Telia ACE 20 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 20 Date 2021-09-20

Updated in this release
ACE Interact 20.1.0

For complete information about Telia ACE 20, see also all sections below.

Summary of new functionality:
- Improved keepAlive reliability to handle intensive wakeup throttling introduced in newer browser versions, which will reduce the risk of lost connection with ACE ClusterWare.

Important notes:
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Additionally released components for Telia ACE 20 Date 2021-06-22

Updated in this release
ACE Cobrowsing Engine 20.0.0

For complete information about Telia ACE 20, see also all sections below.

Summary of new functionality:
- Name change from CallGuide Co-browsing Engine to ACE Cobrowsing Engine.
- New version of Erlang: 22.3 (erts-10.7).
- New version of the yaws web server: 2.0.8.
- SSL encryption between ACE Cobrowsing Engine and ACE Main Server (ePort).
- Most configuration moved from environment variables to configuration file (cobrowsingEngine.config).
- Improved automatic reconnection to ACE Main Server if connection is lost.
- New architecture where more than one Cobrowsing Engine instance can be installed, and each instance has its own folders for code libraries and in CallGuide-Operation.

Important notes:
- Even though more than one Cobrowsing Engine instance can now be installed on the same server, running concurrent instances is not fully performance tested and is therefore not officially supported. The recommendation is still to use one Cobrowsing Engine Server per customer.
- Compatible version of other components:
    - ACE Main Server 22.0.0 or newer.
    - ACE Main Server 20 or 21 if Patch 450 (Make ePort connection with ACE Cobrowsing Engine use SSL) is installed.
    - ACE Web SDK 20.0.0 or newer.

Additionally released components for Telia ACE 20 Date 2021-06-18

Updated in this release
ACE Interact 20.0.0

For complete information about Telia ACE 20, see also all sections below.

Summary of new functionality:
- Improved layout flexibility for card area with one common space for all cards allowing cards to overlap and have a flexible width.
- New layout for status area including a new accessible menu, a separate button for logout and possibility to set activity direct without first setting status paused.

Important notes:
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Additionally released components for Telia ACE 20 Date 2021-02-19

Updated in this release
ACE Reference Chat Client 20.1.0
ACE Web SDK 20.1.0

For complete information about Telia ACE 20, see also all sections below.

Summary of new functionality:
- EU Proxy for video chat, ensures that only anonymized data leaves the EU. (The actual media streams have always been confined to the EU.)
- ACE Web SDK Insights. Anonymized statistics can be sent to e.g. Google Analytics or web browser events.

Important notes:
- SUP-556 Knowledge guide links cannot be opened in One Widget chat.

Additionally released components for Telia ACE 20 Date 2020-12-18

Updated in this release
ACE Knowledge Core 20.1.0

For complete information about Telia ACE 20, see also all sections below.

Summary of new functionality:
- As part of an ongoing project for workflow-handling in ACE Knowledge, this release is the first in a series of deliverables and introduces the following features:
  - Personal auto-save-versions of Widgets (replaces drafts).
  - Concurrency alerts when multiple editors are editing a guide at the same time.
  - A setting for information owners to enable due-dates and email reminders.

Important notes:
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Telia ACE 20.0 Restricted Release Date 2020-12-07

Updated in this release
ACE Admin 20.0.0
ACE Application Server 20.0.0
ACE Chat Engine 20.0.0
ACE ClusterWare 20.0.0
ACE Coach 20.0.0
ACE Conversational API 20.0.1
ACE Database 20.0.0
ACE EdgeNode 20.0.0
ACE Email Server 20.0.0
ACE Facebook Adapter 20.0.0
ACE Interface Server 20.0.0
ACE Interaction View Database 20.0.0

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ACE Interaction View Transfer 20.0.0
ACE Main Server 20.0.0
ACE OpenTok Adapter 20.0.0
ACE Proactive Web Engine 20.0.0
ACE Recording Engine 20.0.0
ACE ServiceNode Base G2 20.0.0
ACE ServiceNode Tenant G2 20.0.0
ACE Stat Transfer 20.0.0
ACE Telepo Adapter 20.0.0
ACE Ticket Server 20.0.0 (internal component)
ACE Web API 20.0.1
ACE Web SDK 20.0.0

Current versions of components not updated in this release
ACE Agent 19.0.1
ACE Configuration Utility 13.0.1
ACE Connector for Skype 3.0.0
ACE CTI Engine 19.0.0
ACE Demo Web 12.0.0 (internal component)
ACE Dialer 17.0.0
ACE Interact 19.0.3
ACE IVR Gateway 17.0.2
ACE IVR VCC 13.0.2
ACE Knowledge Core 17.4.12
ACE Knowledge SEO 2.1
ACE Mobile Engine 13.0.0
ACE Monitor 17.0.0
ACE OCS Adapter 12.0.0
ACE Pulse 17.0.2
ACE Recording 17.1.0
ACE Recording Adapter 17.0.1
ACE Reference Chat Client 18.0.2
ACE Report 17.0.1
ACE Screen Pop 12.0.0
ACE ServiceNode Base 14.0.2
ACE Service Node Manager 18.0.0
ACE ServiceNode Tenant 17.0.0
ACE Sms Database 15.0.0
ACE Sms Engine 15.1.1
ACE Softphone 5.2.3
ACE Survey Database 17.0.0
ACE Survey Engine 17.0.0
CallGuide AD Adapter 9.0.0
CallGuide AlarmHandler 10.0.0
CallGuide Central 12.0.0 (internal component)
CallGuide Cobrowsing Engine 10.0.0
CallGuide Dialer Engine 9.1.0
CallGuide IVR Enterprise 11.0.0
CallGuide Presence Adapter 11.1.1
CallGuide Recording Audio Interface 9.0.2
CallGuide Recording Usersync 8.5.0.2
CallGuide Report Server 12.0.0
CallGuide Service Database Dialer Engine 8.0.0.2
CallGuide Service Manager 8.6.0.1
CallGuide Supervise Interface - Extended 8.1.1.1
CallGuide Text To Speech Engine 9.1.0

Summary of new functionality in ACE 20.0:

- Chat bot history can be included in a chat request and will be shown to the agent when the conversation is established. A previous conversation history can be attached to the chat request in ACE Conversational API.
- News in ACE Coach:
  - Support for configuration of call flows in an ACE system using ServiceNode Tenant G2. In ACE 20, it is possible to configure a "straight" call flow for an entrance, i.e. a call flow where no menu choices are offered. This function will be developed further in the coming versions of ACE.
  - Set closed phrase for an exception day when the exception is for an entrance that has a call flow.
  - Creation of exception days is limited to 10 years in the future.
  - Possibility to assign skills and groups independently of each other to a user account.
  - Possibility to add a sequence of extensions.
- News in ACE Admin:
  - Support for configuration of access credentials for the not yet released TCM integration.
  - Configuration, per custom worklevel, of the specific queues or waiting lists an agent should be logged in to when an agent selects a custom worklevel.
  - Support for listing queues, agents, skills and task types in the subareas window.
  - Support for configuring username and password in the connection endpoints window for ACE Coach integration with Service Node Tenant G2.
  - Improved disposition of user account information by hiding inapplicable or irrelevant columns.
  - Adjustments of configurations with regard to call flow functionality in ACE Coach (e.g. it is not possible to remove an entrance if there is a call flow configured for the entrance in ACE Coach).
- Survey is not generated for very short calls. Governed by the new global system parameter *surveyMinTalkTimeForSurvey*.
- Improved performance (in ACE EdgeNode) for concurrent logins and reconnect of Edge clients.
- Product name changed from "CallGuide" to "ACE" for the following components:
  - Application Server
  - Database
  - Interaction View Database
  - Interaction View Transfer
  - Proactive Web Engine
  - Stat Transfer
- New global system parameters. See release notes for CallGuide Database for more information.
- The following system parameters have changed descriptive names:
  - *chatEnginePort*. New name: TCP/IP port number for informant connection of ACE Chat Engine
  - *attendantMsgPort*. New name: Attendant Message Interface, TCP/IP port number for XML connection
- The following access functions are new:
  - *Modify call flow in ACE Coach* - This access function allows a user in ACE Coach to manage call flows except configuration of access number to a call flow.
  - *Own call flow in ACE Coach* - This access function allows a user in ACE Coach to manage call flows including configuration of access number to a call flow.
- New versions of Erlang and Yaws web server in related components.
- 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 20.0.

Important notes for ACE 20.0:
- For security reasons TLS 1.0 and TLS 1.1 are disabled by default in related components. For ACE Interface Server, it is possible to specify in *interfaceServer.config* which TLS/SSL versions that are allowed.
- In ACE 20.0, the backwards compatibility for *callGuideServer.config* has been removed. From now on, customer unique processes will need to be started using the new functionality in *System Functions Interface*.
- From ACE 20.0, a newer version of Erlang is used in ACE Core. This means that all customer unique Erlang code must be recompiled before use when upgrading from an earlier version than 20.0.
- It is a strong recommendation to immediately upgrade ACE Core to version 20.0 when SN Tenant G2 has been upgraded to version 20.0.
- ACE Chat Engine 20 or newer is required to support chat bot history in Conversational API 20.0.
- ACE Chat Engine 20 requires ACE Main Server 20 or newer.

- ACE Chat Engine 20.0 uses encrypted communication to ACE Main Server. Note that ACE Chat Engine 20 (and newer) connects to the port configured in the new system parameter *chatEngineEPort* in ACE Admin. Default value for this port is 18001. ACE Main Server 20 will still support old versions of Chat Engine via the old system parameter *chatEnginePort* in ACE Admin. This port must be used in older versions of Chat Engine. See also *Configuration Instructions ACE Chat*.
- Older versions of ACE Admin are not supported. ACE 20 thus requires Admin 20.
- Older versions of ACE Coach are not supported. ACE 20 thus requires Coach 20.
- 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.
- ACE Interact versions 12.0.0 or newer are supported.
- ACE Monitor versions 12.0.0 or newer are supported.
- For call flows in ACE Coach, only files of type .vox are supported.
- Note that the *interfaceServer.config* file is updated in version 20.0. Customers who have modified this file need to redo any modifications after upgrade from a version prior to 20.0.
- Recommended upgrade order when upgrading ACE Chat Engine, ACE Web SDK, ACE Reference Chat Client, ACE Cobrowsing Engine and ACE Proactive Web Engine:
    1. Upgrade ACE Core/ACE Main Server components and ACE Database.
    2. Upgrade ACE Chat Engine, ACE Proactive Web Engine and ACE Cobrowsing Engine (version 20 is soon to be released).
    3. Upgrade ACE Web SDK and ACE Reference Chat Client.
    Detailed information about compatible versions is given in release notes for ACE Chat Engine, ACE Cobrowsing Engine, ACE Proactive Web Engine, ACE Web SDK and ACE Reference Chat Client.
- When upgrading CallGuide Database to 20.0.0, the system parameters governing the primary version and the secondary version of ACE Coach will automatically be changed to 20.0.0 since older versions of ACE Coach are not supported. This means that all users of this client will automatically start using the new version at next login after upgrade.
- If upgrading from a version older than ACE 19, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 15.0 to ACE 20.0, *ACE16ReleaseNotes*, *ACE17ReleaseNotes*, *ACE18ReleaseNotes* and *ACE19ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable
- From ACE 18, the installation program for ACE Core collects more information used for database access for Interface Server.
- 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.
- 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.
- 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.
    o 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.
    o 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).
    o 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.
- 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 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.
- 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:
    o In Firefox, when accepting a Facebook contact, the Facebook link is not automatically opened, but must be opened manually by using the button "Open message".
    o The browser Internet Explorer is no longer supported (from version 11.0.0 of Edge Agent). Supported browsers are Google Chrome, Microsoft Edge with browser EdgeHTML, Microsoft Edge with browser engine Blink and Firefox, see *Site Environment Requirement ACE Edge Clients* for details.
    o 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.
    o 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.
    o There are limitations in Screen Pop in ACE Interact depending on web browser used. See release notes for ACE Interact.
    o 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.
    o Web notifications in Google Chrome and Microsoft Edge with browser engine Blink 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 into the system for a few minutes and will be prevented to log in from a new browser instance during this period of time.
    o 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.
    o Time in time picker is not displayed according to localization but always as hh:mm.
    o #18634 Not possible to click to open links in customer mails when using Microsoft Edge with browser engine EdgeHTML.
    o 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.
    o #19093 Video chat is not supported in Microsoft Edge with browser engine EdgeHTMLdue to limitations in Tokbox.
- 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.

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- #18033 On any browser (iOS), opening the chat in more than one browser tab may lead to unexpected behaviour.
- In Chrome Incognito mode, ACE Web SDK functions do not work, unless the setting "Block third-party cookies in Incognito" is changed to "Allow all cookies".
- #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.
- 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.
- 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.

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