RELEASE NOTES
Communicator 6.5

Table of Contents

FEATURES

Added option to show QR code for quick sign-in via mobile applications

- **Show Login QR Code** as a part of the Communicator Desktop allows users easier login to their mobile app by scanning **QR Code** generated by the Communicator Desktop app.

- **QR Code** can be accessed from the Help menu or the three dots menu within the Communicator Desktop main window.

- Selecting the **Show Login QR Code** option from one of these menus opens the **QR Code** window, which will stay open for 15 seconds.
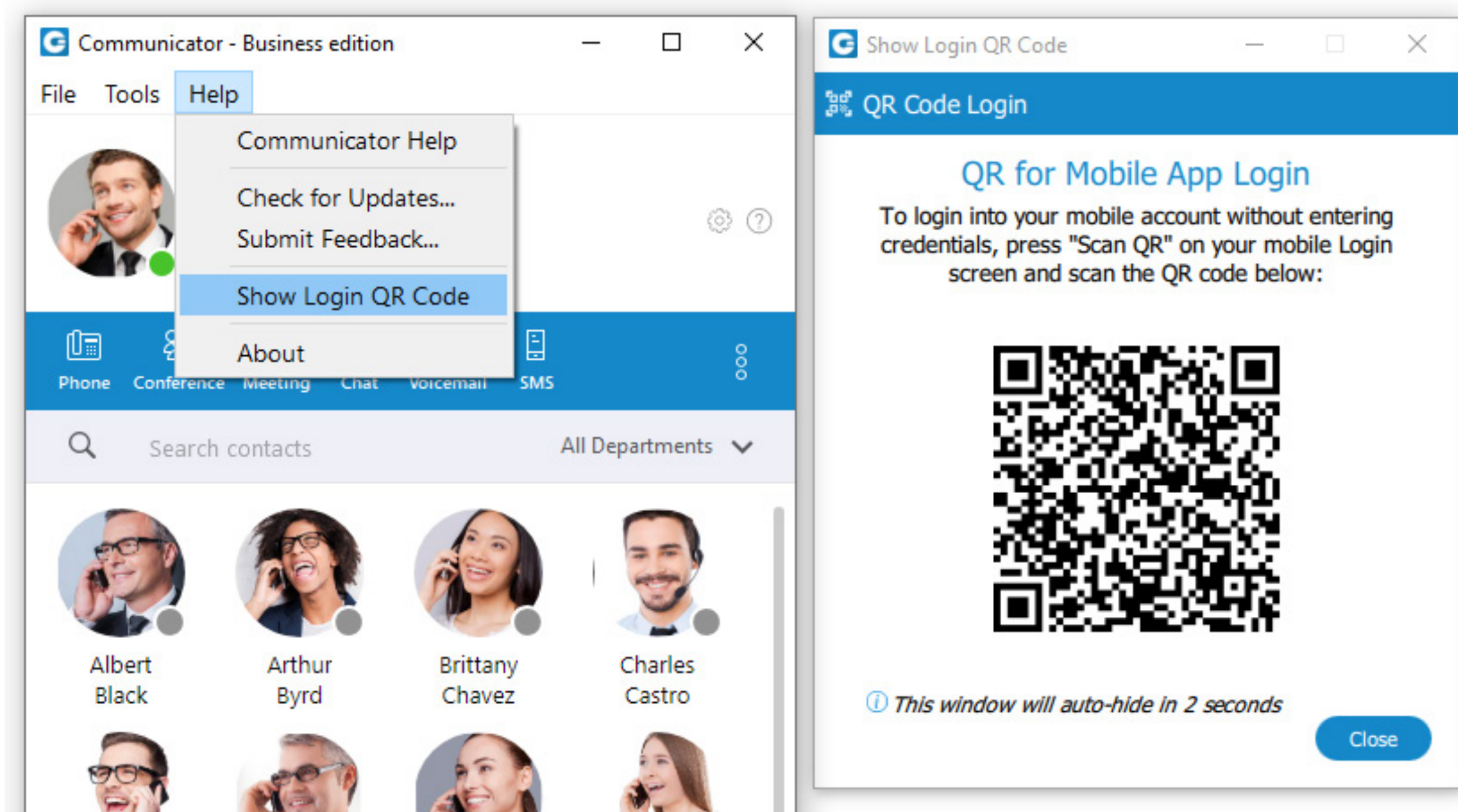
Added Opus codec support to improve voice quality

Opus codec is added as support to improve voice quality.

Added Kuando Busylight integration

Busylight integration allows users to use their Busylight devices as a part of the Communicator Desktop application. This way, they can inform colleagues about their current presence status.

To start using **Busylight integration**, click on the **Settings** icon placed on the right side of the main window just above the blue bar, navigate to the **Busylight** section, and check the **Enable Busylight integration** option. On the right side of the window, the user can see the status message, which gives them information on whether their device is connected or not.

Furthermore, users can change the **Presence** status color for each status per their wish. By default, these colors match the **Presence** status colors within the Communicator Desktop app, and we do not recommend changing them. Additionally, users can change Phone status color and pulse rate as well.
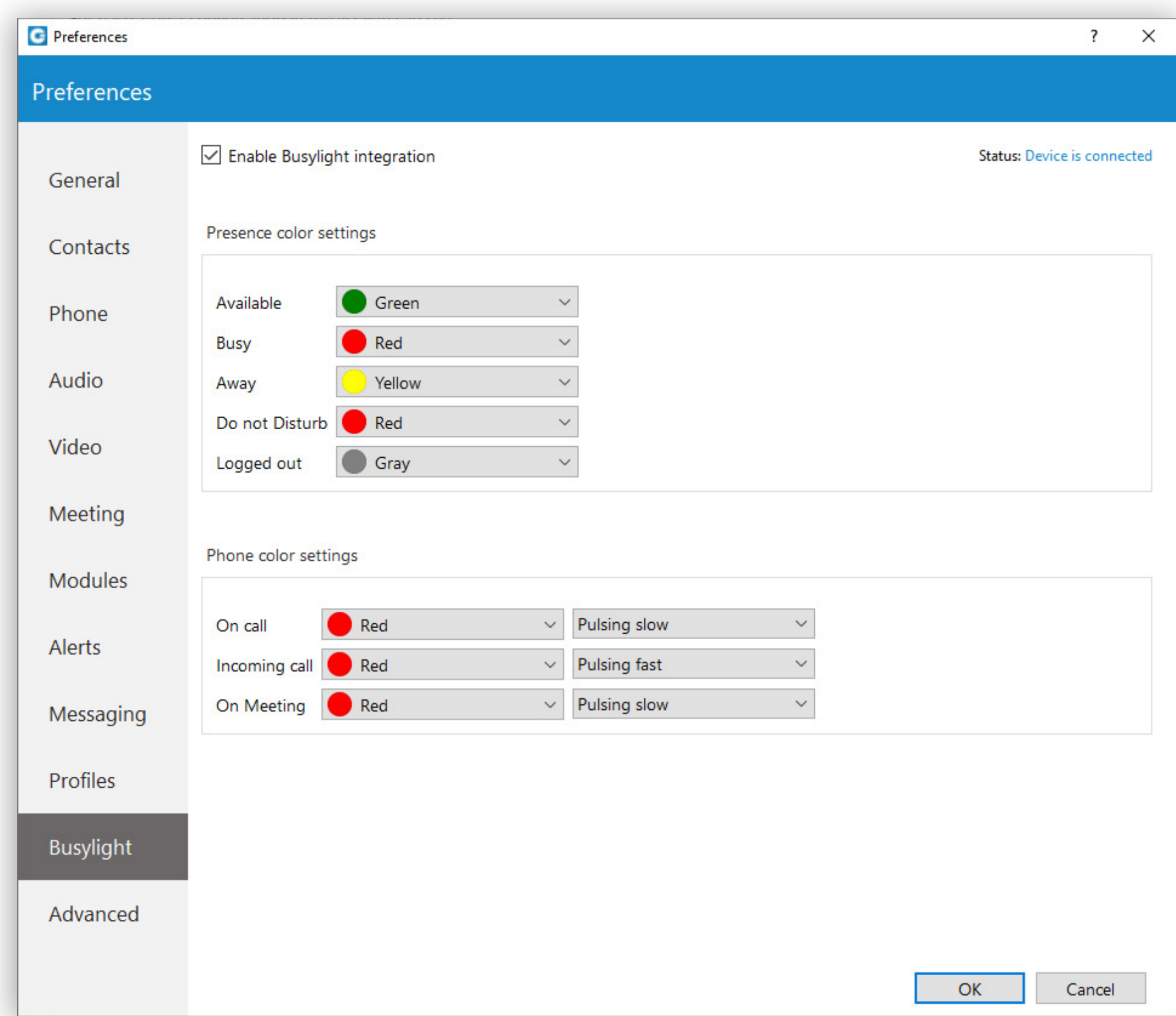
Added support to paste images from clipboard directly into a chat

Communicator Desktop 6.5 supports clipboard functionality for images and files. It means that the clipboard now can be used for copying/pasting images from the external app (such as image viewer, browsers, etc.) or for copying/pasting images and files from the File Explorer (Finder on macOS) directly into the chat session. With this at their disposal, users are no longer limited to just using an image/file picker and drag & drop feature for sending images and files.

While using clipboard functionality for sending images and files, instead of sending them immediately after pasting into the chat, the application creates an attachment list that includes thumbnails within the selected chat session. Clicking on the thumbnail opens the file in the proper viewer app (image viewer for the pictures, the default video player for videos, etc.). This way, users have the opportunity to double-check selected files and images before sending.

Adding files to the attachment list while using the clipboard can be done in two ways:

- Using CTRL(Cmd on macOS) + C/V for copying/pasting files or

- Using the mouse right-clicking to copy/paste files.

NOTE: Every image sent using the clipboard will be saved into the Communicator downloads directory.

Furthermore, hovering over the file inside the attachment list displays a blue circle with the white dash at the thumbnail's upper right corner. Click on it to discard the file from the list.

While the attachment list is active and the user selects files using a file picker or drags them into the chat, they will be attached to the attachment list. Otherwise, the app will send them immediately.

In addition, while the attachment list is present within the selected chat conversation, the user can write a text message simultaneously. In that case, the app will send the text message first and then the attached files one by one.

The maximum number of files attached to the attachment list at once is limited to five (5). Once the limit is reached, a pop-up message will appear displaying the following: "Could not add files since it would violate the maximum files limit! (Max. count of all attachments: 5)".

For larger images, the copy operation will take a while. During this time, the application will change the cursor type to loading, indicating that the file is being copied.
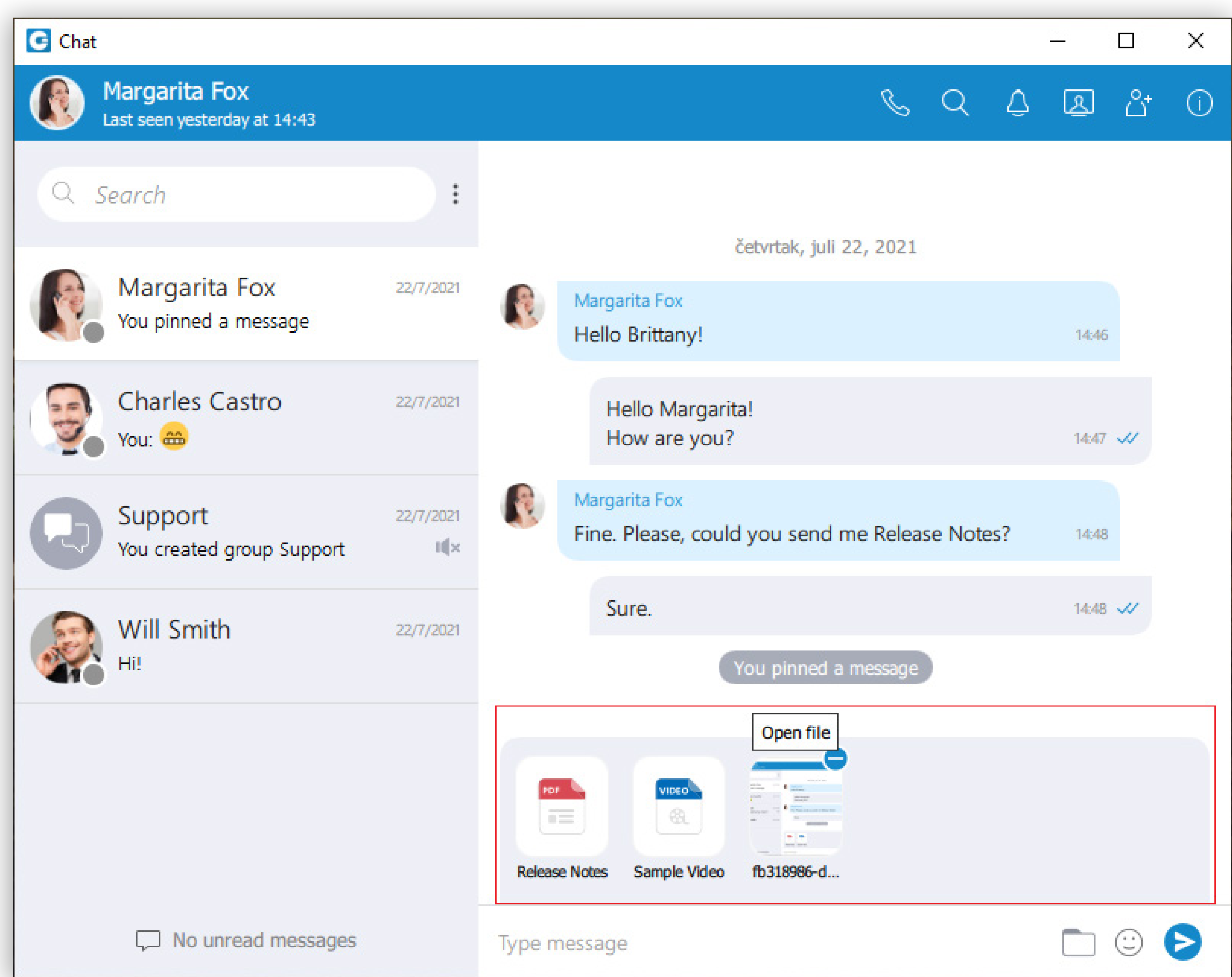
# Added software echo cancellation for softphone

Echo Cancellation as a part of the Communicator Desktop app is a method used to improve voice quality by preventing echo from being created or removing it after it is already present.

The time required for **Echo Cancellation** to start removing echo is up to 10 seconds. It is important to note that the **Echo Cancellation** only works for softphones.

Added waveform while playing voicemail

While playing voicemail messages, the waveform shows up for the selected voicemail. It is possible to go back and forth through selected voicemail by clicking on the waveform.
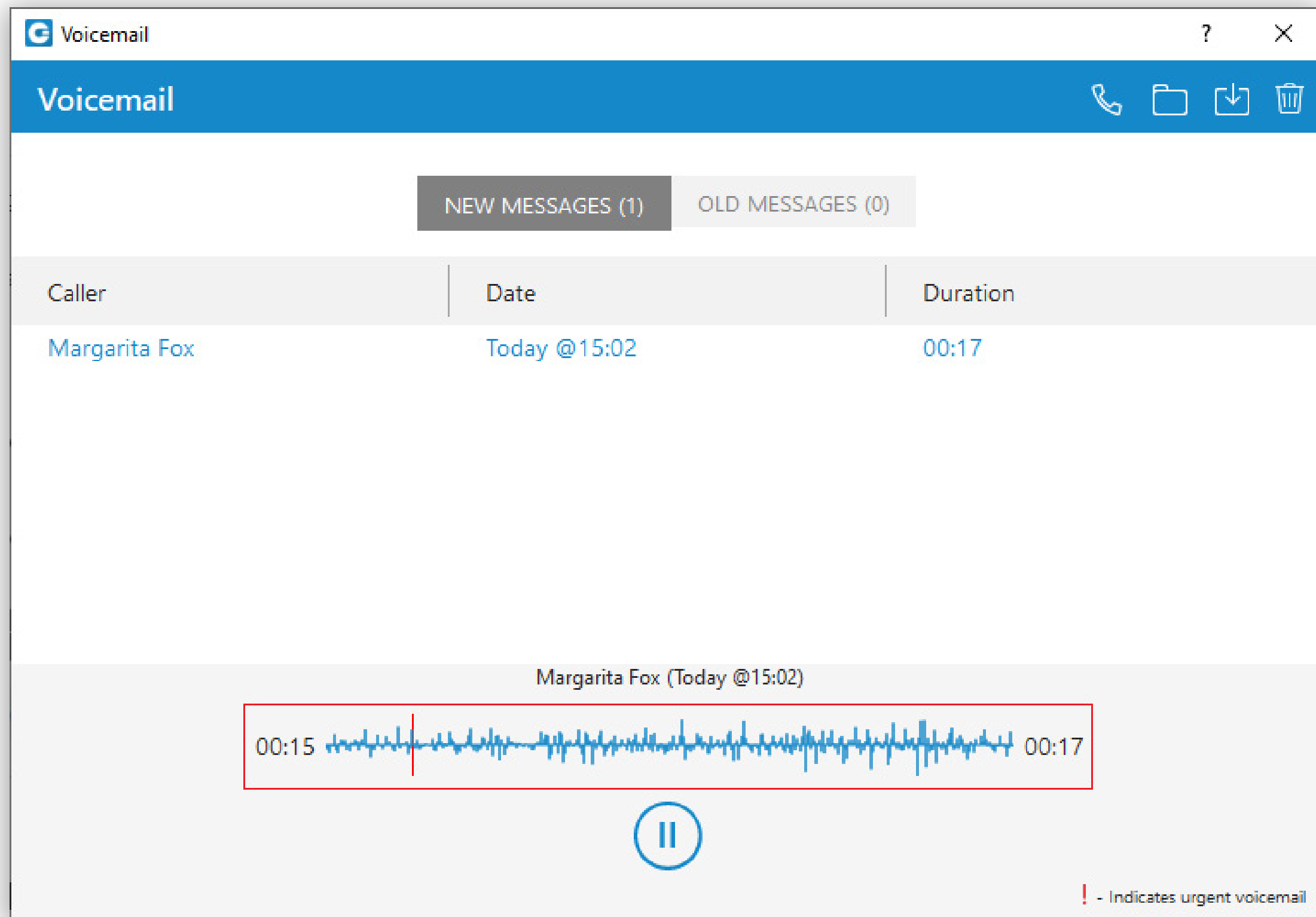
Added support for DNS SRV service discovery to implement failover

The user can enter the DNS domain or the server address (for example: voip.test.com or 1.2.3.4). In the case of the DNS domain, the application will perform a DNS SRV lookup, and it will try to connect to each server that the application obtains based on their priorities. In the case of the server address, the application will try to connect directly to the given address.
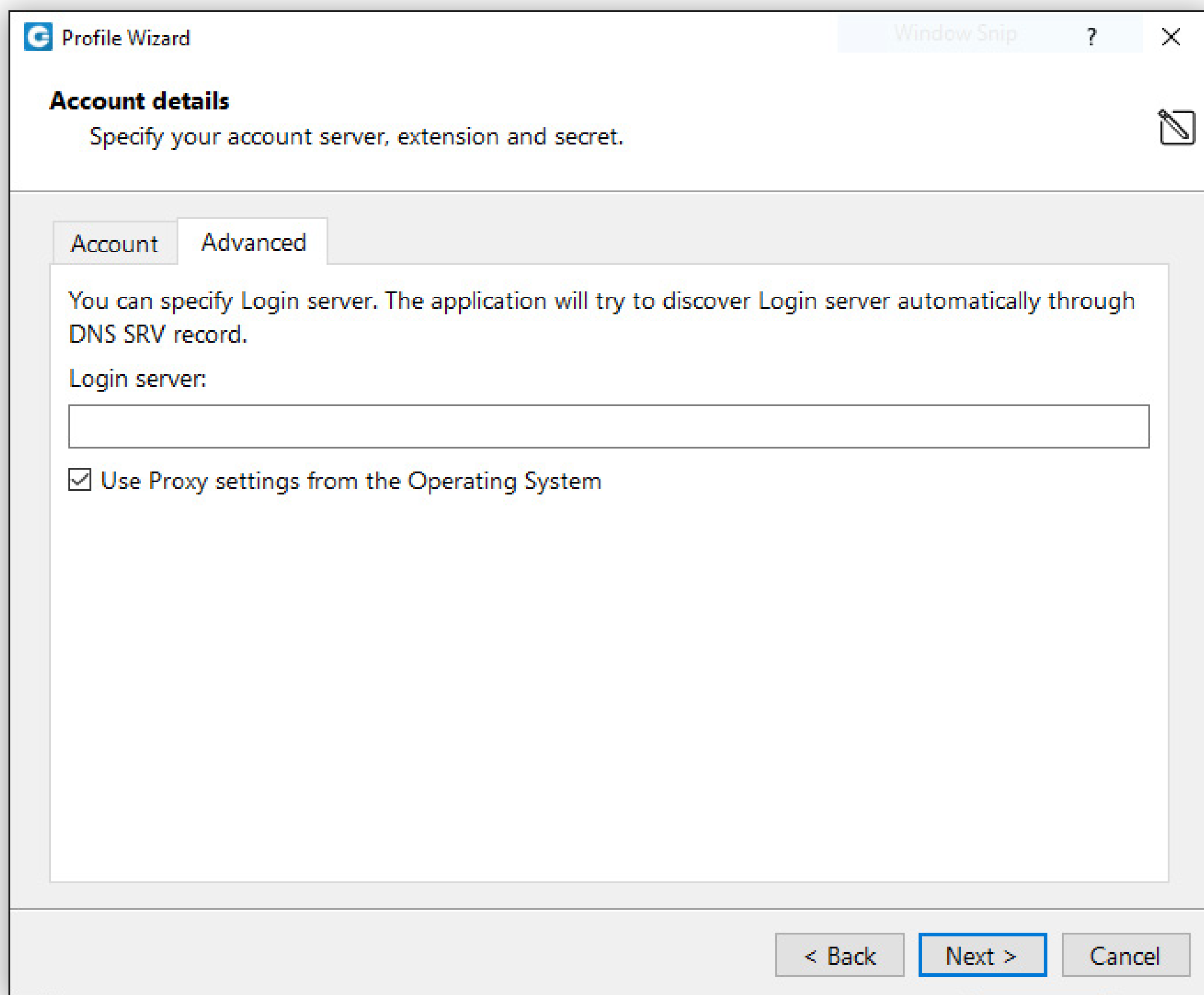
Added support for DNS SRV sip discovery and parallel SIP registration to implement failover

Your administrator can set up a DNS domain for SRV lookup on the server-side. SIP registration will be done for all obtained records, and the first one that succeeds will be in use. This way, failover can be performed for scenarios with more than one SBC. In that case, if the primary SBC goes down, the second one will be in use.

Added option to enable/disable automatic conversion to e164 for contacts sync

If the user wants to convert contact numbers to E164 format, they can check the box next to Convert contact numbers to E164 format.
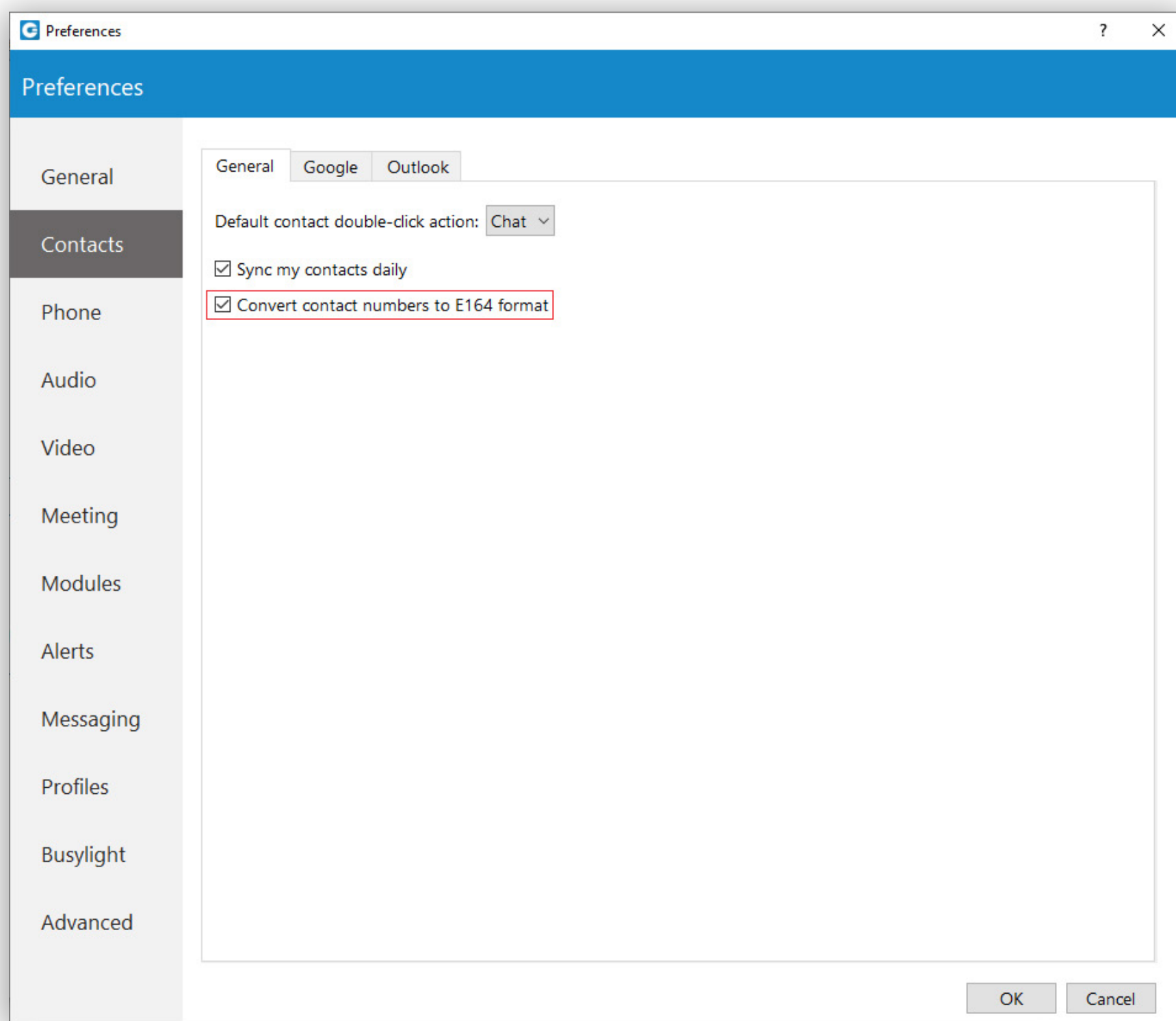
Added option to reply to a specific chat message

Reply option allows the user to reply to a specific message. To reply to a message, right-click on it, and from the drop-down menu, select the Reply option. As a result, the message that the user wants to reply to will appear above the input field. Clicking on the replied message inside the chat will take the user to the original message.
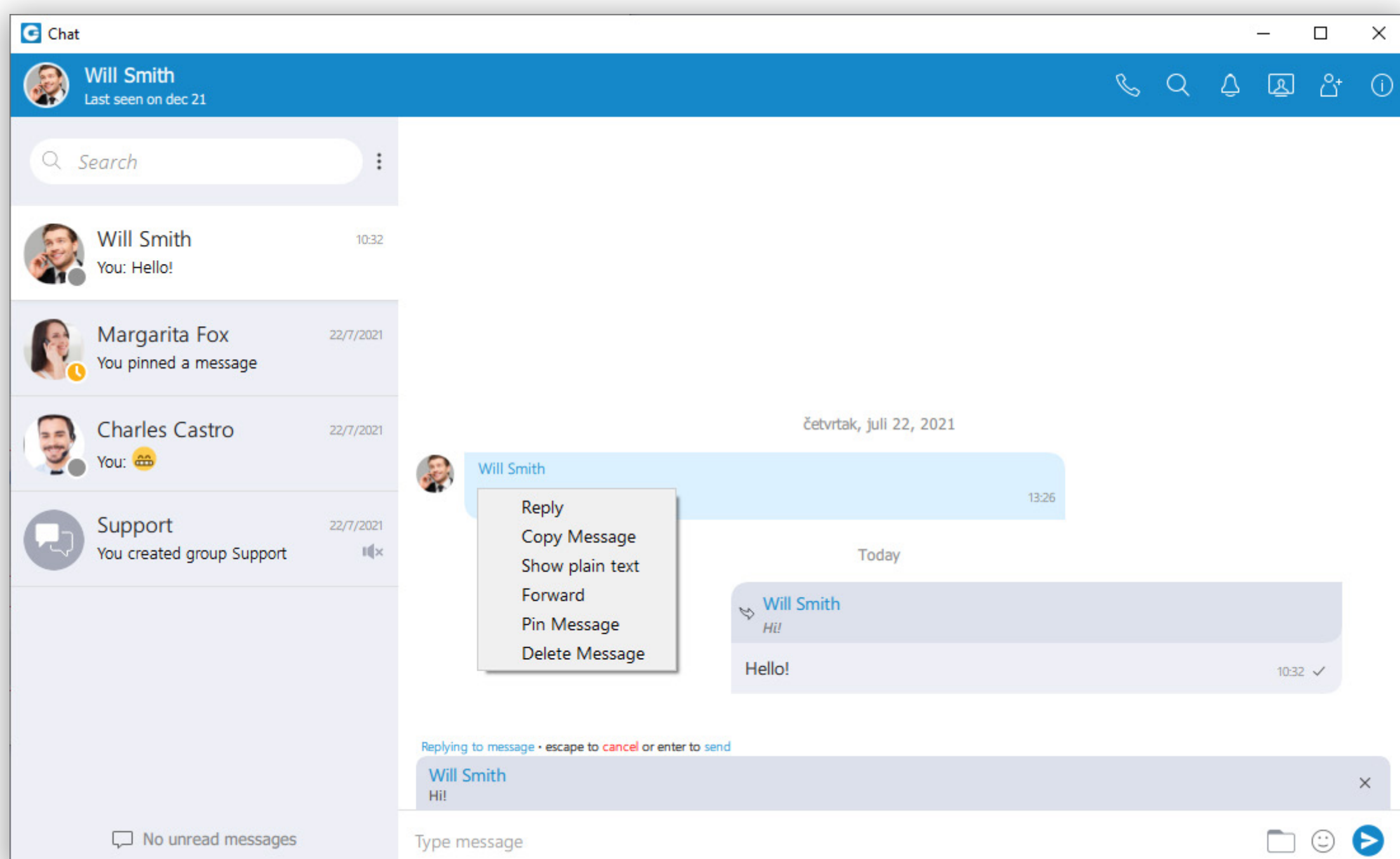
CONTACT CENTER MODULE

Implemented advanced and improved design of the Supervisor Panel

Advanced and improved design of the Supervisor Panel was created.
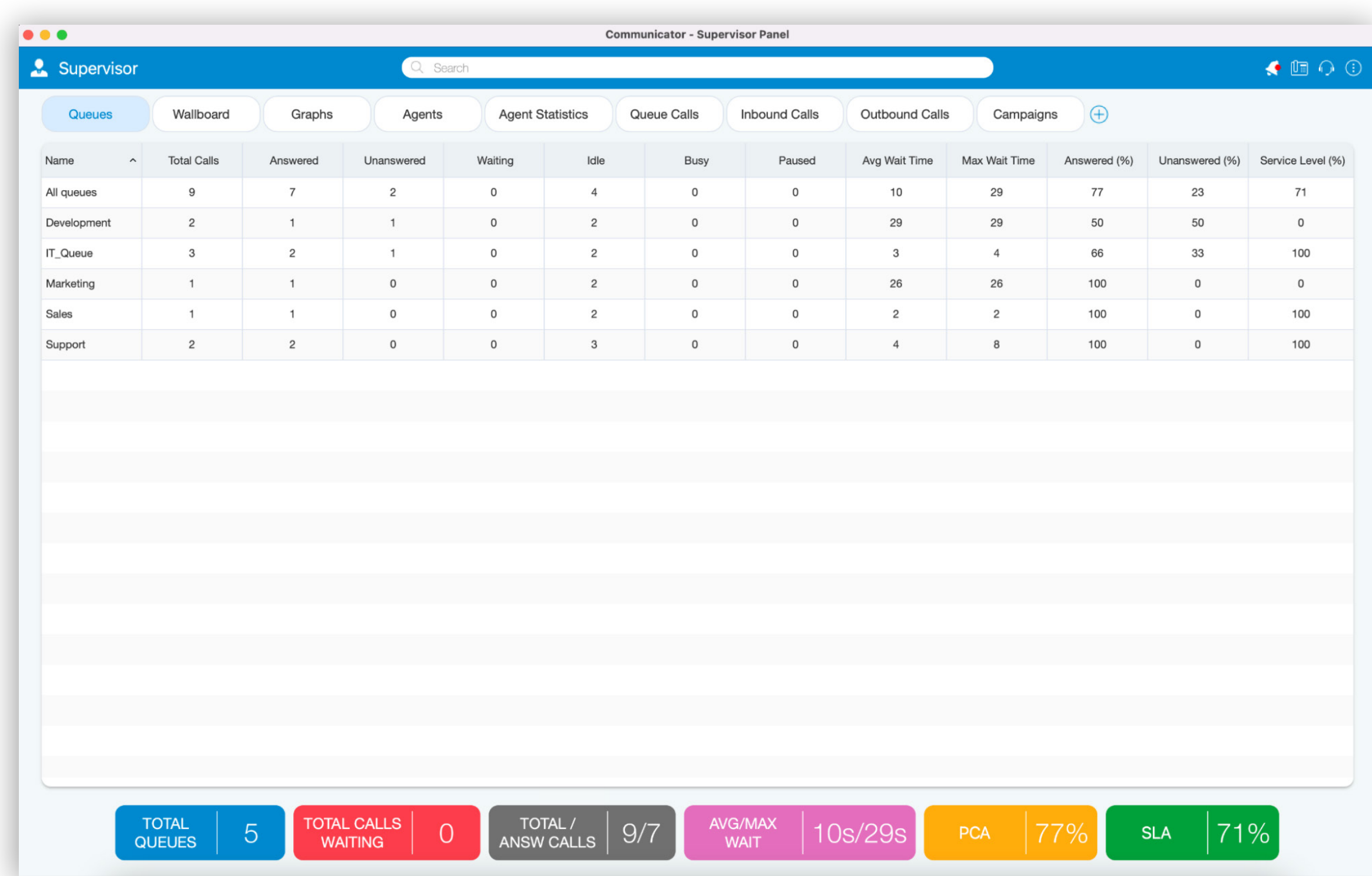
Additional features were added:

- Advanced Global Real-time Statistics

- A search field has been added inside the Supervisor Panel

- Redesigned and fully customizable tabs

- Redesigned and improved Alerts tab

# Provided with advanced Global Real-time Statistics

With the new fresh design of the Supervisor, advanced Global Statistics were introduced.

These statistics include all Systems statistics, Queues, and Agents statistics in real-time, and can be displayed within different tabs.

For selected tabs in Supervisor Panel, there are specific areas (on the bottom of the panel) that are showing Real-time Statistics for each tab separately.

Queues Tab

Inside the Queues tab, the Supervisor can monitor real-time information for all Queues selected through the Preferences dialog.
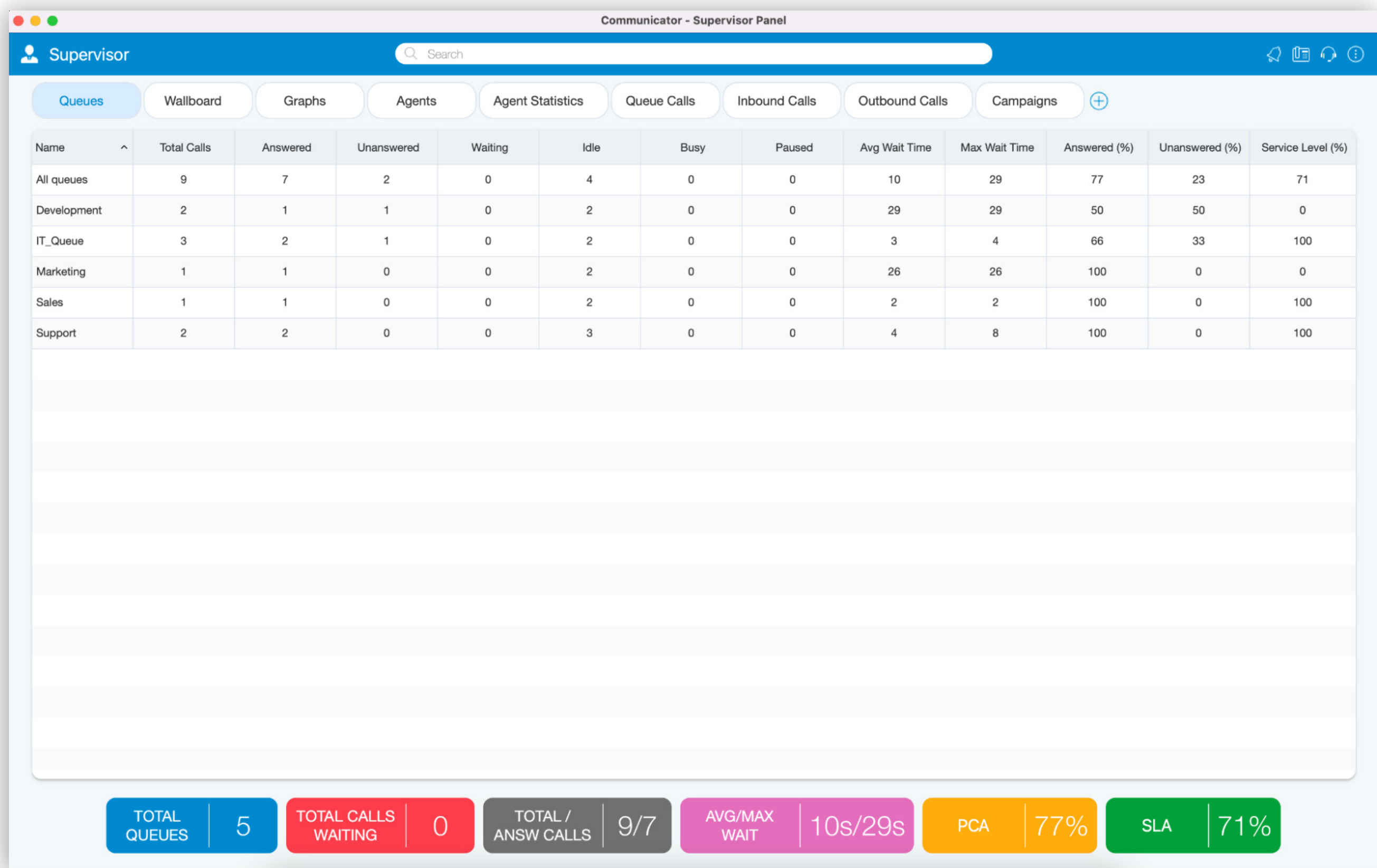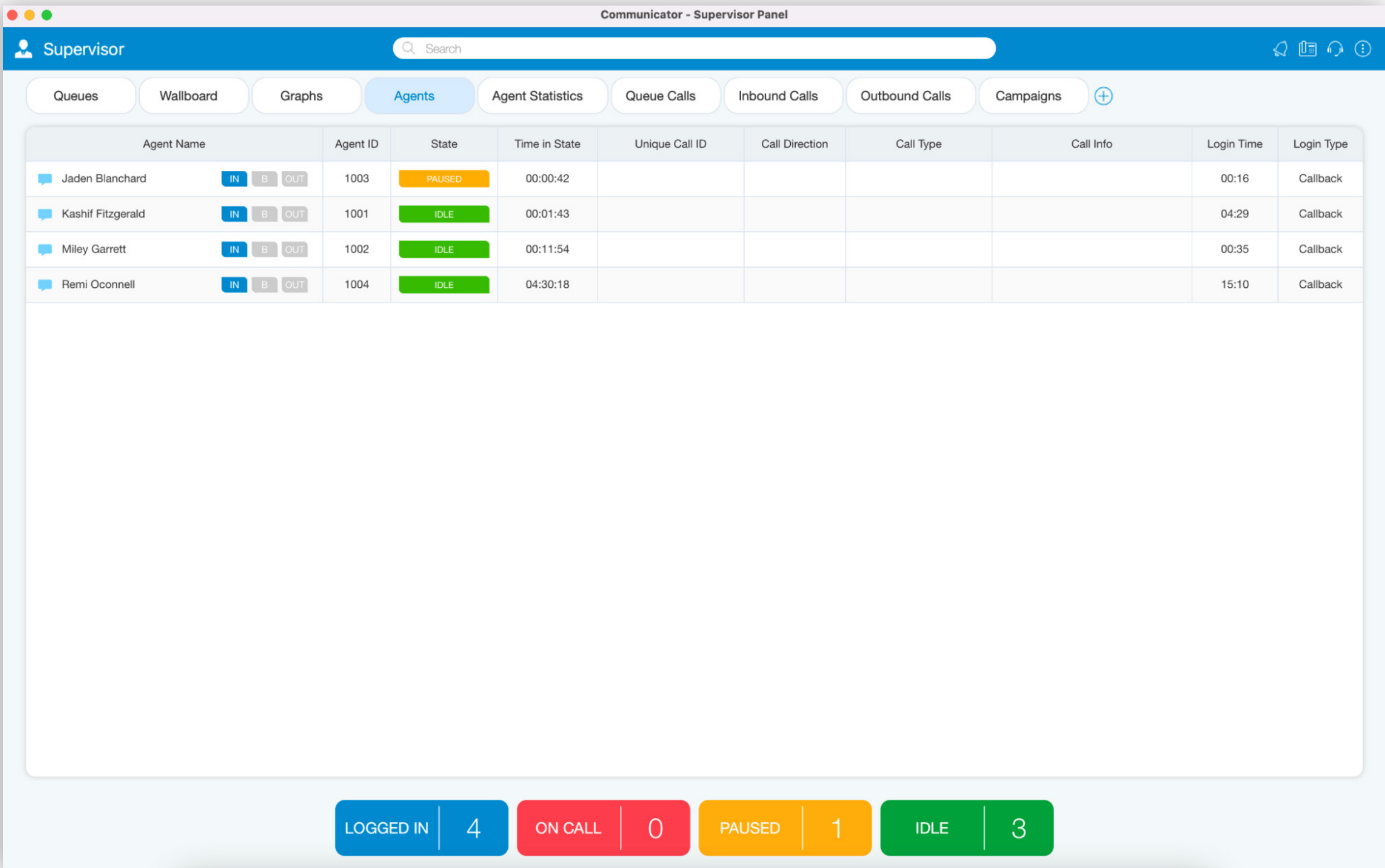
For the Queues tab the following statistics are shown:

- **Total queues** - Represents the total number of queues.

- **Total calls waiting** - Represents the total number of concurrent calls.

- **Total/Answered calls** - Represents the total number of calls during the day (answered + unanswered).

- **Average Wait Time (AWT)** (in seconds) - Represents the average amount of time callers must wait to reach an agent.

- **Maximum Wait Time (MWT)** (in seconds) - Represents the maximum amount of time callers must wait to reach an agent.

- **PCA** - Represents the percentage of calls answered in all queues.

- **SLA (%)** - Represents the percentage of calls that have been answered within a specified period of time. Service Level can be configured in the Preferences window.

Agents module

Inside the Agents module, the Supervisor can monitor information for all logged-in Agents selected through the Preferences dialog.
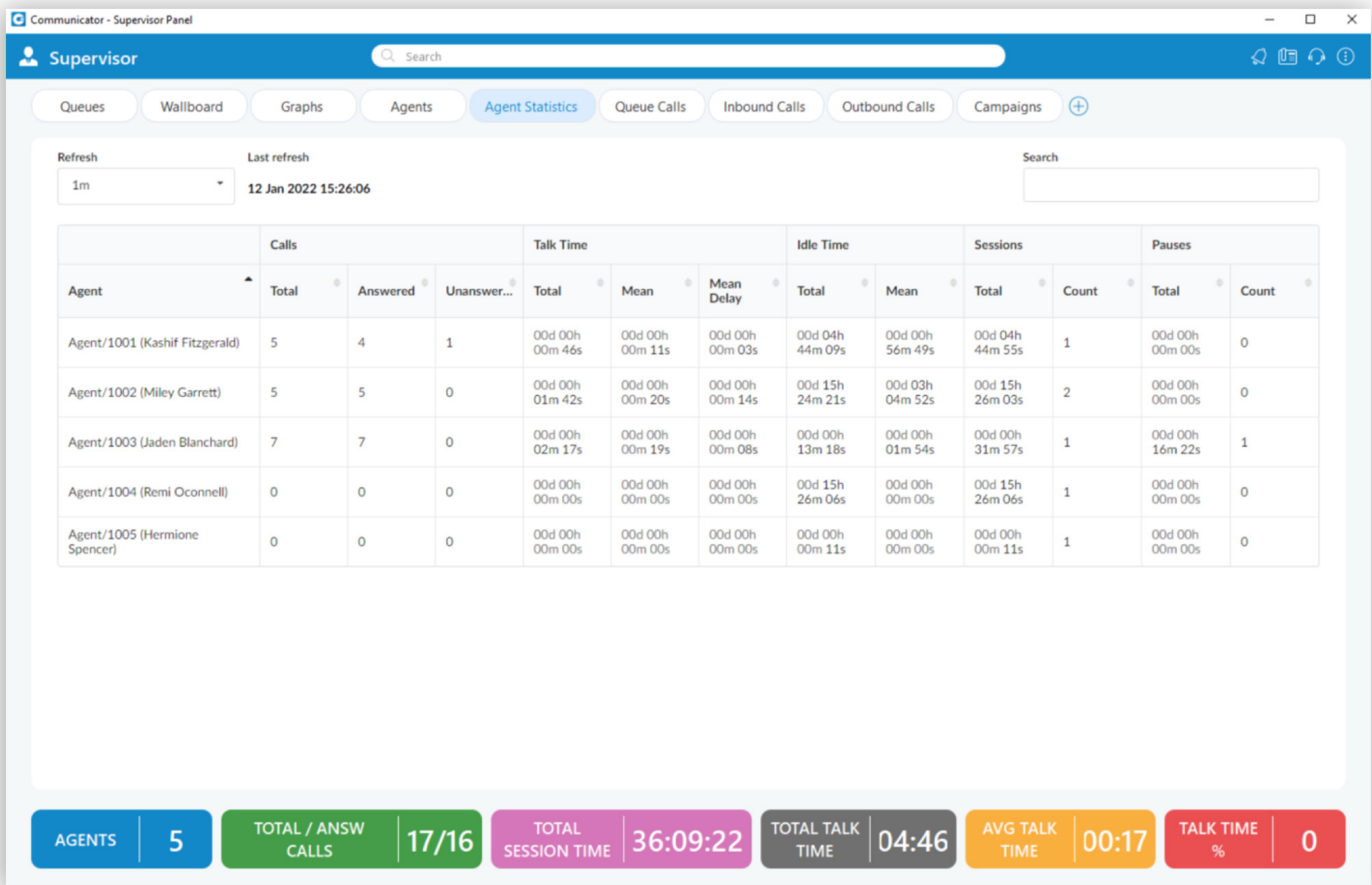
For the Agents module tab, the following statistics are shown:

- **Logged In** - Represents the total number of logged-in Agents.

- **On Call** - Represents how many agents are on a call.

- **Paused** - Represents the total number of paused agents.

- **Idle** - Represents the total number of idle agents.

Agent Statistics

Agent Statistics module displays Agent Inbound and Outbound statistics that include all Agent calls (inbound, outbound, direct (in/out)) into calculations.

For the Agents Statistics tab the following statistics are shown:

- **Agents** - Represents the total number of Agents on the system.

- **Total/Answered calls** - Represents the total number of calls (answered + unanswered).

- **Total Session Time** - Represents the total amount of time Agents were logged on the system.

- **Total Talk Time** - Represents the total talking time for all Agents.

- **Average Talk Time** - Represents the average amount of talking time per Agent.

- **Talk Time (%)** - Represents the percentage of talking time per Agent.

Queue Calls

Inside the Queue Calls module, the Supervisor can monitor information for calls from all the Queues they select to be visible through the Preferences dialog.
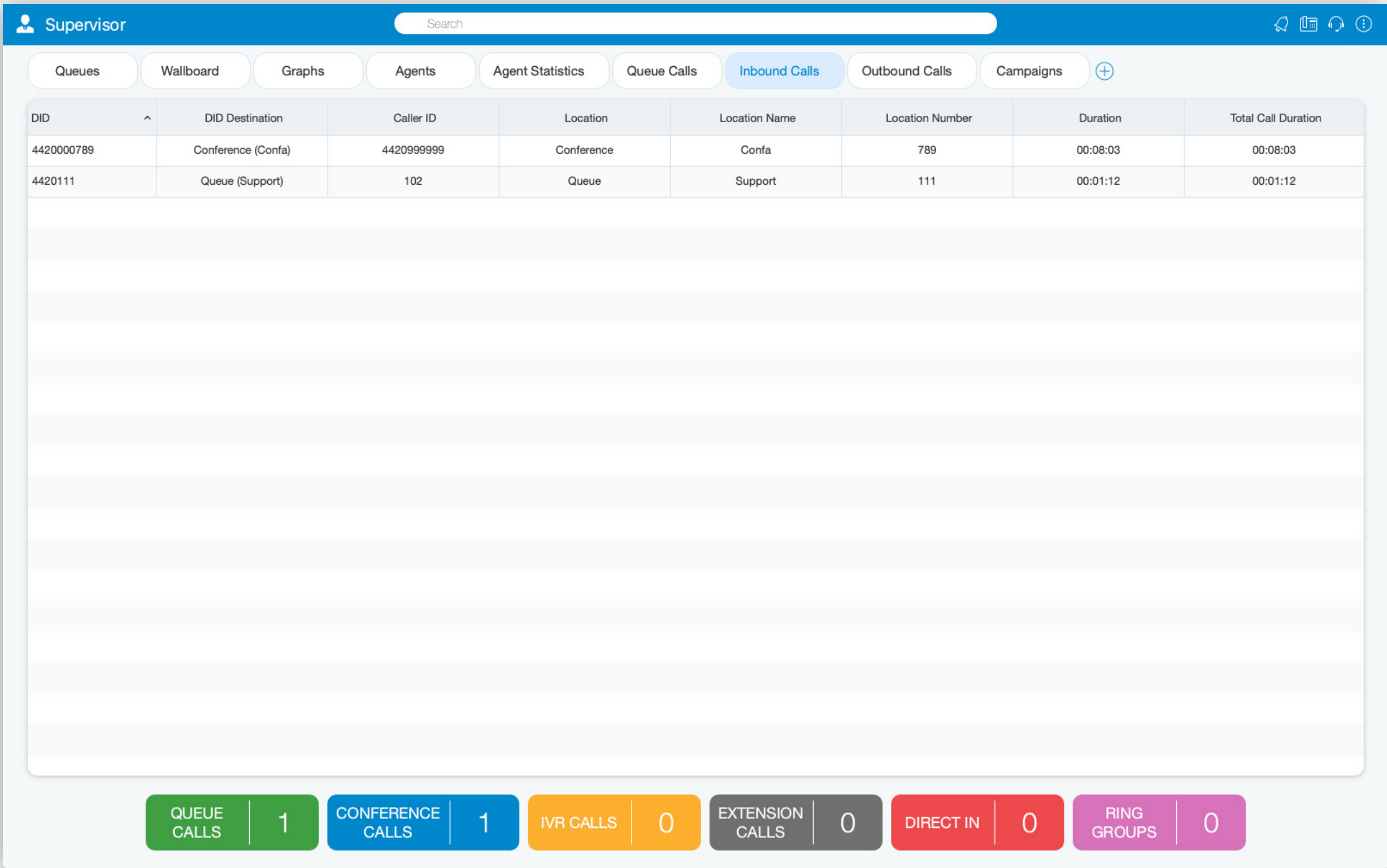

For the Queue Calls tab, the following statistics are shown:

- **Waiting** - Represents the number of callers in the Queues

- **Talking** - Represents the number of Agents currently talking

- **Average Talk Time** - Represents the average talk time for all Agents

- **Max Talk Time** - Represents the longest Queue call

- **Last Call** - Displays last call duration

- **Last Agent** - Shows name of the Agent who has the last call

Inbound Calls

Inside the Inbound Calls module, the Supervisor can monitor information for all calls coming into the system.

For the Inbound Calls tab the following statistics are shown:

- **Queue Calls** - Shows the number of all Queue calls

- **Conference Calls** - Shows the number of all Conference Calls

- **IVR Calls** - Shows the number of all IVR Calls

- **Extension Calls** - Show the number of all Extension Calls

- **Direct In** - Shows the number of all Direct In Calls

- **Ring Groups** - Shows the number of all Ring Group Calls

Outbound Calls

Inside the Outbound Calls module, the Supervisor can monitor information for all calls going out from the system.

For the Outbound Calls tab the following statistics are shown:

- **Current Calls** - Displays the number of current calls

- **Dialer Calls** - Displays the number of Dialer calls

- **Direct Out Calls** - Displays the number of Direct Out Calls

- **Project Calls** - Displays the number of Project Calls

- **Answered Calls** - Represents the total number of Answered Calls

- **Average Duration** - Represents the Average Duration of call

Implemented the 'Search' option inside the Supervisor Panel

A **Search** field was implemented inside the Supervisor Panel. It is possible to search for Agents, Queues, or Campaigns.
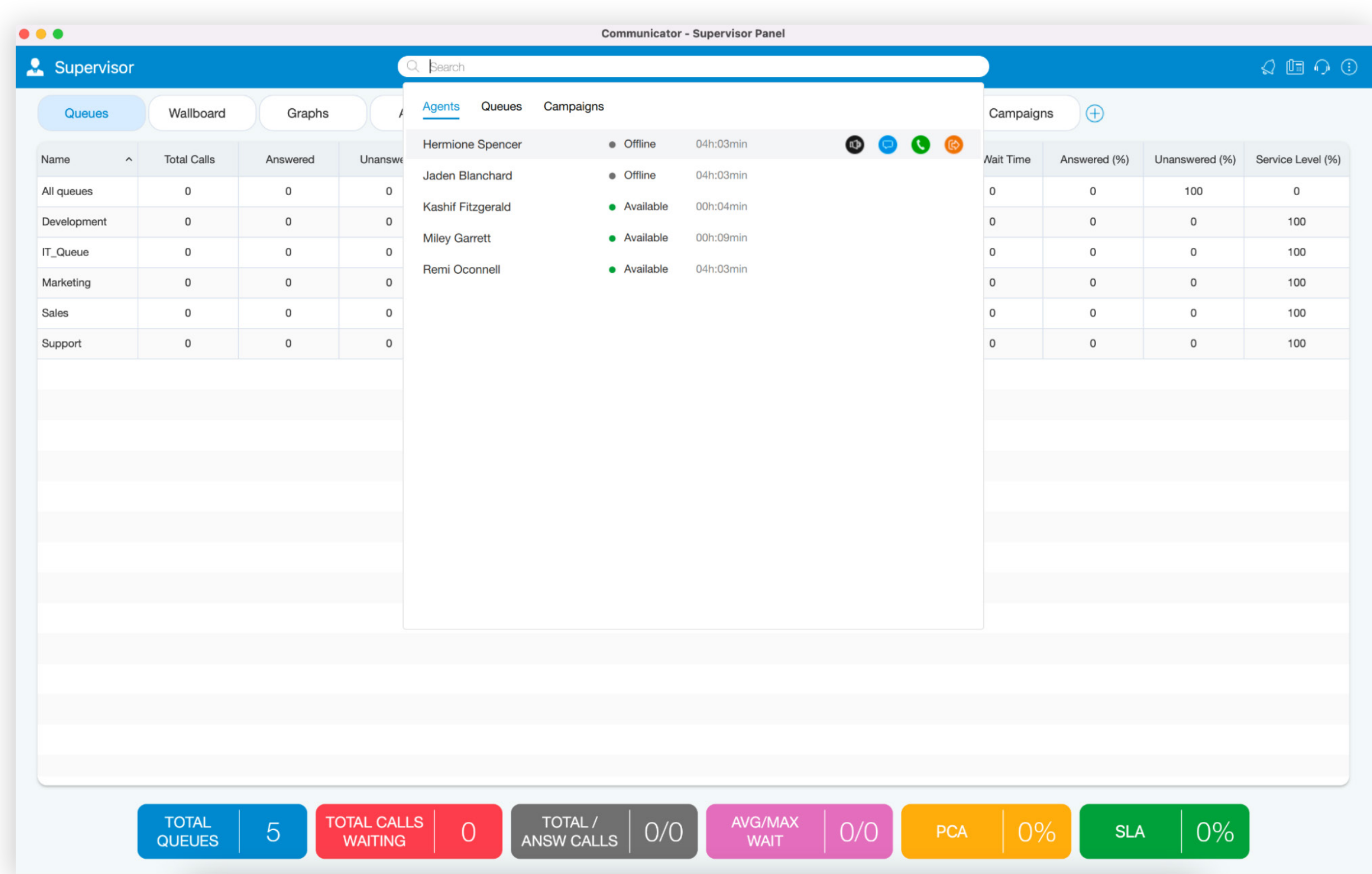
When the user clicks on the Search field, the view with all Agents/Queues/Campaigns should be displayed. This view is visible only if the Search field is focused. If the user clicks anywhere outside the Search field or that view, it will close.

Agents are searched by a name or number. Queues and Campaigns are searched by name. There are some additional actions provided when hovering over a specific search.
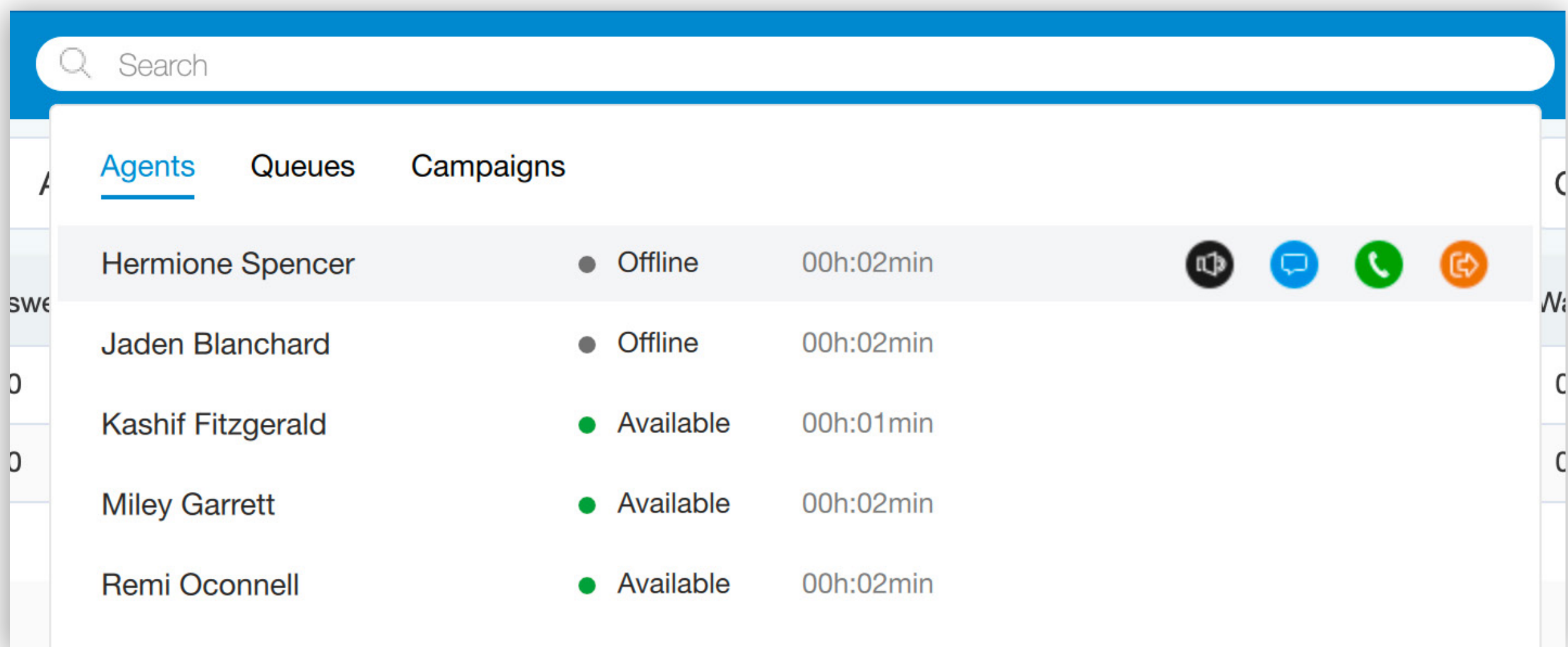
Redesigned and fully customizable tabs inside the Supervisor Panel

From now, each customer can decide which tabs he/she wants to see inside the Supervisor Panel.

All tabs are stored on the server, so the user does not have to customize tabs every time he/she logs in. Tabs are saved per account.

A new, '**+**' option has been added. It is used to add a new tab. When the user clicks the '**+**' button, a new window with the following information is displayed: type, subtype, tab name.
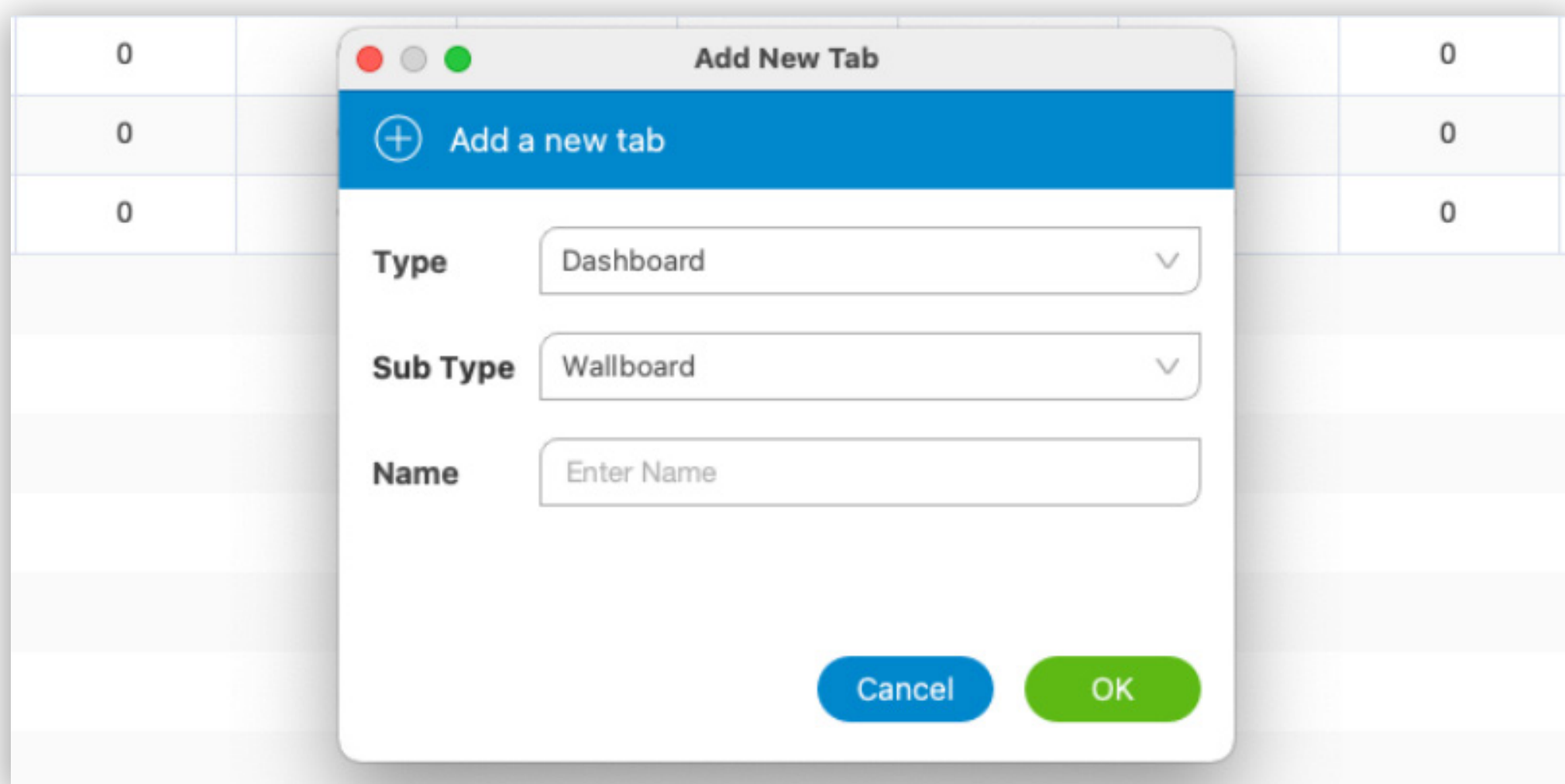
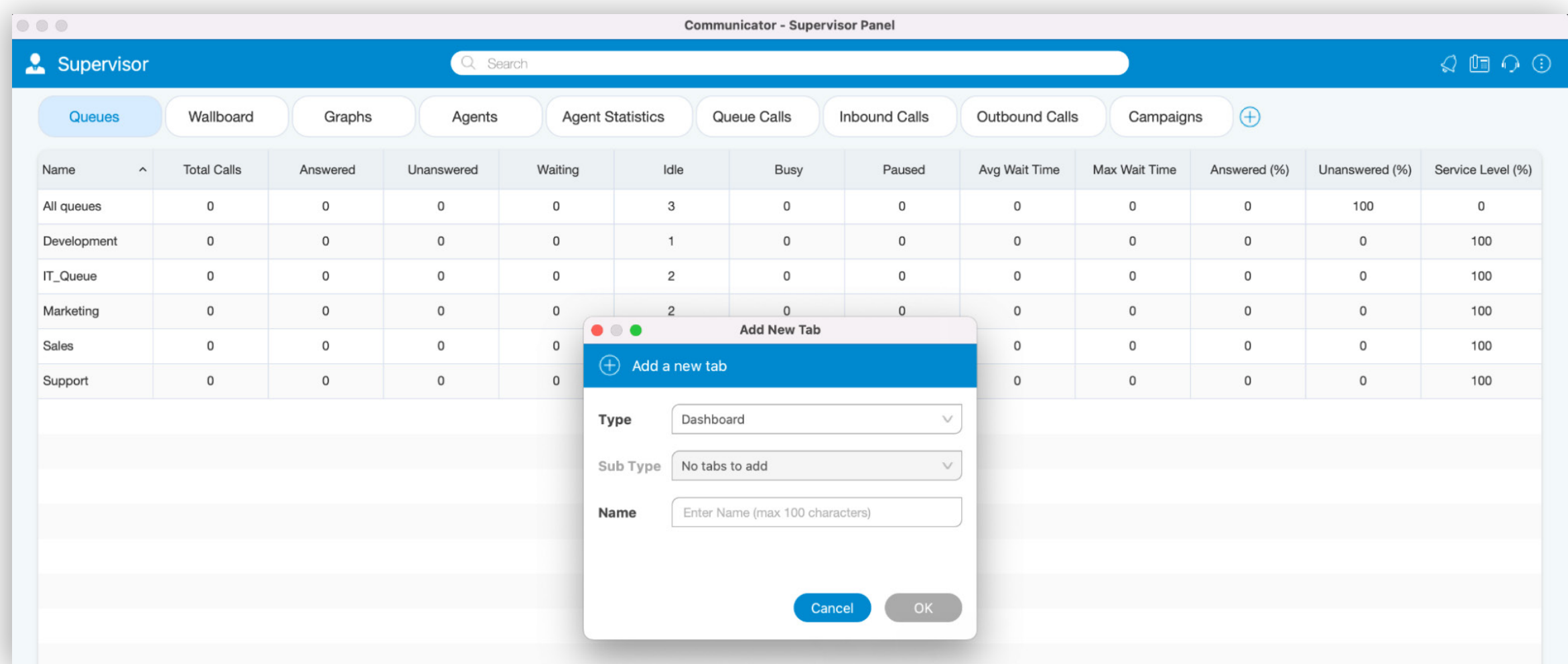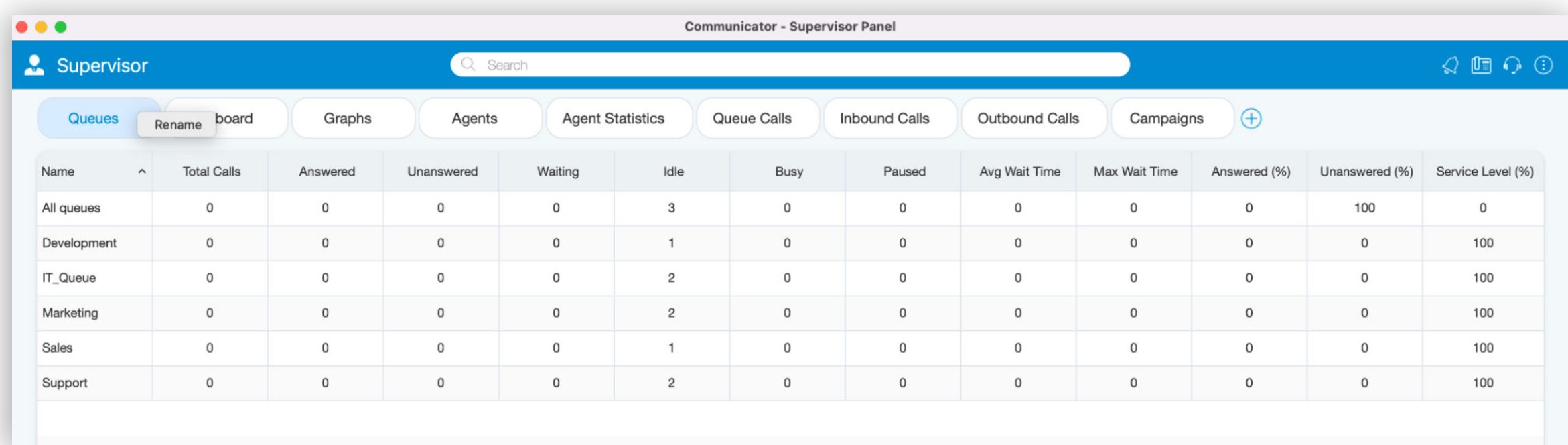The user now has the opportunity to name the tab as he wishes, and if he does not enter anything, the tab will be named by default.

The user can rename the existing tab by right-clicking on the tab

It is also possible to change the order of the tabs, simply by "grabbing" the tab and dragging it to a different location.

Each tab can also be easily removed by clicking the **x** button.

If the server does not support saving tabs, they will be saved locally. After updating the server, when the user logs in for the first time, tabs saved locally will be saved on the server so the user does not have to customize tabs again.

Local storage is used only when the server does not support storing tabs.

Redesigned and improved Alerts tab

A new, "bell" icon has been added in the right corner of the top blue bar.
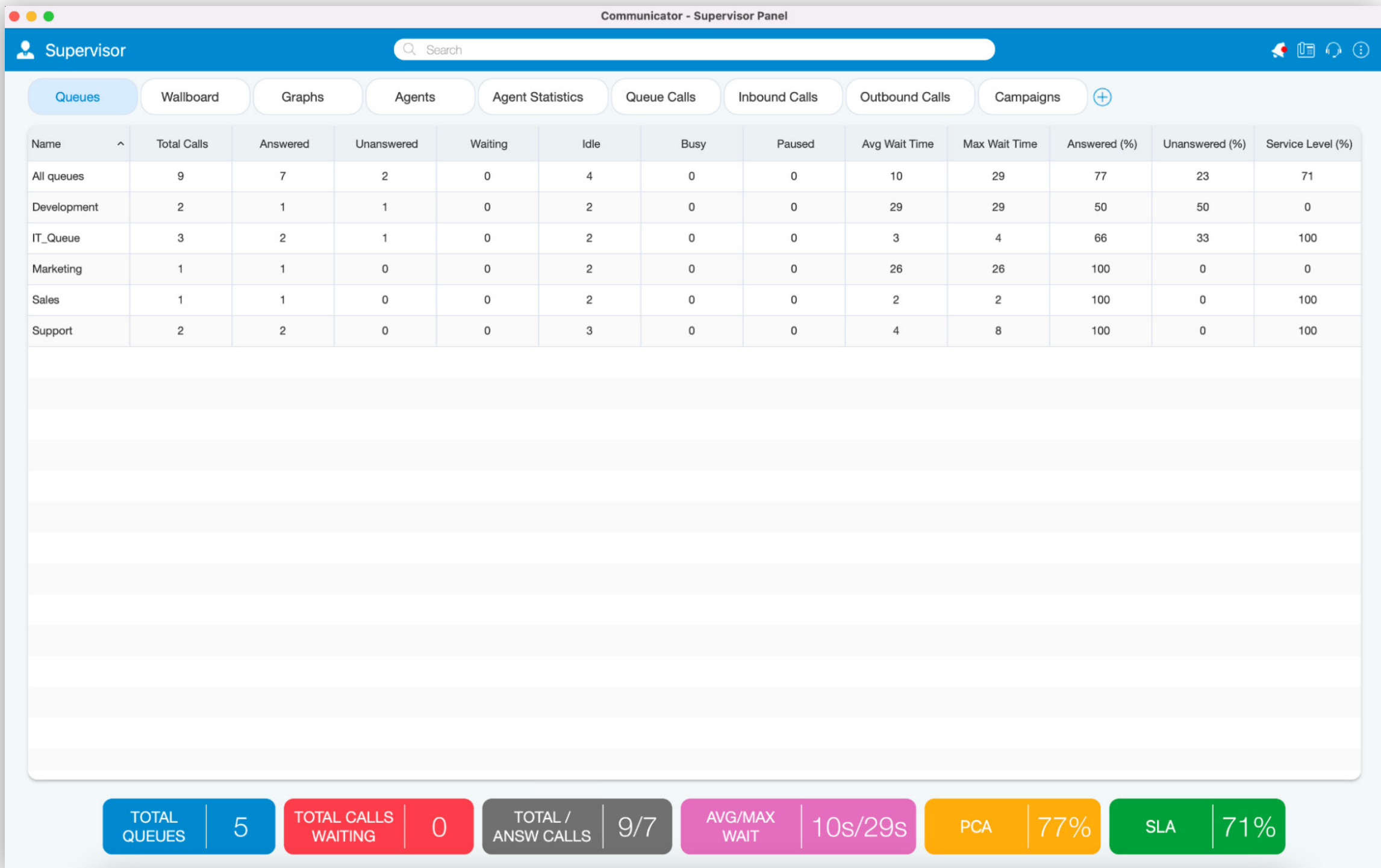
Clicking on the "bell" icon displays a list of all alerts.

- Each item of the notification list consists of the message, the time when the alert occurred, and the state of the alert (read, unread).

- The unread message contains a blue circle on the right.

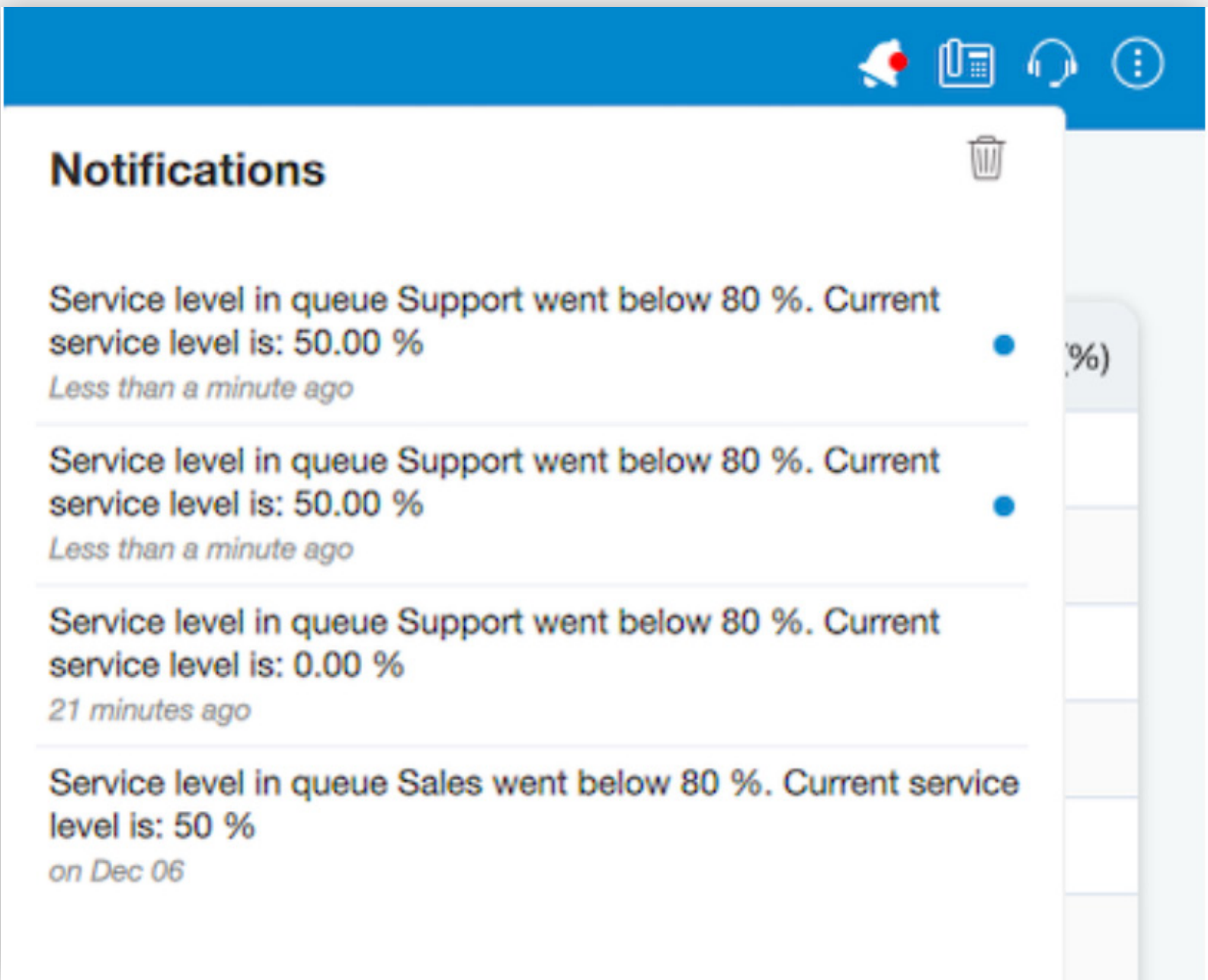- To mark an alert as read it is necessary to hover over the alert item.

- To close the notification list click outside of the notification area or on the "bell" icon.

A new button has been added to the Notifications view, on the top right side. It is used to delete all notifications (recycle bin).

MEETING MODULE

## Automatically adjust the number of video streams in the grid, for optimal performance.

Meeting will now automatically change the number of video streams present in the grid layout depending on the number of participants in the meeting. The number of video streams will change based on these conditions:

Up to 45 participants = grid size 12 (user + 11)

46 - 50 participants = grid size 9 (user + 8)
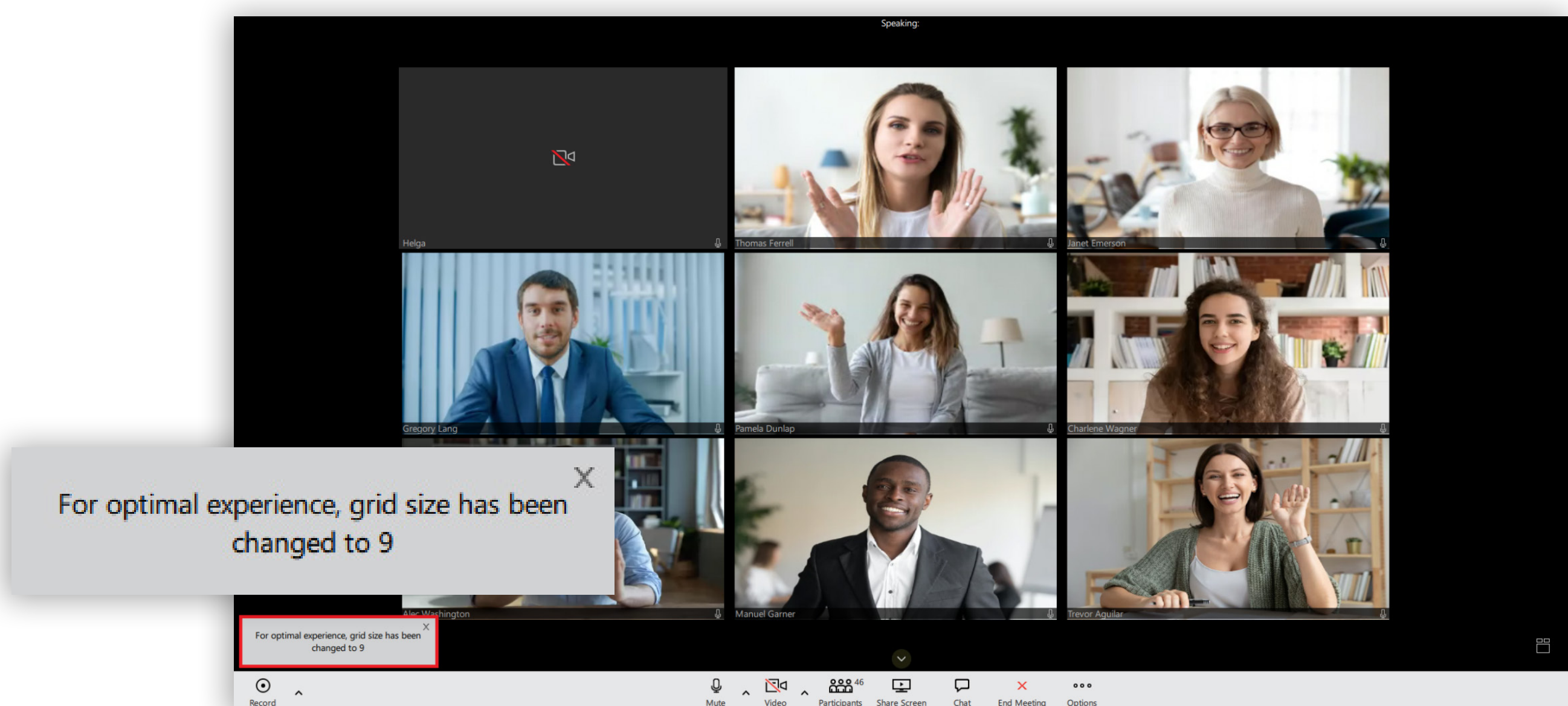
Sort video streams to show participants who spoke last

The algorithm for sorting participants in the carousel and grid has been changed. Participants will now be sorted to have those who spoke last among the first video streams.

Bug Fixes & Improvements:

- Fixed issue where departments count incorrect in the chat sidebar.

- Fixed issue where call pickup button is not visible if caller id is very long.

- Fixed issue where "New Messages" separator in the chat is positioned on an already seen message.

- Modified Google integration button to comply with Google branding guidelines.

- Sending SMS to non-E164 numbers.

Contact Center Module

- Agents: Fixed an issue where a completed Queue call is not deleted from the list of the active calls.

- Supervisor: Fixed an issue where the 'Agent Statistics' tab and 'Campaigns' tab were not refreshed when doing login/logout.

- Supervisor: Fixed an issue where Graphs View has not been loaded.

- Supervisor: Fixed an issue where Inbound Calls were displaying 'Unknown' for DID Destination.

- Supervisor: Fixed an issue where a wrong number of Agents was displayed inside the 'Agent Statistics' tab.

- Agents: Fixed an issue where the Dialer feedback form was not displayed.

- Agents: Fixed an issue where 'Call Screen' was not updated correctly if the Dialer call was rejected while the feedback form was started.

- Agents: Fixed an issue where the application freezes if the Agent did transfer while the "Agent Panel is always on top" option was checked. (The issue was only on Windows OS.)

- Supervisor: Fixed an issue where Inbound call and same caller ID as the local extension would be displayed as the Agent's call.

- Supervisor: Removed unnecessary scroll inside the Wallboard tab and fixed font.

- Supervisor: Fixed an issue with sorting in real-time by disabling it temporarily due to performance issues (there is an option to sort lists manually).

Meeting module

- Added system time format in meeting details view.

- Added a notification if microphone or camera permissions are not granted on macOS.

- Added check if accessibility access is granted for remote control on macOS.

- Added the join audio muted checkbox option that is by default the option chosen in preferences and operates on a per meeting basis.

- Allowed the user to use other apps when Communicator Meeting schedule window is open.

- Fixed a bug where participants' avatars were missing while joining recurrent meetings.

- Fixed a bug where the microphone was not working when an audio device is removed during a meeting.

- Fixed a bug where meeting join dialog was visible when logged out.

- Fixed a bug where holding the M key would keep muting/unmuting the user.

- Fixed a bug where during the creation of recurring meetings, converts time given in AM to PM.

- Fixed a bug when the video device is removed and added again the user could not enable the camera.

- Fixed a bug where meeting invites were not sent to web users.

- Fixed a bug where the user crashed while opening the meeting list.

- Fixed a bug where screen sharing pause was not working.

- Fixed a bug when the user starts a meeting from a conference call, other users get prompted to join audio, instead of remaining in the same call with new meeting window opening.