intelli-CTi™

Version	Details
4.2.0	**Release Date: September 2019** **Features** • Refreshed User Interface (UI) • Added support for RingCentral telephony • Added new phone "built it yourself" integration option • Added new interactive help and tutorials. **Fixes** • Resolved issues of client open connections • Resolved Go Integrator Call Transfer notifications • No longer requires intelli-CTi to start after Go Integrator • Updated Gamma Horizon support • Updated to .NET v4.6.2

Previous Version History

Version	Details

4.1.0	**Release Date: July 2018**
	
	Features
	• Hosted intelli-CTi System Management Console:
	    ○ Available for customers using specific hosted telephony systems only (e.g. Skype for Business, BroadWorks, etc.)
	    ○ Multi-tenanted with automated backups
	• intelli-CTi Server Admin Client re-branded to "intelli-CTi Management Console"
	• Added "bulk" editing for Users
	• Updated Web API and added initial URL Protocol ("tel://") support
	
	Fixes
	• Named User Licence management limitation
	• For 4K/Large Fonts and multiple display resolutions

intelli-CTi - Release Notes

Version	Details
4.0.0	**Release Date: September 2017** **Features** - Major release – requires updated licence. - Completely redesigned to use .NET throughout - Added support for Subscription licencing. - Added support for Concurrent user licencing. - Added centralized intelli-CTi User management. - Added intelli-CTi Go Integrator (for Broadworks) client connection. - New .Net intelli-CTi SDK (32/64-bit supported) - Legacy COM / intelliCAT SDK still supported, but is now deprecated. - New cross-browser intelli-CTi Web SDK (Internet Explorer/Chrome). - New and improved Virtual Telephony Server (VTS), that can simulate multiple calls. - Performance improvements for remote/RDP sessions. - Added option to Auto-start on Windows login. - intelli-CTi Breeze side-bar now remains open after "missed" calls (configurable).
2.10.0	**Release Date: July 2015** **Features** - intelli-CTi Server now using SQL Compact Edition (CE) as default database platform. - Now ignores extensions on outbound dialling. - intelli-CTi Server now uses/requires .NET Framework 4.0. - Updated product branding. - Updated Lync driver components.
2.8.0	**Release Date: April 2013** **Features** - Now has support for monitoring of additional extensions - Setting to allow auto-expand of In-call Notepad on call "Established" - Updated branding and colours (slogan & copyright) - Now includes Microsoft Lync driver **Fixes** - Missing history for calls that never progressed to "Ringing"
2.7.0	**Release Date: October 2012** **Features** - Client now uses/requires .NET Framework 4.0 - Improved the Registry access methods - Using latest User Interface controls

intelli-CTi - Release Notes

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2.5.0.9	**Release Date: September 2011** **Features** • In-call Notepad can now be disabled (configurable, defaults to "enabled"). • intelli-CTi installer can now be executed silently (and UI disabled). **Fixes** • Updated Device Client driver to fix issues (Duplicate ringing events, Missing CLI on ringing, Dial tone before dialling). • Updated "intelliCATX.ocx" to resolve compatibility issues.
2.5.0.8	**Release Date: February 2011** **Fixes** • Now allows hang-up in "Busy" & "Invalid" call states • Date display format in Call History (now universal) • Updated Device Client driver for missing Dialtone events (e.g. Avaya IP Office)
2.5	**Release Date: December 2010 – Major Release Update** **Features** • intelli-CTi telephony becomes an application service. • intelli-CTi adopts the new QGate Breeze™ application framework for hosting its telephony service. • New and improved user desktop experience and call control – intelli-CTi is now visually presented within the Breeze desktop sidebar. • New telephony in-call notepad facility. • New intelli-CTi server component. • New intelli-CTi telephony device server. • Increased range of supported telephony devices (new intelli-CTi Device Server). • Support for multiple simultaneous telephone calls. • Windows 7 and Windows Vista support (32bit/64bit) • Windows 7 support for Avaya telephone systems.

intelli-CTi - Release Notes

Version	Details
2.1	**Release Date: December 2007** **Features** • Enhanced integration with Sage SalesLogix. • Added support for Alcatel OmniPCX telephone systems. • Added support for Swyx telephone systems. **Fixes** • Incorrect detection of external calls. • Duplicate Outgoing Call events on Avaya Definity telephone system when calling a bridged extension. • List of available telephony device types is sometimes empty. • intelli-Connect popup title wraps to a second line. • intelli-Connect popup sometimes remains on screen too long. • Excessive delay before displaying intelli-Connect popup. • Install wizard 'Finish' button renamed to 'Next >>'.
2.0	**Release Date: January 2007** • Major product release. **Features** • Completely new telephony driver architecture providing direct support for 3rd party telephone systems. • Improved support for generic TAPI devices. • New telephony device trace and debug analysis capability. • Multiple telephony device support. • New Virtual Telephony Server™ (VTS) module. • New configuration architecture (removed reliance upon Windows Registry). • Improved integration with Windows Telephony. **Fixes** • This major product release focused upon supporting enhanced integration with telephone systems – thus replacing existing device management and any issues arising.

intelli-CTi - Release Notes

Version	Details
1.8.5	**Release Date: 18th July 2005** **Enhancements** • intelliConnect for SalesLogix: Now provides "My Telephone Calls" feature, enabling telephone call activity management. • intelliConnect for SalesLogix: Enhanced keyboard control of Directory Services and sorting of result columns. **Fixes** • CallerID / CalledID TAPI events within the Avaya IP Office driver causes the removal of CLI data from incoming calls. • When an invalid number is dialled, a previously dialled (canonical) number is actually called, caused by an issue in the canonical format number translation. • intelliConnect continues to display a list of matching results after a call has been diverted to another user.
1.8.4	**Release Date: 14th June 2005** **Enhancements** • intelli CTi Install Wizard enhanced to allow the selection of specific telephony system drivers when installing the core intelli CTi product. **Fixes** • SalesLogix "Agent Activity Detail Report" reporting an error when run as a user (no issue when run as 'Admin').
1.8.3	**Release Date: 24th April 2005** **Enhancements** • External / Outside Line Prefix now read from Windows Telephony settings rather than from a separate intelli CTi driver option. • Monitoring of Primary Extension Aliases (e.g. alternate ACD numbers) now supported in TSAPI drivers. • Entries can now be deleted from the intelli CTi "Favourites" list. • Improved handling of short phone number look-ups in the intelliConnect Provider and intelli CTi Notification Server for SalesLogix. • intelliConnect Provider for SalesLogix can now store settings at either a machine or user level. • Driver version information added to TAPI and TSAPI / CSTA Driver Configuration windows. **Fixes** • Error in the intelli CTi Call Log printer output formatting. • Incorrect stripping of outside line prefix from some incoming phone numbers (typically, where the outside line prefix of the phone system is the same as the first digit of the phone number). • Minor intelli CTi Control Panel fixes.

intelli-CTi - Release Notes

Version	Details
1.8.2	**Release Date: 22nd March 2005** **Fixes** • Issue with dialling of canonical numbers.
1.8.1	**Release Date: N/A Internal release only.**
1.8.0	**Release Date: 14th March 2005** **Enhancements / Fixes** • Improved integration with TSAPI telephony systems.
1.7.6	**Release Date: 3rd February 2005** **Fixes** • Resolved run-time error reported during some transfer operations.
1.7.5	**Release Date: 14th January 2005** **Features/Enhancements** • Revised Install Wizard to simplify the installation process. • Improved feedback on telephony device connection status. • Simplified TSAPI / CSTA telephony device configuration. • Further enhancements to telephony connectivity via TSAPI / CSTA. • Automatic telephony device connect / disconnect based on network connectivity status. • SoftPhone display behaviour changes: now does not automatically become the focused application during telephony activity unless the user selects for it to do so. • SoftPhone now provides additional keyboard control. • Improved handling of canonically-formatted numbers. • intelliConnect popup windows does not automatically become the focused application. • Enhanced integration of intelli CTi with SalesLogix. • Improved error handling within the SalesLogix integration. • Telephone number suppression support within the SalesLogix integration. • MTNS support added to the standard Add Account / Contact form within SalesLogix 6.2. **Fixes** • Issue with 2nd call suppression / handling when using TSAPI / CSTA telephony driver. • Issue with bridged-appearance / group pickup handling when using TSAPI / CSTA telephony driver. • Issue with connection drop-outs with intelli CTi Remote Client / Server. • Resolved issue within MTNS of country code 1 defaulting to Bahamas.
1.7.4	**Release Date: N/A - Internal Release Only**

Version	Details
1.7.3	**Release Date: 14th September 2004** **Features/Enhancements** - Enhanced support for telephony connectivity via TSAPI / CSTA. - Option to auto-hide the intelli CTi SoftPhone on start-up.
1.7.2	**Release Date: 6th July 2004** **Features/Enhancements** *intelli CTi for SalesLogix* now supports SalesLogix version 6.2. - Enhanced *intelliConnect for SalesLogix* provider – now provides support for internal SalesLogix users within Directory Services. **Fixes** *intelliConnect* Agent occasionally failed to automatically launch on intelli CTi application start-up.
1.7.1	**Release Date: 5ᵗʰ May 2004** **Features/Enhancements** - Enhanced intelli CTi Remote Client installation. - Enhanced intelliConnect for SalesLogix provider. Now provides call-logging on calls made through Directory Services. **Fixes** *intelliConnect* not always being launched on intelli CTi application start-up. *intelli Connect for SalesLogix* provider now uses ISO date formats.
1.7.0	**Release Date: 14ᵗʰ April 2004** **Features/Enhancements** - New *intelliConnect* component added for direct application integration and database look-up services. - New intelliConnect for SalesLogix Application Provider added providing database look-ups and directory services. - Enhanced Control Panel applet. - Revised installation procedure, merging of the previous two elements into single setups. - Added support for silent installation setups.
1.6.4	**Release Date: 18ᵗʰ November 2003** **Features/Enhancements** - Added support for custom telephony driver overrides to handle non-standard TAPI implementations. - Included custom telephony driver to resolve issues with Avaya IP Office device.

intelli-CTi - Release Notes

Version	Details
1.6.3	**Release Date: 15th October 2003** **Features/Enhancements** • Added support for Citrix and Microsoft Terminal Services installations via intelli CTi Remote Server/Client. **Fixes** • Outside line prefix of '9' always appended to outbound number even if 'no prefix' was explicitly specified. • Infrequent error on intelli CTi shutdown when using TAPI driver.
1.6.2	**Release Date: 29th September 2003** **Fixes / Enhancements** • Extended "Suppress Errors" functionality of TAPI Driver to prevent telephony server disconnects on TAPI errors.
1.6.1	**Release Date: 16th July 2003** **Features/Enhancements** • "Call Back" suppression added to TAPI Driver. • Optional monitoring of invalid calls
1.6.0	**Release Date: 30th July 2002** **Features/Enhancements** • Application performance improved • Multi-tasking Engine enhanced • Enhancements to intelli CAT developer interface to provide more detailed telephony event information • Enhanced call handling (e.g. recognition of internal / external calls, call prefixing)
1.5.4	**Release Date: 9th January 2002** **Fixes** • intelli CTi prevents Windows 98/NT from shutting-down properly if intelli CTi is not shut down manually first.
1.5.3	**Release Date: 25th September 2001** **Features/Enhancements** • intelli FN functional DLL released allowing non-COM development environments to integrate intelli CTi • intelli CAT methods and properties expanded to support new intelli FN functional DLL • intelli CATX ActiveX Control packaged with main intelli CTi product **Fixes** • Call time/duration information incorrect when making outbound call to mobile phones • SuppressEvents property not functioning in intelli CAT

intelli-CTi - Release Notes

Version	Details
1.5.2	**Release Date: 18th September 2001** **Features** • Provide support for both Desktop and Advanced versions of intelli CTi. • Extend intelli CAT interface to provide additional Call Statistics information. • Enhancements to the network driver support and configuration. **Fixes** • Resolve OLE permission denied error running on Windows NT and Windows 2000.
1.5.1	**Release Date: 16th July 2001** **Features** • NEW! - QGate Advanced CTi Driver support. • Telephony trace facility. • Changed engaged line state terminology to busy. • Included agent status in Web notifications. **Fixes** • Fixed auto-answer issue within the VTS. • Added call data support to intelli-CAT notifications. • General refinements to the QGate CTi engine.
1.5	**Release Date: 10th May 2001** **Features** • New CTI Application Toolkit (intelli-CAT) – developers API • Multiple application integration support • Microsoft Outlook integration • SalesLogix (Sales and Support) integration • Web Browser integration • Hold/unhold call feature to SoftPhone
1.4.3	**Release Date: 27th February 2001** **Features** • Added support for international dialling. • Updates to the SalesLogix integration to support international dialling. **Fixes** • Added missing labels to Favourites set-up dialog.

intelli-CTi - Release Notes

Version	Details
1.4.2	**Release Date: 8th February 2001** **Fixes** • Fixed issue with call log when initially containing zero entries. • Fixed issue with preferences window being open during telephony events such as line changes.
1.4.1	**Release Date: 16th January 2001** **Fixes** • Fixed issue with CRM integration (initialisation and shutdown).
1.4.0	**Release Date: 3rd January 2001** **Features** • New intelli Softphone option of "Auto hide when idle" added. • New intelli CTI Control Panel option added to set intelli settings • Enhanced error trapping functionality, with details on intelli events. Errors log to "Intelli Errors.log" file in application directory. • New Licensing technology providing upgrade control, NFR and evaluation support • VTS support is now provided on a Not For Resale (NFR) licence basis. • Added new entry point of "Outgoing call" to the customer database component. This is called whenever a call is initiated outside of the customer database application (i.e. intelli Favourites). **Fixes** • Fixed intelli Call History screen. The sorting of StartTime and EndTime has been corrected. • Removed Systray menu options for Telephony Server and Customer Database to increase stability. • Move storage area for intelli Favourites to support grouping (available in next release). • Corrected the logic of Agent status (present = 1; not present = 0).