



AES Open CTI Adapter for Salesforce

Release Notes

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Introduction

The Avaya Aura® Application Enablement Services (AES) Web Softphone is a Telephony Server Application Programming Interface (TSAPI) based solution that provides a thin-client HTTP Web Softphone. The Web Softphone uses pure HTML and JavaScript and can be hosted in a variety of browsers and does not require client installs. The Web Softphone uses a web socket interface to communicate with the back-end. The back end is a C++ application that manages the TSAPI link and low-level state machines.

The Web Softphone is capable of performing URL based screen pops. You can use the web service interface to make calls and transfer requests. In addition, Web Softphone has a JavaScript interface that can be used for intra-domain communication. To use the JavaScript interface, the Web Softphone is loaded to an iFrame within another web application in the same domain. The web softphone and web application can then communicate using the JavaScript interface. The JavaScript interface sends notification of incoming call for screen pop and end of call. In addition, the JavaScript interface accepts requests to make a call, transfer a call, conference a call, and disconnect a call.

The primary purpose of the AES SFDC Adapter is to provide customers who have Salesforce as CRM solution, to get a full integration with Computer telephony integration (CTI) through the AES and Avaya Aura® Communication Manager (CM).

Features

The AES Adapter will include all of the functionality present in the existing CTI Toolkit CTI Adapter, with some additional structural capabilities.

The AES Adapter will provide a user interface that will support full telephony control of an existing station. That control is: Answer, Hold, Reconnect, Release, Make Call, Transfer Call (blind or consultative), Conference Call (blind or consultative), Drop Last, and Join Call. In addition to those capabilities, the telephony state engine must be able to handle call pick-up and bridged call appearances. It will also be able to handle silent monitoring, and suppress any information (parties or events) associated with silent monitoring.

The AES Adapter will also provide, within the same user interface, full ACD control. This includes Login, Logout, Auto-In, Manual-In, Auxiliary Mode, and After Call Work. It will support single and double-digit reason codes for AUX, and reason codes for Logout. If the configuration supports Salesforce Call/Interaction Logs (see below), then Wrap-up codes are supported in conjunction with After Call Work.

The AES Adapter will fully support skills-based agents (e.g. CC Elite). It will also support split-based agents (e.g. CC Basic) with single-split logins. It will not support agents logging into more than one split. Finally, it will fully support configurations that do not use the ACD at all. The AES Adapter does not in any way require the use of an ACD.

The AES Adapter will present a pure web-based user interface. This interface will be highly configurable, and will be able to work in either a “skinny” mode (for use in the Salesforce toolbar in their standard Call Center interface) or in a “wide” mode (for use in the Salesforce Service Cloud Console interface). The web-based user interface will be pure thin-client, with no client downloadable components. It will be able to support either “http” or “https” connections.

Enhancement/Fixed Issues for SFDC Softphone

The following enhancements/issues are fixed in this release:

Enhancement / Issue Id	Description
SFDCOPENCT-87	Agent's state stays on Logout state even after logout.
SFDCOPENCT-142	Not Ready Reason Code Not Updated Using Hardphone
SFDCOPENCT-155	Send object context on transfer and conference.
SFDCOPENCT-1342	Incorrect error message displayed when using diferent agentid with same extension number
SFDCOPENCT-1747	"Invalid login credentials" alert is popping up on transfer and conference scenarios
SFDCOPENCT-1858	Screen Pop not happening
SFDCOPENCT-1876	Slow HTTP Denial of Service Vulnerability
SFDCOPENCT-1877	Remove Clickjack vulnerability
SFDCOPENCT-1883	ANI replacement pop up for outbound calls
SFDCOPENCT-1898	Problems changing "Name" or "Related To" values in Call Log Details
SFDCOPENCT-1906	Need Transfer event to update ANI and DNIS
SFDCOPENCT-1907	Directory Number listing is inconsistent.
SFDCOPENCT-2047	Agent can't login in Telecommute after the CTI Engine restarts
SFDCOPENCT-2051	Ability to disable Client Logger service
SFDCOPENCT-2066	Login Failures don't fail gracefully
SFDCOPENCT-2086	Call not logged when Lead converted to an Opportunity on Direct (non ACD) calls
SFDCOPENCT-2087	Subject field to be editable and stored in Call log
SFDCOPENCT-2088	Trigger for Wrap up code on an Outbound call
SFDCOPENCT-2090	If Wrapup reason code-"O", No call log is created, If the agent closes the wrapup dialog box by using cancel button.
SFDCOPENCT-2093	"None" option cannot be chosen from wrapup window for "Name" and "Related To"

	dropdowns
SFDCOPENCT-2099	Handle Transfer Complete and Diverted as terminating events (same as Drop)
SFDCOPENCT-2101	Remove hard coded values for Completed in script.js
SFDCOPENCT-2102	Upgrade libraries to version 37
SFDCOPENCT-2105	Dynamic handling of UF (Universal Failure) errors
SFDCOPENCT-2114	Security Issues
SFDCOPENCT-2115	Unable to logout from AES Softphone-console mode after clicking on "My Calls Today"
SFDCOPENCT-2137	TLSv1 Security Vulnerability
SFDCOPENCT-2144	Softphone layout problems on IE and Chrome
SFDCOPENCT-2156	Clickjack issue with StoragePage in APEX Package
SFDCOPENCT-2165	ClickToDial from Case Object not working
SFDCOPENCT-2168	Allow DTMF dialpad to be shown while call is outbound ringing
SFDCOPENCT-2170	Agent state for an outbound call while ringing is not in Wrapup if Mozilla/Chrome is used
SFDCOPENCT-2173	Apex SQL Injection Defence
SFDCOPENCT-2174	UUI Parsing fixes (Breakage in version 1.7.3)
SFDCOPENCT-2176	"My Calls Today" is not populated until "Last 3 calls " link is accessed
SFDCOPENCT-2177	"Wrap Up" window is not displayed when consult call is performed by an Agent
SFDCOPENCT-2179	Remote Agent Session getting Stuck on login Failure.
SFDCOPENCT-2183	Remove the "S" setting for "Is Call Center?" setting
SFDCOPENCT-2186	Security issues when the contact name is something like" <script>alert("Alice")</script>"
SFDCOPENCT-2187	Blind transferred call does not get the proper ANI and Name field
SFDCOPENCT-2189	Fix internal ANI for transfer of outbound calls
SFDCOPENCT-2191	Call Log related data not getting automatically related.

SFDCOPENCT-2193	Click to dial failing.
SFDCOPENCT-2195	Application keeps logging the user out.
SFDCOPENCT-2199	Softphone buttons remain disabled during a call.
SFDCOPENCT-2224	Disabling "Pop on ANI" setting doesn't work with Transfer
SFDCOPENCT-2231	Consultative calls that are not completed as transfer or conference use inconsistent UCIDs.
SFDCOPENCT-2247	A second call is not correctly made if the first call is not answered by a client
SFDCOPENCT-2248	A call made by a telecommute agent is not displayed in AES Softphone until the page is refreshed
SFDCOPENCT-2258	Incorrect behavior when "Pop on ANI" is set to No
SFDCOPENCT-2286	A call is not correctly made by a telecommute agent if "click to dial" is used
SFDCOPENCT-2287	Error in Tomcat prevents softphone login -> Too Many open files
SFDCOPENCT-2296	Stop reconnecting to the client logger after connection failure
SFDCOPENCT-2302	Directory Numbers that contains <information> or </ are not displayed correctly
SFDCOPENCT-2303	"Last 3 calls" is not updated correctly when an Agent has an active call and a second call is received
SFDCOPENCT-2314	Duplicate entries in My Calls Today and Last 3 Calls for an incoming ACD call (Wrapup Reason Code Enabled)
SFDCOPENCT-2323	Incorrect drop-down list for state after selecting Not Ready with reason code bigger than 9
SFDCOPENCT-2326	Ani is not sent when "ANI Masking On Consult?" is set to N
SFDCOPENCT-2327	Ani is not sent if a Telecommute agent uses "Last Number Redial" button
SFDCOPENCT-2332	Report for ringing outbound calls aborted by caller is not displayed in My Calls Today
SFDCOPENCT-2344	Incorrect Call Details and state of "Drop Last Party button" after Client leaves the supervised conference
SFDCOPENCT-2373	Check client logger disconnection handling on Softphone side
SFDCOPENCT-2374	"Subject" field is not kept if a supervised conference is established and "New browser

	tab" option is used
SFDCOPENCT-2380	A VDN Call is redirected to an Agent when the agent is in wrap up state
SFDCOPENCT-2381	Wrong Dialed Number shown in Agent 2 Softphone when a consult is performed
SFDCOPENCT-2384	[RAS]"Unable to acquire a remote station" error message is received after "ctiengineservice" is restarted
SFDCOPENCT-2385	[RAS]A non-Telecommute Agent can be logged in successfully using an unregistered extension
SFDCOPENCT-2388	Report of the first call is not saved when Customer ends the call being on hold and Agent 1 is in a consult call
SFDCOPENCT-2389	[RAS]Softphone stops handling RAS functionality if tab is changed
SFDCOPENCT-2390	AES Softphone does not update correctly after Agent drops the client from the conference (Client seen as T318#2 in the code)
SFDCOPENCT-2391	The user is not set correctly when presence server is installed
SFDCOPENCT-2394	"Call Result" is not populated when a supervised conference is made
SFDCOPENCT-2399	[RAS] A Telecommute Agent is not automatically logged out when ctiengineservice is stopped
SFDCOPENCT-2400	[RAS]A Telecommute Agent is not able to perform logout, when ctiengineservice is re-started
SFDCOPENCT-2401	"Call Log on Incomplete Calls" fixes
SFDCOPENCT-2403	Incorrect Call Type in My Calls Today for an outbound call performed by a Telecommute Agent
SFDCOPENCT-2409	"Call Result" is not saved if "Ready Type" is set to "A"
SFDCOPENCT-2410	Call duration of both calls is 00:00 in reports when Customer ends the call being on hold and Agent 1 is in a consult call

Known Issues for SFDC Softphone

The following are known issues in this release:

Issue Id	Description
SFDCOPENCT-2064	Last 3 Calls Issues
SFDCOPENCT-1666	WrapUp Reason Code list displayed only for less than a second when using One-X Agent and having Ready Type as A and Timed ACW interval:15
SFDCOPENCT-1758	Parties are not shown in AES Softphone Call Details of Agent 2 after Agent 1 establishes successfully a blind conference with Customer and Agent 2
SFDCOPENCT-1803	An active call is not displayed on Salesforce UI if Mozilla is used and network connectivity is lost for a few seconds
SFDCOPENCT-1804	A call ended by an Agent after a network failure, is not displayed in reports as "completed activities" if Mozilla is used
SFDCOPENCT-1810	The call details of the customer are not shown in AES Softphone during an ongoing call after both CTI Engine servers are restored
SFDCOPENCT-1811	A call ended by an Agent after the systems were stopped and restored, is not displayed in reports as "completed activities"