



CHANGELOG

PBXware 7.1.0

bicom
SYSTEMS

wiki.bicomsystems.com

Features

- **Contact Center Omnichannel**
An all-in-one solution for managing customer requests and information sharing across multiple channels.
 - **Visitor App**
The key to seamless customer engagement on a website.
 - **Messaging Configuration**
Customize connections, create messaging queues, and apply tailored settings for a seamless omnichannel experience.
 - **Reports**
Unified reporting that compiles data from all channels for a comprehensive overview.
- **Two-factor authentication** for OSC and gloCOM users.
- **File System**
Introduced the ability to archive and delete chat message history.
- **Ray Baum's Act**
Implemented a set of features to comply with Ray Baum's Act.

New Endpoints



Snom D862



Snom D865



Yealink T31W



Yealink T34W

Contact Center Module

- Agent: Disabled changing the group name after it is saved once.
- Agent: Forbade the addition of pause reasons with the same code or name.
- Visitor App/LiveChat: Introduced as key to website customer engagement, offering features such as:
 - **Pre-chat Form**
Meet the customer with a pre-chat form.
 - **Basic Virtual Assistant**
Harness the power of chatbot assistance.
 - **File Sharing**
Enhance interactions by allowing customers to share files, documents, or images.
- Messaging Settings: Introduced to enhance users' communication capabilities across various channels: SMS, Email, and LiveChat.

Queues Configuration

- Introduction of assignment strategies with the capability to manage returning customers.
- Enhanced operation hours for improved service availability.
- Introduction of out-of-office messages to enhance the customer experience.

Chatbot Configuration

- Real-time preview for chatbot setup.

Channels Configuration

- LiveChat, SMS, and Email configuration

Settings

- Alert emails: Set up and configure security email alerts.
- Operation Times: Global operation time settings.
- "First response" and "Chatbot" timeout configuration
- Working Units - defining maximum agent workload with the respect of the effort that needs to be invested in handling requests on different channels.

- Agent Capacity Settings: Introduced a new set of options to customize agent capacity and workload within your business.
- Statistics/Reporting: Blended Agent & Queue Reporting that gathers statistics from all communication channels, creating a unified source for data analysis.
- Scheduled Reports: Reworked scheduled reports to accommodate omnichannel requirements.
- License Counter: Introduced a new page for users to manage and control their agent and supervisor licenses, as well as their omnichannel modules.

Meeting Module

- Added dial-in info to the calendar invite.
- Enabled dial-in to public meetings without the need for the participant's ID.

Bug Fixes & Improvements

- 2FA: Implemented Two-Factor Authentication for OSC and gloCOM users.
- 2FA: 2FA Improvements.
- Access Codes: Fixed an issue where dialing access codes '*303' and '*304' would not replace greetings for ERGs.
- API: Added the option to configure the 'Skip Invalid Selection Alerts' feature on IVR.
- API: Added the option to configure the visibility of call rating info in OSC.
- API: Implemented adding 'Dial Group' and 'ERG' as Destinations in IVRs.
- API: Added the ability to add, edit, and remove ERGs using API.
- API: Added the ability to configure the 'Preserve original Caller ID' setting for DID and 'Emergency Location Header' for Tenants and Trunks.
- API: Updated API documentation.
- API: Added the ability to fetch Archiving reports.
- API: Added the ability to fetch SMS & Bulk SMS reports.
- Auto Provisioning: Added support for Snom D862/D865 devices.

- Auto Provisioning: Resolved the Additional Config issue for Grandstream GXP2160 devices.
- Auto Provisioning: Fixed an issue related to Additional Configuration for Snom M300/M900 devices.
- Auto Provisioning: Added Speed Dial support for Grandstream devices.
- Auto Provisioning: Added support for Yealink T31W and T34w devices.
- Auto Provisioning: Fixed a reboot issue for Grandstream GXV3380 devices.
- Auto Provisioning: Fixed an issue with adding BLFs to the expansion module for Yealink phones.
- Call Forwarding: Fixed an issue that would occur when a user attempted to delete multiple Destinations at once.
- Caller ID: Implemented the ability to force Caller ID presentation in E.164 format.
- CDR: Added the ability to change the recording filename format to include “src” and “dst” column values.
- Channel Limits: Added a “Notification Email” field used for sending channel-limit related notifications.
- CRM: Created the option to enable/disable creation of new leads when a caller ID is unknown.
- DIDs: Added the ‘Name’ field to the DID configuration on a tenant level.
- DIDs: Implemented CSV download per Tenant.
- DIDs: Fixed an issue that would occur on multiple saves of existing SMS numbers on the CC Edition.
- DIDs: Fixed issues with editing E.164 numbers when SMS is enabled and the number exists.
- DIDs: Fixed an issue where a CSV upload would delete the SMS number from any DID with the same number.
- DIDs: Implemented the ‘Prioritize CLI routing’ option that overrides Operation Times rules on DID.

- E-mail notifications: Added the 'Limit exceeded' notifications for both local and remote channels on a Tenant level.
 - Embedded Documentation: Addressed the branding issues and made sure that 'Server URL' and 'Token' fields are not available when 'Server Type' is set to "default".
 - Embedded Documentation: Implemented the option to preserve the selected language on logout.
 - Emergency services: Use emergency services from the master tenant if they are not set on a tenant level.
 - ERG: Added the "Custom Ringtone" option to ERG.
 - ERG: Added the 'Detect caller early hangup' option to ERG.
 - ERG: Added the 'Leave When Empty' and 'Empty Destination' options to ERG.
 - Extensions: Fixed an issue where the UAD Template would not be applied when adding multiple extensions using CSV upload.
 - File System: Added the ability to archive and delete chat messages.
 - Groups: Added the ability to restrict access to 'Destinations' and 'Editions & Modules'
 - Groups: Renamed selections 'Destinations' and 'Editions & Modules' to 'Disable Destinations' and 'Disable Editions & Modules' respectively to prevent them from being disabled by default.
 - IVR: Added the option to prevent the 'Invalid Selection' sound prompt from playing if no options were selected.
 - IVR: Fixed an issue where ringtones would be played before the call entered the IVR even when 'Rings to Answer' was set to '0'.
 - IVR: Added the "Invalid option" notification in IVR.
 - IVR Statistics: Fixed an issue where the destinations assigned to '0' would not be displayed in the statistics.
 - Languages: Added the Portuguese language.
 - Limits: Fixed an issue where ERG limits would not be applied if set to '0'.
 - Notifications: Added the "Update available" notification in the PBXware GUI.
 - Implemented a fix that ensures that the 'Allow CallerID Within DID range' and 'Drop Anonymous calls' options are following priority levels.
-

- OSC: Fixed an issue where the advanced branding logo was not being shown in the OSC portal.
- OSC: Added the option to display call rating info in OSC.
- Protocols: Added the new fields to specify SIP transport for desktop and mobile applications.
- Ray Baum: Implemented Ray Baum's Act compliance features.
- Recording: Fixed an issue where Tenant to tenant calls were not being recorded on both sides.
- Ring Groups: Ensured that the Diversion header is sent when the last destination is an External Number.
- Scheduled Reports: Implementation of scheduled reports for OMNI statistics.
- Servers/Tenants: Removed '%' from allowed chars in the password warning message as it was previously disallowed on a functional level, and still is.
- SMS: Added support to assign multiple extensions to a single SMS number.
- SP: Display the SP administrator name in Action Logs on the synced system once a change has been made.
- Tooltip Service: Fixed a bug where embedded documentation would not work for an LDAP user.
- Touchless Provisioning: Fixed an issue where devices would not be shown on the non-MT systems until the server was resaved.
- Translations: Updated the French translation.
- Trunks: Implemented an option to add a prefix to emergency calls.
- Trunks: Implemented an update that prevents invalid characters from being entered in the SIP header.
- Voicemail: Implemented the SMS notification feature for new voicemails.
- Voicemail: Added '%EXT_NAME%' and '%TENANT_NAME%' as new variables for the "Voicemail blocked" email template.
- Voicemail Email: Fixed an issue where the sound file would not be sent as an email attachment.

Contact Center Module

- Database - Existing database tables have undergone modifications.
- Fixed an issue with the app crashing due to missing literals in the string.
- Removed the domain name validation for LiveChat.
- Resolved potential issues with emojis and other chars on message sync.
- Resolved the deadlock issue in the app queue with the “Share Wrap-up Time” option enabled.

Meeting Module

- Meeting: Add co-organizers as confbridge admin.
- Meeting: Allow participants to enter IVR without Participant ID for public meetings.
- Meeting: Make ignoo connection to meeting server more resilient.
- Meeting: DID's that were “Not Active” were being sent back.
- Meeting: Fixed an issue where Meeting events were not added to the calendar for the meeting organizer.
- Meeting: Fix for the meetings list not working.

CONTACT BICOM SYSTEMS TODAY

to find out more about our services

Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470

Tel: +1 (619) 760 7777

Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515

Tel: +1 (506) 635 1135

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00

Bicom Systems (FRA)

c/o Athena Global Services
Telecom
229 rue Saint-Honoré – 75001
Paris

Tel : +33 (0) 185 001 000

www.bicomsystems.fr

sales@bicomsystems.fr

Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy

Tel: +39 0571 1661119

Email: sales@bicomsystems.it

Bicom Systems (RSA)

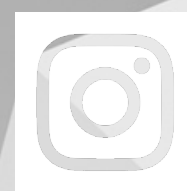
12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

Follow us

bicom
S Y S T E M S



Copyright Bicom Systems 2024