RELEASE NOTES

PBXware 6.5

bicom
SYSTEMS

Contents

NOTE: Please be informed that Queues are deprecated from the 6.5.0 version on the Multi Tenant and Business editions, however, users will still be able to use Queues without the option to add new Queues. It is highly recommended to switch to using the 'Enhanced Ring Groups' feature as soon as possible.

Features

# Enhanced Ring Groups (ERG)

Enhanced Ring Groups (ERG) represent a more advanced type of Ring Groups. With ERG, users can now set up basic queueing functions and reuse Queues with Members to achieve better business intelligence. ERG represents a basic version of a Queue that allows users to put an Extension into it, enabling users to have their mobile devices within that ERG.
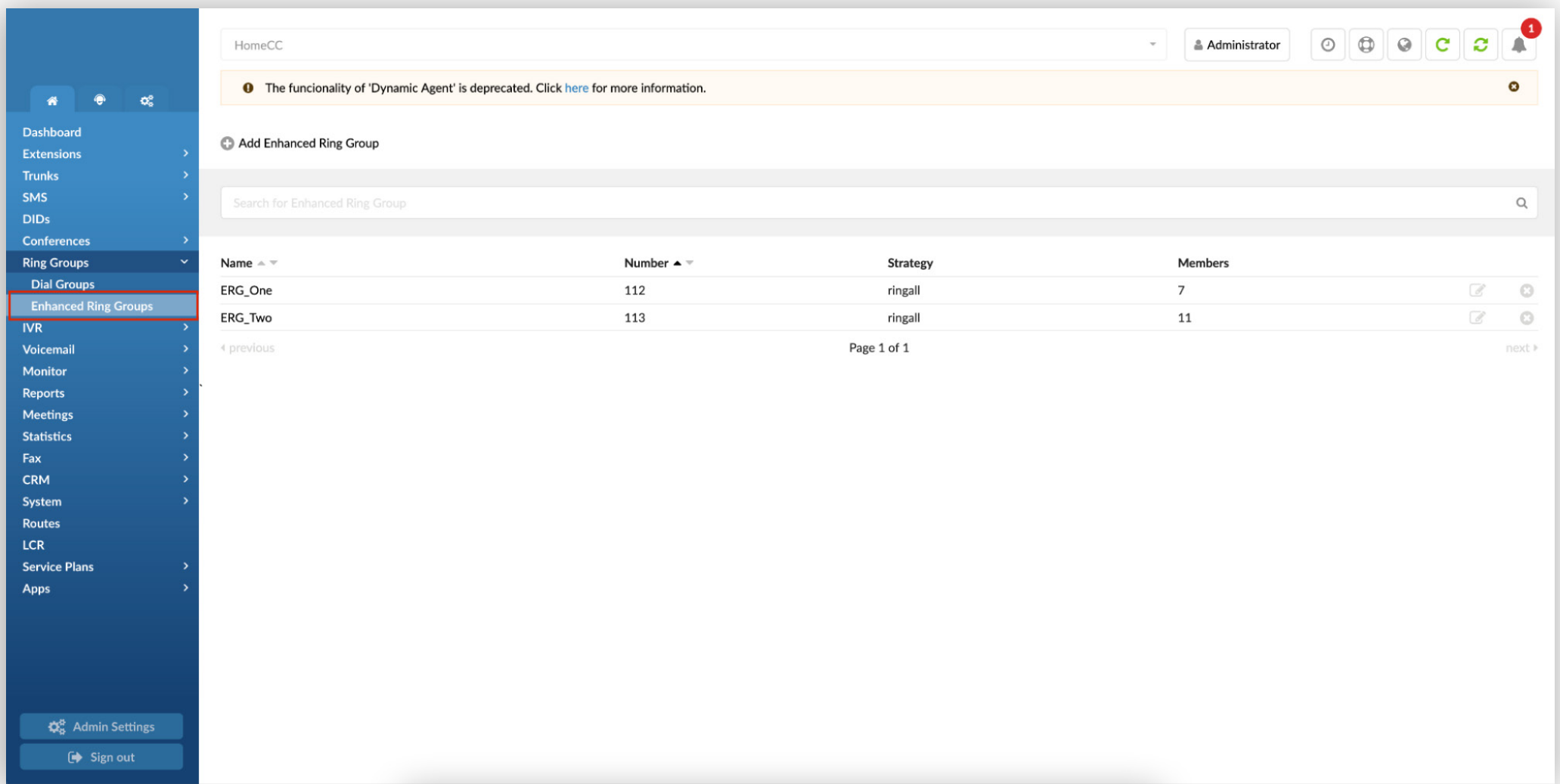

Additionally, generating reports across all editions (Multi-Tenant, Contact Center, and Business) is implemented together with leading options for better reporting experience.
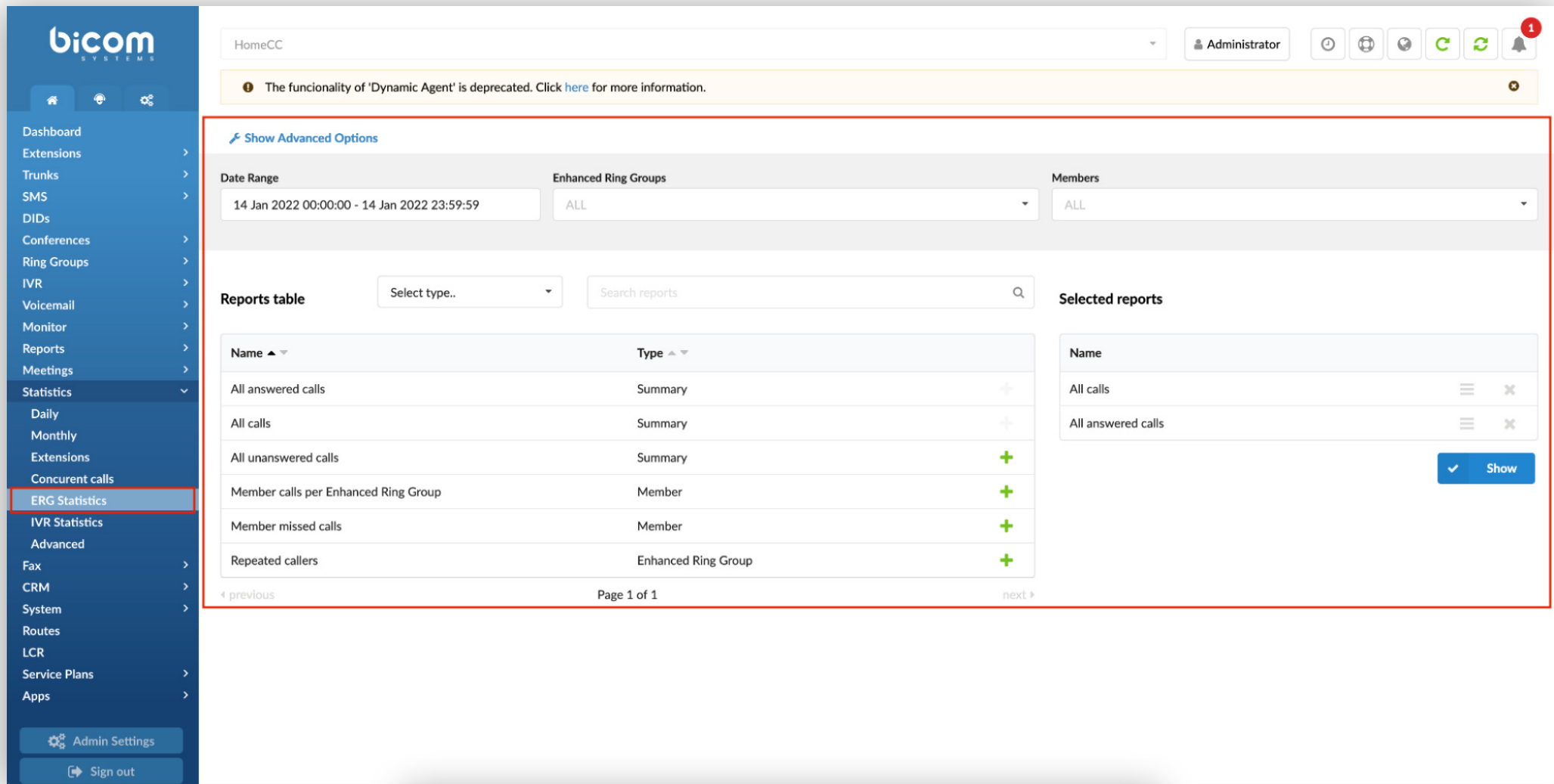
BSSUP

Utilizing the BSSUP service enables users to open/close the SSH access. To enable Support Access, users can navigate to the 'Support Access' page on **'Setup Wizard' to enable Support Access**. They can set the timeout after which the SSH access closes automatically. The **minimum timeout** that can be set is one hour and the **maximum timeout** is one week. Apart from this, the page also displays the most recent 50 messages from the support access log. Users can read the information about when the access has been opened/closed, who logged into the system, and when, and if any errors occur.
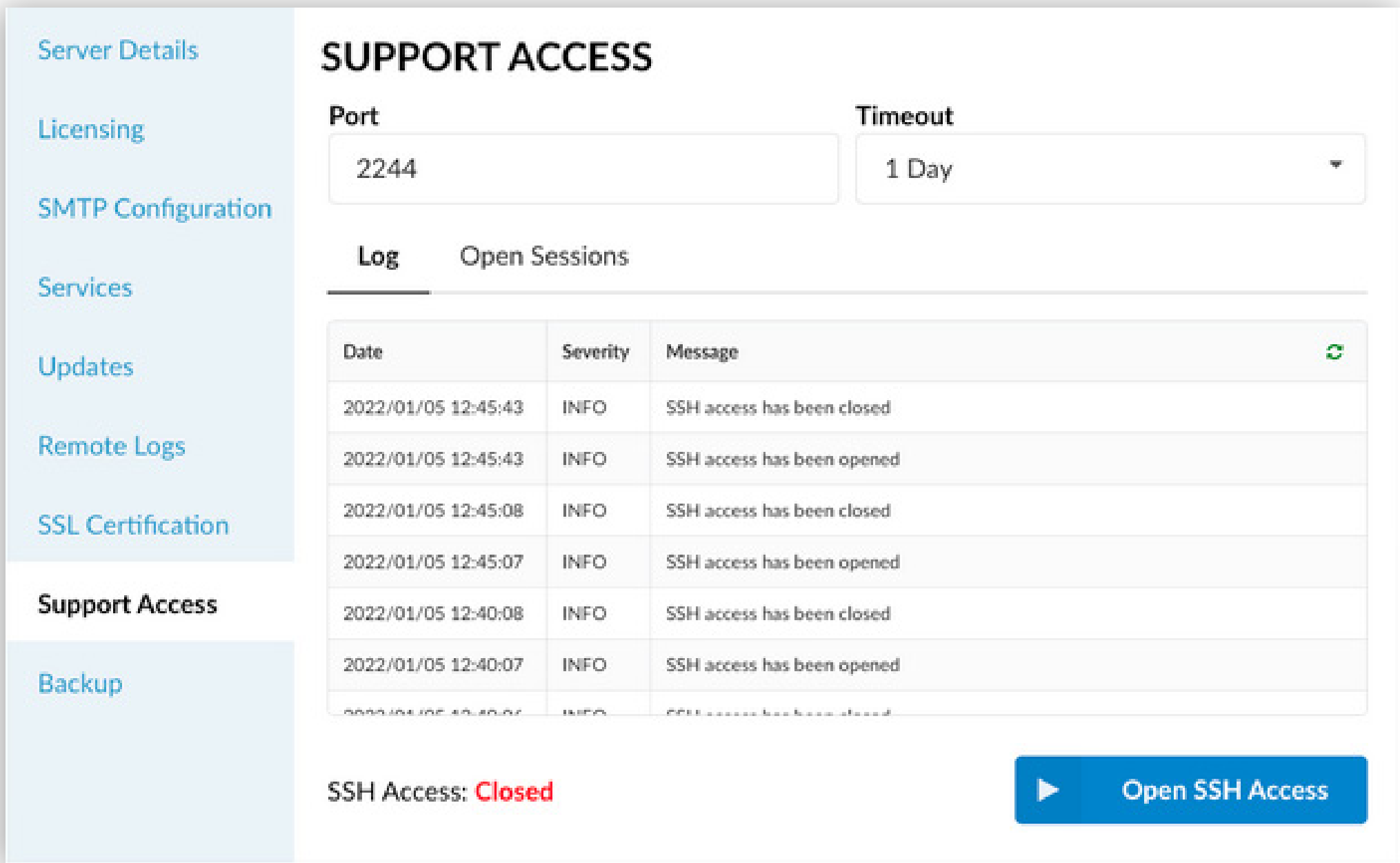
Ring Groups Renamed to Dial Groups

From the 6.5.0 version, **Ring Groups** are renamed to **Dial Groups**. The 'Ring Groups' section from the 'Extension' menu is now moved to the main menu and it contains two sub-sections: 'Dial Groups' and 'Enhanced Ring Groups (ERG)'.
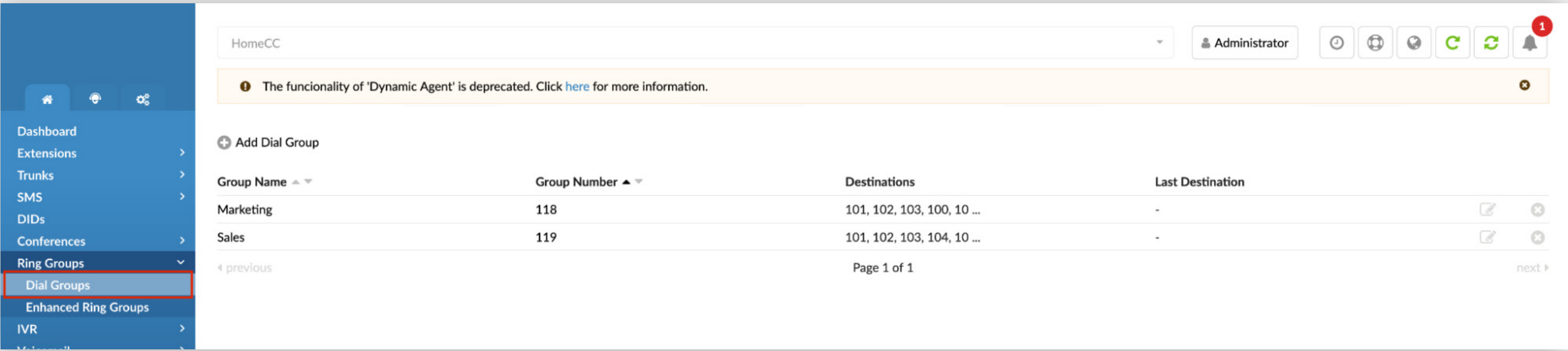
IVR Statistics: Ported to the Multi-Tenant Edition

The 'IVR Statistics' section is now ported to the Multi-Tenant edition and users can now find the 'IVR Statistics' section on the 'Home' tab under 'Statistics' on both Multi Tenant. Additional improvements are introduced regarding the 'Date Picker', IVR Calls, and generated 'Graph' statistics.
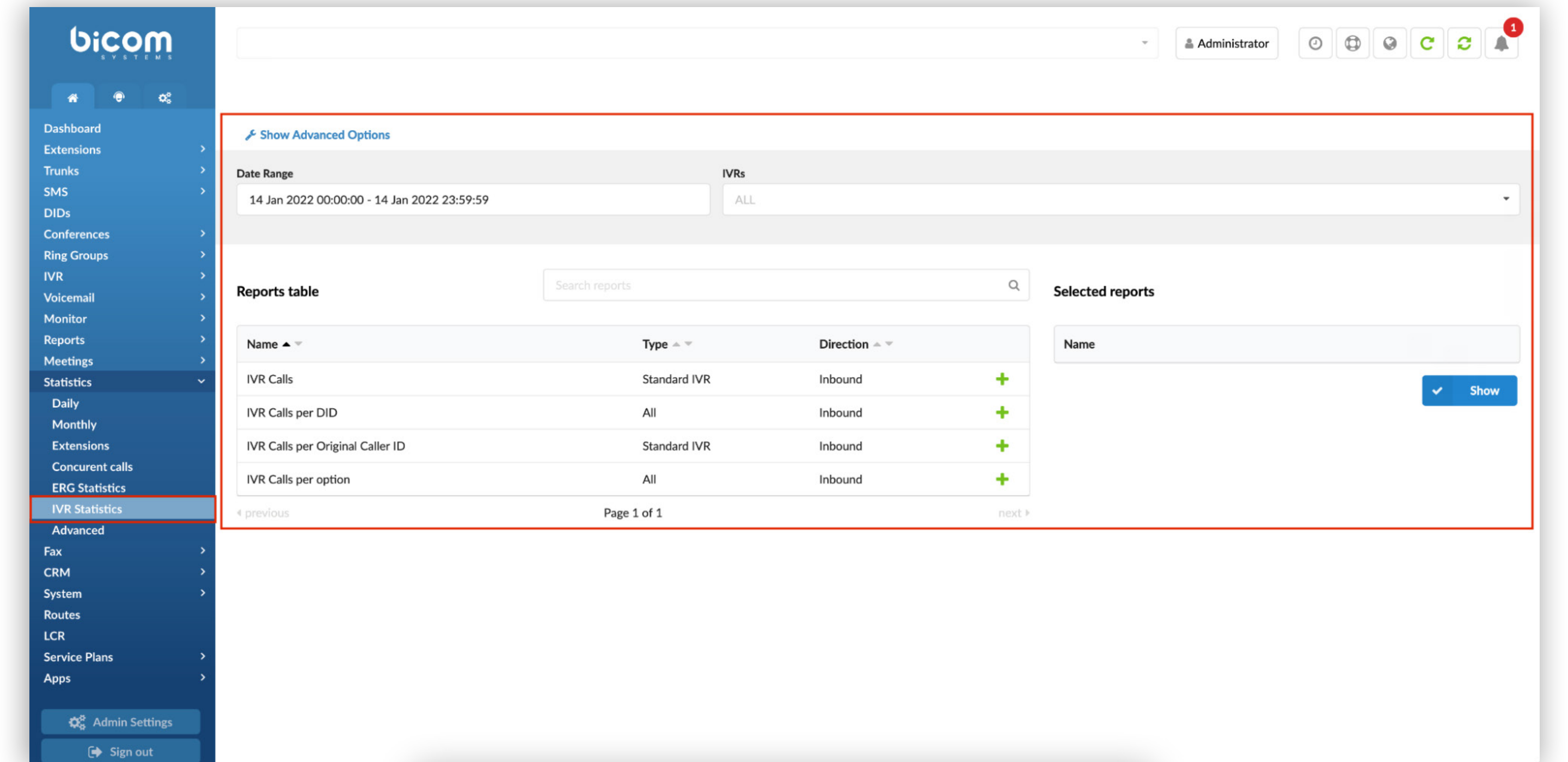
SMS Provider: Twilio

Twilio is a cloud communications platform that allows software developers to programmatically make and receive phone calls, send and receive text messages, and perform other communication functions using its web service APIs.

The SMS feature on PBXware allows users to select Twilio as a provider in their configuration to fully utilize the messaging service. A user should follow several steps to successfully set up Twilio on PBXware. A user must first obtain the Twilio account and log in to set up additional configuration.


Directory Sync Management (DSM): Special Character Support

Directory Sync Management (DSM) is an application that allows users/clients to connect to the LDAP server to validate users by using LDAP or Lightweight Directory Access Protocol. From the 6.5.0 version, it supports special characters when authenticating users.

ClickHouse Database: Added to the Multi-Tenant and Business Editions

The **ClickHouse database** is added to the Multi-Tenant and Business editions as well to ensure faster performance. This database could have been selected on the Contact Center edition since the 6.0 version. However, users can now select the preferred database according to their needs, no matter which PBXware edition they are using.

Please note that this database is for now used for ERG statistics only.
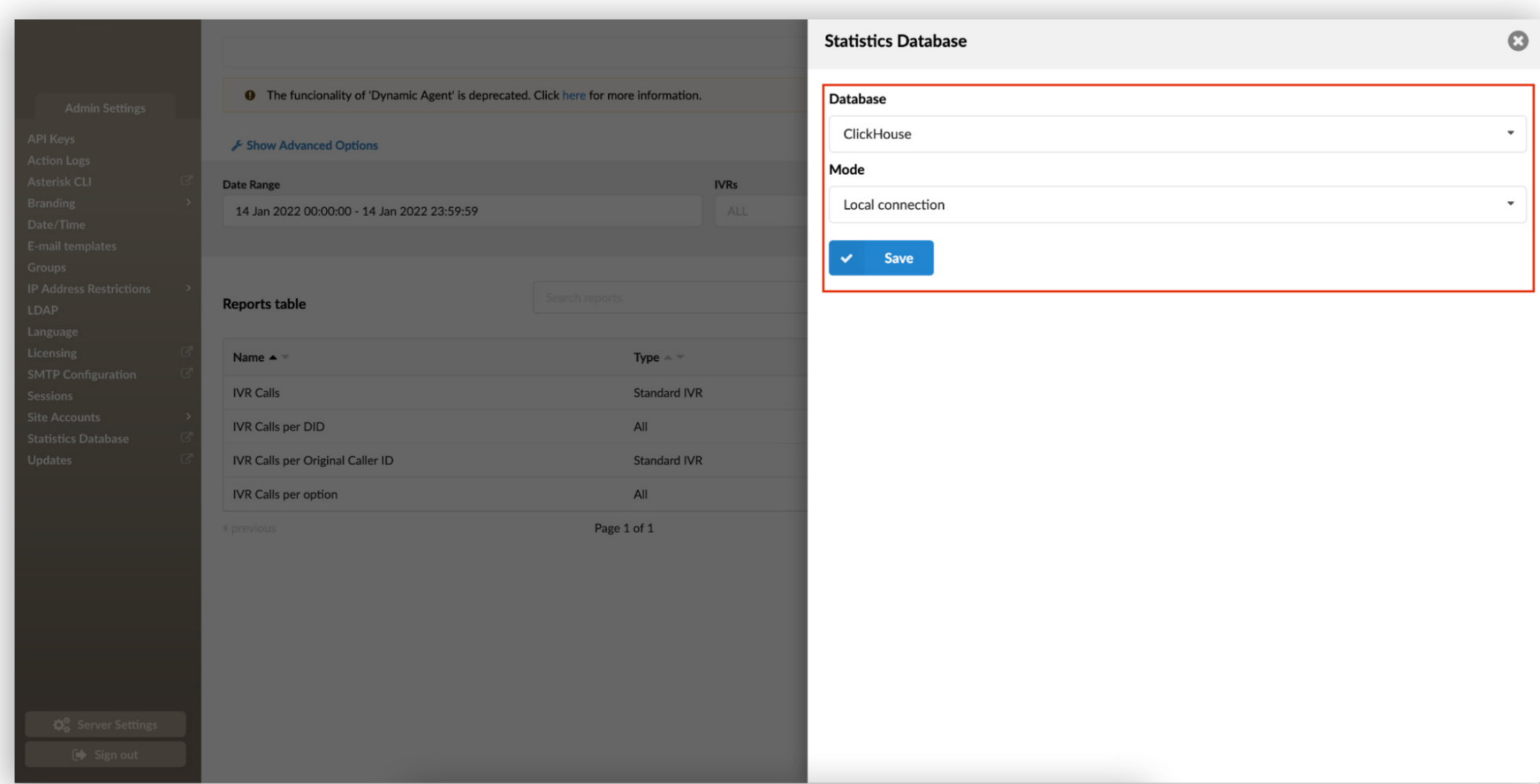

New Endpoints

Fanvil X3U

Fanvil X5U

Fanvil X6U

Poly Trio C60

Contact Center Module

Updated a Message Displayed in the GUI related to Dynamic Agents and Their Deprecation

The 'Dynamic Agent' functionality will be deprecated in the 6.6 version, so it can still be used on systems with the 6.5 version. On the other hand, any newly added feature for 6.5 may not be functional for Dynamic Agents.
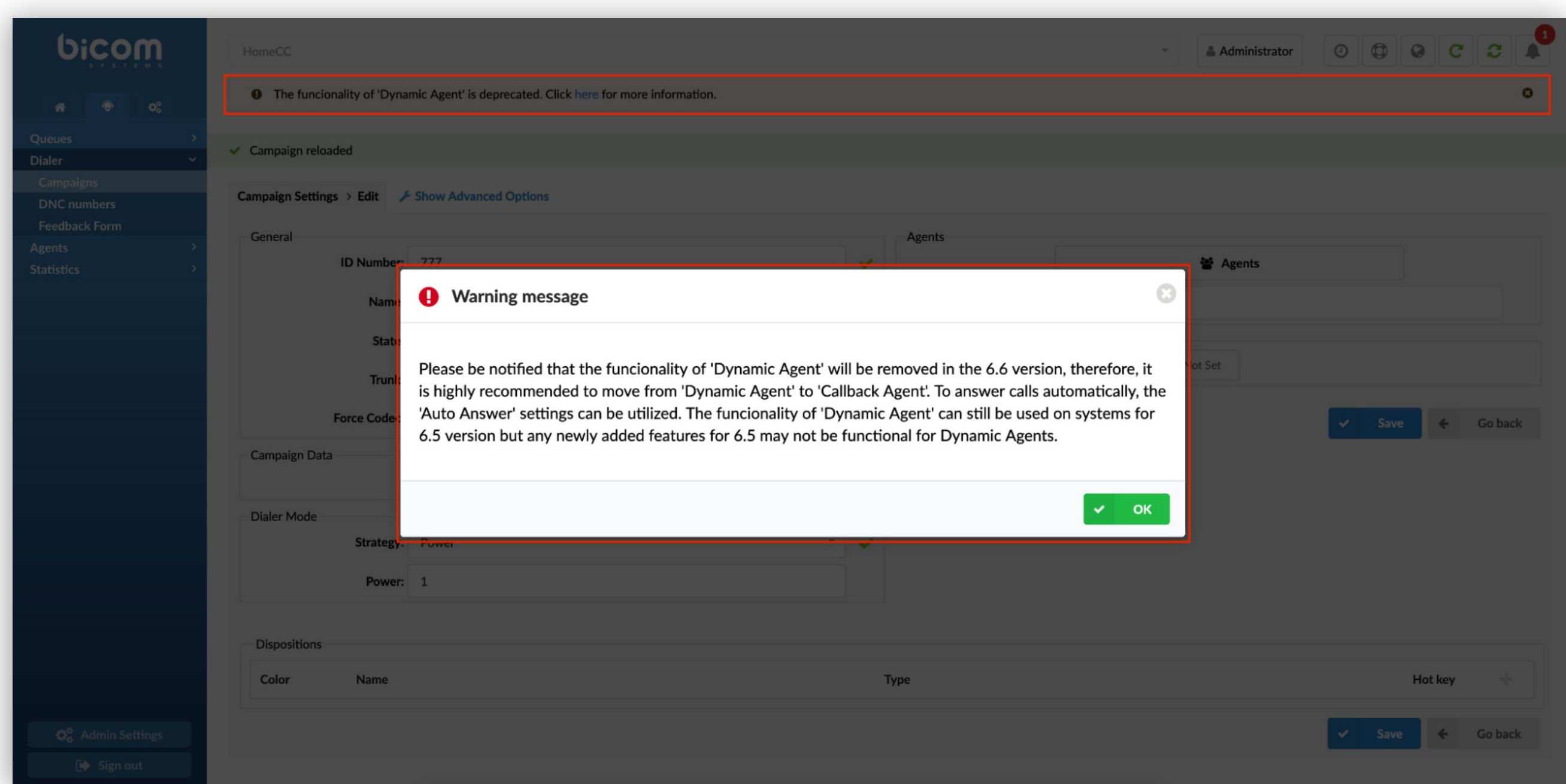
Added Additional Improvements and Options for Agent 'Direct In' Calls

New options related to 'Direct In' calls can be found in the 'Direct In' section.
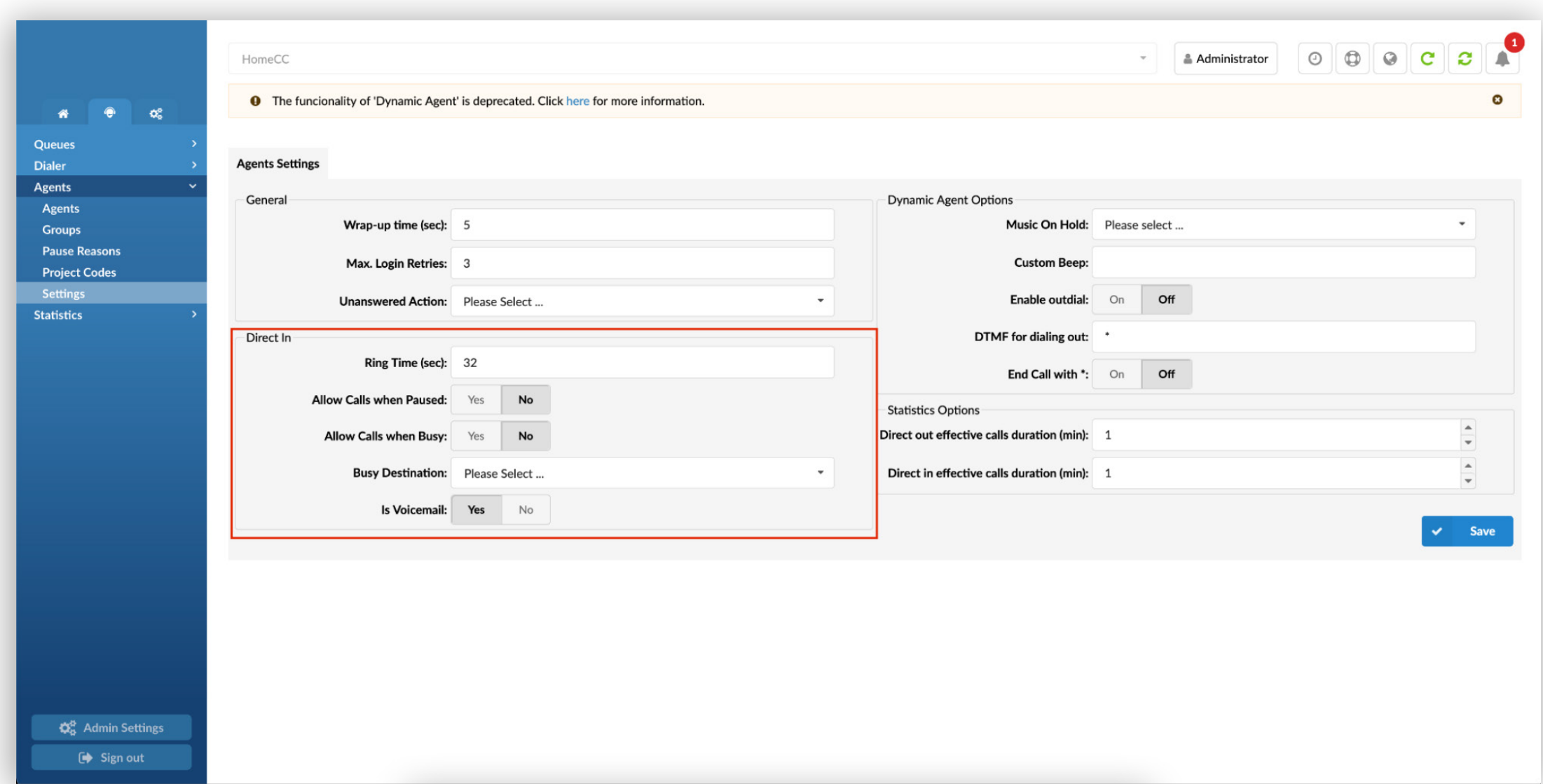
This has been improved further in the way that the options can be set per Agent too. The only difference is that per Agent options will have an additional option 'Not Set', which will indicate that in that case, we will fall back to the setting from general Agents Settings.
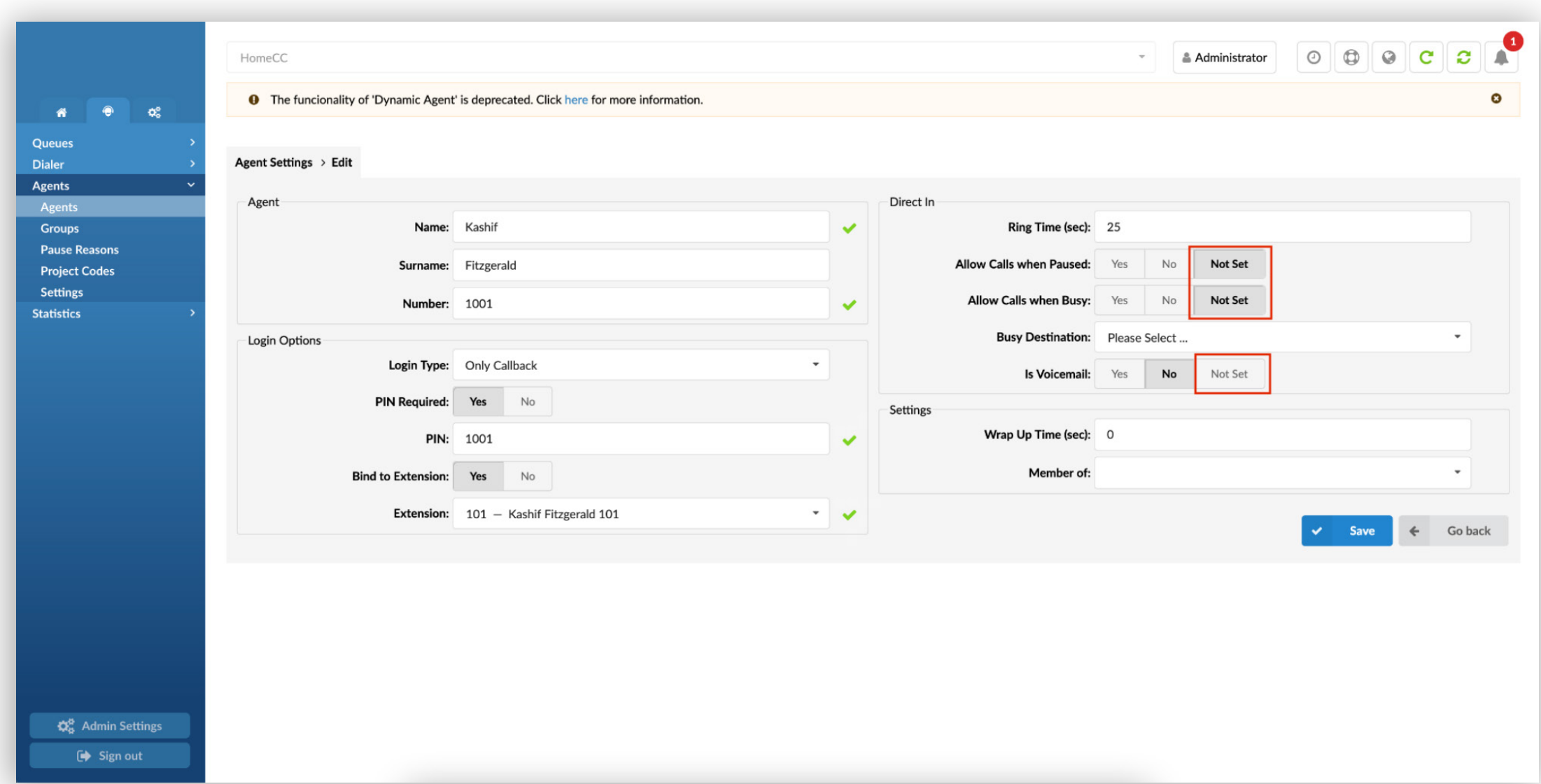
The additional options were added:

- **Ring Time (sec):** With this option, users will be able to set the ringing time for 'Direct In' calls.

- **Allow Calls when Paused:** If set to 'Yes', users should be able to call an Agent in the 'Pause' state.

- **Allow Calls when Busy:** If set to 'Yes', users can call an Agent that is already on call/busy.

- **Busy Destination:** Direct in busy Destination will let users redirect a call to another Destination if the Agent is busy.

- **Is Voicemail:** This option will dial Voicemail of Destination.

Added a New 'Completed' Disposition

The 'Completed' disposition is added, which means if users set this disposition to the number/numbers that number/numbers should not be called inside the Campaign anymore. Please note that selected number/numbers should not appear on the DNC numbers page.

Introduced 'Talk Time' Information to Queue/Dialer Disposition Statistics

The following information was added to Disposition statistics:

- **Talk Time Total** - Represents the total talking time per Agent.

- **Talk Time Average** - Represents the average amount of talking time per Agent.

- **Talk Time Max** - Represents the longest Queue/Dialer call.

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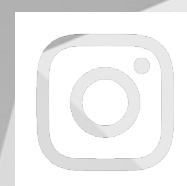Email: sales@bicomsystems.it

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