

Readme

myContactCenter version 10.26.1

Important instructions

With version 10.0, the change from SwyxWare SDKs to SIP is completed. To succeed on myContactCenter to update to version 10.0 and newer from older versions, it is necessary to update to the latest version 9 and from there to version 10.

A completely new environment was created replacing the graphical script editor of SwyxWare, with the result that all GSE scripts of SwyxWare have to be converted to myContactCenter flows.

The reporting system based on Crystal Reports, which was deprecated in version 9, has been completely phased out and removed from myContactCenter, only the modern integrated reporting system is available. Reports that are still based on Crystal Reports must be transferred to the new reporting system.

Agents now register on the telephone system via SIP User Agent, so each agent in myContactCenter has to provide a SIP registration. The newly introduced routing service also requires its own SIP access on the telephone system, so there must be an additional user in the PBX for this.

ATTENTION:

In order for updates of **versions older than 10.0.31** to run smoothly on server systems, it is necessary to run the PrepareServices.bat file before executing the individual installation packages. This file requires administrative rights and also requests corresponding access rights via UAC. All myContactCenter services are configured, deregistered and safely terminated. Afterwards, the service update can be carried out smoothly by means of the MSI packages.

From version 10.12.0 only agent scripts in C# are supported, VB.NET is no longer used.

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Version 10.26.1

Solved: Recording not in ticket

Recordings are created in full and saved as a media file, but in some cases the link to the associated ticket is not created.

Solved: One-way audio in VPN

In scenarios with agents that are connected via VPN, it can happen that the SDP of the SIP negotiation for the media streams contains an incorrect address.

Solved: Server configurator shows error message

It may happen that the server configurator displays an error message and must be cancelled.

Solved: Presence status after dynamic reworking

After dynamic reworking, the agent may remain in an incorrect presence status. The status is corrected by switching to "Work in Progress" and marking the item as "Available."

Version 10.26.0

Solved: In rare cases statistics are not written

If a call is only in the system for a very short time or is only signalled to an agent for a very short time, it can happen that the corresponding entry is not written to the statistics tables in the database.

Solved: Phone numbers not saved in Flow

If a large number of phone numbers are created for a flow, it can happen that some phone numbers are not accepted. This only occurs if more than approximately 30 phone numbers are defined for a flow.

Improved: Display of available phone numbers in the flow

When creating new phone numbers for a flow, a dropdown is now offered which contains all available phone numbers.

Improved: Selection of knowledge area / language in selection field

The search of knowledge areas / languages in the selection field has been improved so that the entire list is now searched by input and only the hits are displayed.

Solved: Automatic reports not created

It can happen that automatic reports are not generated. This only happens when a large number of reports are generated at the same time.

Solved: Call recording can disrupt routing service

When recording a call, the routing service may not respond for a short period of time.

Solved: Manual calls disrupt routing service

In the case of manual outgoing qualified calls, the routing service may not respond for a short time.

Resolved: Knowledge areas from knowledge groups change

If a user has actively joined a knowledge group, it is possible that the user has configured different knowledge areas than those defined by the knowledge group due to adjustments made via the administration.

Solved: Automatic public holidays and manual dates

If there are entries in a public holiday calendar that were created automatically and manual entries, these manual entries are not saved correctly. After the server restarts, these manual entries will no longer be present.

Solved: Announcements run in parallel

If several announcements are played in succession, they may be heard in parallel.

Solved: Not all recordings in the ticket

Not all recordings are linked to the tickets. The media file is always present, but there is no play icon in the ticket.

Solved: One-way audio in VPN

Yes, after VPN it can happen that there is only a one-sided media stream, the agent does not hear the customer.

Improved: Reworking during forwarding

If a conversation is forwarded to another knowledge area, the rework time of the new knowledge area is used for the call.

Version 10.25.3

Solved: Presence subscription does not work

In rare cases, a subscription to a user's presence may not work.

Version 10.25.2

Solved: Layout is not restored

The layout of the agent is not restored correctly and shows incorrect columns in table views.

Resolved: Activity with authorised call delivery

If an agent is in an activity that allows call delivery, the agent will still not be assigned any calls.

Version 10.25.1

Solved: Installation fails

It can happen that an installation only runs correctly if a repair is carried out directly after the installation.

Version 10.25.0

Attention: Redirects via tiles now have the following scheme:

With SHIFT: Forwarding with consultation

Without SHiFT: Forwarding without consultation

Improved: Info window shows progress bar

Info windows show a progress bar to inform you when the window closes automatically.

Solved: Dialling field does not show knowledge area/language

In rare cases, neither knowledge areas nor languages are available for selection in the dialling field.

Improved: Current call duration in agent overview

The call length of the agent's current call is now displayed in the agent overview.

Solved: Activate calls in Flow

If the "Activate call immediately" flag is not set in the flow, the call is nevertheless accepted immediately. However, this should only occur upon the first request to play audio.

Solved: Script editor in administration without buttons

A script can no longer be checked in the administration because the corresponding button is hidden.

Solved: Routing service remains in interrupted status

If a relevant change is made to the PBX settings that makes it necessary to re-register the routing service on the PBX, the routing service remains in interrupted status and must be explicitly reactivated in the administration.

Solved: Playback and recording sometimes fails

Sometimes the playback of a recording or the recording of a call fails.

Improved: Record knowledge group change

If an agent changes their active knowledge group, this is now recorded in the statistics. Additionally the currently active skill group is shown. In addition, analysis based on knowledge groups is possible.

Solved: Connection to server lost

If the connection to the server is interrupted and then re-established, the lost connection message remains.

Improved: Agents can save media files from tickets

The corresponding audio file can be saved in the ticket module by clicking on the disc symbol.

Solved: Call not activated when delivery block is used

If the flow is set so that a call is not activated immediately, it will not be activated if the call is successfully connected via the delivery block.

Improved: The current knowledge group is available in the flow

For conversations, the appropriate knowledge group is automatically provided in the variables "CurrentSkillGroupId" and "CurrentSkillGroupName". This is the first knowledge group found that contains an active entry for the selected skill.

Solved: Calculation of dropouts

The calculation of dropouts in the reports has been corrected.

Improved: Selection of the device for signalling conversations

In the agent, under Settings, there is a new entry for selecting the device with which incoming conversations are to be signalled.

Improved: Information pop-up with activities

If information about an error is displayed, the window contains the possible actions to rectify the error.

Improved: Subscription to presence status

It is now possible to switch during operation whether all PBX users or only the registered agents exchange their presence status.

Solved: Softphone faults in the agent

It can happen that certain actions in the agent's softphone mean that the agent no longer responds to further actions in the softphone or can no longer be operated overall.

Solved: Calls are signalled twice when forwarded to a flow

If a call from a normal PBX user is forwarded to a flow, it can happen that this call is transferred to an agent while another agent is already ringing. Only the second agent can successfully answer the call; the first one hears nothing.

Improved: Always activities menu after starting the agent

After starting the agent, the activities menu is now always displayed first.

Improved: ENTER does not automatically accept conversation

The signalling pop-up no longer automatically accepts the conversation when the ENTER button is pressed. If necessary, define a hotkey for this.

Solved: Forwarding with consultation via tile does not work

Forwarding via the forwarding tiles to knowledge areas in the agent does not work for some knowledge areas. There are two scenarios here:

1. In the dynamic list of phone numbers, the oldest is incorrectly used instead of the newest

2. No telephone number is yet stored in the dynamic list of telephone numbers

The dynamic list is filled when calls are received in knowledge areas. This means that in subject areas that have not yet received a call, calls cannot be transferred with consultation; they can only be transferred blindly.

If the corresponding call number is missing, a message is displayed when forwarding with consultation.

Improved: Codec order adapted for Europe

The codecs for calls have been adapted so that they correspond to the typical sequence used in Europe.

Resolved: Routing service disrupted by presence status messages

Depending on the status of presence subscriptions and presence status, the routing service may crash.

Solved: High-resolution monitor and scaling

Some elements of the user interface do not scale according to the settings in Windows.

Improved: Forwarding for parallel conversations

If an agent has several conversations, a selection is now displayed when forwarding via agent or knowledge area tiles as to which of the parallel conversations

should now be forwarded. If there is only one conversation, the option will not appear.

Solved: Sending reports with unauthenticated SMTP access

If no user name is entered in the Smtplib configuration, some e-mail servers will still attempt to authenticate.

Solved: Display of umlauts incorrect

Certain characters are not displayed correctly in the call overview in the agent and administration, as well as in the wallboard.

Improved: Outgoing e-mail without knowledge area configuration

If an agent creates an outgoing e-mail for a knowledge area that is not yet assigned to a mailbox in the administration, a message appears and the process cannot be continued.

Improved: Phone book

The phone book is now designed in such a way that it is not deleted at any time. In addition, the processing speed has been significantly increased. There are now two ways to make a call from the phone book:

1. Select from the phone book and then press the Enter key or the dialling knob
2. Select an entry with the mouse while holding down the SHIFT key

Phone numbers are displayed in canonical format.

Solved: Presence status after dynamic reworking

Sometimes the presence status does not change to available after dynamic reworking, but remains in "Do not disturb" or "Absent". So far, in this situation, it has been necessary to switch to manual rework once

Improved: Name resolution in Flow based on address book

The flow now attempts to resolve the name of the contact using the address book.

Solved: SIP Transport stable with SwyxWare

If TCP is set as the transport for SIP, this transport is now stable and does not fall to UDP. To fully resolve this issue, a SwyxWare customer hotfix is also required.

Solved: Presence status with many subscriptions

If the presence status of the entire telephone system is synchronised to mycc in large systems, this leads after a while to some subscriptions being deactivated and no more status being transmitted.

Solved: Italian phone number does not work

If you want to call an Italian landline number, this will not work because the 0 is removed from the area code, but this is required.

Solved: Not all calls in the ticket system

A hard filter of 100 entries for display in the ticket module may mean that not all calls are displayed. This limit can now be adjusted in the server's appsettings.json file.

Improved: Supervisor can customise knowledge areas

Supervisors can use the context menu of an agent in the agent overview to temporarily change its knowledge area settings. These changes will be lost the next time you log in.

Solved: Layout of the ticket module not restored

It may happen that the layout of the ticket view is not restored correctly when you log in again.

Improved: Knowledge group in agent tile

The currently active knowledge group can now also be displayed in the agent tiles.

Solved: Public holiday calendar deletes fire days

The current public holiday can be unexpectedly deleted from the public holiday calendar.

Improved: Routing to preferred agents with timeout

If you are working with preferred agents in the waiting field node, you can now specify how long the delivery should only be made to the preferred agents before the delivery switches to the entire group of agents.

Improved: Activities sorted in the selection window

The selection of an activity by the agent is now possible via a sorted list.

Solved: Search for recording does not show transcription

If the recording search is used to find tickets, the tickets do not contain an existing transcription

Solved: Signalling pop-up shows old data

It may happen that the signalling displays a pop-up with outdated data.

Solved: New buddy subscription after transport change

If the SIP transport is adjusted, all subscriptions are automatically renewed with the new transport. The subscriptions are then temporarily lost and no presence statuses are updated during this time.

Version 10.23.2

Solved: Html export of reports without diagrams

If reports are created automatically and exported as an html file, no diagrams are included.

Solved: Memory consumption in the routing service

A small memory problem of the routing service has been fixed.

Improved: Call with enquiry via forwarding tiles

Using the forwarding tiles for agents and knowledge areas, a call can now be forwarded with or without consultation:

With consultation: <SHIFT> + double-click on the tile

Without consultation: Double-click on the tile

Solved: Always send presence to the telephone system

In rare cases, the presence status of an agent may not be updated in myContactCenter. In rare cases, the presence status of an agent may not be updated in myContactCenter.

Solved: Dialling in the dialling field does not always work

If a contact is selected in the dialling field and the call is triggered with <ENTER>, the desired contact is not called. If a contact is selected in the dialling field and the

call is triggered with <ENTER>, the desired contact is not called.

Improved: Progress bar in info windows

In info windows that are faded out after a certain time, the fading out is indicated by a progress bar.

Version 10.23.0

Improved: E-mail translation

Automatic translations are now also available for emails.

Resolved: Routing service crashes with incorrect notify

It can happen that an unexpectedly formatted notification from the telephone system causes the routing service to crash.

Solved: Navigation through a recording

If a recording or voicemail is played back in the integrated media player, the navigation heads may lead to distorted playback.

Improved: Selection of new audio devices without restarting

It is now possible to connect new audio devices to the PC while the agent is running and then select them in the agent.

Improved: Forwarding and call cancellation by caller

If an agent forwards a caller with consultation, this call remains active even if the caller hangs up. This makes it possible to inform the forwarding destination that the caller has hung up and forwarding is no longer possible.

Improved: Ticket search after end of call

In the agent profile, you can specify whether the original ticket search is carried out after the end of the call. Otherwise, the ticket view with the tickets for the caller is retained.

Improved: Rework and activity in conversation statistics

If a dynamic or manual rework is triggered automatically via the ACD, this rework can now also be found in the ConversationTrackingStatistics table. If, during dynamic rework, this is extended with a manually triggered rework, this period is also recorded. If an activity that is defined as working time is selected during the automatically assigned rework (manually or dynamically), this activity is also saved in the ConversationTrackingStatistic table.

Improved: Save ticket table layout

The layout of the tabular ticket view is saved in the agent profile and restored the next time you log in.

Improved: Caller on virtual callback

If a caller has placed a virtual callback and calls again, the corresponding call is marked by a flashing background.

Improved: Export of locked flows

If a flow is blocked by another administrator, the flow cannot be changed by other administrators, but it can now be exported.

Solved: Language translation slow on G711

If a call is automatically translated and the call is set up with an 8kHz codec, the voice output of the translation is at half speed and barely understandable.

Improved: Wallboard shows important messages

If a wallboard is started and licences are missing, for example, a corresponding message is now displayed in the status bar.

Solved: Saving text media

If the announcement text is changed in a text greeting, these changes are not saved.

Solved: Export name of reports

If automatically generated reports are exported to a file, the name is not generated correctly from the name template.

Improved: Report export to subfolders

Reports can now also be exported to subfolders, whereby the folder name corresponds to the report name.

Solved: Master standby without audio

In master-standby scenarios, it can happen that no announcements are audible for incoming calls after a failover.

Improved: Ticket view with end time of the conversation

The end time of the conversation has been added to the ticket view of the tickets

Improved: Status bar shows call duration of the last call

The call duration is displayed in the status bar for incoming and outgoing calls made via the ACD.

Version 10.22.0

Solved: Trigger calls in ticket module

Calls can now also be triggered from the ticket view in list format. The destination is then dialled by double-clicking on the corresponding phone number, as in the map view.

Solved: Memory problem in the routing service

A small memory problem causes the memory consumption to increase continuously, so that a restart of the service was recommended after several days.

Improved: Logging of the start phase of the services

Log information from the start phase of the services is now also written to the central log file.

Solved: Automatic translation of e-mails

If automatic translation (real-time translation) is activated in the ACD, the e-mail is not translated and the original is always displayed.

Solved: Routing service can crash

In certain constellations during call termination, the routing service may crash. This can occur with calls that are ended by the agent and the caller at the same time.

Version 10.21.2

Solved: Text of the presence status

The text of the presence status is not set based on the rework or activity.

Solved: Not all PBX users with presence status

If the presence status of all PBX subscribers is transmitted in myContactCenter, this is not possible for all subscribers who do not have a SIP configuration in the PBX.

Solved: Transfer parameter in agent without effect

CallTo and MailTo link with the myContactCenter agent no longer works due to incorrect evaluation of the transfer parameters.

Solved: Media streams no longer available after a few calls

Due to an error in the dotnet 10 runtime environment, a media stream may no longer be established after a few calls.

Version 10.21.1

Improved: Product info

The product info window has been improved and the company logo has been added.

Improved: Conversion to dotnet 10

It has been converted to the current dotnet 10, the associated installers are still supplied.

Solved: Saving text announcements

If an existing text greeting is opened and simply saved unchanged, the text greeting is then empty.

Improved: Connection to the CDS service

If the connection to the CDS server is lost, it is now re-established more quickly.

Solved: Server restart

It can happen that when stopping or restarting the myContactCenter server, it crashes during this action.

Version 10.21.0

Improved: SIP password entry required

Although the SIP login data is already stored, you may be asked for the SIP password. Logging on to the telephone system is then only possible after restarting the agent.

Improved: All users of the TC system in the transfer module

In the agent profile, you can now specify whether only the registered users or all users of the telecommunications system are displayed in the "Forwarding module to agents".

Solved: Presence status not always synchronised

In rare cases, the presence status of an agent may not be synchronised with the telephone system.

Improved: C# source code of flows

It is now possible to display the actual C# source code of a flow.

Solved: Agent freezes

In some situations, the user interface of the agent freezes.

Solved: Selection boxes in the dialling field empty

If the active entry in the selection field for language or knowledge area is removed, the selection is then empty and no languages or knowledge areas can be selected.

Improved: Incorrect error message for voicemail

If the voicemail node is reached in the flow, but the caller hangs up during the announcement, an error message is displayed in the administration and in the agent.

Improved: Pop-up messages in the agent disappear automatically

If messages are displayed in the agent via a pop-up window, this message now disappears automatically after 3 seconds. The message can still be called up from the agent's status bar.

Solved: Incorrect or too short wav file

If a WAV file is defective or shorter than 1 second and is used as background music in the flow, this can lead to increased memory consumption of the routing service.

Solved: Call recordings and voice messages not always available

Sometimes the WAV file for a call recording or a voicemail is created and stored in the correct directory, but without creating a suitable ticket.

Improved: Ticket overview also as a table

The ticket view can now be switched between map view and table view.

Solved: Ticket database not created in PostgreSQL

If a PostgreSQL system is used for the ticket database, the ticket database will not be created.

Improved: Configuration wizard with DB backup

The configuration wizard for the server can now also perform backups of the databases before the updates.

Improved: Critical messages as popup

The agent now displays critical messages as a pop-up, e.g. if the connection to the myContactCenter server is interrupted.

Version 10.20.0

Improved: Presence status in dialling field

If a contact is searched for in the dialling field via the address book drop-down menu, the presence status of all known PBX users is displayed.

- Green: Speaks
- Red: Not available
- Blue: available

Improved: All participants visible in forwarding module

In the agent profile, you can specify whether all registered PBX subscribers are displayed for the agent in the forwarding module. This makes it possible to forward calls to normal telephone subscribers.

Improved: Sorting text modules in the agent

It is now possible to sort the text modules in the agent. If sorting a column is activated, sorting by weight is no longer possible.

Version 10.19.1

Improved: Response times for accessing Swyx CDS

Access to the SwyxWare CDS has been significantly accelerated

Solved: No more PBX settings after update

If you update from a very old V10 system to V10.19.0, the PBX settings may no longer be available.

Improved: Feedback function activated

The feedback function for creating tickets via the administration is now generally available.

Solved: Reading out the Swyx phonebook does not work

It is possible that synchronisation with the SwyxWare phone book may not work.

Solved: Calls not signalled correctly

If a call is assigned to an agent, the phone number of the original caller is not displayed in SwyxIT.

Version 10.19.0

Solved: Passwords in the trace partly in plain text

A password was output in plain text in the trace.

Solved: Licence key cannot be imported

If the licence system in the server is in a certain state, limits can no longer be set for pay-by-use in the case of professional licences.

Improved: Disconnection indicator for recordings

If recordings consist of several parts, indicators are displayed in the media player at which the following recording part begins.

Solved: PBX status display

It can happen that the status of the PBX is displayed as not connected in the administration, although it is correctly connected.

Improved: Status bar shows wrapup/activity time

The current wrapup time or activity time is displayed in the agent's status bar. The remaining time is displayed for dynamic wrapup.

Solved: Under certain circumstances no user synchronisation with SwyxWare

It can happen that the user synchronisation is aborted and no SwyxWare users are synchronised in myContactCenter.

Version 10.18.3

Solved: Temporary files are not deleted

Voice recordings and voice messages are first stored temporarily in the directory until they are moved to their destination. These temporary files are not always deleted.

Solved: PRIVATE Skill

The PRIVATE skill can be configured like any other skill. This should not be possible as it is for internal use.

Solved: There are occasional faults at the end of the call

If a call is terminated, the routing service may be disrupted under certain circumstances.

Improved: Tagging of conversations

If conversations are coloured, a selected conversation is no longer highlighted with the corresponding colour.

Solved: PBX settings incorrect

If the server configuration is saved before the data in the form is fully integrated, the PBX settings may be lost.

Solved: PBX status display faulty

Under certain circumstances, the PBX status may be displayed in red in the administration even though a correct connection exists.

Solved: Recordings and voice messages

If calls are recorded, an error message may appear in the agent when calls are forwarded. It can also happen that the recording of different parts of a call means that not all recorded parts of the call are always saved in the ticket.

With voice messages, it is not possible to record several voice messages in succession via the Flow.

Solved: Media player sets wrong position

If you skip to any position in the media player while listening to a message, it may start again at the beginning of the message.

Improved: Calculation of the expected waiting time.

An additional parameter has been added for the calculation of the expected waiting time, which can be used to specify which period should be used for the calculation:

```
ExpectedWaitTime(true, TimeSpan.FromMinutes(30))
```

Solved: Logging fails

Depending on the network configuration, the components may not be able to send log messages to the logger.

Version 10.18.2

Solved: Play Wav files

If several announcements from Wav files are used in the flow, the third Wav file may no longer be played.

Version 10.18.1

Solved: Signalling popup is not always displayed

In some situations, the signalling pop-up for incoming calls may not be displayed.

Solved: Trigger call in the dialling field

In the dialling field, it is not always possible to dial with a click on the handset. Sometimes the dialling field cannot be activated.

Version 10.18.0

Solved: Synchronisation with SwyxWare

Data synchronisation with SwyxWare now also works with modern encryption algorithms such as TLS1.2.

Improved: Media recording / voicemail

The stability and quality of recordings has been improved.

Solved: Recording of endpoints

A call can have several endpoints such as the caller, the agent or other parties that have been connected to the call on the server side. Control over the end points to be recorded has been improved.

Solved: Dialling field inactive

It can happen that the dialling field is inactive even though a correct SIP login has been made and the media devices are configured correctly.

Solved: Crash during recording

Under certain circumstances, the RoutingService may crash at the end of a recording.

Solved: Retrieval of recording and voice message

If an agent is in rework or activity, they cannot retrieve a recording or voice message from a tick.

Improved: Ticket search without parameters

If the ticket search is triggered without parameters, only tickets that are current on the day are displayed.

Improved: Knowledge areas with colour

It is possible to store a colour for each knowledge area. This colour is used in the agent to highlight the conversation for a knowledge area in colour in the conversation overview.

Improved: Marking for reconnected virtual call

If a caller calls while a virtual call is in the waiting field for them, this call is highlighted in orange. You can also add an additional column with the name "Caller online". There is a yes in this situation.

Improved: Signalling of outgoing numbers

In addition to the standard call number, a separate call number can now be stored in each ACD for each available language. This means that a different number can be signalled for each language for qualified outgoing numbers.

Solved: Signalling pop-up does not always appear

In the case of direct calls to the agent, the signalling pop-up is not displayed even though the appropriate switch is set.

Improved: Presence status change after available

Until now, the presence status change after availability was always subject to a delay of 4 seconds. This delay can now be set in the server configuration and is set

to 0 seconds by default.

Solved: Sometimes it is not possible to save the server configuration

Sometimes it is not possible to change the server configuration because the save button is deactivated.

Solved: Error display of priorities

In the ACD configuration, an error is erroneously displayed for the best priority, stating that the best priority is incorrect.

Improved: Descriptive text for music on hold

In flows for calls, music on hold can be defined in the event of call forwarding. Until now, the name has been "waiting music", which could be confusing. The name has been changed to "Music on hold when connecting".

Version 10.17.2

Solved: Canonical phone number in the flow

For certain numbers, the canonical number used is incorrect and the country code is missing.

Version 10.17.1

Solved: Server Wizard does not always start

It can happen that the wizard for configuring the server does not always start after installation.

Version 10.17.0

Solved: Trace settings

Not all settings for tracing the components are always adopted directly.

Solved: Record callback

Despite setting the flag that the incoming call may be recorded, the associated virtual callback is not recorded.

Improved: Dialling field contains descriptions

The telephone book in the dialling field now displays the description field of the telephone system's telephone book. You can search for the description field.

Improved: Note in forwarding tiles

The forwarding tiles now provide feedback when forwarding is successful.

Improved: Automatic public holidays

In the calendar for public holidays, automatically calculated public holidays can now also be loaded; these are automatically updated.

Solved: Random manual closing of an ACD

It can happen that a call reaches the manually closed status even though the ACD is regularly open.

Improved: Calculation of the expected waiting time

The calculation of the expected waiting time for a caller has been improved to display even more realistic waiting times.

Solved: DTMF detection

The DTMF recognition of digit sequences does not always wait for the complete entry of the expected number of digits.

Improved: Dialling with ENTER

After entering the phone number in the dialling field, you can dial directly by pressing ENTER.

Solved: Group calendar

It can happen that the contents of the appointment series are deleted when groups are saved.

Solved: Server crash with SwyxWare

It may happen that a server crash occurs when using the Swyx CDS Api. There is an error in the API.

Solved: Canonical call number display

It may happen that telephone numbers are not displayed in canonical format. It can also happen that the outgoing call number is formatted incorrectly for outgoing calls.

Improved: Audio with BusyLight

BusyLight without audio signal for virtual and outgoing calls. The same applies when listening to voicemail and recordings.

Improved: Message for no free licence

If an agent registers and there are no free licences, this is now displayed and the agent is automatically closed after a short time.

Solved: Persistent recording on forwarding

When forwarding calls that are being recorded, recording continues after forwarding.

Improved: Phone book synchronisation

The phone book is continuously synchronised. However, you will now only be informed if there have been changes in the phone book.

Version 10.16.1

Improved: Supervisor can pick faulty emails

If an e-mail is in an incorrect state, it can now always be picked by a supervisor to make adjustments to the header data.

Solved: Emails without skill

After a server restart, it may happen that no knowledge area or language is assigned to an e-mail.

Improved: Interrupt e-mail dispatch

If an e-mail is sent and the process cannot be completed, it is cancelled after one minute and retried.

Version 10.16.0

Solved: Repeating TTS announcements

If a TTS is playing in the background, it is not automatically repeated when the end is reached.

Resolved: Partial freezing of the routing service

It may happen that the routing service freezes. This problem often resolves itself after a few seconds, sometimes a restart is necessary.

Improved: Busylight quiet when holding

If a call is placed on hold, the Busylight is now muted and there is no longer any audio signalling.

Solved: Memory consumption server

The server shows monotonously increasing memory consumption in addition to the memory requested during normal operation.

Improved: Public holiday planning

Calculated public holidays for various countries and regions can now be automatically inserted into the corresponding calendar.

Improved: Supervisor can end all conversations

The supervisor's options have been expanded to the effect that it can now terminate all types of conversations in all states.

Solved: Incorrect call number format for callbacks

No canonical format of the phone numbers was used.

Solved: Forwarding of virtual calls

Forwarding after connecting has led to problems with callbacks, web callbacks and redialling. Calls were not terminated or the media stream was not established.

Improved: Display in the dialling field

The skill and language of the current qualified call are now displayed in the dialling field and the "PRIVATE" display is no longer used automatically.

Version 10.15.1

Solved: SPAM filter

The SPAM filter for outgoing e-mails has been adjusted to avoid false positives.

Version 10.15.0

Solved: Outgoing e-mail cannot be created

It may happen that an outgoing manual e-mail cannot be created.

Beta: Feedback from administration

A new function has been introduced in the administrator to be able to create user feedbacks or tickets directly.

Improved: Logger registers on the server

The logger now registers with the server so that it can communicate directly with it. Therefore, the entry for the logger host in the administration is omitted. The logger itself now requires an entry for the dispatcher.

Improved: Reconfigure the PBX without restarting

It is now possible to change the PBX settings without having to restart the routing service.

Improved: Switch for client-side rules

myContactCenter checks for each agent whether there are rules (e.g. forwarding, ...) on the telephone system side for the agents. This switch in the agent profile can be used to specify whether the rules should be checked or ignored. In this way, the agent can also be made available when forwarding is set, for example.

Improved: Sort internal and external phone numbers

In the display of the internal and external phone numbers of the subscribers, these are now displayed sorted.

Improved: Copy and call from ticket

Now the phone number or e-mail address can be copied from the ticket card to the clipboard with a simple click, a double-click triggers a call to the phone number, taking into account the skill and language.

Copying and dialling is also confirmed with a message.

Solved: Ticket from e-mails on service restart

If there are unread emails in the mailboxes at the time of a restart of the myContactCenter services, they will be assigned the original TicketId after the restart.

Solved: Not all e-mails loaded under certain circumstances

When the service is restarted, it is possible that not all unread emails from the mailboxes are added to the ACD.

Solved: Playback of recordings does not work

Sometimes the playback of a voice recording or a recording does not work.

Solved: Recording summary message

The message to the agent with the metadata of a saved recording is not reliably received.

Improved: Flow recognises the sender's email address

There is now a new flow variable `SenderEmailAddress`, which contains the email address of the sender of the email.

Improved: Html and text body in flow

New variables have been introduced in the flow that contain the html body (`HtmlBody`) and the text body (`PlainTextBody`).

Improved: Routing service can crash under heavy utilisation

If the routing service processes several hundred calls at the same time, this can lead to a crash under certain circumstances.

Improved: Dropdown for media, skill and language sorted

Flow nodes that contain a drop-down list for media, language or skills are now sorted alphabetically.

Improved: Voicemail and recording statistics

No statistics were recorded on the retrieval of voicemail or recordings.

Solved: Voicemail or recording cannot be ended

If a voicemail or a recording is retrieved from a ticket card, it cannot be cancelled via the agent.

Solved: After-hours calls

If a call or chat is in the status waiting during business hours, these calls can still be delivered if the "Receive calls" option is activated on the corresponding conversation distribution.

Version 10.14.0

Solved: Expected waiting time

If the expected waiting time is used in the flow, this is calculated incorrectly.

Improved: Use of canonical phone numbers

The system now works with canonical numbers. In the flow, you can continue to work with the signalled numbers or the canonical numbers.

Improved: Automatically recognise speech

In the flow, the set language node can now set the language for the flow, depending on the recognised caller number.

Solved: Routing service can crash

The routing service may crash under certain circumstances if text-to-speech announcements are used.

Improved: Routing service performance

Call acceptance in the routing service has been significantly accelerated.

Solved: Do not end call automatically

If a call exceeds the end of business hours, the call is terminated despite the corresponding option being set.

Improved: Pick up after queuing

It was not possible to pick up after queuing during an announcement.

Solved: Email with identical attachments

If an e-mail has attachments with identical names, only one attachment can be opened at a time.

Improved: Digit dialling removed from dialling field

The unused number keys and * and # have been removed from the dialling field. The entry is made exclusively via the input field.

Improved: Pick up virtual calls

If an incoming call is placed directly in a virtual waiting field without queuing it first, this call cannot be picked up.

Solved: Connect ACD call to external

If an incoming ACD call is forwarded from the agent to an external subscriber via the dialling field, the agent remains busy until the call is ended.

Improved: Call directly from ticket card

Double-clicking on the external phone number within a ticket card triggers a qualified call with the skill and language from the ticket.

Improved: Callback request and outgoing call

A caller has placed a callback request in the virtual waiting field. If an agent now makes a qualified outgoing call to the number of the caller of the callback, the callback is removed from the list of calls.

Improved: HighDpi for administration

The administration now displays everything correctly according to the set screen scaling.

Solved: Agent not available after transfer to agent

If an agent forwards a call to another agent, this agent becomes unavailable after connecting.

Version 10.13.6

Improved: Copy data from ticket

It is now possible to double-click on a value within the ticket card to copy this value to the clipboard.

Solved: Voice recording not in ticket

Under certain circumstances, it can happen that a voice recording is copied correctly into the directory intended for it, but the corresponding entry in the ticket is missing.

Improved: No audio on BusyLight

For outgoing calls, no more sound is emitted on the BusyLight during signalling at the destination.

Solved: IMAP polling too fast

The polling of the IMAP mailbox does not use the time value set for this correctly.

Version 10.13.5

Solved: Recording control with hotkey

The call recording control sometimes does not work.

Solved: Accepting conversations with hotkey

The control for accepting conversations occasionally does not work.

Solved: Number suppression in the agent profile

The number suppression can be controlled via a profile group.

Solved: Bring agent to the foreground

If the option is activated in the agent, the agent does not jump to the foreground when a conversation is signalled.

Solved: After restarting the routing service, parked emails have no skill

If the routing service is restarted, the previously parked e-mail has no skill and no language.

Solved: Email is not always recorded as a ticket

Occasionally, an e-mail is not recorded in ticketing and can therefore no longer be found via the search function.

Improved: Own tag for logging e-mail activities

In the trace there is now the possibility to explicitly log all e-mail activities. There is a new switch in the server, the agent and the routing service for this purpose.

Solved: E-mail dispatch after error status

If an error occurs when sending an e-mail, a new transmission attempt is made with a very long delay. This is now done much faster.

Improved: Codec selection for calls

When calls are made, an attempt is now always made to negotiate the codec with the highest voice quality and not the one with the least effort.

Improved: Language selection with locked layout

If the layout is administratively locked so that no more changes can be made to the layout by the agent, it is still possible to change the language of the user interface.

Solved: Marking and dialling in the agent profile

Marking and dialling cannot be controlled correctly via the agent profile.

Improved: Attachment symbols

The icons for e-mail attachments have been adapted to the file type.

Solved: Opening the attachments

Email attachments cannot be opened in all cases.

Solved: Automatic restart of the agent

When changing the language or resetting the access data, the agent does not restart automatically.

Solved: Calling up the help page

In the Agent and Administrator, pressing the F1 key does not open the help.

Solved: Opening files and links in the integrated browser

If a file or URL is clicked on in the integrated browser, the linked file is not opened but merely downloaded.

Solved: tel, callto and mailto uri

If the agent is registered as a target for tel, callto or mailto, the associated action is not executed.

Solved: No free address entry possible with Outlook address book

If the Outlook address book is active, it is not possible to enter an e-mail address freely.

Solved: Delivery of calls to ECR destinations in SwyxWare

Forwarding calls or adding subscribers that are an ECR script of SwyxWare can possibly lead to disruption of the routing service, especially if forwarding/adding to a Swyx queue takes place.

Solved: MessageId of e-mails too large

E-mails all have a unique MessageId, which is also used within myContactCenter to identify e-mails. Depending on the sending e-mail server, the length of the MessageId can, in rare cases, be longer than the space provided for it in the database. This means that these emails are not recorded in tickets or statistics.

Solved: Retrieval of e-mails from IMAP mailbox

In rare cases, an email will appear twice as a new email in myContactCenter. The retrieval of emails is also stopped if the number of new emails in the mailbox exceeds a certain number. This problem occurs in particular when restarting the server components of myContactCenter.

Solved: Report with subreport fails

If a report containing a sub-report is opened in the preview or executed by the server, an error message is displayed and the report is not filled with values.

Improved: Internal SPAM detection

The internal SPAM detection has been improved to optimise the sending and receiving of emails.

Improved: Agent recognises system mailboxes on input

If a manual email is created, the agent now automatically checks whether the email address entered corresponds to an email address from the IMAP mailboxes. This prevents the sending of e-mails in the circle.

Solved: Empty subject and empty mime message

If an e-mail with an empty subject is loaded from the inbox, it cannot be processed. The same applies if the e-mail cannot be found via ticketing, a message now appears.

Solved: Message is not sent from the server

In very rare cases, the server may not be able to send certain messages to the agent, the administration, the wallboard or the routing service. This means that the corresponding target is missing some information.

Improved: New e-mail template for voice messages

There is a new template for voice messages that are sent by e-mail.

Solved: Activate manual outgoing calls automatically

Manual outgoing calls may not be activated automatically even though the corresponding switch is set.

Improved: Agent script with audio support

Audio files can now also be played in the agent script. The `System.Media.SoundPlayer`.

Improved: Supervisor cannot see all tickets by default

Supervisors have always been able to see all tickets of all agents. This is now only possible if the corresponding authorisation is actually assigned.

Improved: Add multiple attachments at the same time

Several attachments can now be added to an email in the agent at the same time.

Improved: Ticket data can be copied

It is now possible to select the corresponding data field in a ticket tile, mark it and copy it to the clipboard.

Improved: Ticket shows destination number

The destination number is now shown in the ticket tile for outgoing calls.

Solved: Playback of signalling tones

The playback of signalling tones may be disrupted.

Version 10.13.4

Solved: Display of incorrect PBX status

The PBX status is only updated if the routing service is successfully registered.

Version 10.13.3

Resolved: In rare cases, a call is not hung up

It can happen that a call is not terminated if it is terminated by an agent via the integrated softphone.

Solved: Display of the parked agent

If an email is parked, the parked agent is not displayed in the conversation overview.

Solved: Opening attachments

Sometimes email attachments cannot be opened.

Improved: Retain ticket ID when replying to a ticket

If an e-mail ticket is replied to with an e-mail, the ticket ID of the ticket is now used and a new ticket ID is no longer generated.

Solved: It happens that emails have no skill or language

It can happen that an e-mail does not have a skill or language.

Solved: Wrong conversation type in conversation overview

It can happen that an incorrect conversation type is displayed for a conversation in the conversation overview.

Solved: Signalling pop-up does not appear for e-mails

In some cases it may happen that no pop-up is displayed when an e-mail is signalled.

Solved: Smtplib server does not send e-mail

Under certain circumstances and with certain Smtplib servers, it is possible that not all e-mail send requests are accepted.

Improved: Show subject in agent and administration

The Subject field can now also be displayed in the conversation overviews.

Solved: Resizing of skill and language selection in the agent

If the size of the pull-down for skill or language is adjusted in the agent, the final size is unexpectedly small.

Improved: Parked emails without linked agent

Parked emails that are not assigned to an agent can be retrieved by a supervisor.

Solved: CallTo and Mailto functionality

With the switch to DotNet9, the CallTo and MailTo URIs no longer worked.

Improved: Automatic acceptance of manual conversations

With the new "Automatically accept manual calls" switch, you can specify that this type of call is automatically accepted in the agent. e.g. Pick up by double-clicking activates the call immediately in the agent.

Solved: In some cases the browser tabs were not restored

In the integrated browser, the tabs are opened and displayed correctly again after a restart.

Improved: Priorities in ACD configuration

Attention is now paid to the correct logic of the priorities and errors are pointed out.

Solved: Appointments cannot be removed from the calendar

Appointments can no longer be deleted in the calendars within mycc. This now works again with series and appointments.

Solved: HighDPI scaling

High-resolution monitors with a scaling factor not equal to 100% cause display problems.

Solved: Applying administrator profiles

It is not possible to assign an administration profile for a skill to a restricted administrator in the administration.

Improved: Control Busylight from agent script

It is now possible to control a connected Busylight using an agent script. The following functions are available for this purpose:

ShowBusyLight(ConversationState)

ShowBusyLight(RichPresenceState)

SetBusyLightOff()

Solved: Office code not necessary

If an external destination is called in the agent via an ACD, or a call on hold is forwarded to an external destination, an outside line access code is no longer required in either case.

Solved: Control of Imap mailboxes

Sometimes access to Imap mailboxes is blocked and no more emails can be retrieved.

Solved: Voicemail call does not end

Sometimes a voicemail call cannot be terminated.

Solved: Forwarding with enquiry via ACD

When a call is forwarded to an agent via an ACD, the call may be reassigned to another agent after it has been connected.

Solved: Retrieve parked e-mail

If a parked email is retrieved by the agent, it is not displayed in their conversation overview.

Solved: Call in ACD from an internal subscriber

If an internal subscriber is called directly and he places the call via his softphone (e.g. SwyxIT!) in an ACD, this may fail.

Improved: NLP cancellations

If an operation of the language AI is cancelled, there are extended notes on this in the administration.

Solved: Applications via additional data module

If an application is accessed via the additional data module in the agent by clicking on it, it will not open.

Solved: Filter in the wallboard

The general filters in the wallboard do not save correctly and lead to incorrect results.

Solved: Subject, CC and BCC for manual emails

With manual e-mails, it can happen that the subject, CC or BCC are not set.

Improved: Text modules and standard template for manual emails

If a manual e-mail is generated, the skill/language-related standard template is used and all relevant text modules are also provided for selection.

Improved: Invalid e-mail MessageId

If an invalid e-mail MessageId is detected, this e-mail is declared as spam and is not processed.

Version 10.13.1

Solved: Routing service crashes in version 10.12 and version 10.13.0

Update of the SIP library used has led to problems in the interaction with the routing service. This has manifested itself in the routing service crashing or not accepting calls. This was solved by an additional update of the SIP library by its manufacturer.

Solved: Copying and pasting in different input fields does not work

In Windows Forms applications based on dotnet 9, there are problems with copying and pasting in various input fields.

Version 10.13.0

Improved: Mail merge with identical subject

When merging e-mails, the subject is better taken into account to avoid misclassification.

Improved: Minor corrections in telephony

The integrated SIP library for agents and routing service has been updated to the latest version, which also fixes various errors in telephony.

Solved: Flow loses phone number assignment

Sometimes the phone number assignment is lost when the flow is opened.

Solved: Presence with Wildix

With Wildix PBX systems, the presence status may be disrupted.

Version 10.12.1

Improved: High memory consumption

With version 10.12.1, the memory usage of the administration, the server and the routing service has been optimised.

Version 10.12.0

Note:

All server components must be updated, as must all clients. Older agents, wall displays and administration are not supported by the current server.

The agent scripts must also be converted from VB.NET to C#, VB.NET is no longer supported from this version onwards.

Improved: Prioritisation of channels, Acd and Vip

The priorities were reorganised into natural order. This means that a priority 0 is worse than 1, 1 worse than 2, ... Priorities can have values between 0 and 99.

ATTENTION: If you use priorities, these must be rearranged according to the natural order.

Solved: Agent disappears

If the agent fails to log on to the server while the server is synchronising the telephone system subscribers, the agent may disappear from the list of agents.

If the agent now attempts to log in with a different agent name without restarting the agent, these two agents disappear alternately and reappear until the server is restarted.

Solved: Manual with F1

Press the F1 key to open the manual.

Solved: Firewall rules

The firewall rules have been adapted to avoid opening unnecessary ports.

Improved: Templates moved to Programdata

Templates for reports, wall displays, dashboards, ... have been moved to the ProgramData\ilogixx\myContactCenter folder.

Improved: Search for PostgreSQL servers in the network

The search for PostgreSQL database servers in the local network has been improved. Instances that are not listening on the standard port 5432 are now also found.

Improved: P-PreferredIdentity

The encoding was changed to Latin1 to make umlauts usable.

Improved: Search in tickets accelerated

The search in tickets within myContactCenter has been significantly accelerated.

Solved: Wrong colour in agent icon

It can happen that the symbol in the agent, top right, is incorrectly coloured red.

Solved: Email attachments with identical names

In the myContactCenter agent, attachments with identical names are not displayed, only the first attachment. Now all attachments with identical names are displayed.

Solved: Cancelled outgoing calls block agents

If an agent sets up an outgoing qualified call (or e-mail) and then cancels it, the agent may not be assigned any further calls.

Solved: Rework finished after end of call

It can happen that an agent is switched from rework when the current call is ended.

Improved: Reregister can block

The SIP connection between agents and the routing service can be interrupted because the reregister fails.

Solved: Flowdesigner locked

If administration is taken over from another computer while a flow is being processed, the flow may remain blocked. The lock can then only be cancelled by restarting the server.

Solved: Logout of an agent who is not fully logged in fails

If an agent cannot log on correctly to the myContactCenter server, it is possible that this agent cannot be closed. It is necessary to remove the agent via the task manager.

Solved: Routing service/agent crashes on exit

If the routing service or an agent is terminated, it may crash.

Solved: IMAP client freezes

With certain IMAP servers, the IMAP client may stop responding. This situation is now recognised and the IMAP client reconnects to the IMAP server and resumes processing emails.

Solved: Second login of an agent does not work

If an agent logs on to another device with their ID, the login may fail if the browser is visible and certain URLs are to be loaded automatically.

Improved: Call forwarding in ACD with consultation

It is now possible to forward an ACD call to another ACD via the integrated soft-phone and to consult with the target agent. Forwarding can also be carried out directly, without consultation. If there is no consultation (i.e. the call is not connected to the destination agent), the flow is restarted at the start point and the start node is exited at the "Forwarding" output.

Solved: Mailmerge summarises incorrect emails

In very rare cases, one email may be combined with another that do not belong together. The situation only occurs if no TicketId has been assigned yet. This situation no longer occurs.

Improved: Internal forwarding with original caller

If a call is forwarded to an internal subscriber via the integrated softphone, the caller number and, if applicable, the caller name are signalled to the target subscriber.

Improved: Display of the end of call/call button

The button for ending and rejecting a call, as well as the button for selecting one of the connected calls, is now always displayed in the appropriate situations.

Improved: Transfer telephone book directly from the telephone system

If the telephone book of the telephone system is activated in the administration, it is immediately rolled out to the agents.

Solved: Wall display does not colour digital display correctly

If colouring according to limit values is carried out in a digital instrument in the wall display, this has no effect and the digital instrument is always displayed in the same way.

Solved: Wall display does not colour table cell correctly

If colouring according to limit values is carried out in a table in the wall display, this has no effect and the corresponding cell is always displayed in the same way.

Solved: Menu for dynamic grouping

In the agent, you can choose between dynamic and expanded grouping via the context menu in the agent and conversation overviews. This context menu may not appear, or may appear twice.

Improved: Do not automatically activate qualified calls

Qualified outgoing calls must not be automatically activated by the agent application, as otherwise such calls cannot be accepted with other end devices or soft-phones. However, this is necessary, e.g. in remote desktop or VDI environments.

Solved: Definition of phone numbers on Flow

If a phone number assignment is added in a flow but no phone number is stored and then the flow is closed and saving is confirmed with OK, all phone number assignments may be removed.

Improved: New colour scheme as standard

A new colour scheme has been set as the default and all configuration wizards now also use this colour scheme.

Improved: Reload parked email

Until now, a parked email could always be loaded. However, such an email may only be loaded if the agent is in the appropriate state and the delivery rules are observed. For example, it is normally no longer possible to retrieve an email from the car park if the agent is currently in a conversation.

Solved: Hot standby and failover

Despite correct configuration and licensing, it can happen that a master standby system does not fail over, either by active-passive switching or by switching off the active server.

Solved: Routing service does not start correctly after update

If an update is made from an older version, it can happen that the routing service does not start correctly if WAV files are stored as announcements for flows that are larger than 10MB in total. This limit has been removed so that the routing service always starts correctly when using WAV files.

Solved: Emails remain in holiday status

If emails reach the status "Public holiday closed", they will no longer be delivered, even if the public holiday has passed.

Solved: Master standby not working correctly

Master standby systems do not carry out synchronisation correctly and failover may also fail.

Version 10.11.0

Improved: Support for Wildix

The Wildix Cloud PBX can now also be integrated into myContactCenter as a telephone system.

Solved: Sometimes no reports can be selected

It can happen that no existing reports can be called up in the Supervisor report module.

Solved: IMAP access stops unexpectedly

Depending on the IMAP server, the retrieval of e-mails may stop unexpectedly.

Solved: Agents not synchronised correctly

If an agent enters an incorrect password when logging in and then attempts to log in with a different user name, the agent may no longer be synchronised correctly at the previous login and the current user will be overwritten with the data of the previous user.

Improved: Dynamic status bar

The information in the status bar is now dynamic, which means that only elements that contain values that are not zero are displayed. An exit button has also been added.

Improved: Call forwarding without consultation

Forwarding a call without consulting the destination is now also available directly via the integrated softphone.

Solved: Parked emails after restart

After restarting the server, parked emails lose their assignment to the agent.

Version 10.10.2

Solved: Imap retrieval stops

With various Imap servers, the Imap retrieval of emails may stop working unexpectedly.

Improved: Agent starts in toolbar

Agents that are not allowed to use a graphical user interface now start directly in toolbar mode.

Version 10.10.1

Solved: Second email when processing parked emails

If an agent processes a parked email, a second email may be delivered.

Solved: Services do not stop

If an attempt is made to stop a service from myContactCenter, it starts again immediately.

Improved: Presence status change in agent scripts

Agent scripts can now also react to presence status changes.

Solved: Presence congestion not always synchronised with PBX

Occasionally, the presence status between the telephone system and myContactCenter is not synchronised.

Version 10.10.0

Improved: Warning for unsupported agent version

Agents are now notified when the version should be updated and logging in is prevented if the version number does not correspond to the minimum required version number. This prevents application errors.

Solved: Recalls active again after restart

Callbacks that have not been connected to the customer may reappear after a system restart. This version contains a correction. However, it is important to end the faulty callbacks once in the administration after updating to this version.

Improved: Terminate calls in the softphone

In the case of call forwarding or consultation, only the active call is now ended when the red "End" button is clicked.

Improved: Starting an app from additional data

This version introduces this new feature. In the additional data, the app : and **param:** tags can now be used to specify an application incl. the param. call parameters can be started. e.g. app:notepad.exe param:d:\myfile.txt

Improved: Phone book of the telephone system available

The telephone book of the telephone system is now also available in the agent. This synchronisation must be activated in the administration.

Improved: Additional data can contain placeholders

The additional data can now also contain placeholders. This means that URLs or applications can also be started that use the agent's local variables, e.g. %AGENTNAME%.

Solved: Call distribution does not work in rare cases

In rare cases, the distribution of calls to a specific agent may no longer work.

Improved: Only use directly addressed emails

Only emails that are sent directly to the destination address of the contact centre will be taken into account. If the destination address is only contained in the CC or BCC, these emails are ignored and moved to the myContactCenter-SPAM folder.

Improved: Use X header in flows

The GetXHeader method is now available in Flows. The name of the X header, without X-, is passed as a parameter and this method returns the value of the X header as the result.

e.g. GetXHeader("X-IPPBXServerCallId") returns the CallId of the call in the case of SwyxWare.

Solved: Memory and CPU consumption with many emails

If many emails in the mailbox are unread, the CPU and memory utilisation of the routing service increases significantly. This consumption of resources has been significantly reduced.

Version 10.9.1

Solved: Saving agent data

In rare cases, it can happen that the configuration data of an agent is not saved correctly if it has been customised in the administrator.

Improved: Warning and error messages

Warnings and error messages from the server and the routing service are also sent to the supervisor and admin.

Solved: Exception in the wall display designer

There may be an exception in the wall display designer when working with conditions.

Solved: Retrieval of emails stops

Depending on the mail server, the retrieval of emails may suddenly stop. e.g. for email servers from IONOS.

Solved: Store agent in ticket

In certain situations and states of an email, it can happen that the agent is not saved in the ticket.

Improved: Forwarding of emails externally

In the agent it is now possible to forward a currently processed email externally.

Improved: Signal in agent script when recording is complete

If a recording of a telephone call has been completed, this is indicated in the agent script via a method call incl. of the storage location of the recording is signalled.

Improved: XML document editing in Flow

It is now possible to use the System.Xml namespace in the flow.

Improved: Parked emails after server start

If the server or routing service is restarted, parked emails and faxes are restored correctly.

Solved: Display of special characters in email

The display of special characters has been corrected and UTF-8 encoding has been used.

Improved: Recognise local enamel loops

If an attempt is made to send an e-mail to an address that corresponds to the mailbox itself or an alias of the mailbox, this address is not used as the destination.

Solved: Admin and Agent show different statuses

The status of the agents is sometimes displayed incorrectly in the administration.

Version 10.9.0

Solved: Wizard does not execute all SQL scripts

Under certain circumstances, an SQL script may not be executed by the server wizard. Saving groups will then no longer work.

Improved: Core statistics in status bar

Elementary real-time statistics are now displayed in the status bar of the agent, as in the title bar.

Improved: Core statistics in the agent extended

The core statistics in the agent have been expanded so that the time values now show the total time and the average time.

Improved: Mailbox gets alias

An alias email address can now also be stored in the IMAP mailboxes. This makes it possible for the correct flow to be started even in the case of forwarding to a collective mailbox.

Version 10.8.3

Solved: Variables inserted twice

In text modules, variables selected from the drop-down list are inserted twice.

Solved: SQL script is not executed

Sometimes an SQL script is not executed by the server's configuration wizard.

Solved: Manual outgoing e-mail fails

Sometimes a manual outgoing email cannot be processed by the initiating agent.
This e-mail can only be deleted by the administrator.

Solved: Number of callback requests in the planner limited to 9

A maximum of 9 callback requests per time element can be entered in the planner;
this limit has been removed.

Version 10.8.2

Improved: Set call to new language

Only the languages that are still active appear in the context menu.

Improved: Start DTMF timeout only after announcement

If text-based announcements via TTS are used in DTMF nodes, the timeout is started directly instead of waiting for the end of the announcement.

Solved: DTMF results not always correct

It can happen that a DTMF input is interpreted as an input in a DTMF node immediately following it.

Improved: Show id of reports

The ID of the reports can now also be displayed in the administration.

Solved: Background music does not become quieter

Sometimes an incoming e-mail is not displayed in the agent. Especially after an outgoing e-mail has been written.

Improved: Callback planner

A new block for call flows can be used to plan callbacks. The number of callbacks that can be placed in a time window is defined in the associated ACD. The new node now enables the suggestion of different appointments via speech synthesis

(AI subscription required) from the set of available appointment slots, thus ensuring that callbacks are organised according to service centre requirements.

Solved: Double variables in text modules

If a variable is selected from the drop-down menu, it is inserted twice in the text module.

Version 10.8.1

Solved: AI no longer works

Due to changes in the feedback of the AI API in Microsoft Azure, the detection nodes in the flow no longer returned results.

Improved: DTMF timeout after end of announcement and every input

The timeout is only measured after the end of the announcement and no longer from the start time of the node as before. The timeout is also reset after each entry.

Solved: Not all characters recognised in DTMF

It may happen that not all characters entered via DTMF are recognised. It can also happen that a DTMF digit from a previous block is interpreted as an input for a subsequent DTMF block.

Solved: Change language for conversation

If a supervisor wants to change the language of a conversation, inactive (deleted) languages are also displayed in the menu.

Solved: Recall does not trigger

Corrects a problem from version 10.8.0.

Improved: Redialling is delayed

If a customer calls their callback request or their booked waiting field position again, call processing is delayed by a few seconds.

Version 10.8.0

Improved: Number input for chat bot

For the chat bot, there is now the option of entering numbers with a prompt. The mode of operation is identical to DTMF for telephony.

Improved: Digit string input for chat bot

For the chat bot, there is now the option of entering a string of digits with a prompt. The function is identical to the DTMF character string for telephony.

Improved: Value recogniser for chat bot

For the chat bot, there is the option of using the universal value recogniser, similar to telephony. This allows a customer input to be analysed and the corresponding value to be extracted and reused. A request for input is automatically sent to the chat partner.

Improved: Wait for e-mail response

It is possible to wait for a response from the customer in an email flow, following an automatic email with a suitable question. Replies are linked to the original email and displayed chronologically in the agent's email editor. A flow can contain several questions, so a complete e-mail process can run autonomously.

Improved: Value recogniser for e-mail

The universal value recogniser can be used in email flows. This analyses the received email as well as all further responses to the waiting emails. A complete analysis of the content of all linked emails can be carried out at any time, incl.

Attachments, e.g. to carry out a completeness analysis. This makes it possible to set up a bot for e-mail processing.

In the value recogniser, you can specify which parts of an email are to be used for analysis: subject, text, attachments

Attachments are only analysed if their text content is available without OCR.

Solved: Second calls for callbacks

If a callback is signalled to an agent, it is possible that another call will be signalled at the same time.

Solved: Agent cannot end call

In some forwarding scenarios, it may happen that the call can no longer be terminated by an agent.

Solved: DTMF node hangs

In rare cases, a call may remain in DTMF status and the corresponding flow is not executed any further.

Solved: Text media not selected correctly

If different text media are defined for a media type, including a generally valid one (not a knowledge area), it can happen that this generally valid one is selected even if there is a specific one for this media type.

Solved: TicketId in flow

The TicketId is not immediately available in the flow, e.g. automatic replies often have no TicketId assigned.

Solved: Export of reports not possible

The export button is not available in the report designer and therefore a report design cannot be exported.

Solved: Forwarding with agents

In some scenarios for forwarding in the ContactCentre, it can happen that no audio is audible.

Improved: Agent scripts with Http client

It is now possible to use the Http client from System.Net.Http in agent scripts.

Version 10.7.0

Solved: Retrieval of emails via ticketing

If emails sent by an agent are retrieved via ticketing, the original customer emails appear.

Solved: Routing Service processes messages slowly

If emails are used in myContactCenter, it may be the case that an email cannot be retrieved from the IMAP server. In this case, this leads to a slowdown in the flow of messages.

Improved: Manual closing and opening via node

A new node has been introduced for use in flows. With this node it is possible to define for each call whether the ACD is manually closed or open.

Improved: Close and open holiday via node

A new node has been introduced for use in flows. With this node it is possible to define for each call whether the ACD is manually closed or open.

Improved: Close and open business hours via node

A new node has been introduced for use in flows. With this node it is possible to define for each call whether the ACD is within business hours or not.

Improved: Control Outlook address book access

You can specify whether the agent's Outlook address book should always be used or not.

Improved: Return to original area of knowledge

Virtual calls can be set via an option in the node for virtual waiting fields so that a new call from the customer is correctly linked to the original knowledge area and therefore to the original call, even if the knowledge areas have changed.

Version 10.6.4

Resolved: Localisation of the resort system

The report system is now correctly localised in the available languages

Solved: Filter in wall display

The time filter in the wall display now works correctly in standard and daylight saving time.

Improved: New wall displays and dashboards

New wall displays and dashboards have been added.

Improved: Login faster

The registration of agents, wall displays and administration has been speeded up again.

Improved: Behaviour in virtual machines

Virtual machines are often stopped briefly during a data backup. It can happen that the routing service does not register correctly with the server again. Calls can then no longer be processed.

Version 10.6.3

Resolved: TCP connections are terminated early

Under certain circumstances, TCP connections between the individual components may be broken down prematurely. This leads to slower logon of administration, agents and wallboard. It can also happen in very rare cases that calls are not properly registered in the server and therefore cannot be delivered.

Version 10.6.2

Solved: Skills are deleted

If a skill is deleted in the administration, it is not marked as deleted, but actually deleted. This also applies to languages.

Version 10.6.1

Solved: Agent changes from wrapup to activity

If the agent is assigned by the ACD at the end of the conversation, the agent may switch to an activity immediately afterwards.

Solved: Status change available after presence

If the presence status is changed after availability, this is delayed. Now this happens immediately, but the delivery of calls is delayed by 4 seconds to give all possible end devices of the agent time to complete the status change.

Solved: Callbacks are terminated in the flow via Exit

If the Quick Pick functionality of the ACD is activated, it can still happen that callbacks cannot be picked up by agents.

Solved: Media playback does not always take place

Solved: It happens that an announcement is skipped.

Solved: Cancel announcement with Dtmf

If a Dtmf entry is made while an announcement is in progress, this is not cancelled in some cases. The background music is also still audible.

Solved: In rare cases, the presence status is not correct

It can happen that the presence status in myContactCenter and in the Pbx is not synchronised.

Solved: Administration with errors in the user interface

Some elements in the administration are not within the windows.

Improved: Callback time in ticket

The callback time is now also displayed in the tickets.

Improved: Recall remains in position

If a callback request is placed, it now retains its position and is no longer placed at the end of the waiting field.

Solved: Dtmf dispatch for outgoing calls

If an outgoing call is made from the agent, no Dtmf can be sent to the destination.

Solved: Agent process is not terminated

It can happen that when the agent is terminated, its process continues to run in the background.

Solved: Display of the callback number

The callback number is now explicitly displayed in the popup and in the additional data for callbacks.

Solved: Schema update for reports

It is not possible to update the database schema of a report, an error message appears.

Improved: PBX customisation restarts routing service

If changes are made to the PBX settings in the myContactCenter administration, the routing service is restarted if there are no more calls in the system.

Improved: SIP firewall rules added

Firewall rules have been added to the installer for the routing service and the agents to make the SIP ports 54000 - 55000 accessible.

Version 10.6.0

Improved: Send DTMF from agents

When a call is active, DTMF can be sent via the dialling field. To do this, click on the corresponding digit in the numeric keypad of the dialling field or enter the DTMF character in the telephone number field using the keypad.

Improved: Splash screen starts immediately

The splash screen now appears much faster when starting the myCC applications, thus preventing the user from starting them twice.

Improved: Translations

There were a few small translation errors in the user interface.

Improved: Three-way conference in the agent

A three-party conference can be initiated directly in the agent if there is a connection with two calls. The new "Conference" button has been added to the agent for this purpose. If a conference can be initiated, this button turns green. One click immediately establishes the conference.

Improved: Busylight support

Visual signalling of the agent status via a coloured LED is now possible with Busylight UC(www.busylight.com).

Green: Agent is available

Red: Agent is in a conversation

Flashing red: A conversation is signalled to the agent

Orange: Conversation is on hold / consultation

Blue: Agent is in rework or activity

Improved: Uri Handler callto, tel and mailto

The handling of Uri callto and tel has been extended. This means that the knowledge area and language can now also be transferred in the uri. A tel can look like this:

tel:+123456789

or

tel:+123456789,field of knowledge, language

In the first case a private call is created, in the second case a qualified outgoing call.

For the Uri mailto, the knowledge area, the language and the subject can now be transferred, analogous to the tel. This can then be used to create a qualified outgoing e-mail.

Improved: Highlighting of VIPs

A colour can be defined in VIP classes. This colour is used to highlight the VIP calls in the agent with the corresponding colour of the VIP class.

Improved: Grouping always extended

In the agent, you can use the context menu in the call and agent overview to specify whether groupings should be displayed as before (Dynamic grouping) or permanently extended (Extended groups).

Improved: Automatically record qualified calls

In the ACD configuration, you can specify whether outgoing calls should be automatically recorded.

Version 10.5.1

Solved: Hanging up calls leads to disruption in the routing service

It can happen that a call that is terminated by an agent or a customer leads to faults in the routing service.

Solved: Text-Media not correct

If different announcements for different skills are combined in one media type, the first text announcement is always used and not the one determined by the skill.

Improved: Memory leak in user synchronisation

User synchronisation with SwyxWare telephone systems leads to increased and constantly rising memory consumption in myContactCenter Server.

Improved: Trace settings simplified

Additional options have been introduced for the trace level settings. In addition to "Recommended", "Maximum", "Minimum" and "No trace" can now also be set via a quick selection.

Version 10.5.0

Solved: Memory increases during user synchronisation

The routines for synchronising users between PBX and myContactCenter lead to slowly increasing memory consumption.

Improved: Passwords only as hash

The passwords of the administrators are only stored as a hash in the database.

Version 10.4.2

Improved: No address book message

A message is no longer displayed.

Improved: Missing voices and flows

If voices are missing for certain languages, this is considered an error in the flow designer. This behaviour has been changed to warning.

Solved: Missing localisation

In a few cases, the localisation of certain elements in the administrator's user interface is missing.

Version 10.4.1

Solved: Sudden increase in memory consumption

It can happen that one or more of the server services jumps in memory consumption and this memory is no longer released. The jump may be several GBytes in size.

Solved: Email is not signalled

It can happen that an email is assigned to an agent, but no signaling takes place at the agent.

Solved: End call button remains red

Sometimes the button for ending a call remains red even though the call has already been ended.

Improved: Status text for presence

For email, fax and chat, the status text is set when connecting and not when signalling.

Improved: Internal errors without display

If an internal error occurs with the agent, this message can be displayed in a pop-up if necessary. This behaviour has been changed and now it is possible.

Solved: Error in the dialpad

If the last digit in the dialling field is deleted using the eraser, an error message appears.

Solved: Presence status for dynamic wrapup

With dynamic wrapup, the presence status is not set as expected.

Solved: No classifier on forwarding

In some forwarding scenarios, no classifier selection is displayed.

Solved: Forwarding to external may cause a crash

If a call is forwarded to an agent and this agent ends the call, the call is placed in the waiting field as rejected instead of being ended.

Version 10.4.0

With the introduction of this version, a new protection mechanism for network communication has been introduced. This requires an update of all components, otherwise agents, wall displays and administrators will no longer be able to log in.

Improved: Ringtones via NAudio

Ringtones are played reliably using the NAudio library.

Improved: Voice selection for speech synthesis

It is now possible to select a speaker for each language. Speech synthesis then takes place with the selected voice. There is a note in the flow if a voice is not available for every language used.

Solved: Text to speech announcements not reliable

Depending on the constellation in a flow, it can happen that TTS announcements are not played.

Solved: Presence status not synchronized with PBX

It may happen, that the presence state between the PBX and myContactCenter is not in sync.

Solved: Special filter in Wallboard

The special filter in the wallboard means that no data is displayed between 23:00 and 00:00.

Improved: Recognition of anonymous callers

Anonymous callers are now also recognised on trunks that identify them as anonymous@anonymous.invalid. In the flow, these are also displayed with the number xxx.

Solved: Flag in statistics incorrect

In the agent statistics, the IsFirstOccurance flag is not set correctly for forwarding and redelivery to other agents. This may result in discrepancies in the agent reports.

Improved: Stability and resource utilisation of the routing service

The stability and resource utilisation of the routing service has been improved. The same applies to performance, so that load peaks no longer cause any problems.

Improved: Classifiers

The request to enter a classifier is also incorrectly displayed for rejected calls.

Improved: Virtual calls without a phone number

If a virtual call without a phone number is created in the flow using the corresponding block, no call is created in myContactCenter as caller identification is not possible.

Solved: French computers cannot run agents

On French computers there is the problem that the agent is terminated with an error message.

Improved: Cancel sip login

It is now possible to permanently interrupt the registration of the softphone on the telephone system.

Improved: Buffer overflow via network

TCP packets can be sent to the server and the dispatcher with the corresponding byte sequence, which may lead to a buffer overflow or at least to extremely high memory utilisation. The newly introduced protection mechanism also requires all client components to be replaced. This means that all components must be updated to the same version 10.4.0.

Improved: Presence status "Do not disturb"

With the introduction of SwyxWare 13.26, the behaviour of the presence status "Do Not Disturb" (DND) has been changed so that calls to a corresponding subscriber are rejected and the caller receives a busy signal. The consequence of this for myContactCenter is that in rework (which sets the subscriber to DND), Quick Pick and Qualified Calls no longer work. To make this possible again in the case of SwyxWare, rework is also set to the presence status Away, and no longer to DND.

Solved: Phone buttons incorrect

Sometimes the button for ending calls remains red, even when the call has ended.

Improved: Call forwarding to a flow

If a call is forwarded to a subscriber of the telephone system in a flow, either the name or the number of the caller is now displayed.

Solved: Background music does not become quieter

In some constellations of a flow, it can happen that the background does not become quieter when an announcement is played.

Solved: Agent does not respond

It may happen that the agent no longer responds to user input.

Solved: Speech synthesis very slow

Speech synthesis for texts that have to be synthesised directly may be delayed and not start immediately.

Solved: Wrapup at callback

Callbacks do not trigger wrapup, even if one is defined for the corresponding ACD.

Improved: Text for presence

If an agent is in e-mail, chat or fax processing, the corresponding text for presence is already displayed when signalling, but should only be set when processing begins.

Solved: Occasionally error messages are shown in the agent

Under certain circumstances, an error message may be displayed in the agent pop-up. These errors and the associated messages no longer appear.

Version 10.3.2

Solved: Error message in chat

An error message may occur in the chat within the agent.

Solved: Calls remain in the call overview

It can happen that the list of active calls in the softphone contains some that are no longer connected.

Solved: Restarts of the routing service with many calls

If there is a high volume of calls, the routing service may restart. If there are more than 200 calls in the ACD at the same time, this behaviour may occur.

Solved: Phone numbers disappear from flow

If many phone numbers are stored in a flow, it can happen that these are not completely loaded when the flow is opened.

Version 10.3.1

Improved: Report generates exceptions

When creating a report, it can happen that some exceptions are written into the trace. These exceptions have no effect on the function of the report.

Solved: Wrong display in service status

In certain constellations, it can happen that a licence warning appears in the service overview although the licensing is correct.

Solved: Certain flows cannot be saved

Depending on the structure of the flow, it may happen that it generates an exception when saving and the flow designer is closed without saving the flow.

Version 10.3.0

Improved: Data of the current call in status bar

For the currently connected call, the associated data is now displayed in the status bar.

Solved: Forwarding to the Contact Centre does not work

In the additional data, a forwarding of an agent is incorrectly displayed although it was only redistributed.

Improved: Pop-up with info closes automatically

Depending on the information to be displayed, the pop-up closes automatically after 5 seconds.

Solved: Manual outgoing call does not disappear

If a manual outgoing call is made, it may remain in the ringing status and have to be manually removed from the ACD.

Solved: Phone buttons incorrect

For private incoming calls, the phone buttons are not displayed correctly.

Solved: No pop-up appears when forwarding via external softphone

If a forwarding is made without consultation via an external softphone, no signalling pop-up appears for destination agents.

Improved: Some localisations have been improved

Improved: DTMF from external softphone

If an ACD call is answered with an external softphone or a desk phone, no DTMF can be sent from this terminal to the caller.

Solved: Agent does not repsond

In rare cases, the agent may freeze and must be terminated via the task manager.

Solved: Virtual callback hangs

If a virtual callback in ringing status is terminated by the agent, this virtual callback is stuck in the system.

Improved: Information about Windows Notifications

Information is now displayed in the Windows Information Centre when it is active. Otherwise, these are displayed in a pop-up, as before.

Solved: Incorrect licence display of the server in the services overview

In the services overview, the server may display an error in the licenses, but it does not exist.

Solved: Voicemail sometimes undeliverable

In some situations, a voicemail may not be delivered.

Improved: Messages from the supervisor

The supervisor can now easily send messages directly to his team members.

Solved: Double pop-up on call

When there is an incoming call, the call signalling pop-up may appear twice.

Changed: Teamchat functionality removed

The Team Chat module has been removed from the agent.

Solved: Deadlock and crash of the routing service

The SIP library used has been updated to fix several bugs. Among other things, the agent could freeze and the routing service could crash.

Version 10.2.0

Solved: Call delivery despite rework

In rare cases it happens that a call delivery is made to an agent, although this agent should change to rework.

Improved: Presence synchronisation

If a presence status is set by myContactCenter, the system waits for feedback from the PBX. However, it happens in rare cases that the feedback is missing. This situation is now recognised and the presence status is then set directly in myContactCenter.

Solved: Reports do not open

After the update to version 10.1.0, reports can no longer be imported or opened.

Solved: Special filters in the wallboard

The times in the special filters of the wallboard are now handled correctly and there is no more shifting of times.

Improved: Saving knowledge groups

The saving of knowledge groups has been improved so that fewer messages are sent to agents to inform them of the corresponding changes.

Improved: Swyx CDS

The latest version of SwyxWare's CDS SDK has been integrated to solve timeout problems.

Improved: Voices selectable

For speech synthesis, it is now possible to define in the languages which voice is to be used for male and female speech synthesis.

Improved: DTMF from SwyxIT!

For connected calls, the agent can use its SwyxIT! Send client DTMF tones.

Improved: Administrator can log off agents

It is now possible to deregister agents via the administration.

Solved: Flag IsFirstOccurance

In the statistics, depending on the flow used, it can happen that the flag IsFirstOccurance is not set correctly. This results in different call statuses not being counted correctly in reports.

Improved: More libraries in the flow

The System.Data.SqlClient, System.Data.Odbc and MimeKit libraries can now also be used in flows.

Solved: Duplicate media files in the media manager

Under certain circumstances, it happens that new files are created in the media manager that belong to the same media type, language and knowledge area.

Solved: Wizard time SQL status

No progress is displayed when running the Server Configurator.

Improved: Ringtone not audible

Sometimes the ringtone is not audible for incoming calls.

Improved: Error behaviour of the agent

Added an extension for errors in the agent to better capture faults in the trace and prevent crashes if necessary.

Version 10.1.0

Solved: Call forwarding does not work in some cases

In some cases, call forwarding via the integrated softphone does not work.

Solved: Rare crashes of the routing service

In very rare cases, the routing service may crash.

Improved: Classifier for recall and web recall

For recalls of any kind, the classifiers can now also be used

Improved: Sound quality for telephony

In telephony, the sound quality has been improved for certain situations.

Improved: Presence

Subscribing to the presence has been improved

Improved: Trace for the ExternalDatabase service

The External Database service writes the desired trace depth.

Improved: Deletion of many entries in the administration

Deleting multiple entries in list views of the administration has been simplified.

Improved: Re-registration of the softphone and routing service

SIP re-registration has been improved to avoid unwanted logouts from the PBX.

Solved: Background playback of TTS

The background playback of TTS does not work as expected.

Solved: Malfunction in the selection of media devices

In the terminal server / Citrix it can happen that the remote audio cannot be selected correctly.

Improved: Accepting calls via script

It is now possible to accept calls and other conversations in the agent script.

Solved: Agents do not synchronise correctly

It can happen that the synchronisation of the agents is not complete and that some agents end up in an undefined status.

Solved: It may happen that a call cannot be processed

In rare cases it may happen that an incoming call cannot be processed.

Solved: It can happen that the delivery happens in the wrong order

In busier systems, the order of delivery to agents may not be respected.

Solved: Buffer underflow

At the end of a call, it can happen that an internal buffer becomes too small and this then leads to an access violation. The consequence is a crash of the routing service.

Solved: Hanging Calls

It happens that ended calls are still visible in the system.

Solved: Agent not available after incorrect delivery

If there is an incorrect delivery of a call to an agent, this agent may no longer be available.

Solved: PBX settings are not saved

After an update, it may happen that the PBX settings are no longer saved.

Solved: Display in agent incorrect

The Supervisor status is not displayed correctly in the agent and in Emailmonitoring.

Improved: Time of expiry of licences

In the case of licence problems, it is displayed until when the licences are still valid.

Solved: Sip login hangs

Sip login in the agent can cause the agent to freeze.

Solved: Authorisation system for administrators

The authorisation system for administrators allows too many rights.

Improved: Scheduling of certain calls

In some scenarios, incoming calls are terminated directly. In these cases, however, the call is registered normally and cannot be used afterwards.

Improved: Standard Voices deactivated

The standard voices have been deactivated because they have already been discontinued and are of poor quality.

Improved: Audio quality with high-resolution codecs

In the case of high-resolution codecs, speech quality and resource consumption have been improved.

Solved: Softphone crashes

It may happen that the softphone and thus also the agent crashes when starting.

Solved: Call distribution in wrong state

Depending on the designed flow, it may happen that calls are distributed to agents even though the "waiting field" node has not yet been passed through.

Solved: Presence status not always synchronous

It happens that the presence status between agent and PBX is not synchronised.

Version 10.0.33

Solved: Media playback after forwarding

After a call has been forwarded, media playback is no longer possible from the flow.

Improved: Call number suppression

Agents can suppress the transmitted call number for qualified and private call numbers.

Improved: Logout of administrators

It is now possible to log off administrators in the Admin application.

Solved: Forwarding via SIP Referr

If a call is forwarded to an ACD via SIP Referr, this can lead to the termination of the call under certain circumstances.

Improved: Colouring in tiles

In the forwarding tiles, the title colour has been adapted to the tile colour.

Improved: DTMF forwarding

When a call is forwarded to an external destination via flow, DTMF tones can now also be forwarded via RFC 2833.

Solved: Call delivery to external

In the case of call deliveries from a flow, which take place after the "Leave waiting field" event, this telephone call could be terminated.

Solved: Transcription not visible

If a call is transcribed, it may happen that not everything spoken appears in the text.

Improved: Execute agent scripts in memory

In various environments with problems with access rights to the file system, the agent-side scripts may not have been able to run. Therefore, these are now created and executed exclusively in the memory; access to the file system is no longer necessary.

Improve: Sip Buddy Subscriptions

Regular re-registration in the buddy list is waived in order to avoid unnecessary SIP messages.

Improved: DTMF text node with stop word

For the DTMF text node, the stop word can now be selected by the user.

Solved: Dynamic waiting field length

If dynamic waiting field length is used, the waiting field length is calculated based on all registered agents instead of only the registered agents responsible for the waiting field.

Improved: User synchronisation with PBX

In case the PBX returns an empty list of subscribers via API, the agents are not deleted but no action is triggered and this is treated as an error.

Solved: It happens that agents no longer react

In some environments [especially Citrix] it happens that agents no longer react.

Solved: Real-time statistics asynchronously

It may happen that the real-time data between different supervisors and wall displays show different values.

Improved: Browser supports download

The integrated browser now supports downloads and media playback.

Solved: Unwanted call deliveries may occur

If an agent is in rework, it may happen during the first second that a call is still delivered.

Solved: Supervisor transcription not complete

If a supervisor starts a transcription of a call between an agent and a customer, this transcription is not complete.

Solved: Voicemail allocation

If a voicemail is recorded without a knowledge area, it cannot be distributed to the agents.

Improved: Destination number in Web Callback

For callbacks via the web interface, the destination number is displayed in the agent's overviews.

Solved: Duplicate login entries in database

If agents carry out a second registration, it may happen that a second entry is written for the agent registration.

Solved: Voicemail on hold without sound

If a voicemail is put back into the waiting field by an agent, the next agent has no sound when he wants to listen to this voicemail.

Improved: Pick-up outside business hours

Conversations that are in the waiting field which is closed for some reason (business hours, holidays, ...) can now also be processed in this situation by calling agents.

Solved: In certain situations entries in the statistics are missing

In various situations in flows, it may happen that an entry in the statistics is not written to the database.

Version 10.0.32

Solved: Incorrect entries in the PBX soft client

If the myContactCenter is called with a suppressed call number and the "Set customer" node is used in the flow, the name set with it is not displayed, but the name of the user with which the routing service is logged on to the telephone system.

Solved: Background speech synthesis

If the node "Background TTS" is used in the flow, this node blocks until the background announcement is completely played.

Solved: Title in licence activation

If a licence is activated, the selection of titles may be occupied more than once.

Solved: Announcement regarding automatic translation

If automatic translation is used, the agent and the caller will not in all cases be informed that this call is being translated.

Improved: Status display when setting up the mailbox

A test can be started when setting up the mailboxes. The result of the test now appears inline in the form and no longer as a pop-up.

Solved: Early delivery

Calls may be delivered before they reach the waiting area.

Solved: Set signalling time

If the node "Set signalling time" is used in the flow, it has no effect.

Solved: Waiting field exit event node

If the event "Leave waiting field" is used in the flow, not every exit is reached when the conversation falls back into the waiting field. This can be the case, for example, when emails change to out-of-hours status and then back again the next day, ...

Improved: No automatic end after leaving waiting field

If a conversation reaches the event "Leave waiting field", the conversation is not ended. If desired, this must be done explicitly with the Exit node.

Improved: Registration is lost

In rare cases, the registration of the routing service to the PBX may be lost. This situation is now automatically detected and remedied.

Solved: Browser opens too many tabs

The integrated browser may open too many tabs with the last opened pages and the start pages.

Solved: Webchat does not show all posts

It happens that the first messages of the customer are not displayed in the chat of the agent.

Solved: Recalls fail

If a callback is stored in the flow and no skill has been set beforehand, these callbacks will fail.

Solved: License form cannot save

If no title is selected during licence activation, clicking on save ends with an error message.

Improved: Icons in ticket view

Icons for callbacks are displayed in the ticket view.

Improved: Now only 1 tab per URL

Each tab has a URL and this URL is not opened in another tab at start-up

Solved: Outgoing Call Status

Depending on the call type, it may happen that an outgoing call is marked as connected although it only rings.

Solved: User ID duplicates

If duplicates of user IDs occur, this is intercepted and all user IDs are unique.

Improved: Busy signal for private calls

If a private outgoing call runs on busy, this is now also signalled acoustically to the agent.

Solved: Rework for callbacks

In the case of recalls, the rework does not apply.

Solved: Forwarding sometimes does not work

In rare cases and very specific situations, forwarding via the agent's dialling field may not work, causing the routing service to crash.

Solved: Wrong outgoing number

In the case of callbacks, it may happen that the call number transmitted is not the one set for the ACD.

Version 10.0.31

Solved: Updates do not work

In order for updates of **versions older than 10.0.31** to run smoothly on server systems, it is necessary to run the PrepareServices.bat file before executing the individual installation packages. This file requires administrative rights and also requests corresponding access rights via UAC. All myContactCenter services are configured, deregistered and safely terminated. Afterwards, the service update can be carried out smoothly by means of the MSI packages.

Change: Renaming of MSI Package

The installation package for the administration has been renamed to de-DE x64 Admin.msi.

Solved: Flowvaribalen with incorrect values

The RoutingServer does not receive some messages. This can lead to unexpected values in flow variables.

Solved: Saving the configuration fails

In some situations it happens that the server configuration is not saved correctly.

Solved: Agent no longer responds

It can happen in various situations that the agent no longer responds to inputs.

Solved: Sip registration sometimes faulty

It can happen in rare cases that a Sip account is listed as registered but has no connection to the PBX. The Sip reregistration was also adapted to maintain a persistent connection to the PBX.

Solved: Rework not possible

Rework sometimes cannot be triggered and the agent needs a restart.

Solved: Only one confirmation per new licence

The licence manager in the administration can display several confirmation dialogues when entering new licences, whereby one is sufficient.

Improved: Better status edges

Status display of the service reacts better to changes and displays additional elements.

Improved: Import several licences at once

It is possible to enter a comma separated list of licences at once rather than each one individually.

Improved: Agent faster

The agent reacts noticeably faster due to internal optimisations.

Solved: Deleted servers back in administration

Deleted servers reappear in the view after a restart of the administration.

Solved: Deactivated outputs visible again

If a flow contains blocks that have several outputs that can be deactivated, then all outputs appear when the flow is opened, even those that are inactive.

Improved: Checking of flows accelerated

The permanent checking of the flow during creation in the flow designer has been accelerated significantly.

Solved: Exchange Server Cluster Email Dispatch

Sending incoming emails on Exchange servers that are in a cluster now works.

Improved: Email and closed ACD

Emails and faxes cannot be forwarded to a closed ACD. This is possible as of now.

Solved: Duplicate calls in Administration

It happens that incoming calls appear twice in the administration. This behaviour can only be corrected by restarting the RoutingService.

Solved: Duplicate reports

Automated reports may be sent twice.

Solved: Picked up call is not redistributed

If an agent has picked up a call but not answered it, this call cannot be forwarded or picked up again.

Solved: No more delivery after classification

If a call is classified, the agent may be reassociated with that call and subsequently receive no more calls.

Solved: Edit flows without authorisation

If an administrator only has the right to see a certain skill, he can still edit flows.

Solved: Agents spontaneously become inactive

It happens that agents are set to inactive and can no longer log in.

Improved: Logout always possible

Logging off the agent is now also possible during an ongoing conversation.

Improved: Logout from Administration

Administrators can now specifically log off from a server.

Improved: Translations

Various translations in the user interface have been corrected.

Improved: Classifiers

The selection of classifiers always appears as the top window and is thus always visible.

Solved: Timer also for connected calls

In a flow, all timers are stopped as soon as an agent starts communicating.

Solved: Remember skill/language in dialpad

Dialpad remembers the last selected language and knowledge base. Likewise, the focus is placed directly in the number field.

Solved: Double logon of administrators

Administrators can only confirm a registration once until they receive a response from the server. This means that immediate double registration is no longer possible.

Improved: AI recognises digit sequences better

Sequences of digits are now better recognised, even if the customer says something else between individual digits.

Improved: Telephone icon always ready for call acceptance

If an agent in follow-up work or activity is called or starts a qualified outgoing call, this call can also be accepted directly via the telephone icon, it no longer requires a pop-up for this.

Improved: Rework for outgoing calls

Rework now also effective for outgoing calls.

Improved: Activation menu in the agent

Email/Fax and Chat menus are inactive in the agent when no Email/Fax or Chat is active.

Solved: Calendars consume considerable resources

If an appointment in a calendar contains an umlaut, it happens that this calendar consumes more memory with each adjustment.

Solved: Holiday name in Flow not readable

In the flow, the variable HolidayName is always empty.

Solved: Call data not persistent

It could happen that data from another call was used in one call. This could lead to additional data being falsified or decisions in a flow being incorrect.

Improved: Show number of attachments

If an email has attachments, this is shown in the agent directly on the attachments button with a number.

Solved: Menus disappear during layout adjustment

If the layout is adjusted in the agent, the menus for chat and email disappear.

Solved: Calls nevertheless during rework

Dynamic and manual rework that are automatically assigned by the system do not immediately exclude the agent from being assigned further calls.

Improved: All licence modules in licence manager

The licence manager now shows all licence modules, regardless of whether there are licences for the type or not.

Solved: Missed conversations calculated incorrectly

The value for missed conversations has been reduced by the rejected ones, resulting in negative values.

Improved: Sliden of modules even with locked layout

If agents have a locked layout, the permitted modules can still be used via Sliden. Placement in the layout is not possible.

Solved: Recalls do not work

In some cases, callbacks are not triggered and remain in the Alerting status in the system.

Improved: Trace of the SIP area

It is now possible to get a deeper trace in the SIP area to better understand what happened in this area.

Solved: Loading reports

Loading reports as supervisor no longer causes the agent to crash

Improved: Hide inactive menu

If a report is executed in the supervisor and then switched to another module, the report module is hidden.

Improved: Deliver node

The word recogniser has been improved so that its outputs are controlled more reliably.

Solved: Audio files from recordings

It may happen that an audio file of a recording is deleted.

Improved: SIP identities in UTF8

For the correct display and use of SIP identities, these have been converted to UTF8 to correctly preserve special characters such as ß or ä.

Solved: No text modules in the review

If an e-mail is being reviewed or corrected, no text modules are available.

Solved: Flow only in view mode

It may happen that a flow can only be opened in view mode.

Solved: Web callbacks registered incorrectly

Web recalls were registered as recalls. This meant that the settings of the knowledge areas did not work as expected.

Solved: Forwarding of callbacks

Forwarding callbacks and web callbacks do not work.

Solved: Recalls on hold

Call back hold caused the call status to remain on hold even though the call is reactivated.

Solved: Forwarding of qualified calls

Qualified outgoing calls cannot be forwarded.

Solved: Second attachment

A second registration is handled correctly, the first registered agent is terminated properly.

Solved: Additional data for forwarding

When forwarding e-mail and chat, manually added attached data is lost.

Solved: E-mail forwarding in ACD

When forwarding an email to an ACD, the original email may not be displayed.

Solved: Popup for signalling

Under certain circumstances, the pop-up for signalling a conversation does not appear.

Solved: Email header data and additional data during transfer

When forwarding an e-mail into an ACD, the header data and the attached data are not forwarded correctly.

Solved: Sending voicemail by e-mail

In some cases, voicemails are not sent correctly by email.

Solved: Reply to old e-mail

If an old email is replied to from the ticket module, no email can be created.

Solved: Crash routing service with Dlalín

If an already connected virtual call is called again from the same call number, this can possibly lead to a crash of the routing service.

Improved: With F1 to the manual

The online manual can now be opened in the administration by pressing F1 or clicking on the question mark.

Solved: End pause if too long

If the system is configured so that breaks/activities are automatically terminated, this does not have the desired effect.

Improved: Notice in case of forced logout

If an agent is forcibly deregistered due to too many missed calls or other reasons, a meaningful notice now appears.

Improved: Prevent forwarding when ringing

Incoming conversations that are in ringing status cannot be forwarded via the forwarding tiles.

Solved: Forced deregistration

If an agent is to be logged out because too many presented conversations have not been observed or no more tasks can be completed, a notice now appears and the logout is delayed.

Improved: Layout of the media player

The layout of the media player has not dynamically adapted to the layout of the agent.

Improved: Stopping the Routing Service

In some situations, the routing service cannot be stopped.

Improved: Do not play back a recording

If an agent is in a phone call, no recording can be called up from the tickets.

Solved: Playback recordings in rework / activity

If an agent is in rework or activity, they can now listen to recordings.

Improved: Create / rename channels in team chat

If a channel is newly created or renamed in the team chat, this has now become clearer.

Solved: Recording creates ticket

If a recording is played back by the agent, then a ticket is created for it by mistake.

Improved: Home button in browser

The home button in the browser now leads back to the start page.

Improved: Translations and designations

Some translations were corrected in the administration and designations were improved.

Solved: Virtual calls outside business hours

Virtual calls that are in the system outside business hours now receive the correct status in case the customer calls again during this time. Waiting field bookings and callback requests remain correct and the correct state is triggered in the flow.

Solved: Menu elements with locked layout

If the layout of the agent is locked, the menu items for the modules are not available. It is also now possible for collapsed modules that are part of the locked layout to slide into the layout.

Solved: Mail address check

The checking of email addresses did not always work reliably.

Improved: Colour adjustment of buttons

Adjustments have been made to the colours of buttons so that they are uniformly coloured.

Improved: Active / passive buttons deactivated

In a standalone system, the buttons for active - passive switching of the server are no longer visible.

Solved: Show activity in Admin

In the administration the type of activity was not displayed

Improved: MP3 audio files supported

MP3 files can now also be used as media files.

Solved: Visibility of the knowledge areas

If new knowledge areas are created, they are not correctly displayed for agents who are logged in; this requires a restart of the agent.

Solved: Groups do not update

Groups for knowledge areas, languages and agent profiles do not update when there is a new appointment in the group calendar.

Solved: Agent list in groups

In group definitions, the lists of agents are not displayed correctly. Registered agents that are to be removed from groups remain in the assigned agent list.

Improved: Display of mail addresses

Mail addresses are now listed in the ticket with the recognised name.

Solved: Chat not completely displayed

If an agent replies to a chat, any posts the customer made to the agent before delivery will not be displayed in the agent.

Solved: Email will be delivered again

If an email is answered automatically in a flow and then placed in the waiting field, it can happen that this email is not marked as read and is delivered again and again.

Solved: Automatic translation

If a call is automatically translated, it may happen that not all participants in the call hear the corresponding announcement in their language.

Solved: Signalling pop-up does not close

It may happen that the signalling pop-up does not disappear if during ringing the caller ends the call.

Solved: Classifier does not appear

In rare cases, the classifier selection window does not appear.

Solved: Visibility of the knowledge areas

If an agent is in different profile groups with different visibility of the knowledge areas, the overall visibility is not correct.

Improved: Recording of outgoing calls

Outgoing calls and callbacks can now be recorded.

Solved: Waiting field exit event for email/fax

The Leave Waiting Field node is now also usable in Email and Fax

Version 10.0.30

Solved: Flows do not answer calls

If a flow for incoming calls is created in the administration without a phone number assignment being entered, it can happen that other flows no longer accept calls.

Improved: SOAP requests with XML body can now also be used in the flow.

In the flow, further modules are made usable. So it is now possible to use SAP SOAP requests by means of WinHttpRequest and XML.Linq. This also enables http GET requests with XML/JSON body.

Solved: Services do not start

If contact centres have different service accounts, they may not start. Adjusting the service accounts solves the problem.

Solved: Voicemail with connected agent

Depending on the flow created, it may happen that a voicemail is recorded although the call is connected to an agent.

Improved: Silent signalling on desk phone

It happens that desk telephones signal silently. After an agent has become available again from rework and a call is immediately signaled, it happens that the desk phone is still in the "Do not disturb" state, although the softphone and agent already have the "available" status.

Version 10.0.29

Improved: Handling CallTo, Tel Links

CallTo and Tel Links now also support link indexing. For example, links in the format Tel1:, Tel2:, ... are also possible.

Improved: Port settings for SIP and RTP transport

It is now possible to set the ports used and the IP address used for SIP and RTP.

Solved: Signalling interrupted

If a conversation is offered to the agent, the signalling can be interrupted by the status of the conversation.

Improved: Status of services

In Administration, the supervisor status of an agent is better represented.

Solved: Memory consumption in the dispatcher

The dispatcher service shows a very high memory consumption.

Improved: Ring back tone in headset

If an outgoing call is made, the dial tone now sounds in the agent's headset.

Solved: Agents in the VPN via VPN Client

If a computer is integrated into the company network via VPN client, telephony between two such agents does not work.

Solved: Email reply fails

If an agent processes an email, the sending may fail in certain scenarios, e.g. in a local Microsoft Exchange cluster.

Solved: Routing service logged off from telephone system

Under certain circumstances, a SIP reregister may not be sent. As a result, the routing service is logged off from the telephone system and no more calls are accepted by the contact center.

Solved: Agent profile is not loaded correctly

Depending on the configuration, it may happen that the agent profile cannot be loaded correctly by the agent.

Solved: Wall display shows no data at 0 o'clock UTC

The wall display does not show any data for one hour if the time is between 0 o'clock and 1 o'clock UTC.

Solved: Agents deleted in case of error in connection to telephone system

If an error occurs in the connection to the telephone system, it may cause the agents to be deleted for a short time.

Solved: Knowledge area/language missing in calls

In rare cases, a call may not be assigned to a knowledge area/language. Flows and announcements in them will not work correctly.

Solved: Installer only as domain admin

Installation packages can only be executed as domain admin, although administrator rights are sufficient.

Improved: Trace for actions in the agent

It is now possible to track whether an agent has selected the button for rework, activity or a hotkey.

Solved: Wallboarddesigner opens in the background

The Wallboard Designer opens in the background and must be activated from the taskbar.

Improved: Agent requires fewer CPU resources

Some optimisations in the code lead to lower CPU usage by the agent.

Solved: Checking agent scripts

If the check of the agent script is requested in the administration, no feedback is given for the check.

Solved: Manual instead of dynamic rework

In rare cases it happens that instead of an expected dynamic rework, the manual rework is started.

Version 10.0.28

Solved: Alarms can send emails

The alarm system could not send an alarm email under certain circumstances.

Solved: Signalling pop-up per agent profile

Under various conditions, a call was not correctly signalled via pop-up.

Improved: User synchronisation requires fewer resources

User synchronisation has been adjusted and now uses fewer resources and sends fewer messages over the network.

Improved: Deliver node

The delivery node in the flow can now also have a sender name in addition to the email address.

Solved: Routing service may crash in rare cases

In certain situations, the routing service may crash.

Improved: Move mail node

The mail-move node always has two outputs (moved, not moved), also the validator has been improved.

Solved: Wallboards cannot be exported.

The display elements of the wallboard cannot be exported, although the menu for this is available.

Improved: Loops are recognised in the flow

If a flow contains loops, it is recognised whether it is an endless loop or a loop with an exit path. Infinite loops are treated as errors.

Improved: Flow validates on entry

If properties are changed in a flow, a validation of the flow is carried out immediately.

Improved: Validation of email addresses

When entering email addresses, an improved check is carried out and the check has also been standardised.

Improved: Start of the agent accelerated

The agent has been optimised and now starts faster than before.

Improved: Context menu in Mail and Chat

The context menu in the email and chat editor is only available when an email or chat is being edited.

Solved: Email has no ticket ID

If emails are processed, they may not receive a ticket ID.

Improved: Supervisor can customise email address

If an email is accidentally sent to an invalid email address, the supervisor can enter a new address for this email.

Improved: Media devices green in the menu

If media devices are selected, this selection is indicated with a green symbol in the agent's menu.

Improved: Only own knowledge areas for outgoing email

For outgoing emails, the agent can only use the assigned knowledge areas, not all of them.

Improved: Supervisor status in Administration

In Administration, the supervisor status of an agent is better represented.

Version 10.0.27

Improved: Flyouts instead of pop-ups

Information of relevance is now displayed in flyouts for better visibility.

Improved: Address list in dialpad with presence status

The presence status of the contacts in the telephone system is now displayed in the dialpad.

Solved: Certificates with IMAP incorrect

When retrieving emails via IMAP, certain certificates are not accepted.

Improved: Flowdesigner evaluates faster

Checking flows is now much quicker, making it a little easier to work with.

Improved: Send email with one button only

Sending an email is controlled by one button, not several.

Version 10.0.26

Solved: It happens that the user interface is not built correctly

In some cases, a red X appears in the agent's user interface instead of the expected module.

Solved: The routing service may lose its SIP registration

In rare cases it happens that the routing service loses its SIP registration. After that happens, no inbound- or outbound calls are possible.

Improved: Disturbed audio during calls via the ACD

In telephone calls via the ACD, it happens that announcements, music or the actual telephone call are interrupted for a short time and there is only silence for a short time.

Solved: In the voice message node, the status is not saved correctly

If a voicemail node is used in a flow, the integrated processing of voicemails cannot be deactivated.

Solved: Wallboard can only start with administrative rights

The wallboard needed extensive rights to start.

Improved: Logoff speed of softphone increased.

The integrated softphone now logs off faster than before when the agent is terminated.

Improved: Recording of voice messages without skill

The recording of voice messages without skill or without language has been prevented, as these can never be delivered to an agent and they are also not displayed to any agent in the conversation overview.

Improved: Attached data show ticket ID

The attached data in the signalling pop-up and in the agent layout now also shows the ticket ID. It can be copied to the clipboard with a double click in the usual way.

Solved: In rare cases the attached data are not displayed

Under various circumstances it could happen that no or only a part of the attached data is displayed.

Improved: Some PBX settings now in administration

Some parameters for the PBX used have been ported from the configuration files to the administration. Now the base port and port range can be set centrally.

Improved: It is possible to forward e-mail / fax always

It is not yet possible to forward an e-mail / fax to an ACD that is currently in an inactive status or in which no agent is currently logged on. This behaviour has been changed and now it is possible.

Improved: It may happen, that the classifier opens in the background

If the agent is to classify a call, e-mail, ... after completion, it happens that the corresponding window opens in the background.

Solved: Exchange code not used correctly

The agent's layout is not always restored correctly when logging in.

Improved: Some context menus did not close as expected

In the e-mail editor, a context menu can be called up with the right mouse button. However, this only closes when a menu item is selected or when the editor is clicked. Clicking in a completely different place does not close the context menu.

Solved: Routing service crashes on calls without media activation

If in a flow the start node is directly connected to the waiting field node, no activation of the call takes place and the caller hears a dial tone. In this situation, the routing service may crash when the call is connected to an agent.

Improved: Re-registration of the administration after server restart

If the server is restarted while administrators are logged in, it may happen that the administrators do not automatically log in again.

Solved: No saving of severity levels possible

It is not possible to save a severity level for the performance indicators.

Solved: Outlook contacts in softphone

If one is selected from the list of Outlook contacts and called, the entry disappears from the list.

Improved: More real-time data for supervisors

For supervisors, different real-time indicators for agent and ACD have been added.

Solved: It happens that a call is not connected

In rare cases, a call may not be correctly connected to an agent.

Improved: The start-up and runtime behaviour of the agent has been improved

The starting of the agent has been accelerated considerably and it is possible to continue working normally on the PC during the starting process. The reactivity of the agent has also been significantly improved.

Improved: Stop detection nodes audio

In the recognition nodes for DTMF text, value and word recognisers, an announcement and background music is stopped immediately at the first recognised character.

Improved: A QoS rule can be activated globally

In the PBX settings of the administration, a global QoS rule can be set to activate an appropriate QoS for voice transmission for the routing service and the agents.

Improved: TCP / UDP selectable for Sip

In the PBX settings of the administration you can define whether Sip is transmitted via TCP or UDP.

Solved: Tile for skill not red on a holiday

On public holidays, the corresponding tiles of the ACD concerned are not highlighted in red in the agent.

Solved: Presence status not as expected

In certain combinations, the presence status of the agent may not match the presence status in the telephone system.

Solved: Forwarding with consultation

If a forwarding with consultation is performed via the dial pad, it will fail.

Version 10.0.25

Solved: Admin layout is not saved

The administration does not save the created layout. All adjustments in the administration are lost after the termination.

Solved: Pin as taskbar and restore does not always work correctly

If the agent is pinned above the taskbar and then opened again as a window, the layout of the agent may no longer be in order.

Improved: Number of waiting persons not optimally determined

The number of waiting calls is determined based on the waiting status only.

However, if an announcement, DTMF or voice lysis is performed while the caller is waiting, these calls are not counted.

Improved: A standard template can be created per knowledge area

It is now possible to define a standard template for email and chat for different knowledge areas.

Improved: Customer-specific variables in text modules

It is possible to define variables for text modules with [VARIABLE], which the user must fill when inserting the text module. For this purpose, a pop-up is automatically

displayed, which lists all variables and provides an input field. With OK, the entered values are then automatically entered in the text module.

Improved: Json extension

The library Newtonsoft.Json has been provided in the Flowdesigner to have more possibilities to work with JSON data.

Improved: %body% variable to insert the original email

In text modules, the variable %BODY% can now be used to add the text content of the originally received email to the currently edited reply.

Improved: CC and BCC is available for outgoing emails

For outgoing emails as well as for replies to incoming emails, the CC and BCC fields are now also available. These are accessed via the main menu.

Solved: Changes to the agent profile regarding modules have no effect

If agent modules are faded in or out via the agent profile, this has no effect.

Improved: Attached data support links

It is now possible to include attachments from the original email in the reply.

Improved: Ticket display of receiver and sender

The ticket display now correctly shows the sender or recipient for outgoing or received emails.

Improved: Insert original email by click

It is possible to insert the text of the original email by clicking on the current cursor position.

Solved: Presence state is set too early

The presence status is set directly in the server without waiting for feedback from the PBX. This may result in call delivery in absence states.

Improved: Agent supports extended links

In the agent, tel1:, tel2: ..., callto1:, callto2, ... or mailto1:, mailto2:, ... can now be used to trigger calls or emails.

Improved: New browser tab from script

If a new website is opened via script, it can be specified whether this should take place in the current tab or in a new tab. `BrowseTo(url as string, newTab as boolean)`

Solved: Popups do not scale correctly

In the agent, the special settings, hotkeys and signalling pop-ups do not scale correctly when the zoom is > 100%.

Improved: Setting the port range for Sip

It is now possible to specify a base port (default 53000) and a number of ports (default 2000) in the agent configuration file if required.

Improved: Browser tabs and dropdown

Browser tabs are now labelled using the base url, as are the selections in the history dropdown.

Solved: Not every call was distributed correctly

It happens that a call was delivered although there were calls in the waiting field that should have been delivered before.

Improved: Maximum priority

A maximum priority can now be set up to which the ACD will escalate.

Improved: Start URLs

URLs can be entered in the agent profile, separated by commas, which are loaded and displayed in a new browser tab when the agent is started.

Version 10.0.24

Improved: JSON processing in flows

It is now possible to work with the modules `System.Net.Http.Json` and `System.Text.Json` in flows, e.g. to evaluate web service requests and responses.

Solved: WXI Compact Skin is not loaded correctly

If the WXI Compact skin is used in the administration or agent, it will not be restored correctly.

Version 10.0.23

Solved: Reports no longer have parameters

Reports no longer contain parameters, therefore reports can no longer be executed.

Version 10.0.22

Improved: Attached data support links

In Attached Data, http addresses, mail addresses and phone numbers can now also be used directly with a click. This means that URLs can be displayed directly in the integrated browser, mails can be created by clicking on an email address and telephone numbers can be called by clicking on them.

Improved: Large number of Outlook contacts load slowly

The agent starts slowly if many contacts are stored in Outlook. The start of the agent has been accelerated significantly.

Solved: Context menu in email and chat does not disappear

If the context menu is called up in the email editor or chat but no menu item is selected, the context menu remains open.

Solved: When the administrator is started for the first time, the main menu is not complete

If the administration is connected to a server for the first time, the main menu of the administration is only displayed completely after a restart of the administration.

Improved: Zoom of the administration on HighDpi screens

The speed of the zoom in Administration and Agent has been accelerated so that the zoom is almost synchronous with the movement of the zoom indicator.

Solved: With HighDPI systems wrong display in the menu for email creation

The popup for creating a new email shows a defective layout when the agent is started on a system that has a screen scaling different from 100%.

Solved: With HighDPI systems wrong display in popup for new servers

The pop-up for adding a new server to the administration shows a defective layout when the administration is started on a system that has a screen scaling different from 100%.

Improved: Email and chat module with variable splitters

For email and chat, the areas are now variable in size.

Solved: Inline images in ticket view

If an email is opened via the ticket view, the inline images are not displayed.

Version 10.0.21

Improved: Do not overwrite host name with recommended trace settings

If the recommended settings for the trace are adopted, it happened that the log host name was reset.

Solved: Inline images in email and text modules

It can happen that inline images in emails or text modules were not displayed or not displayed correctly.

Solved: Misbehaviour when parking, reviewing and sending emails

Under certain circumstances it may happen that an email can no longer be sent after parking.

Improved: Forwarding tile configurable for skill and agent

The tiles in the forwarding modules to agents and skills have now been given the option that their size and the content shown can be freely configured. In addition to the forwarding function, these tiles also provide a clear overview of the current status. In addition, there is a search and a filter to limit the agents and skills displayed.

Solved: Parameters get lost in reports

In automated reports, the time base and time base value were not saved correctly.

Improved: Icon in taskbar with overlay icon

The agent icon in the Windows status bar now shows a superimposed icon depending on the agent status. This symbol shows wrapup, activity, call, fax, ...

Version 10.0.20

Solved: Analysis of the SSL certificate chain

In some cases the certificate chain of an SSL certificate for SMTP mail sending could not be analysed correctly. This made it impossible to send emails.

Solved: Forwarding to the Contact Centre does not work

The forwarding of a call from an internal subscriber of the telephone system does not work and the call comes directly back to the subscriber. In the flow, the output Forwarded can be used in the start node to treat a forwarded caller differently from direct callers.

Solved: Media device configuration

It may happen that the media devices are not bound correctly despite correct selection.

Solved: Maximum email size

The maximum size for emails is not observed.

Solved: Classifier after a conversation has been rejected

If an agent rejects a conversation, a pop-up is still displayed to select a classifier.

Solved: It happens that an announcement is skipped.

Depending on the configured flow, it may happen that an announcement is not played.

Solved: Recalls are not triggered

If the status of a call is "No agent logged in", no delivery takes place when an agent logs in.

Solved: Signalling pop-up per agent profile

If the display of the signalling pop-up is prevented by the agent profile, it still appears.

Solved: Callbacks are terminated in the flow via Exit

Callbacks are terminated with the terminate block in the flow and therefore delivery no longer takes place.

Solved: Text mediadata are overwritten

If several Text Mediadata editors are open, the active one overwrites the others when loading.

Improved: SSL configuration recognises SSL/TLS independently

To simplify the use of SSL/TLS when sending SMTP mail, automatic detection has been implemented and the switches in the user interface have been removed.

Improved: Classifiers

The pop-up for the classifiers has been improved so that a manual entry that is too short cannot be saved.

Improved: The integrated softphone can access the local Outlook contacts

In the phone number field, a search for the Outlook contacts is carried out in order to find a phone number in the Contact Centre more quickly.

Improved: Redial

A new button allows you to quickly redial the last contact, or select from a list of recently called contacts.

Improved: More permissions for the user interface have been introduced

Now the agent, conversation and team chat modules can be shown and hidden by authorisation. Likewise, the transcription can be controlled.

Improved: Visibility of dynamic rework

In the agent overviews, the agent symbols are now coloured orange if the corresponding agent is in a dynamic rework.

Improved: Ticket module and search

The search of tickets by name, phone number, email address has been extended to search for senders and recipients. The view of the tickets has also been extended so that only the senders or only the recipients are displayed.

Improved: No focus after inserting a text module

If a text module is copied into an email, the focus is now placed at the end of the text module.

Improved: Browsing by script with the integrated web browser

Version 10.0.18

Solved: Forwarding to external may cause a crash

If the delivery node is used in the flow to transfer the call to another destination, the routing service may crash under certain conditions.

Solved: Presence status is not always synchronised correctly

Sometimes the presence status is not correctly synchronised between the PBX and the contact centre.

Improved: Removed unneeded buttons in the clients

Buttons in the client menu have been removed.

Improved: Shows an information band when administrator is logged off

Solved: In the compiler for agent scripts, not all scripts could be translated as desired.

Improved: Symbols in the flow designer adapted

Improved: Recommended settings for tracing introduced

Solved: Agents no longer in rework or activity after logging off

Improved: It is now possible to display forms from within the agent script.

Improved: Browsing by script with the integrated web browser

Improved: The Sip password of the agents can now already be set in the administrator.

Improved: For outgoing emails, the subject and the destination address can still be edited

Solved: It can happen that incoming calls are not processed correctly

In some cases, the call is correctly answered by the Contact Centre but does not appear in the Administration or Wall Display and is not processed by the Flow.

Solved: In rare cases, the agent no longer processes messages

It may happen that the agent no longer responds because it no longer processes messages from the server.

Solved: Exchange code not used correctly

In the case of outgoing call numbers, it can happen that the call number is not transmitted correctly and calls fail if canonical call numbers or call numbers with leading 00 have not been explicitly completed with the exchange code number.

Version 10.0.17

Solved: Parameters in automatic reports disappear

It happens that with automated reports the selection of parameters is reset and thus the desired parameters are not considered for the report.

Solved: Hotkey selection with zoom and HighDpi screens

Hotkey configuration is no longer possible with certain zoom factors on HighDpi screens.

Solved: Resetting the presence status when logging off

If an agent logs off, his presence status in the contact centre must be reset.

Solved: Routing service freezes during automatic translation

If the call is terminated by the caller during an automatic translation, the routing service may freeze.

Version 10.0.16

Solved: Subscribe to presence status for all logged-in agents

It may happen that for individual agents the subscription for the presence status fails.

Solved: Start of the External Database Service

Solved: Start of the External Database Service

Solved: Unknown field formats selectable

If a column is selected in the flow in the database node that has an unknown data type, the retrieval of the data fails.

Solved: Multiple media nodes in a row leads to problems

If several media playbacks are carried out in succession in a flow, it happens that the call is not handled as desired.

Solved: Registration of agents sometimes fails

It is not possible to register the agent correctly under certain conditions.

Solved: In some cases the installers do not install executable services

It happens that after running the installers and configuration wizards, the services do not run as expected.

Version 10.0.15

Solved: The routing service does not register after a server restart.

If the server is restarted, the routing service may not register correctly with the PBX via SIP.

Improved: Zoom of the administration on HighDpi screens

On high-resolution screens, the administration zoom has been improved.

Solved: With multiple forwardings, an email can remain on hold

If an e-mail is forwarded several times, it may happen that an e-mail remains in the status Hold and cannot be processed further.

Improved: The size of the information window has been adjusted

Version 10.0.13

There are changes that require an adjustment of the configuration.

Improved: High resolution screens

The applications have been adapted for use with high-resolution screens. So myContactCenter can also be used on 4K or 8K screens without scaling problems.

Improved: Differentiation between internal and external deliveries in the statistics

If calls are forwarded in the flow, you can now differentiate in the statistics whether the call is forwarded externally or internally.

Improved: A node for simple mathematical operations has been introduced.

With the newly introduced node, basic arithmetic operations can be performed without knowledge of C#.

Improved: Word Recognizer

Word Recognizer has received improved recognition.

Fixed: Occasional freezing of Routing Service

In rare cases and under specific conditions, the routing service could freeze.

Fixed: Routing service crashes

In rare cases, the routing service may crash.

Fixed: Emails and faxes disappear

It can happen that email and fax disappear from the queue when the queue reaches the status "Out of business hours" or "No agent logged on".

Fixed: Configuration wizards

In some cases it happens that the installation wizards do not correctly configure and start the corresponding service.

Fixed: Multiple delivery

Under certain conditions, an agent may be presented with two calls.

Version 10.0.12

Fixed: Agent filter in reports without effect

In reports with agent selection, all agents are always shown in the report, despite the selection of specific agents.

Version 10.0.11

Improved: Send voicemail only via email

The voicemail node in Flows has been expanded in such a way that voicemails can now only be sent by email. Such voicemails will not be handled in myContactCenter.

Improved: Variable usage in flow

In the flow, variables were previously bracketed with %, e.g. %Skill%. In all nodes within the flow that allow variables or values, access to variables or values has been simplified. In the input field for a value, you can switch from value input to variable selection on the right-hand side by clicking on the pen. In the variable selection, you can switch back to value input by clicking on the small keyboard.

In flows that were created before version 10.0.11 and evaluate the variables, the variables must be selected again, otherwise the % bracket will be interpreted as a value and the flow will no longer work as desired.

Improved: Simplification for subreports

Subreports can now be accessed directly from reports created in the myContactCenter configuration. For this purpose, a report storage was integrated, which allows access to all templates and all in myContactCenter included reports.

Version 10.0.8

Improved: Forwarding module in agent

The forwarding to other skills within the agent is realised using tiles. These tiles now also show the state of the skill in terms of qualifications and availability.

Version 10.0.7

Fixed: Forwarding module in agent

It can happen that a transfer via the transfer module within the agent fails.

Fixed: Next opening time

If the next opening time is shown in the flow or in a variable, this returns incorrect results under certain conditions.

Fixed: Automatic login not saved

If automatic login is selected in the agent, this is not saved and the login data must be entered again the next time the agent is started.

Fixed: Sending emails via SMTP without authentication

Sending emails via an SMTP server without authentication was previously not possible.

Version 10.0.6

Improved: Login form for administrator

The design of the login form for administrators has been adjusted.

Improved: Parking agent display

The list of conversations now also shows the agent who parked a specific conversation.

Improved: Layout of various forms when saving

Storing various items in myContactCenter is done through forms. These forms have been visually improved.

Improved: Exchange of checkboxes with switches

In the agent, checkboxes have been replaced by modern switches.

Improved: Phone number mapping in flows sorted by phone number

The phone numbers in the phone number maps in a flow are organized based on the time of entry.

Improved: Notes regarding media devices

When a call comes in, the agent is informed that no suitable media devices are available for processing calls.

Fixed: Warning in the signaling popup

In the agent within a terminal server environment, attached data may be covered by a warning display.

Fixed: Missing translation

If the agent creates a new outgoing email / fax, the input form is not translated into the correct language.

Fixed: Listen to voicemail

There may be disruptions when listening to voicemails.

Fixed: Agent Can't Sign Out

If an agent logs on again at another workstation (second login), the first agent does not close automatically and can no longer be terminated.

Fixed: Email cannot be edited

In certain situations with active parallel emails, it can happen that an email can no longer be processed in the agent.

Version 10.0.5

Improved: Form for external databases

The form for configuring the external databases has been improved.

Improved: No automatic answer for problems with media devices

If you are using auto-answer and are having issues with media devices, calls will still be auto-answered.

Improved: Carry out first registration directly

An agent logs in to myContactCenter for the first time, so we ask to set a new password. After doing this, he will be prompted to enter this password again for login.

Improved: Second login logs out first login

If an agent logs on again at another workstation, the previously logged-on agent is logged off.

Improved: Reason for failed login

The reason for an incorrect registration is now displayed in the registration form.

Improved: Presence status for wrapup and activity

If an agent is in a call or logged off from the PBX, the presence status must not change.

Fixed: Announcements not stopping flow

If announcements are used in a flow, the flow does not stop until the end of the announcement.

Fixed: Variable selection for media files

If text-to-speech announcements are used and variables are selected when creating the text, the entire text is replaced with the variable.

Solved: Agent not reachable via SIP Uri

If a delivery is made to an agent in the flow using a delivery node, the agent may not be signaled.

Fixed: Virtual Redial

A separate output for this was added to the start node in the flow.

Version 10.0.4

Improved: Preferred agents over known agents

If the "known agent" feature is used and a preferred agent is given when queuing in the queue, the preferred agent is now used as the first delivery destination.

Improved: Allocation takes presence state into account

The delivery algorithm now also takes into account the presence status of the agent's PBX.

Fixed: Call pickup from signaling group

If a call to another subscriber is accepted in the PBX softphone, the new agent is not shown in the call overview.

Fixed: Email template does not always appear

If an email template is defined, it is not always automatically inserted in the email editor when replying to an email.

Fixed: Voicemail delivery with deleted language

Voicemails for a deleted language are no longer delivered.

Fixed: Records not in database

Under certain conditions it can happen that the data in a table in the database is no longer updated. It can therefore happen that an old configuration reappears after restarting the server.

Version 10.0.3

Improved: Colors in the redirect module

The colors of the tiles have been adjusted to the color scheme.

Fixed: DTMF node does not stop announcement

If the entry has been made in the DTMF node, the announcement is not interrupted and the next step in the flow is already being carried out.

Version 10.0.2

Improved: Note on second login

A notification is shown in the agent if he tries to log in a second time.

Improved: SSH tunnel repeated login

If an external database is addressed via SSH tunnel, the tunnel is now automatically re-established if it breaks down.

Improved: Agent setting for signaling popup

In the agent you can now set whether the popup should appear or not.

Improved: Telephony user forwarding check

When releasing wrapup or activity, it is checked whether there are forwarding rules in the telephony user. If this is the case, neither wrapup nor activity can be released.

Improved: Don't change presence state during call

The presence status is no longer changed during a call.

Fixed: Missing C++ library in installer

A C++ library is missing in the installers, which means that it is not possible to log on to the PBX.

Fixed: Call on hold sets wrong status

When a call is put on hold, its status becomes Transferred, but must be on hold.

Fixed: Report module no longer works

The report module has no function and no reports can be created.

Fixed: Media files missing from installer

Various media files are missing from the installer, so certain audio signals are not triggered in the agent or in the routing service.

Fixed: Visibility of skills

If the visibility of certain skills is activated in the agent profile, these are still not visible in the agent.

Fixed: Lost connection to server

It can happen that the connection to the server is lost for no apparent reason.