# gloCOM 6.4.0
## CHANGELOG

bicom SYSTEMS

# 6.4.0 - September 22, 2021

## New 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
› **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
› **Contact Center Module**
  › Agents: Added a New Column displaying the Agent's pause reason
  › Agents: Implemented the Option for Agents to Change a Pause Reason Without Unpausing
  › Queues: Implemented Inbound Dispositions

## 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
- › **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
- › **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

# 6.3.0 - April 21, 2021

## New 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

# 6.2.0 - November 10, 2020

## New 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

# 6.1.0 - August 21, 2020

## 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

# 6.0.1 - May 12, 2020

## 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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