Telia ACE 22 Release Notes ACE Admin

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

Version 22.0.3.5 Date 2022-05-02
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Compatible version of other components:
ACE Application Server 22.0.0 or newer
ACE Configuration Utility 21.0.1 or newer
ACE Database 22.0.0 or newer
ACE Main Server 22.0.0 or newer
ACE ServiceNode Tenant 22.0.0 or newer
ACE ServiceNode Tenant G2 22.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libeay32.dll 1.0.2.21
ssleay32.dll 1.0.2.21
Windows 8.1/10

New functionality:
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Bugs corrected in this version:
#DEV-25698 Callback appointment window has a minimum size that is to large to fit on a 1024x768 display (see *Site Environment Requirements*).
#DEV-25695 Sometimes a different schedule is actually selected after editing one schedule from the Edit schedule button in the Switch object window.
#DEV-27092 Modifying a block from the callback appointment schedule timeline popup menu adds an exception day att the wrong date.
#DEV-27131 Opening an appointment schedule where there are bookings only later than today yields an index error.

Limitations:
See previous version below.

Related documents:
See previous version below.

Version 22.0.2.7 Date 2021-12-16
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Compatible version of other components:
ACE Application Server 22.0.0 or newer
ACE Configuration Utility 21.0.1 or newer
ACE Database 22.0.0 or newer
ACE Main Server 22.0.0 or newer
ACE ServiceNode Tenant 22.0.0 or newer
ACE ServiceNode Tenant G2 22.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libeay32.dll 1.0.2.21
ssleay32.dll 1.0.2.21
Windows 8.1/10

New functionality:
- In Callback appointment schedule window:
  * Support for Total number of possible appointments per day in both Today and weekly schedule.

* Support for creating small bookable blocks within an existing block, with start and end times rounded to time slot boundaries to avoid trailing, unbookable minutes.
  * Support for editing bookable blocks via right-click menus in timeline and schedule graphics.
  * Extended help in schedule graphic, via right-click menu.
  * Support for automatic scaling of Y axis in timeline, configurable via right-click menu in timeline.
  * Default window size as well as timeline graphic height have been enlarged.
  * Table of appointments shows no more than the following contact data (for simpler view and for GDPR purposes):
    - Start time dialup interval
    - Number to dial
    - Task type
    - Entrance
    - Latest feedback
    - Comment

Bugs corrected in this version:
#DEV-24419 Timeline height is not remembered when the Callback appointment schedule window is closed.

Limitations:
See previous version below.

Related documents:
See previous version below.

Version 22.0.1.2 Date 2021-09-27

Compatible version of other components:
ACE Application Server 22.0.0 or newer
ACE Configuration Utility 21.0.1 or newer
ACE Database 22.0.0 or newer
ACE Main Server 22.0.0 or newer
ACE ServiceNode Tenant 22.0.0 or newer
ACE ServiceNode Tenant G2 22.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libeay32.dll 1.0.2.21
ssleay32.dll 1.0.2.21
Windows 8.1/10

New functionality:
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Bugs corrected in this version:
#19846 Possible to modify a user's skill even without required access function.
#19853 A-numbers not accessible after activating "Show hidden flows".
#19854 Schedule controlled switch object wants to "save changes" even though no changes have been made.
#19858 Value editor not visible when editing timer data for dialogue phrase objects.
#19862 SSO id column in user account window not shown for some SSO id authorization concepts.

Limitations:
See previous version below.

Related documents:
See previous version below.

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ssleay32.dll 1.0.2.21
Windows 8.1/10

New functionality:
-Support for configuring storage classes.
-Major redesign of callback appointment schedule administration, including support for booking up to 29 days in advance, and support for rebooking and cancelling appointments.
-Support for quickly adding national holidays in callback appointment schedules and schedules used for dialogue flow control.

Bugs corrected in this version:
#19791 Unable to connect organisation areas to a newly created (and not yet saved) access number.
#19793 Proxy bypass list is ignored.
#19829 Occasional "error 5" when saving changes to a campaign priority strategy schedule.
#19832 No longer possible to include sub areas when importing user accounts from file.
#19845 Possible to create custom contact data keys with purely numeric names - may cause problems in e.g. Recording Adapter.

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