

Telia ACE 28 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 28 Restricted Release Date 2024-03-01

Updated in this release

ACE Admin 28.0.0
ACE Business Intelligence 28.0.0
ACE ClusterWare 28.0.0
ACE Coach 28.0.0
ACE CTI Adapter 28.0.0
ACE CTI Engine 28.0.0
ACE Database 28.0.0
ACE EdgeNode 28.0.0
ACE Email Server 28.0.0
ACE External Alarm Adapter 28.0.0
ACE Facebook Adapter 28.0.0
ACE Interact 28.0.0
ACE Interface Server 28.0.0
ACE Interaction View Database 28.0.0
ACE Interaction View Transfer 28.0.0
ACE IVR G2 Adapter 28.0.0
ACE Main Server 28.0.0
ACE Onsite Adapter 28.0.0
ACE Pulse 28.0.0
ACE Recording Engine 28.0.0
ACE Service Node Manager 28.0.0
ACE ServiceNode Base - G2 28.0.0
ACE ServiceNode Tenant - G2 28.0.0
ACE Stat Transfer 28.0.0
ACE Web SDK 28.0.0

Current versions of components not updated in this release

ACE AdminG1 27.0.0
ACE Agent 24.0.0
ACE Application IVR 26.0.0
ACE Application Server 27.0.0
ACE Central 20.0.0 (internal component)
ACE Chat Engine 26.1.1
ACE Cobrowsing Engine 27.0.0
ACE Configuration Utility 21.0.1
ACE Conversational API 26.0.0
ACE Conversational Hub
ACE Dialer 17.0.0
ACE Interact Service 26.0.0
ACE IVR Gateway 17.0.2
ACE IVR VCC 13.0.2
ACE Knowledge Core 27.1.19
ACE Knowledge Portal 2.0
ACE Knowledge SEO 2.1
ACE Mobile Engine 24.0.0
ACE Monitor 24.1.0
ACE Notify 26.0.0
ACE OCS Adapter 12.0.0
ACE Onsite 1.1.5
ACE Presence Adapter G2 2.0.7 (TCM)

ACE Presence Adapter G2 3.3.9 (Telepo)
 ACE Proactive Web Engine 27.0.0
 ACE Recording 17.2.0
 ACE Recording Adapter 17.0.15
 ACE Reference Chat Client 26.1.2
 ACE Report 21.0.1
 ACE Screen Pop 12.0.0
 ACE Secure Proxy 26.1.0
 ACE ServiceNode Base 14.0.3
 ACE ServiceNode Tenant 22.0.2
 ACE Sms Database 22.0.0
 ACE Sms Engine 27.0.0
 ACE Softphone 5.10.1
 ACE Survey Database 17.1.0
 ACE Survey Engine 17.1.0
 ACE Telepo Adapter 21.0.0
 ACE Ticket Server 21.0.0 (internal component)
 ACE To Go 26.0.0 / 26.0.1 (Android)
 ACE Web API 26.0.0
 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 11.1.2
 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 28:

- Recording G2:
 - Support for recording of transferred calls (Touchpoint Plus/Experience, VIP, ACE Voice) (ROD not supported)
 - Support for recording of enquiry calls (Touchpoint Plus/Experience, VIP, ACE Voice) (ROD not supported)
 - A G2 recording is not exported if a contact's media storage time is set to zero by the end of wrapup.
 - Recordings may be exported via SFTP.
 - Possible to configure which calls should be recorded (G2) via system parameters.
- A selection of news in ACE Coach:
 - User accounts
 - Create new user account/Edit user account:
 - Default value for “Link assignment of skills and groups” has been changed to “off”.
 - Customer paths
 - Call flows:
 - Possibility to listen to audio files of type wav and mp3.
 - Callback appointment schedules:
 - Possibility to copy exception to a single day, or consecutive period of days.
 - IVR
 - IVR schedules:
 - Column “Usage” displays id of object using the IVR schedule (if more than one – on hover).
 - Dialogue flows:
 - List non hidden dialogue flows.
 - View basic details for selected dialogue flow.
 - List dialogue objects.
 - View basic details for phrase, menu and switch object.

- Possibility to change audio for phrase and menu object.
 - Possibility to activate/inactivate phrase object and menu exit.
 - Possibility to manually alter active exit for switch object with switch type manual.
 - Possibility to listen to audio files of type wav and mp3.
 - Audio library:
 - List all audio items.
 - View, create, edit, and delete audio items.
 - Possibility to listen to audio files of type wav and mp3.
- Outbound
 - Campaign records:
 - Support for duplicating and archiving campaign records.
 - Possibility to import campaign records from Excel or csv file.
- Building blocks
 - Entrances
 - List all types of entrances (call, chat, email).
 - Possibility to duplicate existing chat entrance.
 - Task types
 - Possibility to affiliate task type with subarea for access to interactions.
 - Queues and waiting lists
 - Possibility to manage caller id per queue and waiting list.
 - Splitter added to be able to resize content inside the view and hide list or details.
 - Contact data keys
 - Possibility to change settings, such as name and contact type, for keys.
 - Possibility to manage predefined values for keys.
 - Outcome values
 - Outcome values are now handled in contact data keys by selecting the key outcome and manage its predefined values.
- Menu
 - My settings
 - Possibility to select display principal for content and settings in ACE Coach.
- General improvements
 - Improved performance for systems with large amount of configuration data.
- A selection of news in ACE Interact:
 - Support for changing presented Caller ID in ACE Interact.
 - Show "Personal Statistics" in ACE Interact.
 - New access function for creating callbacks in ACE Interact.
 - Support for selecting ConnectMe as answering location in client settings.
- A selection of news in ACE Business Intelligence:
 - For users with organisation area access, subareas in organisation area are added for subarea access.
 - New ACE BI application is required for new master visualizations, altered sheets, altered master visualizations, altered master measures and new master dimension. See release notes for ACE Business Intelligence for details.
 - New dimensional fields added.
- A selection of news in ACE Admin:
 - Warning administrator of potential "personal data breach" when deleting sub areas or task types with configured subareas.
 - Support for configuring dialogue flow menu objects and input objects with extended functionality.
 - Support for configuring display number for queues and waiting lists, and for dialer campaigns.
- Support for CallerID in Mx-One, in ACE CTI Engine.
- Support for mobile extensions in MX-ONE.
- Improved stability and robustness for connections to ACE Database from ACE Core.
- Able to distinguish between callbacks and callback appointments created by customers and callbacks created by agents.
- Views in Statistics and Workforce Interface filters on calling db users access org areas.
- New statistical collections for Callback appointment availability - Care guarantee.
- New access functions
 - execute - createCallback, create callback in ACE Interact.
 - view myStatistics, my statistics for date range.

- New contact data key
 - createdByAgent; when infoSource is agent or admin, createdByAgent contains the user name of the person who created the callback.
- New global system parameters
 - MX-One SSH control interface, username, default "
 - MX-One SSH control interface, password, default '0'
 - Analytics data (Interact, Coach, Monitor), default 'off'
 - Recording G2, AWS storage region, default 'eu-north-1'
 - Interaction View export, SFTP server URL, default "
 - Interaction View export, SFTP server public key, default "
 - Interaction View export, SFTP username, default "
 - Interaction View export, SFTP password or private key, default '0'
 - Interaction View export, SFTP storage path, default "
- New organisation area system parameters
 - Caller ID, support for Caller ID configuration activated, default '0'
 - Caller ID, allow agents to select hidden for external outbound calls, default '0'
 - Recording G2, record callback calls, default value from existing parameter coreRecordingEnabled
 - Recording G2, record Preview campaign calls, default value from existing parameter coreRecordingEnabled
 - Recording G2, record enquiry calls to agents, default '0'
 - Recording G2, record enquiry calls to external numbers, default '0'
 - Recording G2, record IVR calls, default value from existing parameter coreRecordingEnabled
 - Recording G2, record outbound calls, default value from existing parameter coreRecordingEnabled
 - Recording G2, record transferred calls, default '0'
- ACE ClusterWare:
 - Support for log level info.
 - Alarms clusterware_severe_service_degradation and clusterware_severe_service_degradation_resolved.
 - Functions in Server Manager to simplify machine replacement in a ClusterWare cluster and for manually uninstalling a client from a ClusterWare cluster.
- Support for reading chunked Riak data in ACE EdgeNode (removed use of Riak REST-API).
- Support for new D4SP Core (5.5.3) in ACE CTI Adapter.
- Drop stale SQS messages after 20' in ACE External Alarm Adapter.
- Improvements in ACE IVR G2 Adapter:
 - Answer newCall with dropCode numberNotFound when appropriate.
 - Support longer response times from SN when handling requests.
 - Silence backgroundPromptError alarms from IoTComms.
- Improvements in ACE Recording Engine:
 - Take XML metadata record field into account when deciding agent.
 - Updated AWS CloudFormation Server Keys template for SFTP export.
 - Use separate HTTP client for fetching messages vs anything else.
 - Clean stale routing info at 03:00 instead of at arbitrary time.
- Improvements in ACE Facebook Adapter:
 - Support post on "Mentions" page. When a visitor posts something on "Mentions" page, a notification will be sent to ACE for agents to handle.
 - Support facebook graph API parameter appsecret_proof (<https://developers.facebook.com/docs/graph-api/securing-requests%20/>). This parameter will be added in the request, facebook APP could be configured based on the document to support verification of this parameter.
- A selection of news in ACE ServiceNode Tenant:
 - Improved features in dialogue objects
 - New error handling and repeat functionality in Menu object.
 - New timeout and invalid handling in input object.
 - Support for IVR G2 behind customer's Enterprise PBX Centers.
- A selection of news in ACE Web SDK:
 - ACE Knowledge Widgets updated from ACE Widgets 17 to 18.
 - New widget type added, ACE Conversational Hub Widget, which enables integration with Dialogflow and Boost.ai.
- ACE To Go adheres to the system settings mobileNoAnswerTimer and mobileFailedTimer.

- 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 28.

Important notes for ACE 28:

- ACE Coach:
 - Functionality in ACE Coach is limited for customers using ServiceNode G1. See release notes for ACE Coach for more information.
 - IVR schedules:
 - User without access function “own” “scheduleIvr” cannot change area affiliation from global to whole org. area/subareas.
- Limitations when using MXONE Mobile Extension switch:
 - If the agent has a customer call and an inquiry call on the extension and presses mute an alternate call is performed.
- Recording G2:
 - Enquiry calls are not recorded if original contact is not a call.
 - Permission for automatic recording supersedes permission for ROD, and the capability for recording in those cases is affected by an end customer's consent (this is not the case for ROD).
 - Recording G2 does not work for agents that have greeting phrases enabled with Touchpoint Plus telephony when logged in on light mode.
 - See information above regarding new organisation area system parameters for Recording G2 and their default values.
- Required Graph API version for the Facebook app is v16.0.
- ACE Admin versions 22 or newer are supported. Recommendation though is to use latest version.
- ACE Coach: only version 28 is supported.
- ACE Report versions 12.0.0 or newer are supported (*). Recommendation though is to use latest version.
- ACE Agent versions 12.0.0 or newer are supported (*). Recommendation though is to use latest version.
- ACE Pulse versions 12.0.0 or newer are supported (*). Recommendation though is to use latest version.
- (*) 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. 4
- ACE Interact versions 25.0.3 or newer are supported.
- ACE Monitor versions 24.1.0 or newer are supported.
- When upgrading ACE Database to 28.0.0, 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 and secondary version of ACE Coach will automatically be changed to 28.0.0.
 - ACE Interact: the system parameter governing the primary version of ACE Interact will automatically be changed to 28.0.0 and the system parameter governing the secondary version of ACE Interact is set to 27.0.3.
 - ACE Monitor: when upgrading, the system parameters governing the primary and secondary version of ACE Monitor will automatically be changed to 24.1.0.
- If upgrading from a version older than ACE 27, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 23.0 to ACE 28.0, *ACE24ReleaseNotes*, *ACE25ReleaseNotes*, *ACE26ReleaseNotes* and *ACE27ReleaseNotes* should be read in addition to this document.

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

- Important notes for ACE 27 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.
- 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 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 monitored calls.
- Recording G2:
 - Recordings of IVR calls can be a maximum of 60 minutes.
 - 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 Interact Service: see limitations in release notes for ACE Interact Service 26.
- 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.
- 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.
- 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 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.
- 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:
 - 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.
 - 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.
 - 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.
- 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:
 - 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.
- 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 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.
 - 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 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:
 - 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 Touchpoint Plus as switch:
 - 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.
 - 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.