

Release 3.26

Key	T	Resolved	Release Notes Subject	Release Notes Content
JTELDE V-6567	blocked URL	07 May 2024	Login - Prevent Reset Password	Resetting the password from the login page can now be prevented with a system parameter " ACD.Login.PasswordReset.Enabled ". This parameter should be 1 or 0. If this parameter is set to 1, the password reset link will be displayed.
JTELDE V-6460	blocked 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"
JTELDE V-5631	blocked 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 GET request. This security leak was fixed.
CSTYRI A-171	blocked 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.
JTELDE V-5468	blocked 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.
CCHAL TEC-209	blocked URL	07 Feb 2022	Acd - Hide inactive users in mappings.	Inactive Users are now hidden in Acd Mappings for both tabs skills to agents and agents to skills.
CTDM-346	blocked 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.
CLWV-99	blocked 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 - Acd mappings - Dialler contacts - TTS Exception Lexica
CTDM-344	blocked URL	07 Dec 2021	AcdEvents - 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).
CNFON-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".
CNFON-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.
CNFON-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.
CNFON-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.
CNFON-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.
CSTUTT-347	blocked 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.
CZVOO VE-129	blocked 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.
CNFON-988	blocked 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.
CNFON-924	blocked 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.

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.
CTDM-247	blocked 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.
CNFON-982	blocked 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.
CTEL24-75	blocked 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.
CNFON-978	blocked URL	05 Oct 2021	Data Change Log - access to log analysis now moved to slave	Queries to the data change log are now made on the slave to move the load from the master database thus improving system performance.
CNFON-965	blocked URL	24 Sep 2021	Security Groups - Reports added manually by a reseller displayed directly	When a reseller add a report to a client, it would be shown directly under Statistics Reports before adding the report to the relevant security group or user. This problem has been fixed.
CTEL24-50	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.
CNFON-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.
CTEL24-47	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.
CNFON-861	blocked URL	09 Sep 2021	Tarif Waves - deleting could sometimes fail	Deleting a Tarif wave entry could fail due to a foreign-key dependency. This problem has been fixed.
JTELDE V-5334	blocked URL	08 Sep 2021	No release notes necessary	Introduced login with security token.
CNFON-921	blocked URL	07 Sep 2021	E-Mail Log error	It was not possible to access the E-Mail Log view in certain circumstances due to an error on the webserver. This problem has been fixed.
CTEL24-49	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.
CNFON-922	blocked URL	06 Sep 2021	Acid Group Rules - weekdays lost after activating or deactivating the rule	When setting a rule inside Acid group, the weekdays would be lost after activating or deactivating the concerned rule. This problem has been fixed.
CNFON-952	blocked URL	01 Sep 2021	Removing resources as reseller administrator	When editing the Tab "Resources" in clients configuration as reseller administrator to remove resources from the clients view, some would not be removed properly. This has been fixed.
CTEL24-44	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.
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.
JTELDE V-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.
JTELDE V-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.
JTELDE V-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).
CTEL24-34	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).
CTEL24-31	blocked URL	18 Aug 2021	Transfer Synonym - TransferAcidSynonymsID always empty in JTELStats.StatisticsPartB	The field TransferAcidSynonymsID was NULL in the table JTELStats.StatisticsPartB when a transfer to a Synonym was made. This problem has been fixed.
CSTYRI A-165	blocked URL	17 Aug 2021	Call Flow - new REST GET functions available at various points in the call flow	The following parameters can be added to an ACD Group which causes the server to send http GET requests (REST calls) to a configured URL when events occur in the call flow to agents. CallTransfer.Client.<UseCase>.<Event> The parameter UseCase may be one of: INBOUND.ACD.DIRECT INBOUND.ACD.BLENDED OUTBOUND.CLICKTOCALL OUTBOUND.DIALLER TRANSFER.AGENT TRANSFER.GROUP TRANSFER.SYNONYM TRANSFER.NUMBER TRANSFER.NUMBER_ANNOUNCEMENT

				The parameter Event may be one of: RINGING <- sent when the call is in the ringing state CONNECTED <- sent when the call is connected CONNRES.1 <- sent when the call was successful and is ended CONNRES.2 <- sent when the call was not answered CONNRES.3 <- sent on outbound calls only when the destination is busy CONNRES.4 <- sent when the caller hangs up during the call to an agent (inbound calls only) CONNRES.6 <- sent when the called agent refused the call or hungup during a whisper transfer announcement Note, the use cases CONNRES.3 (Busy on an inbound call) and CONNRES.5 (SIP Reason) and CONNRES.7 (Error) are not necessary, since a RINGING event must always be received before any REST calls are made. The value of the parameter is specified as a multi-line value instructing the server what to do. The following lines are allowed: URL=<url> <- Specifies a URL to be called METHOD=GET/POST <- Specifies the http method to use TIMEOUT=<ms> <- Specifies a timeout in ms before the function is aborted. HEADER=<http_header> <- Specifies an http header to be used. May be specified multiple times. QUERYPARAM=<param=value> <- Specifies a query parameter which will be added to the URL in URL encoded format DATA=<value> <- Specifies POST data which will be sent with the request The following variables may be used in the parameter value: \$date_time <- the current date and time \$service_number <- the ServiceNumbers.Name field \$service_name <- the ServiceNumbers.Name2 field \$caller <- the caller ID \$agent_name <- The surname of the agent \$agent_firstname <- The first name of the agent \$agent_number <- The number of the agent \$agent_id <- The ID of the agent \$agent_tel <- The telephone number of the agent \$agent_uid <- The UID of the agent \$agent_nickname <- The NickName of the agent \$group_name <- The name of the ACD group \$group_number <- The number of the ACD group \$diallercampaign_name <- The name of the dialler campaign \$diallercontact_name <- The surname of the dialler contact \$diallercontact_firstname <- The first name of the dialler contact \$diallercontact_externalsystemlink <- The external system link for the dialler contact \$diallercontact_userdata <- The UserData field for the dialler contact Examples: This will send a GET request when a direct inbound ACD call is ringing: Parameter: CallTransfer.Client.INBOUND.ACD.DIRECT.RINGING Value: URL=http://myrestserver:9999/inbound_acd/ringing METHOD=GET TIMEOUT=3000 HEADER=X-JTEL-ACD: True QUERYPARAM=agentNickname=\$agent_nickname QUERYPARAM=caller=\$caller QUERYPARAM=service_number=\$service_number QUERYPARAM=call_id=\$statisticsparta_id QUERYPARAM=direction=inbound QUERYPARAM=service_name=\$service_name QUERYPARAM=group_name=\$group_name This will send a POST request when a direct inbound ACD call is not answered: Parameter: CallTransfer.Client.INBOUND.ACD.DIRECT.CONNRES.2 Value: URL=http://myrestserver:9999/inbound_acd/noanswer METHOD=POST HEADER=X-JTEL-ACD: True DATA=agentNickname=\$agent_nickname
CSTYRI A-161	blocke d URL	17 Aug 2021	AcidGroups - New Tab "Parameters"	A new tab "Parameters" has been added to ACD groups. This feature will be used to enable implementation of various features and settings without having to replace / update the web application.
CTEL24 -25	blocke d URL	16 Aug 2021	ACD Call Transfer - Outbound Signalling Parameter in P-Asserted / P-Preferred Identity	The Signalling parameter used to override the A-Party number on call transfer to external destinations now supports overriding the P-Asserted-Identity and P-Preferred-Identity parameters.
CSTYRI A-160	blocke d URL	06 Aug 2021	REST - new user control function postCallEnd	A new function "postCallEnd" has been added to the rest interface. This ends the automatic post call interval for a user.

CTEL24-21	blocked URL	05 Aug 2021	IVR Start Object - causes GOSUB to lose parameters	The Start object was initiating the service number parameters every time it was called. This may cause problems when a GOSUB was used in the routing application and an (existing) service number parameter was assigned to before the GOSUB - the parameter may be overwritten by the GOSUB call. Now, the service number parameters are only initialised the first time the Start object is called during a routing application / call.
CSCHEP-95	blocked URL	28 Jul 2021	Agent Home - Categories display not updated	User Categories and their contents (the agent list) were displayed incorrectly in agent home - newly created or deleted categories were not immediately visible. This problem has been fixed. In addition, the categories are now displayed in alphabetical order.
CLWV-43	blocked URL	26 Jul 2021	Media events - delivery to history instead of events	The media event delivery status caused events to be delivered to the media history instead of the events tab. This problem has been fixed.
JTELDE V-5263	blocked URL	21 Jul 2021	Service Numbers Report 2 (Inbound ACD) - ACD-S-002 - errors in some columns	ACD-S-002 - the records in columns "Answered in Service Calls", "Answered not in Service Calls", "Lost Calls", "Quote Lost Calls" and "Service Level" were not correct depending on the time interval and the granularity chosen. This problem has been fixed.
CLWV-34	blocked URL	20 Jul 2021	Teams Connector - MS Graph API does not support querying presence of more than 650 users	The MS Graph API does not support querying presence of more than 650 users. This problem has been fixed by querying multiple times for larger tenants. Also a useful piece of information for configuration: If the password or key for the tenant include the & character, it must be replaced with %26 in the XML configuration file.
JTELDE V-5289	blocked URL	11 Jul 2021	SalesForce - Lightning Support now Pops up Softphone in SalesForce when a call is received	In Salesforce, the lightning support module now pops up the softphone in addition to any Salesforce record found or screen popped, when a call notification is received.
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 problem has been fixed.
CZVOO VE-117	blocked URL	02 Jul 2021	SalesForce getCallerInformation - Extended Functionality	The Salesforce getCallerInformation object has been extended to include two new parameters to the REST query to the Salesforce instance. The first new parameter queryType allows the user to specify a particular type of query to perform in the Salesforce instance. This could, for example, be used to query for tickets, or other data in the Salesforce instance. The further parameters UserData, UserData2 and UserData3 can be filled with any information required. For example, a ticket number, or a contract number, or customer number - whatever is required. The implementation is backwards compatible - i.e. older Apex classes will still function as before (only considering the three parameters serviceName, serviceNumber and callerNumber). Newer Apex classes which use the new parameters can take advantage of the extended functionality.
JTELDE V-5287	blocked URL	01 Jul 2021	Direct Call to Agents, Groups, PBX Users and Numbers possible from Agent Full Client	The full client now supports the same functionality as the mini client - it is possible to call agents, groups, PBX users and numbers directly from the agent home screen. This functionality has been available for several releases in the mini client.
CNFON-902	blocked URL	01 Jul 2021	IVR Test Number - warning if a country code is configured	If only a country code is configured in the test number for an IVR application, a warning message is now displayed. The user can still choose to save this setting, which results in all callers to the number from that country being handled by the test version of the application.
JTELDE V-5276	blocked URL	30 Jun 2021	New IVR Object CRM+ Query	A new object "CRM+ Query" has been added to the IVR for querying the Brainformatik CRM+ system. See https://wiki.jtel.de/x/LoRhAg for details on how this object works.
JTELDE V-5284	blocked URL	28 Jun 2021	Reports "ACD Groups Report 5" and "ACD Groups Report 7 " not generated when no selection made	When generating the reports "ACD Groups Report 5" and "ACD Groups Report 7 "without any selection, an error occurred. This problem has been now fixed.
JTELDE V-5235	blocked URL	28 Jun 2021	Report "Transaction Codes Overview" - not generated when no agents are selected	When trying to generate the report "Transaction Codes Overview" without any selected agents, an error occurred. This problem has now been fixed.
CNFON-899	blocked 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.
JTELDE V-5269	blocked URL	24 Jun 2021	Installation procedure - Platform UDP listener with java 12 as a service	The service installation scripts for the platform UDP listener have been updated to start the UDP listener using java 12.
JTELDE V-5247	blocked URL	24 Jun 2021	Portal - password length restriction removed	The login screen now accepts huge passwords with practically no limit.
JTELDE V-5181	blocked URL	23 Jun 2021	NFON Presence Connector - Extension names with an apostrophe cause problems	Extensions with a ' in the name caused problems in the NFON presence connector. This problem has been fixed.
JTELDE V-4810	blocked URL	23 Jun 2021	ACD Event handling - email internationalization correction	Previously the message "Email sent" was not translated. This has been corrected.
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.
JTELDE V-5245	blocked URL	22 Jun 2021	JREST - support for incoming date/time parameters including milliseconds and a time zone	The JREST server now supports the function {clientsID}/info which returns the time zone information from the server. Incoming date / time formats now support the following format if configured in the REST server: yyyy-MM-dd'THH:mm:ss.SSSZ
JTELDE V-5017	blocked URL	22 Jun 2021	IVR - Comma and apostrophe characters in names caused problems	Using an apostrophe or comma in the name of an IVR object would cause problems. These characters are now converted to similar unicode characters which do not cause problems.
CHTP-79	blocked URL	22 Jun 2021	TTS prompts cannot be created with large content size	Creating a TTS prompt that has a content of over 300 characters would cause an error. This problem has been fixed.
CNBAN K-56	blocked URL	18 Jun 2021	IVR counter statistics error	The IVR counter statistics could cause an error in the web application. This problem has been fixed.
JTELDE V-5204	blocked URL	17 Jun 2021	Terminology Change - ISDN cause to SIP reason	The reporting terminology has been changed from ISDN cause to SIP reason in all relevant reports.
CNFON-708	blocked URL	10 Jun 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.

CTDM-313	blocked 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
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