



Active Insights

Major/minor version: **0.3.x**

Revision History

Revision: **0.3.117**

Status: In Production – published 03/17/2026

Changes:

Feature:

Role-Based Access Control (RBAC) - Administrators can now create custom roles with granular permissions to control user access to specific portal features including call logs, configuration, reports, dashboards, messages, and usage data.

Feature:

Role Management – A new Roles configuration page allows for creating, editing, and deleting roles with per-permission toggles organized by resource category.

Feature:

User Role Assignment - Users can now be assigned one or more roles from the User configuration page, controlling which portal features they can access.

Feature:

Agent Assist Panel – A Real-time AI-powered assistant panel has been implemented for agents during live calls, providing call summaries, client information, sentiment analysis, field verification, and script compliance checks.

Fix:

Post-Call Scoring Duplicate IDs - Resolved an issue where duplicate HTML element IDs in post-call scoring could cause display and interaction problems.

Fix:

Pagination Index - Fixed a pagination component to correctly handle page index calculations.

Fix:

PubSub Error Handling – The application now gracefully handles interruptions where PubSub is not available, preventing errors when running background tasks or scripts.

Enhancement:

Call Log Table Responsiveness – The call log table layout has been improved for better display across different screen sizes.

Enhancement:

Message Details Modal Sizing – The breakpoints and sizing for message details modal has been improved for better readability.

Revision: **0.3.116**

Status: Legacy – published 02/26/2026

Changes:

- Fix: Ellie Message Display – Messages from Ellie AI Assistant sessions are now displayed correctly even when the agent record does not exist in the database.
- Fix: Message Text Wrapping – Resolved a layout issue where long message summaries and field values would not wrap properly, causing display overflows.
- Enhancement: Media Session WebSocket URIs – The media session API now returns full WebSocket URIs for scripting and audio connections, thereby simplifying client integration.
- Enhancement: CloudWatch Metrics Optimization – The number of metrics being sent to CloudWatch has been reduced to lower costs and to prevent telemetry backlogs.

Revision: **0.3.115**

Status: Legacy – not published

Changes:

Fix:

Revision: **0.3.114**

Status: Legacy – not published

Changes:

- Enhancement: Reduced storage processing overhead by removing unnecessary S3 object tagging on call records, recordings, and messages.

Revision: **0.3.113**

Status: Legacy – not published

Changes:

- Fix: Ellie Server VAD Input Tracking - Corrected voice activity detection event tracking in server VAD mode so that caller speech segments are properly recorded in session events.
- Fix: Ellie Audio Truncation Disabled - Resolved an issue where conversation truncation requests to OpenAI could cause audio interruption errors during active sessions.
- Enhancement: Ellie Session Recording Quality - Improved Ellie recording assembly using direct recording timestamps instead of transcript timestamps for more accurate audio positioning and better stereo playback quality.

Revision: **0.3.112**

Status: Legacy – not published

Changes:

Fix:

Feature

Event Log - New system event log now tracks operational events such as transcription failures, AI analysis errors, post-call script issues, and data purge operations with severity levels (info, warning, error) for improved system visibility.

Feature

Real-Time Event Notifications – A bell icon in the portal header now provides real-time notification of system events, showing the count and highest severity of unseen events with quick navigation to the event log.

Feature

Event Log Report - New searchable report under System reports allows for viewing and filtering event logs by date range, event type, and text search.

Feature

Application Version Notification - Users are now notified when the application has been upgraded to a new version.

Fix

Ellie OpenAI audio playback state tracking has been corrected to prevent duplicate state updates.

Fix

Ellie media session timeout now properly marks sessions as completed during cleanup.

Fix

Audio statistics collection no longer errors on already-completed media sessions.

Enhancement

User Settings and Downloads pages are redesigned with LiveView for improved responsiveness and real-time form validation.

Enhancement

Improved report data table scrolling and layout for better data visibility on smaller screens.

Enhancement

Clipboard copy button is now available for copying content in the portal.

Enhancement

Magic link login tokens now expire after 1 hour instead of 1 day for improved security.

Enhancement

Ellie Media Session stability improvements have been made with better audio state tracking and session timeout handling

Revision: **0.3.111**

Status: In Production – published 12/23/2025

Changes:

Fix:

Ellie Message Display – Messages from Ellie AI Assistant sessions are now displayed correctly even when the agent record does not exist in the database.

Fix:

Message Text Wrapping – Resolved a layout issue where long message summaries and field values would not wrap properly, causing display overflows.

Enhancement:

Media Session WebSocket URIs – The media session API now returns full WebSocket URIs for scripting and audio connections, thereby simplifying client integration.

Enhancement:

CloudWatch Metrics Optimization – The number of metrics being sent to CloudWatch has been reduced to lower costs and to prevent telemetry backlogs.

Revision: **0.3.110**

Status: Legacy – not published

Changes:

Fix: Message Details Display – Resolved a layout issue where wide XML message fields would previously overflow the container. These are now properly constrained within a scrollable area.

Enhancement: Ellie Asterisk Websocket Audio – The audio streaming architecture for Asterisk Websocket integration has been improved with better playback state management and simplified audio processing.

Revision: **0.3.109**

Status: Legacy – previously published 12/04/2025

Changes:

Fix: Ellie Media Session Logging – Fixed the display of the function call output events in the media session viewer, now properly showing the call ID and formatted output data.

Enhancement: Message Search Performance – The message query structure has been optimized with improved date filtering and agent joins for significantly faster search results.

Enhancement: Call Log Message Search – Message content searches now apply date filters on message joins for improved performance. These default to a 30-day window when no filter is provided.

Revision: **0.3.108**

Status: Legacy

Changes:

Feature Addition: Message Count Performance Feature Flag – New feature flag ‘disable_message_pager_count’ allows disabling message counter on index page for faster load times.

Feature Addition: Audio Level Meter – Added real-time audio level visualization for Ellie sessions with caller audio highlighting when Voice Activity Detection (VAD) is active.

Fix: Agent Score Report – Resolved undefined fields issue in agent score reports.

Fix: Custom Service Level Chart – Corrected total call calculations within Service Level stat cards and pie charts.

Fix: Admin Portal Login Redirect – Fixed issue where logging into customer portal while in admin session would redirect to ‘check-timeout’ page showing JSON data.

Fix: Script Log Scrolling – Corrected scrolling behavior on script logs page with added dark mode support.

Fix: Ellie Audio Truncation – Fixed error in OpenAI API caused by audio truncation values exceeding actual audio duration.

Fix: Ellie WebSocket Stability – Resolved socket crash when audio was interrupted, allowing assistant audio interruption without issues.

Fix: Ellie Session Recording Downloads – Corrected file name and content type for Ellie session recording downloads.

Enhancement: GitHub Codespaces Development Environment – Migrated from GitPod to GitHub Codespaces with improved DevContainer configuration for streamlined onboarding.

Enhancement: Message Search Performance – Significantly improved message search speed by applying date filters on message joins (defaults to 30-day window when no filter is provided)

Enhancement: Ellie Media Session Events – Enhanced event display with improved formatting, audio level visualization, and Voice Activity Detection (VAD) highlighting.

Enhancement: Dark Mode Improvements – Script editor, AI Multi Element and Custom Service Level report editor now fully support dark mode.

Enhancement: Call Log Loading Indicator – Added a spinner to call log and message pages when search operations are running.

Revision: **0.3.107**

Status: Legacy

Changes:

- Feature Addition: Session Timeout - Automatic session timeout for security with 5-minute idle timeout and 1-minute warning notification before logout (requires enablement by Amtelco)
- Feature Addition: Message Delivered / Discarded Filters - Filter messages by delivery status to quickly identify delivered or discarded messages.
- Feature Addition: Real-time Ellie Media Sessions - Ellie media sessions now update in real time on the Call Log, providing live visibility into active AI assistant interactions.
- Feature Addition: Enhanced Message Details Display - Script trackers and message history are now displayed as organized tables with expandable XML details for improved readability.
- Fix: Table View Export – Resolved an issue where calls with nil scores prevented table view exports from completing.
- Fix: Message Serialization - Corrected an issue with message serialization/deserialization that could result in data processing errors.
- Fix: Fixed an issue saving call scores.
- Enhancement: Navigation Button Tooltips - Added helpful tooltips to navigation buttons including changelog, light/dark mode toggle, user menu, and connection health status.
- Enhancement: Dark Mode Service Level Editor - Service level report editor now fully supports dark mode for a consistent user experience.
- Enhancement: Updated the ISeries interface for IS 6.x.

Revision: **0.3.106**

Status: Legacy

Changes:

- Feature Addition: Custom Level Service Report - New customizable service level report with flexible grouping options and configurable thresholds for detailed performance analysis.
- Feature Addition: Voice Activity Detection (VAD) Controls - Administrators can now configure VAD threshold and silence duration settings for improved Ellie voice processing.
- Feature Addition: Asterisk WebSocket Audio Support - Added support for Asterisk WebSocket audio streams, expanding telephony integration options.
- Feature Addition: 'Marked for Review' Toggle - Quick toggle button to mark/unmark calls for review directly from the call log interface.
- Feature Addition: Dark Mode Support - User can switch between dark and light mode for user interface.
- Fix: Screen Recording Toggle - Removed screen recording toggle when no screen recording exists on calls.
- Fix: Usage Page Performance - Resolved loading issues and improved performance of the usage statistics page.
- Enhancement: GPT Real-Time Support - Added support for OpenAI's real-time API for improved voice AI interactions.
- Enhancement: Call Tracker Event Display - Improved visualization and formatting of call tracker events for better debugging.

Revision: **0.3.105**

Status: Legacy

Changes:

- Feature Addition: Deepgram Voice AI Integration – Added support for Deepgram as an alternative voice AI provider for Ellie scripts, providing additional options for voice processing.
- Feature Addition: Customer Account Management – Administrators can now deactivate customer accounts with configurable data retention periods before automatic purging.
- Feature Addition: Enhanced Ellie Usage Tracking – AI provider usage can now be tracked by type (OpenAI, Deepgram) with detailed cost visibility. [Feature flag enablement is required]
- Fix: Media Playback Controls – Resolved issues with playback controls resetting during call edits and saves, ensuring a smoother playback experience.
- Fix: Client Group Data Integrity – Fixed duplicate client ranges in groups and added migration to clean existing duplicates.
- Fix: Media Session Stability – Resolved issues with sessions halting and loss of stability when sessions shut down unexpectedly.
- Fix: Call Display Reliability – Fixed transcript stability issues when viewing calls with specific transcript problems.
- Fix: Screen Recording Audio Sync – Corrected screen recordings receiving incorrect audio tracks to ensure proper audio synchronization.
- Fix: Ellie Message Processing – Resolved stability issues when processing Ellie-oriented messages with new origin types.
- Enhancement: AI Model Updates – Added support for GPT-5 mini when available.