

Telia ACE 16 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 16.0 Restricted Release Date 2019-10-21

Updated in this release

ACE ClusterWare 16.0.0
ACE Coach 16.0.1 (new component)
ACE CTI Engine 16.0.0
ACE EdgeNode 16.0.0
ACE Email Server 16.0.0
ACE Facebook Adapter 16.1.0
ACE Interact 16.0.1
ACE Interface Server 16.0.0
ACE IVR Gateway 16.0.0 (released 2019-05-29)
ACE Main Server 16.0.1
ACE OpenTok Adapter 16.0.0
ACE Telepo Adapter 16.0.0
ACE Ticket Server 16.0.0
ACE Web API 16.0.0
CallGuide Database 16.0.0
CallGuide Interaction View Database 16.0.0

Current versions of components not updated in this release

ACE Admin 15.0.2
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 13.0.1
ACE IVR VCC 13.0.2
ACE Mobile Engine 13.0.0
ACE Monitor 12.0.3
ACE OCS Adapter 12.0.0
ACE Pulse 13.0.0
ACE Reference Chat Client 15.0.1
ACE Report 12.0.1
ACE Screen Pop 12.0.0
ACE ServiceNode Base 14.0.0
ACE ServiceNode Tenant 14.0.1
ACE Sms Database 15.0.0
ACE Sms Engine 15.0.0
ACE Softphone 5.1.0
ACE Web SDK 15.1.1
CallGuide AD Adapter 9.0.0
CallGuide AlarmHandler 10.0.0
CallGuide Application Server 15.0.0
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 Manager 8.6.0.1
 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 16.0:

- News in ACE Interact:
 - Improved search in Interactions – search can be performed using up to three contact data keys.
 - New button design and user interface improvements.
 - Dynamic display of estimated queue time – shown in minutes, hours or days depending on value.
 - Title update to prevent tab discarding in Google Chrome and if the tab is discarded the user will be informed on next login. (“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).
- New component ACE Coach. For user account administration, including viewing, adding, editing and deleting user accounts.
- Name changes:
 - Name changed from “CallGuide...” to “ACE...”:
ClusterWare, CTI Engine, Edge Node, Email Server, Facebook Adapter, Interface Server, OpenTok Adapter and Ticket Server.
 - Name changed from CallGuide Server to ACE Main Server.
 - Name changed from CallGuide Service Engine to ACE Telepo Adapter.
- News in ACE ClusterWare:
 - CallGuide ClusterWare Admin is now included in ACE ClusterWare.
 - Possibility to filter connections using company and Agent Server on the Client Information tab in ClusterWare Admin.
 - Improved user management for ClusterWare.
 - CallGuide Ticket Client is now included in ACE ClusterWare and is called ACE Ticket Generator.
 - New web page showing “Number of connected clients per company”.
 - New web page showing “Server Status”.
 - The command *verifyConnections* has been added to the Server Manager shell. This command will tell the user which Agent Servers that are connected to all ACE Edge nodes and if any nodes are missing any Agent Servers.
 - The command *refreshEdgeNodeList* has been added to the Server Manager shell. This command will send an updated list of ClusterWare machines to all Agent Servers with version 16.0 and above. This will in the future make it possible to add machines to a running ClusterWare without needing to stop the system.
 - New configuration field in ClusterWare Admin for configuring API version of Facebook Graph API.
- Support in ACE IVR Gateway for handling VoLTE calls from Touchpoint Plus/ACE Voice. The feature only affects ACE IVR Gateway 16.0.0 configured to use Touchpoint Plus/ACE Voice.
- Database configuration is automatically refreshed every 30 seconds by ACE Main Server.
- Support for automatic dynamic aggregation of alarms in ACE Main Server.
- Support for starting customer unique processes in *System Functions Interface*.
- Facebook Adapter 16.1.0 supports and requires Graph API version v4.0. Older Graph API versions than v4.0 will no longer work with the new ACE Facebook Adapter.
- 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 16.0.

Important notes for ACE 16.0:

- 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 15, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from CallGuide 11.0 to ACE 16.0, *ACE12ReleaseNotes*, *ACE13ReleaseNotes*, *ACE14ReleaseNotes* and *ACE15ReleaseNotes* should be read in addition to this document.
- Limitation in ACE Coach 16.0:
 - If an unsupported browser is used, the application will not work as intended. See *Site Environment Requirement ACE Edge Clients* for information about supported browsers.
 - ACE Coach does not support Single sign-on (SSO). If ACE is configured to enforce login with SSO, ACE Coach cannot be used.
 - ACE Coach 16.0 is a beta release, see information under “Summary of new functionality in ACE 16.0” above.
- From ACE 16.0, the configuration file *callGuideServer.config* is no longer needed and should be removed from *%CALLGUIDE_OPERATION%\Server\bin*. If the file is used to start customer unique processes, it can be kept until the new process start API in *System Functions Interface* has been adopted.
- When upgrading CallGuide Database to 16.0.0, the system parameter governing the primary version of ACE Interact will automatically be changed to 16.0.0 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.
- DEV-12213 When changing subject for incoming Facebook work items for a Facebook account, the change will only take effect if Facebook is disabled and then enabled again in ACE Admin.

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

- See release notes for ACE Web SDK 15 for information regarding handling of installation code for ACE widgets when ACE Web SDK is used.
- Note that ACE widgets in ACE Web SDK 15.1 are not compatible with older versions of ACE Web SDK.
- Recommended upgrade order when upgrading to CallGuide Chat Engine 14, ACE Web SDK 15 and ACE Reference Chat Client 15 (and possibly also to CallGuide Cobrowsing Engine 10 and CallGuide Proactive Web Engine 10):
 1. Upgrade ACE Core/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.
- 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 behaviour.
- 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 behaviour.
- 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.