Telia ACE 24 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 24 Date 2022-05-17

Updated in this release
ACE Web SDK 24.0.0

For complete information about Telia ACE 24, see also all sections below.

New functionality:
- Disable external OneWidget chat form validation.
- Cobrowsing default styles can be overridden.
- Cobrowsing responsive popup dialog.
- Cobrowsing improved image handling.
- Cobrowsing improved link menu on agent page.

Important notes:
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Additionally released components for Telia ACE 24 Date 2022-05-17

Updated in this release
ACE Interact 24.1.0

For complete information about Telia ACE 24, see also all sections below.

New functionality:
- JSAPI – get current worklevel for logged in agent.
- View and set activity for Telepo/TCM in ACE Interact.
- Show MS Teams presence for external contacts.

Important notes:
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Additionally released components for Telia ACE 24 Date 2022-05-13

Updated in this release
ACE Coach 24.1.0

For complete information about Telia ACE 24, see also all sections below.

New functionality:
- Support for Norwegian.

Important notes:
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Telia ACE 24.0 Restricted Release Date 2022-04-12

Updated in this release
ACE Admin 24.0.0
ACE Agent 24.0.0
ACE Application Server 24.0.0

Rev. 3.0

ACE Business Intelligence 24.0.0
ACE ClusterWare 24.0.0
ACE Coach 24.0.0
ACE CTI Adapter 24.0.0
ACE CTI Engine 24.0.0
ACE Database 24.0.0
ACE EdgeNode 24.0.0
ACE Email Server 24.0.0
ACE External Alarm Adapter 24.0.0
ACE Facebook Adapter 24.0.0
ACE Interact 24.0.0
ACE Interact Service 24.0.0 (new ACE component for ACE Interact)
ACE Interaction View Database 24.0.0
ACE Interface Server 24.0.0
ACE Knowledge Core 24.2.1
ACE Main Server 24.0.0
ACE Monitor 24.0.0
ACE OpenTok Adapter 24.0.0
ACE Presence Adapter G2 24.0.0
ACE Pulse 24.0.0
ACE Recording Engine 24.0.0
ACE ServiceNode Base G2 24.0.0
ACE Service Node Manager 24.0.0 (Telia internal component)
ACE ServiceNode Tenant G2 24.0.0
ACE Stat Transfer 24.0.0

Current versions of components not updated in this release
ACE Central 20.0.0 (internal component)
ACE Chat Engine 23.0.0
ACE Conversational API 23.0.0
ACE IVR G2 Adapter 23.0.0
ACE Reference Chat Client 23.0.0
ACE Web API 23.0.0
ACE Web SDK 23.0.2
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 SEO 2.1
ACE Mobile Engine 13.0.0
ACE OCS Adapter 12.0.0
ACE Proactive Web Engine 20.0.0
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 14.0.3
ACE ServiceNode Tenant 22.0.1
ACE Sms Database 22.0.0
ACE Sms Engine 22.0.1
ACE Softphone 5.7.0
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

<u>Summary of new functionality in ACE 24.0:</u>
- A selection of news in ACE Coach:
  - Opening hours:
    - Possibility to copy exceptions to recurring weekdays.
    - Tooltip displaying regular hours when hovering on exception day.
    - Possibility to change and delete regular hours' time blocks in calendar.
  - Call flows:
    - Possibility to use functions.
    - Possibility to schedule phrases and functions, e.g., if they should be active, inactive, or active during a certain time period.
  - Possibility to view routing rules for contacts.
  - Possibility to configure queues and waiting lists.
  - Improved button layout.
- A selection of news in ACE Interact:
  - Shortcut to call out directly from search field in search/call.
  - Answer functionality with ACE Interact Service.
  - Various accessibility improvements.
  - Navigation panel – graphical element to navigate between cards including possibility to minimize function cards, chat cards and email cards.
  - Automatic catalogue search for incoming calls in ACE Interact performed also for CMG and no UC.
  - Automatic catalogue search for internal calls to operator in ACE Interact with CMG.
  - View and set attendant message for CMG in ACE Interact, current and future.
  - Agent Interface – JSApi:
    - Support for changing work level.
    - Support for extending wrapup time.
    - Support for sending chat messages.
    - Support for fetching queue status.
    - Support for fetching queue info for place in queue.
    - Support for fetching info about agent and ongoing session.
    - Event for feedback types.
    - Event for contactDataKeyChanged.
    - Support for closing custom content cards.
    - Support for adding custom content cards to menu, and to remove them from menu.
  - Suggestions for previously used email addresses in recipient fields.
  - Support for sending DTMF tones via keyboard.
  - Interactions - create call and send SMS supported for interactions without task type.
  - Support for inactivity logout.
  - Queue status - "Show only queues being served" always available.
- A selection of news in ACE Admin:
  - Possibility to configure parametric Goto and Gosub dialogue objects.
  - Possibility to configure ACE user accounts in different organisation areas to use the same SSO ID.
  - Possibility to configure subroutines for ACE Coach (needs elevated access).
- If an access role is changed with added or removed access functions, the change is now added to the change log in ACE Admin and consequently to the audit trail. Assigning roles to users is also logged.
- A selection of news in ACE Knowledge Core:
  - ASP.NET Core Identity.Web application implemented.
  - User invitation link in Create User HTTP response provided.

Rev. 3.0

- o New admin help.
  - o Delete users from AD that no longer exist in any Humany tenant
  - o .NET Core | Trial.Web upgraded to .NET 6.
  - o Consistent frontend date formatting
- Possibility to log in using single sign-on (SSO) for multi-organisational users in ACE Agent, Admin, Pulse, Coach, Monitor and Interact. The SSO functionality is extended to work also for users belonging to more than one organisation area in ACE. That is, one AD user account can be used for multiple ACE user accounts.
- Support for SQL Server 2019 in ACE Database, ACE Interaction View Database and ACE Stat Transfer.
- Role marked as operator role when a role has:
  - o Execute operator functions in ACE Agent.
  - o Execute call transfer with recall in ACE Interact.
  - o Execute call through to agent.
  - o View hidden fields in TCM.
- Statistics and Workforce interface: new views for Calabrio.
- New access functions, see release notes for ACE Database for details.
- Altered udata keys, see release notes for ACE Database for details.
- New global system parameter, see release notes for ACE Database for details.
- New orgarea system parameter, see release notes for ACE Database for details.
- ACE Interact Service is a new component that answers calls in Microsoft Teams from ACE Interact. This version only supports answering calls in Microsoft Teams; no support for initiating a call or resume a call in Teams. If there are multiple incoming calls in Teams, ACE Interact will only answer the first call received.
- Support for IVR G2 with Siemens/Unify OpenScape.
- A selection of news in ACE Business Intelligence:
  - o Two major functions have been added to ACE Business Intelligence:
    - ▪ Operator statistics: operator task statistics and operator agent statistics.
    - ▪ Agent and task type statistics on contacts not answered or not accepted by agent for all media types.
  - o Speech statistics in 15-minute intervals.
  - o New standard sheets: Operator task and Operator agent.
  - o New dimensions, new measures and new visualizations in Master items.
  - o Deleted fields, new calculation fields and new dimension fields.
  - o Altered default agent time measures.
- News in Presence Adapter G2:
  - o Hidden fields are handled according to TCM flags sent with entries.
  - o Future presence for Telepo users from TCM, both get and set.
  - o Catalogue entries with Calendar 365 connection are shown as future presence.
- Improved performance for callback appointments.
- Performance enhancements for Interaction View searches.
- A selection of news in ClusterWare:
  - o Increased performance.
  - o Possible to use native tooling.
  - o Improved log handling.
  - o Enhanced tools for operation.
- ServiceNode Base G2 and ServiceNode Tenant G2:
  - o Support for recording prompts in IVR G2. Existing dialogue flows used for recording via IVR G1 require minor changes to be used with IVR G2.
  - o Support for greeting prompts in IVR G2.
- Support, in ServiceNode Tenant G2:
  - o Support to filter which calls from IVR G2 that should trigger ACE Recording G2.
  - o Support for new callflow functionality in ACE Coach.
- 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 24.0.

Important notes for ACE 24.0:

- ACE Interact Service 24.0.0 only supports answering calls from Telepo in Microsoft Teams. No support for initiating a call or resume a call in Teams. If there are multiple incoming calls in Teams, ACE Interact will only answer the first call received.
- To be able to use ACE Interact Service, the client setting "Handle ACE calls in Microsoft Teams" must be selected under section "Answering location".
- From ACE 24.0.0 a newer version of Erlang is used. This means that all customer unique Erlang code should be recompiled before use.
- Presence Adapter G2:
    - Searching on special characters may fail due to limitations in TCM.
    - Phonetic search is not available.
- The CTI interface with MiCloud Telepo has external dependencies and the first deliveries require reconciliation with the product management for Telia ACE.
- Limitations when using MiCloud Telepo switch: see release notes for ACE CTI Engine.
- Note that SQL Server 2012 will not be supported from ACE 25.
- ACE Admin versions 22 or newer are supported.
- ACE Coach must be upgraded, only version 24 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 (*).
- (*) Note that, if single sign-on is used, ACE Agent 21.0 or newer, ACE Pulse 21.0 or newer and ACE Report or newer are supported; older versions are thus not supported.
- ACE Interact versions 12.0.0 or newer are supported.
- ACE Monitor versions 12.0.0 or newer are supported.
- When upgrading ACE Database to 24.0.0, 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 24.0.0.
    - the system parameter governing the primary version of ACE Interact will automatically be changed to 24.0.0 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 24.0.0 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 23, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 19.0 to ACE 24.0, *ACE20ReleaseNotes*, *ACE21ReleaseNotes, ACE22ReleaseNotes* and *ACE23ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable
- 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 Chat Engine 23 requires ACE Main Server 23 or newer.
- ACE Reference Chat Client 23 requires ACE Web SDK 23 or newer.
- 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.
- 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.
- 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).

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