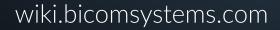


gloCOM 6.1 CHANGELOG









New 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 gloCOM 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 then 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

6.0.0 - April 14, 2020

New 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

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