

RELEASE NOTES

SHORETEL FOR SALESFORCE RELEASE NOTES

ShoreTel Advanced Applications

Note: Users upgrading from versions prior to version 5.3 will version who want to take advantage of Salesforce Lightning support or the new Call Center Definition Options setting will need to install the 5.3 Call Center Definition as detailed in the Deployment Guide and configure users to use the new Call Center Definition.

Note: In some cases, users upgrading may experience issues with call notes not saving or moving to the recent calls area of the softphone. If this occurs users should reset their softphone by clicking the “gear” icon at the bottom of the softphone and then clicking the “Reset” button.

Version History

BETA TEST VERSION.

5.3.0.14: April 6, 2017

- Fix for crash caused by saving a call log from a different browser than it was created from when storing the new datetime variable.

5.3.0.13: April 5, 2017

- No longer allow note to be a possible Related To candidate. Salesforce doesn't allow Notes to be related to tasks.
- Fix for error when running on Lightning and optional Apex package isn't installed.

5.3.0.12: April 5, 2017

- Hand off from one softphone in Classic to another now occurs after the new softphone has connected to CAS and started the event poll. This should address a defect where a call disconnecting as a user moved from one softphone to another wouldn't be processed so no call log would be created.

5.3.0.10: March 27, 2017

- Defect in call log save support added in 5.3.0.9 that meant settings didn't show up when a saved call log was moved to the recent call area and opened.
- For the Call Center option, “Custom Call Log Fields to Set...” added a new field named “datetime” which is the date and time the call was made or received. This allows setting a call log (task activity) datetime field in Salesforce automatically.

- Added smaller message under the idle softphone message “Active on another page” that says “Click on this page to activate”.

5.3.0.9: March 24, 2017

- Added new supported value to the Call Center setting’s Call Log Setting “Keep Call Logs Open after Call Disconnect (true/false)”. Specifically, in addition to true or false you can now use the value “save” (but without quotes.) What this does is act like true with regards to saving the log but opens the log in edit mode after moving it to the recent calls pane. This gives users the safety of the call log being saved when the call disconnects while allowing continued editing.

5.3.0.8: March 23, 2017

- Added support for new options to provide control over when and if live call logs automatically track new Name and/or Related To entities that the user navigates to in Salesforce. Specifically the three new options are “LogSticky”, “LogNameSticky” and “LogRelatedToSticky”. LogSticky provides controls over both the Name and Related To fields while LogNameSticky and LogRelatedToSticky can be used for more granular control. All three variables can be set to one of three values:
 - true : If set to true then the log will bind to the first value set.
 - false: Logs continue to automatically bind to the current entity.
 - "ClickToDial": Logs will bind if the call was made using click to dial.

5.3.0.7: March 22, 2017

- Fixed typo that prevented softphone loading fully on Lightning.

5.3.0.6: March 22, 2017

- Remove placeholders from call log areas when running on IE. IE has issues with placeholders embedded in iframes.

5.3.0.5: March 22, 2017

- Fix for some special characters in call logs being saved in underlying task record as hex codes on Lightning.

5.3.0.4: March 10, 2017

- Fix for page load errors when Apex package is installed but Advanced Call Log settings aren’t set.

5.3.0.3: March 9, 2017

- Fix when saving some custom entities due to trying to set an empty “whoID.”
- Fix for special characters (#, % &) being converted to hex strings in subject and comment fields.
- Fix for custom picklist fields showing a > as the first character of each value.
- Fix for custom fields not showing on Lightning pages.

- Fix for IE live call log field backgrounds showing white.
- Fix for IE call log text area exiting issues where cursor would jump to end if data entry mid-text was attempted.

5.3.0.2: February 24, 2017

- Added call ID using (id or guid) as fields that can be added to call logs using the Custom Call Logs Fields to Set CCD settings,

5.3.0.1: February 15, 2017

- Now delay showing load errors for one second in case the error was due to a page refresh or navigation to new page,

5.3.0.0: February 7, 2017

- Lightning Support,
- Single CAS Session/Softphone instance.
- Support for options SearchOnConnect and AutoOpenCase.
- Code cleanup.

5.2.20.14: January 30, 2016

- Added support for two new settings via a new Options setting to the Call Center Definition. Specifically SearchOnConnect and AutoCreateCase.

5.2.20.13: January 23, 2016

- Now only use one CAS session at a time to prevent browser limitations. Prior to this change we could only support about 5 softphone instances because each instance was connected to the ShoreTel phone system. This also created significant load on the ShoreTel servers. With this change we now only show the softphone in the “focused” browser or, if the focused browser is closed, the previous focused browser if any. This changes how the softphone works in that changing browser windows or tabs causes the softphone to automatically connect in the new browser window or tab.
- When a call is offering, changed the Drop call button to a Transfer to Voice Mail button.

5.2.20.12: January 13, 2016

- Some versions of Internet Explorer delay setting local storage longer than the fixes below were developed for. Specifically, the fixes below were tested on IE 11, Update Version 11.0.35. Customers running a more recent Update Version 11.0.38 experienced issues. These issues were traced to IE 11 with Update Version 11.0.38 taking longer than the previous version to set the value into local storage so it can be queried. Changing the delay from 0 milliseconds which just made the reading of localStorage asynchronous with the regards to the event to 100 milliseconds seems to address the issue.
- Changed the help button to a menu from the former key mouse click combinations.

5.2.20.11: January 11, 2016

- Fixes for two local Storage related defects in Internet Explorer 11:
 - When IE generates a local storage change event the actual LS data is updated AFTER the event is sent to the app. The result is because we expect to see the new data when we are processing the event and querying LS we would get unexpected results. This fix postpones the processing of the event until after the event is received when we are running on IE.
 - When we store data in IE's localStorage, we and other browsers instance don't receive any update event if the combined length of the new and old data is around 4282 or more. The result is we can't synchronize with ourselves or other browsers. The data is stored just fine, just no event is generated. For the live and recent call logs (the only data stored in local storage that can exceed 4282) we now have a separate property to set to indicate the application should check the core local storage element for the actual data.

Released to production.**5.2.20.10: December 12, 2016**

- OSE fix made in 5.2.20.9 had a defect that prevented any searching.

5.2.20.9: December 9, 2016

- Due to fix made in 5.2.20.6 related to OSEs we aren't seeing calls with blocked caller ID as external.
- If user configured zero recent call logs and also allowed call log save after a call ends then no call log was being created. We now always allow one recent open call log if the user is configured for zero recent call logs.
- When checking for a CAS expired session we now compare to both possible decimal values as error-hex is not always present and different CAS versions supply different values for the same errors (QWord vs. DWord).

Released to production.**5.2.20.8: November 7, 2016**

- Added additional logging when we save to local storage to see why we appear to miss being notified of some localStorage changes on certain versions of IE.

5.2.20.8: November 7, 2016

- Added additional logging when we save to local storage to see why we appear to miss being notified of some localStorage changes on certain versions of IE.

5.2.20.7: October 21, 2016

- Fix for problem introduced in 5.2.20.3 wherein we are not clearing credentials when we get a session expired error on page refresh so when the user refreshes their page they are stuck until they reset or logout from the softphone gear panel.

5.2.20.6: October 17, 2016

- Possible fix for problem where internal OSE calls are marked as external in CAS' flags causing us to incorrectly perform a search and screen pop on the calls.

5.2.20.5: September 30, 2016

- Fix for scroll bars not always appearing or "pulsing" when multiple browsers are open.
- Possible fix for IE 11 users. Softphone should still not be used in more than one window or tab due to IE LocalStorage defects.
- Open call logs are now automatically discarded if the total call log count exceeds the user's configured value. Users must close their call logs in a timely fashion and/or increase the count.
- Reset now removes call logs.

5.2.20.4: September 13, 2016

- Set max length of the call log subject field to 255 characters to match the corresponding SF max field length.
- Fix error that would show when using the quick dial field and no matches were found. Problem was that no event token is returned if there aren't any matching results so there is nothing to cancel.
- Fix for problem where call log text areas (Comment, custom fields) in the call logs are lost when the call changes state. Also, changes made in one tab or window weren't being reflected in other tabs/windows.
- When a call was transferred from one SF client user to another the receiving browser was showing no search result rather than the context and link as set by the prior user.
- Fixed problem where IE was not supporting click in live call notes. All browsers had problems selecting text in fields of live call notes.
- Fixed problem where occasional random "Invalid Call Handler" errors would show. This was related to trying to set call properties on an already disconnected call.

5.2.20.3: August 30, 2016

- No longer clear session tokens if login fails due to navigating while loading.

5.2.20.2: August 30, 2016

- Updated to Navin's CAS Utils layer version 2.13 related to understanding/resolving FireFox authentication issues..

5.2.20.1: August 25, 2016

- Fix for issue introduced in 5.2.19.3 where calls with no caller ID would search on LD prefix (typically 0 or 1). Now recognize that call has no caller ID and show no search results message.

5.2.20.0: August 8, 2016

- Release to production.

5.2.19.4: July 25, 2016

- Dragging a live call log field could result in call disconnect.
- Editing a live call log field was problematic as cursor wouldn't drop where placed.

5.2.19.3: June 22, 2016

- Possible fix for conference issue Connect. Specifically parties added to conference who are showing the softphone get in a bad state and don't model the conference call correctly and some functionality fails.
- Now check for errors when handling use driven contact search from dial field.
- Fix for issue where if an IVR was driving the lookup via a call property but the call has no caller ID then we would show an error and no lookup would occur. This should also not cause the issues seen in 5.2.19.1.

5.2.19.2: June 17, 2016

- Removed fix 5.2.19.1 as it was resulting in extra screen pops for with a softphone layout that opens new browsers when screen pop new calls. Will reapply fix once solid.

5.2.19.1: June 17, 2016

- Fix for issue where if an IVR was driving the lookup via a call property but the call has no caller ID then we would show an error and no lookup would occur.

5.2.19.0: March 1, 2016

- New User Interface version alpha test.