

Telia ACE 30 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 30 General Availability Date 2025-03-03

Updated in this release

ACE Admin 30.0.0
ACE Business Intelligence 30.0.0
ACE ClusterWare 30.0.0
ACE Coach 30.0.0
ACE Configuration Utility 30.0.0
ACE CTI Adapter 30.0.0
ACE CTI Engine 30.0.0
ACE Database 30.0.0
ACE EdgeNode 30.0.0
ACE External Alarm Adapter 30.0.0
ACE Interact 30.0.1
ACE Interface Server 30.0.0
ACE Interaction View Database 30.0.0
ACE Interaction View Transfer 30.0.0
ACE IVR G2 Adapter 30.0.0
ACE Main Server 30.0.0
ACE Onsite Adapter 30.0.0
ACE Recording Engine 30.0.0
ACE Secure Proxy 30.0.0
ACE ServiceNode Base - G2 30.0.0
ACE ServiceNode Manager 30.0.0
ACE ServiceNode Tenant - G2 30.0.0
ACE Stat Transfer 30.0.0
ACE TTS Service 30.0.0
ACE Web API 30.0.0

Current versions of components not updated in this release

ACE Application IVR 26.0.0
ACE Application Server 27.0.0
ACE Central 20.0.0 (internal component)
ACE Chat Engine 29.0.0
ACE Cobrowsing Engine 27.0.0
ACE Conversational API 26.0.0
ACE Conversational Hub
ACE Dialer 17.0.1
ACE Email Server 29.0.1
ACE Facebook Adapter 29.0.0
ACE Interact Service 26.0.1
ACE IVR Gateway 17.0.3
ACE Knowledge Core 29.1.3
ACE Knowledge Portal 2.0
ACE Knowledge SEO 2.1
ACE Monitor 24.1.1
ACE Notify 29.0.0
ACE OCS Adapter 12.0.0
ACE Onsite 1.2.2
ACE Pulse 29.0.0
ACE Presence Adapter G2 2.0.7 (TCM)
ACE Presence Adapter G2 3.7.1 (Telepo)
ACE Proactive Web Engine 27.0.0

ACE Recording 17.2.0
 ACE Recording Adapter 17.0.15
 ACE Reference Chat Client 29.0.0
 ACE Report 21.0.1
 ACE Screen Pop 12.0.0
 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 26.0.11 (iOS) / 26.0.2 (Android)
 ACE Web SDK 29.0.6
 CallGuide AD Adapter 9.0.0
 CallGuide Dialer Engine 9.1.0
 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 Supervise Interface - Extended 8.1.1.1
 CallGuide Text To Speech Engine 9.1.0

Summary of new functionality in ACE 30:

- Recording G2:
 - Support for using automatic recording and Recording on Demand simultaneously in Recording G2.
 - Support for recording enquiries from non-call contacts in Recording G2.
 - Support for customer consent for unique Callback Call.
- A selection of news in ACE Coach:
 - User accounts
 - Accounts
 - Real-time information on agent status
 - Logout agents from ACE
 - IVR
 - Dialogue flows
 - Enhanced dialogue flow configuration in ACE Coach. History of visited dialogue flows. List of access numbers using dialogue flows. Object history stack. View hidden and visible dialogue flows.
 - Dialogue flow chart in ACE Coach with possibility to open dialogue flows in table view or in chart mode. Support to manually arrange objects in chart mode.
 - Enhanced switch object configuration for dialogue flows in ACE Coach. Full support for all configurations in the switch object in dialogue flows.
 - Lookup tables
 - Lookup table configuration for dialogue flows in ACE Coach. Full support for configuration of lookup tables (query data), including new access functions to improve access management in IVR functions in ACE.
 - Building blocks
 - Queues and waiting lists
 - Real-time information is displayed in table for all queues and as graphs for selected queue
 - Workforce management, adding and removing agents from queues
 - General improvements
 - Possibility to save multiple custom table view column configuration for each table
 - Changed design of entities top cards, moving actions into context menu
 - ACE Coach in Finnish (Coach 30.0.2)
- Agent statistics for rerouted contacts (callback, campaign, email and chat) and statistics for onsite sessions (file sharing, video, screen sharing) added.
- Statistics for onsite sessions (file sharing, video, screen sharing) in Stat Transfer.

- Continuous data export from ACE:
 - IV Transfer NRT
 - Stat Transfer NRT
- Support in Onsite Adapter for starting ACE Video and Sharing from phone call in ACE Interact.
- A selection of news in ACE Interact:
 - Start video or screen/file sharing from phone call in ACE Interact
 - Easier way for operators to find available persons in Search/Call card in ACE Interact
 - Support for multi directory in ACE Interact
 - Additional sound signals for incoming contacts in ACE Interact
 - New access function for downloading recordings in ACE Interact for Recording G2
 - Recording G2 - only listen to my own recordings
 - Recording G2 - Automatic Recording and Recording on Demand
- A selection of news in ACE Business Intelligence:
 - Use system parameter *statisticsMinutesInInterval* to decide the length of intervals.
 - Average wait time for callback calls with service level.
 - Shorten the time to load data into ACE BI.
 - New default measure: requeued contacts with task type(agent).
 - New ACE BI application is required for new functionality, new sheets, altered master visualizations and altered sheets. See release notes for ACE Business Intelligence for details.
- Improved security, performance and robustness for alarms in ACE ClusterWare.
- ACE EdgeNode:
 - Improved robustness of refresh-token handling in ACE To Go.
 - Improved API for ACE Admin.
- Recoding consent parameter added to ACE Web API.
- A selection of news in ACE Admin:
 - Support for new expression syntax for call parameter assignments and conditions in parameter objects.
 - It is no longer mandatory to assign subareas to a campaign.
- ACE ServiceNode Tenant G2:
 - Support for ACE Coach dialogue flow charts.
 - Support to choose from multiple *DiversionHeaders*.
- New access functions:
 - *View ivMyRecordings*, Listen to recordings where agent has participated.
 - *Own dialogueFlowChrt*, Creating dialog flow charts.
 - *View realTimeAgents*, Viewing real time information about agents.
 - *View realTimeDomains*, Viewing real time information about domains.
- Renamed and changed descriptions of some access functions. See release notes for ACE Database for details.
- Changed area code prefix for Lithuania from 8 to 0.
- New global system parameters:
 - *Alert_new_vip*, client setting for playing a sound in ACE Interact when a new contact is placed in a VIP queue.
 - *Alert_wl_contact*, client setting for playing a sound in ACE Interact when a new contact is placed in a waiting list.
- New orgarea system settings:
 - *EnableMeetingToolsPhone*, Client setting to enables agents to enhance calls with video, screen sharing, and file sharing.
 - *EnableMeetingToolsChat*, Client setting to enables agents to enhance chats with video, screen sharing, and file sharing.
- Changed descriptions of system settings. See release notes for ACE Database for details.
- 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 30.

Important notes for ACE 30:

- From ACE 30, ACE Agent is not supported.
- System parameter *ctiLostStayLoggedIn* is set to 1 by default when installing, or upgrading to, ACE 30.

- To use ACE Admin 30, base URL for ACE EdgeNode must be added in the Windows Registry (using ACE Configuration Utility 30 is recommended).
- ACE Admin versions 22 or newer are supported. Recommendation though is to use latest version.
- ACE Coach: only version 30 is supported.
- ACE Report 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 Pulse 21.0 or newer and ACE Report 21.0 or newer are supported; older versions are thus not supported.
- 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 30.0.0, 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 30.0.0.
 - ACE Interact: the system parameter governing the primary version of ACE Interact will automatically be changed to 30.0.1 and the system parameter governing the secondary version of ACE Interact is set to 29.0.0.
 - ACE Monitor: when upgrading, the system parameters governing the primary and secondary version of ACE Monitor will automatically be changed to 24.1.1.
- If upgrading from a version older than ACE 29, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 26 to ACE 30, *ACE27ReleaseNotes*, *ACE28ReleaseNotes* and *ACE29ReleaseNotes* should be read in addition to this document.

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

- For all new installations of ACE CTI Engine, Enghouse CTI Connect™ 9.3.476 or newer shall be used.
- See release notes for ServiceNode Tenant for new limitations regarding protected DTMF on IVR G2.
- Only IVR calls are recorded if agent is using light mode. (Recording G2).
- 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 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.
- ACE Business Intelligence:
 - Max duration of an activity is 62 days.
 - ACE Business Intelligence can be reloaded and published regardless of the version of ACE Core but see release notes for ACE Business Intelligence for information about functionality in ACE Business Intelligence that requires data that was not available until certain versions of ACE Core.
 - 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.
 - IVR schedules:
 - User without access function *Own scheduleIvr* cannot change area affiliation from global to whole org. area/subareas.
 - Possibility to configure which type of calls to record (found in Storage rules for interactions) is only supported with ACE Recording G2. No support for configuring recording powered by NICE.
- 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.

- Required Graph API version for the Facebook app is v16.0.
- 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.
 - 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.
- 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.
- For usage of the app client ACE To Go, dialogue flow that handles queuing on User Extensions with recall must be available.
- To be able to use ACE Interact Service, the client setting "Handle ACE calls in Microsoft Teams" must be selected under section "Answering location".
- 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.
- 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 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)
 - 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 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.
- 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 ACE Main 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.
- #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.