Communicator 6.4.0
Release Notes

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FEATURES

Added an Option to Mark Chat Conversation as Unread

Users can explicitly mark the conversation as Read/Unread. If they mark the conversation as Unread, the Unread indicator will show up for that conversation. It informs the user to look at this conversation again and take some actions if needed.

Any action inside the chat conversation with the unread status will remove the Unread indicator. Opening the conversation or explicitly marking it as read will also remove the indicator.

Added Call Encryption Indicator in Call Window

During an ongoing call, there is an indicator that shows call encryption, if a call is encrypted. Call encryption settings are configured on the server by default, but the user can override them within the Communicator app by going to 'Preferences' → 'Phone' → 'Advanced'.

There is a checkbox that indicates the use of the default encryption set by the PBX. By unchecking it, the user can change options between TCP, UDP, and TLS. The user is required to log out and log in after changing these options.

The indicator should only be present when the TLS encryption is enabled and if the softphone is in use (in all other cases, the indicator will not be displayed).

Clicking it will bring up a pop-up message explaining the encryption.
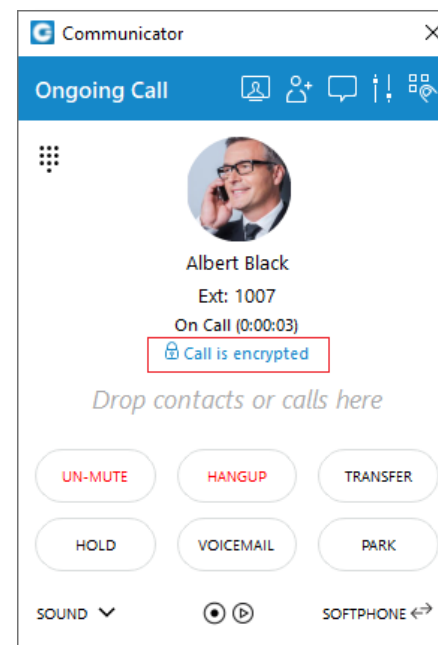
Added Support to Reorder Pinned Conversations in Chat

The user can rearrange pinned conversations according to their needs by using the drag and drop options. This allows them to define priority for pinned conversations.

Added Unified Call History

Communicator 6.4.0 brings a unified call history between Desktop and Mobile applications. Call history stores up to a month on the server and syncs between all user devices. Consequently, the user is up to date with their recent calls all the time.

The application makes sure that the user's call history is synced on every login and that recent calls are available on their device.

Added MMS Support

The MMS message is an enhancement to the standard SMS message. The main difference between SMS and MMS messages is that the user can send multimedia and other files in their messages. It includes media such as videos, pictures, audio clips, GIFs, and much more.

The maximum size of uploaded files is 500 KB or up to ten (10) files per message. Additionally, MMS allows up to 1000 characters of text in a message, which is a lot more than a standard SMS.
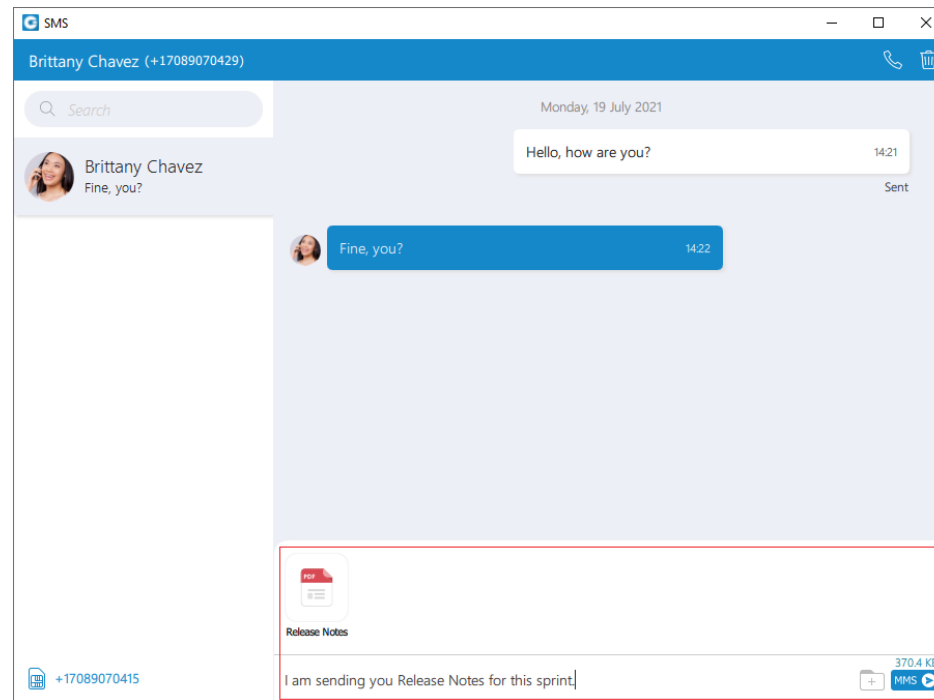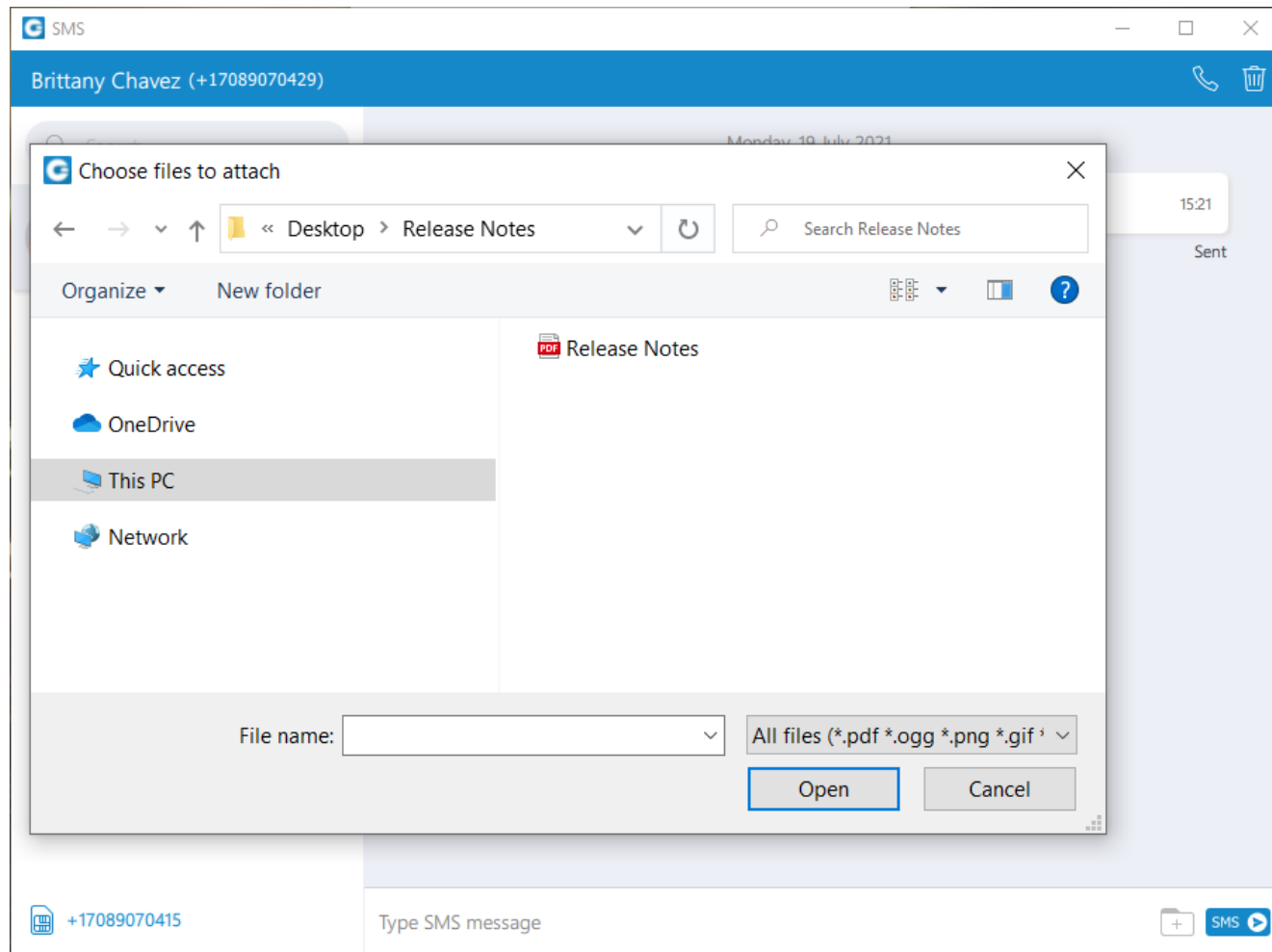

MMS notifications have the same behavior as chat notifications. When the MMS message is received, a notification pops up.
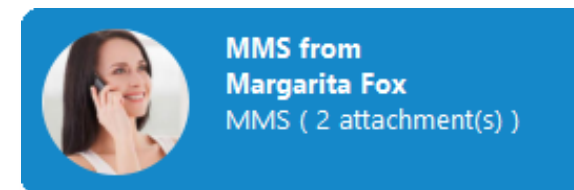
A folder icon for sending files is next to the 'Send SMS' icon. Clicking the icon opens up a dialog box, where the user can select up to ten files to send to the currently selected conversation.

The user can upload a max of 500 KB of multimedia data.

Therefore, the user can send files by dragging them from Windows Explorer (Finder on macOS) to the message area inside the SMS window.

If the amount of the selected data is larger than 500 KB or if more than ten (10) files are selected, a pop-up message will appear displaying the following: Maximum size of attached files for MMS reached. All files that exceed the previously mentioned limits will be discarded.

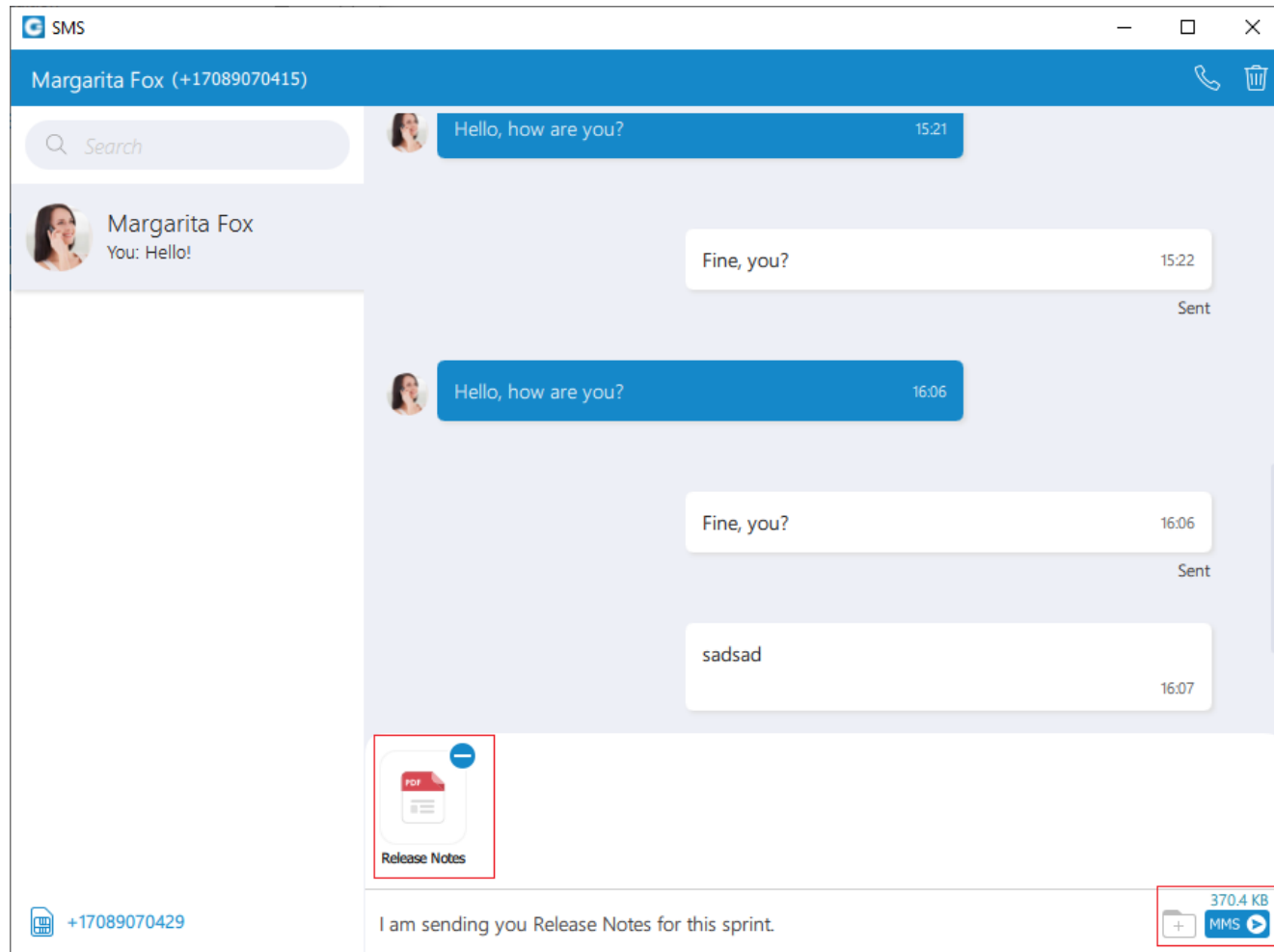Please note that supported MMS files are as follows:

Image Files - jpeg, png, gif;
Audio Files - MP3, OGG, AMR;
Text Files - PDF, Vcard, txt;
Video Files - mp4.

If a file is selected, an SMS message becomes an MMS message. This can be seen above the 'Send SMS/MMS' icon, as the counter of the remaining kilobytes is displayed instead of the character counter.

After selecting the files, a thumbnail with the file name for each selected file will be displayed above the text area, within the input field. Also, it is possible to remove selected files from the MMS message by hovering over them and selecting the blue circle with a white dash at the top right corner of the thumbnail.

Communicator will automatically download all files smaller than 500 KB. If the file is not downloaded for any reason, the user can click it to download it.

Added Support to Delete a Message in Chat

This option allows users to delete text and file messages. To delete the desired message, users can just right-click on it, and from the drop-down menu, select **Delete Message**.
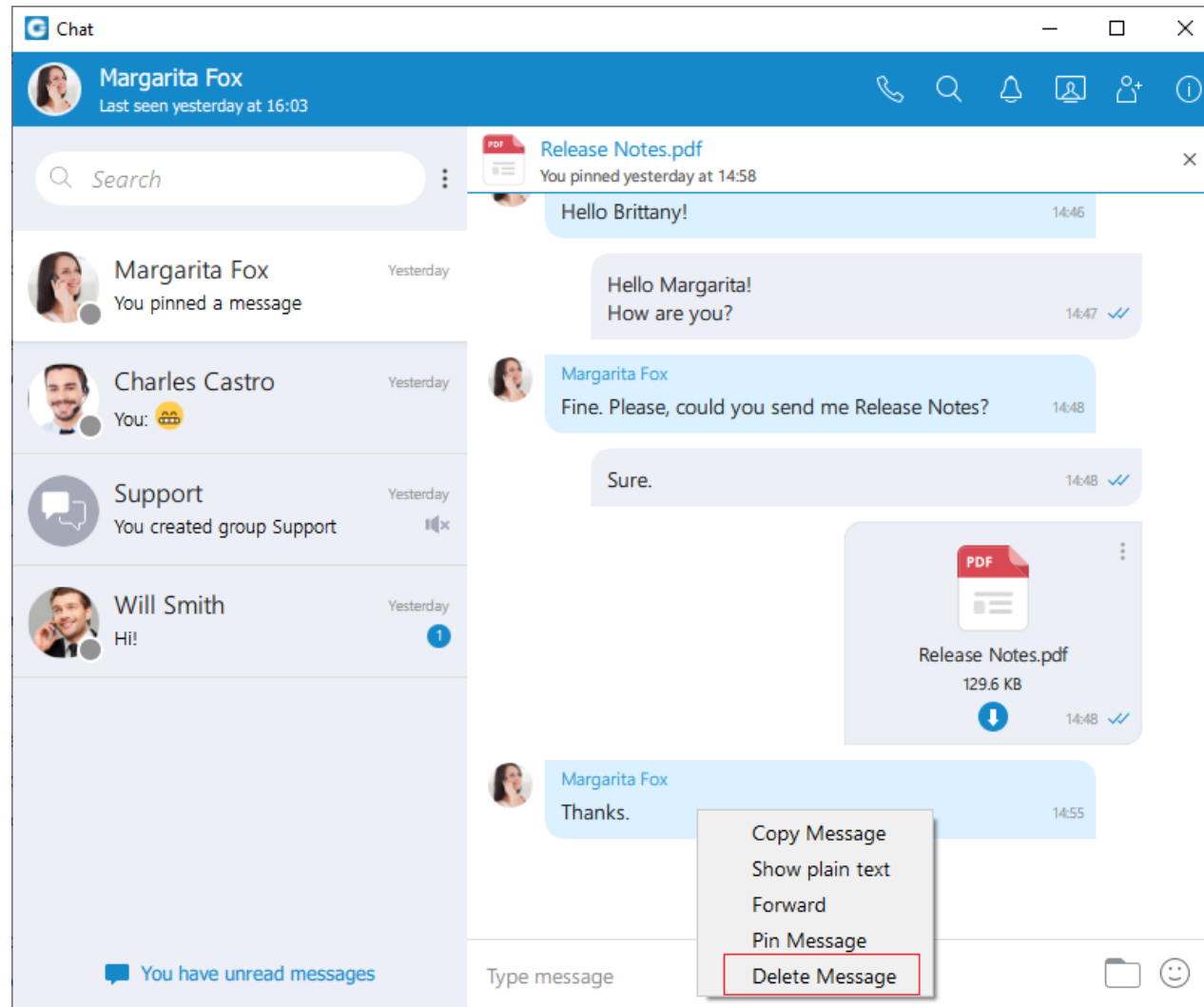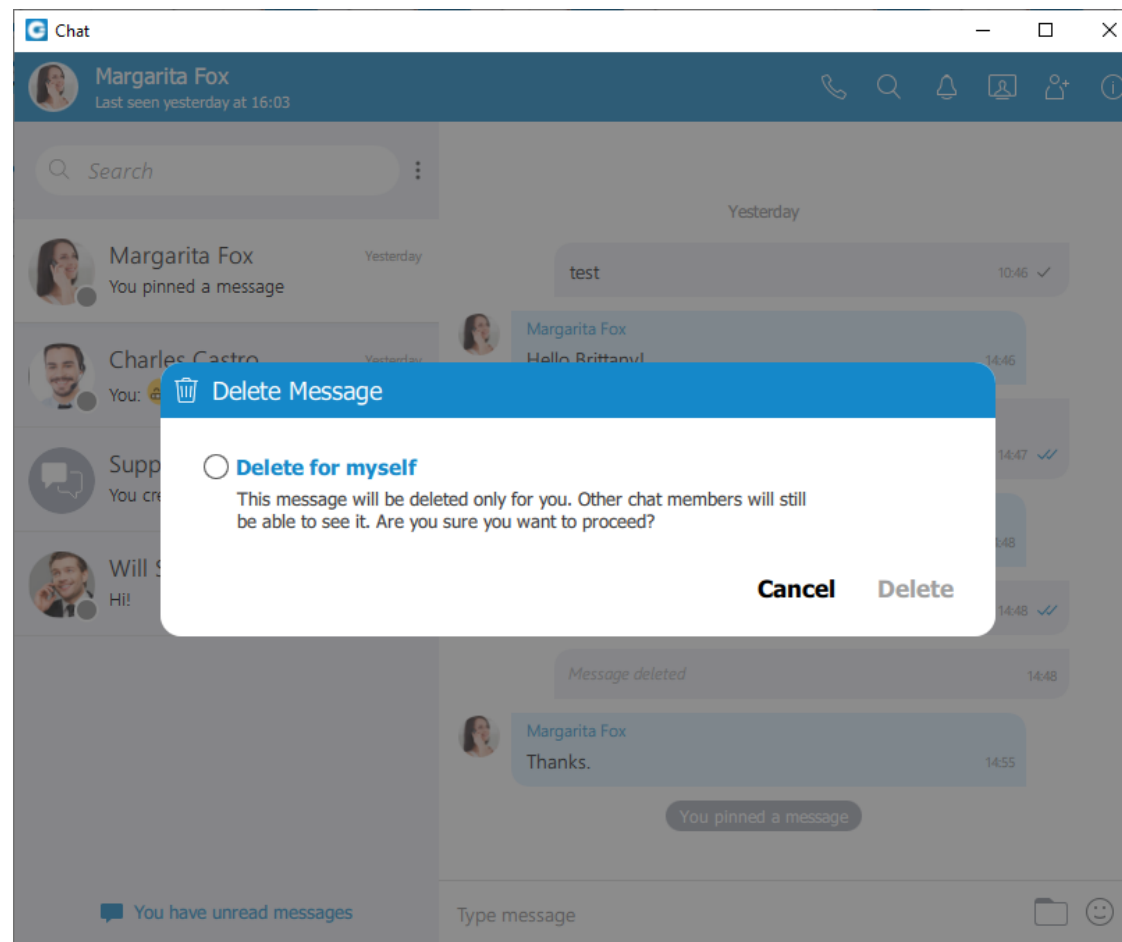
After clicking the delete option, the confirmation dialog will show up with two options for outgoing messages:

1. **Delete for myself** with the following sub-content: **"This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?"**

2. **Delete for everyone** with the following sub-content: **"This message will be deleted for all participants. Are you sure you want to proceed?"**
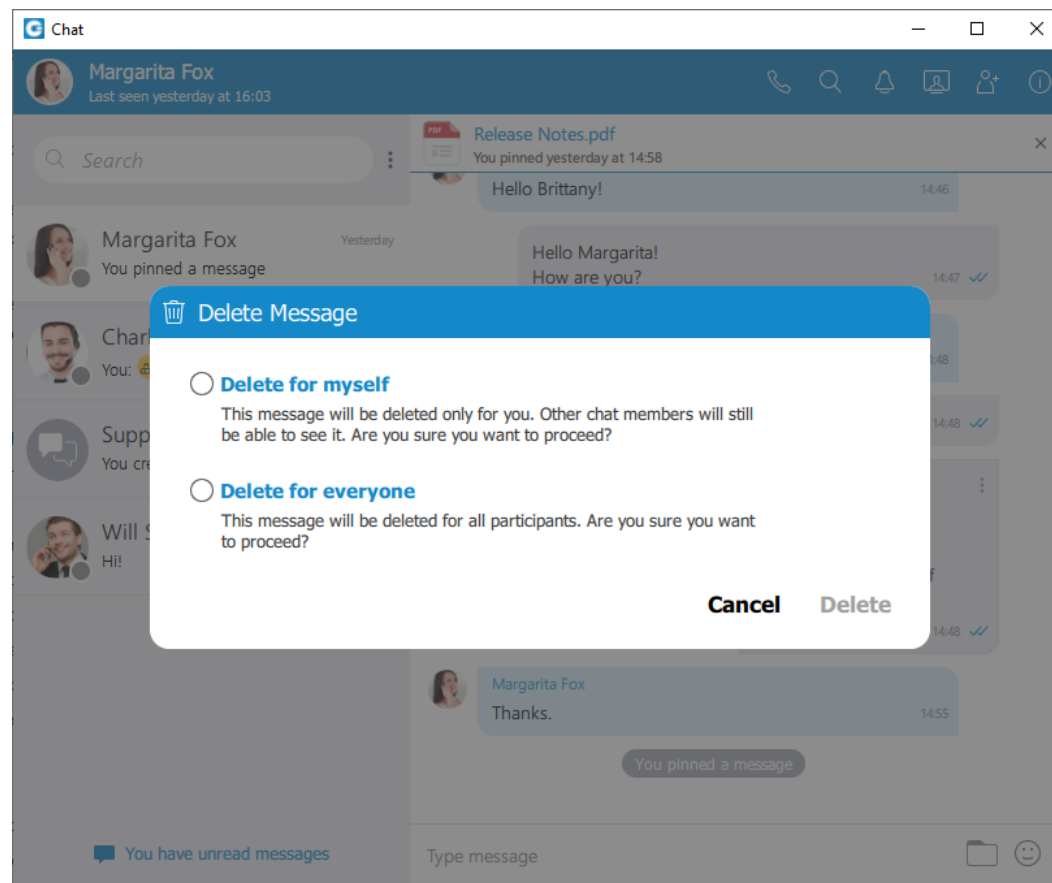
For incoming messages, there is only one option:

1. **Delete for myself** with the following sub-content: **"This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?"**

Furthermore, the confirmation dialog also contains the **Delete** and **Cancel** buttons.

After deleting the message, the **Message delete** indicator shows up.
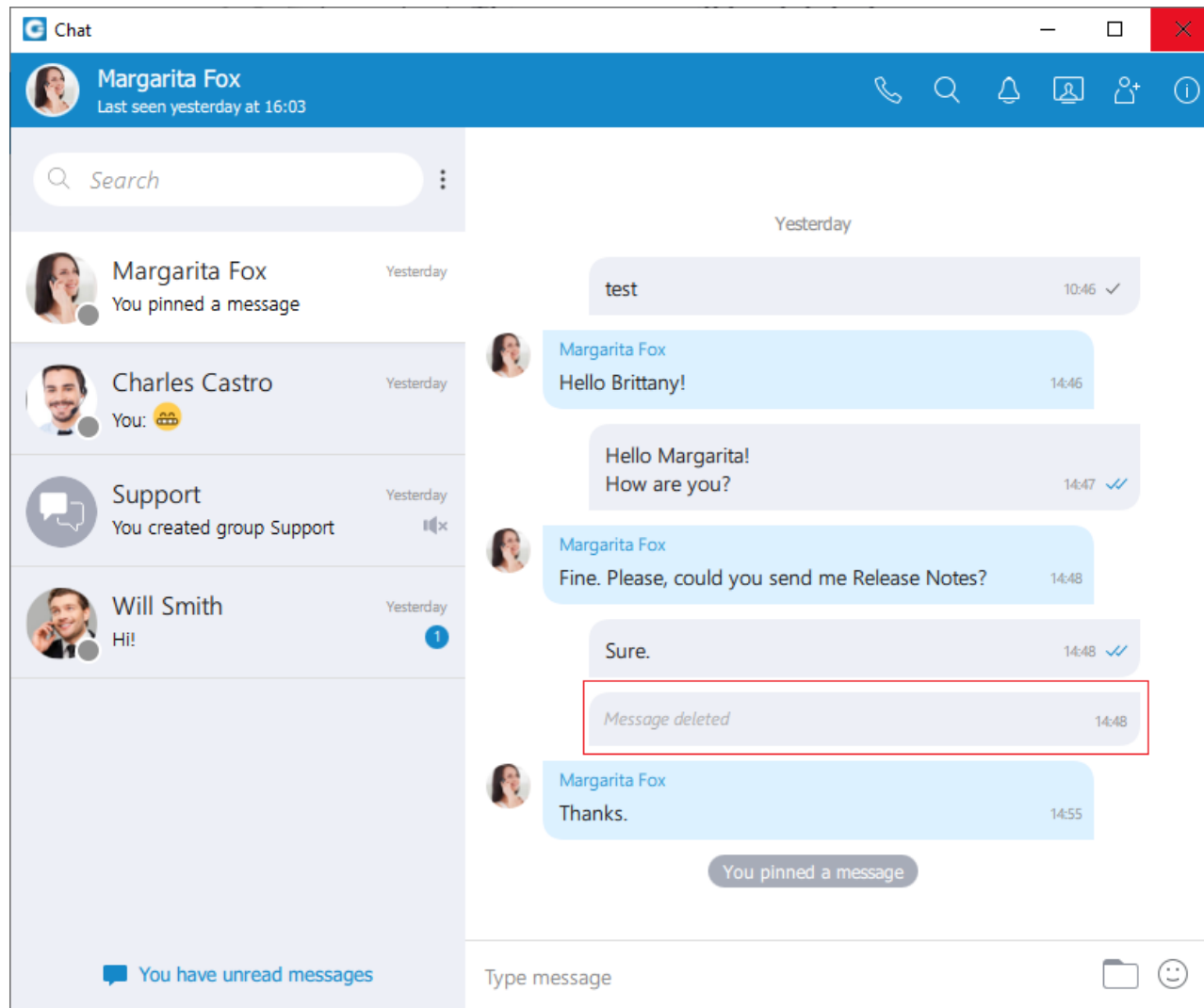
Meeting Module

Added an Option to Record (Meeting Local Recording)

The meeting can record a live meeting now. To access this, press the 'Record' button in the bottom left corner. The user has the option to pause and stop the recording as well. Mentioned options are visually represented with a double line (pause) or square (stop).

There will also be an indicator in the top left corner of how many people are currently recording. The user must be joined by a computer for their audio to be recorded. If the user joins in any other way, ex. via deskphone, their audio will not be in the recording.

The user may decide to record only the meeting audio. This can be done by clicking on the drop-down menu next to 'Record' and selecting 'Record audio only'.
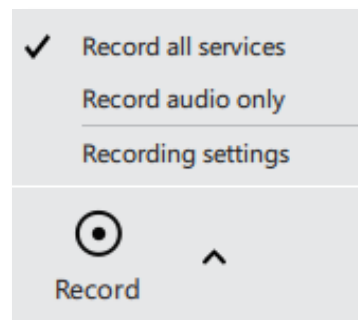
Moreover, within the drop-down menu, the user will have the option to go into 'Recording settings', where the user can:

- Decide where recordings will be saved to (default will be in >Communicator-Downloads > meeting-recordings)
- Enable/Disable the timestamp for the duration of the recording
- Enable/Disable the option to delete the temporary files after converting them to video
- Enable/Disable the option to convert recordings automatically after the meeting ends
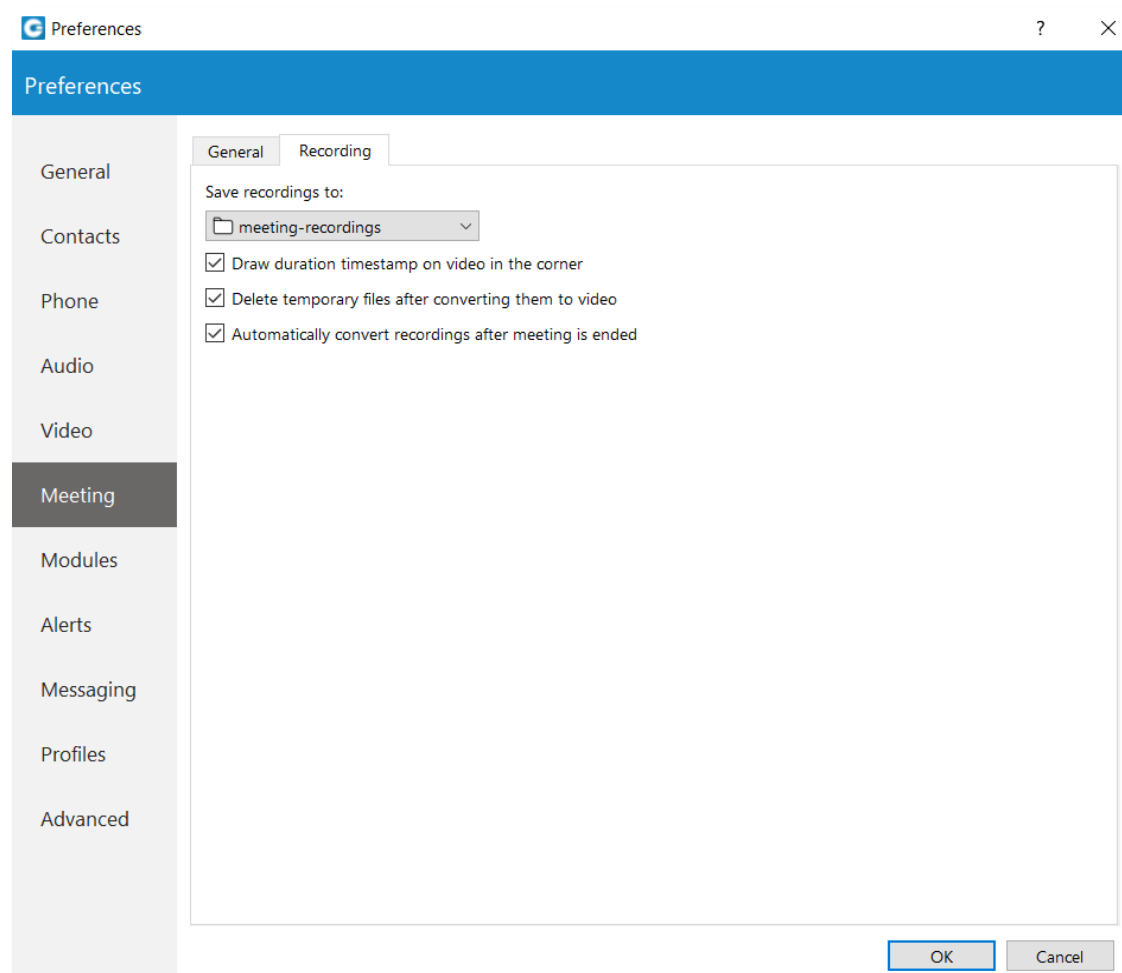
When the meeting recording has finished, it can be found at the Meeting List tab under the name 'Recordings'. The user can now convert the meeting into a playable format with the 'Convert' button.

Furthermore, the user can 'Play' or 'Delete' the recording, as well as open the folder where the files are stored by clicking the option 'Open'.

Added an Option to Mute Participants as the Meeting Organizer

The meeting organizer can mute individual participants from the participants' list or video carousel now. Additionally, the organizer can mute all participants at once with the 'Mute All' button located on the Participants list.
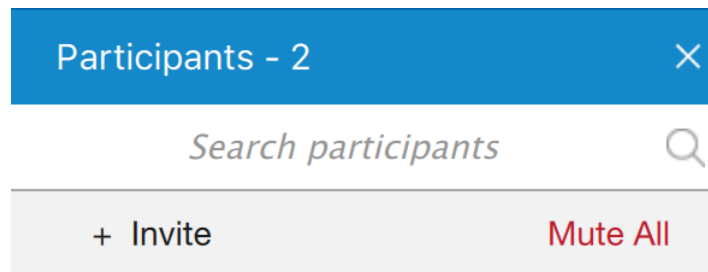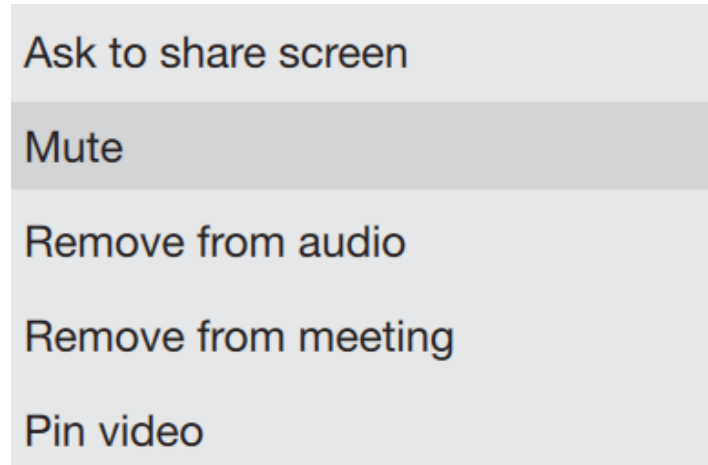
Added Toggle Meeting Privacy between Regular and Public

The user may change the meeting privacy from 'Regular' to 'Public' now, during the meeting. This feature is available under 'Options' in the bottom bar.

Only invited participants can join regular meetings, while anyone with the link or the meeting number can join the public meeting.
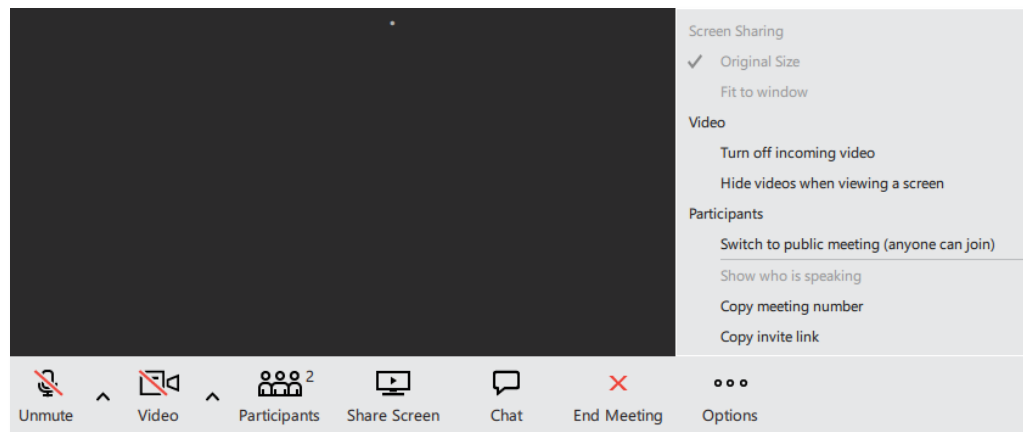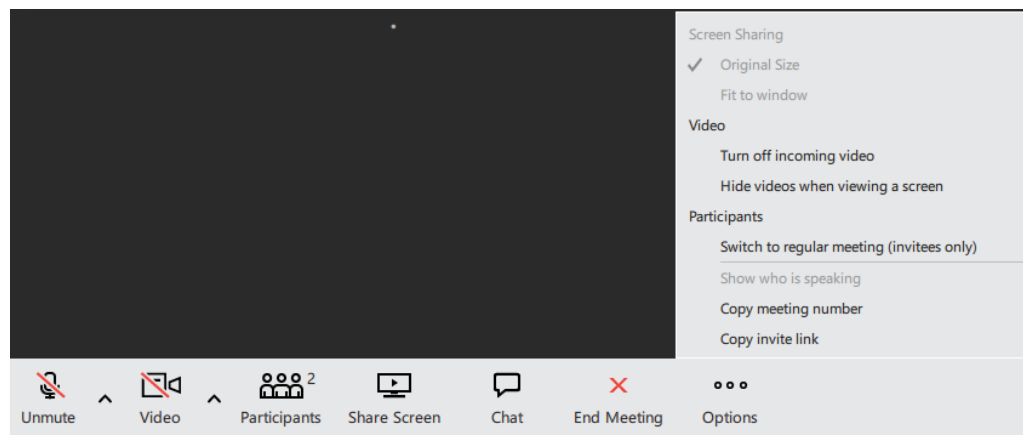
Added a Busy Indicator in Meeting Details until All Data Is Available

The user will now see a loading animation in the meeting list until all the meeting details have finished loading. This will ensure all the data is loaded before the user starts interacting with the window.
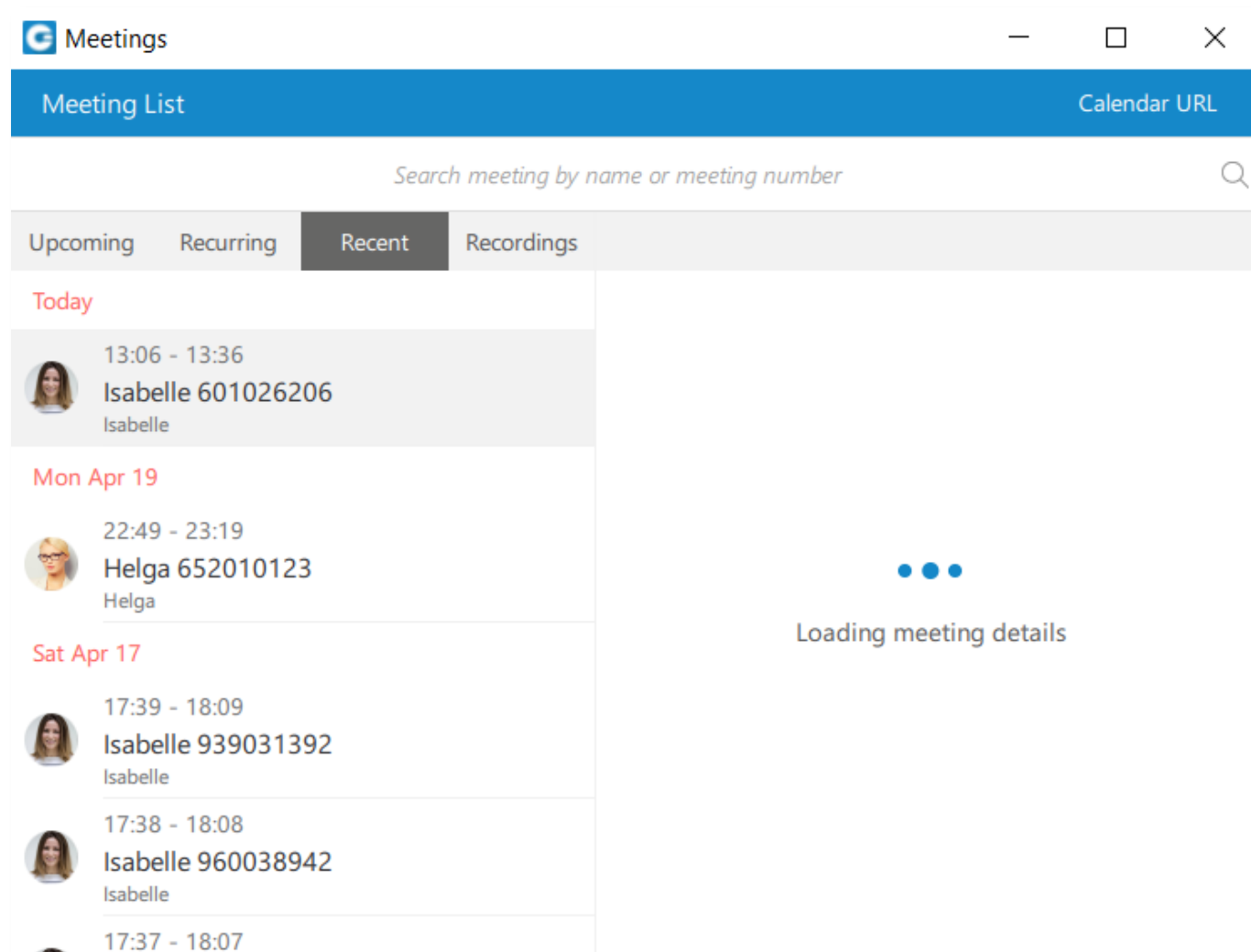
Contact Center Module

Agents: Added a New Column Displaying the Agent's Pause Reason

The Agents tab displays all Agents that users choose to be visible in Agent Settings. The Status column displays information regarding the status of Agents as well as their pause reasons.

Agents: Implemented the Option for Agents to Change a Pause Reason Without Unpausing

With this option now implemented, an Agent can change the pause reason without unpausing themselves and receiving a call from the Queue. After changing the reason, the counter will reset and start counting from the beginning (0:00:00).

Queues: Implemented Inbound Dispositions

Agents can now see Dispositions. When the Queue call is finished, a list of added Dispositions is displayed so that an Agent can select one accordingly. Each Disposition can have its name and color that can ensure easier visual representation and organization for Agents.
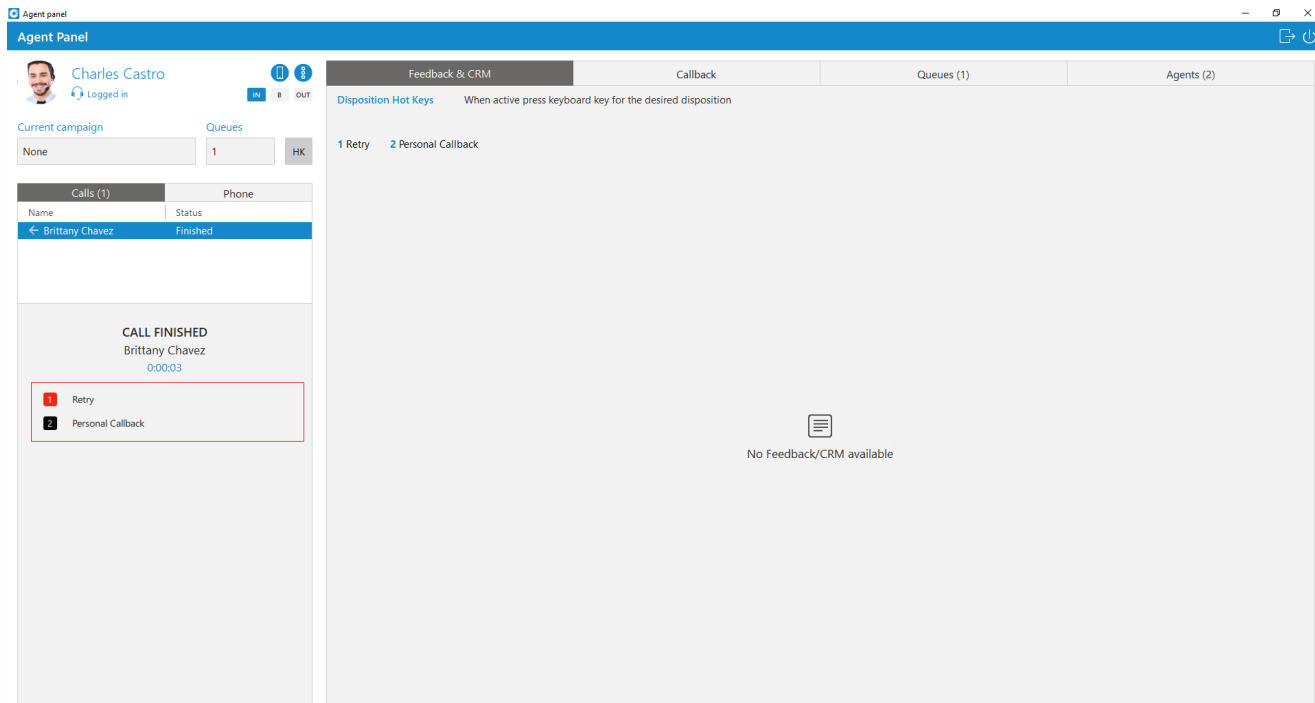
Bug Fixes & Improvements

› Fixed a bug where the Always on Top option does not keep the window on top
› Fixed an issue where the empty diagnostic logs dialog was shown after using the main window in full screen on macOS
› Fixed an issue where there is no call window for calls using a callback
› Fixed the application scaling issue on Windows OS
› Fixed an issue where messages are missing from the view if a message is received while the pinned message is focused
› Fixed an issue where the Jabra integration causes a crash if a device is disconnected while the app is running
› Fixed an issue with the CRM contacts sync while syncing a huge number of contacts
› Fixed an issue where the search doesn't work for Hebrew names
› Fixed blurry icons in both Chat and SMS windows
› Fixed a bug regarding the Address Book where contacts named with company names only are not synced
› Fixed a bug regarding the Google contacts sync where contacts with company names only are not synced
› Fixed the main window search in order to trim blank spaces
› Fixed a crash with a message box when the call is answered via a pop-up window on the Windows OS
› Fixed messages and input field in chat when handling ObjectReplacementCharacter
› Fixed an issue where the message is not trimmed in chat before sending
› **Meeting Module**
  › Always show a mute notification when you try to speak while muted
  › When scheduling meetings, users will be presented with the time format used by their system
  › Fixed a bug where video devices in settings are not visible if the softphone is disabled
› **Contact Center Module**
  › Agents: Handled entering wrong Agent Number and PIN and implemented specifying valid Agent number

- › Agents: Fixed a bug where the Agent's icon was not displayed correctly while in the "ringing" and "idle" states
- › Agents: Fixed a bug where the Agent's pause reason was not visible on the Login
- › Agent Panel: Implemented improvements for the Agent panel by changing two icons on the panel and adding the minimum width
- › Agent Panel: Redesigned the Agent Panel by displaying the phone dialer and other phone-related settings in the Agent panel window
- › Agent Panel: Fixed a bug where the Agent panel would display two messages regarding Agents and Dialer before the application was fully initialized
- › Dialer: Implemented changes to the progressive strategy in which the preview screen with the lead information is displayed and the timer is triggered
- › Dialer: Fixed a bug with missing call recording files for Dialer calls and a wrong call direction in the CRM call log
- › Feedback Form: Fixed a crash in the Agent panel browser that would happen when a user clicked 'Open in default browser' in the drop-down menu
- › Queues: Fixed a bug where the Queues List label is not updated after Queue reload
- › Supervisor Edition: Implemented the login options for the Agent/Supervisor edition in which Agents need to enter a valid Agent number and PIN if the Agent options are enabled