

Telia ACE 17 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 for Telia ACE 17 Date 2020-06-16

Updated in this release

ACE Recording 17.1.0 (6.12.9)

For complete information about Telia ACE 17, see also all sections below.

Summary of new functionality:

- Transfer of recorded calls and metadata to customer site via NICE Extraction Toolkit and Secure FTP.
- Playback Portal – Access to recordings from old NICE hub.
- New Service Pack for NICE Engage (6.12 SP9).

Important notes:

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Additionally released components for Telia ACE 17 Date 2020-02-05

Updated in this release

ACE Application IVR 17.0.0

For complete information about Telia ACE 17, see also all sections below.

Summary of new functionality:

- Support for Windows 2016.
- Added support for up to 99 nodepairId:s (ACE ServiceNode Base nodes).
- Support for Nuance 11.

Important notes:

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Additionally released components for Telia ACE 17 Date 2020-01-23

Updated in this release

ACE Recording 17.0.1

For complete information about Telia ACE 17, see also all sections below.

Summary of new functionality:

- Stereo recording option available in ACE Recording, i.e. it is possible to record agent channel and customer channel separately for all calls. Interaction Analytics can be used to understand customer satisfaction and provide coaching for agents and stereo recording makes this easier.

Important notes:

- The stereo option requires a new license and uses twice as much storage space.

Telia ACE 17.0 Restricted Release Date 2020-01-21

Updated in this release

ACE Admin 17.0.0
ACE Agent 17.0.0
ACE Chat Engine 17.0.0
ACE ClusterWare 17.0.0
ACE Coach 17.0.0
ACE Conversational API 17.0.0 (new component, beta release)
ACE CTI Engine 17.0.0
ACE Dialer 17.0.0
ACE EdgeNode 17.0.0
ACE Email Server 17.0.0
ACE Interact 17.0.0
ACE Interface Server 17.0.0
ACE IVR Gateway 17.0.0
ACE Knowledge Core 19.11
ACE Knowledge SEO 2.0
ACE Main Server 17.0.0
ACE Monitor 17.0.0
ACE Pulse 17.0.0
ACE Recording 17.0.0 (released 2019-11-20)
ACE Report 17.0.0
ACE ServiceNode Tenant 17.0.0
ACE Telepo Adapter 17.0.0
CallGuide Application Server 17.0.0
CallGuide Database 17.0.0
CallGuide Interaction View Database 17.0.0

Current versions of components not updated in this release

ACE Application IVR 12.0.0
ACE Configuration Utility 13.0.1
ACE Connector for Skype 3.0.0
ACE Demo Web 12.0.0 (internal component)
ACE Facebook Adapter 16.1.0
ACE IVR VCC 13.0.2
ACE Mobile Engine 13.0.0
ACE OCS Adapter 12.0.0
ACE OpenTok Adapter 16.0.0
ACE Reference Chat Client 15.0.1
ACE Screen Pop 12.0.0
ACE ServiceNode Base 14.0.0
ACE Sms Database 15.0.0
ACE Sms Engine 15.1.0
ACE Softphone 5.1.0
ACE Ticket Server 16.0.0 (internal component)
ACE Web API 16.0.0
ACE Web SDK 15.1.3
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 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 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 17.0:

- Search engine optimization (SEO) of ACE Knowledge:
 - The search engine optimization of ACE Knowledge makes it easier for search engines like Google to index also articles in ACE Knowledge.
 - Customers using Google or other search engines will easier get a match on articles/guides in ACE Knowledge. In other words, the customers will find the answers in ACE Knowledge directly when searching.
- Support for Single Sign-on with ADFS in ACE Edge Clients:
 - ACE Coach
 - ACE Interact
 - ACE Monitor
- Support for logging in with email address instead of username in all ACE clients.
- News in ACE Coach:
 - User account administration:
 - Copy user account.
 - Free text search for account.
 - Possibility to send logfile to server.
 - Google analytics:
 - Event tracking.
 - Possibility to turn event tracking off and on.
 - Improved layout in login client including a new splash screen.
- ACE Interact:
 - Support for clickable links in chat conversations.
 - Support for hiding queues that the agent is not logged in to in queue status card.
 - Support for placing an email in agent's own personal queue.
 - A system parameter now determines whether to show or hide the number of the calling party.
 - Improved layout for display of contact data.
 - Improved layout in login client including a new splash screen.
 - *Agent Interface - JSApi* improvements:
 - Enquiry to subarea/skill/queue.
- ACE Monitor:
 - Support for changing language in settings.
 - Improved layout in login client including a new splash screen.
- News in ACE Admin:
 - Improved audit trail ("Log of changes") for storage rules for Interaction View.
 - #9065 New column in table of phrases for a menu (dialogue) object showing the phrase ID.
 - Improvements in windows showing data in tables:
 - Support for searching a text in all columns rather than a specific column.
 - Stable and more efficient sorting.
 - Simplified searching in check box columns.
- News in ACE Agent:
 - When searching for queues and skills in Unifinder skill-tab, matches can be done with all words in queues/skill name or description.
 - Stable and more efficient sorting in tables.
- News in Chat Engine:

- Name changed from CallGuide Chat Engine to ACE Chat Engine.
 - Support for turning on sensitive logging in ACE Chat Server Manager (for a limited time) in order to see GDPR-related information in the log files.
 - Improved security regarding HTML links posted by the agent.
- REST API for ACE Chat for server to server applications, *ACE Conversational API*, realised by the new component with the same name.
Note that version 17.0.0 is a beta release and shall only be used for integration development and tests.
- Support in *Routing Interface* for looking up number of ready agents on a queue/waiting list. New routing escalation base constraint *minReadyAgents* ("On queue situation (for this destination), escalate if the no. of ready agents serving the queue is < "minReadyAgents"").
- New global system parameters and new organisation area parameters for configuration of new functions. See release notes for CallGuide Database for more information.
- Product version history in ACE Admin is now limited to show information that is max three years old.
- #12200 When an ACE Core server computer (hosting Email Server, Interface Server or Main Server) is rebooted, the Erlang VM sometimes fails to distribute the global names that are needed by ACE Core. This can result in application/communication errors. ACE Core now automatically detects global name issues and tries to fix them.
- Support for taking a ACE ClusterWare node offline in an ordered fashion.
- SIP parameter-controlled selection of media relay policy for IC nodes in Telia Touchpoint Plus. See also information under "Important notes for ACE 17.0" below.
- ACE Recording:
 - New version of NICE Engage, R6.12 SP7.
 - Name changed from CallGuide Recording to ACE Recording.
- Support in ACE Telepo Adapter for blocking users with Call Recording in Telepo from using Touchpoint telephony with an ACE client.
- 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 17.0.

Important notes for ACE 17.0:

- 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 10.1.7 or newer are supported.
- CallGuide Edge Pulse / ACE Monitor versions 11.0.0 or newer are supported.
- ACE Admin 17 and ACE Application Server 17 requires that ACE Service Node Tenant 17 is used; i.e. ACE Service Node Tenant must be upgraded before ACE Core 17 is upgraded.
- Regarding Search engine optimization (SEO) of ACE Knowledge:
 - The new version of ACE Knowledge SEO is valid from version 4 of ACE Floating widget, ACE Inline widget and ACE Chatbot widget.
 - Customers who want to activate ACE Knowledge SEO and have SEO enabled on their own domain in earlier widget versions than 4 need to upgrade or change their implementation to version 4, activate SEO on their own domain and rebuild the SEO component on their site according to documentation.
 - Customers who do not want to upgrade and who already have SEO enabled for a widget with a lower version than 4, then this will continue to work as before and no action needs to be taken.
 - For more information see <https://github.com/Humany/humany-docs/tree/master/SEO>.
- SIP parameter-controlled selection of media relay policy for IC nodes in Telia Touchpoint Plus.
 - The functionality in ACE Dialer requires that Touchpoint configuration according to document *Configuration Instructions – Trunk groups and SIP trunks for Touchpoint Plus integration with ACE*, PRO-40893 first has been done before installing this version of ACE Dialer.
 - The functionality in ACE IVR Gateway requires that Touchpoint configuration according to document *Configuration Instructions – Trunk groups and SIP trunks for Touchpoint Plus*

- integration with ACE*, PRO-40893 first has been done before installing this version of ACE IVR Gateway. The functionality may be controlled from ACE ServiceNode. (Version 17.0 or later).
 - The functionality in ACE ServiceNode Tenant requires that ACE IVR Gateway runs version 17.0 or later and that Touchpoint Plus has been configured for parameter-controlled selection of IC nodes. The functionality in ACE ServiceNode Tenant should not be activated before the conditions above are met. See *Configuration Instructions ACE ServiceNode* for instructions about how to activate the function in ACE ServiceNode.
 - If Screen Pop from ACE Interact is used to perform a pop in web-based systems, it is recommended to use the screen pop event in the *Agent Interface - JSApi* interface instead of ACE Screen Pop, to avoid existing and future browser limitations.
 - If upgrading from a version older than ACE 16, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 12.0 to ACE 17.0, *ACE13ReleaseNotes*, *ACE14ReleaseNotes*, *ACE15ReleaseNotes* and *ACE16ReleaseNotes* should be read in addition to this document.
 - When upgrading CallGuide Database to 17.0.0, the system parameters governing the primary version of ACE Interact, ACE Coach and ACE Monitor will automatically be changed to 17.0.0 and the system parameters governing the secondary version of these clients will automatically be changed to the primary version used before the upgrade. This means that all users of these clients will automatically start using the new version at next login after upgrade.

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

- Single Sign-on with ADFS is not supported in a multitenant system.
- 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.
- 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.
- 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 or newer are not compatible with older versions of ACE Web SDK.
- Recommended upgrade order when upgrading to ACE Chat Engine 17, 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/ACE Main Server components and CallGuide Database.
 2. Upgrade ACE 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 ACE Chat Engine, CallGuide Cobrowsing Engine, CallGuide Proactive Web Engine, ACE Web SDK and ACE Reference Chat Client.
- 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 information about upgrade from a CallGuide client to the corresponding ACE client and information about compatibility aspects regarding CallGuide contra ACE for different clients, 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.
- 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
 - Anyphone – Access (previously known as Extension – Queue login)
 - ACE client types that does not login via ACE Main Server (CallGuide Survey Admin and ACE Sms Admin) are also exempt from login using SSO.
- #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.