



RELEASE NOTES

PBXware 8.2.0



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Features

Asterisk 22 as Default Version

Asterisk 22 is now the default Asterisk version in PBXware v8.2.0. In PBXware v8.1, Asterisk 22 was introduced as an additional supported version and could be enabled manually using the `set_asterisk_version` CLI command. Starting with v8.2, Asterisk 22 is automatically applied by default. If needed, users can switch back to Asterisk 18 using the `set_asterisk_version` CLI command followed by a PBXware restart for the selected version to become active:

```
/opt/pbxware/sh/pbxware set_asterisk_version 18
```

Once a specific supported version is selected, it remains active across subsequent PBXware restarts.

Important: If a configured Asterisk version is no longer supported in a future PBXware release, the system will automatically use the Asterisk version designated as the default for that release. For example, if Asterisk 18 was previously selected and a future release supports only Asterisk 22 and 26, the system will automatically switch to the default Asterisk version defined by PBXware for that release.

Expanded PBXware API Coverage

We continue to expand the **PBXware REST API**, making more platform functionality available to developers and partners for integrations, automation, and custom solutions. This release introduces additional API endpoints and extends coverage of existing PBXware functionality, providing more ways to manage and integrate PBXware with external systems.

Full documentation for all available APIs, including endpoint specifications, authentication and scope requirements, request and response examples, and interactive API references, is available through the [PBXware Developer Portal](#).

New Fanvil Devices Support

We have expanded our UAD portfolio with support for the latest Fanvil endpoints, providing customers with even more flexibility when selecting devices for different business environments. New additions include the **LINKVIL W620W, LINKVIL Cordless Multi-cell System W710H + W610H, H4W** and **H6W Hotel IP Phones**, and the premium **V66** and **V66 Pro** models.

Security: Enforced TLS 1.2/1.3 for SIP Transport

PBXware now enforces **TLS 1.2 and TLS 1.3** for SIP over TLS communication by default. Legacy **TLS 1.0 and TLS 1.1 protocols are no longer enabled by default**, providing stronger protection for SIP signaling and removing support for outdated cryptographic standards.

The default configuration includes a hardened set of cipher suites, including:

- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-RSA-AES256-GCM-SHA384
- ECDHE-ECDSA-AES256-GCM-SHA384
- Additional supported ECDHE/AES cipher suites

For environments that require compatibility with legacy devices or external systems, administrators can customize the supported TLS versions and cipher list through **Settings → Protocols → Additional config**.

Breaking change: Devices or SIP clients that only support TLS 1.0 or TLS 1.1 may no longer be able to establish SIP TLS connections after upgrading to **PBXware 8.2**. Before upgrading, verify that all required endpoints and integrations support TLS 1.2 or later.

Configurable S3 Region Support for Amazon S3 Archiving

Added support for configuring the S3 region for Amazon S3 Archiving integrations. Previously, the S3 region was hardcoded to eu-central-1, which prevented successful authentication with S3-compatible storage providers using buckets in other regions.

A new Region field has been introduced in the System → Archiving configuration for S3 providers, allowing administrators to select a predefined region or enter a custom one when required. This enables compatibility with Amazon S3 as well as S3-compatible storage services such as Wasabi that rely on region-specific endpoints.

The screenshot shows the 'Archiving' tab in a configuration window. Under the 'Client' section, there is a toggle for 'Enable' which is turned on. Below it are several input fields: 'Client Type' is set to 'Amazon S3'; 'Access Key' contains 'YourAmazonS3AccessKey'; 'Access Secret' contains 'YourAmazonS3AccessSecret'; 'Bucket' contains 'bucket-test'; 'Region' is set to 'us-central-1' and is highlighted with a red rectangular border; and 'Custom Domain' contains 'your-custom.s3.domain.com'. To the right of each input field is a green checkmark, indicating that the values are valid. At the bottom of the configuration area is a button labeled 'Test' with a lightning bolt icon.

The configured region is now passed to the S3 client during authentication and bucket operations, replacing the previously hardcoded value. This ensures successful connectivity when the configured endpoint and region match the target bucket, while invalid region configurations are correctly rejected with an appropriate validation error.

This enhancement improves interoperability with S3-compatible storage providers and eliminates region-related authentication failures.

Archiving Storage: AWS SDK Upgrade (Go v1 → v2)

The AWS SDK for Go used by the Archiving service has been upgraded from v1 to v2, as v1 has reached end-of-support. Archiving to AWS continues to work exactly as before, with no changes to functionality or configuration.

New SLA formula and New Report

New SLA Formula and Queue Performance Report

PBXware now provides greater flexibility in how Service Level Agreement (SLA) performance is calculated and reported. This feature is available only in the Contact Center (CC) edition.

A new Statistics section is available under Contact Center → General → Settings. Administrators can select one of the following formulas:

- Standard SLA formula: Calculates the percentage of answered conversations completed within the Answer Time Target.

$$\text{SLA} = (\text{Answered within target} / \text{Total answered}) \times 100$$

- SLA formula (exclude short abandons): Excludes conversations abandoned within the Abandon Time Target.

$$\text{SLA} = (\text{Answered within target} / (\text{Total received} - \text{Abandoned within target})) \times 100$$

The screenshot displays the PBXware Settings interface. On the left is a navigation menu with categories: VOICE (Queues, Dialer, Feedback Forms), MESSAGING (Queues, Chatbots, Channels), GENERAL (Surveys, Settings, Signature Templates, Agents, Voice Statistics, Statistics, License). The 'Settings' section is expanded, showing various configuration options. The 'Statistics' section is highlighted with a red box and contains the following settings: SLA Formula (Standard SLA formula), Answer Time Target (sec) (10), Force SLA formula in app (Yes/No), and a formula display:
$$\text{SLA} = \frac{\text{Answered within target}}{\text{Total Answered}}$$
. Other settings visible include General (Alert E-mails, Operation times), Survey (Time frame before next survey, Close message), Live Chat first response timeout (Enable automatic transfer, Timeout, Unanswered action), Messaging first response timeout (Enable automatic transfer, Timeout, Unanswered action), and Email first response timeout (Enable automatic transfer, Timeout, Unanswered action). A 'Save' button is located at the bottom right of the Statistics section.

The Standard formula is selected by default with a 10-second target. Target values are inclusive, meaning a conversation completed exactly at the configured target is considered within the target.

A new Queue Performance & SLA per Hour report is available under Contact Center → Statistics → Queue Statistics. It displays hourly conversation totals, answered and abandoned conversations, SLA results, answer percentages, and average activity, waiting, and answer times.

The Answered > XXs and Abandoned > XXs columns automatically reflect the configured targets. The formula excluding short abandons applies to voice calls and live chat.

Omni Queue Statistics

Start date:

01 Jan 2026 00:00:00

End date:

18 Aug 2026 23:59:59

Detach

PDF

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Queue performance & SLA report

Showing 1 to 7 of 7 entries

Search:

Hour	Total	Answered	Answered > 10s	Abandoned > 10s	% Answered conversations	% SLA	Average Activity Time	Average waiting time	Average Speed to Answer
08:00 - 09:00	1	1	0	0	100%	100.0%	00d 00h 00m 12s	00d 00h 00m 01s	00d 00h 00m 02s
09:00 - 10:00	2	2	0	0	100%	100.0%	00d 00h 00m 10s	00d 00h 00m 01s	00d 00h 00m 02s
10:00 - 11:00	3	3	0	0	100%	100.0%	00d 00h 00m 05s	00d 00h 00m 01s	00d 00h 00m 02s
11:00 - 12:00	1	1	0	0	100%	100.0%	00d 00h 00m 03s	00d 00h 00m 00s	00d 00h 00m 03s
12:00 - 13:00	2	2	0	0	100%	100.0%	00d 00h 00m 05s	00d 00h 00m 01s	00d 00h 00m 04s
14:00 - 15:00	2	2	0	0	100%	100.0%	00d 00h 00m 01s	00d 00h 00m 01s	00d 00h 00m 01s
16:00 - 17:00	3	2	0	1	66.7%	100.0%	00d 00h 00m 05s	00d 00h 00m 08s	00d 00h 00m 03s

The existing Service Level Agreement per Channel and Service Level Agreement per Queue reports remain unchanged.

- Note: The SLA formula configured in the Statistics section also applies to the SLA calculation displayed in the Supervisor Panel. Changes are compatible with 7.6.1 GloCOM application
- **New Gemini Models for AI Voice Agents**

Added the following Gemini models to the available model dropdowns for AI Voice Agents, with each model marked as **(BETA)**:

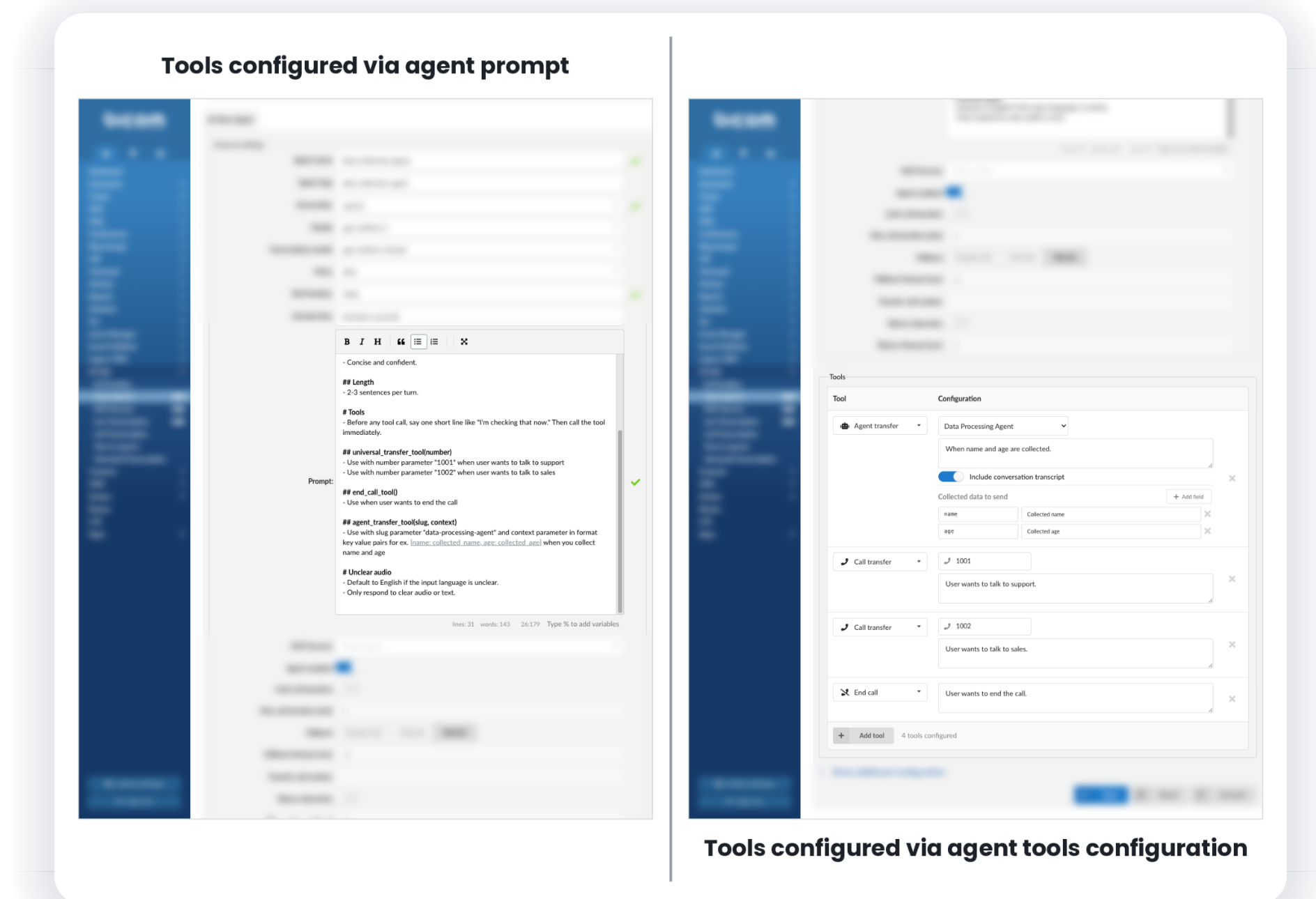
- gemini-3.8-live (BETA)
- gemini-3.8-live-extended-thinking (BETA)

GUI Configuration for AI Voice Agent Built-In Tools

PBXware now provides a dedicated Tools section for configuring built-in AI Voice Agent tools directly from the GUI. Administrators can configure:

- Agent Transfer: Select the destination AI Voice Agent, define when the transfer should occur, include the conversation transcript, and specify collected data to pass to the receiving agent.
- Call Transfer: Enter the transfer destination and describe when the call should be transferred.
- End Call: Define when the AI Voice Agent should end the call.

This simplifies tool configuration and removes the need to define these actions manually within the agent prompt. Existing prompt-based tool configurations remain supported and continue to work as before.



HubSpot Integration Update

Updated the legacy and new HubSpot CRM integrations to support HubSpot's date-based API versioning (2026-03), including updated OAuth endpoints. This maintains compatibility with HubSpot's API changes and prepares both integrations for the retirement of older endpoints.

Facebook and WhatsApp Integration Improvements

PBXware v8.2 introduces updates to the Facebook Messenger and WhatsApp integrations, including support for WhatsApp usernames and Business-Scoped User IDs, updated account connection flows, simplified configuration, and additional security checks.

Compatibility note: These are CMP-side changes and are fully compatible with earlier PBXware versions. Customers running PBXware v7.2 or later can update CMP to receive all improvements described below without needing to upgrade PBXware.

WhatsApp BSUID and Username Support

The WhatsApp integration now supports Business-Scoped User IDs (BSUIDs) and usernames, allowing messaging to continue when a customer's phone number is unavailable. When a phone number is provided, the integration continues to use it. Otherwise, the customer's BSUID is used to identify the sender and route replies.

This support applies to both Meta Cloud API and 360dialog integrations. Existing conversations with customers whose phone numbers are available continue to work as before.

Note: This update enables messaging without a visible phone number. Further improvements to contact matching and linking contacts from the Contacts module or CRM using BSUIDs will be available in a following release.

WhatsApp Embedded Signup Upgrade

The WhatsApp account connection process has been upgraded from Embedded Signup v2 to v4 to maintain compatibility with Meta's updated onboarding requirements ahead of the older version's retirement. Administrators connecting WhatsApp business accounts now use the updated signup flow.

Breaking change: Administrators need to generate a new login configuration and update their settings for onboarding to continue functioning after the update. See Meta's documentation: <https://developers.facebook.com/documentation/business-messaging/whatsapp/embedded-signup/version-4>

Simplified Integration Settings

The Graph API version is now managed centrally by the application, replacing the version dropdown in the integration settings. Backend API requests and the frontend Facebook login SDK use the same centrally defined version, removing the need for administrators to select it manually.

The WhatsApp API URL and 360dialog Partner Hub URL fields have also been removed from the settings interface. The integration automatically uses the predefined addresses for the selected provider, reducing the risk of incorrect configuration.

Webhook Signature Verification

Added inbound webhook signature verification for Facebook and WhatsApp (Meta BSP only). Verification operates in three modes - enforce, log (default), or off - configured via the config file.

Security and Maintenance Updates

Updated CMP dependencies and supporting components for security and maintenance.

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