

Telia ACE 25 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).

Telia ACE 25.0 Restricted Release Date 2022-09-23

Updated in this release

ACE Admin 25.0.0
ACE Application Server 25.0.0
ACE Business Intelligence 25.0.0
ACE Coach 25.0.0
ACE CTI Engine 25.0.0
ACE Database 25.0.0
ACE Email Server 25.0.0
ACE Interact 25.0.0
ACE Interaction View Database 25.0.0
ACE Interaction View Transfer 25.0.0
ACE Interface Server 25.0.0
ACE Knowledge Core 25.3.0
ACE Main Server 25.0.0
ACE ServiceNode Base G2 25.0.0
ACE ServiceNode Tenant G2 25.0.0
ACE Stat Transfer 25.0.0

Current versions of components not updated in this release

ACE Agent 24.0.0
ACE Application IVR 17.0.0
ACE Central 20.0.0 (internal component)
ACE Chat Engine 23.0.0
ACE ClusterWare 24.0.0
ACE Cobrowsing Engine 20.0.0
ACE Configuration Utility 21.0.1
ACE Connector for Skype 3.0.0
ACE Conversational API 24.0.0
ACE Conversational Hub
ACE CTI Adapter 24.0.0
ACE Demo Web 12.0.0 (internal component)
ACE Dialer 17.0.0
ACE EdgeNode 24.0.0
ACE External Alarm Adapter 24.0.0
ACE Facebook Adapter 24.0.0
ACE Interact Service 24.0.0
ACE IVR G2 Adapter 23.0.0
ACE IVR Gateway 17.0.2
ACE IVR VCC 13.0.2
ACE Knowledge Portal 2.0
ACE Knowledge SEO 2.1
ACE Mobile Engine 13.0.0
ACE Monitor 24.0.0
ACE OCS Adapter 12.0.0
ACE OpenTok Adapter 24.0.0
ACE Presence Adapter G2 24 (2.0.7)
ACE Proactive Web Engine 20.0.0
ACE Pulse 24.0.0
ACE Recording 17.2.0
ACE Recording Adapter 17.0.12
ACE Recording Engine 24.0.0

ACE Reference Chat Client 23.0.0
 ACE Report 21.0.1
 ACE Screen Pop 12.0.0
 ACE Service Node Manager 24.0.0 (Telia internal component)
 ACE ServiceNode Base 14.0.3
 ACE ServiceNode Tenant 22.0.2
 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)
 ACE Web API 23.0.0
 ACE Web SDK 24.0.0
 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 25.0:

- Support for ACE IVR G2 produced in Telia Network Cloud.
- A selection of news in ACE Coach:
 - Possibility to manage canned responses.
 - Possibility to manage settings for wrap up.
 - Call flows:
 - Possibility to use virtual menus.
 - Possibility to copy a call flow to another entrance.
 - Performance improvements when loading a call flow.
 - When navigating, via link from other views, to opening hours, the expected tab will be activated.
 - Possibility to add, change and remove routing rules.
 - Possibility to manage value set for outcome.
 - Skills can be filtered by area availability.
 - Possibility to view system change log.
- A selection of news in ACE Interact:
 - Current view for callback appointment schedules.
 - Possibility to choose sender address for SMS.
 - Number from active contact used when booking appointment in ACE Interact.
 - Support for new access function *View Interaction View, my interactions*.
- A selection of news in ACE Admin:
 - Older SSL DLL:s are replaced with more current ones.
 - "Apply" button in the "Schedules" window.
 - Possibility to configure "Virtual menus" for Coach.
 - Possibility to configure SMS senders.
 - Possibility to use *MenuchoiceExtra* and *MenuchoiceCallback* as control for a switch object.
 - Query data extended from 50 to 255 characters.
- Support for setting/changing diversion number in CMG/Cisco.
- ACE Knowledge Core:
 - Enhanced export of statistics.
 - A Delivery Developer can create a Configuration Widget in ACE Knowledge.
- Norwegian language is added in ACE Database.
- System parameter *smsAdapterSenderId* is converted to configuration of SMS senders.

- Recording G2 - Recordings with storage time 0 days are not accessible.
- A selection of news in ACE Business Intelligence:
 - Outcome statistics and Agent Activity (presence) in 15-minute intervals.
 - All fields identifying an agent can be removed by a Telia technician.
 - New measures, renamed measure and new visualizations in Master items.
 - New and renamed dimension fields.
 - Sheets are automatically hidden and fields are removed in some situations; for details, see release notes for Business Intelligence.
- Support, in ServiceNode Tenant G2:
 - Silent ringback tone when calls are routed from IVR G2 to Application IVR/Conversational HUB.
 - Greater flexibility in controlling opening hours in dialogue flow.
 - Scripts to copy customer / create customer from template.
 - Normalised access number in *checkAccessNumber* event.
- 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 25.0.

Important notes for ACE 25.0:

- SQL Server 2012 is not supported from ACE 25.
- ACE Admin versions 22 or newer are supported.
- ACE Coach must be upgraded, only version 25 is supported.
- ACE Report versions 12.0.0 or newer are supported (*).
- ACE Agent versions 12.0.0 or newer are supported (*).
- ACE Pulse versions 12.0.0 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 21.0 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.
- Changing system parameter *ssoAuthIdConcept* requires system restart.
- Special limitations when using ACE IVR G2: It can take up to 5 minutes until new emergency fallback configurations are activated.
- ACE Business Intelligence:
 - Measuring point statistics is not available.
 - Max duration of an activity is 62 days.
- When upgrading ACE Database to 25.0.0, 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 25.0.0.
 - the system parameter governing the primary version of ACE Interact will automatically be changed to 25.0.0 and the system parameter governing the secondary version of ACE Interact will automatically be changed to the primary version used before the upgrade.
 - when upgrading from a version older than 24, 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 24, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 20.0 to ACE 25.0, *ACE21ReleaseNotes*, *ACE22ReleaseNotes*, *ACE23ReleaseNotes* and *ACE24ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable

- 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.
- DEV-20157: 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.
- 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.
- 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 of 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*.
- 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.
- #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".
 - 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.
 - 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.
 - There are limitations in Screen Pop in ACE Interact depending on web browser used. See release notes for ACE Interact.
 - 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.
 - 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.
 - 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.
 - Time in time picker is not displayed according to localization but always as hh:mm.
 - 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.
- 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.
- 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.