Telia ACE 32 Release Notes

<u>Always read the release notes for each ACE sub product for complete information. This document is only a summary.</u>
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 32 General Availability Date 2025-12-09

<u>Updated in this release</u>
ACE Admin 32.0.0
ACE Agent Assist Relay/Services 32.0.0
ACE Business Intelligence 32.0.1
ACE ClusterWare 32.0.0
ACE Coach 32.0.0
ACE CTI Adapter 32.0.0
ACE CTI Engine 32.0.0
ACE Database 32.0.1
ACE EdgeNode 32.0.0
ACE Interact 32.0.0
ACE Interface Server 32.0.0
ACE Interaction View Database 32.0.0
ACE Login client (shared component for ACE edge clients) 32.0.0
ACE Main Server 32.0.0
ACE Recording Engine 32.0.0
ACE ServiceNode Base - G2 32.0.2
ACE ServiceNode Tenant - G2 32.0.2
ACE Stat Transfer 32.0.0
ACE Statistics backend 32.0.1
ACE TTS Service 32.0.0

<u>Current versions of components not updated in this release</u>
ACE Application IVR 26.0.1
ACE Application Server 27.0.0
ACE Central 20.0.0 (internal component)
ACE Chat Engine 31.0.0
ACE Cobrowsing Engine 27.0.0
ACE Configuration Utility 30.0.1
ACE Conversational API 26.0.0
ACE Conversational Hub
ACE Dialer (G1) 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 Knowledge Core
ACE Facebook Adapter 31.0.0
ACE IVR G2 Adapter 31.0.0
ACE Onsite Adapter 31.0.0
ACE Reference Chat Client 31.0.0
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 1.2.8
ACE Presence Adapter G2 3.7.3 (Telepo and TCM)
ACE Proactive Web Engine 27.0.0
ACE Pulse 29.0.1

ACE Recording (G1) 17.2.0
ACE Recording Adapter 17.0.15
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 G1 22.0.0
ACE Sms Engine G1 27.0.0
ACE Sms Engine G2
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 26.0.15 (iOS) / 26.0.2 (Android)
ACE Web API 31.0.0
ACE Web SDK 31.0.2
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 32:
- ACE Dialer G2 based on ACE ServiceNode G2 and ACE IVR G2.
- Agent Assist API call streaming, real time audio streaming API.
- A selection of news in ACE Interact:
	- Improved handling of entered phone number in search/call card in ACE Interact.
	- Support for putting voicemail back in queue in ACE Interact.
	- Make frequently used canned responses easily available in ACE Interact.
	- Submit reason for access to Interactions in ACE Interact.
	- Possibility to select sounds for notification events in ACE Interact.
	- Improvement for Agent Status Overview in ACE Interact.
	- Keyboard shortcut to set activity
- A selection of news in ACE Coach:
	- User accounts
		- Accounts
			- Copy and paste account properties.
	- IVR
		- Dialogue flows
			- Menu object - all configurations possible.
			- Assignment object - all configurations possible.
			- Start object - all configurations possible (reference list not displayed).
			- Percent object - all configurations possible.
			- Parameter object - display of basic settings.
			- Subroutine object - display of settings.
			- "Go to" object - display of settings.
			- Display of basic settings for the following objects: Input, Exit counter, Drop, Delay, Query, Return and Routing.
			- More configuration details displayed with icons directly in the nodes in dialogue flow chart.
			- Enable reverting to automatic node positioning in charts by removing saved positions.
			- Support for new Google TTS voices.
	- Agent applications

- Default settings for ACE Interact
  - Possibility to select sounds for notification events.
- A selection of news in ACE Statistics backend and ACE Business Intelligence:
  - ACE Statistics backend:
    - Added a new sheet "Survey" in ACE Statistics. The sheet contains data from customer surveys. The data is collected from surveys made by customers after ending a contact.
    - Added new sheet Availability - Finnish Institute for Health and Welfare (THL) in Task perspective. The sheet shows detailed statistics for IVR calls and callbacks (not scheduled) and how they comply to the Finnish THL telephony availability.
    - Altered perspectives
      - In Task perspective, sheet "Survey" has been added.
      - In Agent perspective, sheet "Survey" has been added.
      - In System perspective, sheet "Survey" has been added.
      - In Task perspective, sheet "Availability - Finnish Institute for Health and Welfare (THL)" has been added.
  - ACE Business Intelligence
    - New functionality that requires new ACE BI application:
      - Added bar chart with number of survey answers per option.
      - Added support for survey orgarea. Surveys can now use section access control based on orgarea even if contact_id is missing.
      - New master dimension *Operator agents* containing only agents with operator access functions.
      - New master measure *Contacts beeing delivered to operator*. (Ivr calls answered + Ivr calls requeued answered + Answered recalls + Abandoned Ivr calls at operator + Ivr calls rerouted when no answer).
      - Altered master visualization *Operator details - agent* to use new master dimension *Operator agents* and master measure *Contacts being delivered to operator*.
    - Some bugs corrected in this version requires new ACE BI application, see release notes for Business Intelligence for details.
- Interface Server
  - Support for new functionality in ACE Recording G2.
  - Support for more SMS providers; use of SMS Engine API V2.
  - Support for new ACE Agent Assist service.
- ACE login client, used by ACE edge clients from versions 32:
  - New look and feel.
  - Possible to login with SSO via button and not only via URL.
- Support for Chirp HD and Chirp 3 HD voices in ACE TTS Service.
- Recording Engine:
  - Support for Agent Assist.
  - Uses new IoTComms newCall API spec. when Agent Assist is needed.
- Main Server:
  - Support for new functionality in ACE edge clients.
  - Support for new functionality in ACE Recording G2.
  - Support for new ACE Agent Assist service.
- ServiceNode Tenant G2:
  - Support for updated dialogue flow configuration in ACE Coach.
  - New consent contact data key for audio stream forwarding (*assistConsent*).
- Security hardening for Web Service contact method in ACE Knowledge.
- ACE Database and Stat Transfer support Unicode for survey.
- ACE Database supports different time zones on ACE Survey G1 and G2.
- Statistical data for THL statistics (Finnish care availability); requires that new contact data key *callbackOffered* is set to 1 in IVR after customer is offered callback.
- New orgarea system parameters
  - *assistConsentDefault*, ACE Agent Assist, end customer consent, default.
  - *requestReasonChat*, Request reason to read chat conversation in an interaction.
  - *requestReasonRecording*, Request reason to listen to recording(s) in an interaction.
- New global system parameters for agent assist, audio stream forwarding:
  - *assistEnabled*, ACE Agent Assist, enable.

- o *assistRMQURI*, ACE Agent Assist, Rabbit MQ service, URI.
  - o *assistRMQUser*, ACE Agent Assist, Rabbit MQ service, username.
  - o *assistRMQPassword*, ACE Agent Assist, Rabbit MQ service, password.
  - o *assistRMQExchange*, ACE Agent Assist, Rabbit MQ service, exchange.
  - o *tenantId*, Tenant id.
- New contact data keys
  - o *callbackOffered*, THL Reports in ACE Statistics
  - o assistConsent, ACE Agent Assist, end customer consent
- New access functions
  - o *view agentsMyTeam*, Access Function for Agent Status Overview, my team.
  - o *view agentsMyDomains*, Access Function for Agent Status Overview, my queues.
  - o *execute agentAssist*, Access Function for Agent Assist.
- New client settings for updated sound handling in Interact.
- New database role for ACE Business Intelligence and ACE Statistics.
- New database user and login for ACE Business Intelligence, ACE Statistics and ACE License.
- Altered default value on system parameters for New Installation of ACE Database
  - o *ivStorageTimeInteraction*, Storage time is set to 14 days.
  - o *ivStorageTimeMedia*, Storage time is set to 14 days.
  - o *callbackRecordCleanDays*, Storage time is set to 29 days.
- 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 32.

Important notes for ACE 32:
- See release notes for ACE Business Intelligence for information about perspectives in ACE Statistics; five perspectives/applications.
- ACE Statistics and ACE Business Intelligence can be reloaded and published regardless of the version of ACE Core but see release notes for ACE Statistics backend and ACE Business Intelligence for information about functionality that requires data that was not available until certain versions of ACE Core.
- Recommendation is to use latest version of ACE 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 32 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 32, 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 "31.*"
  - o Primary version for ACE Monitor is set to "". Secondary version is set to "24.*"
- If upgrading from a version older than ACE 31, it is strongly recommended to read release notes for all intermediate versions. For instance, if upgrading from ACE 28 to ACE 32, *ACE29ReleaseNotes*, *ACE30ReleaseNotes* and *ACE31ReleaseNotes* should be read in addition to this document.

A selection of important notes from earlier releases that are still applicable
- Automatic update of Edge clients from ACE 31, configuration for primary/secondary client version:
  - o Default value empty is 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.
- The new method of sending realtime data to ACE Coach, introduced in in ACE 30, is activated by default in ACE Main Server from version 31.
- 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:
    - 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.
    - ACE Coach does not handle systems where there exists 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 or newer, 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.
    - To be able to use ACE Interact Service, the client setting "Handle ACE calls in Microsoft Teams" must be selected under section "Answering location".
- ACE To Go:
    - See limitations in release notes for ACE To Go.

- o For usage of the app client ACE To Go, dialogue flow that handles queuing on User Extensions with recall must be available.
- 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):
  - o 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)
  - o 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.
  - o 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.
- 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:
  - o 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".
  - o 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.
  - o 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.
  - o There are limitations in Screen Pop in ACE Interact depending on web browser used. See release notes for ACE Interact.
  - o 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.
  - o Web notifications in Google Chrome and Microsoft Edge with browser engine Blink will not lift browser window on click.

- o 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.
  - o Time in time picker is not displayed according to localization but always as hh:mm.
  - o 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.
  - o 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 (G1 and G2), there are restrictions in PSTN and/or in IMS that affect which number that is displayed for the end customer. Also note that possibilities to display A-number differ between PBX:es.
- #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 (G1and G2):
  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 ACE Main 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, call routing rules must be configured accordingly. See related Configuration Instructions, e.g. "Configuration Instructions Touchpoint Plus integration with ACE" for details.
- #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:
  - o 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.
  - o 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:
  - o An agent logged in to ACE Interact 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 Interact must be used.

o   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.