**Telia ACE 12 Release Notes**

Always read the release notes for each ACE sub product for­­ complete information. This document is only a summary.
This document is only updated when new functionality has been released (i.e. it is usually not updated if a single sub product is released).

**Telia ACE 12.0 Date 2018-07-05**

Updated in this release

ACE Admin 12.0.0

ACE Agent 12.0.0

ACE Configuration Utility 12.0.0 (component for ACE clients)

ACE Connector for Skype 12.0.0 (formerly CallGuide Auto Answer Plugin)

ACE Demo Web 12.0.0 (internal component)

ACE Dialer 12.0.0

ACE Interact 12.0.0 (formerly CallGuide Edge Agent)

ACE IVR Gateway 12.0.0

ACE IVR VCC 12.0.0

ACE Monitor 12.0.0 (formerly CallGuide Edge Pulse)

ACE OCS Adapter 12.0.0

ACE Pulse 12.0.0

ACE Reference Chat Client 12.0.0

ACE Report 12.0.0

ACE Screen Pop 12.0.0

ACE Web SDK 12.0.0

CallGuide Application Server 12.0.0

CallGuide Central 12.0.0 (internal component)

CallGuide Chat Engine 12.0.0

CallGuide ClusterWare 12.0.0

CallGuide Database 12.0.0

CallGuide EdgeNode 12.0.0

CallGuide Email Server 12.0.0

CallGuide Interface Server 12.0.0

CallGuide Report Server 12.0.0

CallGuide Server 12.0.0

Current versions of components not updated in this release

CallGuide AD Adapter 9.0.0

CallGuide AlarmHandler 10.0.0

CallGuide Application IVR 9.1.5

CallGuide Auto Answer Plugin 1.0.3.6

CallGuide Cobrowsing Engine 10.0.0

CallGuide CTI Engine 11.0.0

CallGuide Dialer Engine 9.1.0

CallGuide Facebook Adapter 11.1.0

CallGuide Interaction View Database 11.1.0

CallGuide Interaction View Transfer 11.0.0

CallGuide IVR Enterprise 11.0.0

CallGuide Mobile Engine 8.6.0.501

CallGuide OpenTok Adapter 11.1.0

CallGuide Presence Adapter 11.0.1

CallGuide Proactive Web Engine 10.0.0

CallGuide Recording 11.1.0

CallGuide Recording Adapter 11.1.1

CallGuide Recording Audio Interface 9.0.2

CallGuide Recording Usersync 8.5.0.2

CallGuide Service Database Dialer Engine 8.0.0.2

CallGuide Service Engine 11.1.0

CallGuide Service Manager 8.6.0.1

CallGuide ServiceNode Base 9.1.1

CallGuide ServiceNode Tenant 11.1.0

CallGuide Sms Database 9.1.0

CallGuide Sms Engine 9.1.1

CallGuide Stat transfer 11.0.0

CallGuide Supervise Interface - Extended 8.1.1.1

CallGuide Survey Database 11.1.0

CallGuide Survey Engine 11.1.1

CallGuide Text To Speech Engine 9.1.0

**Summary of new functionality in ACE 12.0:**

* Re-branding. The product's name is changed from Telia CallGuide to Telia ACE - A Conversational Engagement.
* Routing of chats based on agent's chat capacity (configured per user in ACE Admin) facilitates the work for the agents and increases productivity as parallel chats are distributed to agents. Support for the new functionality is available in ACE Agent as well as in ACE Interact.
* New access function: *Execute place chat in agent's personal queue* - This access function enables an agent to place a chat in another agent's personal chat queue without requiring the other agent to be inquirable.
* Support for authenticating the chatting end customer's identity with JWT (JSON Web Token) or similar after the chat session has started.

A new chat phrase may be configured in ACE Admin to be displayed when the chat has been authenticated by the web site.

* New functionality in ACE Interact (in addition to those mentioned in other points):
	+ Compose new email without task type, i.e. outgoing email that is not related to an incoming email.
	+ Search, contact and forward contacts to individuals found in the system's address books.
	+ Quick texts in chat.
	+ Improved user interface for chat.
* New functionality in ACE Admin (in addition to those mentioned in other points):
	+ Support for configuring address books client setting for ACE Interact.
	+ Licence names in the *License* window have been changed to reflect licence names in Telia ACE.
* ACE Agent is available in French (support for French also released in Agent 11.1.1). Support for French activity types in ACE Agent and in ACE Admin.
* Searches in address books and among agents in ACE Agent when Touchpoint is the active UC-system and in ACE Interact (regardless of UC-system) now investigate if any word in a field begins with the search string(s). Previously, only the first word in a field would be investigated. The words in a field are defined as strings separated by a space character.
* In ACE Pulse, the number of emails in progress has been added to the *Agent* window. The number of calls in progress is now only shown in tabs concerning calls (together with the *All* tab).
* Log records written to audit trail when the following open interfaces are used:
	+ *Agent Interface – CRM Server*
	+ *Attendant Interface*
	+ *Callback Interface – Web Service*
	+ *Pulse Interface*
	+ *Real Time & Workforce Interface*
	+ *Recording Interface*
	+ *Supervise Interface – Web Service*
	+ *Work Item Interface*

For these open interfaces, usage history is also written to the product version log, which can be reviewed in ACE Admin.

* Video chat is supported for Android devices (ACE Web SDK).
* Support for sending mail via encryption service using *Email Interface*.
* New version of Dialogic PowerMedia HMP 3.0, su382, which is mandatory to ACE IVR Gateway 12.0.0, ACE IVR VCC 12.0.0 and ACE Dialer 12.0.0.
* ACE IVR Gateway and ACE Dialer have been verified to be used together with ACE Entry in combination with direct routing to/from Cisco UCM IP-PBX.
* ACE IVR Gateway has been verified to be used together with ACE Entry in combination with direct routing to/from MX-One IP-PBX.
* Support in ACE IVR Gateway to connect call to agent without ringback tone (i.e. playing a silent ringback tone) to calling party. This function requires configuration and use of CallGuide ServiceNode Tenant 11.0.0 or newer.
* For overall information about changed functionality and limitations in ACE Interfaces, see *Release Notes Open Interfaces.* For complete information, see interface specification for each interface.
* New functionality in various sub products is described in Release news on the online help web, https://docs.callguide.telia.com/12.0/en/index.htm (URL will be changed to https://docs.ace.teliacompany.com/ shortly).

**Important notes for ACE 12.0:**

* For technical reasons, some components retain the name CallGuide in version 12.0.0. Depending on context when referring to these components, the first part of the name may be either CallGuide or ACE, e.g. CallGuide Server 12.0.0 and ACE Server 12.0.0 means the same.
* It is strongly recommended to upgrade all CallGuide client components, installed on a workplace, to the corresponding ACE client components at the same time to avoid using a mix of CallGuide and ACE components on the same workplace.
* ACE Agent 12 supports ACE Screen Pop using the file ScreenPop.exe, included in installation package. The CallGuide Screen Pop file CGScreenPop.exe (used by CallGuide Agent) is no longer supported.
* Installing ACE Agent/Admin/Pulse on a computer where CallGuide Agent/Admin/Pulse is installed will not automatically remove CallGuide Agent/Admin/Pulse. Instead, the two programs will exist side-by-side on the computer until CallGuide Agent/Admin/Pulse is uninstalled. However, there is no guarantee that the CallGuide client functions correctly after installation of the corresponding ACE client. The recommendation is therefore to uninstall the CallGuide client before installing the corresponding ACE client.
* Installing ACE Report on a computer where CallGuide Report is installed will not automatically remove CallGuide Report. Instead, the two programs will exist side-by-side on the computer until CallGuide Report is uninstalled. However, there is no guarantee the CallGuide Report functions correctly after installation of ACE Report. The recommendation is therefore to uninstall CallGuide Report before installing ACE Report. Also see, discussion on SAP Crystal Reports in release notes for ACE Report.
* Installing ACE Screen Pop on a computer where CallGuide Screen Pop is installed will not automatically remove CallGuide Screen Pop. Instead, the two programs will exist side-by-side on the computer until CallGuide Screen Pop is uninstalled. However, there is no guarantee that CallGuide Screen Pop functions correctly after installation of ACE Screen Pop. The recommendation is therefore to uninstall CallGuide Screen Pop before installing ACE Screen Pop. Also note that installing ACE Screen Pop on a computer where CallGuide Screen Pop is installed will not automatically re-use registry settings from CallGuide Screen Pop. These configurations must be created manually or by MSI transform.
* Installing ACE Connector for Skype on a computer where CallGuide Auto Answer Plugin is installed will not automatically remove CallGuide Auto Answer Plugin. Instead, the two programs will exist side-by-side on the computer until CallGuide Auto Answer Plugin is uninstalled. However, there is no guarantee that CallGuide Auto Answer Plugin functions correctly after installation of ACE Connector for Skype. The recommendation is therefore to uninstall CallGuide Auto Answer Plugin before installing ACE Connector for Skype.
* CallGuide Auto Answer Plugin is re-branded to ACE Connector for Skype. ACE Connector for Skype does not work with CallGuide Agent, it only works with ACE Agent. If CallGuide Agent is used, install CallGuide Auto Answer Plugin instead.
* All Windows Registry data for the ACE Windows clients are stored under a new location based on the new product name ACE instead of the old product name CallGuide. When an ACE client or ACE Configuration Utility starts up, it will copy all CallGuide registry data, if available, to the new ACE location. Once the ACE area in the registry has been created, no more copying of CallGuide registry data will be made. Configurations made in ACE Configuration Utility are saved in the ACE area in Windows Registry. Note that Configurations in CallGuide Configuration Utility will not be used by ACE clients.
* There is no new functionality in ACE OCS Adapter, but if upgrading from CallGuide OCS Adapter to ACE OCS Adapter, first uninstall CallGuide OCS Adapter and then install ACE OCS Adapter, see Operation Manual ACE OCS Adapter. Upgrade also requires update of configuration file where CGOCSAdapter needs to be replaced with ACEOCSAdapter.
* In version 12.0, a new callback function has been added to *Email Interface*. After upgrade to 12.0, *customerFunctionsEmailIncoming* must be updated using the new template file and any customer unique code to must be moved to the new file.
* #18239 Video chat in Firefox can be shut down when going from inline chat to popped out chat and then back to inline chat. Temporary solution: reload chat client page and video chat returns.

Video chat in Safari is shut down when going from inline chat to popped out chat. Temporary solution: start the video chat in a popped out window.

* #18260 An ended video chat in iOS11 can, in some circumstances, cause the text chat to be disabled.
* #18279 Spell check in French and German is not available for e-mail and chat in ACE Agent.
* If upgrading from a version older than CallGuide 11.1, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from CallGuide 8.5 to ACE 12.0, *CG86ReleaseNotes*, *CG9ReleaseNotes*, *CG10ReleaseNotes* and *CG11ReleaseNotes* should be read in addition to this document.
* ACE Admin versions 12.0.0 or newer are supported, i.e. upgrade is required.
* CallGuide Report versions 11.0.0 or newer are supported.
* CallGuide Agent versions 8.0.0.40 or newer are supported.
* CallGuide Pulse versions 9.0.0 or newer are supported.
* CallGuide Edge Agent versions 10.0.0 or newer are supported.
* CallGuide Edge Pulse versions 10.1.0 or newer are supported
* Recommended upgrade order when upgrading to CallGuide Chat Engine 12.0, ACE Web SDK 12.0 and ACE Reference Chat Client 12.0 (and possibly also to CallGuide Cobrowsing Engine 10.0 and CallGuide Proactive Web Engine 10.0):
1. Upgrade CallGuide Server components and CallGuide Database.
2. Upgrade CallGuide Chat Engine (may be upgraded before CallGuide Server components).
3. Upgrade ACE Web SDK, CallGuide Proactive Web Engine, CallGuide Cobrowsing Engine and ACE Reference Chat Client.

Detailed information about compatible versions is given in release notes for CallGuide Chat Engine, CallGuide Cobrowsing Engine, CallGuide Proactive Web Engine, ACE Web SDK and ACE Reference Chat Client.

**A selection of important notes from earlier releases that are still applicable**

* Important notes for ACE Interact/CallGuide Edge Agent:
	+ The browser Internet Explorer is no longer supported (from version 11.0.0 of Edge Agent). Supported browsers are Google Chrome and Firefox, see *Site Environment Requirement ACE Edge Clients* for details.
	+ When handling emails where another agent, using ACE Agent (“classic Agent”), has started to write an answer, this answer won’t be accessible in ACE Interact and vice versa.
	+ An image that is pasted into an email from a web browser preview on Windows 7 or from Windows Photo Viewer will not be displayed correctly or at all to the recipient.
	+ #17882 Screen pop fails for contacts containing large amounts of contact data. In version 11.0.0 new functionality is added to mitigate this problem.
	+ There are limitations in Screen Pop in ACE Interact depending on web browser used. See release notes for ACE Interact.
	+ System parameter ‘Interaction View maximum no. of records when searching for interactions’ (ivSearchMaxRecords), set in ACE Admin, must not exceed 500 when running ACE Interact in Firefox.
	+ Web notifications in Google Chrome will not lift browser window on click.
	+ If the browser is closed (i.e. the whole browser, not just a tab) while logged in to ACE Interact, the agent will remain logged in to the system for a few minutes and will be prevented to log in from a new browser instance during this period of time.
	+ ACE Interact does not support CTI integration with Skype for Business.
* Whitelist for “origin” URL:s for ACE Monitor and ACE Interact must be configured in ClusterWare Admin. The format should be “https://base-edge-url:port” or “https://base-edge-url” if port 443 is used. More than one URL may be entered using a semi colon separated list.
* Video chat (on visitor web site) is not possible in Internet Explorer and in Microsoft Edge.
* For details on browser support using ACE Web SDK, see *Site Environment Requirements ACE Web SDK*.
* #18004, #18081, #18087 On Safari (MacOS), if browser setting "Prevent cross-site tracking' is enabled (which is the default) a reload of the web page, or navigation, might cause interruptions in ACE Web SDK functions, such as a reset of an ongoing chat session.
* #18008 Video chat might have re-connection problems with video provider, or show slow or freezed video, when Internet has been temporarily disconnected. The problem originates from problems in the video service provider's software.
* #18033 On any browser (iOS), opening the chat in more than one browser tab may lead to unexpected behavior.
* Note that the *interfaceServer.config* file was updated in CallGuide Interface Server 11.0. Customers who have modified this file need to redo any modifications after upgrade from a version prior to 11.0.
* Note that the *yaws.conf* file was removed in CallGuide Interface Server 11.0 and the relevant configurations are moved to file *interfaceServer.config*. Customers who have modified *yaws.conf* need to redo any modifications in *interfaceServer.config* after upgrade from a version prior to 11.0.
* #18066 The CallGuide Presence Adapter configuration file *activitymapping.ini* must still exist even if all mappings have been moved to ACE Admin.
* If a special language configuration has been used in CMG to support strings in another language than Swedish, this special configuration cannot be changed until all clients run in version 11.0 or newer.
* Some changes in the log format was introduced in CallGuide Server 11. This means that all customer unique Erlang code must be recompiled before use if upgrading from a version older than 11.0.
* If upgrading from a version older than CallGuide 10.1, it is necessary to re-evaluate the setting for *maxNumEmailPerSrv* in systems with more than one instance of CallGuide Email Server.
* Regarding display number (“A-number”) for dialer campaigns used for customer calls from ACE Dialer, there are restrictions in PSTN that affect which number that is displayed for the end customer. For more information on the subject and for full information regarding ACE Dialer, see release notes for ACE Dialer, which must be read before deploying ACE Dialer.
* From CallGuide 10.1.0 a newer version of Erlang is used. This means that all customer unique Erlang code should be recompiled before use when upgrading from an earlier version than 10.1.
* CallGuide Facebook Adapter is designed to operate as a cluster of server computers. There is however currently only support for using one Facebook Adapter in a cluster.
* Regarding login using Single Sign On (SSO):
	+ The ACE client types/login methods below are exempt from login using SSO. User name and password (alt. mobile identity/pin code) must be used regardless of the SSO configuration for the ACE system. Thus these clients/login methods may be used in a system configured for SSO but login does not use SSO.
		- ACE Report
		- Extension – Queue login
	+ ACE client types that does not login via CallGuide Server (CallGuide Survey Admin and CallGuide Sms Admin) are also exempt from login using SSO.
	+ The following client types/login methods below are not exempt from login using SSO and they also lack support for login using SSO.
		- Mobile Agent
		- ACE Interact
		- ACE Monitor
* From CallGuide Web SDK 10.0, the old client ProactiveWebClient.min.js is no longer supported and will not work. Instead, ACE Web SDK must be available and integrated in the web pages in the affected companies' websites. See the document *Configuration Instructions CallGuide Proactive Web* and *Configuration Instructions ACE* *Web SDK* for further information.
* The system parameter *proactiveWebChatUrl* is not used by CallGuide Proactive Web Engine and ACE Web SDK. Instead, the instance of Chat Engine used when accepting a chat offer is governed by configuration of ACE Web SDK.
* ACE Web SDK must be available (loaded) in the web pages in the affected companies' websites. Note that CallGuide Web SDK 10 or newer does not support old versions of CallGuide Proactive Web Engine so the two components must be available at the same time.
* #16507 Cobrowsing might not work correctly if the web site uses responsive design. The device-related media queries, such as *max/min-device-width/height*, might cause different layout in the agent’s browser since the devices might be different. Note: the device-related media queries are deprecated from the CSS specification.
* #17615 Cobrowsing might not work correctly if the end user zooms in the web browser.
* Note that the installation program for CallGuide Cobrowsing Engine installs no web client files. Since the release of CallGuide Web SDK, all client files are distributed by CallGuide Web SDK. Note that CallGuide/ ACE Web SDK thus is required for CallGuide Cobrowsing Engine 9.1 or newer.
* Regarding phone number formats and phone number conversion using ACE Dialer:
ACE Dialer makes very few phone number conversions before making a call attempt. Only all non-digits in phone number are removed and, if IP-PBX is Touchpoint or Telia Entry, a preceding “+” sign is added. Whether a phone number can be successfully called from ACE Dialer or not depends on the phone number format accepted by other VoIP equipment like IP-PBX and IP-IP gateway. The only supported VoIP phone number format received by ACE Dialer from CallGuide Server is E.164 or E.164 without preceding “+” sign. All other phone number formats are regarded as customer unique and require phone number conversion in other VoIP equipment.
* Note that there are breaking changes in *Historic Data Interface* in CallGuide 10.0 regarding calls placed in queue by an agent. See the document *Interface Specification Historic Data Interface* for details.
* Note that the *pulseWebService.wsdl* file was updated in version 10.0. Therefore, clients using the older WSDL file need to change to the new file.
* Regarding function for Direct inward dialing (DID) together with Telia Touchpoint Plus:
	+ Combination with ACE Dialer requires that both ACE Dialer and ACE IVR Gateway are connected to Telia Touchpoint Plus and use version 9.1.0 or later. ACE Dialer must use a billing number that belongs to the same Touchpoint Plus organization as the called agent. Also note that it is not allowed to use a dialer that call agents via PSTN as these calls will trigger DID functionality.
	+ Access numbers must belong to the same IVR pool as the agents’ when customer use the function for DID; otherwise calls to agent phones will trigger the functionality for direct inward dialing.
	+ All incoming calls from other Telia Touchpoint Plus organizations will trigger the function for Direct inward dialing. If one CallGuide Server handles several Telia Touchpoint Plus organizations it is not allowed to route calls between these organizations when using direct inward dialing.
	+ Currently, there is no standardised dialogue flow and no script for the DID functionality.
* When integrating Telia Touchpoint Plus with ACE Dialer, see information about limitations in release notes for ACE Dialer.
* When integrating Telia Entry with ACE Dialer, see information about limitations in release notes for ACE Dialer.
* When integrating Telia Touchpoint Plus with ACE IVR Gateway, see information about limitations in release notes for ACE IVR Gateway.
* When integrating Telia Entry or Telia Touchpoint Plus with CallGuide ServiceNode Tenant, see information about limitations in release notes for CallGuide ServiceNode Tenant.
* #16856 The content URL for a threaded Facebook work item is not updated in Interaction View until the contact is closed. So if the content URL for a threaded Facebook work item is viewed via Interaction View before the contact is closed only the first Facebook item in the thread is shown.
* #16687 In private browsing mode on Safari (Mac and iOS) and native Android browsers, the ACE Reference Chat Client does not work and ACE Web SDK functions are interrupted if the page is reloaded or navigated. E.g. if a chat is in progress, it will be reset and lost if the page is reloaded.
* Configuration changes of access to Interaction View detail information (contact data, archived emails and chat history) per task type and subarea are deployed with a latency of up to one hour. If faster deployment is required, change the schedule of the SQL Server Agent job *CallGuideIVGetSystemParams*.
* Limitations when working with multiple Touchpoint Plus directories that are not configured as linked organisations:
	+ If an operator queues a call on a User Extension in another organisation, the call must originate from an access number belonging to the same organisation as the User Extension.
	+ When an operator performs enquiry followed by transfer to a user in another organisation, this call is considered as external, not internal, which may affect the cost.
* Limitations when using ACE with Telia Touchpoint as switch:
	+ An agent logged in to ACE Agent using CTI-functionality in Touchpoint may only use functions in the Touchpoint terminal (i.e. the phone) to answer calls, make calls or to hang up calls. It is thus not allowed to use built-in functionality in the Touchpoint terminal such as make inquiry call, alternate calls or transfer call. Instead, functions in ACE Agent must be used.
	+ Ring times defined for access numbers will not be used. See *Configuration Instructions CallGuide ServiceNode* for other possibilities to set ring time in a Touchpoint solution.
* For information regarding character encoding support (introduced in CallGuide 8.1.0) for countries outside Western Europe, see *Release Notes CallGuide 8.1.*
* If Enghouse CTI Connect is upgraded from CTI Connect version 7 to version 8, new licenses must be ordered and installed.
* A number of limitations apply when using the integration of Microsoft Skype for Business and Enghouse CTI Connect. See *Release Notes CallGuide CTI Engine* for more information.