PBXware 6.3.0
CHANGELOG

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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

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

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