Telia ACE 20 Release Notes ACE Admin

[Each change description begins with a #. If the change has a CM-system ID this is shown after the #.]

Version 20.0.1.4 Date 2021-06-01

Compatible version of other components:
ACE Application Server 20.0.0 or newer
ACE Configuration Utility 13.0.1 or newer
ACE Database 20.0.0 or newer
ACE Main Server 20.0.0 or newer
ACE ServiceNode Tenant 17.0.0 or newer
ACE ServiceNode Tenant G2 20.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
CallGuideSamlTicket.dll 18.0.0.1
Windows 8.1/10

New functionality:
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Bugs corrected in this version:
#19658 Possible to configure "Directory" as a searchable field for ACE Interact, which causes problems with CMG.
#19662 Toggling "Use TCM" in UC system settings for Touchpoint Plus causes system crashes.
#19677 Impossible to change campaign reason names.
#19684 Spurious access violation when navigating tables if run via Remote Desktop.
#19700 Index error when exporting user accounts if Anyphone Access column is hidden.
#19731 Switch object form displays wrong switch status if "Inverted operation" is checked.

Limitations:
- See previous version below.

Related documents:
- See previous version below.

Version 20.0.0.45 Date 2020-11-30

Compatible version of other components:
ACE Application Server 20.0.0 or newer
ACE Configuration Utility 13.0.1 or newer
ACE Database 20.0.0 or newer
ACE Main Server 20.0.0 or newer
ACE ServiceNode Tenant 17.0.0 or newer
ACE ServiceNode Tenant G2 20.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
CallGuideSamlTicket.dll 18.0.0.1
Windows 8.1/10

New functionality:
- Support for configuration of access credentials for TCM integration.
- Support for tailoring custom work levels with specific queues / waiting lists.
- Support for listing queues, agents, skills and task types in a given sub area.
- Support for configuring service node user name and password for connection endpoints.
- Improved disposition of user account information by hiding inapplicable / irrelevant columns.
- Adjustments of configurations with regard to call flow functionality in ACE Coach.

Bugs corrected in this version:
#19518 Deselecting schedule from a switch object does not "release" the schedule for deletion.
#19580 Different display of contact data key names between tables and drop down menus in dialogue objects.
#19609 Illogical sorting of subareas in user access area configuration.
#19613 Empty name for a dialogue object exit is not accepted.
#19641 Changes to a dialogue object are not saved when browsing to another object.

Limitations:
- Installing ACE Admin on a computer where CallGuide Admin is installed will not automatically remove CallGuide Admin. Instead, the two programs will exist side-by-side on the computer until CallGuide Admin is uninstalled.
- In the "Routing" window there can be no more than 2000 routing rows.
- A single address list file can have no more than 50 000 entries.
- Alternative character set is not supported in some configurations:
  - Dialog Flows
  - Schedules
  - Entrances
  - Menu choices

Related documents:
- ACE Installed components
- Installation manual ACE clients
- Online help https://docs.ace.teliacompany.com