



CHANGELOG

PBXware 7.1.0.3

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SYSTEMS

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7.1.0.3 - April 3, 2024

Bug Fixes & Improvements

- Extensions: Fixed an issue where changing the extension number caused the extension's settings not to be saved properly.

Bug Fixes & Improvements

- Fixed an issue where CDRs for calls from gloCOM Desktop would not have recording files linked correctly.
- Fixed an issue where the table migration would fail when upgrading older systems to the 7.1 version.

7.1.0.1 - February 21, 2024

Features

- Fixed an issue where tooltip settings data mismatch would break javascript.
- Fixed an issue where outbound SMS was not working for the Bandwidth provider.
- Added syslog messages on pbxware start/stop/restart.

Meeting Module

- Implemented a fix for audio and chat history issues in a recurring meeting that was converted from a non-recurring meeting.
- Fixed an issue where Organizer could not join the meeting that was created from Online Self Care.
- Fixed an issue where a participant, added to the meeting in progress via PBXware Online Self Care, could not join the audio.

Features

- **Contact Center Omnichannel**
An all-in-one solution for managing customer requests and information sharing across multiple channels.
 - **Visitor App**
The key to seamless customer engagement on a website.
 - **Messaging Configuration**
Customize connections, create messaging queues, and apply tailored settings for a seamless omnichannel experience.
 - **Reports**
Unified reporting that compiles data from all channels for a comprehensive overview.
- **Two-factor authentication** for OSC and gloCOM users.
- **File System**
Introduced the ability to archive and delete chat message history.
- **Ray Baum's Act**
Implemented a set of features to comply with Ray Baum's Act.

New Endpoints



Snom D862



Snom D865



Yealink T31W



Yealink T34W

Contact Center Module

- Agent: Disabled changing the group name after it is saved once.
- Agent: Forbade the addition of pause reasons with the same code or name.
- Visitor App/LiveChat: Introduced as key to website customer engagement, offering features such as:
 - **Pre-chat Form**
Meet the customer with a pre-chat form.
 - **Basic Virtual Assistant**
Harness the power of chatbot assistance.
 - **File Sharing**
Enhance interactions by allowing customers to share files, documents, or images.
- Messaging Settings: Introduced to enhance users' communication capabilities across various channels: SMS, Email, and LiveChat.

Queues Configuration

- Introduction of assignment strategies with the capability to manage returning customers.
- Enhanced operation hours for improved service availability.
- Introduction of out-of-office messages to enhance the customer experience.

Chatbot Configuration

- Real-time preview for chatbot setup.

Channels Configuration

- LiveChat, SMS, and Email configuration

Settings

- Alert emails: Set up and configure security email alerts.
- Operation Times: Global operation time settings.
- "First response" and "Chatbot" timeout configuration
- Working Units - defining maximum agent workload with the respect of the effort that needs to be invested in handling requests on different channels.

- Agent Capacity Settings: Introduced a new set of options to customize agent capacity and workload within your business.
- Statistics/Reporting: Blended Agent & Queue Reporting that gathers statistics from all communication channels, creating a unified source for data analysis.
- Scheduled Reports: Reworked scheduled reports to accommodate omnichannel requirements.
- License Counter: Introduced a new page for users to manage and control their agent and supervisor licenses, as well as their omnichannel modules.

Meeting Module

- Added dial-in info to the calendar invite.
- Enabled dial-in to public meetings without the need for the participant's ID.

Bug Fixes & Improvements

- 2FA: Implemented Two-Factor Authentication for OSC and gloCOM users.
- 2FA: 2FA Improvements.
- Access Codes: Fixed an issue where dialing access codes '*303' and '*304' would not replace greetings for ERGs.
- API: Added the option to configure the 'Skip Invalid Selection Alerts' feature on IVR.
- API: Added the option to configure the visibility of call rating info in OSC.
- API: Implemented adding 'Dial Group' and 'ERG' as Destinations in IVRs.
- API: Added the ability to add, edit, and remove ERGs using API.
- API: Added the ability to configure the 'Preserve original Caller ID' setting for DID and 'Emergency Location Header' for Tenants and Trunks.
- API: Updated API documentation.
- API: Added the ability to fetch Archiving reports.
- API: Added the ability to fetch SMS & Bulk SMS reports.
- Auto Provisioning: Added support for Snom D862/D865 devices.

- Auto Provisioning: Resolved the Additional Config issue for Grandstream GXP2160 devices.
- Auto Provisioning: Fixed an issue related to Additional Configuration for Snom M300/M900 devices.
- Auto Provisioning: Added Speed Dial support for Grandstream devices.
- Auto Provisioning: Added support for Yealink T31W and T34w devices.
- Auto Provisioning: Fixed a reboot issue for Grandstream GXV3380 devices.
- Auto Provisioning: Fixed an issue with adding BLFs to the expansion module for Yealink phones.
- Call Forwarding: Fixed an issue that would occur when a user attempted to delete multiple Destinations at once.
- Caller ID: Implemented the ability to force Caller ID presentation in E.164 format.
- CDR: Added the ability to change the recording filename format to include “src” and “dst” column values.
- Channel Limits: Added a “Notification Email” field used for sending channel-limit related notifications.
- CRM: Created the option to enable/disable creation of new leads when a caller ID is unknown.
- DIDs: Added the ‘Name’ field to the DID configuration on a tenant level.
- DIDs: Implemented CSV download per Tenant.
- DIDs: Fixed an issue that would occur on multiple saves of existing SMS numbers on the CC Edition.
- DIDs: Fixed issues with editing E.164 numbers when SMS is enabled and the number exists.
- DIDs: Fixed an issue where a CSV upload would delete the SMS number from any DID with the same number.
- DIDs: Implemented the ‘Prioritize CLI routing’ option that overrides Operation Times rules on DID.

- E-mail notifications: Added the 'Limit exceeded' notifications for both local and remote channels on a Tenant level.
- Embedded Documentation: Addressed the branding issues and made sure that 'Server URL' and 'Token' fields are not available when 'Server Type' is set to "default".
- Embedded Documentation: Implemented the option to preserve the selected language on logout.
- Emergency services: Use emergency services from the master tenant if they are not set on a tenant level.
- ERG: Added the "Custom Ringtone" option to ERG.
- ERG: Added the 'Detect caller early hangup' option to ERG.
- ERG: Added the 'Leave When Empty' and 'Empty Destination' options to ERG.
- Extensions: Fixed an issue where the UAD Template would not be applied when adding multiple extensions using CSV upload.
- File System: Added the ability to archive and delete chat messages.
- Groups: Added the ability to restrict access to 'Destinations' and 'Editions & Modules'
- Groups: Renamed selections 'Destinations' and 'Editions & Modules' to 'Disable Destinations' and 'Disable Editions & Modules' respectively to prevent them from being disabled by default.
- IVR: Added the option to prevent the 'Invalid Selection' sound prompt from playing if no options were selected.
- IVR: Fixed an issue where ringtones would be played before the call entered the IVR even when 'Rings to Answer' was set to '0'.
- IVR: Added the "Invalid option" notification in IVR.
- IVR Statistics: Fixed an issue where the destinations assigned to '0' would not be displayed in the statistics.
- Languages: Added the Portuguese language.
- Limits: Fixed an issue where ERG limits would not be applied if set to '0'.
- Notifications: Added the "Update available" notification in the PBXware GUI.
- Implemented a fix that ensures that the 'Allow CallerID Within DID range' and 'Drop Anonymous calls' options are following priority levels.

- OSC: Fixed an issue where the advanced branding logo was not being shown in the OSC portal.
- OSC: Added the option to display call rating info in OSC.
- Protocols: Added the new fields to specify SIP transport for desktop and mobile applications.
- Ray Baum: Implemented Ray Baum's Act compliance features.
- Recording: Fixed an issue where Tenant to tenant calls were not being recorded on both sides.
- Ring Groups: Ensured that the Diversion header is sent when the last destination is an External Number.
- Scheduled Reports: Implementation of scheduled reports for OMNI statistics.
- Servers/Tenants: Removed '%' from allowed chars in the password warning message as it was previously disallowed on a functional level, and still is.
- SMS: Added support to assign multiple extensions to a single SMS number.
- SP: Display the SP administrator name in Action Logs on the synced system once a change has been made.
- Tooltip Service: Fixed a bug where embedded documentation would not work for an LDAP user.
- Touchless Provisioning: Fixed an issue where devices would not be shown on the non-MT systems until the server was resaved.
- Translations: Updated the French translation.
- Trunks: Implemented an option to add a prefix to emergency calls.
- Trunks: Implemented an update that prevents invalid characters from being entered in the SIP header.
- Voicemail: Implemented the SMS notification feature for new voicemails.
- Voicemail: Added '%EXT_NAME%' and '%TENANT_NAME%' as new variables for the "Voicemail blocked" email template.
- Voicemail Email: Fixed an issue where the sound file would not be sent as an email attachment.

Contact Center Module

- Database - Existing database tables have undergone modifications.
- Fixed an issue with the app crashing due to missing literals in the string.
- Removed the domain name validation for LiveChat.
- Resolved potential issues with emojis and other chars on message sync.
- Resolved the deadlock issue in the app queue with the “Share Wrap-up Time” option enabled.

Meeting Module

- Meeting: Add co-organizers as confbridge admin.
- Meeting: Allow participants to enter IVR without Participant ID for public meetings.
- Meeting: Make ignoo connection to meeting server more resilient.
- Meeting: DID's that were “Not Active” were being sent back.
- Meeting: Fixed an issue where Meeting events were not added to the calendar for the meeting organizer.
- Meeting: Fix for the meetings list not working.

Features

- Embedded Documentation.
- sipPROT v5 integration with PBXware.
- Shared DIDs for SMS.
- Oauth for SMTP Configuration.

Bug Fixes & Improvements

- Action Log: Fixed a fatal error issue on action log search.
- API: Fixed the issue where PHP notice would be displayed when pulling Operation Times list.
- API: Added ability to control SMS Trunks and SMS Trunks & Tenants using API.
- API: Fixed the issue where tenant codecs would not be set when tenant is created.
- API: Added option to set Incoming IP address range when editing trunk.
- API: Added ability to list and manage members for Enhanced Ring Groups.
- API Extensions: Added option to control the Skip the PIN Prompt option through API.
- Auto provisioning: Added ability to use custom UAD configuration for Flyingvoice devices.
- Auto provisioning: Added LDAP options for Grandstream devices.
- Auto provisioning: Fixed BLF issue for Grandstream devices.
- Auto provisioning: Fixed the issue with displaying extension's username on Snom Mxx devices.
- Auto provisioning: Added support for Snom M500.
- Auto provisioning: Added support for Avaya J179 device.
- Auto provisioning: Added support for Flyingvoice Flyingvoice FIP10, FIP12WP, P10P, P23GW.

- Auto provisioning: Added ability to manage BLF button type on Yealink devices.
- Auto provisioning: Ability to manage BLF/DSS keys on Yealink devices.
- Auto provisioning: Fixed several minor bugs related to the Auto provisioning.
- Auto provisioning: Added ability to use UAD Additional config for Poly Edge B devices.
- Call Forwarding: Added ability to change the default timeout value for call forwarding on tenant level when enabled via access code.
- CDR: Added the option to filter CDRs by recorded calls.
- CRM: Optimization work done to speed up Hubspot.
- CRM Bullhorn: Added login with redirect URI for token generation and better phone search.
- CRM: Fixed the PHP issue that caused CRM routing to fail.
- CRM: Optimized CRM routing speed.
- CRM ZOHO: Fixed the issue with OAuth token expiry.
- Dashboard: Fixed the issue where warnings would pop-up on Dashboard.
- DID: Implemented a feature to remove deleted destination from the DID destination value.
- Email Template: Added variable %FULLNAME% to Emergency Call Email Template.
- Embedded Documentation: Added support for multiple languages.
- Emergency services: Use emergency services numbers set on master tenant in case they are not set on tenant level.
- ERG: Fix issue where directed call pickup would not work for a member on mobile device.
- ERG: Exposed all the ring strategies available in Queues in ERGs.
- ERG: Added ability to auto create ERG from existing queues.
- ERG Statistics: Fixed the issue where ERG statistics would ignore member selection and display the stats for all members.
- ES Caller ID: Added Default Caller ID and Default Privacy options.

- Extensions: Fixed the issue where picking up calls from extensions registered with a mobile app would not work.
- Extensions ES: Fixed the issue where BLF page would be broken when language is set to French.
- Extensions channel limit notification: Implemented the fix to ensure email notification is being sent to the correct email address.
- Extensions: Invalid characters are now automatically removed from MAC Address entries.
- Groups: Created permissions to prevent site users from creating and deleting extensions.
- Incoming/Outgoing Limit Email Template: Added variable for tenant code.
- IVR: Add IVR tree destination to CRM routing, DID, IVR as well as their APIs.
- IVR: Added “Invalid option” sound prompt which will be played to caller if invalid selection is made in the IVR.
- Local calls: Fixed the issue with local calls being sent to an extension on a different tenant even if tenant to tenant calls were disabled.
- Meeting: Starter package is automatically assigned to new extension.
- Meeting: Fixed the issue with date picker not displaying calendar if French language is used.
- Monitor page: Added ‘Select All’ button on Monitor Page.
- Monitor Page: Fixed the issue with live calls refresh.
- Operation times (OSC): Fixed the issue with CSV Upload.
- OSC login issue with 2FA: Fixed the login issues with email addresses starting with number.
- OSC: Resolved the fatal error issue in OSC on SMS CSV download.
- OSC: Resolved the issue where error would be displayed in dashboard.
- OSC: Removed the Embedded Documentation from OSC VM features.
- PBD: Fixed the issue with access codes when PIN Based Dialing is used.
- Searching sounds: Fix search for sounds under IVR tree.

- sipPROT: Added sipPROT to PBXware.
- Statistics: Filter missing in ERG statistics for Business edition.
- SMS: Added OZSMS SMS provider.
- SMS: Add ability to assign multiple extensions to a single SMS number.
- SMS: Introduced ability to enable SMS service on all tenants at once through the PBXware license.
- SMTP: Introduced Oauth for SMTP configuration.
- SP Edition: Disabled 2-step verification for SSO login.
- Tenants: Add Default Fax Caller ID field.
- Tooltips: Enabled tooltips on specific top-level pages and added the option to change the tooltip-cursor color from branding page.
- Translation: Fixed the issue with adding additional configuration in the Protocols when French language is being used.
- Voicemail: Resolved the issue with playing voicemails if Caller ID contained a + character.
- Voicemail: Improved mailboxes search.
- Voicemail Notification: Added functionality to continue to call the extension/destination until the call is rejected or voicemail is listened to.
- Voicemail: Fixed the issue with playing voicemail from the OSC.
- Voicemail: Added new variables to a voicemail email template.

New Endpoints



Flyingvoice FIP10



Flyingvoice FIP12WP



Flyingvoice P10P



Flyingvoice P23GW



Avaya J179



Snom M500

Meeting Module

- Meeting: Implemented add/remove feature for co-organizers.
- Meeting: ical meeting invite improvements.

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