

Release 3.31

Key	T	Resolved	Release Notes Subject	Release Notes Content
JTELD EV-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.
JTELD EV-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"
JTELD EV-6231	blocked URL	31 Oct 2023	Teams Connector restarts in a loop when a read timeout occurs	The Teams connector restarts in a loop when a read timeout exception occurs. This happens on installations which monitor Teams instances with a lot of Teams users resulting huge log files and sometimes stopping the connector. This problem has been fixed.
JTELD EV-6218	blocked URL	23 Oct 2023	AgentHome and MiniClient - Tab Calls - Outbound Call Signalling is incorrect	In AgentHome and the MiniClient - when using the "Call" function, the outbound calling party number signalling was incorrect if the Name of the service number contained digits - these were added to the end of the calling party number. This problem has been fixed.
JTELD EV-6071	blocked URL	19 Jul 2023	Reporting - ACD-S-002-02 - problem with with average values	The average values displayed in the report were calculated incorrectly, this problem has been fixed.
JTELD EV-5815	blocked URL	18 Jul 2023	Service Numbers - Video Cut and Paste Code	The cut and paste javascript code for the integration of the video server now uses the correct domain name as configured in the client master data instead of an example domain.
JTELD EV-6027	blocked URL	09 Jun 2023	Reports - ACD-G-003-002 - Voicemail and callback calls are counted even though events are not created.	Voicemails and callbacks that was not generating a media event because nothing was recorded or the recording was too short were counted in the report. This has now been fixed.
JTELD EV-6005	blocked URL	05 Jun 2023	Teams Presence Connector - Exception when Name is too long.	The Teams presence connector was returning an error when the agent/user name is too long (More than 64 characters). This has been fixed now and the maximum length of the name is set to 256 characters.
JTELD EV-6012	blocked URL	31 May 2023	TAC-Display entries duplication bug.	The bean initialization/refresh algorithm is corrected.
JTELD EV-6020	blocked URL	30 May 2023	ACD-TAC-002 - ACD-Transaction-Codes-Report 2: Missing group name in xls-Format.	The ACD-Transaction-Codes-Report 2 was missing the group (s) name (s) when executed with the XLS format. This has been fixed.
JTELD EV-5787	blocked URL	29 May 2023	Task Scheduler added to system	The task scheduler provides the capability to run tasks at scheduled times, optionally repeating them as required. It has the following capabilities: • Run a telephony task on a specified date and time by making an outbound call to a destination and starting the application configured on a service number • Run a workflow task on a specified date and time by starting a background daemon process and running a workflow (GUI) application • Reschedule the task on completion for a time in the future • Retry the task if it fails to start or fails to complete • Start an error task (as a background process) if the task exceeds the maximum number of tries before it completes More documentation on the task scheduler can be found here: https://wiki.jtel.de/x/_oRhB
JTELD EV-6014	blocked URL	19 May 2023	Acd Group Parameter - The Rest call for event "RINGING" for outbound call does not work.	The rest call for the event Ringing , configured in Acd Group Parameter is not working. This problem has been fixed.
JTELD EV-6013	blocked URL	16 May 2023	ACD Group Action "Call Back or Voice Mail" - Change to statistics	Previously, if the group action "Call Back or Voice Mail" was used, the statistics would always count the resulting event as a callback, even if it was a voice mail. Now, once the user has made the choice by DTMF, the type of group action is changed in the statistics table to the actual type of event booked.

JTELD EV-6000	block ed URL	11 May 2023	ACD Group Parameters - REST Calls (Telephony Events)	For the ACD Group Parameters which configure REST calls during the call flow, the following variables have been added: \$agent_email - the email address of the agent \$call_duration - the duration of the call in seconds See https://wiki.jtel.de/x/ZIZhAg for more details.
JTELD EV-5996	block ed URL	04 May 2023	Dialler - User stuck in TAC status and not able to call dialler contacts.	The user is not able to call dialler contacts because he is stuck in TAC status. To reproduce this problem, you need to do an outbound call from a callback event and set a TAC, then start a dialler. The user is not able to set a result code and the popup hangs. This problem has been fixed.
JTELD EV-5980	block ed URL	27 Apr 2023	Presence Connector - Exception when PBX Users are duplicated.	The presence connector throws exception when PBX Users are duplicated. This problem has been fixed.
JTELD EV-5971	block ed URL	13 Apr 2023	IVR: the object Run Scripts terminates the call in case of command error.	The IVR object Run Script is ending the call when the desired script triggers errors. This has been fixed and the IVR object has now an error output.
JTELD EV-5964	block ed URL	11 Apr 2023	FTP Upload Call Recordings - space in agent name breaks upload	A space in the agent name or surname would break the FTP upload. This problem has been fixed, spaces are now URL encoded with %20 before uploading.
JTELD EV-5963	block ed URL	06 Apr 2023	ACD-Transaction-Codes-Report 3 - ACD-TAC-003 - missing spaces between TAC counters and date	ACD-Transaction-Codes-Report 3 - ACD-TAC-003 - there were missing spaces between the TAC counters in the TAC warning when the maximum number of TACs was exceeded, and also between the date output in the header. This problem has been fixed.
JTELD EV-5933	block ed URL	03 Apr 2023	MiniClient - Incoming event blinking circle moves when scrolling.	The incoming event blinking circle was moving when scrolling. This has been fixed.
JTELD EV-5928	block ed URL	31 Mar 2023	Field "Overwrite CRM-Url with CRM-Url from IVR" is displayed in Standalone, Configuration AND Agent groups.	The field "Overwrite CRM-Url with CRM-Url from IVR" is displayed in Standalone, Configuration AND Agent groups, while it should only be displayed in standalone and configuration groups. This has been fixed.
JTELD EV-5852	block ed URL	28 Mar 2023	Call Recording - Add \$agent_name, \$agent_firstname and \$agent_number to the recording file name for outbound calls.	New variables are defined to include the agent's name, the agent's first name and the agent's number in the name of the outgoing call recording file. These variables are: \$agent_name, \$agent_firstname and \$agent_number.
JTELD EV-5919	block ed URL	24 Mar 2023	Outbound Call Handling - Persistent No Answer and Persistent Busy and Calls Tab Changes in Agent Home	The persistent busy and persistent no answer displays are no longer applied to outbound calls. For outbound calls, the calls tab in Agent Home now displays the outbound text corresponding to the CONNRES for outbound calls, and not the group end reason. The agent end reason is left empty for outbound calls.
JTELD EV-5882	block ed URL	20 Mar 2023	jRest - Encoding problem using Routing Application	An encoding problem is found when using the jRest to execute routing application. This problem has been fixed.
JTELD EV-5881	block ed URL	16 Mar 2023	Outbound Calling - Server Selection Algorithm	The outbound calling server selection algorithm now uses random ordering when more than one server is configured in the parameter dialler.8Servers.IPs .
JTELD EV-5825	block ed URL	14 Mar 2023	Supervisor - Google Maps page no longer works	The google maps page in the ACD Supervisor Groups Detail view no longer worked because the Google API being used was deprecated. This problem has been fixed.
JTELD EV-5864	block ed URL	13 Mar 2023	Dialler Contacts - All Dialler Contacts Page - Exception when contact release function is used	Pressing the "Release" button in the "Dialler - Contacts (All)" table results in a NULL pointer exception. This problem has been fixed.
JTELD EV-5861	block ed URL	13 Mar 2023	Starface v62 Connector - PbxUsers now updated when a Login / Logout event is received from the starface	After receiving a logged out or logged in event from the Starface Connector, the PBXUsers table is now updated too. The column TelStatusID is set as follows -1 (unregistered) when a logged out event is received 0 (free) when a logged in event is received
JTELD EV-5826	block ed URL	13 Mar 2023	Chat and Video JavaScript	The chat and video java script has been modified to not overwrite the window.onload function but instead use window.addEventListener("load", ... This prevents some hard to find errors when the script is embedded in another website.

JTELD EV-5787	block ed URL	13 Mar 2023	Task Scheduler added to system	The task scheduler provides the capability to run tasks at scheduled times, optionally repeating them as required. It has the following capabilities: • Run a telephony task on a specified date and time by making an outbound call to a destination and starting the application configured on a service number • Run a workflow task on a specified date and time by starting a background daemon process and running a workflow (GUI) application • Reschedule the task on completion for a time in the future • Retry the task if it fails to start or fails to complete • Start an error task (as a background process) if the task exceeds the maximum number of tries before it completes More documentation on the task scheduler can be found here: https://wiki.jtel.de/x/_oRhB																
JTELD EV-5866	block ed URL	10 Mar 2023	Atlassian (Confluence) API token length increased in jtel portal	Atlassian updated their API tokens to be longer. Now the configuration accepts tokens of up to 256 characters in length.																
JTELD EV-5824	block ed URL	08 Mar 2023	New ACD Groups Report 4 - ACD-G-003 variant 02 with additional columns All, Voicemail and Callback Calls	This report is based on ACD-G-003 but contains three additional columns: • All Calls (total inbound plus outbound calls) • Voicemail Calls (calls which resulted in a voicemail being left) • Callback Calls (calls which resulted in a callback request being left) See this page for details: https://wiki.jtel.de/x/1wApAg																
JTELD EV-5804	block ed URL	08 Mar 2023	Acd Supervisor - Grid Layouts - Custom Layouts possible via Client Parameters	When the supervisor grid is loaded, it now: • Checks the user settings for a current grid layout. If this is present, then the grid is loaded as usual. • If the user settings contain no parameters for a grid, then the client parameters for grid 1. If present, these paramaters are applied to the user settings and grid 1 is displayed. • If there are no client parameters then the standard layout for grid 1 is saved to both the client parameters and the user parameters. If the user changes to a new grid layout using one of the buttons "Grid 1" ... "Grid 3", the procedure is as follows: • The client parameters are checked for settings for the relevant grid. If present, these parameters are loaded to the user settings and the grid is displayed. • If not present, then the default settings for the relevant grid are loaded and saved to both the client parameters and user parameters. The parameters required to define each grid are documented here: https://wiki.jtel.de/x/5gAF The client parameters are additionally configured using the number of the grid to be configured. Here is an example of the required client parameters for grid 2: <table><tr><td>AcdSupervisor.Grid.*2.*1</td><td>WallboardAll,1,1,1,20,0.42</td></tr><tr><td>AcdSupervisor.Grid.*2.*2</td><td>WallboardGroups,9,1,2,20,0.42</td></tr><tr><td>AcdSupervisor.Grid.*2.*3</td><td>AgentsAll,2,1,7,8,0.75</td></tr><tr><td>AcdSupervisor.Grid.*2.*4</td><td>AgentsActive,2,9,7,8,0.75</td></tr><tr><td>AcdSupervisor.Grid.*2.*5</td><td>CurrentCalls,2,17,7,4,0.75</td></tr><tr><td>AcdSupervisor.Grid.*2.*Columns</td><td>10</td></tr><tr><td>AcdSupervisor.Grid.*2.*RowHeight</td><td>41px</td></tr><tr><td>AcdSupervisor.Grid.*2.*Rows</td><td>20</td></tr></table>	AcdSupervisor.Grid.*2.*1	WallboardAll,1,1,1,20,0.42	AcdSupervisor.Grid.*2.*2	WallboardGroups,9,1,2,20,0.42	AcdSupervisor.Grid.*2.*3	AgentsAll,2,1,7,8,0.75	AcdSupervisor.Grid.*2.*4	AgentsActive,2,9,7,8,0.75	AcdSupervisor.Grid.*2.*5	CurrentCalls,2,17,7,4,0.75	AcdSupervisor.Grid.*2.*Columns	10	AcdSupervisor.Grid.*2.*RowHeight	41px	AcdSupervisor.Grid.*2.*Rows	20
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AcdSupervisor.Grid.*2.*4	AgentsActive,2,9,7,8,0.75																			
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JTELD EV-5801	block ed URL	08 Mar 2023	Agent Home and Mini-Client - Add Open Acd Event Counter	A counter for the total number of open acd events has been added to the mini-client and to agent home. This feature is enabled using the resource Acd.AgentHome.MiniDashboard.AllGroups.OpenMediaEvents. A new table has been added to the supervisor for the total number media events which contains the following columns (the resources which control the visibility of these columns in the supervisor are shown in brackets): • Total Media Events Distributed (Acd.AcdSupervisor.InboundStatus.TotalMediaEvents.Distributed) • Total Media Events Done (Acd.AcdSupervisor.InboundStatus.TotalMediaEvents.Done) • Total Media Events Error (Acd.AcdSupervisor.InboundStatus.TotalMediaEvents.Error) • Total Media Events New at Agent (Acd.AcdSupervisor.InboundStatus.TotalMediaEvents.DistributedNewAgent) • Total Media Events Seen at Agent (Acd.AcdSupervisor.InboundStatus.TotalMediaEvents.SeenAgent) • Oldest Media Event (over all events) (Acd.AcdSupervisor.InboundStatus.TotalMediaEvents.Oldest)																
JTELD EV-5799	block ed URL	08 Mar 2023	New Report - ACD Transaction Codes Service Numbers Report - ACD-TAC-007	This report indicates which transaction code was set for which billing number (which is related to a service number). It contains fields showing the service number, the service number name and the number of transaction codes set. See https://wiki.jtel.de/x/UYRhB for details.																

JTELD EV-5798	blocked URL	08 Mar 2023	New Report - Service Numbers Report 2 - 02 - (Inbound and Outbound ACD)	This report contains aggregated data for inbound and outbound calls to the selected service numbers over the time period and granularity chosen. See https://wiki.jtel.de/x/uoBhAg for more details.
JTELD EV-5705	blocked URL	08 Mar 2023	IVR Object Create Callback (Variable)	A new IVR object Create Callback (Variable) has been added, which allows the specification of a variable ACD Group (for example \$acd_groups_id) when creating the callback.
JTELD EV-5858	blocked URL	07 Mar 2023	Acid Groups - Copy Rules does not copy conditional or delayed rule activation.	In AcidGroups - Rules tab, copying rules with Conditional Rule Activation and Delayed Rule activation does not work correctly. This problem has been fixed.
JTELD EV-5853	blocked URL	06 Mar 2023	MiniClient - Windows terminal server support	An additional parameter in the configuration file - UseWindowsPipes - has been introduced, to make the use of the command line dial functionality in a terminal server environment work: AcidMiniClient.exe --dial <number> Setting this parameter to True makes the mini client create a windows pipe which is used to communicate between the instances of the application when a second instance is started using the command line. The default setting is True so no reconfiguration is required for older config files.
JTELD EV-5803	blocked URL	03 Mar 2023	ACD Group Call Flow Enhancement - Announcement "Callback already booked"	A new announcement Prompt "Callback already booked" has been added to the ACD group parameters (on the Queue Tab). If an existing and not yet closed callback event exists for the current caller and ACD Group (Standalone or the combination ACD Configuration and Agent Groups) then this announcement is played. The modifications to the call flow are documented here: https://wiki.jtel.de/x/DoFhB
JTELD EV-5805	blocked URL	23 Feb 2023	ACD Queue - Change of Waiting Announcements 1-5 with new ACD Group Action Type	A new group action type "Change Waiting Announcements" has been implemented, which can be used at the checkpoint "In Queue" with a corresponding delay. In the parameters for the new group action 5 announcements can be specified. At the point in time the action is executed, the previously configured Prompt 1 Prompt 5 in the Music on Hold Loop are replaced and the queue music loop will restart with the new configuration.
JTELD EV-5816	blocked URL	17 Feb 2023	Chat server - closed session should not be redistributed	If the user closed the chat dialog, the chat session was sometimes redistributed to another agent. This problem has been fixed.
JTELD EV-5837	blocked URL	14 Feb 2023	Mini Client 3.19 - Clicking on Status Change caused application to close	In the Mini Client version 3.19 clicking on an Agent Status Change caused the application to close. This problem has been fixed.
JTELD EV-5833	blocked URL	10 Feb 2023	Lists - ID is now visible.	The ID of lists is now visible in portal when editing a list, on the "List" tab. This is helpful when using IVR functions which require a dynamic list ID.
JTELD EV-5813	blocked URL	09 Feb 2023	Statistics Reports - Enquiry Time is not correctly calculated.	The enquiry time and corresponding data was always set to null in all reports and statistics data. This problem has now been fixed.
JTELD EV-5800	blocked URL	03 Feb 2023	Manual Callback - prevention of duplicate manual callback	This feature adds a check for existing callbacks before they are manually created. If a callback already exists, agents receive a warning text informing them that a callback event already exists for the caller and ACD group selection made. Agents can then - Create the callback event anyway - Add a comment to all existing callbacks via a new "Comment" button. To enable this feature, set the Duplicate manual callback event prevention parameter under AcidGroups - Offline parameters to true (checked / on).
JTELDN EW-112	blocked URL	02 Feb 2023	Agent Home - Mini-Client - Micro Client - Synchronization of Outbound Group	If an agent was running several clients, for example the micro client embedded in Salesforce and the mini client using the mini-client .EXE, then changing the outbound group in one session would not affect the selection of the outbound group in other sessions. Now, the data is synchronised between the sessions. Please note, that the synchronisation period may be up to 10 seconds, depending on what the agent refresh timeout is set to.
JTELD EV-5821	blocked URL	01 Feb 2023	JasperReports Version 6.20	The JasperReports engine in the portal has been updated to Version 6.20.
JTELD EV-5819	blocked URL	01 Feb 2023	Report ACD-TAC-001-02 - Problem in output format XLS.	The report ACD-TAC-001-02 has a problem with the layout in XLS format. Each record line is followed by a blank line. This problem has been fixed.
JTELD EV-5802	blocked URL	01 Feb 2023	Users - Limit Total Number of ACD Events per User	A new parameter has been added to the User's configuration in the portal - Max ACD Events per Agent. This limits the total number of ACD events (of any type) a user can receive.
JTELD EV-5746	blocked URL	25 Jan 2023	FTP daemon - errors in telephony server when the file to be uploaded does not exist due to a race condition between file creation and upload.	The FTP daemon would throw errors if it tried to upload a file which had not yet been copied to the data directory. The root cause of the problem was a race when the call is disconnected. If the recording file had not yet been closed it could not be copied. Now, a 2 second pause is made at the end of the call if the file cannot be copied to give the recording job a chance to close the file.

JTELD EV-5808	blocked URL	24 Jan 2023	PostCall - Incorrect calculation of the postcall interval.	This issue affected release 3.29 from October 2022 onwards. The postcall interval was incorrectly calculated when the agent switched to manual postcall status during a running automatic postcall, the manual postcall interval was no longer added to the automatic post call interval. This problem has been fixed.
JTELD EV-5794	blocked URL	09 Jan 2023	Mini Client 3.18 - Click on CRM-URL does not result in browser opening	In the Mini Client Version 3.18 clicking on the CRM-URL did not result in the browser opening. This problem has been fixed.
JTELD EV-5739	blocked URL	04 Jan 2023	New Report ACD-TAC-001-02 - ACD Transaction Codes Report - 02	A new report ACD-TAC-001-02 - ACD Transaction Codes Report - 02 has been introduced. This report changes the way call duration is calculated. The call duration is now the difference between the connection and the end of the call or once the agent transfer the call. The new report has three additional columns: • Agent Call Start: the time at which the call starts ringing. • Agent Call Connect: the time at which the agent answers the call. • Agent Call End: the time at which the call was disconnected or transferred.
JTELD EV-5791	blocked URL	03 Jan 2023	IVR - new Variables \$ringing, \$outbound_res, \$offhook	The following variables have been added to the IVR: • \$ringing - if the call ever was or is currently ringing (inbound and outbound) • \$outbound_res - the result of making an outbound (planned) call • \$offhook - if the call ever was or is currently offhook (inbound and outbound) See https://wiki.jtel.de/x/cQAF for details.
JTELD EV-5790	blocked URL	03 Jan 2023	New IVR Objects - List Functions Variable and List Lookup Variable and new Service Number Parameters	The list functions objects have been extended by two new equivalent objects which accept a variable as the list ID. The functionality is otherwise unchanged. When parameterising a service number, the selection of 4 lists is now possible, which are passed to the variables \$lists1_id , \$lists2_id , \$lists3_id and \$lists4_id .
JTELD EV-5789	blocked URL	03 Jan 2023	IVR - Implementation of \$date and \$time not always correct	The variables \$date and \$time were not updated correctly when executing some objects. Now the date and time are updated once immediately before object execution is started.
JTELD EV-5788	blocked URL	03 Jan 2023	IVR - New Variable \$outbound	A new variable \$outbound has been added. This contains 0, if the call is an inbound IVR call, 1 if the call is an outbound IVR call.
JTELD EV-5779	blocked URL	28 Dec 2022	New Report Variant ACD-A-002-02 - ACD Agent Calls Report 2 - 02	A new report variant ACD-A-002-02 - ACD Agent Calls Report 2 - 02 has been introduced. This variant also contains outbound calls, and an additional column "Type" which either contains "Inbound" or "Outbound".
JTELD EV-5782	blocked URL	20 Dec 2022	Call Recordings - restrict view to client administrators only at particular points in time during the day	Call recordings can now be restricted to being visible only to client administrators at any number of times during the day, by specifying the following client parameters: CallRecordings.RestrictToAdmins.Time.1 specify the first time, for example 08:00 CallRecordings.RestrictToAdmins.Time.2 specify the second time, for example 14:00 CallRecordings.RestrictToAdmins.Time.3 specify the third time, for example 20:00 Any number of times can be specified - just keep increasing the numbers. Shortly after the specified time, existing call recordings which are visible to users in the view Messaging ... Call Recordings will become invisible to any user level accounts and will only be visible to administrators from this point in time onwards.
JTELD EV-5758	blocked URL	19 Dec 2022	AcidGroups -Confluence - limitation on the number of results from the Confluence API	The confluence API has a standard limit of 25 results. This limit can be now changed by adding a new line to the query: limit=value , where the value is the number of required results.