Release 3.23

Key	T	Resolved	Release Notes Subject	Release Notes Content
CCARG-253	blocked URL	15 Oct 2021	Security Groups - The Workflow Application Types and Workflow Objects tabs.	The Workflow Application Types and Workflow Objects tabs used within the security groups were intended to be visible to the reseller and the system administrator, and invisible to the client administrator and the user. This problem has been fixed.
CMKL-83	blocked URL	27 Aug 2021	Monitoring Innovaphone PBX Connector with Windows Task Scheduler	Scripts are provided provided to monitor the status of the Innovaphone PBX Connector on two telephony servers. These scripts start and stop the connector as required only on one of the servers (to prevent "double" monitoring events). The scripts are provided in the innovaphone installation directory: JTELInnovaphonePBXTaskMonitor_acd-tel1.cmd, JTELInnovaphonePBXTaskMonitor_acd-tel2.cmd. Note: These scripts can only be used on redundant systems.
CNFON-834	blocked 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 has been fixed.
CNFON-899	blocked URL	28 Jun 2021	The report "ACD Inboxes Itemised Details" is not generated when entries is selected and also when no entry is selected	When trying to generate the report "ACD Inboxes Itemised Details" without entries and also with entries, an error occurred. This problem has now been fixed.
CTDM-316	blocked 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.
CTAIFUN-116	blocked URL	08 Jun 2021	Outbound Statistics Report has wrong statistics with outbound completed call and post call duration	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.
CTDM-313	blocked URL	27 May 2021	When making callback from 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	blocked 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	blocked 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.
CNFON-656	blocked 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	blocked 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.
CSTYRIA-142	blocked 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.
CTAIFUN-105	blocked 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.
CSTYRIA-143	blocked 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	blocked 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.
CSCHEP-80	blocked URL	21 Apr 2021	TeamsConnector - Does not retrieve all users in some cases	In some cases, the teams connector would not retrieve all users from the Office 365 instance due to the graph API using paging to return the data. This problem has been fixed.
CNORDOA-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.
JTELDEV-5244	blocked URL	18 Apr 2021	WebServer DataCache Performance Error	An error in the datacache for the webservers 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.
CZVOOVE-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.
CNORDOA-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.
CCARG-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 dialler contact imports via the Import Export Schemes to fail. This problem has been fixed.
JTELDEV-5239	blocked URL	07 Apr 2021	Dialler REST API - allow update of contact with appointment date	The dialler REST API now allows updating or importing contacts with an appointment date and optionally a follow up user. This is achieved by passing the following two parameters with the DiallerContact JSON data structure: "FollowUpUsersUID":"admin", "FollowUpDateTime":"2021-05-01T09:00:00" The Users UID is matched in the system. If no match is found (or this field is not specified), then the appointment will be made for no specific user. Otherwise the appointment is made for the specific (found) user.
CSCHEP-79	blocked URL	29 Mar 2021	Teams Presence Connector - Azure Active directory sync failed to load email addresses	The Azure Active directory sync with an on premise domain controller sometimes fails to sync the email addresses of AD users leaving the email address empty. This causes an exception in the jtel teams presence connector. Although strictly a Microsoft problem, this problem has been mitigated by ignoring AD accounts with empty email addresses.
CCHALTEC-185	blocked URL	23 Mar 2021	Silent Monitoring destination host selection is corrected.	Destination host for "Silent Monitoring" is taken from the database.

CNORDOA-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: <add key="keepPBXUserName" value="true" /> The default value is false.
CNFON-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.
CMRCOMP-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.
JTELDEV-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.
CNFON-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...)
CNFON-718	blocked URL	02 Mar 2021	Dialler Campaign does not disapear from supervisor view (wallboard and dialler) after deleting.	Data Cache mechanism for dialler compaigns was simply storing all records forever, even deleted ones. So in supervisor view (wallboard and dialler), deleted dialler compaigns was not disapearing. This is fixed and another cache mechanism is used for dialler compaigns so it updates even the deleted ones.
CNFON-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).
CNFON-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.
CSYMP-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.
CGREENIT-16	blocked URL	15 Feb 2021	Wrong SMTP client configuration when authenitcation is not required.	Corrected SMTP client parameter setting in case of missing authentication data.
CNFON-765	blocked URL	01 Feb 2021	Enhanced ergonomics by closing ACD event.	Prevented double click on the close button.
JTELDEV-5208	blocked URL	29 Jan 2021	Additional Post Call Time now supported by Media Events	During Media Event Post Call time, when "Additional Post-Call Time Web" is configured in the ACD Group, the Agent can now extend the Post-Call Time by pressing the "+" button.
CTAIFUN-77	blocked URL	21 Jan 2021	An error in the report "Agents Itemised Calls Report (Inbound and Outbound)"	The report "Agents Itemised Calls (Inbound and Outbound)" doesn't compute the ringing time and the duration of the call, in case of an inbound call during a dialer call. This problem has been fixed.
CJOB-106	blocked URL	21 Jan 2021	SalesForce - Improved Logging in Web-Browser Console	Some changes have been made to the logging in the web browser console to improve logging of the salesforce integration.
JTELDEV-5202	blocked URL	20 Jan 2021	White Screen when changing from sysadmin to client admin	A white screen could sometimes be observed when changing from sysadmin to client admin. This problem has been fixed.
CNFON-796	blocked URL	20 Jan 2021	New Report ACD Groups Comparison Report	A new report "ACD Groups Comparison Report" has been added to the ACD. This compares two sets of ACD groups - for the first set the number of inbound and outbound calls and various KPIs and transaction codes are aggregated over the report period. For the second set of groups, for comparison purposes, the total number of calls presented to these groups are displayed.
CSEGHORN-197	blocked URL	14 Jan 2021	Inserted User Data disappear when TAC is set	Inserted User Data disappeared when a TAC was set. This problem has been fixed.
JTELDEV-5199	blocked URL	08 Jan 2021	AgentHome and MiniClient - Pressing enter now allows direct dialling from call transfer number tab	Pressing enter whilst in the telephone number field on the transfer number tab in Agent Home or when in the Mini Client now starts the dialling process immediately.
CNFON-772	blocked URL	08 Jan 2021	Problem in Reset Passowrd Function	Formatting issues in the e-mail when password resets were made have been fixed.
CNFON-685	blocked URL	08 Jan 2021	Report download not shown if used had no ACD group mappings	The links to download reports were not shown if the user had no ACD group mappings. This problem has been fixed.
CNFON-606	blocked URL	08 Jan 2021	Whatsapp Session not automatically set to status "closed by customer" after 24 hours	WhatsApp sessions are automatically closed by WhatsApp / Tyntec after 24h. To reflect this behaviour, the jtel WhatsApp system now also changes the status of the chat to "Closed by customer" after 24 hours.

CNFON-786	blocked URL	05 Jan 2021	FTP Call Recording Uploads - Extra Variables and Extra Parameters	It is now possble to use the variable $servicenumber_billingnumber when specifying the file name for FTP call recording uploads. The following parameters have been added to the system parameters, to allow different modes of operation of FTP: Portal.Daemon.FTPS.EventSpool.Upload.Command Portal.Daemon.SFTP.EventSpool.Upload.Command Portal.Daemon.FILE.EventSpool.Upload.Command To use these commands, the FTP server is specified with the protocol type in front of the server name. The protocols supported are: ftps:// sftp:// file:// Any other protocols (or specifying no protocol) will use the existing command specified in the Portal.Daemon.FTP.EventSpool.Upload.Command parameter.
CNFON-753	blocked URL	05 Jan 2021	Some Long Texts in portal contained \n instead of carriage return	Some of the long texts used in the portal for various purposes (such as callbacks and e-mail texts) contained \n instead of a carriage return linefeed combination. This problem has been fixed in the portal update scripts.
CNFON-775	blocked URL	22 Dec 2020	Outbound Call Recording - Override Call Recording Type in ACD Group	The call recording type setup in the ACD group can be overridden for outbound calls using the following resources (via the system settings globally, or using a security group for the client account at the reseller level or system level): Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.0to2 Changes: Call Recording Outbound - Permanent / can not be switched off To: Manual / can be switched on- off Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.0to3 Changes: Call Recording Outbound - Permanent / can not be switched off To: Deactivated Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.1to2 Changes: Call Recording Outbound - Permanent / can be switched off (opt out) To: Manual / can be switched on- off (X) Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.1to3 Changes: Call Recording Outbound - Permanent / can be switched off (opt out) To: Deactivated (X) Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.4to2 Changes: Call Recording Outbound - Every x calls to agent / can be switched off (opt out) To: Manual / can be switched on- off Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.4to3 Changes: Call Recording Outbound - Every x calls to agent / can be switched off (opt out) To: Deactivated (X) Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.5to2 Changes: Call Recording Outbound - Caller Opt-In by DTMF To: Manual / can be switched on- off Resource (X): portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.5to3 Changes: Call Recording Outbound - Caller Opt-In by DTMF To: Deactivated For example, if the resource portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.0to2 is defined for the client, if they make an outbound call using an ACD group which has permanent call recording enabled, it will be changed to manual call recording. If the resource portal.Acd.AcdGroups.CallRecording.Outbound.RecordFunction.0to3 is defined, recording will be switched off. The farther reaching (0to3) resource always takes precidence. All assignments are made by the reseller for the clients security group. Alternatively, they may be made by the system administrator in security groups for their resellers, or globally for the whole system by the system administrator under resources.
CCHALTEC-169	blocked URL	21 Dec 2020	New IVR Object - Re-Enter ACD	A new IVR object has been added, which can be used to return a caller to the previously used ACD queue, in the same position. This can, for example, be used as follows: - A call enters the ACD group via the IVR - An announcement is played, informing the caller that they can press 1 to enter their customer number - A rule "Leave Queue on DTMF" with DTMF 1 is added - The IVR application checks $acd_groupend_reason. If equal to 109, then a rule caused the call to leave the ACD group. - The IVR application checks $acd_queueleave_dtmf. This will contain the pressed DTMF. - If both conditions are met, callers are routed to a dialog to enter their customer number. - Following entry of the customer number, the IVR object "Save Additional Info and User Data" is used, to save the customer number and possibly change the CRM URL. - Next the new object "Re-Enter ACD" is used to go back to the ACD. This has two effects: - No additional statistics are created for the ACD. It is as if the call never left the ACD queue. - The call is placed in the queue at the position it left the queue. This means that callers retain their positions in the ACD queue. A word of caution: the queue timeout is calculated based on the time the call originally entered the ACD. So, if the queue timeout is 2 minutes, and the caller spends ages in the IVR entering the customer number, then an immediate timeout will ensue.

CCHAL TEC-168	blocked URL	20 Dec 2020	New Call Recording Opt-Out Object for IVR	A new IVR Object "Call Recording Opt-Out" has been added to the IVR. This allows the recording opt-out functionality to be implemented in the IVR by simply routing the call through the object. This will have the same effect as if the caller opted-out using a DTMF whilst in the ACD.
CWRK-28	blocked URL	17 Dec 2020	Transaction Codes - Setting Transaction Codes at list "calls" in Agent Home	When setting Transaction Codes it was not possible to set a TAC in the list "calls" after a call when the option "mandatory transaction code" was configured in the ACD-Group. This problem has been fixed.
JTELDE V-5109	blocked URL	16 Dec 2020	Cloud TTS Service	A new cloud TTS service has been added to the system. This enables the generation of TTS files via a remote cloud service instead of, as previously, via locally installed TTS licenses.
CSEGH ORN-187	blocked URL	15 Dec 2020	AgentHome - Call Agents who are busy	It was possible for other agents to call agents who were busy. This behaviour has now been changed so that agents cannot call busy agents via agent home.
CNFON-764	blocked URL	14 Dec 2020	MiniClient - Additional power events handlers	New power events handlers related to the power state change have been added to the mini client: StatusChangeOnRemoteDisconnect StatusChangeOnRemoteDisconnectElementID StatusChangeOnConsoleConnect StatusChangeOnConsoleConnectElementID StatusChangeOnConsoleDisconnect StatusChangeOnConsoleDisconnectElementID StatusChangeOnPowerModeSuspend StatusChangeOnPowerModeSuspendElementID StatusChangeOnPowerModeResume StatusChangeOnPowerModeResumeElementID The latest Cef (Chromium) version has been incorporated.
CNFON-761	blocked URL	14 Dec 2020	Outbound Statistics Report - Error executing with working times	It was not possible to execute the outbound statistics report when working times were specified. This problem has been fixed.
CKRIEG-138	blocked URL	14 Dec 2020	The report AcdTransactionCodesReport returns results less than expected.	The report AcdTransactionCodesReport was missing values in some cases due to null values in StatisticsPartB. the join was changed to AcdStatisticsTransactionCodes and problem is now fixed.
CDUER KOPP-34	blocked URL	14 Dec 2020	Calls to Service Numbers with special characters in the name not distributed	If a comma is used in the name of a service number, then the system cannot distribute calls correctly. This is due to the name breaking the SIP message used to make outbound calls to agents. A validator has been added to the web application, so that when a service number is now saved, any of the following characters will be rejected: .*[,'\"()%].*
JTELDE V-5193	blocked URL	11 Dec 2020	Dialler REST API - New Functions to update a contact and reset a contact	New functions to update a dialler contact and reset a dialler contact have been added to the REST API.
CTELK O-65	blocked URL	08 Dec 2020	Dialler - UserData and ForeignSystemID field size increased. UserData field now editable.	The size of the ForeignSystemID and UserData fields has been increased in the dialler campaigns to 128 characters. The UserData field is now editable via the web interface.
CSTYRI A-87	blocked URL	03 Dec 2020	Callback - Comment overwritten by previous comment	When manually creating a Callback event, the content of the comments would be overwritten by the previously entered comment. This problem has been fixed.
CNFON-664	blocked URL	03 Dec 2020	Agent Login / Logout Report inconsistencies	Some inconsistencies in the Login / Logout Report have been fixed.
JTELDE V-5183	blocked URL	01 Dec 2020	New Whatsapp Logo	A new Whatsapp Logo appears in the portal when receiving a Whatsapp message
JTELDE V-5180	blocked URL	01 Dec 2020	Whatsapp - Location integrated, new icon indicates difference between normal chat and whatsapp chat	It is now possible to send your location to the contact center by whatsapp. A new icon has been added to the portal to differentiate between normal chats and whatsapp chats. To ensure correct functionality, the administrator of the system must ensure the following: The startup script in `/etc/init.d/jtel-clientmessenger` must contain a slash at the end of the path ${DIR}/public/ - see the following line: `-Dde.jtel.platform.clientmessenger.public.dir=${DIR}/public/ \` If the slash is not present, functionality will be impacted.
CTDM-288	blocked URL	01 Dec 2020	When a Voice-Mail event is created, the Event history was not created when you initiate the call in Mini client.	Scenario: Voice-Mail Event is created in the routing and distributed to an agent. Problem1: The agent does the callback via the Mini Client (Status "callback initiated" is NOT inserted into the event history) Problem2: When you initiate a call in Agent, event history will not be updated automatically in Supervisor and vice versa. -> These two problems are fixed.
CJUH-93	blocked URL	01 Dec 2020	E-Mail Connector - E-Mails with emoji characters	Some E-Mails received with emoji characters, which could not be represented in the UTF-8 3 character multibyte charset would cause the e-mail connector to fail with an exception. This problem has been fixed, the email connector now uses the UTF-8 4 character multibyte charset as standard.
CNFON-732	blocked URL	30 Nov 2020	IVR Statistics Markers - not created when no rating is specified	If no rating was specified when using the IVR object IVR statistics markers, the marker would not be saved. This problem has been fixed.
CNFON-434	blocked URL	30 Nov 2020	REST Query injection possibility	There was a possibility to inject scripts/files via the -o (output) argument of the curl function using REST Query IVR Components. This is fixed via an extra check for the final command before the command run.

CNORDOA-24	blocked URL	27 Nov 2020	IVR Object "ACD-Group with DB routing and variable type " and "ACD-Group with DB routing and Type"	When setting "Send Media Events from original ACD Group" in the objects "ACD with DB Routing and Variable Type" and "ACD with DB-Routing and Type", the ACD Event was created for the configuration group instead of the agent group. This has been fixed.
CNFON-716	blocked URL	23 Nov 2020	IVR - Line break in object "Create callback	When creating a media event of type Callback it was not possible to insert line breaks with the $crlf function. This problem has been fixed.
CMKL-60	blocked URL	23 Nov 2020	Reporting - Report with no data would not display properly	When executing the report "Statistics_AcdGroupReport10" without data, an error would be displayed in the report instead of empty rows. This problem has been fixed.
CSTYRIA-124	blocked URL	18 Nov 2020	"Total Calls" and "Calls per Hour" in Supervisor set to 0 in every Agent Status change	"Total Calls" and "Calls per Hour" in Supervisor set to 0 in every Agent Status change. While it should only change when an agent switches to any status where "Logged in" is not configured. This problem is fixed.
CEWS-12	blocked URL	18 Nov 2020	TAPI Connector - Now monitors PBX extensions	The TAPI connector now monintors PBX extensions as standard (no extra configuration required). New PBX extensions are created as they are read by the TAPI connector, existing names will be modified according to the name supplied by TAPI. Note that in most cases, adding new extensions to monitor, will require a restart of the jtel TAPI connector, since TAPI does not usually provide information on new extensions as they are configured.
CNORDOA-25	blocked URL	17 Nov 2020	TAPI Monitor Service - now accepts prefix for extracted numbers	The TAPI monitor service now accepts a prefix which is prepended to all monitored numbers. For example, assume the name reported by the TAPI is: SIP 08912345678. This can be matched with a Regex as follows, to remove the 0: <add key="regexNumber" value="^SIP 0(?<num>\d+)" /> This will extract the number 8912345678. This can now be turned into E.164 by specifying the new parameter monitoringPrefix in the configuration file (assuming Germany 49 as a country code): <add key="monitoringPrefix" value="49"/>
CCHALTEC-174	blocked URL	17 Nov 2020	Restricted numbers prevented outdials	Restricted numbers prevented outdials being made in some cases. This problem has been fixed.
CLANDW-66	blocked URL	16 Nov 2020	Chat Connectors - Field description "Max Chats Per Agent" incorrect	When configuring chat connectors, the field name "Max Chats Per Agent" was incorrect. This problem has been fixed.
JTELDEV-5160	blocked URL	13 Nov 2020	Portal available in french	The complete portal has now been translated to french. Please contact us, if you would like to have this enabled on your system.
CWRK-29	blocked URL	13 Nov 2020	Guided Transfer - Retrieve not shown correctly in AgentHome and Mini Client	When guided transfer was used, the call could be retrieved correctly and the original agent and caller were connected again. However, it was no longer possible to transfer the call again, and an incorrect call status was shown in agent home. This problem has been fixed.
CWEINOR-174	blocked URL	13 Nov 2020	Service Numbers - Changes not saved after emptying fields	When configuring service numbers, when a field was emptied and the configuration saved, the field would not be saved properly and remain in the previous configuration
CTAIFUN-54	blocked URL	11 Nov 2020	REST - Dialler Contacts History returned via REST interface	The dialler contacts rest interface now contains new functions to return the history from a dialler contact. The Postman collection and the documentation have been updated.
CSWP-165	blocked URL	11 Nov 2020	ACD Agent Report 2 und ACD Agent Performance Report - PostCall duration and Postcall Count corrected	When both reports are executed with identical input parameters, the post call times of both report outputs were different because the post call counter of the report "ACD Agent Report 2" was incorrect. The counter has been corrected so that both post call times are now identical.
CCHALTEC-177	blocked URL	09 Nov 2020	STARFACE connector - Now Random Passwords are generated	The STARFACE connector now generates random passwords when users are created. The administrator has to configure the users anyway, and so the password can be changed by the administrator later.
CTAIFUN-43	blocked URL	05 Nov 2020	CRM Link changed by Miniclient	The MiniClient would in some cases change the formatting of the CRM link and URL code some unnecessary parts thereof. This problem has been fixed.
CTAIFUN-47	blocked URL	03 Nov 2020	Dialler Contacts - REST Import overwrites contacts with same Name and FirstName even if UserData is different	The REST import would overwrite contacts with the same Name and FirstName even if the UserData field was different. This problem has been fixed.
CNFON-646	blocked URL	02 Nov 2020	ACD Agent Report - division by CallsTaken instead of OfferedCalls because these KPIs are about calls connected to agents	In "ACD Agent Report" the average times in the footer / summary are now divided by CallsTaken instead of OfferedCalls.
CJUH-87	blocked URL	02 Nov 2020	Service Numbers Report 5 - Report Subscription	It was not possible to subscribe to Service Numbers Report 5. This problem has been fixed.
CTDM-283	blocked URL	30 Oct 2020	SOAP - Timestamp dtChanged is in incorrect TimeZone in various SOAP events	The timestamp dtChanged in various SOAP events was in the incorrect time zone. This problem has been fixed.
CSTYRIA-130	blocked URL	27 Oct 2020	Inactive Transaction-Codes still active	When a transaction code was set to inactive, the code would still be shown in the transaction code list popup after agent calls. This problem has been fixed
CNFON-728	blocked URL	24 Oct 2020	JTELStats2 Reports - no selections causes missing data	JTELStats2 Reports - no selections causes missing data in the JTELStats2 reports. If all parameters are selected, the data is correct. This problem has been fixed.
CNFON-710	blocked URL	24 Oct 2020	IVR Statistics Markers - Update without prompt file not possible	It was not possible to save an IVR Statistics Marker without defining a prompt file. This problem has been fixed.
CNFON-674	blocked URL	24 Oct 2020	ACD Inboxes Group Report - Missing data in report	When executing the report "ACD Inboxes Group Report", data would be missing in the report. This problem has been fixed.
CNFON-556	blocked URL	24 Oct 2020	Trunk Groups - trunk groups can not be deleted	It was not possible to delete a trunk group. This error has been fixed.

CSYMP-122	blocked URL	23 Oct 2020	Dynamic Priority Groups - Added Column Waiting Time Average Today	The average waiting time for the day has been added to the dynamic priority groups view in the supervisor.
CEWS-24	blocked URL	22 Oct 2020	ACD Group Rules - additional checks for time and constraints added	Additional constraints have been added to ACD group rules. 1. A time constraint can be added to the rule. This can be based on the time elapsed since: Call Start, Call Connect, Group Start (first group), Group Start (this group), Queue Start (first group), Queue Start (this group). In this way, rules can be activated only when a specific amount of time has elapsed based on one of the timestamps above. 2. A logical constraint can be added which must be true if the rule is to apply. The constraint can be ANY variable supported by the IVR, or the following variables if direct entry to the ACD was made: $acd_configuration_groups_id $acd_servicenumber_skillsID1 $called $caller $caller_areacode $caller_landline $caller_mobile $caller_nielsenarea $caller_priority $caller_postcode1 $caller_postcode2 $caller_postcode3 $caller_statename $caller_vehicleregistration $countrycode $ddi $languages_id $languages_iso_code $servicename $servicename2 $servicenumber $testcall $weekofyear The comparison of the variable supplied (ONLY ONE IS SUPPORTED) is made with a variable field with the following operators: str == str <> str left == str left <> The "left" operators allow for partial matching.
CSYMP-120	blocked URL	12 Oct 2020	Dynamic Priority Groups - Callbacks and Click to Call no longer counted	In the supervisor view of the dynamic priority groups - callbacks and click to calls are no longer counted.
CSTYRIA-126	blocked URL	05 Oct 2020	Transaction Codes - StatisticsPartBID not saved to database correctly after TAC is set	If agents saved TACs after the end of the call, then the StatisticsPartBID value would not be saved to the database correctly. This caused problems in the report "Transaction Codes Overview". This has been fixed.
CSTYRIA-118	blocked URL	05 Oct 2020	Transaction Codes - Inactive TACs still visible	When setting TACs after a call, inactive TACs would still be visible even though the transaction code was set to inactive in the configuration.
CNFON-701	blocked URL	05 Oct 2020	AcdGroupsReport4 - cannot be executed in Excel format	The AcdGroupsReport4 could not be executed in Excel format - this would produce an error. This problem has been fixed.
JTELDEV-5163	blocked URL	02 Oct 2020	Miniclient - popup window layout	When making outbound calls, the mini client popup window for making outbound telephone calls and recording transaction codes did not resize well when the mini client was reduced below a certain size. This problem has been fixed.
JTELDEV-5162	blocked URL	29 Sep 2020	Chat - Chat Report Export - new field pdata added	It is now possible to export all variables in the Chat pdata definition (name, email …) with the Chat Report. Access to the variables is using the syntax $pdata.<variable>, where <variable> is the pdata field.
JTELDEV-5156	blocked URL	29 Sep 2020	Teams - Rules for Agent Status	New rules have been added to the teams integration. These allow users or administrators to specify how calls and events should be distributed when agents are in a particular status in Teams.
JTELDEV-5097	blocked URL	29 Sep 2020	Teams Integration - Embed jtel Client as App in Teams	The jtel Portal can now be embedded as an application in the teams client. Contact jtel on how to do this if you have licensed the Teams connector.
JTELDEV-5085	blocked URL	29 Sep 2020	Clarification - Deleted User visible in locked accounts	A deleted user can still be seen in locked accounts. This is by design: the locking of accounts is stored in a different table to the user accounts, and hence this can still be seen after the user is deleted. This can, for example, be useful when an account is first of all deactivated, to detect if the user still tries to login to the account.
CTAIFUN-40	blocked URL	29 Sep 2020	New settings for supported protocol handlers in MiniClient and fix for custom protocol handlers in portal web application	If a custom URL was setup as the CRM Link, for example myprotocol://xxx, this would not be clickable in the web application. This problem has been fixed. Furthermore, it is possible to specify a setting in the configuration of the mini client - ProtocolHandlers - comma separated, which defines the protocols which will actually be clickable and opened via the protocol handler on the client machine.

CSYMP-118	blocked URL	29 Sep 2020	Dynamic Priority Groups - Improvements to Supervisor View	The supervisor view for dynamic priority groups now shows a new column - Current Priority - which shows the current actual priority of the calls in the dynamic priority group currently in the acd group, which are before the queue or in the queue. The following columns have been given colouring: Availability Today and Availability Timeslice: Value >= 95% --> Green 90% <= Value < 95% --> Blue 80% <= Value < 90% --> Orange 70% <= Value < 80% --> Yellow Value < 70% --> Red Waiting Now: X = 0 --> no colour 1 <= X <= 3 --> Blue 4 <= X <= 5 --> Orange 6 <= X <= 9 --> Yellow X >= 10 --> Red
CNFON-686	blocked URL	22 Sep 2020	Minimal password length in new user wizard.	The minimal password length in the new user wizard was not respected. This problem has been fixed.
CDUERKOPP-21	blocked URL	20 Sep 2020	New IVR Objet - Get ACD Group Information	A new IVR object has been introduced - Get ACD Group Information, and a new field has been added to the ACD group configuration - Foreign System ID. The foreign system ID can be used to reference an ACD group in another system - for example a reference to a record in a backend CRM or database. The new object searches for an ACD group, given either the ID, Name or Foreign System ID (or any combination thereof). If found, it returns a host of variables which give information on the current state of the acd group queue, numbers of agents, waiting times, number of calls, and all configuration fields from the ACD group.
CDUERKOPP-14	blocked URL	08 Sep 2020	TAPI Connector reads lines with empty telephone number	The TAPI connector would read lines with an empty telephone number, and set these up as a PBX user. This problem has been fixed.
JTELDEV-5159	blocked URL	07 Sep 2020	UserSearch Object - search by Nick Name	The UserSearch Object now supports searching for users by the Nick Name field. This is particularly useful when an external system does not use the same user UIDs as the jtel system.
JTELDEV-5158	blocked URL	07 Sep 2020	Chat connector server - installation script for systemd	The chat connector server can now be installed using systemd instead of init.d
JTELDEV-5157	blocked URL	07 Sep 2020	Outbound call popup broken when some resources not permitted	The outbound call popup would not appear in some scenarios, particularly if both of the following resources were not allowed: portal.Acd.AgentHome.CallProcessing.Outbound.UserDefined portal.Acd.AgentHome.CallProcessing.Outbound.UserCommunication This problem has been fixed.
CTAIFUN-31	blocked URL	07 Sep 2020	String Functions - Search for string	The string functions now contain a search for string function, which returns the starting index of the searched for string (1 based indexing), or 0 if the string was not found.
JTELDEV-5155	blocked URL	30 Aug 2020	Language Code for Estonian (Estonia) added to Languages Selection	The language code for Estonian (Estonia) has been added to the languages selection dropdowns for the portal.
JTELDEV-5152	blocked URL	26 Aug 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.