Communicator 4.2.1

Changelog

Table of Contents

Communicator [4.2.1]

New features:

- Search for agents in supervisor panel, and perform actions: hear a call, logout agent, transfer a call, chat and pause agent

- The administrator can disable agent permissions pause/resume in pbxware.config

Bug fixes:

- Google contacts sync

- Agent Panel window stays on the external monitor, after external monitor is disconnected/turned off

- Softphone outbound call can't be made, UDP packet reaches maximum of 1500 bytes, changed order of codecs in the preference window

- Supervisor agents view would show incorrect call information for agents performed attended transfer

Communicator [4.2.0]

New features:

- Implemented Automatic Updates over Portal service.
- Applied epic CRM popup implemented.
- Handle connection to pbxware v5 and do automatic updates.
- Added quick search of agents by name and number in Supervisor edition. Supervisor can then take certain actions once he finds some agent.
- Added permissions for Agent edition: pause and resume is controlled from server.
- Added permissions for Outlook contact syncing. It can be enabled or disabled on server, per tenant or globally.

Bug fixes:

- Volume slider fix in phone module for post Yosemite OSXs.
- Handle HTTP redirection in Call Popup module.
- Fix "call after edit" bug in call history.
- Apply callerid for outbound calls for calls coming from browser and when "confirmation" option is disabled.
- Login syncing issues fixed in Supervisor edition.
- Fix callerid issues in supervisor panel "inbound calls tab".
- Fix problem where supervisor agents view would show incorrect call information for agents that performed attended transfer.

Communicator [4.1.6]

New features:

- Added option to remember callerid or use one-time callerid.
- Allow user to select callerid and device when placing call from other apps (i.e. Browser, Mail app etc…).
- Updated language files.
- Enable supervised transfer to queue and agent (transfer dialog).
- Added CNAME to the callerid column under "Queue calls" tab (Supervisor edition)
- Change MSI installer name in Control Panel to be able to differentiate normal setup and MSI.

Bug fixes:

- Fix potential crash in Polycom integration module.
- Fixed issues with new Polycom firmwares (provisioning and operation mode).
- Fix for google chrome extension.
- Fix bug in chat window tabbed mode. Delivery status and typing icon was not visible.
- Fix bug with "sort alphabetically" in grid mode.
- Fix for callto:// and sip:// url handling and click to dial.
- Fix size of phone number confirmation dialog when calling from browser.
- Fix for agents' simultaneous calls in Supervisor edition.
- Fix issue with state time in supervisor panel.
- Fix bug in deskphone mode with "answered" status for calls that have not been answered (dialed directly from phone but not answered).
- Fix bug with latest Outlook updates and contact syncing.
- Fix Google contacts syncing.
- Disabled park until call is answered to avoid unpredictable behaviour in PBX.
- Logoff agent before edition is changed and app restarted.

Communicator [4.1.5]

Bug fixes:

- Fixed bug in chat window WindowActivate handler.

- Updated language files.

- Handle "answered elsewhere" in deskphone mode, do not show as missed call.

- Implemented Salesforce automatic call log creation on call startup. After call is finished, recording is uploaded.

- Log app version info and outlook MAPI errors to the log file.

- Fixed issue with app stealing focus on windows for inbound calls.

- Allow user to interact with application while sending fax.

- Allow user to simultaneously send multiple faxes.

- Added Retry button if sending of fax fails.

- Added border for tray icon on Windows and Linux.

- Added additional logging to help in debugging.

- Handle *X-ALL* for 'queue_member_status' and 'queue_member_paused' events.

- Show full version number in control panel > uninstall section.

- Fix tray icon paths for other brands.

- Do not reply with outbound 'subscribe' on inbound 'subscribe' xmpp stanza, to avoid infinite loops.

- Fix att xfer in deskphone mode, when ext A calls B, B has follow me, or gropup hunt and att xfer to C, call would still stay on the screen.

- Add cmd line to use native crash handler instead of ours.

- Set dpi awareness to false to temporarily provide a quick solution for high dpi displays on Windows (e.g. surfacepro etc…)

- Show correct callerid in supervisor panel for inbound calls for which callerid is replaced.

- Fixed callerid display issue on party A, when ext A calls ext B on which group hunt is enabled.

- Fix wrong path when downloading call recordings from osc dialog.

- Fixed callerid display issues on MT when making call from tenant A to B and ext on B has group hunt enabled.

- Use AMI to park softphone calls. This is to ensure that it will always work, because #700 sometimes will not work (e.g. outbound call).

- Option to confirm number when calling from web browser and other apps.

- Show queue name in transfer dialog.

- Added save to disk in voicemail dialog and implemented some usability changes.

- Only 1 nudge is permitted within 30 seconds interval.

- Show dnd status in supervisor pannel for an agent, instead of "on call".

- Fix wrong call information for dynamic agents outbound calls in supervisor edition.

- Show supervisor window on startup only in supervisor edition.

- Fixed bug in voicemail dialog with save/play actions.
- On windows on app startup, give priority to machine UUID generated from installer for reporting service because of the roaming users profiles.
- Hide assistance requests and messages in supervisor panel until implemented in agent edition in v5.
- Fixed choppy audio issues on Windows and OSX (wifi bearer plugin).
- Changed tray icon on windows to be visible on any background color.
- Added additional logging in jabber thread.
- Add gstreamer dependency into Linux deb package.

Communicator [4.1.2]

General:

- Added file transfers to chat history.

- Implemented "Shared Configuration" mode.

- User can now view and join ongoing dynamic conferences from conference module.

- Added option to callback user when he logs in to gloCOM. Callback options are displayed next to user status.

- Added option to notify user when call has finished. Option can be disabled.

- Added support for showing own personal information.

- Added support for polycom firmwares 4.1.x.

- Allow user to change default polycom username and password.

- Added support for emoji emoticons in chat.

- Added 'Seen' and 'Delivered' status in chat. 'Seen' is optional and can be disabled.

- Added support for calling Contacts from Outlook emails.

- Added detailed Notifications (unread messages, missed calls etc…) in main window next to user status.

- Added support for transfer to voicemail.

- Added support for automatic application restart on Edition change.

- For incoming calls, always do local contact, and display both local and system callerid name.

- Added support for sip and callto URL protocols on all platforms.

- Added support for registering gloCOM as default app on Windows Vista and above.

- Improved Automatic updates. 1 and 2 weeks reminders, option to ignore specific version, UI changes.

- Redesigned popup window on Windows.

- Indicate in red color when we are muted on a softphone call.

- Bounce dock icon on Mac, and flash taskbar icon on Windows, for inbound calls.

- Changed Polycom core integration. Many critical fixes, improvements, and performance improvements.

- Added one-time outbound caller id selection.

- CRM contacts are now searched in local db first. This improves performance, and minimizes delay.

- Added option to transfer call to agent's logged in extension (call center editions only).

- Added support for queue-related operations in Business and Office editions (i.e. call transfer).

- Static Queue members support. It is possible to see Queue from which call came in all editions.

- It is now possible to copy phone numbers to clipboard from call history.

- Set cover page fields to max 50 chars.

- Sync contacts on a daily basis by default (optional).
- Added Italian language file.
- Store full glocom version number in registry so that other apps can read it.

Modules:

- CRM module is available in all editions as a module, is user has permissions to use it.
- Call Popup is now a module. Permissions are set per user.
- About dialog shows available modules for logged in user.
- CallPopup module provides Queue info in all editions.

Faxing:

- Outbound fax reports.
- Added filtering by date.
- Fixed various transmission tracking issues and cancellation.
- Usability changes.
- Added "open containing folder" option.
- UI changes.

Supervisor panel:

- Supervisor Panel UI has configurable options to zoom in / out. Very useful for large TV screens.
- Toolbar instead of window menus and context menus in supervisor panel.
- Start Chat with agents from agents panel directly.
- Enable to reset threshold value in supervisor panel.
- Added option to pause / unpause agents from supervisor panel.
- Added option to automatically launch supervisor panel on application Login.
- Show extension on which agent is logged in (supervisor panel).

Bugs:

- Fix internet explorer 11 context menu bug.
- Fix various click to dial issues in Outlook.
- Fix issue with conference calls not being detected as such (in certain scenarios like group hunt).
- Fix issue with "channel not available" and dynamic meetme.
- Fix SearchBox control to be able to show popup with button click.
- Fix issue with jabber presence and different languages.
- Fix DND issue.
- Fix bug for calling from mobile number on MT.
- Fix automatic reconnect issue.
- Fix group chat focus issue.

- Fix chat window focus on OSX when clicked on dock icon.
- Fix issues with Supervisor queue fields in Queue and Wallboard view.
- Fix issues with contact tabs on Linux.
- Fix issue with keyboard shortcut copying html.
- Fix issue with group chat sending popup notifications for user's own messages.
- Fix issue with missing context menu on Linux.
- Fix contact lookup by phone number.
- Fix issue with printing fax reports on Windows.
- Fix Fax Report window showing twice sometimes.
- Fix wrong participant callerid in conferences.
- Fix wrong cid and cname when user picks up parked call.
- Fix Polycom bug with callerid starting with a + sign.
- Fix wrong cid and cname for softphone calls.
- Fix bug in wizard when user logs in for first time and changes password.
- Fix wrong information under "Inbound calls" tab in Supervisor edition.
- Fix error reporting from fax port monitor on Windows.
- Fix auto login in agent edition.
- Fix badge notification issue on OSX for first received message.
- Fix for CRM favorite contacts.
- Fix missing checkbox in OSC dialog on OSX.
- Fix transfer issue when call comes through queue to an agent, and then transferred to another user.
- Fix critical Login timeout issue.
- Fix various crashes and memory leaks.
- Fix osx scrollbar issue.
- Fix google contacts issue.
- Fix supervisor edition crash when queue is removed.

About Bicom Systems

Vision Statement
We Unify Communications!

Mission Statement
We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview
Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

Bicom Systems (USA)
3901 South Ocean Drive
Suite 9E
Hollywood, Florida
33019-3003
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 670 7777
Fax: +1 (954) 278 8471

sales@bicomsystems.com

Bicom Systems (CAN)
Hilyard Place B-125
Saint John, New Brunswick
E2K 1J5 Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

sales@bicomsystems.com

Bicom Systems (UK)
Unit 5 Rockware BC
5 Rockware Avenue
Greenford, London
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

sales@bicomsystems.com

Bicom Systems (France)
188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

sales@bicomsystems.com