

Telia ACE 18 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 18 Date 2020-10-23

Updated in this release

ACE Web SDK 18.1.1

For complete information about Telia ACE 18, see also all sections below.

Summary of new functionality:

- ACE One Widget can be used as chat client, even if ACE Knowledge functionality not is used.
- ACE One Widget is WCAG 2.1 AA compliant, and can replace ACE Reference Chat Client in many solutions.
- A web page can define a whitelist of ACE Knowledge implementations. Only the implementations in config_services.js also found in the whitelist will be loaded.
- The chat API includes objectId (the event sequence number) in most events.

Important notes:

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Additionally released components for Telia ACE 18 Date 2020-09-18

Updated in this release

ACE Web SDK 18.1.0

For complete information about Telia ACE 18, see also all sections below.

Summary of new functionality:

- U/UX improvements in ACE Chatbot Widget, in order to meet WCAG requirements.
- DEV-15317 OpenTok IP white listing and other OpenTok parameters can be configured in the Web SDK configuration.

Important notes:

- The main purpose of this release is to provide ACE customers with the new ACE Chatbot Widget that meets the WCAG requirements.

Additionally released components for Telia ACE 18 Date 2020-08-18

Updated in this release

ACE ServiceNode Base G2 18.1.0

For complete information about Telia ACE 18, see also all sections below.

Summary of new functionality:

- New functionality in migration scripts compared to version 18.0.0.

Important notes:

- Read about limitation #19528 in release notes for ACE ServiceNode Base G2 18.1.0.

Additionally released components for Telia ACE 18 Date 2020-06-26

Updated in this release

ACE Web SDK 18.0.0

ACE Reference Chat Client 18.0.0

For complete information about Telia ACE 18, see also all sections below.

Summary of new functionality:

- News in Web SDK:
 - ACE One Widget and all plugins required for contact method integration with ACE Contact Centre.
 - Possibility to switch camera in video chat.
 - Support for Google Analytics reporting of ACE Web SDK related events.
 - Configuration file changes. See release notes for ACE Web SDK for details.
- News in ACE Reference Chat Client:
 - Possibility to switch camera in video chat.
 - Support for Google Analytics.
 - Update design and form validation.
 - Improved security.

Important notes:

- Elements with styling (CSS) created by using styled-components lose all their styling on the agent's page in the cobrowsing. ACE One Widget (Online Widgets version 5) relies on styled-components, and is therefore rendered without styling in the agent's view.

Additionally released components for Telia ACE 18 Date 2020-06-23

Updated in this release

ACE Facebook Adapter 18.1.0

For complete information about Telia ACE 18, see also all sections below.

Summary of new functionality:

- Support for the new Messenger API.
- Messages replied by Remote Assistant now generate a contact in ACE. It is now possible to use Remote Assistant/automatic replies for pages handled by ACE Facebook Adapter.

Important notes:

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Telia ACE 18.0 Restricted Release Date 2020-05-18

Updated in this release

ACE Admin 18.0.0

ACE Agent 18.0.0

ACE Chat Engine 18.0.0

ACE ClusterWare 18.0.0

ACE Coach 18.0.0

ACE Conversational API 18.0.0

ACE EdgeNode 18.0.0

ACE Email Server 18.0.0

ACE Facebook Adapter 18.0.0

ACE Interact 18.0.0
ACE Interface Server 18.0.0
ACE Main Server 18.0.0
ACE Recording Engine 18.0.0 (new component)
ACE Service Node Manager 18.0.0 (new component)
ACE ServiceNode Base G2 18.0.0 (new component)
ACE ServiceNode Tenant G2 18.0.0 (new component)
ACE Telepo Adapter 18.0.0
CallGuide Application Server 18.0.0
CallGuide Database 18.0.0
CallGuide Interaction View Database 18.0.0
CallGuide Interaction View Transfer 18.0.0

Current versions of components not updated in this release

ACE CTI Engine 17.0.0
ACE Application IVR 17.0.0
ACE Configuration Utility 13.0.1
ACE Connector for Skype 3.0.0
ACE Demo Web 12.0.0 (internal component)
ACE Dialer 17.0.0
ACE IVR Gateway 17.0.0
ACE IVR VCC 13.0.2
ACE Knowledge Core 20.03.01
ACE Knowledge SEO 2.0
ACE Mobile Engine 13.0.0
ACE Monitor 17.0.0
ACE Recording 17.0.1
ACE OCS Adapter 12.0.0
ACE OpenTok Adapter 16.0.0
ACE Pulse 17.0.1
ACE Reference Chat Client 15.0.1 (18.0 is soon to be released)
ACE Report 17.0.1
ACE Screen Pop 12.0.0
ACE ServiceNode Base 14.0.0
ACE ServiceNode Tenant 17.0.0
ACE Sms Database 15.0.0
ACE Sms Engine 15.1.1
ACE Softphone 5.2.3
ACE Ticket Server 16.0.0 (internal component)
ACE Web API 16.0.0
ACE Web SDK 15.3.1 (18.0 is soon to be released)
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 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

Summary of new functionality in ACE 18.0:

- ACE Recording G2, a new recording solution and an alternative to ACE Recording. Encrypted recording and storage in AWS on three redundant sites in Sweden. Support for recording of incoming IVR calls to Touchpoint Plus/ACE Voice in ACE 18.0.
- Information about recordings made by ACE Recording G2 is saved in Interaction View. Archived recordings from ACE Recording G2 are possibly to listen to when searching for interactions in ACE Interact 18.0. It is thus not possible to search for and listen to recordings in ACE Agent.
- ACE ServiceNode Base G2 and ACE ServiceNode Tenant G2 are new versions of ACE ServiceNode Base (G1) and ACE ServiceNode Tenant (G1) based on Linux and SQL Server. Basic functionality is similar to the old ACE ServiceNode Base (G1) and ACE ServiceNode Tenant (G1), but there are some important differences and also new functionality. See release notes for ACE ServiceNode Base G2 and ACE ServiceNode Tenant G2 for more information.
- SMS sent by the agent in ACE Agent or ACE Interact can now be archived in Interaction View. Storage of SMS is configured in ACE Admin 18.0. SMS will NOT be stored by default. Archived SMS are visible when searching for interactions in ACE Agent 18.0 or ACE Interact 18.0. Interactions representing SMS sent by an agent in ACE Agent or ACE Interact is supported by CallGuide Interaction View Transfer 18 (Interaction View Interface).
- Server based CTI support for switch Avaya Aura.
- ACE Core can now be connected to two Edge Node-clusters by configuration in ClusterWare Admin. It is thus possible to upgrade a cluster without blocking the system for user access.
- Protection against overload in ACE ClusterWare by configuring "load limitations" in ClusterWare Admin. See release notes for ClusterWare for information about other new functionality.
- News in ACE Coach:
 - Opening hours for menu choices and entrances.
 - Exception days for menu choices and entrances.
 - Unsaved changes now give a question if one tries to leave the page, this applies to all changes in ACE Coach.
 - When the user leaves a view with unsaved changes, this is indicated by the navigation item for the view.
 - Search field in user administration to make it easier to find a specific user.
- News in ACE Interact:
 - Support for Facebook messages.
 - Automatic update in statistics today when a contact is ended.
 - BETA support for new language, German.
 - BETA support for running ACE Interact in Chromium based Microsoft Edge Browser (version number 79 and above).
 - Colour scheme updated.
 - In Interactions:
 - Delete interaction with status closed.
 - View and play Recording G2 recordings on an interaction.
 - Support for interactions of type outbound SMS.
 - Name of closing/handling agent shown in search result.
 - Support for performing the following actions on an interaction:
 - create call
 - send sms
 - send new email
 - forward email
 - close ongoing email contact
 - open Facebook message
- News in ACE Conversational API:
 - Security enhancements.

- Improved alarm handling.
 - sourceIp can be used to set the end-user client's IP as a contact data.
- ACE Telepo Adapter now has support for logging in Telepo User with only mobile extension.
- CallGuide Application Server 18 supports connections to both ACE ServiceNode Tenant (based on Sybase/Solaris) and ACE ServiceNode Tenant G2 (based on SQL Server/Linux).
- New global system parameters for configuration of new functions. See release notes for CallGuide Database for more information.
- Several system parameters in ACE Admin are now deployed automatically and does thus no longer require server restart. See release notes for CallGuide Database for more information.
- News in ACE Admin:
 - New windows for customer configurations for ACE ServiceNode G2:
 - Side exits.
 - Call parameters.
 - New windows requiring a onetime ticket.
 - Support for displaying short names for all contact data keys.
 - Support for using opening hours or entrance for controlling a dialogue switch object. Requires ACE ServiceNode Tenant G2 (Linux Service node).
 - Support for configuring storage time for outbound SMS.
 - Improved dialogue flow loading performance (#19326).
 - Transport Layer Security (TLS) 1.2 is now supported for Single sign-on (SSO). Note that .NET 4.7.2 (or newer) is required on the client computer when SSO is used.
- News in ACE Agent:
 - Outgoing SMS are visible in Interaction View.
 - Transport Layer Security (TLS) 1.2 is now supported for Single sign-on (SSO). Note that .NET 4.7.2 (or newer) is required on the client computer when SSO is used.
- 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 18.0.

Important notes for ACE 18.0:

- 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 Coach version 16.0.0 or newer are supported.
- From ACE 18, the installation program for ACE Core collects more information used for database access for Interface Server.
- When upgrading CallGuide Database to 18.0.0, the system parameters governing the primary version of ACE Interact and ACE Coach will automatically be changed to 18.0.0 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.
- For information about how to migrate a customer from ACE ServiceNode Tenant (G1) to ACE ServiceNode Tenant G2, see information in release notes for ACE ServiceNode Tenant G2 18.0.0.
- If upgrading from a version older than ACE 17, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 13.0 to ACE 18.0, *ACE14ReleaseNotes*, *ACE15ReleaseNotes*, *ACE16ReleaseNotes* and *ACE17ReleaseNotes* should be read in addition to this document.

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

- 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.
- Regarding SIP parameter-controlled selection of media relay policy for IC nodes in Telia Touchpoint Plus, released in ACE 17.0.
 - 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.
- 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.
In ACE 20.0, the backwards compatibility for `callGuideServer.config` is planned to be removed. From then on, customer unique processes will need to be started using the new functionality in *System Functions Interface*.
- 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 ACE Chat Engine, ACE Web SDK and ACE Reference Chat Client (and possibly also CallGuide Cobrowsing Engine and CallGuide Proactive Web Engine):
 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.
 - # 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 Microsoft Edge with browser engine EdgeHTML.
- 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 ACE ServiceNode Tenant, see information about limitations in release notes for ACE 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 ACE 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.