Telia ACE 31 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 31 Restricted Release Date 2025-06-04

Updated in this release
ACE Admin 31.0.0
ACE Business Intelligence 31.0.0
ACE ClusterWare 31.0.0
ACE Coach 31.0.1
ACE CTI Adapter 31.0.0
ACE CTI Engine 31.0.0
ACE Database 31.0.0
ACE EdgeNode 31.0.0
ACE Facebook Adapter 31.0.0
ACE Interact 31.0.1
ACE Interface Server 31.0.0
ACE Interaction View Database 31.0.0
ACE IVR G2 Adapter 31.0.0
ACE Main Server 31.0.0
ACE Onsite Adapter 31.0.0
ACE Reference Chat Client 31.0.0
ACE ServiceNode Base - G2 31.0.2
ACE ServiceNode Tenant - G2 31.0.2
ACE Web API 31.0.0
ACE Web SDK 31.0.0

Current versions of components not updated in this release
ACE Application IVR 26.0.1
ACE Application Server 27.0.0
ACE Central 20.0.0 (internal component)
ACE Chat Engine 29.0.2
ACE Cobrowsing Engine 27.0.0
ACE Configuration Utility 30.0.1
ACE Conversational API 26.0.0
ACE Conversational Hub
ACE Dialer 17.0.1
ACE Email Server 29.0.1
ACE External Alarm Adapter 30.0.0
ACE Interact Service 26.0.1
ACE Interaction View Transfer 30.0.0
ACE IVR Gateway 17.0.3
ACE Knowledge Core 30.0.0
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 1.2.4
ACE Presence Adapter G2 2.0.7 (TCM)
ACE Presence Adapter G2 3.7.2 (Telepo)
ACE Proactive Web Engine 27.0.0
ACE Pulse 29.0.0
ACE Recording 17.2.0
ACE Recording Adapter 17.0.15
ACE Recording Engine 30.0.0

ACE Report 21.0.1
ACE Screen Pop 12.0.0
ACE Secure Proxy 30.0.0
ACE ServiceNode Manager 30.0.0
ACE Sms Database 22.0.0
ACE Sms Engine 27.0.0
ACE Softphone 5.10.1
ACE Stat Transfer 30.0.0
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 TTS Service 30.0.0
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 31:

- A selection of news in ACE Coach:
  - User accounts
    - Accounts
      - ACEART-1870 New design for edit single user account.
      - ACEART-1219 Bulk management of user accounts.
  - IVR
    - Dialogue flows
      - ACEART-1736 Complete phrase object configuration.
      - ACEART-1738 Improved menu object configuration.
      - ACEART-1812 Voice profiles for numbers and fault message.
  - Building blocks
    - Queues and waiting lists
      - ACEART-1904 Settings for if and when queues can borrow workforce from dialer campaigns.
  - System
    - Organisation area settings
      - Organisation default service levels changed to be a section in organisation area settings.
      - ACEART-1904 General settings for borrowing temporary workforce from dialer campaign.
- A selection of news in ACE Interact:
  - Suppress agent name when forwarding email.
  - Improved layout of email card.
  - Display the number of characters when writing an email.
  - Filter out interactions that has one or more recordings.
  - Use quick text when sending operator message as email and SMS at the same time.
  - Change order of presentation data in details field in Search/Call card.
  - Access function *View Agent Status Overview* needed to view agent status overview.
  - JSApi external popup: new position and size.
- A selection of news in ACE Business Intelligence:
  - New functionality that requires new ACE BI application:
    - New object to select language. Extension Simple field select is deprecated.
    - Sheet Cross table has been redesigned.

- o Some bugs corrected in this version requires new ACE BI application, see release notes for Business Intelligence for details.
- Automatic update of Edge clients:
  - o ACE Core 31 or newer: leaving the primary client version in ACE Admin empty means that newest client version installed beginning with same major.minor version as ACE Core, or lower, will be used.
  - o ACE Core 30: leaving the primary client version in ACE Admin empty means that newest client version installed beginning with 30.0, or lower, will be used.
  - o Secondary client version configuration works in same manner as primary client version configuration.
  - o Configuring primary and secondary client version in ACE Admin with major.minor.patch will work as before, in earlier ACE versions.
  - o Configuration of primary and secondary client version in ACE Admin now supports configuring major number only or major.minor number, in addition to major.minor.patch number. For example, 31 will give that newest client version installed beginning with 31 will be used and 31.2 will give that newest client version installed beginning with 31.2 will be used.
  - o Also see information under important notes below.
- ACE Video:
  - o Customer specific video background image configuration in ACE Admin.
  - o Visitor default camera configuration in ACE Admin.
- ACE Reference Chat Client:
  - o "Video call" replaced by "video and sharing meeting" in template texts in configuration file for ACE Video and Sharing. Existing configuration files may be updated with new texts; no need to update Reference Chat client version.
- ACE Web SDK:
  - o Show meeting type (video and/or screen- and filesharing) when asking visitor to accept a meeting. ACE Video and Sharing meetings text has also been updated in the configuration file template.
  - o Change how to display opening hours to comply to the WCAG standard.
- Improved robustness in ACE CTI Adapter (on ACE ClusterWare).
- Robustness improvements in ACE ClusterWare.
- Improved cache mechanism in ACE IVR G2 Adapter.
- Support for voice profiles (defined in ACE Coach) in number packages and emergency phrases in ServiceNode Tenant G2. Voice profiles defined in ACE Coach possible to choose in ACE Admin, in the call parameter and for the system parameter text-to-speech.
- Updated threshold for automatic email replies handling in ACE.
- Recording G2:
  - o Recording G2 - export stored calls.
  - o Recording G2 in Light Mode - IVR calls.
  - o Recording G2 Exporter - Expansion of Meta data.
- New access functions:
  - o *View agentStatusView*, Access Function for Agent Status Overview in ACE Interact.
- New global system setting:
  - o *ivExportMetadataSchemaVersion*, Interaction View export, schema version.
- Other changes in system settings:
  - o Interaction View export system settings changed deployment method to *special*.
  - o ACE recording system settings moved to new tab *Recording*.
  - o Interaction view system settings moved to new tab *Interaction View*.
  - o Meeting system settings moved to new tab *Meeting*.
- 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 31.

Important notes for ACE 31:
- Automatic update of Edge clients, configuration for primary/secondary client version:
  - o Default value empty for ACE Core 31. Recommended for ACE Core 31 and newer.
  - o Empty value works for ACE Core 30.
  - o NOTE: Do not leave empty for ACE Core older than 30!

- o Configuration of major number only or major.minor number also works for ACE Core 30 and older.
- ACE Coach: ACET-50071 Cannot import holidays when there are two holidays on the same date.
- Recommendation is to use latest version of client applications. Older versions are in some cases possible to use during a transitional period but upgrading as soon as possible is recommended.
  - o ACE Admin versions 22 or newer.
  - o ACE Coach: only version 31 is supported.
  - o ACE Report versions 12.0.0 or newer (*).
  - o ACE Pulse versions 12.0.0 or newer (*).
  - o (*) Note that, if single sign-on is used, ACE Pulse 21.0 or newer and ACE Report 21.0 or newer are required.
  - o ACE Interact versions 25.0.3 or newer.
  - o ACE Monitor versions 24.1.0 or newer.
- When upgrading ACE Database to 31, all users of ACE Coach, ACE Interact and ACE Monitor will automatically start using the new version at next login after upgrade:
  - o Primary and secondary version is set to "" for ACE Coach
  - o Primary version for ACE Interact is set to "". Secondary version is set to "30.*"
  - o Primary version for ACE Monitor is set to "". Secondary version is set to "24.*"
  See information about automatic update of Edge clients, changed handling of settings for primary and secondary versions in ACE 31, above.
- If upgrading from a version older than ACE 30, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 27 to ACE 31, *ACE28ReleaseNotes*, *ACE29ReleaseNotes* and *ACE30ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable
- From ACE 30, ACE Agent is not supported.
- System parameter *ctiLostStayLoggedIn* is set to 1 by default when installing, or upgrading to, ACE 30 or later.
- To use ACE Admin 30 or later, base URL for ACE EdgeNode must be added in the Windows Registry (using ACE Configuration Utility 30 is recommended).
- 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 limitations regarding protected DTMF on IVR G2.
- Important notes for ACE 27 regarding recording of external outgoing calls:
  - o 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.
  - o 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.
  - o 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.
  - o 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:
  - o Max duration of an activity is 62 days.
  - o 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.
  - o 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:
  - o It is not possible to change organisation area affiliation for an IVR schedule or a template day without first making it global.
  - o 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.
  - ACE Coach does not handle systems where there exist identical short name for organisation areas and 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.
- 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.
- 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.