACE.
JTELD EV- 5419	block ed URL	07 Jan 2022	Agent Home - Tab "Team" and "Agents"	The sorting of agents in these views has been enhanced by including a case insensitive secondary sort on the Agent Name.
CENER GIE- 124	block ed URL	02 Jan 2022	VOIP outgoing converters - IP address instead of "anonymous" visible in SIP signalling in some PBXs	When making an outbound call the IP address of the telephony server could be visible in some PBXs instead of "anonymous" for suppressed calling party numbers when using the VoIP converter variants. The converters now use "anonymous@..." as the SIP calling party number to prevent this.
CTDM- 346	block ed URL	17 Dec 2021	Voice mail events could not be created if a quote was present in the email body or subject	If the email body or subject, which is configureable as long text, contains a simple quote, the voicemail event is not created by the server. This problem has been fixed.
JTELD EV- 5397	block ed URL	14 Dec 2021	Save IVR GOTO Object with Empty Language	When saving an IVR GOTO Object with an empty language, the behaviour was correct - i.e. the language was not overwritten and the execution was correct, however when next editing the application, when the object was opened and closed again, the empty setting was overwritten by the currently set language in the portal. This problem has been fixed.
CLWV- 99	block ed URL	14 Dec 2021	Teams integration - downloading files from the jtel application in Microsoft Teams fails	Downloading files from the web portal normally results in opening a new tab in the browser before proceeding. However, this procedure may lead to some issues whenever the user attempts to download files from the jtel application in microsoft teams. This has been fixed and downloaded files will appear now in the same tab/application. The change was made in the following places: - CSV file export - Waves - Voice mails - Routing applications - Fax documents - Call recordings - Conferences - Skins - Acid mappings - Dialler contacts - TTS Exception Lexica
JTELD EV- 5404	block ed URL	13 Dec 2021	FTP Upload of Call Recordings - problem when no filename is specified	When no file name was specified for the FTP call recordings upload, then the upload would fail. This problem has been fixed. Please note, it is a better idea to specify a file name anyway, as the uploaded file will reference the internal ID of the recording on the jtel system otherwise, which contains no information on the recording, involved customer or agent and acid group anyway.
CHAUS GRUN D-85	block ed URL	13 Dec 2021	Filter Function - Agent Home and Mini-Client Agent Views	In the agent tabs in agent home and in the mini client (including category displays), the filter function caused indeterminate lists of agents to be displayed. This problem affected release 3.27 and above only, and has been fixed.
CTDM- 344	block ed URL	07 Dec 2021	AcidEvents - Distribution - Optimization	A more selective index is now used when ACD events are distributed. This increases performance on systems with a large number of events (tens of thousands of events).
CTDM- 342	block ed URL	07 Dec 2021	Deletion Problem when ACD Events were kept for less time than call statistics	ACD events were not finally deleted if they were kept for less time than the call statistics. Only when the call statistics retention time elapsed, would the event finally be completely deleted. This problem has been fixed.

CNFO N-708	blocked URL	03 Dec 2021	REST Query advanced - encoding of special characters	When using the REST Query advanced in IVR routing application, some logs containing special characters would be incorrectly recorded containing junk characters. This problem has been fixed.
CNFO N-958	blocked URL	01 Dec 2021	ACD-A-013 - ACD Statistics Agent Calls- records calls as "error" if the caller hangs up with cause 31 (normal unspecified)	If the caller hangs up before the call is connected to the agent, and cause 31 (normal unspecified) is reported, the report ACD-A-013 - ACD Statistics Agent Calls counts the call as an error. This problem has been fixed and this type of call is considered now as "Caller Hangup".
CNFO N-1009	blocked URL	26 Nov 2021	Chat with Whatsapp - Server not available because of logfile growth reaching storage capacity	After 24h of non-activity, the whatsapp session expires. This expiration can trigger a bug in the chatserver and an extreme growth in the logfile to reach the maximum storage capacity of the chat server. This problem has been fixed.
CTEL2 4-92	blocked URL	24 Nov 2021	Acid Supervisor - Incorrect values for Acid Group Aggregation in Realtime Statistics Table	In the Supervisor - Tabs Inbound Status and Inbound Realtime: the Realtime Statistics Table contained incorrect values in some columns for the Acid Group Aggregation rows. The values were: Empty for: Agent Calls (*) and Calls Total Zero for: Availability Today, In Service Today, Calls Per Hour, Postcall Per Hour and PostCall Duration Ø This problem has been fixed.
CTEL2 4-91	blocked URL	23 Nov 2021	FTP export / upload throws errors when the file name contains special characters.	During FTP export, errors occur if the file name contains special characters. This problem has been fixed. The fix requires that the following system parameters are changed: Portal.Daemon.FTP.EventSpool.Upload.Command --> Change to: c:\cygwin\bin\lftp.exe -f \$input_file Portal.Daemon.FTP.EventSpool.Upload.Command.InputFile --> New parameter: debug; set ftp:use-feat off; set net:reconnect-interval-base 5; set net:max-retries 2; set net:timeout 10s; set xfer:timeout 10s; set dns:fatal-timeout 5s; open -u "\$username","\$password" "\$server"; cd "\$remote_path" && put "\$local_file" -o "\$remote_file" && exit
CNFO N-1012	blocked URL	23 Nov 2021	Chat - Export Chat Report to CRM Server via REST - handling of HTTP codes now allows code 201	The HTTP code 201 is now considered as a success when a PDF chat transcript is uploaded to the CRM server via REST.
CNFO N-1010	blocked URL	23 Nov 2021	Chat and Whatsapp - Upload directory was not correctly created	The upload directory was not created correctly the first time data was uploaded to a new client using chat or whatsapp. This problem has been fixed.
JTELD EV-5386	blocked URL	18 Nov 2021	IVR - variable \$caller_priority is not assigned globally when set in routing application.	The global variable \$caller_priority was not assigned correctly when set in a routing application, for example from the ACD object. This problem has been fixed.
CHAUS GRUN D-81	blocked URL	17 Nov 2021	MySQL - Saving some data does not work as of release 8.0.28	MySQL 8.0.28 (and probably above) return boolean FALSE values as BIGINT values which causes problems trying to save some data with MySQL 8.x. This problem has been fixed.
CNFO N-1002	blocked URL	15 Nov 2021	Supervisor Aggregation Groups - inconsistent operation across more than one tenant	Aggregation groups created under ACD - Aggregation Groups. would be displayed in the Supervisor - Inbound Status table and Supervisor Wallboard table for all tenants. This problem has been fixed - each tenant can only see their aggregation groups.
CNFO N-999	blocked URL	11 Nov 2021	The report "ACD Agent Calls Report 2 - itemised agent calls by service number" has incorrect entries when selecting the period option "From/To".	The report "ACD Agent Calls Report 2 - itemised agent calls by service number" under Statistics shows incorrect "From Date" and "To Date" when selecting the period option "From/To". This problem has been fixed.
JTELD EV-5316	blocked URL	05 Nov 2021	New IVR Icons	New more modern flat icons have been incorporated in the IVR. Care has been taken to ensure that these resemble the old icons as closely as possible.
CNFO N-995	blocked URL	04 Nov 2021	Filter Counter in Agent Home - Agent and Team Views - could be incorrect	The total number of records counter in the filter in Agent Home for the Agent, Team and category views - could be incorrect. This problem has been fixed.

CTAIF UN-128	block ed URL	01 Nov 2021	New Fields in Dialler Contact - dtLastInboundCall, dtLastOutboundClickToDialCall, dtLastDiallerCampaignsResultCodesID	The following new fields have been added to a dialler contact dtLastInboundCall: This contains the timestamp for the last inbound call made from the contact. It is detected on ACD groups associated with a master campaign associated with the sub campaign in which the dialler contact is saved. dtLastOutboundClickToDialCall This contains the timestamp for the last outbound click to dial attempt made to this contact, for example from a voice mail or callback request. dtLastDiallerCampaignsResultCodesID This contains a timestamp, for the last time the result code field was set, no matter how (user interaction, update via REST, dialler call etc.).
CTRU MA-28	block ed URL	31 Oct 2021	Telserver with multiple NICs - sometimes not possible to control calls	On a telserver with multiple NICs it is sometimes not possible to control calls from the web client because the IP address to use resolves to the external IP address instead of the internal IP address. This problem has been mitigated, by scanning all resolved addresses for the machine. The listener will now use the first internal IP address it finds during this process as the event source address.
CTAIF UN-91	block ed URL	29 Oct 2021	Dialler Callback from Callback Event - can set result code	If a dialler contact returns a call from the dialler (for example, because they were not available), then an inbound call may result in a callback event being created in the ACD. When agents call back from this event, the dialler was not previously updated. This behaviour has been changed: - The media events view now shows the status of a contact in the dialler. Green means "closed" with an end result, red means active. Hovering the mouse over the column shows the campaign and the last result. - Within a media event, a result code can be set (without making a call) - When a call is made from the media event, the dialler result code popup is shown instead of a transaction code. This ensures that the workflow in the dialler contact is processed. If required, the agent closes the callback event manually.
CSTUT T-347	block ed URL	29 Oct 2021	Agent Home - Pause Duration not refreshed regularly	In agent home - the current Pause Duration was not refreshed regularly. This problem has been fixed.
CZVO OVE-128	block ed URL	27 Oct 2021	Save Additional Info and User Data - problem if comma or semicolon present in information	The save additional info and user data object could cause problems parsing the additional information field, if commas or semicolons were present in the data. Semicolons and commas are now replaced with spaces. This could cause a follow on problem when the data was passed to the cluster, causing calls not to be signalled in agent home. Both problems have been solved.
CZVO OVE-129	block ed URL	26 Oct 2021	Rest query advanced - IVR object does not parse response data correctly with UTF8	The Rest query advanced IVR object did not parse response data correctly if this contained UTF8 characters. This problem has been fixed.
CHTP- 101	block ed URL	22 Oct 2021	Updates - default agent status overwritten	The default agent status is overwritten after an update (Name, Colours, Abbreviations). This problem has been fixed - now status values are never overwritten.
CNFO N-988	block ed URL	20 Oct 2021	Click to Hear Voice-Mail set Calling Party Number to Random A-Number	When using the click to hear function, the outbound call would be made on a potentially non associated service number. The trunk selected would be OK, but the signalled A-Party number was sometimes not. This problem has been fixed.
CNFO N-924	block ed URL	19 Oct 2021	FTP list import fails	The FTP daemon could not import a list from the FTP server. This problem has been fixed.
CTDM- 247	block ed URL	13 Oct 2021	Statistics and Service Number for Voicemail and Callbacks Missing - Configuration and Agent Group Issue	When a voicemail or callback event was received in an agent / configuration group scenario, the callback from the voice mail or callback event would not record statistics correctly. Also, the service number selection would cause error messages to appear in the telephony server even though the call was correctly setup. This problem has been fixed.
CNFO N-982	block ed URL	13 Oct 2021	Service Numbers - Service Number is displayed instead of Name when adding new service number to user	When adding service numbers to users, the service number was displayed in the Name column instead of the name of the service number. This has been changed so that the assigned name is now displayed.
JTELD EV-5356	block ed URL	12 Oct 2021	Dialler Contacts - some fields not updated when saving the contact	Dialler Contacts - some fields could not be cleared when saving the contact. The fields affected were: Fax Number, E-Mail and Website.
CTEL2 4-75	block ed URL	07 Oct 2021	Call Transfer - Bug in Logic when a call is held and transfer is made to a number that does not exist.	A bug was found when transferring a call to an external number which is not valid/does not exist. The announcements configured in the Acd Group were not executed correctly. This has been fixed.
JTELD EV-5347	block ed URL	28 Sep 2021	ACD Get Group Information - new variables provided	The following new variables are provided by the ACD Get Group Information object: \$prefix.ClientAgentCallsCount - The current number of agents logged into the acd for calls (whole client account). \$prefix.ClientAgentCallsCountExceptPostcall - The current number of agents logged into the acd for calls, except those in post call (whole client account). \$prefix.ClientAgentPresentCount - The current number of agents present (agent status flagged with present, whole client account). \$prefix.ClientAgentCountLoggedInToAcd - The current number of agents logged into the acd (whole client account). \$prefix.ClientAgentCountAvailable - The current number of agents logged into the acd and available for calls (telephone free, not post call, while client account).

JTELD EV-5345	blocked URL	23 Sep 2021	Manual Dialer - contacts with follow up agent not reserved and refresh display problem	When contacts are reserved in the manual dialler, not all contacts are always reserved. Contacts which have a follow up agent are not reserved. The view of the dialler contacts is not refreshed after editing from the dialler. These problems have been fixed.
CHTP-68	blocked URL	22 Sep 2021	Active telephone number can be used for internal call signalling	New options have been added to the user configuration (User Data and User Master Data): - Agent Internal Calls with Active Tel Number - PBX Users Internal Calls with Active Tel Number - Number Internal Calls with Active Tel Number When set, calls initiated from the web client to agents, PBX users and telephone numbers - but not including call transfers- will be signalled with the active telephone number and not the service number.
CTEL2 4-50	blocked URL	20 Sep 2021	MiniClient - now shows webmessages popup	The MiniClient now is capable of showing webmessages sent by the supervisor in a popup window when the notification is clicked.
CSCHE P-82	blocked URL	14 Sep 2021	Trunk Groups - VOIP - Number Translator - Add prefix "sip:+", then E.164 number and postfix "@<ip>[:<port>]" - anonymous number signalling problem	When using the number translator VOIP - Number Translator - Add prefix "sip:+", then E.164 number and postfix "@<ip>[:<port>]" - anonymous numbers were incorrectly sent as "+". This problem has been fixed.
CNFO N-950	blocked URL	14 Sep 2021	Report ACD-005 - ACD Inboxes Itemised Details - execution problem	The execution of this report could sometimes fail with an error message. This problem has been fixed.
CTEL2 4-47	blocked URL	10 Sep 2021	Supervisor Monitoring - Mute / Non Mute Monitoring always Non Mute	When monitoring a call, the web application showed the unmute button by default even when the supervisor should have been muted. Actually, the supervisor was always unmuted. This problem has been fixed.
CHTP-96	blocked URL	10 Sep 2021	Post call interval not updated when agent logs out from manual post call status	The post call interval of the agent's last call was not updated when the agent logged off after being in a manual post call status. This problem has been fixed.
JTELD EV-5335	blocked URL	09 Sep 2021	SalesForce - Interaction Functionality is not activated after first login without a full page refresh	The sales force interaction does not activate without a full page refresh in the browser after logging out and logging in again, or if the cookie login functionality is not enabled. This problem has been fixed.
CHTP-65	blocked URL	08 Sep 2021	Supervisor - Groups selector filter moved to the upper toolbar	The groups selector filter from inbound status --> realtime statistics has been moved to the upper toolbar in the Supervisor so the groups visibility filter can be accessed from any tab including the wallboard and grid view.
CTEL2 4-49	blocked URL	06 Sep 2021	MiniClient with .EXE - No reconnect to webserver after webserver is restarted	The miniclient does not reconnect with the webserver when it is restarted. Instead, the same screen "freezes" and the agent does not know that a disconnect with the webserver has happened in the background. This has been fixed, the mini client now automatically reconnects to the web server.
CHTP-74	blocked URL	03 Sep 2021	Supervisor - new column and wallboard tile "PostCall Duration Average"	The new column displays the average post call duration in hh:mm:ss format on the following views: - Inbound Status tab - real-time statistics - Detailed view of the group in the Inbound Status tab - Wallboard tab as a tile - Grid view tab in all 3 layouts The calculation uses the following formula: Total Post Call Time / Number of Calls Answered which had Post Call Time.
CTEL2 4-44	blocked URL	28 Aug 2021	Save User Master Data - LDAP Authentication User Field overwritten	When saving the user master data as a user, it would cause the LDAP authentication user field to be overwritten. This problem has been fixed.
CHTP-87	blocked URL	26 Aug 2021	Supervisor - new "Overflow Queue Calls" column and wallboard tile	A new column shows how many calls have left the ACD Group with a group end reason in (105, 107, 200, 205, 207). The column is displayed under Supervisor, today's statistics on the Inbound status, Inbound since, Inbound 15, Inbound 60 and Group details inbound status tabs. it is also shown as a tile in the Wallboard and Detailed view of the group wallboard.
JTELD EV-5322	blocked URL	22 Aug 2021	IVR - new Object "Wait"	A new object "Wait" has been added to the IVR. This performs a simple sleep operation. This can, for example, be used to allow a ring tone to be heard for a certain number of seconds before proceeding in the application.
JTELD EV-5321	blocked URL	22 Aug 2021	IVR - Refuse Calls does not record statistics correctly	The IVR did not record statistics correctly for calls which were refused before any event (ringing or connect) had been sent. This problem has been fixed. Note: this requires an update of the telephony server to version 5.23.18 or later.
JTELD EV-5320	blocked URL	22 Aug 2021	New IVR Object Ringing	A new IVR Object "Ringing" has been added. This allows you to explicitly send 180 RINGING (alerting) to the far end from the IVR. Note: ringing and offhook are still sent implicitly by certain functions such as the ACD (when entered - ringing) and when announcements are played (offhook).

CHTP-67	blocked URL	20 Aug 2021	Reports - New Report ACD-006 based on ACD-002 - ACD Statistics One Line per Call	A new report ACD-006 based on ACD-002 - ACD Statistics One Line per Call, which produces one line per call received at a service number and and ACD group,has been added to the system. See the statistics section for further details on this report.
JTELD EV-5318	blocked URL	19 Aug 2021	ACD-A-002 - ACD Agent Calls Report 2 - Incorrect ordering of call transfer calls	In the report ACD-A-002 - ACD Agent Calls Report 2 - the ordering of call transfer calls is incorrect. This problem has been fixed.
CTEL2 4-34	blocked URL	19 Aug 2021	IVR Signalling Parameter (ACD objects) - now supports variables	The signalling parameter in the ACD objects in the IVR now supports variables. Previously, it was only possible to use a fixed value (usually a telephone number in E.164 format). Note: in releases 3.25 and 3.26 this will result in an error being shown in the GUI. It however does not affect the functionality. From release 3.27 the error message in the GUI is removed (open and close the objects in question to remove the error).
CTEL2 4-31	blocked URL	18 Aug 2021	Transfer Synonym - TransferAcSynonymsID always empty in JTELStats.StatisticsPartB	The field TransferAcSynonymsID was NULL in the table JTELStats.StatisticsPartB when a transfer to a Synonym was made. This problem has been fixed.
CHTP-72	blocked URL	06 Aug 2021	Report ACD-A-007 - ACD Agent Report 3 - New Option "Outbound Destinations to Exclude"	A new option "Outbound Destinations to Exclude" has been added to ACD-A-007 - ACD Agent Report 3. In this a comma separated list of numbers (prefixes) to exclude from the outbound calculations is supplied. For example, supplying 49894614950 excludes all jtel numbers from being counted as outbound calls.