

Telia ACE 30 Release Notes ACE Admin

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

Version 30.0.2.4 2025-05-07

Compatible version of other components:

ACE Configuration Utility 30.0.0 or newer
ACE Database 30.0.0 or newer
ACE Main Server 30.0.0 or newer
ACE ServiceNode Tenant G2 30.0.0 or newer
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0
Windows 10 & 11

New functionality:

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Bugs corrected in this version:

#ACET-48684 It is not possible to create work item accounts.
#ACET-48739 No error message is shown when trying to delete a skill that is in use.
#ACET-48800 Memory leaks can lead to decreased performance over time.
Missing meny choice for agent application, “Waiting lists in ACE Interact”.

Limitations:

See previous version.

Related documents:

See previous version.

Version 30.0.1.0 2025-03-13

Compatible version of other components:

ACE Configuration Utility 30.0.0 or newer
ACE Database 30.0.0 or newer
ACE Main Server 30.0.0 or newer
ACE ServiceNode Tenant G2 30.0.0 or newer
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0
Windows 10 & 11

New functionality:

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Bugs corrected in this version:

#ACET-48503 - Modifying routing rows with multiple destinations may corrupt the routing row.

Limitations:

See previous version.

Related documents:

See previous version.

Version 30.0.0.29 2025-02-07

Compatible version of other components:

ACE Configuration Utility 30.0.0 or newer
ACE Database 30.0.0 or newer
ACE Main Server 30.0.0 or newer
ACE ServiceNode Tenant G2 30.0.0 or newer
ACEOidcClient.dll 21.0.1.0
libcrypto-3.dll 3.0.7.0
libssl-3.dll 3.0.7.0
Windows 10 & 11

New functionality:

- Support for new expression syntax for call parameter assignments and conditions in parameter objects. [ACET-38231]
- Support for configuring Dialer G2 instances (requires elevated access). [ACET-43408]
- Disabled tables have a more consistently "disabled" look.
- It is no longer mandatory to assign subareas to a campaign. [ACET-47533]
- To use ACE Admin 30, base URL for ACE EdgeNode must be configured, e.g. using ACE Configuration Utility 30.

Bugs corrected in this version:

- #ACET-43284 Inconsistent naming of call parameters connected to contact data keys.
- #ACET-43657 Timers on menu exits are not properly saved.
- #ACET-44069 Improved logging for changes in dialogue flows.
- #ACET-44195 Links in start object references becomes static text when browsing flow objects.
- #ACET-45359 Impossible to save queues with empty borrow and return values in Temporary workforce from dialer campaigns.
- #ACET-46059 Unhelpful error message when copying an org. area without changing the name to a unique one.
- #ACET-46077 Admin asks to save changes in routing table even when no changes have been made.
- #ACET-46674 Unhelpful error message when assigning more than 200 domains to a service in a custom work level.
- #ACET-46862 Deleted dialogue flows are not removed from list of flows.
- #ACET-47676 It looks as if it is possible to change distribution type for a campaign when copying a campaign, when it in fact is not.

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/#humany-ace-help-hub=/c202-ace-admin%22>