

Telia ACE 28 Release Notes ACE Admin

[Each change description begins with a #. If the change has a CM-system ID this is shown after the #.]

Version 28.0.3.5 2024-09-16

Compatible version of other components:

ACE Application Server 27.0.0 or newer.
ACE Configuration Utility 21.0.1 or newer
ACE Database 28.0.0 or newer
ACE Main Server 28.0.0 or newer
ACE ServiceNode Tenant G2 28.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0
Windows 10
Windows 11

New functionality:

-

Bugs corrected in this version:

#ACET-43126 - Switch object does show the actually configured menu choice.
#ACET-43296 - Unable to set service level thresholds exceptions per queue.
#ACET-43347 - Threshold for service level 2 can be set to lower than level 1.
#ACET-43657 - Exit timers for menu objects are not saved.
#ACET-43996 - Phrase timers for menu objects are saved in duplicates.
#ACET-44393 - When viewing some dialogue flows, Admin repeatedly fetches the same data over and over again in a tight loop, causing unnecessary system load.

Limitations:

- See previous version.

Related documents:

- See previous version.

Version 28.0.2.0 Date 2024-05-06

Compatible version of other components:

ACE Application Server 27.0.0 or newer.
ACE Configuration Utility 21.0.1 or newer
ACE Database 28.0.0 or newer
ACE Main Server 28.0.0 or newer
ACE ServiceNode Tenant G2 28.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0
Windows 10
Windows 11

New functionality:

-

Bugs corrected in this version:

#ACET-41734/42538 - Unexpected error when selecting "Personal records" in the "Campaign records" window.

Limitations:

- See previous version.

Related documents:

- See previous version.

Version 28.0.1.3 Date 2024-04-05

Compatible version of other components:

ACE Application Server 27.0.0 or newer.
ACE Configuration Utility 21.0.1 or newer
ACE Database 28.0.0 or newer
ACE Main Server 28.0.0 or newer
ACE ServiceNode Tenant G2 28.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0
Windows 10
Windows 11

New functionality:

-

Bugs corrected in this version:

#ACET-18046 - Configuration of switch domain for extension location unavailable if no TPP or CentrexIP location exists in the org. area.
#ACET-41571 - Changes to a menu object's "next object" for dynamic exits are not saved.
#ACET-41972 - Changes to a menu object's "next object" for fixed exits are not saved.
#ACET-42061 - Campaign license is required to configure caller ID for domains.
#ACET-42109 - Configured IP and port for Mx-One is not shown in links window.
#ACET-42111 - When saving changes to a domain, connection to any collaborating domain is lost.
#ACET-42112 - Error message when configuring collaborating queue on a newly created queue.
#ACET-42115 - Caller ID is not inherited for a collaborating callback queue.

Limitations:

- See previous version.

Related documents:

- See previous version.

Version 28.0.0.23 Date 2024-02-09

Compatible version of other components:

ACE Application Server 27.0.0 or newer.
ACE Configuration Utility 21.0.1 or newer
ACE Database 28.0.0 or newer
ACE Main Server 28.0.0 or newer
ACE ServiceNode Tenant G2 28.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0

Windows 10
Windows 11

New functionality:

- Warning administrator of potential "personal data breach" when deleting sub areas or task types with configured subareas.
- Support for configuring dialogue flow menu objects with extended functionality.
- Support for configuring dialogue flow input objects with extended functionality.
- Support for configuring display number for queues and waiting lists, and for preview campaigns.

Bugs corrected in this version:

- #DEV-34131 Cannot release call parameter from a phrase object.
- #DEV-36096 Incorrect display of call parameter value.
- #DEV-36735 Unhelpful error message when trying to save duplicate query data.
- #DEV-37023 Wrong id is stored for ACE queues in "Queues for park and requeue...".
- #DEV-37093 New query data rows are not saved.
- #DEV-37095 Changing the category of a Jump object will not affect the start object selector category until the Jump object is saved.
- #DEV-37145 Changed name for a Return object is never saved.
- #DEV-37292 Adding an automatic answer for email via "Edit" leaves Admin in disarray.
- #DEV-37721 Wrong error message text when configuring IP address to Mx-One for caller ID.
- #DEV-37751 Contact data keys not intended for campaigns are possible to select for a campaign.
- #DEV-37857 Switch objects controlled by "Current entrance" or "Current menu choice" displays controller as empty with a padlock icon instead of [Current entrance] or [Current menu choice].
- #DEV-38182 Call parameters are not alphabetically ordered in dropdowns.
- #DEV-38261 Sort order is reversed in access role window.
- #DEV-38694 Misleading hints for "overdial ratio" and "silent call limit" for dialler campaigns.

Limitations:

- In the "Routing" window there can be no more than 2000 routing rows.
- A single address list file can have no more than 50 000 entries.
- Alternative character set is not supported in some configurations:
 - Dialog Flows
 - Schedules
 - Entrances
 - Menu choices

Related documents:

- ACE Installed components
- Installation manual ACE clients
- Help Hub: <https://ace-showcase.com/ace-help-hub/knowledgebase/#human-ace-help-hub=/c202-ace-admin%22>