Telia ACE 27 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 27 Date 2023-11-09

Updated in this release
ACE Interact 27.0.2

For complete information about Telia ACE 27, see also all sections below.

New functionality:
- Operator Functionality in ACE Interact. The new version of ACE Interact adds a special operator mode of the search/call card, specifically tailored for operators and their workflow.

Important notes:
- The new functionality was added in ACE Interact 27.0.1, but version 27.0.2 also includes an additional important fix and thus version 27.0.2 replaces version 27.0.1.

Telia ACE 27 Restricted Release Date 2023-10-02

Updated in this release
ACE Admin 27.0.0
ACE AdminG1 27.0.0
ACE Application Server 27.0.0
ACE Business Intelligence 27.0.0
ACE Coach 27.0.0
ACE CTI Engine 27.0.0
ACE Database 27.0.0
ACE Interact 27.0.0
ACE Interface Server 27.0.0
ACE Main Server 27.0.0
ACE Interaction View Database 27.0.0
ACE ServiceNode Base - G2 27.0.0
ACE ServiceNode Tenant - G2 27.0.0
ACE Stat Transfer 27.0.0

ACE IVR G2 Adapter 26.1.1 (released in conjunction with ACE 27)
ACE Recording Engine 26.1.1 (released in conjunction with ACE 27)

Current versions of components not updated in this release
ACE To Go 26.0.0
ACE Agent 24.0.0
ACE Application IVR 26.0.0
ACE Central 20.0.0 (internal component)
ACE Chat Engine 26.1.1
ACE ClusterWare 26.1.0
ACE Cobrowsing Engine 20.0.0
ACE Configuration Utility 21.0.1
ACE Conversational API 26.0.0
ACE Conversational Hub
ACE CTI Adapter 26.0.0
ACE Dialer 17.0.0
ACE EdgeNode 26.1.0
ACE Email Server 26.1.0
ACE External Alarm Adapter 26.1.0

ACE Facebook Adapter 26.1.0
ACE Interact Service 26.0.0
ACE Interaction View Transfer 25.0.0
ACE IVR Gateway 17.0.2
ACE IVR VCC 13.0.2
ACE Knowledge Core 27.1.10
ACE Knowledge Portal 2.0
ACE Knowledge SEO 2.1
ACE Mobile Engine 24.0.0
ACE Monitor 24.0.0
ACE Notify 26.0.0
ACE OCS Adapter 12.0.0
ACE Onsite Adapter 26.1.0
ACE OpenTok Adapter 26.0.0
ACE Presence Adapter G2 2.0.7 (TCM)
ACE Presence Adapter G2 3.1.23 (Telepo)
ACE Proactive Web Engine 20.0.0
ACE Pulse 24.0.0
ACE Recording 17.2.0
ACE Recording Adapter 17.0.14
ACE Reference Chat Client 26.1.1
ACE Report 21.0.1
ACE Screen Pop 12.0.0
ACE Secure Proxy 26.1.0
ACE Service Node Manager 24.0.1
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 5.10.1
ACE Survey Database 17.0.0
ACE Survey Engine 17.0.1
ACE Telepo Adapter 21.0.0
ACE Ticket Server 21.0.0 (internal component)
ACE Web API 26.0.0
ACE Web SDK 26.1.1
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 8.5.1.0
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 27:
- A selection of news in ACE Coach:
    - User accounts
        - Assign user accounts to teams to limit access to interactions.
    - IVR
        - IVR schedules
            - Possibility to edit, add and delete IVR schedules.
            - Possibility to edit, add and delete template days for IVR schedule exception days.
    - Outbound
        - Campaigns:

- Possibility to edit, add and delete campaigns, including changed of campaign settings, feedback outcomes and feedback rules.
- Search, edit and delete campaign records.
  - Agent applications
    - Custom work levels:
      - Possibility to add, edit and delete custom work levels.
  - Building blocks
    - Queues and waiting lists
  - Possibility to set custom service levels for a queue or waiting list.
  - System
    - Storage rules for interactions:
      - Possibility to set general rules for organisation, and custom rules per task type and storage class.
    - Organisation default service levels:
      - Possibility to set default service levels for an organisation area.
  - General improvements
    - Possibility to show/hide sub columns in tables configuration.
    - UX improvements, coherent design for deletion of items.
    - Visual improvements for working with tabs.
    - New content divider introduced in campaign views, making it possible to customize relative width of different areas.

- A selection of news in ACE Interact:
  - Added functionality to administrate address book in ACE Interact.
  - Added functionality for callback records in ACE Interact.
  - Updated Search/Call card with new operations location.
  - Added support for clickable links in for notes field in Search/Call card.
  - New and rearranged shortcuts in Shortcuts card.
- Recording G2:
  - Supports for recording of external outbound calls.
  - Support for export when using storage within Telia's Network Cloud.
  - Support for manual exporting.
- A selection of news in ACE Business Intelligence:
  - Section Access on task type area access ACE BI, requires ACE Database 27.
  - Team (agent primary subarea) filter in Agent sheets, requires ACE Database 27.
  - Section Access on Team, requires ACE Database 27.
  - System statistics Incoming IVR Calls, Campaign, Chats, Callback and Email.
  - Agent Service Statistics.
  - Possible to configure that all standard ACE BI sheets should be hidden.
  - Load data from ACE Database independently version of ACE Database.
  - Possible to configure if free text answers in survey responses should be deleted.
  - Configure if phone numbers and email addresses should be extracted from ACE Statistics Database.
  - Support for new ACE access functions "View Business Intelligence, sheet" AND "Own Business Intelligence, sheet".
  - New and altered sheets, master visualizations, master dimensions and master measures, see release notes for ACE Business Intelligence for details.
  - New measure fields, new dimensional fields, see release notes for ACE Business Intelligence for details.
- ACE Onsite:
  - Background blurring in ACE Video realized using ACE Onsite.
  - Support for file sharing, snap shots and drawing.
- A selection of news in ACE Admin:
  - Assign user accounts to teams to limit access to interactions.
  - Support for WAV and MP3 formats in phrases (not available in AdminG1).
  - Simplified configuring of campaign treatments (Prebook not shown where inapplicable, and columns synchronised across the three tables).
  - Simplified campaign records window by removing non-functional buttons.
  - Support for remembering campaigns view mode ("table" or "timeline") between sessions.
- Prepared for upcoming support for mobile extensions in MX-ONE (planned for ACE 28).

- Support for wav and mp3 prompt formats in addition to vox in ServiceNode Base G2 and Tenant G2.
- Support for recording greeting prompt in mp3 format in ServiceNode Base.
- Audit trail for email access in Interaction View.
- Changes to global parameters is logged in Admin log from the database.
- Robustness improvements in ACE IVR G2 Adapter 26.1.1 and in ACE Recording Engine 26.1.1.
- New access functions
  - View Interaction View, by access area
  - View Interaction View, my team
  - Execute operator functions in ACE Interact
  - Modify callback, call records with allowed task types
  - Modify callback, my call records
  - View Business Intelligence, sheet AND own Business Intelligence, sheet
- 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 27.

Important notes for ACE 27:
- Important NOTES regarding recording of external outgoing calls:
  - Customers who already before upgrading to ACE 27 record calls using recording G2 and store external calls in InteractionView Database will after the upgrade to ACE 27 start recording external outgoing calls. This applies to agents that are already configured to be recorded.
  - If system parameter enableCoreRecording = 1, the system parameter ivAllowViewAllTasklessDetails will be set to 0 during upgrade of ACE Database in order to prevent wrong people from gaining access to recordings of external outgoing calls.
  - Customers that start recording external outgoing calls must review their access control settings as soon as possible and adjust them so that only intended people have access to recordings of external outgoing calls. Specifically, they must understand that enabling ivAllowViewAllTasklessDetails can give anyone with access to view recordings and to task types access to recordings of external outgoing calls.
  - Users with access to all interactions will also get access to recordings of external outgoing calls if they have access to recordings.
- New limitations in ACE Business Intelligence 27:
  - Some data fields will always use the ACE BI standard language for the customer even if language is changed. Ex. weekdays, months and agent status.
- ACE Coach:
  - It is not possible to change organisation area affiliation for an IVR schedule or a template day without first making it global.
  - Functionality in ACE Coach is limited for customers using ServiceNode G1. See release notes for ACE Coach for more information.
- ACE Business Intelligence can be reloaded and published regardless of the version of ACE Core, but the following functionality in ACE Business Intelligence requires data that was not available until certain versions of ACE Core:
  - Operator Statistics requires ACE Database version 24.0.0.
  - Rerouted contacts when not answered requires ACE Database version 24.0.0.
  - Enduser area access and role configuration requires ACE Database version 25.0.0.
  - Callback calls made in advance requires ACE Database version 26.0.0.
  - Task type area access requires ACE Database version 27.0.0.
  - Team (Agent primary subarea) requires ACE Database version 27.0.0.
  - Team area access requires ACE Database version 27.0.0.
  - Set version of ACE BI requires ACE Database version 27.0.0.
  - New Access functions View Business Intelligence, sheet AND Own Business Intelligence, sheet requires ACE Database version 27.0.0.
- ACE ServiceNode Tenant G2: Not all modes of greeting playback are handled by IVR G2. The supported modes for IvrGreeting are 0=disabled, 1=playback for agent+customer, 2=same as 1, and play a short beep at the end of the greeting prompt.
- ACE Admin versions 22 or newer are supported.
- ACE Coach: only version 27 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 20.0.0 or newer are supported.
- ACE Monitor versions 21.0.0 or newer are supported.
- When upgrading ACE Database to 27.0.0, all users of ACE Coach, ACE Interact and ACE Monitor will automatically start using the new version at next login after upgrade:
    - ACE Coach: when upgrading, the system parameters governing the primary version of ACE Coach will automatically be changed to 27.0.0.
    - ACE Interact: the system parameter governing the primary version of ACE Interact will automatically be changed to 27.0.0.
    - ACE Monitor: 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.
    - System parameters governing the secondary version for the different clients may also be updated; check configuration for details if needed.
- If upgrading from a version older than ACE 26, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 22.0 to ACE 27.0, *ACE23ReleaseNotes*, *ACE24ReleaseNotes*, *ACE25ReleaseNotes* and *ACE26ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable
- ACE Web SDK 26.1:
    - Removed support for ACE Online Widgets and Plugins version 4. To use this version of Web SDK, v4 widgets need to be upgraded to One Widget.
    - See release notes for Web SDK 26.1 for information about limitations in Online Widgets.
- Note that calls not answered or calls parked and then resumed by agent are counted as a monitored call.
- Recording G2: Recordings of IVR calls can be a maximum of 60 minutes.
- ACE Interact Service: see limitations in release notes for ACE Interact Service 26.
- DEV-31282: A callback call that is not answered within 2 minutes is not recorded. If answered after 2 minutes, no recording is made and an alarm is logged in windows alarm log.
- ACE To Go: see limitations in release notes for ACE To Go.
- Two versions of ACE Admin exist since ACE 26.0:
    - ACE Admin for customers using ServiceNode G2. Handled as the "usual", primary version of ACE Admin.
    - ACE AdminG1 for customers using ServiceNode G1. AdminG1 has a separate installation program independent from the "usual" Admin one.
    - The "usual" Admin version does not work towards ServiceNode G1 and AdminG1 does not work towards ServiceNode G2.
- For usage of the app client ACE To Go, dialogue flow that handles queuing on User Extensions with recall must be available.
- SQL Server 2012 is not supported from ACE 25.
- Special limitations when using ACE IVR G2: It can take up to 5 minutes until new emergency fallback configurations are activated.
- ACE Business Intelligence:
    - Max duration of an activity is 62 days.
- 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 for integration with TCM: searching on special characters may fail due to limitations in TCM.
- Limitations when using 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.

- 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.
- 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.
- 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 Touchpoint Plus, released in ACE 17.0.
  - The functionality in ACE Dialer requires that Touchpoint Plus 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 Plus 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:
  - 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 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.
  - o 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 Time in time picker is not displayed according to localization but always as hh:mm.
  - 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 To be able to use Teams answering plugin (ACE Interact Service), the client setting "Handle ACE calls in Microsoft Teams" must be selected under section "Answering location".
- 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 configured to be 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 Touchpoint Plus:
  - o Combination with ACE Dialer requires that both ACE Dialer and ACE IVR Gateway are connected to 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 Touchpoint Plus organizations will trigger the function for Direct inward dialing. If one CallGuide Server handles several 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 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 Touchpoint Plus with ACE IVR Gateway, see information about limitations in release notes for ACE IVR Gateway.
- When integrating Telia Entry or 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 Touchpoint Plus as switch:
  - o An agent logged in to ACE Agent using CTI-functionality in Touchpoint Plus may only use functions in the Touchpoint Plus 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 Plus 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 Plus 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.