



PBXware 6.3.2 CHANGELOG

6.3.2 - June 8, 2021

New Features

- › Parking Lots: Added a custom MoH field to the 'Parking Lots' section
- › Servers: Added the PWProxy custom configuration field
- › Statistics: Added a 'Number of objects displayed in statistics breakdown' option to improve Queue Statistics Breakdown

Bug Fixes & Improvements

- › Access Codes: Fixed an issue where errors would be displayed on the Multi Tenant Edition in the 'Access Codes' section after a system upgrade and settings resave
- › Agent: Fixed an issue where DTMF was not working properly for Dialer Agents
- › API: Fixed an issue with adding, editing, or deleting CLI Routing Rules
- › API: Fixed an issue with a PHP error message that would appear when editing a tenant through the API but not defining the 'emergency_callerid_tenant' field
- › API: Fixed an issue with a PHP error message that would appear when editing a tenant through the API but not enabling LDAP
- › API: Fixed an issue where not enabling the 'Allow All Actions' toggle button would cause problems with permissions
- › API: Fixed an issue where a list was missing information on 'Last Destination' set in Ring Groups
- › Archiving Storage: Fixed an issue where an upload was marked as successful even if some files failed to upload
- › Archiving Storage: Fixed an issue where failed recordings were not retried properly
- › Archiving Storage: Fixed an issue where Google Drive errors were not handled properly

- › Archiving Storage: Fixed an issue where files with a size of 0 bytes would be uploaded
- › Changed the execution time of file verification from 3 A.M. to a random time between 2 A.M. and 4 A.M. to avoid resource usage spikes
- › Dialer: Fixed issues with Feedback Forms
- › E-mail Templates: Changed participant 'id' to participant 'ID' in the default meeting invite email template
- › Hubspot: Fixed an issue where a username was case-sensitive and the integration was unsuccessful if there was no (/) slash in the Page URL
- › Hubspot: Fixed an issue with CRM Routing field fetching
- › Hubspot: Fixed an issue with file uploading and 'Outcome' to a call log
- › Licensing: Fixed an issue so that PBXware stops only if the licensing server is unreachable for seven days or more
- › Scheduled Reports: Fixed an issue with a PHP error message that would appear when trying to 'Save & Run' a scheduled report on the Contact Center edition
- › Scheduled Reports: Fixed an issue where clicking 'Go Back' would direct users to a different statistics section
- › Scheduled Reports: Fixed an issue where a report name was missing additional information once 'Add Report' was clicked
- › Scheduled reports: Fixed an issue where the 'Stop time' field would appear regardless of which 'Repeat' option was selected
- › Snom: Added support for the Secure Redirection and Provisioning Service (SRAPS) and fixed an issue with unsuccessful provisioning of M-series devices
- › Sound Files: Implemented that recorded greeting messages should contain only lowercase letters
- › Statistics: Fixed an issue where the 'Max' section in 'Entry position' reports for Queues was not displaying correct results
- › Queues: Fixed an issue where CDRs were not created properly if the 'Static Members Login' option was set to 'Yes'
- › Queues: Fixed an issue where the 'Please Select' option would be missing after resaving a Queue

6.3.1

Bug Fixes & Improvements

- › Auto Provisioning: Changed the letter 'd' to be case insensitive for Snom phones
- › Conferences: Fixed an issue where Conference recordings on the Contact Center Edition were not visible in 'Conferences' -> 'CDRs'
- › Enhanced Services: Fixed an issue where a plus (+) sign could not be entered into the 'Call Filters & Blocking' Enhanced Service
- › Pin Based Dialing: Fixed an issue with incorrect call rating when using Pin Based Dialing
- › Project Codes: Implemented a fix for special characters in the Project Code name
- › Scheduled Reports: Renamed the message displayed in the GUI when one of the reports is not ready to be shown
- › Statistics: Fixed an issue where pause was not shown properly in 'Breakdown' when the pause code was set to '1'
- › Queue: Fixed an issue with handling Callback Agent remote access login
- › Queue: Fixed an issue where Agent was receiving calls from Queue when paused if the 'Ring Agents in use' was set to 'Yes'
- › Time Zone: Fixed an issue where parsing some date formats would show error messages in the GUI

6.3.0 - April 21, 2021

New Features

- › Apps: Added the 'CSV Download' button to the 'Apps' section
- › Agents: Added the ability to make an outbound call while an Agent is paused
- › Emergency Services: Enabled sending multiple emergency e-mails and added the option to set the %TENANT_CODE% and %SERVER_NAME% variables
- › Queues: Added the Queue banner to the 'Queue Monitoring' tab
- › SMS: Added the SMS functionality into PBXware
- › Trunk: Added an option to set privacy for the 'Send PAI header' field

Bug Fixes & Improvements

- › Access Codes: Fixed an issue with default and custom parking lots configuration
- › Added the user agent header to ignoo-connector requests so that logs are more clear
- › Agent Groups: Fixed an issue where Agents were not added to an 'Agent group' when creating a new group
- › Agentpool CLI: Added a new 'Direction' column for all Agents
- › Agent Statistics: Fixed an issue that a PHP error would cause when downloading the CSV file for 'Agent Direct In/Out' statistics
- › API: Fixed an issue where all the options from IVR would be listed incorrectly
- › API: Exposed the Tenant LDAP options
- › Archiving Storage: Fixed an issue where the Google Drive Code length change impacted generating a Token
- › Archiving Storage: Removed the 'Max Simultaneous Uploads' option

- › Archiving Storage: Improved database performance when offloading files
- › Archiving Storage: Fixed an issue where a user was unable to listen/download recordings stored on the FTP server
- › Asterisk: Fixed an issue where bridges would leak in specific call scenarios
- › Auto Provisioning: Added support for Yealink T30, T30P, T31, T31P, T31G, T33G, and T33P
- › Auto Provisioning: Added support for Panasonic KX-HDV230 and KX-HDV330
- › Auto Provisioning: Added SRTP support for Cisco 8841 and 8851
- › Auto Provisioning: Added support for Yealink DECT IP Multi-Cell Base Station W90B and W90DM
- › Auto Provisioning: Added support for Poly Trio 8300 Conference Phone
- › Call Forwarding: Changed a response code when 'Call Forwarding' is enabled
- › Call Recording: Fixed an issue where 'Date/Time' would be incorrect in a file when a call recording is downloaded
- › CC Statistics: Fixed a bug where a PHP notice would appear after saving 'Scheduled Reports'
- › Central Phone Book: Improved compatibility with more devices
- › CRM Routing: Fixed an issue where the value '0' was not handled correctly in 'Rules'
- › Custom Extensions: Fixed a bug where a PHP notice would appear when opening the 'Custom Extensions' page
- › Desktop App: Added support for softphone device switching
- › Desktop App: Fixed an issue where calls made from the desktop application in desk phone mode would not correctly show in 'Agent Statistics'
- › DIDs: Fixed an Asterisk crash when dialling the same Tenant
- › DIDs: Enabled DID matching for 'Call Forwarding' when local calls are made
- › Directory Sync Management: Fixed an issue where saving 'Destinations' on the Directory Sync Extension template would break the Destination's permissions for other existing Extensions
- › Extensions: Fixed a bug where adding a space in the host field would cause major issues
- › Groups: Disabled the option to change the system routes by default
- › Hubspot: Fixed an issue with not including the call (engagement) owner in the body of the request

- › License: Changed the way how the Call Center mode is checked
- › Meeting: Implemented having the 'Join'/'Leave' sounds muted when there are over ten participants
- › Meeting: Added a notification that the meeting is being recorded for audio-only participants
- › Meeting: Implemented that recording is allowed for all participants
- › MOH: Fixed an issue where the correct MOH was not played if a user was parking calls directly to the parking lot
- › Partitioning: Improved IO performance while archiving reports
- › Permissions: Implemented counting outbound channels properly
- › PNS: Implemented deleting push tokens for specific Extensions in case the Extension password is changed
- › Project Codes: Fixed an issue where the 'Direct out calls' report would not show calls filtered by 'Project Code' if selected in the desktop application
- › Queues: Fixed a bug where 'Queue Callback Statistics' would not display a real talk time value if the 'Agent Answer' option was set to 'Yes'
- › Queues: Fixed a bug where if the 'Queue URL' was set, it would not be displayed when a call was answered
- › Queues: Fixed an issue where the 'Replace CallerID' option would not be applied in certain call scenarios
- › Queues: Fixed a bug where 'Outbound CallerID' on Queue (Callback) would not have a priority over 'Outbound CallerID' set on the Trunk
- › Queues: Fixed an issue when a greeting would not be played when a call enters a Queue
- › Queues: Fixed an issue in the 'queues.conf' configuration that would cause errors popping up inside Asterisk
- › Queues: Fixed an issue where calls would be marked as 'Blind Transfer' instead of 'Ended' after blind transfer
- › Queues: Fixed an issue where if 'Agent answer' was set to 'Yes', the wrap-up time was not properly tracked
- › Queues: Fixed an issue where Agents would be called while they were on pause, when 'Ring Agents in Use' is set to 'Yes'

- › Queue Statistics: Fixed an issue where outbound calls were not shown under the correct report if a CallerID was changed
- › Routes: Enabled to set a PIN when the 'Inherit' option is selected on 'Operation Times' on 'Routes'
- › Setup Wizard: Fixed a spelling mistake that would appear when tracking the progress bar
- › Scheduled Reports: Fixed an issue where the 'Format' field would appear on the system even if it is not used in that way anymore
- › Scheduled Reports: Fixed a bug where 'Scheduled Reports' were not working properly when the 'Direct out answered/unanswered calls' type is selected
- › Trunks: Added an additional CallerID display functionality to CallerID found in and out of the (Tenant) DID range
- › Voicemail: Fixed a bug where 'voicemail.conf' would not be updated properly when creating a new Tenant and resaving the already existing one
- › Windows FTP: Fixed an issue with recordings having forbidden characters

Note: *This version will not show up in the setup wizard automatically. To make it available, please contact our technical support at support@bicomsystems.com*

New endpoints



KX-HDV230



KX-HDV330



Trio 8300 Conference Phone



T30



T31



T33



DECT IP Multi-Cell Base Station W90B



DECT IP Multi-Cell Base Station W90DM

6.1.4 - February 16, 2021

Bug Fixes & Improvements

- › Added an option to convert voicemails to the mp3 format when sending them via email
- › Apps: Added a possibility to disable chat for mobile applications
- › API: Fixed a bug for call/pickup groups for non-MT editions where allowed groups on the system would be checked
- › Archiving Storage: Fixed an issue where the application would go into an infinite loop when CDR ID returned is 1
- › Archiving Storage: Fixed an issue where only 1000 CDRs would be checked per day
- › Archiving Storage: Fixed an issue where redirecting STDIN would cause multiple issues
- › Archiving Storage: Updated golang mysql driver to the 1.5.0 version
- › Asterisk: PJSIP BLF: Fixed an issue with BLFs when there is no ringing state
- › Auto Provisioning: Added support for the SNOM DECT base stations M300 and M900 and SNOM handsets M25 and M80
- › Extensions: Fixed a bug where the 'Timeout' value for Operation Times set on Extensions would not be used
- › MOH: Fixed an issue where ON/OFF would have no effect in file system
- › Trunks: Fixed a bug where there would be a missing call recording when using multiple Trunks

Added support for Snom endpoints



M300



M900



M25



M80

6.1.3 - January 1, 2021

Bug Fixes & Improvements

- › API: Updated documentation for Operation Times
- › API: Added unsupported enhanced services to allow enabling/disabling with API
- › Archiving Storage: Fixed an issue with Google Drive Code length
- › Hot Desking: Fixed a PHP issue when fetching timezone
- › Meeting templates: Replaced meeting templates to improve compatibility with different email clients
- › PWProxy: Fixed an issue where the mute state would not update correctly in the cache
- › Queue: Implemented call monitoring for agents on the Queue Monitor page
- › Voicemail: Fixed an issue where only .txt files would be deleted after sending an email if the option “Delete After Emailing” was enabled
- › Voicemail: Fixed an issue with MIME headers when sending Voicemail email

Bug Fixes & Improvements

- › Agents: Fixed inconsistency issues that would happen when adding Agents to Agent Groups
- › AgentPool: Improved handling of the 'BUSY' device state for Dynamic Agents
- › AgentPool: Use only the PJSIP device state for the Callback Agents Stasis state in Queue
- › AGI: Increased the timeout when joining a meeting by using a number to support high latency networks
- › Archiving Storage: Fixed an issue where wrong file path was used when reading a recording file
- › Archiving Storage: Set max concurrent uploads to 1, if the system has 1GB or less Memory
- › Archiving Storage: Updated the Amazon SDK version to v1.34.27
- › Auto Provisioning: Fixed a bug where incorrect DST information would be sent to Fanvil and Yealink devices
- › Callback Agent: Fixed a bug where the Agent would ring even though they were on a call and the option to ring in use was disabled
- › Call Rating: Skip disabled routes while checking for inbound calls
- › Conferences: Fixed a bug with playing voicemail sounds in Conferences
- › CRM Routing: Improved CRM routing and added the Default Destination section
- › Dialplan: Play a message when using the Start/Stop/Pause recording in the desktop app
- › Email2Fax: Changed the handling of attachments to count only PDFs towards allowed attachments limitation
- › Meeting: Enable joining the meeting by using a number, even if the meeting licence is not present
- › Parking: Fixed a bug where the wrong Music on Hold class would be restored after being transferred to the parking lot
- › PNS: Fixed issues with push notifications for deleted/suspended Extensions and Extensions of a deleted/suspended Tenant

- › Queue: Improved the 'Exit Digit' and 'Max Wait Destination' drop-down menus to include more Destinations
- › Queue: Fixed a bug in the Monitor Queues page where Agents from other Queues would be displayed
- › Queue Members: Fixed a bug where penalty would be set to 'NaN' if a member's name contained ','
- › Routes: Change an import URL when exporting routes
- › Transcription: Increased the URL and Key field length for IBM Watson
- › Translation: Improved Spanish translation
- › Trunks: Implemented the same naming restrictions for Custom Trunks as for Trunks
- › Trunks: Added a ringtime option for outgoing calls

6.1.1 - October 27, 2020

New Features

- › Auto Provisioning: Added support for the Polycom 6.3 firmware
- › Chat Server: Added support for pinning messages in one to one conversation
- › Chat Server: Added support for pinning messages in group conversation
- › Chat Server: Optimized the delivery of push notifications to target inactive devices
- › Meeting: Added an option to customize a join link from Meeting settings
- › Meeting: Added new meeting email template design
- › Meeting: Added support for sending a customizable link to an email address
- › Queue: Added an option to not store unanswered CDRs
- › Ring Groups: Added an option to choose the looping mode
- › Servers: Added an Emergency CallerID per Tenant level

Bug Fixes & Improvements

- › 2-Step Verification: Fixed issues with a QR Code URL on iPhones
- › AgentPool: Fixed issues with the Agent direct call statistics when using a 'caller id' access code (i.e. *65*callerid*num)
- › API: Fixed a bug where editing a Trunk would cause issues
- › API: Enabled setting the 'Show in App' field when editing an Extension
- › API: Fixed php errors that happen when a field is not set
- › Asterisk: Added an option to control whether the original IP should be restored when rewriting contact header
- › Asterisk: Fixed a bug where Asterisk would crash on attended transfer

- › Auto Provisioning: Fixed issues when using the Yealink expansion modules EXP40/EXP50
- › Central Phone Book: Fixed long loading time for a page with a large number of contacts
- › Central Phone Book: Added support for '+' to be used when adding phone numbers and uploading CSV files
- › Central Phone Book: Fixed an issue where disabling LDAP on a Tenant would have no effect
- › Central Phone Book: Fixed an issue that would occur if the email field was empty when uploading a CSV file
- › Central Phone Book CSV: Added a warning message before uploading CSV files
- › CRM Routing: Fixed an issue with the URL when a custom CRM is in use
- › CRM Routing: Fixed an issue where the destination IVR greeting would not play
- › Dialer: Added an option to record calls silently
- › Dialer: Fixed an issue with the progressive strategy where each number would be dialed twice
- › DID: Fixed an issue with SIP INVITE that would happen when a Destination is Multi user and recording is enabled on DID
- › DID: Fixed an issue when the user would not be able to see the advanced options
- › Email to Fax: Fixed an issue that would occur when a PDF file has special characters in its name
- › Enhanced Services: Added support for '+' to be used in Allowed List of CallerIDs
- › Extensions: Added the PAI field to the CSV upload file
- › Extensions: Fixed an issue where the service plan date would not be stored properly into the database
- › Extensions: Fixed an issue where a fatal error would occur while saving an Extension if the language was not set to English
- › Fixed an issue where the BLF options were fetched from an Extension on another Tenant
- › Groups: Added an option to hide 'Service Plans' and 'Call Rating Extension' on DID for a particular group/user
- › Hot Desking: Fixed the TLS issues when logging in
- › Meeting: Fixed spelling mistakes in meeting email
- › Meeting: Added a possibility to change meeting from 'recurrent' to 'non-recurrent'

- › Meeting: Added a possibility to edit Meeting settings per Tenant
- › Meeting: Added failover to COMMSware if the domain name is empty
- › Meeting: Fixed an issue with date format on meeting pages
- › Meeting: Fixed a bug where an external participant would not show up in the participant list
- › OSC: Fixed an error with the Operation Times page after saving
- › PWProxy: Fixed a bug where transfer does not work for queue calls if access code for blind transfer is changed
- › PWProxy: Fixed a bug where extension is not shown as On Call in client applications if Busy level feature is used
- › PWProxy: Fixed a bug where extension is not shown as On Call in client applications if it also has phone DND set
- › Scheduled Reports: Fixed an issue with opening a deleted report through a link sent via email
- › Scheduled reports: Moved some settings fields to the Scheduled Reports page
- › Servers: Fixed an issue where a daemon password could be edited through the GUI
- › Settings: Voicemail fields are now not required
- › SMTP: Fixed a bug where resaving SMTP configuration would cause issues with voicemail
- › Special Routes: Fixed a bug where Destination (Trunk) would disappear after resaving the action
- › Trunks: Fixed an issue that would happen occasionally while reading additional headers
- › Voicemail: Fixed an issue where the wrong transcription would be sent

Added support for Snom endpoints



PA1



D335



D385

6.1.0 - August 11, 2020

New Features

- › Directory Sync Management
- › Asterisk: Added support for recognizing the local and external IP addresses automatically even when behind NAT

Bug Fixes & Improvements

- › Clickhouse: Fixed an issue where VPS would fail to connect to Clickhouse
- › Ring Group: Limit for number of extensions to dial is now 30 instead of 9
- › PJSIP: Exposed 'TLS handshake timeout' and 'keep alive' options
- › PWProxy: Fix bug where call is not visible on Dashboard and Monitor pages for tenant DID calls
- › Meeting: Fixed an issue where the client app would not enter the state "waiting for organizer to start the meeting" if joined by number and the meeting was not started
- › Meeting: Added join link to meeting details
- › Meeting: Added support for public meetings

6.0.3.1 - July 1, 2020

New Features

- › Queues: Show warning message in case when ring strategy is 'all' and there are more than 9 members in queue
- › API: Added method 'call_rating_history' when editing extension
- › API: Added missing field 'call_rating_ext' when editing ring_groups
- › Providers: Added functionality to check if provider is used on trunks before deletion
- › AGI: Solved an issue where special routes calls would drop
- › PIN Based Dialling: Fix issue where paging would not work on a Multi-Tenant system
- › Agentpool: Prevented reloading all agents when change in GUI happens
- › Voicemail: Fixed an issue where downloading busy/unavailable message would return an old message
- › Voicemail: Solved a problem where "Enter your pin" sound would play twice
- › Asterisk: Implemented restriction of total number of channels that can be used on Asterisk level
- › AGI: Solved an issue where audio language couldn't not be changed from English
- › Voicemail: Fixed an issue where downloading busy/unavailable message would return an old message

Bug Fixes & Improvements

- › Ring Group: Check if limit for number of extensions to dial is set on system level too
- › AGI: Solved issue with having recording on wrong extension after parking
- › AGI: Solved an issue where special routes calls would drop
- › Providers: Fixed spelling mistake when popup message is shown
- › Ring Groups: Add option to limit number of extensions which will be dialed in ringall strategy globally for all tenants. If value is set on tenant, it will have advantage over one sets for whole system

6.0.3 - June 4, 2020

New Features

- › Auto Provisioning: Added support for Polycom 6.2 firmware
- › Auto Provisioning: Expanded the list of variables used in additional config. This includes: TENANT_CODE, EXT_NUMBER, EXT_NAME, EXT_SECRET, EXT_LABEL, EXT_TITLE, MAC_ADDRESS, WAN_IP, LAN_IP, AUTH_USERNAME, AUTH_PASSWORD and VM_PIN
- › Auto Provisioning: Changed Polycom BLF type from normal to automata

Bug Fixes & Improvements

- › DID: Solved an issue where calls would fail if Trunk has been selected as DID destination
- › IVR: Added calls with # option to IVR Calls in Original Caller ID statistics
- › Queue: Solved an issue where distribution statistics would not calculate the values properly
- › DID: Show Trunk name instead of Trunk ID on DID page
- › Dialer: Added option to upload csv with space in header name
- › Dialer: Added a warning message in case uploaded csv contains invalid characters
- › API: Enabled setting fields 'additional_config' and 'ua_autoprov' when adding/editing extension
- › API: Added option to set trunk Caller ID with Privacy = None
- › Asterisk: Fixed a bug where multiple of the same contact would be present in "pjsip show contacts"
- › Asterisk: Fixed a bug where Asterisk would sometimes crash when a fax is being sent/received
- › Asterisk: Fixed a bug where transfer would not complete if the answer time was too long
- › Asterisk: Fix a bug where Asterisk would crash when unloading modules
- › PNS: Added call id (x-glocom-id) header for push notification handling on gloCOM GO iOS edition

Added support for the Grandstream GXV3240 endpoint



GXV3240

New Features

- › Custom Code Detection: User is notified when custom code is detected on the system. The notification is shown on the Versions page in the About page and in the Updates page in the Setup Wizard

Bug Fixes & Improvements

- › IVR: Solved an issue where “Please select” dialog was shown two times on greeting
- › Trunks: Solved an issue where incoming IPs would be improperly added to pjsip.conf
- › Ring Groups: Added an option to set Call Rating Extension for Ring Groups. Setting it will use that extension to bill calls made from the Ring Group to the final destination
- › Touchless Provisioning: Allowed setting HTTPS as the provisioning protocol
- › Touchless Provisioning: Fixed Touchless Provisioning when custom config is in use
- › Extensions: Enable setting Area Code field to a value of more than five digits
- › Enable PSTN numbering mode change status from Not Set to Yes/No
- › Settings: Changed name for dialer licence on “About” page to be whitelabel compatible
- › Ring Groups: Fixed a bug where the default confirmation message would play, even though a custom one was set
- › Conferences: Fix a bug where a conference would have 1 additional channel counted towards the limit
- › Archive Storage: Optimize storage load by optimizing the execution of database queries
- › Meeting: Fixed a bug that caused participants to not be able to invite others into meeting, limiting the invite to the organizer only
- › Meeting: Fixed a bug where participants added into an already existing recurring meeting weren't able to join said meeting

- › Meeting: When forming meeting email for invite to recurring meeting, use the date for the next planned meeting, and not when the meeting was first created

Added support for Yealink T4xU endpoints



T41U



T42U



T43U



T46U



T48U

Bug Fixes & Improvements

- › Adding Incoming IP addresses on Provider '^0' not escaped
- › API:
 - › Fixed bug where API request for Extension Edit deletes the UAD Auto Provisioning template
 - › Fixed bug where option Disable Tenant Calls isn't working properly and allows setting multiple Pickup/Call Groups when creating an extension
 - › Renamed field 'macaddress' to 'mac' on pbxware.ext.configuration
 - › Updated API docs
- › CRM: Fixed issue where the Enable/Disable button was not working
- › Dialer: Solved issue with statistics not working when translated to French
- › DID: Fixed issue with enabling/disabling field
- › Scheduled reports: Made changes to enable reports to load properly in French
- › Trunks: Fixed issue where setting protocol TCP on trunk would not have any effect
- › Routes: Fixed issue with IVR tree popup appeared on click for import database
- › Updated French translation (.po) files
- › Queues: Restore queue settings option for Multi Tenant Edition
- › Settings: Fixed issue on about page with meeting if concurrent meeting is set to 1
- › IVR: Fixed issue where IVR Tree Graph is not working if French is a selected language
- › Fixed issue where server recording silent option does not apply when recording is not set to yes
- › Emergency call notifications: Skip destinations that are emergency numbers
- › Queue Reports: Handle auto mp3 conversion option
- › Meeting:
 - › Solved issue where presence status would not update when an extension is in a meeting

- › Solved issue where presence status would not update when an extension is in a meeting
- › Solved issue with dial number not appearing on default email template
- › Added “join” section to the meeting template
- › Solved issue with special HTML Characters in meeting name
- › Define hints used for on call status when joining audio via webrtc
- › Solved issue with html characters ending up in mail for meeting

Added support for new Grandstream endpoints



DP752



HT802



HT818



GXV3350



GXV3370



GXV3380

New Features

- › Support for meetings with video/audio conferencing, screen sharing and chat
- › Mobile Chat: Have all of your messages synced between all the devices used!
- › Security Improvements for Authentication: Provide stronger security for the account!
- › IVR Tree
- › Voicemail Notification via Call
- › Emergency Call Notification per destination
- › Special Routes per Tenant: Have the Special Services' numbers distinguished from Extensions' numbers even if they contain the same digits!
- › Greeting Access codes: Set new greetings easily by dialing one of the Access codes provided!
- › Central Phone Book for Cisco, Poly and Yealink phones
- › Wake-Up Calls
- › Short Code CallerIDs
- › Touchless Provisioning for Yealink phones
- › CallerID List (with Emergency CallerID): View the CallerID list along with all the existing Extensions
- › Add an Emergency Trunk per Extension
- › API Keys Management
- › Call Forwarding: Set different rules for Internal and External calls respectively!
- › Import and Export CSV for Operation Times
- › LCR Section on Master Tenant
- › Other Networks: Allow users to select different ways to filter numbers
- › System Update Improvements
- › HubSpot CRM Integration

- › Send Sound Files of Conferences to an E-mail address
- › System > Sound Files > Search Page Simplification and Upload Improvements
- › Contact Center edition specific
 - › Agent Statistics: Enjoy improved organizational layout changes
 - › Agent Group: Create groups and enable easier login into Campaigns and Queues
 - › Agent Real-Time Statistics: Access Agent Real-Time Statistics with all types of Agent calls (Inbound, Outbound, Direct in, and Direct out)
 - › Blending Mode: Choose between Automatic or Manual Blending mode
 - › Call Agent by Number: Dial the Agent directly by number
 - › Dialer: Have lists of data loaded to a database and an application run and dial numbers based on the algorithm or settings
 - › Monitor Pages: Track data on a redesigned Monitor's Queue Page and newly created Campaigns' Monitor Page
 - › New Menu: Use a separate menu for better navigation
 - › Project Codes: Make direct out calls and associate Project Codes with them
 - › Skill Based Routing: Define sets of Rules and change the value of Minimum and Maximum penalty
 - › Scheduled Reports: Select preferred Report Templates

Bug Fixes & Improvements

- › Improvements to Archiving storage service
- › DID: Fixed issue with CDR not displaying for non answered calls
- › Ring Groups: For the 'all' Ring strategy, limit the number of Extensions to be dialed to 9
- › Queue: For the 'Ringall' Queue strategy, limit the number of Member to be dialed to 9
- › Queues: Fix for Queues search
- › Show advanced by default: Fix issue where 'User Type' and 'Add Multiple Extensions' were not showing by default

- › Email to Fax: Fix whitelist validation and removing last whitelist entry
- › IVR Tree Fixes
- › Site Account: Fix issue where multiple accounts would be disabled instead of one
- › API Keys: Fix issue where some subgroups would not be selected on page load
- › API Keys: Fix master tenant privileges to apply for server 1
- › Users: Fix PHP notice when adding a new user
- › Reports: Fix issue where linkedid search was not working
- › File System: Fix displaying per tenant configuration
- › Users: Fix 'Operator Extension' not working properly
- › Tenants: Fix MySql error when creating tenant
- › Extensions: Spelling mistake fix for 'resetted'
- › Routes: Fix issues with nav bar and action logs

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