

## Telia ACE 15 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).

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### **Additionally released components and sub products for Telia ACE 15 Date 2020-09-18**

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Updated in this release  
ACE Web SDK 15.4.0

*For complete information about Telia ACE 15, see also all sections below.*

#### **Summary of new functionality:**

- U/UX improvements in ACE Chatbot Widget, in order to meet WCAG requirements.

#### **Important notes:**

- The main purpose of this release is to provide ACE customers with the new ACE Chatbot Widget that meets the WCAG requirements.
- To maintain support for ACE Video chat, all customers using Web SDK 15 older than 15.3.3 must upgrade to this version of Web SDK or to Web SDK 18 (if compatible to other components used by the customer).

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### **Additionally released components and sub products for Telia ACE 15 Date 2020-02-28**

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Updated in this release  
ACE Web SDK 15.3.0

*For complete information about Telia ACE 15, see also all sections below.*

#### **Summary of new functionality:**

- DEV-13546 When callback creation fails from ACE Online Widgets, the error messages can be more appropriate. The texts for the new error messages have to be configured, otherwise the generic error message is used.
- In cobrowsing, alive-check messages are sent between the two clients, and a warning message is displayed if the communication is lost.

#### **Important notes:**

- See release notes for ACE Web SDK for configuration file changes.
- Bug introduced in this version, SUP-254, “A contact method for chat, email or callback must be clicked twice to open the contact method form”.

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### **Additionally released components and sub products for Telia ACE 15 Date 2019-10-14**

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Updated in this release  
ACE Interact 15.0.2

*For complete information about Telia ACE 15, see also all sections below.*

#### **Summary of new functionality:**

- Title update to prevent “tab discarding” in Google Chrome.  
 (“Tab discarding” causes an agent to be logged out from ACE Interact if the browser is running low on memory when several tabs are open and the tab used by ACE Interact is not the active tab).

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### **Additionally released components and sub products for Telia ACE 15 Date 2019-06-24**

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Updated in this release  
ACE Web SDK 15.1.1

Included in ACE Web SDK 15.1.1:

- ACE Chatbot Widget (@humany/widget-types-bot) 1.0.17
- ACE Floating Widget (@humany/widget-types-floating) 1.0.16
- ACE Inline Widget (@humany/widget-types-inline) 1.0.9
- Plugins for ACE widgets (@telia-ace/humany-plugins) 1.0.1

*For complete information about Telia ACE 15, see also all sections below.*

**Summary of new functionality:**

- More than one ACE Knowledge implementation can be loaded and configured from one ACE Web SDK instance.
- ACE Knowledge implementations are configured and loaded depending on the tenant's companyName.
- If the web page loads an ACE Knowledge implementation using the install code, ACE Web SDK configures it to use the widgets and plugins in the ACE Web SDK package.

**Important notes:**

- See release notes for ACE Web SDK for configuration file changes.
- If the web site already has ACE widgets, it is recommended to remove the installation code for ACE widgets (Humany embed.js), since ACE widgets are loaded from ACE Web SDK. Also, for new installations, installation code for ACE widgets do not have to be added to the web pages.

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**Additionally released components and sub products for Telia ACE 15 Date 2019-06-05**

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Updated in this release

ACE Web SDK 15.1.0  
ACE Reference Chat Client 15.0.1  
Patch-404 for ACE Interface Server 15.0.0

Included in ACE Web SDK 15.1.0:

- ACE Chatbot Widget (@humany/widget-types-bot) 1.0.14
- ACE Floating Widget (@humany/widget-types-floating) 1.0.14
- ACE Inline Widget (@humany/widget-types-inline) 1.0.7
- Plugins for ACE widgets (@telia-ace/humany-plugins) 1.0.0

*For complete information about Telia ACE 15, see also all sections below.*

**Summary of new functionality:**

- ACE Web SDK 15.1.0 has support for ACE-specific contact methods in ACE widgets, including callback requests and presentation of estimated queue time or opening hours.
- ACE widgets are bundled in ACE Web SDK 15.1.0, no script-tag for ACE widgets (Humany embed.js) is required.
- Improved security in ACE Reference Chat Client and in ACE Web SDK.
- With Patch-404 installed, users of Web API do not need to supply organisation area in input data.

**Important notes:**

- The configuration file for Web SDK now contains feature flag for loading ACE plugins and widgets and a section for ACE widgets.
- If the web site already has ACE widgets, the installation code for ACE widgets (Humany embed.js) has to be removed, since ACE widgets are loaded from ACE Web SDK. Also, for new installations, installation code for ACE widgets shall not be added to the web pages.
- Regarding Patch-404:
  - The patch is required if ACE Web SDK 15.1.0 shall be used.
  - Restart is not required after the patch has been installed.

- No dependencies to other patches.
- The functionality in Patch-404 will be included in ACE Interface Server 16.0.
- Note that ACE widgets in ACE Web SDK 15.1 are not compatible with older versions of ACE Web SDK.

## **Additionally released components and sub products for Telia ACE 15 Date 2019-05-07**

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### Updated in this release

ACE Sms Engine 15.0.0

ACE Sms Database 15.0.0

*For complete information about Telia ACE 15, see also all sections below.*

### **Summary of new functionality:**

- Improved password handling.
- Improved audit log.
- Improved form validation messages.
- Sms Manager and Sms Stat adapted for Wildfly.
- Improved security.

### **Important notes:**

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## **Telia ACE 15.0 Date 2019-04-15**

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### Updated in this release

ACE Admin 15.0.0

ACE Interact 15.0.0

ACE Reference Chat Client 15.0.0

ACE Web API 15.0.0 (new component)

ACE Web SDK 15.0.0

CallGuide Application Server 15.0.0

CallGuide ClusterWare 15.0.0

CallGuide CTI Engine 15.0.0

CallGuide Database 15.0.0

CallGuide EdgeNode 15.0.0

CallGuide Email Server 15.0.0

CallGuide Facebook Adapter 15.0.0

CallGuide Interaction View Database 15.0.0

CallGuide Interface Server 15.0.0

CallGuide OpenTok Adapter 15.0.0

CallGuide Server 15.0.0

### Current versions of components not updated in this release

ACE Agent 13.0.1

ACE Application IVR 12.0.0

ACE Configuration Utility 13.0.0

ACE Connector for Skype 3.0.0

ACE Demo Web 12.0.0 (internal component)

ACE Dialer 13.0.0

ACE IVR Gateway 14.0.0

ACE IVR VCC 13.0.1

ACE Mobile Engine 13.0.0

ACE Monitor 12.0.1

ACE OCS Adapter 12.0.0

ACE Pulse 13.0.0

ACE Report 12.0.1

ACE Screen Pop 12.0.0

CallGuide AD Adapter 9.0.0  
 CallGuide AlarmHandler 10.0.0  
 CallGuide Central 12.0.0 (internal component)  
 CallGuide Chat Engine 14.0.0  
 CallGuide Cobrowsing Engine 10.0.0  
 CallGuide Dialer Engine 9.1.0  
 CallGuide Interaction View Transfer 11.0.0  
 CallGuide IVR Enterprise 11.0.0  
 CallGuide Presence Adapter 11.0.1  
 CallGuide Proactive Web Engine 10.0.0  
 CallGuide Recording 11.1.1  
 CallGuide Recording Adapter 11.1.5  
 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 14.0.0  
 CallGuide ServiceNode Tenant 14.0.0  
 CallGuide Sms Database 9.1.0  
 CallGuide Sms Engine 13.0.0  
 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 15.0:**

- News in ACE Interact:
  - Search in UC system Touchpoint Plus/ACE Voice.
  - Queue a call on an agent or a User Extension with recall.
  - Custom date interval search in Interactions.
  - Open email in new tab.
  - Support for loading custom script for *Agent Interface – JSApi*.
- News in ACE Web SDK:
  - Two or more chat clients can exist on the same page. Only the initiating chat client will be active during a chat session.
  - Callback requests can be sent to the ACE system by new functions in ACE Web SDK API.
  - Real-time queue status and opening hours can be obtained from the ACE system, by new functions in ACE Web SDK API.
  - Configuration file changes. See release notes for ACE Web SDK for details.
- News in ACE Reference Chat Client:
  - Support for more than one chat client on the same web page.
  - Configuration file changes and new development project features. See release notes for ACE Reference Chat Client for details.
- New open interface, *ACE Web API*, that is a client REST API to create callbacks, display opening hours and show queue status. See *Interface Specification ACE Web API - Client version* for details.
- Changed URL:s for ACE Monitor (former CallGuide Edge Pulse) and ACE Interact (former CallGuide Edge Agent).
- Changes in *Agent Interface - JSApi*:
  - New functions:
    - feedback
    - placeActiveContactInQueue
  - New events:
    - onEmailIncomingMessage
    - onEmailOutgoingMessage
    - onEmailDiscardIncomingMessage

See *InterfaceSpecification Agent Interface – JSApi* for details.

- Extended configuration of *Agent Interface - JSApi* (script-URL) in ACE Admin.
- In ACE Admin, the configuration of allowed origins for ACE Web SDK has been separated from the configuration of allowed origins for CallGuide Chat Engine. When upgrading CallGuide Database to version 15.0, the configurations of allowed origins for Chat Engine is copied to the configuration of allowed origins for ACE Web SDK in order to be backwards compatible.
- Simplified provisioning, in ACE Admin, of a new tenant in a multi-tenant system such as ACE Cloud.
- Improved performance when filtering large tables in ACE Admin
- In CallGuide Facebook Adapter, Graph API is updated to version 2.10. Note that Graph API version for the Facebook app must be changed to 2.10.
- The following organisation area parameters are new:
  - *coachVersionPrimary* (*ACE Coach, primary version*)
  - *coachVersionSecondary* (*ACE Coach, secondary version*)
- The following system parameters have been changed from global parameters to parameters configured per organisation area:
  - *ivAllowAllTasksInSearchResult* (*Interaction View. View all task types in the search result*)
  - *ivAllowViewAllTasklessDetails* (*Interaction View. View details for all interactions without task type*)
  - *recallDirectOnFirstBusy* (*Immediate recall when queuing a call first time on a busy extension*)
  - *recallEscalationTime* (*Time before a recall escalates from the operator's personal queue*)
  - *recallMaxFail* (*Max number of busy before recall to operator*)
  - *recallQueueTime* (*Time in seconds before recall to attendant*)
  - *recallWrapupAfterPlaceInQ* (*Wrapup for operator after queuing a call with recall*)
  - *smsAdapterSenderAddress* (*SMS Adapter, sender address for sms being sent*)
  - *userExnFailedTimer* (*Time a User Extension is paused at failed delivery*)
  - *userExnMaxCallTime* (*Max expected call time for User Extension*)
  - *wrapupAfterPlaceInQ* (*Wrapup after place in queue*)
- The following system parameters have changed descriptive names:
  - *wdaCWUrl*. New name: *Web SDK/Web API, base for URL to ACE ClusterWare*
  - *wdaCWUserName*. New name: *Web SDK/Web API, username for login to ACE ClusterWare*
  - *wdaCWPassword*. New name: *Web SDK/Web API, password for login to ACE ClusterWare*
- The following access functions are new/changed:
  - *Execute call transfer with recall in ACE Interact* - This **new** access function allows a user in ACE Interact to queue a call on an agent or User Extension with recall to the user if the call is not answered (i.e. a basic version of operator functionality).
  - *Execute operator functions in ACE Agent* – This access function has been **renamed**. The previous name was *Execute operator functions*. The name change clarifies that the access function only affects ACE Agent (but not ACE Interact).
  - *Modify wrapup time* - **New** access function. The right to modify wrapup time in ACE Admin was previously part of the access function *Own task type and wrapup time* but is now configured via its own access function. For backwards compatibility, all access roles containing *Own task type and wrapup time* are automatically changed to also include *Modify wrapup time* when the system is upgraded to version 15.0. Finally, the access function *Own task type and wrapup time* has been renamed to *Own task type*.
  - *Own task type and wrapup time*. This access function has been **renamed** to *Own task type*. See above.
  - *Own function number* - **New** access function. The right to modify function numbers in ACE Admin was previously part of the access function *Own location (for IVR)* but is now configured via its own access function. For backwards compatibility, all access roles containing *Own location (for IVR)* are automatically changed to also include *Own function number* when the system is upgraded to version 15.0.
  - *Own ACE Web SDK* - **New** access function. Gives the right to configure ACE Web SDK and ACE Web API in ACE Admin 15.0.
  - *Execute park chat* – This access function has been **removed** and is thus no longer required in order to park a chat in ACE Interact and ACE Agent.
- For overall and accumulated 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 will be described in Release news on the Online Help web, <https://docs.ace.teliacompany.com/>, by General Availability of ACE 15.0.

### **Important notes for ACE 15.0:**

- ACE Admin versions 13.0.0 or newer are supported.
- CallGuide Report / ACE Report versions 11.0.0 or newer are supported.
- CallGuide Agent / ACE Agent versions 9.0.0 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 14, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from CallGuide 10.0 to ACE 15.0, *CG11ReleaseNotes*, *ACE12ReleaseNotes*, *ACE13ReleaseNotes* and *ACE14ReleaseNotes* should be read in addition to this document.
- The component ACE Web Distribution Application is discontinued from ACE 15 and the functionality in ACE Web Distribution Application is instead included in ACE ClusterWare. ACE Web Distribution Application must be uninstalled before upgrading to ACE ClusterWare 15.0.
- Recommended upgrade order when upgrading to CallGuide Chat Engine 14.0, ACE Web SDK 15.0 and ACE Reference Chat Client 15.0 (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 if not already in version 14 (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.
- When upgrading CallGuide Database to 15.0.0, the system parameter governing the primary version of ACE Interact will automatically be changed to 15.0.0 and the system parameter governing the secondary version of ACE Interact will automatically be changed to the primary version used before the upgrade. This means that all users of ACE Interact will automatically start using the new version at next login after upgrade.

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

- From CallGuide 14.0.0 a newer version of Erlang is used in CallGuide Chat Engine. This means that all customer unique Erlang code should be recompiled before use.
- 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.
- 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 was 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 Pop out chat to new window feature is disabled for Safari because of browser behavior.
- 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, Microsoft Edge 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.
- To be able to use ACE Connector for Skype, the client setting "Handle ACE calls in Skype for Business" must be selected under section "Answering location", even when switch is not Touchpoint Plus or ACE Voice.
- Time in time picker is not displayed according to localization but always as hh:mm.
- #18634 Not possible to click to open links in customer mails when using Microsoft Edge.
- Fonts in email:
  - Pasted text will keep source fonts.
  - Chosen font doesn't remain in next mail, user needs to change font manually.
  - #18814 Cursor does not automatically end up in message area when font is selected in Edge browser.
  - #18815 Selected font is not displayed as selected in the list of fonts in Edge browser.
  - # 18823 List of included fonts in font family is shown instead of the fonts display name when font is selected in Edge browser.
- 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 *Configuration Instructions 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.
- #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.
- 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.