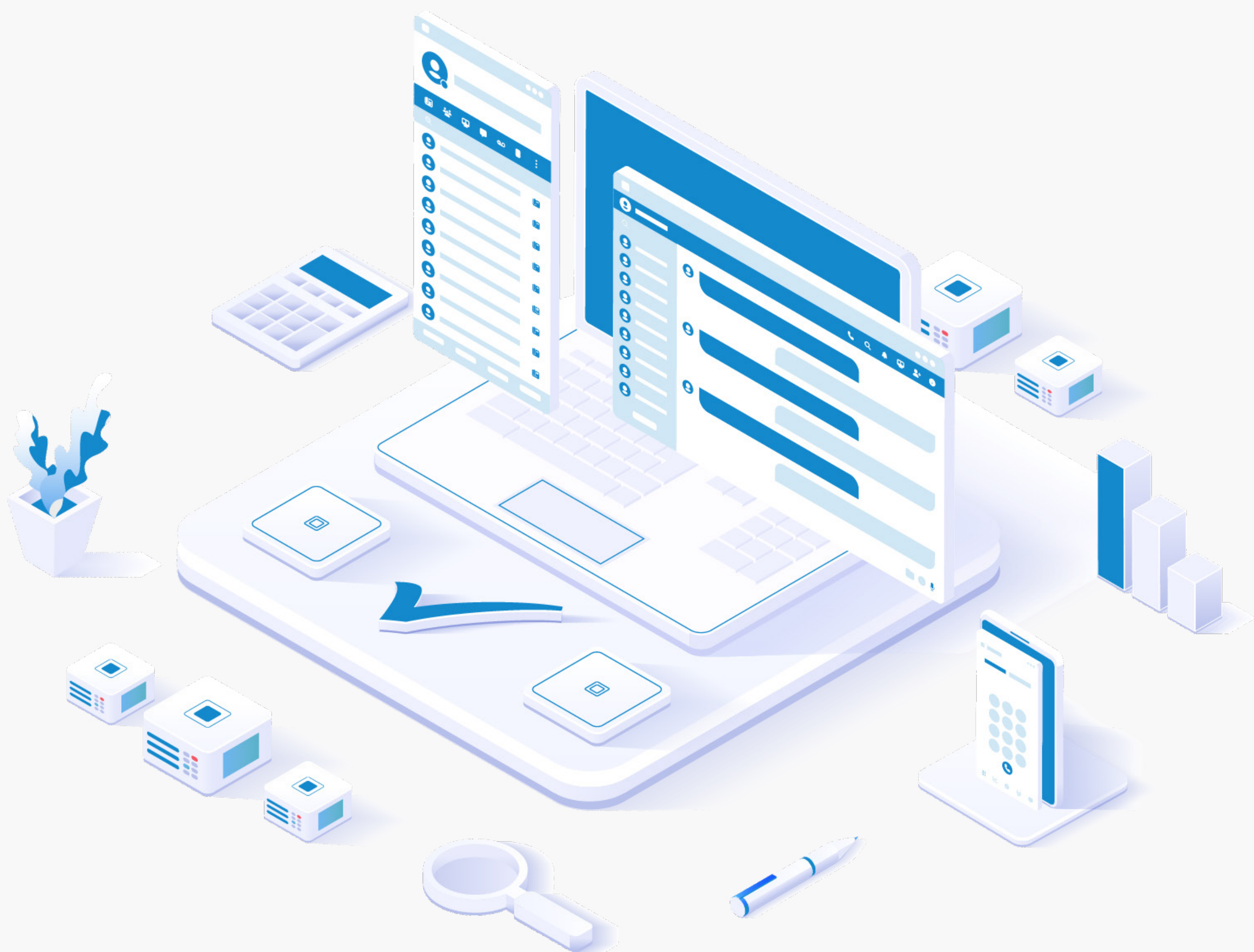




CHANGELOG

Communicator Next 8.2.0

Features

- Navigation bar customization.
- Call Quality Metrics in Communicator Next.
- Call Pickup in Communicator Next.
- Caller ID Switching Preference.
- Fax on Communicator Next.
- Synced Favorites.
- Quick Actions for External Contacts.
- External Contacts CSV Import Details View.
- Delete multiple external contacts.
- Unified search.
- In-Conversation Search.
- Meeting Attendance Reports in Communicator Next.
- Grant meeting remote control from Communicator Next.
- Call Into Meeting in Communicator Next.
- Add External Participants to the Meeting.
- Call Waiting Control in Communicator Next.
- Dialing Rules.
- CRM view in the Communicator Next desktop application.
- Busylight integration.
- Wallboard Slideshow.
- Wallboard Thresholds.
- Launch Dashboard automatically on login.

- Added support for customizing the login screen's appearance and background via BRM.

Bug Fixes & Improvements

- Fixed linking a newly created CRM contact to a Contact Center SMS ticket, which previously failed with a "Session ID is not valid" error.
- Replaced the Busylight icon, which was previously identical to the Modules icon, with dedicated selected/unselected icons.
- Added real-time handling of Agent and Queue list updates from the Omni SDK, removing the need to manually refresh to see changes.
- Disabled the 'View in CRM' setting when no CRM integration is active or the user isn't signed in.
- Hide the active call toast stack when the in-app CRM view only partially covers the Voice tab, since active calls remain accessible there.
- Made the in-app CRM record view opened from top search resizable and full-screen, instead of a fixed, non-resizable window.
- Fixed the voicemail Download button, which previously did nothing when clicked.
- Fixed supervised (attended) transfers failing when the transfer target's Busy Level was set to 1.
- Fixed the meeting camera not being released after quickly toggling it on and off.
- Restored the ability to download a chat file directly instead of only opening a preview.
- Fixed outgoing calls failing immediately when the selected microphone was disconnected, by falling back to the default input device.
- Hide the SMS CRM widget when connected to a PBXware backend that doesn't support CRM contact linking.
- Added a Favorites section to contact pickers for transfers, conferences, meetings, group chat, message forwarding, and SMS.
- Improved SMS tab search filtering to match contacts by phone number consistently with the External Contacts tab.

- Fixed the Chat tab's contact filter to match only contact names instead of also matching extension numbers.
- Aligned hover colors on the Contacts tab (dark/navy themes) and Call History (all themes) with the rest of the app.
- Made unified search's quick filters persist while switching tabs, resetting only when the search panel is closed.
- Implemented full SMS history sync on login so global search can find messages in conversations that were never opened.
- Clarified the error message shown when a call placed with a selected Deskphone fails.
- Fixed thread messages incorrectly reverting from Seen back to Delivered status.
- Added an 'Add to Favorites' option to the contacts widget shown during calls, SMS, messaging, and email.
- Capped table column and column-group widths so they can no longer be resized indefinitely.
- Fixed new SMS conversations not linking to the selected contact when the contact's number required automatic format conversion.
- Fixed new-SMS contact search to also match internal contacts by their phone number, not only their SMS number.
- Improved chat search highlighting to prefer the longest matching term instead of splitting overlapping matches.
- Added permission-gated Contact Center Dashboard settings for Business-edition users with ERG dashboard access.
- Added an option to automatically launch Dashboards on application login.
- Added a Wallboard slideshow option that automatically cycles through ERG and Queue views on a configurable interval.
- Fixed meeting chat sometimes showing messages carried over from a previous meeting.
- Added contact-suggestion dropdowns when transferring a call or adding participants to a conference.

- Improved the Join Meeting by number flow with input validation and instant error messages, instead of surfacing errors only after the device-setup screen.
- Made the bulk-delete checkboxes for contacts an optional, configurable column.
- Fixed the message composer layout breaking when opening a thread while in-conversation search was active.
- Fixed replies to older, search-found messages not appearing immediately in chat without reopening the conversation.
- Fixed login failures when switching accounts via SSO or changing editions after logout.
- Changed the default scheduled-meeting time to the next hour instead of always defaulting to midnight.
- Gated the 'call into meeting' option behind its feature flag so it's hidden on unsupported PBXware versions.
- Focused the search input automatically when opening in-chat search.
- Fixed the meeting recording playback slider not working because recorded .webm files were missing duration metadata.
- Made the raise-hand and reactions buttons toggle their widgets open and closed.
- Fixed an active meeting closing when the support page was opened from Help.
- Added support for fetching conversation messages by conversation ID in the MCP server, resolving ambiguous name matches.
- Fixed table column resizing, which had stopped working.
- Fixed the Contact Details sidebar blocking the Queue/ERG transfer destination list.
- Fixed clicks on the macOS top bar being swallowed by the window drag area, which prevented closing search and other overlays by clicking outside them.
- Hide the chat sync banner from the SMS tab, where it doesn't apply.
- Fixed the Start Conference button staying disabled after a conference failed to start.
- Fixed several chat errors around thread message delivery and read receipts that could surface as console errors or crash notification handling.

- Reduced excessive delivery-report traffic sent for thread messages after a full chat sync.
- Fixed the user profile menu rendering behind chat controls and the top bar.
- Fixed malformed JSON being stored in file and voice message bodies, which could break message search.
- Fixed the switch-device confirmation modal referencing 'Communicator' instead of the current OEM brand's app name.
- Fixed a regression where softphone registration would deregister other clients or a deskphone on the same extension.
- Reduced memory and CPU spikes that made the app unresponsive during chat file uploads.
- Widened the message reactions tab and added a scrollbar so large numbers of reactions display properly.
- Stopped a chat-sync-failed alert from blocking auto-login after resuming from sleep.
- Fixed the 'Call with' option disappearing from the chat More Options menu at smaller window widths.
- Fixed an incorrect 'No SMS number assigned' message on PBXware systems using the legacy SMS API.
- Pinned meeting action buttons (Join, Copy Invitation) to the bottom of the panel instead of below the scrollable participant list.
- Fixed the Cancel button not canceling an in-progress avatar upload.
- Fixed attended transfer to ring groups and queues being disabled.
- Fixed keyboard arrow navigation in dropdown menus from also scrolling the table underneath.
- Fixed SMS message bubbles getting clipped on the left in narrow window widths.
- Fixed the Esc key clearing the SMS search query at the same time it closed the filter Dropdown.
- Centered the raise-hand icon above its button in meetings.

- Fixed the recurring meeting description being cut off instead of wrapping.
- Added a detailed import-results view showing why each contact failed or was updated during a CSV import.
- Added bulk deletion of external contacts.
- Added a search sidebar to chat conversations with Messages, Files, and Links tabs.
- Fixed logging in with a username/password account after an SSO account was previously saved, which could sign in to the wrong extension.
- Added a meeting Attendance report with participant statistics, search, and CSV export.
- Fixed spacing on the failed-message status label and a stuck upload-cancel label after switching conversations.
- Redesigned the active call bar for transfers with distinct styling and clearer active/transfer call counts.
- Added a 'Phone registered' indicator for contacts that are online via a desk phone but shown as offline in Communicator.
- Fixed the softphone failing to re-register after sleep/wake and network reconnects, and resolved related registration errors.
- Made the Esc key close the contact creation form.
- Fixed numerous cases where pressing Esc during a transfer closed the wrong dropdown, modal, or search field instead of the intended one.
- Fixed audio echo, duplicate participants, and a stuck conference state when a meeting was started mid-call from Communicator Desktop classic.
- Adopted chat sync v2 so an in-progress sync can be resumed and reused instead of restarted on every app launch.
- Added handling for CRM API 401 errors, showing a toast and marking the integration disconnected instead of silently failing.
- Fixed edited/deleted thread messages and reactions not syncing for offline users, by using the modified-messages sync endpoint.

