Telia ACE 23 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 23 Date 2022-02-08

Updated in this release
ACE Business Intelligence 23.0.2

For complete information about Telia ACE 23, see also all sections below.

Summary of new functionality:
- New standard sheets: Dashboard and Overview agent and task.
- New sheet - Calabrio Adherence, showing Adherence from the Real Time Adherence (RTA) integration with ACE.
- Norwegian language added.
- The LocalConfig in Data load editor is commented and cleaned up.
- A number of deleted fields, see release notes for ACE Business Intelligence for details.

Important notes:
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Telia ACE 23.0 Restricted Release Date 2021-12-15

Updated in this release
ACE Admin 23.0.0
ACE Business Intelligence 23.0.0 (new ACE component)
ACE Chat Engine 23.0.0
ACE ClusterWare 23.0.0
ACE Coach 23.0.0
ACE Conversational API 23.0.0
ACE CTI Adapter 23.0.0 (new ACE component)
ACE CTI Engine 23.0.0
ACE Database 23.0.0
ACE EdgeNode 23.0.0
ACE Email Server 23.0.0
ACE External Alarm Adapter 23.0.0
ACE Facebook Adapter 23.0.0
ACE Interact 23.0.0
ACE Interaction View Database 23.0.0
ACE Interface Server 23.0.0
ACE IVR G2 Adapter 23.0.0
ACE OpenTok Adapter 23.0.0
ACE Main Server 23.0.0
ACE Monitor 23.0.0
ACE Recording Engine 23.0.0
ACE Reference Chat Client 23.0.0
ACE ServiceNode Base G2 23.0.0
ACE Service Node Manager 23.0.0 (Telia internal component)
ACE ServiceNode Tenant G2 23.0.0
ACE Web API 23.0.0

ACE Web SDK 23.0.0

Current versions of components not updated in this release
ACE Agent 22.2.0
ACE Application Server 22.0.0
ACE Central 20.0.0 (internal component)
ACE Cobrowsing Engine 20.0.0
ACE Configuration Utility 21.0.1
ACE Connector for Skype 3.0.0
ACE Demo Web 12.0.0 (internal component)
ACE Dialer 17.0.0
ACE Interaction View Transfer 20.0.0
ACE IVR Gateway 17.0.2
ACE IVR VCC 13.0.2
ACE Knowledge Core 21.7.3
ACE Knowledge SEO 2.1
ACE Mobile Engine 13.0.0
ACE OCS Adapter 12.0.0
ACE Presence Adapter G2 21.0.0
ACE Proactive Web Engine 20.0.0
ACE Pulse 21.0.1
ACE Recording 17.1.0
ACE Recording Adapter 17.0.11
ACE Report 21.0.1
ACE Screen Pop 12.0.0
ACE ServiceNode Base 14.0.2
ACE ServiceNode Tenant 22.0.0
ACE Sms Database 22.0.0
ACE Sms Engine 22.0.1
ACE Softphone 5.5.7
ACE Stat Transfer 20.0.0
ACE Survey Database 17.0.0
ACE Survey Engine 17.0.0
ACE Telepo Adapter 21.0.0
ACE Ticket Server 21.0.0 (internal component)
CallGuide AD Adapter 9.0.0
CallGuide AlarmHandler 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 23.0:
- A selection of news in ACE Coach:
  - Configuration of default settings for ACE Interact.
  - User accounts:
    - Configuration of table columns to display.
    - Possibility to lock/unlock an account in all accounts view.
    - Possibility to change password for an account in all accounts view.
    - Possibility to start creating an account in all accounts view.

- - - Detailed information as to why an account cannot be copied when hovering disabled copy button.
    - Filter for user accounts extended with
      - possibility to search in columns, access role, affiliation subareas and access areas
      - filter for single access role
      - filter for singe affiliation subarea
      - filter for accounts the logged in user can edit, copy or only view
      - possibility to clear all filters
  - Opening hours:
    - Possibility to move an opening hours' time block with drag-and-drop in calendar.
  - Call flows:
    - Added functionality for menus.
    - Support for adding up to 10 phrases in all places where phrases can be played in the call flow.
    - Closed phrases for entrances and menu choices are configured in view for opening hours.
    - Specific closed phrase can be set for an exception day.
    - Visualizer to display the call flow and navigate to nodes in the call flow.
  - Building blocks:
    - Possibility to add, change and delete skills.
    - Possibility to add, change and delete subareas.
    - Task types are sorted by id, first by number then in alphabetical order.
  - Help pages can be accessed via the main menu.
  - Tables remember column widths between sessions.
  - Click on disabled save button will highlight all fields that needs to be filled in.
  - Message is displayed if using an unsupported web browser.
- A selection of news in ACE Interact:
  - Support for Co-browsing during incoming and outgoing calls.
  - JSAPI – support for fetching value set for a specific contact data key, e.g., Storage Class or Task Type.
  - JSAPI – support for subscribing to customer chat messages
  - Overlap with offset to reduce the risk of cards hiding each other when contact cards are opened.
  - Numbering of chat cards allowing agents to organize their work space and handle chats in a more predictable way.
  - Queue status – Now showing queue time instead of favorite star when fewer columns are shown due to responsiveness.
- A selection of news in ACE Admin:
  - Unified export of address book; export conforms to the standard used elsewhere in ACE Admin.
  - Support for importing national holidays extended to open hours as well.
  - Support for selecting new operation type "Failed login" when searching in the log of changes.
- Extended Admin log to show failed logins.
- A selection of news in ACE Business Intelligence:
  - 15 minute interval for ACE statistics and Calabrio.
  - SSO against Microsoft Azure.
  - New Sheets for each contact source type: IVR, Callback, Chat, Email.
  - New and renamed dimensions, measures and visualizations in Master items, see Release Notes for ACE Business Intelligence for details.
  - Using statistical terms from ACE Report where applicable.
  - Choose language between Swedish and English.
  - Description texts on master item visualizations and on standard sheets.
- Chat messages can be sent while waiting in queue (configurable).
- The periodicity of queue messages for chat can be increased to any multiple of 30 seconds.
- New CTI Interface towards MiCloud Telepo. Not yet officially supported due to external dependencies.
- ACE Monitor: Possibility to open a specific page with option to display it in full screen mode.
- Accessibility improvements in the stand-alone web page for callback appointments.
- Improved handling of encryption for Recording G2 in ACE Interface Server.

3

- Altered udata keys and system parameters, see release notes for ACE Database for details.
- New global system parameters, see release notes for ACE Database for details.
- The organisation area system parameter *lineStatusEnabled* is accessible from ACE Agent.
- New online help link from ACE clients released in version 23.
- ACE Web API:
    - Server version of ACE Web API. The server version requires login and access token and has more methods as well as more capable methods than the client version of the interface.
    - Export of audit trail.
    - Timeout in callback appointment booking process can be extended.
- ACE Conversational API:
    - Reduce number of queue messages in ACE Chat.
    - Send chat messages while in queue.
    - New URL for login and access token retrieval.
- Facebook Adapter is compatible with Graph API v. 11.0.
- ContactId is sent to OpenTok Adapter when requesting a session.
- A selection of news in ClusterWare:
    - Improved monitoring and restarting of servers running on ClusterWare.
    - Support for OAuth2.0 authentication using ACE Core interface users.
- ACE Recording Engine (Recording G2):
    - Support for generic SQS commands.
    - Per-customer encryption-at-rest AWS KMS key added in templates.
- Support for IVR G2 behind Telepo in ACE ServiceNode Base G2 and ACE ServiceNode Tenant G2.
- Support for silent ring-back tones in ACE ServiceNode Base G2 and ACE ServiceNode Tenant G2.
- Support for new package mobile login in ACE ServiceNode Tenant G2.
- New configuration possibilities in Service Node Manager, see release notes for ACE Service Node Manager for details.
- 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 ACE Help Hub, https://ace-showcase.com/ace-help-hub/release-news/, by General Availability of ACE 23.0.

Important notes for ACE 23.0:
- Facebook Adapter: Business Suite is not supported until an official bug on Facebook is fixed. https://developers.facebook.com/support/bugs/3538611839697303/?join_id=f3f11c689c2aa6c
- Required Graph API version for the Facebook app is v11.0.
- 15 minute intervals for ACE Agent Presence is not available in ACE Business Intelligence.
- Limitations when integrating ACE IVR G2 with Telia Touchpoint Plus: DEV-24231 Limited functionality in IVR G2 fallback when IVR G2 is behind Telia Touchpoint Plus. IVR G2 fallback failed to route call to configured fallback number. However, it is possible to play fallback phrases in IVR G2.
- If upgrade will be made from a version prior to ACE Database 23.0.0.0 and a Linked Server is configured for CG_SERVICE_SQL_SERVER, it is recommended to check that the Linked Server connection is up and running.
- ACE Core must be upgraded to version 23.0 immediately when ServiceNode Tenant G2 has been upgraded to version 23.0.
- ACE Admin versions 22 or newer are supported.
- ACE Coach must be upgraded, only version 23 is 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.
- ACE Interact versions 12.0.0 or newer are supported.
- ACE Monitor versions 12.0.0 or newer are supported.
- ACE Chat Engine 23 requires ACE Main Server 23 or newer.
- ACE Reference Chat Client 23 requires ACE Web SDK 23 or newer.

Rev. 2.0

- When upgrading ACE Database to 23.0.0, all users of ACE Coach, ACE Interact and ACE Monitor will automatically start using the new version at next login after upgrade:
  - the system parameters governing the primary version and the secondary version of ACE Coach will automatically be changed to 23.0.0.
  - the system parameter governing the primary version of ACE Interact will automatically be changed to 23.0.0 and the system parameter governing the secondary version of ACE Interact will automatically be changed to the primary version used before the upgrade.
  - the system parameter governing the primary version of ACE Monitor will automatically be changed to 23.0.0 and the system parameter governing the secondary version of ACE Monitor will automatically be changed to the primary version used before the upgrade.
- If upgrading from a version older than ACE 22, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 18.0 to ACE 23.0, *ACE19ReleaseNotes*, *ACE20ReleaseNotes*, *ACE21ReleaseNotes* and *ACE22ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable
- Note that the changed callback appointment schedule functionality released in ACE 22 requires new dialogue flows. Only configuration in ACE Admin without corresponding support in dialog flows will not work.
- Callback and preview campaign calls cannot be recorded if agent is using Light Mode (ACE Recording G2 using Touchpoint Plus).
- ACE Main Server 22 (or newer) requires ACE Cobrowsing Engine 20.0.0 or newer and ACE Proactive Web Engine 20.0.0 or newer.
- From version 21.0, ACE Web SDK is backwards compatible with older versions or ACE Core and ACE Chat Engine. This eliminates the need for update releases of older versions of Web SDK.
- From ACE 21, all ACE systems must be configured for use of ACE Edge clients no matter if Edge clients are used or not. The reason is that ACE Admin 21 and newer uses the same connection between ACE ClusterWare/EdgeNode and ACE Main Server (Agent Server) as the ACE Edge clients do and ACE Admin Database REST-API is included in ACE EdgeNode. In addition, new dll files for OpenSSL are used by ACE Admin 21 and newer; see release notes for ACE Admin 21 and *ACE Installed components* for details.
- For ACE Admin, ACE Agent and ACE Pulse 21 or newer, Configuration Utility 21 or newer must be used and if single sign-on is to be used in ACE Cloud (multi-tenant), "Company name" must be set in Configuration Utility.
- 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.
    - Anyphone – Access (previously known as Extension – Queue login)
  - Mobile Agent – can only be used in a system with single sign-on for users configured with permission to log in without using single sign-on, and thus Mobile Agent is not suitable to be used together with single sign-on.
  - ACE client types that do not login via ACE Main Server (CallGuide Survey Admin and ACE Sms Admin) are also exempt from login using SSO.
  - To use the single sign-on functionality in ACE, the server computer with ACE Agent Server must have Microsoft .Net 4.7.2 installed.
- From version 21, ACE Admin, ACE Agent and ACE Pulse uses a new dll-file for single sign-on, *ACEOidcClient.dll*. See release notes for each component and *ACE Installed components* for details.
- From version 21, the installation program for ACE Report no longer includes Microsoft .NET. If the required version is missing on the workplace, the installation program will instead offer to download .NET from the Internet.
- See release notes for ACE ServiceNode Base G2 and ACE ServiceNode Tenant G2 for limitations related to ACE IVR G2.

Rev. 2.0

- In 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* was removed. From then 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.
- ACE Chat Engine 20 or newer is required to support chat bot history in Conversational API 20.0.
- 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*.
- For call flows in ACE Coach, only files of type ".vox" are supported.
- Note that the *interfaceServer.config* file was 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.
- 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.
  - 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.
- 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*.
- #18239 Pop out chat to new window feature is disabled for Safari because of browser behaviour.
- Important notes for ACE Interact:
  - 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".
  - 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.

Rev. 2.0

- 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.
- #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.
- #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.

7

Rev. 2.0

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:
    - o 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.
    - o 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.
    - o 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.
    - o 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.
- #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:
    - o 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.
    - o 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:
    - o 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.
    - o 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.

Rev. 2.0