

gloCOM Desktop

Bug Fixes & Improvements

- Fixed the issue with the unbound SMS unread conversations menu.
- Fixed issues with Outlook integration crashing.
- Fixed the issue where a call ends while its number-label context menu stays open.
- Fixed the issue where initiating a call from the SMS window with no conversation selected would fail.
- Fixed the issue where a call ends during a supervised transfer drag.
- Fixed crash on macOS when the default audio input device reports an invalid format.

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Bug Fixes & Improvements

- Fixed issue with chat input field getting disabled.
- Fixed issue with HTML parsing in chat file names.
- Fixed issue with app disappearing from the taskbar on window close on Windows.
- Fixed issue with wallboard statistics in Supervisor panel.
- Fixes issue with Fax menu items visibility.
- Improve wait time representation in the Supervisor panel by displaying minutes and seconds.

7.6.0.2 - February 26, 2026

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Bug Fixes & Improvements

- Fixed an issue with a crash in auth error handling.
- Fixed an issue with a crash when an Outlook call is used with an unknown contact on Windows.
- Fixed an issue with sporadic crashes with the chat input tracker.
- Added option to disable call popup for calls answered by another user (Queue, ERG).
- Renamed Supervised transfer to Attended transfer.

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iOS

Features

- Move the voicemail button to the phone screen.
- Display SMS footer on SMS screen.

Bug Fixes & Improvements

- Added support to disable SMS/MMS deletion in PBXware.
- Added an option to toggle a sound playing on network change.
- Introduced confUid for joining dynamic conferences.
- Added an option to paste an image from the clipboard into the chat.
- Added support for pressing URLs in SMS messages.

Android

Features

- Move the voicemail button to the phone screen.
- Display SMS footer on SMS screen.

Bug Fixes & Improvements

- Added support to disable SMS/MMS deletion in PBXware.
- Added an option to toggle a sound playing on network change.
- Introduced confUid for joining dynamic conferences.

Contact Center Module

- Contacts Management: Fixed an issue with Contacts update when linking a conversation.

NOTE: Please note that conversation linking will not function if the user has version 7.5 of PBXware and gloCOM installed on a version lower than 7.5. This affects gloCOM Agent and Supervisor editions.

- Fixed an issue where the replied message dialog was not functioning correctly in the Thread panel.
- Improved HTML, CSS, and JS handling for mention messages to prevent malicious code execution.
- Enhanced security measures for image uploads.
- Addressed and fixed potential SVG and XML exploits.
- Display a warning message when opening or downloading a file that may contain potentially malicious code.
- Updated translations.
- Disabled the ability to drag participants in the “Invite Participants” list.
- Fixed an issue with MediaRecorder not working on Safari when using a specific headset.
- Fixed an issue where the thread panel wasn’t loading messages properly.
- Fixed an issue with duplicate presenters appearing in grid view.
- Fixed an issue where autojoining would get stuck if the required data was missing.

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iOS

Features

- Single Sign-On (SSO) authentication.
- Chat Topics/Threads.
- Option to edit existing chat messages.
- Support for taking over active calls from another device.
- Pop-up alert to export SMS history after app upgrade.
- Support for storing and exporting call quality metrics.
- Handle the SMS error code for insufficient funds when sending a message.

Improvements

- Added support to prioritize syncing chats that have unread messages.
- Added a silent ringtone option.

Android

Features

- Single Sign-On (SSO) authentication.
- Chat Topics/Threads.
- Option to edit existing chat messages.
- Support for taking over active calls from another device.

- Pop-up alert to export SMS history after app upgrade.
- Support for storing and exporting call quality metrics.
- Handle the SMS error code for insufficient funds when sending a message.

Improvements

- Added support to prioritize syncing chats that have unread messages.
- Added a silent ringtone option.
- App stability improvements (Android 8.0 is now the minimum requirement).

7.4.0.3 - March 17, 2025

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Bug Fixes & Improvements

- Fixed an issue with Outlook contact's name not being displayed in the call window and call history list
- Fixed an issue with contact numbers with no label not being shown.
- Fixed an issue with numbers not being shown if Google contact name is not set.
- Fixed an issue with MSIX installer being unable to finish the installation process due to missing admin privileges.

7.4.0.2 - February 18, 2025

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Bug Fixes & Improvements

- Fixed an issue with the Outlook plugin not loading.

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Bug Fixes & Improvements

- Fixed an issue where the Outlook GAL contacts were not synced.
- Fixed an issue with SMS messages syncing.

Contact Center Module

- Fixed an issue where a sneak peek remains visible after transferring the ticket to the unassigned chats.
- Fixed an issue with the feedback form disappearing if the disposition is selected before.

Meeting Module

- Fixed an issue where there were duplicate messages in the meeting chat on reconnection.

