

Version	Details
3.5	<p data-bbox="336 376 639 409">Release Date: May 2016</p> <p data-bbox="336 427 448 454">Features</p> <ul data-bbox="352 468 1315 658" style="list-style-type: none"><li data-bbox="352 468 671 495">• Infor CRM v8.3 support<li data-bbox="352 506 1015 533">• Support for dialling from "Lead" Phone Call Activities<li data-bbox="352 544 1315 571">• Memory and performance improvements made to IE and Chrome integrations<li data-bbox="352 582 732 609">• Uses QGate intelli-CTi v2.10<li data-bbox="352 620 691 647">• Uses QGate Breeze v1.6 <p data-bbox="336 674 405 701">Fixes</p> <ul data-bbox="352 714 1302 853" style="list-style-type: none"><li data-bbox="352 714 1302 741">• Fixed AccountID not being set on Activity records for Ticket/Opportunity calls<li data-bbox="352 752 1302 779">• Updated "TNS Migration Agent" to include compatibility with latest Infor CRM<li data-bbox="352 790 1302 853">• TNS Issue where replacing a telephone number completely would remember previous Country Code (Web client)

Previous Version History

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3.4	<p>Release Date: July 2015</p> <p>Features</p> <ul style="list-style-type: none"> • Chrome client integration support • Infor CRM v8.2 support • Updated product branding • intelli-TNS now allows Area Codes to be blank if length = 0 in Country settings • Now auto-prompts user re-process intelli-TNS data, if required, in config (LAN) • Now checks for presence of TNS customisations on load (and displays Breeze error if not found) • Updated existing TNS Country entries to be paired with the additional CRM Country picklist items • Now stores CRM History .Result based on outcome of the call • Now uses QGate intelli-CTi v2.10 • Now uses QGate Breeze v1.6 <p>Fixes</p> <ul style="list-style-type: none"> • intelli-TNS processing now uses the correct config "Record Country Code in Account/Contact" checkbox (previously was dependent on the "Display Country Code" checkbox) • Resolved potential issue in CM_PerformAssociation() • Fixed issue parsing telephone numbers separated with only spaces • If Address.Country is not in TNS, but Country Code is in tel number - use that instead • Default country is now no longer being returned when no match to specified Address.Country • Corrected rogue apostrophe (') on Associate Telephone Call screen • Improved error reporting for scenario when "Error 424: Object required" occurs in CTISystemInitialise • Fixed issue that (occasionally) causes an error on starting CRM (due to conflict with Sync Client) • Added missing lookup info for Account Contacts match (Web client)

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3.3.1	<p>Release Date: November 2014</p> <p>Features</p> <ul style="list-style-type: none"> • Added Windows Authentication option (for supporting SLX Web servers) • Increased the maximum CRM Dialler history limit to 30 (SLX Web) • Now uses QGate intelli-CTi v2.9.1 • Now uses QGate Breeze v1.5.2 <p>Fixes</p> <ul style="list-style-type: none"> • Fixed missing Account reference for Outbound phone call records • Fixed missing link between Call History and Activity records • Fixed blanking call notes for existing activities • Fixed issue of losing call notes when not using Call Wrap-up • Fixed Call Wrap-up window appearing behind other windows <p>Known Issues</p> <ul style="list-style-type: none"> • Some people still receive an intermittent "Error Number 424 - Object required" during "CTISystemInitialise [PostCTIStart]".

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3.3.0	<p>Release Date: April 2014</p> <p>Features</p> <ul style="list-style-type: none"> • Support for Saleslogix v8.1 • Auto-prompt for personalisation (e.g. missing info/settings, when starting the application) • Support for dialling from Phone Call Activities, Tickets and Opportunities (SLX Web) • Improved Call Activity/History management (e.g. dial from existing Activity now allows you to complete same record) • Improved Call Wrap-up screen/options • Auto-prompt for personalisation (e.g. missing info/settings, when starting the application) • Update the product branding (to reflect Swiftpage acquisition) • Restructuring of product configuration to assist with large roll-outs (e.g. using Configuration Manager) • Windows 8 compatible (Desktop mode only) • Improved CRM Entity Dialer user interface (SLX Web) • Improved Call Recognition user interface (SLX Web) • Now uses QGate intelli-CTi v2.9.1 • Now uses QGate Breeze v1.5.1 <p>Fixes</p> <ul style="list-style-type: none"> • Improve UI performance for SData operations (SLX Web) • Fixed issue when running on Oracle DB (type mismatch) • Fixed licencing for non-English deployments • Fixed some SData recording issues (Username format, Opp name in History) • Updated UI to be "Medium/Large font" friendly

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3.2.2	<p>Release Date: April 2013 (Note: This release requires an updated intelli-CTi for SalesLogix product licence)</p> <p>Features</p> <ul style="list-style-type: none"> • SalesLogix integration configuration now supports Proxy settings • Now allows "context" Call Qualification regardless of matches found <p>Fixes</p> <ul style="list-style-type: none"> • Fixed Call Qualification issue • Empty CLI (i.e. Withheld numbers) could cause an error (SLX Web) • Issue where two calls (or call transfer) in succession could cause an error (SLX Web) • Error if no Web Client available to navigate, displays notification instead (SLX Web) • Improvements to stability & management of BHO connections to Breeze (SLX Web) • Fixed issue where CRM Entity Dialer "context" stops working (SLX Web) • Fixed issue recording history for accounts/contacts with long names (SLX Web) • Fixed recording of Call & Ring Duration "Total Minutes" (SLX Web) <p>Known Issues</p> <ul style="list-style-type: none"> • Minor display issue on Windows 8 (SLX Web) • Some people still receive an intermittent "Error Number 424 - Object required" during "CTISystemInitialise [PostCTIStart]".
3.2.0 Preview release	<p>Release Date: January 2013 (Preview Release)</p> <p>Features</p> <ul style="list-style-type: none"> • Compatible with SalesLogix v8.0 • Now requires .NET Framework 4.0 • Built against current intelli-CTi and Breeze versions • Call Qualification now configurable for Contacts and/or Accounts (SLX Web) • SData lookups now optimised to retrieve only what is required (SLX Web) • Forced "Dial CRM Entity" toolbar button to be left-most (SLX Web) <p>Fixes</p> <ul style="list-style-type: none"> • Account ID/info not being populated in SLX history records (SLX Web) • Reverse screen-pop on outbound call from click to dial (SLX Web)
3.1.0.13	<p>Release Date: April 2012</p> <p>Features</p> <ul style="list-style-type: none"> • Improved the "suspected caller" logic/display • Built against current intelli-CTi and Breeze versions <p>Fixes</p> <ul style="list-style-type: none"> • Can now qualify against entity in context if no matches found

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3.1	<p>Release Date: December 2010</p> <p>Features</p> <ul style="list-style-type: none"> • Introduces integration with SalesLogix Web Client. • Call Description, Category and Result fields added to Telephone Call Wrapup window. • Enhanced handling of calls from Contacts at multiple Accounts. • Various updates and enhancements to the intelli-CTi framework within SalesLogix LAN Client. • Enhancements to the end of call wrap-up process. <p>Fixes</p> <ul style="list-style-type: none"> • Blank description in My Scheduled Telephone Calls grid. • Re-opening Call Wrapup from My Call History grid was incorrectly disabled. • Re-association of a call after wrapup has been completed was not updating all call history records. • Errors while using intelli-CTi and intelliSearch on Windows 7/Vista have been resolved. • Improved configurability of brackets and separators in intelli-TNS number formats. • Improved robustness of Account detection in CLI lookups.

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3.0	<p>Release Date: December 2007 – Major New Product Version</p> <ul style="list-style-type: none"> • Major new integration version utilising SalesLogix version 6.2 Active Views and VB Scripting capabilities <p>Fixes</p> <ul style="list-style-type: none"> • New extensive telephony integration. • New telephone call management SalesLogix Main-view. • New CTI application framework. • New extendable telephony events engine. • New enhanced Telephone Number Support (intelli-TNS) • (replaces previous MTNS technology). • Preview-dialling directly from within SalesLogix. • Automatically identifying and displaying of Accounts and Contacts during incoming calls (screen-pop). • Automate dialling processes (list based dialling). • Automate the dialling and management of activities. • Call Activity Management. • Automate the dialling of Accounts, Contacts and Leads. • Automatic tracking of the call-flow process. • New in-call notepad facility. • New call management, Call Wrap-up and automation of follow—up activities and history management. • New team call management console showing live user call activity. • New call activity reporting. • Automatic capture of new Contact telephone numbers. • DDI number recognition, linking inbound dialled telephone numbers to SalesLogix Processes, Lead Sources and Campaign Management. • Automatic recording of call information within SalesLogix for audit tracking; performance analysis; and complete CRM call history management. • User configurable options and system administration. <p>Fixes</p> <ul style="list-style-type: none"> • (This version of intelli-CTi for SalesLogix has been completely re-written, so does not address any known issues from previous legacy versions). • General bug fixes to the early v2.1 beta preview versions of this new release.
2.1 - Beta Preview release	<p>Release Date: March 2007 – Major New Product Version (Beta Preview)</p> <ul style="list-style-type: none"> • Beta preview version of the major new integration version for SalesLogix Active Views and VB Scripting. <p>Features</p> <ul style="list-style-type: none"> • (see list above)

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1.7.5	<p>Release Date: 14th January 2005</p> <p>Features</p> <ul style="list-style-type: none"> • Restricted telephone number suppression added to MTNS telephone numbers. • New option added: Auto capture of new Contact telephone numbers. • MTNS support added for new SalesLogix v6.2 Add Account/Contact form. • Overhaul of all CTI integration scripts to increase the error handling and avoid superfluous errors. • Added support in the SalesLogix plug-ins and SalesLogix application provider for warning and error message suppression. <p>Fixes</p> <ul style="list-style-type: none"> • Resolve issue of MTNS telephone numbers defaulting to “Barbados” when relating to country code ‘1’. • Resolve issue of writing multiple simultaneous call log entries when users are engaged in a conference call.
1.7.2	<p>Release Date: 5th July 2004</p> <ul style="list-style-type: none"> • Support for SalesLogix version 6.2 and the new OLE DB Provider.
1.7.1	<p>Release Date: 5th May 2004</p> <p>Features</p> <ul style="list-style-type: none"> • International CLI recognition added to MTNS. • intelliConnect for SalesLogix provider now logs calls made from directory services, into the SalesLogix database. <p>Fixes</p> <ul style="list-style-type: none"> • Resolve issue with Associate To Call feature. • Rebuild of the reports bundle to include updated objects.