**Telia ACE 13 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).

**Additionally released components and sub products for Telia ACE 13 Date 2020-01-15**

Updated in this release

ACE Agent 13.0.2

*For complete information about Telia ACE 13, see also all sections below.*

**Summary of new functionality:**

* When searching for queues and skills in Unifinder skill-tab, matches can be done with all words in queues/skill name or description.

**Important notes:**

**-**

**Additionally released components and sub products for Telia ACE 13 Date 2018-11-16**

Updated in this release

ACE Reference Chat Client 13.0.0

ACE Web Distribution Application 13.0.0 (first version of this component)

ACE Web SDK 13.0.0

*For complete information about Telia ACE 13, see also all sections below.*

**Summary of new functionality:**

* Support in Web SDK for simplified deployment of new chat customers in multi-tenant systems, by fetching parts of the configuration dynamically from the new sub-product ACE Web Distribution Application (WDA).
* In Reference Chat Client window, links to ACE Knowledge articles will be shown as a button that opens the article in a new window. The functionality is enabled by special handling of links from ACE Knowledge in Web SDK.
* In Reference Chat Client window, links to ACE Survey can be shown as an inline survey in the chat client. The functionality is enabled by special handling of links from ACE Survey in Web SDK.
* Accessibility improvements in Reference Chat Client to comply with WCAG 2.0 level AA (Web Content Accessibility Guidelines).
* Details regarding Reference Chat Client:
  + Configuration files are reformatted to make them easier to work with.
  + The default configuration setting *ShowChatWhenClosed* (Show Chat Tab when Entrance is Closed) is changed from false to true.
  + New development project feature: jQuery has been updated to version 3.3.1.
  + Modified 'minimize chat window' button icon.

**Important notes:**

**-**

**Additionally released components and sub products for Telia ACE 13 Date 2018-11-01**

Updated in this release

ACE IVR Gateway 13.0.0

ACE IVR VCC 13.0.0

ACE Dialer 13.0.0

*For complete information about Telia ACE 13, see also all sections below.*

**Summary of new functionality:**

* Added support for monitoring SIP gateways from ACE IVR Gateway, ACE IVR VCC and ACE Dialer using active SIP OPTIONS. See release notes for ACE IVR Gateway, ACE IVR VCC and ACE Dialer for more information.

**Important notes:**

-

**Telia ACE 13.0 Date 2018-10-24**

Updated in this release

ACE Admin 13.0.0

ACE Agent 13.0.0

ACE Configuration Utility 13.0.0

ACE Connector for Skype 3.0.0

ACE Interact 13.0.0

ACE Mobile Engine 13.0.0 (released 2018-09-14)

ACE Pulse 13.0.0

CallGuide Application Server 13.0.0

CallGuide Chat Engine 13.0.0

CallGuide ClusterWare 13.0.0

CallGuide CTI Engine 13.0.0

CallGuide Database 13.0.0

CallGuide EdgeNode 13.0.0

CallGuide Email Server 13.0.0

CallGuide Interface Server 13.0.0

CallGuide Interaction View Database 13.0.0

CallGuide Server 13.0.0

Current versions of components not updated in this release

ACE Application IVR 12.0.0

ACE Demo Web 12.0.0 (internal component)

ACE Dialer 12.0.0

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 Reference Chat Client 12.0.0

ACE Report 12.0.0

ACE Screen Pop 12.0.0

ACE Web SDK 12.0.0

CallGuide AD Adapter 9.0.0

CallGuide AlarmHandler 10.0.0

CallGuide Central 12.0.0 (internal component)

CallGuide Cobrowsing Engine 10.0.0

CallGuide Dialer Engine 9.1.0

CallGuide Facebook Adapter 11.1.0

CallGuide Interaction View Transfer 11.0.0

CallGuide IVR Enterprise 11.0.0

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 Report Server 12.0.0

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 12.0.0

CallGuide ServiceNode Tenant 12.0.0

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 13.0:**

* Support for connecting callback appointment schedules to subareas (configured in ACE Admin). Recommended procedure for migrating callback appointment schedules to subareas is given in release notes for CallGuide Database and in *Release News* on ACE Online help for ACE 13.
* Possibility to interact with ACE Interact from an external client, e.g. a CRM system, via the new open interface *Agent Interface - JS API*.
* ACE Knowledge (formerly known as ACE Answer) in ACE Interact:
  + ACE Knowledge is customized for display in ACE Interact.
  + Display of ACE Knowledge in ACE Interact for multiple contacts at the same time, including parked contacts.
  + In ACE Interact, a link to a selected article in ACE Knowledge may be sent to an ongoing chat.
* ACE Interact supports CTI integration with switch Microsoft Skype for Business using the new version of ACE Connector for Skype (3.0.0).
* Support for offering survey in the information message "Message when the chat is closed". This enables the system to offer survey to the customer but the agent will not see the link to the survey.
* New client setting *Manual screen pop available*:
  + enables/disables a *Screen Pop* button in ACE Interact.
  + enables/disables the possibility to perform manual screen pop in ACE Agent (formerly always enabled in ACE Agent).
* Support for configuration of Chat Engine in ACE Admin instead of in configuration file on the Chat Engine computer. See release notes for CallGuide Chat Engine and CallGuide Database for important details.
* New functionality in ACE Admin (in addition to those mentioned in other points):
  + Configuration of *Agent Interface - JS API* and ACE Knowledge.
  + New client settings for manual screen pop.
  + Function buttons added to some tables.
  + Adjusted licence names.
* Detailed information in *Client Connections* and *Connection Endpoints* windows in ACE Pulse, regarding type of agent client (e.g. ACE Interact or ACE Agent) currently logged in.
* Detailed information about type of agent client is included in alarms when applicable.
* Chat, email, work item, callback and campaign contacts that are routed to an agent can be taken back to queue if the agent does not accept them.
* A call may be placed in queue even if the queue is unmanned. Calls queued in an unmanned queue is then treated according to configured escalation constraints.
* If task type is configured in dialogue flow for callback appointment, this task type will be used for the callback contact. Otherwise, configured default value for task type for the callback appointment schedule will be used and default value is also set for manual bookings performed by an agent in ACE Interact.
* Automatic roll-over from an old to a new token signing certificate for single sign-on can be handled without immediate action from the ACE administrator.
* Support for chat in the muli-tenant solutions ACE Online and ACE Cloud.
* New functionality in ACE Mobile Engine:
  + Communication between client application and server has been rewritten to use WebSockets.
  + Support for Wildfly 12.0.0.
* New commands in ClusterWare to restart update service, which is used when installing RPM:s using ClusterWare Admin.
* The following system parameters are new:
  + rerouteTimeoutNoAcceptChat (*Time until a chat not accepted by agent is re-routed*)
  + rerouteTimeoutNoAcceptEmail (Time until an email not accepted by agent is re-routed)
  + rerouteTimeoutNoAcceptCallback (Time until a callback not accepted by agent is re-routed)
  + rerouteTimeoutNoAcceptCampaign (Time until a campaign record not accepted by agent is re-routed)
  + ssoThumbPrint2 (SSO: Thumbprint 2 for validation of SAML token). This parameter allows for roll-over between two token signing certificates for single sign-on.
  + ssoThumbPrint1LastValidDate (SSO: Thumbprint 1 date last valid). This parameter allows for roll-over between two token signing certificates for single sign-on.
  + ssoThumbPrint2LastValidDate (SSO: Thumbprint 2 date last valid). This parameter allows for roll-over between two token signing certificates for single sign-on.
  + wdaCWUrl (Web Distribution App, base for URL to ACE ClusterWare). This parameter is required for distribution of allowed origins for chat to ACE Web SDK.
  + wdaCWUserName (Web Distribution App, username for login to ACE ClusterWare). This parameter is required for distribution of allowed origins for chat to ACE Web SDK.
  + wdaCWPassword (Web Distribution App, password for login to ACE ClusterWare). This parameter is required for distribution of allowed origins for chat to ACE Web SDK.
* The following system parameters have changed descriptive name:
  + ssoThumbPrint. Old name: *SSO: Thumbprint for validation of SAML token*. New name: *SSO: Thumbprint 1 for validation of SAML token*
  + edgeUrlCompanyName. Old name: *Edge Node, name for the company in URL to ACE Edge*. New name: *Company name in* [*URL:s*](URL:s)
* The following system parameter has been removed:
  + maxParkedChatIncoming *(Max no. parked chats per agent*).
* The following system parameter’s deployment methods has changed from “Requires re-start” to “Automatic”:
  + maxDlvFailedCallIvr (*Max permitted failed deliveries of IVR calls*)
  + maxDlvFailedEmailInc (*Max permitted failed deliveries of incoming email*)
  + maxSetupFailedCallOut (*Max permitted failed deliveries of outgoing calls*)
  + maxDlvFailedCallIvrExt (*Max permitted failed deliveries of IVR calls routed externally*)
* The following access function is new:
  + *Modify Agent Interface – JSApi* - This access function is required for configuration of allowed origins for Agent Interface – JS API in ACE Admin.
* 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.ace.teliacompany.com/>.

**Important notes for ACE 13.0:**

* From CallGuide 13.0.0 a newer version of Erlang is used in CallGuide Server, CallGuide Email Server, CallGuide Interface Server and in CallGuide CTI Engine. This means that all customer unique Erlang code should be recompiled before use.
* ACE Admin versions 13.0.0 or newer are supported, i.e. upgrade is required.
* CallGuide Report / ACE Report versions 11.0.0 or newer are supported.
* CallGuide Agent / ACE Agent versions 8.0.0.40 or newer are supported.
* CallGuide Pulse / ACE Pulse versions 9.0.0 or newer are supported.
* CallGuide Edge Agent / ACE Interact versions 10.0.0 or newer are supported.
* CallGuide Edge Pulse / ACE Monitor versions 11.0.0 or newer are supported
* If upgrading from a version older than ACE 12, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from CallGuide 8.6 to ACE 13.0, *CG9ReleaseNotes*, *CG10ReleaseNotes*, *CG11ReleaseNotes* and *ACE12ReleaseNotes* should be read in addition to this document.
* Recommended upgrade order when upgrading to CallGuide Chat Engine 13.0, ACE Web SDK 13.0 (\*) and ACE Reference Chat Client 13.0 (\*) (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.  
(\*) To be released by General Availability of ACE 13.0

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

* For technical reasons, some components retain the name CallGuide. Depending on context when referring to these components, the first part of the name may be either CallGuide or ACE, e.g. CallGuide Server 13.0.0 and ACE Server 13.0.0 means the same.
* For information about upgrade from a CallGuide component to the corresponding ACE component and information about compatibility aspects regarding CallGuide contra ACE for different components, see information under “Important notes for ACE 12.0” in ACE12ReleaseNotes.
* In version 12.0, a new callback function has been added to *Email Interface*. After upgrade from a version older than 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.

Pop out chat to new window feature is disabled for Safari because of browser behavior.

* #18260 An ended video chat in iOS11 can, in some circumstances, cause the text chat to be disabled.
* 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.
  + 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.
* 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
* #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.
* 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.