



# CHANGELOG

# **Communicator 6.6**

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## 6.6.1 - October 14, 2022

### Features

#### Contact Center Module

- Agent Panel: Enabled copying of the lead information fields.

### Bug Fixes & Improvements

- Fixed issue where departments count incorrect in the chat sidebar.

## 6.6.0 - August 2, 2022

### Features

- Added Yealink headset integration.
- Added voice message support in chat.
- Added an option to transfer the role of chat admin to another participant.
- Added an 'Info' option for chat messages.
- Added chat feature flagging support.
- Added an option to choose a custom ringtone.
- Added an option for a quick reply via hover on chat messages.

#### Contact Center Module

- Agent Panel: Added an option that allows CRM to remain visible after finishing the call.
- Agent Panel: Implemented the Feedback forms for Queues.
- Supervisor: Introduced the Supervisor Overview tab.

#### Meeting Module

- Hid the 'Meeting' button if Meeting is not available due to GDPR compliance.

- Achieved capacity of 100 video participants.
- Introduced grid size optimization for meetings with 60+ active video participants.
- A new version of screen sharing with WebRTC.

## **Bug Fixes & Improvements**

- Fixed an issue where transfer dialog cannot be reached since the main window is always on top.
- Fixed an issue where the call window always on top doesn't work.
- Fixed an issue where the application crashes on startup when the move event is triggered too early.
- Fixed an issue where a highlighted link is not clickable in chat search.
- Fixed an issue where carbon seen is received for a message that is not last - it is not applied.
- **Contact Center Module**
  - Agent Panel: Fixed an issue with the 'Cancel' button on Feedback forms.
  - Agent Panel: Fixed an issue where the Agent panel should be working in the foreground.
  - Supervisor: Fixed an issue in Supervisor Panel where data was not displayed correctly if the 'Automatic login' option was checked.
  - Supervisor: Adjusted the size of the footer items according to the inside text.

## **Meeting Module**

- Fixed an issue where screen sharing video was not received on pause.
- Fixed an issue when entering the meeting from multiple applications with the same credentials caused issues.

### Features

- Added option to show QR code for quick sign-in via mobile applications.
- Added Opus codec support to improve voice quality.
- Added Kuando Busylight integration.
- Added support to paste images from clipboard directly into a chat.
- Added software echo cancellation for softphone.
- Added waveform while playing a voicemail.
- Added support for DNS SRV service discovery to implement failover.
- Added support for DNS SRV SIP discovery and parallel SIP registration to implement failover.
- Added option to enable/disable automatic conversion to e164 for contacts sync.
- Added option to reply to a specific chat message.

### Contact Center Module

- Supervisor: Implemented advanced and improved design of the Supervisor Panel.
- Supervisor: Provided with advanced Global Real-time Statistics.
- Supervisor: Implemented the 'Search' option inside the Supervisor Panel (search for Agents, Queues, or Campaigns).
- Supervisor: Redesigned and fully customizable tabs inside the Supervisor Panel.
- Supervisor: Redesigned and improved the Alerts tab.

### Meeting Module

- Added: Automatically adjust the number of video streams in the grid to get optimal performance.
- Added: Sort video streams to show participants who spoke last during the conference.

# Bug Fixes & Improvements

- Fixed issue where departments count incorrect in the chat sidebar.
- Fixed issue where call pickup button is not visible if the caller ID is very long.
- Fixed issue where “New Messages” separator in the chat is positioned on an already seen message.
- Modified Google integration button in order to comply with Google branding guidelines.
- Sending SMS to non-E164 numbers.

## Contact Center Module

- Agents: Fixed an issue where a completed Queue call is not deleted from the list of the active calls.
- Supervisor: Fixed an issue where the ‘Agent Statistics’ tab and ‘Campaigns’ tab were not refreshed when doing login/logout.
- Supervisor: Fixed an issue where Graphs View has not been loaded.
- Supervisor: Fixed an issue where Inbound Calls were displaying ‘Unknown’ for DID Destination.
- Supervisor: Fixed an issue where a wrong number of Agents was displayed inside the ‘Agent Statistics’ tab.
- Agents: Fixed an issue where the Dialer feedback form was not displayed.
- Agents: Fixed an issue where ‘Call Screen’ was not updated correctly if the Dialer call was rejected while the feedback form was started.
- Agents: Fixed an issue where the application freezes if the Agent did transfer while the “Agent Panel is always on top” option was checked. (The issue was only on Windows OS.)
- Supervisor: Fixed an issue where Inbound call and same caller ID as the local extension would be displayed as the Agent’s call.
- Supervisor: Removed unnecessary scroll inside the Wallboard tab and fixed font.
- Supervisor: Fixed an issue with sorting in real-time by disabling it temporarily due to performance issues (there is an option to sort lists manually).

## Meeting Module

- Added system's time format in meeting details.
- Added a notification if a microphone or camera permissions are not granted on macOS.
- Added a check if accessibility access is granted for remote control on macOS.
- Allowed the user to use other apps while the Communicator Meeting schedule window is open
- Fixed a bug where participants' avatars were missing when joining recurrent meetings.
- Fixed a bug where the microphone was not working when an audio device is removed during the meeting.
- Fixed a bug where meeting's join dialog was visible while logged out.
- Fixed a bug where holding the M key would keep muting/unmuting the user.
- Fixed a bug where the time was converting from AM to PM while creating a recurring meeting.
- Fixed a bug where the video device is removed and added again the user could not enable the camera.
- Fixed a bug where meeting invites were not sent to the web users.
- Fixed a bug where the user was crashing while opening the meeting list.
- Fixed a bug with screen sharing pause not working.
- Fixed a bug when the user starts a meeting from a conference call, other users get prompted to join audio, instead of remaining in the same call with new meeting window opening.

### Bug Fixes & Improvements

- Fixed issue where Google contacts integration doesn't work (error: Bad request).
- Added support to sync more than 1500 Google contacts.
- Changed Google button to meet Google requirements for contacts sync.
- Added support for sending SMS messages to numbers that are not in E164 format.
- Fixed issue where update is forced during ongoing meeting/call.
- Fixed issue where tray icon keeps flashing for muted chat conversations.
- Fixed issue where parked call cannot be picked if caller id is too long.
- Fixed issue where "New Messages" separator is stuck on an old message.

### Contact Center Module

- Fixed close button inside Agent info dialog on Windows.
- Fixed bug on Windows where application freezes if the Agent performs transfer while "Agent panel is always on top" option is enabled.

### Meeting Module

- Inform user if microphone or camera permissions are not granted on macOS when using meeting.
- Check if accessibility access is granted for remote control on macOS.
- Block click on start meeting button if drop down menu is visible.
- Fixed bug where microphone does not work when audio device is removed.
- Fixed bug where invite meeting dialog is not closed on logout.
- Fixed bug where user could not enable camera if video device is removed and added again.

### Bug Fixes & Improvements

- Added support to handle additional option to hide call recording controls.
- Fixed search in chat when character & is in the name of the group.
- Fixed issue where chat windows is focused in the background causing messages to be seen unintentionally on macOS.
- Fixed issue where HTML metacharacters are not shown correctly in chat message results.
- Fixed issue where the application freezes if "\*" is used in chat search query.
- Fixed incorrect company name for Contacts sync on macOS.
- Updated French translation.

### Meeting Module

- Block repeating key events for mute shortcut.
- Fixed issue where creating a recurring meeting converts time given in AM to PM.
- Fixed issue where start date does not change when editing recurring meeting.
- Fixed issue where old recurring instances are not removed from the meeting list when recurrence is changed.



## 6.4.0 - September 22, 2021

### Features

- Added an Option to Mark Chat Conversation as Unread.
- Added Call Encryption Indicator in Call Window.
- Added Support to Reorder Pinned Conversations in Chat.
- Added Unified Call History.
- Added MMS Support.
- Added Support to Delete a Message in Chat.

### Contact Center Module

- Agents: Added a New Column displaying the Agent's pause reason.
- Queues: Implemented the Option to Change a Pause Reason Without Unpausing.
- Queues: Implemented Inbound Dispositions.

### Meeting Module

- Added an Option to Record (Meeting Local Recording).
- Added an Option to Mute Participants as the Meeting Organizer.
- Added Toggle Meeting Privacy between Regular and Public.
- Added a Busy Indicator in Meeting Details Until All Data Is Available.

# Bug Fixes & Improvements

- Fixed a bug where the Always on Top option does not keep the window on top.
- Fixed an issue where empty diagnostic logs dialog was shown after using the main window in full screen on macOS.
- Fixed an issue where there is no call window for calls using a callback.
- Fixed the application scaling issue on Windows OS.
- Fixed an issue where messages are missing from the view if a message is received while the pinned message is focused.
- Fixed an issue where the Jabra integration causes a crash if a device is disconnected while the app is running.
- Fixed an issue with the CRM contacts sync while syncing a huge number of contacts.
- Fixed an issue where the search doesn't work for Hebrew names.
- Fixed blurry icons in both Chat and SMS windows.
- Fixed a bug regarding the Address Book where contacts named with company names only are not synced.
- Fixed a bug regarding the Google contacts sync where contacts with company names only are not synced.
- Fixed the main window search in order to trim blank spaces.
- Fixed a crash with a message box when the call is answered via a pop-up window on the Windows OS.
- Fixed messages and input field in chat when handling ObjectReplacementCharacter.
- Fixed an issue where the message is not trimmed in chat before sending.

## Contact Center Module

- Agents: Handled entering wrong Agent Number and PIN and implemented specifying valid Agent number.
- Agents: Fixed a bug where the Agent's icon was not displayed correctly while in the "ringing" and "idle" states.

- Agents: Fixed a bug where the Agent's pause reason was not visible on the Login.
- Agent Panel: Implemented improvements for the Agent panel by changing two icons on the panel and adding the minimum width.
- Agent Panel: Redesigned the Agent Panel by displaying the phone dialer and other phone-related settings in the Agent panel window.
- Agent Panel: Fixed a bug where the Agent panel would display two messages regarding Agents and Dialer before the application was fully initialized.
- Dialer: Implemented changes to the progressive strategy in which the preview screen with the lead information is displayed and the timer is triggered.
- Dialer: Fixed a bug with missing call recording files for Dialer calls and a wrong call direction in the CRM call log.
- Feedback Form: Fixed a crash in the Agent panel browser that would happen when a user clicked 'Open in default browser' in the drop-down menu.
- Queues: Fixed a bug where the Queues List label is not updated after Queue reload.
- Supervisor Edition: Implemented the login options for the Agent/Supervisor edition in which Agents need to enter a valid Agent number and PIN if the Agent options are enabled.

## **Meeting Module**

- Always show a mute notification when you try to speak while muted.
- When scheduling meetings, users will be presented with the time format used by their system.
- Fixed a bug where video devices in settings are not visible if the softphone is disabled.

### Features

- Produce the '+' (plus) sign inside Phone Module.
- SMS feature.
- 64-bit support on Windows.
- Choose a mobile application as a default device.
- Choose the desired device when switching devices.
- Support for E.164 numbers when adding mobile numbers.
- Meeting module: Notify the user when they are talking while muted.

### Bug Fixes & Improvements

- Added support to include a timestamp when sending 'seen' and 'delivery' reports in chat.
- Fixed a bug where the message pop-up window is shown on each login if the chat feature is disabled.
- Fixed freeze caused by executing search per session in the chat.
- Fixed video call crashes.
- Fixed automatic updates for Linux users.
- Fixed a crash for automatic updates on Windows.
- Fixed an issue with the selected tab background color on macOS Big Sur.
- Fixed an issue where the call window buttons are not clickable on macOS Big Sur.
- Fixed an issue where the default IM sound file is set as the 'Sign In' sound file instead.
- Fixed a bug where the Agent panel always pops up on an incoming call regardless of the settings set in 'Preferences'.

- Fixed an issue where 'Block chat notification when screen sharing' does not work for chat messages.
- Meeting Module: Increased the maximum number of video participants in a grid view from 9 to 12.
- Meeting Module: Increased the spacing in the meeting chat between text and time label.
- Meeting Module: Added an automatic reconnection to the meeting chat server in case a connection loss occurs.
- Meeting Module: Added a scroll bar and word wrapping to the "Meeting List" window.
- Meeting Module: Fixed a bug where the camera is still in use after the meeting has ended.
- Meeting Module: Fixed a bug where avatars are not visible in the meeting participant list.
- Meeting Module: Fixed a bug where the participant list is not displayed in the 'Meeting List' window.
- Meeting Module: Fixed a bug where the confirmation window is not visible when trying to delete a meeting from the 'Meeting Details' window.
- Meeting Module: Fixed a bug where the participant's video stream would be paused after a connection loss.
- Meeting Module: Fixed a bug where the presenter's video stream would be paused after hiding and showing the video carousel.
- Meeting Module: Show meeting controls when a new chat message is received.
- Meeting Module: Check for the screen recording permissions on macOS and display a warning message to the user if permission is not granted.
- Meeting Module: Fixed a bug when the presenter's video is displayed twice in the carousel.
- Meeting Module: Fixed a bug to adjust the invite meeting dialog size to fit the content.
- Updated audio backend.
- Updated French translation.

### Features

- Test audio devices in Preferences.
- Change Microphone, Speaker, and Ringing Device While in Call.
- Change Microphone, Speaker, and Ringing Device from Phone module window.
- Change Presence by Using the System Tray Icon.
- Pin Chat Message.
- New icon annotations in meeting list and info.
- Improved meeting chat interface.
- Close chat and participants from blue bar.
- Highlight speaker in grid mode.
- Highlight speaker in viewer mode.
- Highlight speaker in presenter mode.
- Reorganize meeting menu.
- New UI for inviting contacts via email.

### Bug Fixes & Improvements

- Changed 'Sennheiser' brand to 'EPOS Sennheiser'.
- Fixed an issue with 'Agent Login' dialog size when agent is a member of many queues.
- Fixed a bug where queues were not sorted by name in the transfer dialog.
- Fixed a bug where agents and users were not sorted by name in multiple dialogs.
- Fixed a bug where drag&drop call transfer from agent panel did not work.
- Fixed a bug where 'Agent Panel' would not pop on top on incoming call if previously minimized.

- Fixed a bug where new line is copied as LINE SEPARATOR when selecting text in chat.
- Fixed an issue with with rendering of some utf8 emojis.
- Fixed a bug where the main would cover 'Agent panel' if 'Bring app to front' option is enabled.
- Fixed an issue with Google contacts integration where permissions could not be granted.
- Fixed an issue where users could not mute audio on a public meeting, if they joined audio with deskphone.
- Fixed a bug where the participant list slider would move to top when a participant joined or left the meeting.

### Features

- Added typing indicator for single and group conversations.
- Added support to pin chat sessions on top.
- Added support to forward textual and file messages.
- Added support for chat admin to remove chat participants.
- Added context menu on sender name and avatar in group conversations for quick actions (chat, call, contact information).
- Join meeting audio from Communicator mobile.
- Added support to join a dynamic conference from history.
- Added group name in notification popup for group chat messages.
- Added support for public meetings.

### Bug Fixes & Improvements

- Updated German translation.
- Updated Spanish translation.
- Added support to handle compatibility issues in chat.
- Added support for finding invited participant by email for meeting.
- Replaced “kick” with “remove” in call conference screens.
- Added support to open chat session menu by right clicking on a session.
- Changed default avatar background.
- Changed group avatar.
- Added group name in notification popup for group chat messages.
- Added group avatar in notification popup on Windows.



- Video participants in meetings are sorted. At the top, participants with video enabled sorted by name, then participants with video disabled also sorted by name.
- Added user avatars in schedule meeting dialog.
- Removed the mouse and keyboard presenter priority.
- Fixed bug where Queues sorting doesn't work when sorting by Waiting, Busy, Idle or Paused in Queues tab.
- Fixed bug where "Left" was displayed in chat info if the admin leaves another group.
- Fixed bug where "Left" is not removed after someone has added us again and we are admin of that group.
- Fixed issue with black square around status icon on Ubuntu.
- Fixed bug with scaling of remote DTMF window by making it fixed size.
- Fixed bug where pressing Esc doesn't close emoji popup on Ubuntu.
- Fixed bug where pressing Esc closes chat window instead of emoji popup on macOS.
- Fixed bug where Call option was enabled for missed call from dynamic conferences.
- Fixed bug when user was not able to unmute after the meeting is started from a call.
- Fixed bug when user was not able to join a started recurring meeting from the drop down menu in meeting module window.
- Fixed bug when meeting failed to start from group chat if there are more than 20 participants.
- Fixed crash if a meeting is disconnected from a video server.
- Fixed bug where the status field in meeting details view in meeting list window is not displayed.
- Fixed issue where messages from single and group chat were stacked in Ubuntu notifications.
- Fixed issue with html messages in popup notifications on windows.

### Bug Fixes & Improvements

- Added Portuguese translation.
- Added support to show all users in meeting invite list.
- Added support to auto reconnect to meeting on connector connection loss.
- Updated French, German and Italian translations.
- Fixed bug where a call cannot be transferred by using drag&drop inside of the Agent panel.
- Fixed bug where transfer button is disabled for all non-dialer calls when using Agent/Supervisor edition.
- Fixed bug where transfer, park and voicemail buttons always stay enabled after establishing one call in a campaign while logged in as a dynamic agent.
- Fixed bug where HOLD button is always enabled in Dialer (even when call is not yet connected).
- Fixed bug where application would display wrong user name after a meeting is started.
- Fixed bugs in Wallboard in Supervisor panel when using French language.
- Fixed bug where headers in Agents tab weren't translated in various languages.
- Fixed bug where Queues were not sorted correctly in Supervisor panel.
- Fixed bug where Wallboard filtering affects Queues tab data.
- Fixed bug with blurry status icons in main window.
- Fixed flickering when shared screen is resized.
- Fixed join meeting automatically when waiting for the organizer.
- Fixed region sharing screenshot coordinates on high dpi displays.
- Fixed video resize when camera is changed.
- Fixed bug where the user interface is frozen for some time after the meeting is finished.

### Features

- Unified chat.
- New chat history search.
- Persistent groups with option to change names.
- Mute group options.
- Added option to “Close All Chats” in global Chat options menu.
- Added option “Close All Except This Conversation” in the options menu for a chat conversation.
- File sharing across devices.
- Unified presence.
- Meeting module with audio/video conferencing, instant messaging and screen sharing.
- New Design for Agent Edition.
- Outbound Call Center (Dialer).
- Personal Callback.
- Integrated Web Browser for CRM Popup, Call Popup and Queue URL Popup.
- Project codes.
- Blended Call Center.
- Extended Supervisor edition with Agent edition features.
- Statistics for the entire call center.
- Change agent direction as a Supervisor.
- Improved Agent Statistics.
- Campaign statistics.

- Central Phone Book.
- Scaling managed by the operating system.
- Additional macros for Call Popup.
- Added warning indicator for Skype module if application was not found.
- Increased call limit to 10 in softphone mode.
- Improved department filtering in main window.
- Added notifications badge for Microsoft Windows.
- Added option to open chat from the call history list.

## Bug Fixes & Improvements

- Fixed issue where agents could not be paused if there are no pause reasons defined on the server.
- Fixed issue where Google email is changed in Preferences but old email's contacts are synced.
- Fixed issue where switching app profile does not change user logged into OSC.
- Fixed issue where currently running release is presented as an available update.
- Fixed crash when trying to send fax from an extension marked as "Do not show in desktop/mobile app" on the server.
- Improved error message in case your account has no Edition Permissions granted.
- Improved Outlook contacts sync to include contacts from subfolders.
- Improved dialog for submitting feedback from the application.
- Improved application logo.
- Improved emojis rendering.
- Mask agent pin when logging in into Agent or Supervisor edition.
- Improved dialling to preserve plus prefix in order to prevent local calls being mistaken for an international call and vice-versa.

