

## Readme

myContactCenter version 10.29.0

# 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 10.29.0

## Solved: The routing service crashes

The routing service can crash during a call in progress, with no recognisable cause. The calls running at that moment are dropped.

## Solved: An occupied position in the voice mixer

After a call had ended, a position in the voice mixer could stay occupied and was never released again. Ending further calls was noticeably delayed.

## Solved: Calls with a skill change in reports and dashboards

When a call changes skill in the flow, reports and dashboards listed it as several calls and marked the skills it passed through as not delivered. It now counts once, with the actual talk time and the actual outcome. The reported figures change with this: wherever calls pass through several skills, the counts come out lower than before.

The existing data is carried along during the update. For databases taken over from version 9 or restored from an older backup, a script is included that can be run afterwards at any time.

## Solved: Report templates without a result

23 of the 25 supplied report templates queried columns that no longer exist in version 10 and could not be output against a database of this version. They have been changed over to the current columns.

## **Solved: Permanent processor load of the logger service**

The logger service stayed permanently under a high processor load; disconnected connections were not released until the service ended. When several services were connected at the same time, every new connection also displaced the previous one: only the one that connected last was recorded.

## **Solved: A preselection in the report parameters**

In the parameter dialogue of a report, the entry "Without value" for skills and languages was ticked from the outset. The report then evaluated only conversations without a skill and came back next to empty.

## **Solved: Error loop caused by recurring appointments**

Certain recurring appointments in calendars, for example for business hours or holidays, could not be evaluated and caused a continuous stream of errors in the server and the administration. Such a series is now automatically replaced by a single appointment, which should be checked in the administration.

## **Solved: Agents kept busy by calls that ended early**

If a caller hung up before the call was distributed or while the agent's phone was still ringing, the agent could remain permanently busy with a conversation that no longer existed. Each such call took one agent out of the distribution.

## **Solved: Agent client freezing under load**

Under load, the agent client could freeze and could no longer be operated. The server then logged the agent off.

## **Solved: Distribution coming to a standstill under load**

Under high load, the distribution could come to a standstill: calls kept coming in, but were no longer delivered even though agents were available. Maximum waiting times no longer expire too early under load, and while a call is being put through to an agent, that agent is not offered a chat or an email.

## **Solved: End day missing from the ticket search**

The ticket search left out the last day of the selected period; with the same start and end date it found nothing at all. The same applied to the search for recordings and voicemails, which now also takes entered ticket IDs into account.

## **Solved: Held callers redistributed**

If an agent ended an enquiry call while the caller was on hold, the held caller could be redistributed and end up with another agent. Now only the enquiry call is ended, and the caller stays on hold with the agent. A held conversation can only be ended after it has been retrieved.

## **Solved: Calls in signalling without an agent**

If an agent rejected a call or could not be reached while the call was being put through, the call could get stuck in signalling without an agent and was not offered

again until the caller hung up. It is now distributed again; this also applies to callbacks and dial-ins.

## **Solved: Callbacks and dial-ins not delivered**

After a restart of the server, pending callbacks were no longer delivered to any agent, even though agents were free. A dial-in often reached the agent only after the caller had already hung up.

## **Solved: Lost callbacks**

A pending callback was lost if the connection of the agent it had just been assigned to dropped. In addition, without a configured number of callback attempts, it ended after the first unsuccessful attempt.

## **Solved: Resetting the login data had no effect**

Resetting the login data in the agent client had no effect: the next time it started, it logged on again with the previous credentials.

## **Solved: Client logs sent to the previous logger service**

If the computer running the logger service changed, clients that were already running kept writing their log to the previous one until their connection dropped by itself. They now switch immediately.

## **Solved: Freeze when changing the skin or colour palette**

After changing the skin or colour palette, the agent client could freeze. The selected appearance is now retained, the compact one also after a restart of the server, and the selection once again follows the agent profile.

## **Solved: Callers left ringing in the virtual queue**

When a flow sent a call straight into the virtual queue without answering it, the caller kept hearing the ring tone until they gave up. Callbacks requested from the web were queued, but never handed to an agent.

## **Solved: Limit of simultaneous calls in the routing service**

The routing service did not keep to the configured number of simultaneous calls and was exhausted at around 64 calls. Further calls could no longer be established.

## **Solved: Growing load after configuration changes**

Deleted or changed skills, calendars and campaigns kept running in the server unnoticed; the load rose with every change. A deleted skill could also still end waiting calls.

## **Solved: Recordings and voicemails without a language**

A recording or voicemail was not played to the agent when the call had no language. If no agent was logged on, the playback call was left behind on the server.

## **Solved: Single number words in recognition**

When a caller said nothing but a single number word such as "Six", the number was not recognised. This applied to the voice dialogue as well as to the chat.

## **Solved: Incoming calls while dialling manually**

When an agent started a manual outbound call, an incoming call could still be offered to them at that very moment.

## **Solved: Recording by the supervisor**

A supervisor could neither start nor stop a recording that the flow controls.

## **Solved: Duplicate dashboards when saving**

A newly created dashboard was stored again as a new dashboard with every further save in the same window.

## **Solved: Example dashboards**

Two of the supplied example dashboards showed empty items, and all of them were set to data of other systems. They have been revised.

## **Solved: Abort of the report converter**

The report converter could abort at startup without converting a report when it could not lock its log file.

## **Solved: Wrong reason when a call is picked**

The message for a refused pick named reasons that did not apply to the agent.

## **Improved: Security fixes in the SIP connection**

The softphone and the routing service contain the current security fixes of their SIP component, including protection against crashes caused by manipulated SIP messages, a corrected name check for TLS certificates and a corrected keep-alive on TCP and TLS connections.

## **Improved: No answering with the space bar in the signalling pop-up**

The space bar no longer accepts or rejects a call in the signalling pop-up. Anyone who happened to be typing when a call came in could accept it by accident this way. Rejecting still works with Esc, accepting with a click or a hotkey.

## **Improved: Recording of outbound calls**

For the outbound calls of a skill, "Record all participants" and "With transcription" can now be switched on. Both switches are off after the update; until an administrator sets them, only the agent is recorded as before. Recording the other party requires their consent.

## **Improved: Live translation when the service is overloaded**

When the translation service refuses requests because it is overloaded, the live translation now resumes at growing intervals instead of being refused again at once.

# Version 10.28.4

## Solved: A callback stays in "Agent dialing"

When an agent accepts a callback, the client can stay in "Agent dialing" permanently and allow no further operation. The agent receives no further calls during this time and has to restart the client.

## Solved: The routing service crashes

The routing service can crash when a call is being set up and when it is being ended. The calls running at that moment are dropped.

## Solved: The dial pad at an enlarged display size

Depending on the font size and the screen resolution, the number list of the dial pad shows only two and a half rows and cannot be enlarged. In addition, at a zoom factor above 100 percent only the text grows: captions are cut off and the buttons for dialling and transferring slide into the input rows.

## Improved: Feedback when a call is picked

The messages for a refused pick spoke of "Quick Pick"; in the client the button is called "Pick". Different causes also gave the same message. The messages now name the button and the reason.

## Version 10.28.3

### **Solved: A supervisor's message to an agent terminates the server**

When a supervisor sent an agent a message, the server terminated immediately. This happened with every such message, not just now and then. Delivery kept handing the message on to itself until the memory for processing it was exhausted. The message is now passed to the handler responsible for it and reaches the agent.

### **Solved: Calls ending at the same moment can crash the routing service**

When two calls ended at the same moment, both could tear down the same position in the voice mixer. The second teardown then hit a position that no longer existed, and the routing service crashed. Tearing down a position is now guarded so that it is carried out only once.

### **Solved: A call does not find its flow although the extension is set up**

The lookup for the matching flow used only the extension in the form the PBX reports it in. A flow that was set up under the processed number therefore stayed out of reach, and the call was rejected. The lookup now also tries the processed number, and the trace names both forms when neither of them leads to a flow.

If the PBX reported the extension in address form, it was also cut off after the first colon and the call went nowhere. The reported value is now taken over in full.

## Improved: The log file for troubleshooting the voice connection

For troubleshooting, a separate log file of the voice connection can be switched on. The path given was taken over unchecked: if the directory was missing or write-protected, the softphone could no longer start. The path is now checked, and if it cannot be written to, the service carries on without the file and notes this in the log.

Two further limitations are resolved with it: the file was overwritten on every restart, so the very procedure it exists for lost the records made before it. And where several services ran on the same machine, they all wrote into the same file and their lines into one another. Records are now appended, and every service gets a file of its own with its name in the file name.

## Version 10.28.2

### **Solved: A failed report from the schedule terminates the server**

If a report from the calendar for automatic creation could not be produced, the server reported this to administrators and supervisors — and terminated while building that very message. At one customer this brought down the entire server. The message is now built in full, and an unexpected error during automatic creation is logged instead of terminating the service.

### **Solved: The routing service crashes when a position in the voice mixer has been reassigned**

Positions in the voice mixer are reassigned as soon as they are released. If a call signed off late, it thereby removed the position of another call that was still running, and the routing service crashed. A sign-off is now discarded when the position meanwhile belongs to another call.

### **Solved: The activity the logon leads into cannot be ended**

If the logon led straight into an activity, the agent stayed in it: the button in the ribbon did nothing, and only switching the wrap-up on and off got them out again. The button's selection menu was built before the server had sent the list of activities, and therefore stayed empty for good. It is now built when it is opened and can no longer go stale.

## **Resolved: A call to a six-digit extension does not find its flow**

The PBX names the dialled extension in every call. That number was processed before the matching flow was looked up, and from six digits onwards it was given a country code like a public number. The flow was filed under the extension and was therefore not found; the call was rejected. The lookup now uses the extension exactly as the PBX names it.

## **Solved: Two faults in the agent's telephony**

The notice about the deactivated address book lookup raised an error when the dial pad was not open — that is, in exactly the situation it was meant to report. And retrieving a held call had no effect and gave no message when no call was on hold; this case is now logged.

## **Improved: Updated library for voice and media**

The voice library in use was raised to version 2.17.0.20. Among the things fixed in it are a steadily growing memory consumption on every renegotiation of voice encryption and two faults in the handling of media events.

# Version 10.28.1

## Resolved: A rejected quick pick says nothing

The agent client offers a call while the announcement is still playing, that is, before it reaches the queue. A quick pick within that window of a few seconds was discarded in silence: no message, no second attempt. Agents read that as calls not arriving and restarted their client. Every rejected quick pick now tells the agent its reason, such as the call still being prepared, already ended, or taken by another agent.

## Resolved: Transferring to another agent disconnects the caller

When an agent transferred a connected call to another agent by clicking that agent, the caller was disconnected instead of being queued for the target agent. The routing service loaded the hold music first and only noted the transfer afterwards; if the client hung up its own leg within those milliseconds, that counted as the end of the call. The transfer is now noted before the hold music is loaded.

## Resolved: The agent window comes back with its size swapped

When the layout was saved, width and height were written crosswise. An agent who left a wide window got a tall, narrow one back. Whether the window was maximized was never recorded either, so it never came back maximized. Both are now stored correctly.

## Version 10.28.0

### Improved: Agents can switch an activity directly

Until now an agent had to end the running activity before another one could be started. An activity can now be selected while another one is running; the running activity is ended automatically.

### Improved: The activity selection opens at the activity button

The list of activities appears where the agent clicked, directly at the activity button, instead of at a fixed position of the window.

### Improved: The incoming call window reappears where the agent left it

The position of the signalling window is stored per client and restored for the next call. An agent who moved it to a second screen finds it there again.

### Improved: A flow reports outputs that lead to nowhere

Until now, a node output with no connection would simply terminate the flow without any notification: the conversation was recorded, but nothing else happened. The designer now issues a warning about each such exit when creating the flow, and the routing service logs a warning if a call actually takes that exit.

## **Resolved: The agent stops responding while the zoom slider is moved**

Every step of the zoom slider started a task of its own that changed the fonts of all windows. Dragging the slider therefore queued dozens of overlapping runs, and the agent stopped responding until they had worked themselves off. The zoom is now applied once the slider has come to rest.

## **Resolved: The agent freezes for seconds whenever it saves its configuration**

The agent mistook its own write to the configuration file for a change made from outside and rebuilt its complete configuration handling every time. Saving no longer triggers that reload.

## **Resolved: The Agent and Administration settings are stored in the programme directory**

On a newly created Windows profile, the agent and the administration module saved their settings in the programme directory. All users of a machine would overwrite each other's settings, and anyone who didn't have write access would silently lose their settings. Both programs now save data to the logged-in user's profile; an existing file is imported when the program is launched for the first time.

## **Resolved: The SIP address fields are missing from the configuration file**

PublicAddress, BindAddress and RegistrationPoints control the SIP connection behind NAT and on terminal servers. When the settings moved into the user profile they were lost, and empty fields were left out when the file was written, so there was no entry left to fill in. The fields are now part of every written file, survive the move,

and values an administrator places next to the program are taken over by every user at start.

## **Resolved: The table views are lost when changing the desk**

The configured view of the conversation and the ticket table fell back to the factory default when the agent changed the desk. The server discarded the stored views completely as soon as a single deactivated module delivered no view. It now adopts every delivered view individually and keeps the last state for the others; modules opened late show the stored view as well.

## **Resolved: The attached data module blocks the agent user interface**

For every conversation state change the address book was searched for the caller number on the user interface thread of every client that has the attached data module enabled. The search now runs in the background; only the update of the table remains on the user interface.

## **Resolved: A ringing sound on outgoing qualified calls**

Outgoing qualified calls are answered automatically, yet a ringing sound was heard. The busylight was switched with its default volume on one of the two paths that control it, and the ringtone of the signalling device could start for a call that could not be matched to a conversation. Both paths now stay silent where they are meant to be silent.

## **Resolved: Outgoing calls fail silently when the dialed number was pasted**

A number pasted from the clipboard can carry characters that cannot be dialed. The softphone removes them before it builds the SIP address, and a call without a number no longer ends in an error without a message.

## **Resolved: Extensions with separators are dialed via the external line**

If the telephone system stores an extension number with a separator, such as 12-34, it was not recognised as an internal number when dialed, and the call was routed out of the building via the external line. The comparison now considers only the dialable characters on both sides.

## **Resolved: Switching back to the customer hangs up the answered consultation**

When an agent switched from an answered consultation back to the held customer, the consultation was ended instead of being put on hold.

## **Resolved: Putting a call on hold is read as a completed transfer**

A re-invite that only puts the call on hold was read as the end of a transfer. The call was then removed from the agent although it was still there.

## **Resolved: A transfer request from the PBX removes the wrong call**

When the agent had more than one call, the transfer request of the PBX removed whichever call happened to be connected instead of the one the request had arrived on.

## **Resolved: The agent can end unexpectedly in the telephony path**

Two places in the telephony path of the agent used a call or an event without checking whether it still existed. Both are guarded now.

## **Resolved: The routing service stays passive when its output is redirected**

A routing service that is started by a wrapper which captures its output aborted its start-up before the server could make it the active service. It then appeared orange in the administration and silently took no calls.

## **Resolved: The routing service ends unexpectedly while calls are torn down**

A call was taken out of the conference bridge only after its media stream had been destroyed, and on the path where the service itself hangs up it was not taken out at all. The mixer then read from a stream that no longer existed and the service ended. The call now leaves the bridge while its stream is still alive.

## **Resolved: The routing service terminates when a voice packet encounters media reconstruction**

When a call is put on hold, connected or an announcement changes, the call's media connection is terminated and re-established. If a voice packet arrived at exactly that moment, the first quality report of the new media stream could access a transport that did not yet exist again, and the service terminated. In this case the report is skipped, and the SIP stack keeps hold of the stream throughout the entire processing of a packet.

## **Resolved: The conference bridge reports a double assignment on every call**

An existing conference bridge was assigned to itself once more, which the bridge reported as an error although nothing was wrong. The message no longer appears.

## **Resolved: Media objects of ended calls are never released**

Every media object of the SIP stack held a reference to itself so that the stack can reach it, and released it only when its clean-up ran to the end. A clean-up that gave up half way therefore left an object that could never be released, together with everything it referenced. The reference is now released in any case.

## **Resolved: Every waiting voicemail occupies media resources**

The routing service built a complete media chain for every voicemail as soon as it was queued, with a conference bridge and a thread of its own, although nobody was listening to it. A dump of a customer system showed a hundred of them at the same time. The media is built when an agent listens to the voicemail.

## **Resolved: A voicemail the administrator ended comes back after a server restart**

Ending the conversation did not always mark the voicemail as processed, so the next server start put it back into the queue. The state is now written along whichever way leads to the voicemail. A server start also requeues all outstanding voicemails instead of the newest hundred.

## **Resolved: Requeueing a voicemail leaves a ghost conversation behind**

A voicemail that was put back into the queue left its previous conversation in the contact centre, where it was counted and displayed although it no longer existed.

## **Resolved: Ending a voicemail recording reports an error that did not happen**

Tearing down the recording of a voicemail reported a failure to the administrators although the recording had been written correctly.

## **Resolved: Queued voicemails flood the log**

Every read of the queue position of a conversation wrote three log lines. With 174 queued voicemails that made up 78 percent of the whole log within seconds. The lines are gone.

## **Resolved: Removed conversations keep their timers running**

A conversation that left the conversation collection without being unregistered kept its update timer and went on writing to the trace once per second, invisible in the

administration. Removing a conversation now stops its timers.

## **Resolved: The server terminates when its timers are started again after a stop**

A switch between the passive and the active server or a lost database connection stops the server timers and starts them again later. The second start ran into timers that had already been disposed of, and the statistics timer could restart itself from its own elapse, which terminated the service. Both paths now create the timers anew.

## **Resolved: The call record is written before the call knows its skill and language**

The ticket entry of an inbound call was created one step before the call was registered. Skill and language were therefore still empty in it.

## **Resolved: The recording is missing from the ticket when the agent ends the call in the client**

If the agent ended a recorded call in the client instead of on the telephone, the finished recording was not assigned to the phone call of the ticket. Orphaned recordings are now assigned afterwards, and if a ticket has both a recording and a voicemail, playback asks which source is meant.

## **Resolved: A skill loses its phone number on a server restart**

A skill carries no phone number of its own in the configuration; the server learns it from the arriving calls. After a restart it was forgotten, and the consultation on a skill

tile had no target until the skill had received a call again. The learned phone numbers are now stored and restored at startup.

## **Resolved: Error when the dynamic wrap-up starts after the agent timers were stopped**

An agent whose timers had been stopped could still be told that a conversation had ended. The dynamic wrap-up then failed and left the agent waiting for a wrap-up that could never elapse.

## **Resolved: Ending an activity has no effect**

If the server skipped an activity change because its state was already a different one, the client received no answer and kept showing the old state; clicking again did not change anything either. The server now always answers the agent's click with its current state.

## **Resolved: Ending the wrap-up has no effect**

The same silent path existed for the wrap-up: a skipped change left the client stuck in the wrap-up. Here too, the server now answers with its current state.

## **Resolved: A transfer into a private queue is undone**

A conversation state that arrived after the transfer put the conversation back to the agent who had just transferred it. A state the server has already overtaken is now ignored.

## **Resolved: A call the agent made himself is not distributed when it is handed on**

If an agent handed on a call he had started himself, it still counted as already distributed and was not offered to any further agent. It is now distributed like any other handed-on call.

## **Resolved: Warnings on the normal path bury the real ones**

Two warnings reported something that had not happened, on paths the server takes constantly. In customer traces they made up almost the whole warning level. They are gone.

## **Resolved: The logger service ends when data arrives without pause**

When the socket delivered data without a pause, the receive loop called itself again and again on the same stack until the service ended with a stack overflow.

## **Resolved: The logger service causes permanently high processor load**

Every accepted connection starts a writer thread of its own, but it did not end when the connection was closed. On a customer system several thousand threads had accumulated this way, keeping the service permanently busy. The threads now end on every disconnect path.

## **Resolved: No trace is written when the network configuration names no target**

Services whose network configuration contains no trace target wrote their trace nowhere. They now fall back to the local machine, so the trace of a service is available even without that entry.

## **Resolved: Opening an agent in the administration takes up to a minute**

Opening an agent asked Microsoft 365 for an access token even when Microsoft 365 was not configured, and the administration waited for the answer. The token is now only requested when Microsoft 365 is configured.

## **Resolved: Opening an agent runs the Microsoft 365 request of other settings as well**

The administration keeps one Microsoft 365 session for the system settings and one for the agent being opened, and both answered every request. Each control now asks its own session, so the answer belongs to the settings that asked for it.

## **Resolved: The report module reports an error at every logon**

When a stored window layout no longer matched the module, restoring it broke off halfway. At logoff that half state was written back, so it grew worse with every logon. Reports and call transcription now remember their original layout and fall back to it; the first logon after the error writes a valid layout again and repairs the agent for good.

## Resolved: The conversation overview shows nothing but the icon

The overview was missing every column, and the column chooser was empty. The stored layout was applied before the table was bound to its data, and without that binding there are no columns for it to arrange. The layout is now applied after the binding.

## Version 10.27.2

**Please note: The agent requires at least version 10.26.2**

### **Resolved: Media device error in the flow**

If a media file (wav/mp3) is played within a flow and the call is ended simultaneously by both the customer and the agent, this may cause the routing service to crash.

# Version 10.27.1

## Resolved: Update fails

In some installations, the routing service fails to start after an update.

# Version 10.27.0

## Security vulnerabilities addressed:

- CVE-2026-33116
- CVE-2026-26171
- CVE-2026-44503

## Resolved: Media Overlap

If announcements are played back as WAV or MP3 files, they may sometimes overlap. This isn't a problem with AI-based voice prompts.

## Improved: Logging of CDS accesses

It is now possible to document in greater detail what the CDS components do.

## Resolved: Incorrect conversation is being translated

If the language translation is enabled manually in the agent interface, the wrong call may be translated.

## Solved: DTMF via the dial pad

When a call is active, DTMF tones (0–9, #) are transmitted via the dialling pad.

## Resolved: Reports with correct time values for summer time / standard time

Reports now correctly take daylight saving time and standard time into account.

## **Improved: Address book with header**

Using the header bar, you can now move the columns and resize them, as well as filter and group the address book.

## **Improved: No ring tone when calls are answered automatically**

When the call was answered automatically, a brief beep could be heard.

## **Resolved: Attached data with a value of zero**

If attached data is populated directly from a database, zero values can also be linked there. This link causes an error when executing the corresponding flow.

## **Resolved: Cannot delete any item from a series of appointments**

It is not possible to delete a single appointment from a series of appointments.

## **Improved: Switching between translations**

In the agent interface, the language of a call can now be changed several times. If the language is switched to the agent's language, the translation is deactivated and the media stream is restored.

## **Resolved: Routing service disrupted**

When playing recorded messages whilst ending a call at the same time, the routing service may be temporarily disrupted.

## **Improved: All phone numbers in the address book**

Previously, only one number was retrieved for each name in the PBX address book; now all telephone numbers are used.

## **Improved: Selection of media devices**

When configuring media devices, it can happen that, despite the correct selection having been made, the dial pad only becomes active after the agent has been restarted.

## **Resolved: Classifiers for outgoing conversations**

If only the classification for outbound conversations is enabled on the ACD, the corresponding pop-up will not appear on the agent's screen.

## **Improved: GetXHeader ignores case**

In the GetXHeader method in the Flow, the header can now be retrieved without regard to the case of the header identifier.

## **Solved: Flow with Wav and TTS**

If a flow uses announcements that contain both WAV files and synthesised speech, WAV announcements may overlap.

## **Improved: Leaving a three-way conference**

If an agent is conducting a three-way call, they can now end it by connecting the caller and the third party to each other using the 'Connect' button. This causes the agent to leave the conference and become available for other calls.

## **Resolved: Layout of the tabular ticket view**

The tabular view of the tickets may not have been restored correctly when the agent was restarted.

## **Improved: Selection of signalling number**

If an outbound call is initiated via the dial pad in a call forwarding scenario, the phone number to be signalled at the destination is determined by the selected skill and language. If none is specified in the corresponding call distribution, the number is taken from the PBX settings. If that is not available either, then the agent's phone number is used.

## **Resolved: Duplicate Audio After DTMF**

Following a DTMF tone, it may happen that subsequent audio is played back in parallel.

## **Fixed: Connected virtual call flashes**

The attention flash for a virtual call, where the original caller has called back, should stop as soon as the call is connected.

## **Resolved: Calendar turns on/off**

In certain calendar configurations, when dealing with a series of appointments, the calendar may repeatedly activate and deactivate the last appointment in the series immediately after that appointment has ended. One consequence of this, for example, is that the Skills display in the administration panel quickly flickers back and forth.

## Improved: Status change nodes for external and internal calls

If a call is connected via a delivery block in the flow to an external or internal destination, the status change node triggers the 'Connected' output even if this class of calls has been connected.

## Improved: Caller ID

Caller ID has been improved using P-Preferred-Identity.

## Resolved: Semi-blind forwarding

If call forwarding is triggered whilst the phone at the destination is still ringing, the call will not be connected correctly and the agent will be unable to end or retrieve the call.

## Resolved: Entering a phone number in flow mapping

In Flow, you can now type in phone numbers as normal again; the drop-down menu has been removed.

## Resolved: Voice profile does not activate all modules

If a user is assigned a voice profile licence, not all voice modules may be activated. For example, this may cause the softphone to be hidden.

## Version 10.26.2

### **Solved: Address book empty**

After updating to 10.26.1, the address book may be empty.

### **Solved: Agent by activity under load**

If many calls are answered and all PBX subscribers are synchronised, it can happen that agents switch to an activity with the description "Presence" during short dynamic rework times. The activity button will then turn red, and the agent can use it to mark themselves as available again. This is a systemic issue that cannot be completely ruled out, so it may continue to occur sporadically under certain circumstances.

### **Solved: Memory increase in routing service**

There is a slight increase in the memory required by the routing service. That doesn't happen anymore.

### **Solved: AI value recognition does not work**

The AI-based detection nodes have no effect and no values are returned.

### **Improved: Faster connection to the SwyxCDS service**

This update significantly improves the performance of the connection to the SwyxCDS service.

# 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](http://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 Uris 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 repsond**

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 reassocated 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 Dialin**

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.