

PBXware 6.3.0

Multi-Tenant, Contact Center & Business Editions

RELEASE NOTES

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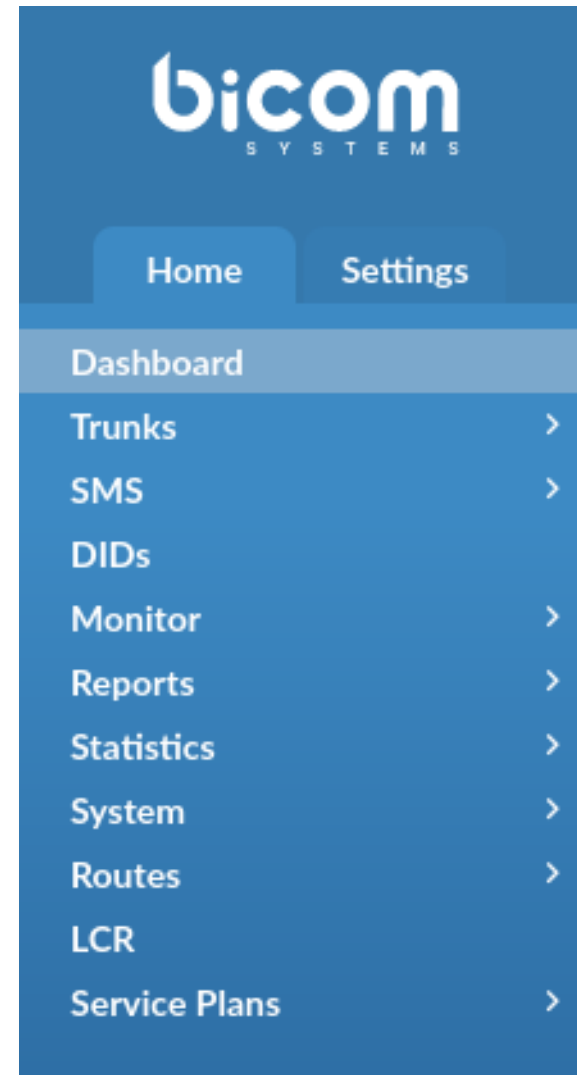
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NEW FEATURES

The **Multi-Tenant, Contact Center**, and **Business Editions 6.3** bring you a specific feature designed to maximize performance, improve reliability, and ensure high manageability.

SMS

SMS (Short Message Service) is a feature in PBXware that enables users to send and receive messages to achieve faster communication. It has become a globally accepted communication channel and an effective way to deliver information in a matter of seconds due to its simplicity and precision. SMS implementation in PBXware allows users to communicate efficiently and have their messages at their disposal at any time.



1. New Menu

A completely separate section dedicated to **SMS** is now readily available on all three PBXware Editions so that users may find Trunks specifically configured for SMS purposes, access the list of numbers, and set up configuration very easily.

2. Configuring SMS Trunks

To ensure better data organization for the **Multi-Tenant Edition 6.3**, users can set up specific **SMS** details. The **Contact Center Edition** and **Business Edition 6.3** also allow for easier navigation through the system to provide convenient and user-friendly usage.



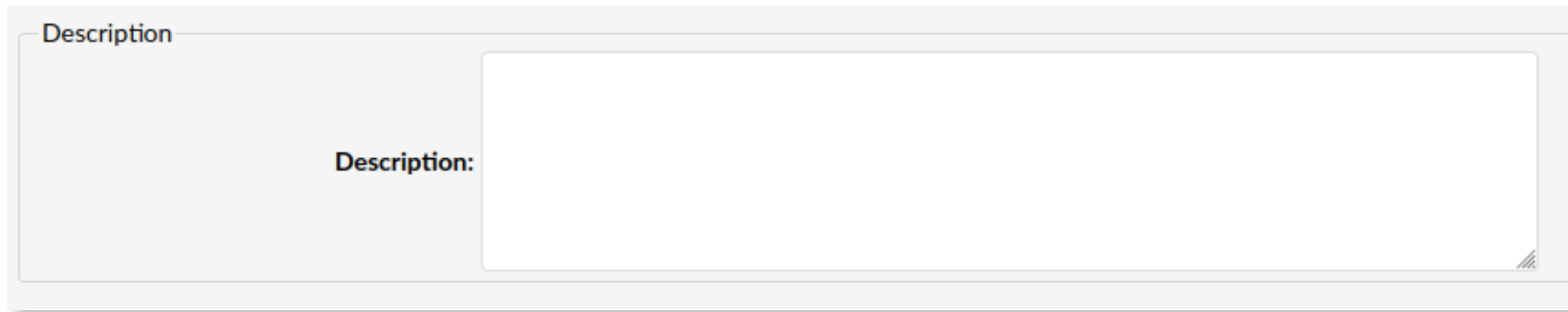
2.1 Trunks

The **Trunks** section allows users to create SMS Trunks and specify configuration details. The first page displays a list of all Trunks that have been created on the system. The 'Provider' field displays the provider that was chosen for that specific Trunk, so that users have all the information accessible at first glance. From here, users can **add** new Trunks and configure them accordingly. Additionally, they may **edit** and/or **delete** the existing ones.

The screenshot shows the Bicom Systems web interface for managing SMS Trunks. The left sidebar contains a navigation menu with the following items: Home, Settings, Dashboard, Trunks, SMS, Trunks & Tenants, DIDs, Monitor, Reports, Statistics, System, Routes, LCR, and Service Plans. The main content area displays a table of existing trunks. At the top, there is a search bar containing 'pbxware', a user profile for 'Administrator', and several utility icons. Below the search bar is a '+ Add SMS Trunk' button. The table has two columns: 'Trunk Name' and 'Provider'. It lists two trunks: 'Telnyx' and 'Test22', both associated with the 'Telnyx' provider. Each row includes edit and delete icons. At the bottom of the table, there are 'previous' and 'next' navigation links, and a 'Page 1 of 1' indicator.

Trunk Name	Provider
Telnyx	Telnyx
Test22	Telnyx

If the deletion action is made, a warning message will appear to avoid any accidental deletion or data loss. Apart from the simplified GUI design, users can also enable or disable the SMS service when configuring a specific Trunk. This allows for improved data tracking and organizational structure, and if certain SMS Trunks are not used, their service can be easily disabled.



The image shows a rectangular GUI form with a light gray border and a subtle drop shadow. At the top left, the word "Description" is written in a dark blue font. Below this, on the left side, is the label "Description:" in a bold black font. To the right of the label is a large, empty white rectangular text input field. The field has a thin gray border and a small, faint icon in the bottom right corner, possibly indicating a scroll or zoom function.

Since users may have various SMS Trunks added to the system, sometimes the specific configuration setup may be forgotten or confused with others. To prevent such scenarios, the SMS feature allows users to add a certain description that would assist them in distinguishing Trunks.

2.2 Trunks & Tenants

On the **Multi-Tenant Edition 6.3**, the **Trunks & Tenants** section permits users to assign specific SMS Trunks to Tenants that have been previously created. When users navigate this page, the list of all Tenants on the system and their codes will be displayed. If there are any SMS Trunks assigned to Tenants, they will be displayed for easier tracking and organization. From here, users can only **edit** the configuration for SMS Trunks and Tenants. Please note that deletion actions cannot be performed on this page.

Tenant Name	Tenant Code	SMS Trunks	Status
Atenant 700	700	Telnyx	Enabled
T600	600	Telnyx	Enabled
Tenant 200	200	Telnyx	Enabled
Test Tenant	380	Telnyx	Enabled

When assigning SMS Trunks, a **single SMS Trunk** can be assigned to one **Tenant**.

SMS Trunks > T600 (600)

Allowed SMS Trunk

SMS Trunk: Please select ...

Save Go back

3. Managing SMS Numbers

On the **Multi-Tenant Edition 6.3**, users can set up **SMS** details for their numbers. The process of adding numbers to the **Contact Center Edition** and **Business Edition 6.3** also provides fast navigation through the system.



3.1 Numbers

The **Numbers** section allows users to add numbers to the system and assign them to specific Extensions. From this section, it is possible to manage the configuration by editing or deleting it.

The screenshot shows the Bicom Systems web interface. On the left is a dark blue sidebar with the Bicom Systems logo at the top. Below the logo are two tabs: 'Home' and 'Settings'. A list of navigation items follows: Dashboard, Extensions, SMS (with a dropdown arrow), Numbers (highlighted), DIDs, Conferences, IVR, Queues, Voicemail, Monitor, Reports, Statistics, Fax, CRM, System, Routes, LCR, and Apps. At the bottom of the sidebar are two buttons: 'Admin Settings' and 'Sign out'.

The main content area has a white background. At the top, there is a header bar with a dropdown menu showing '700 - Atenant 700', a user profile for 'Administrator', and several utility icons (refresh, search, etc.). Below the header are four action buttons: 'Add SMS Number', 'CSV Upload', 'CSV Download', and 'Download CSV Template'. A search bar is located below these buttons.

The main content area displays a table with two columns: 'Number' and 'Extension'. The table contains one row with the following data:

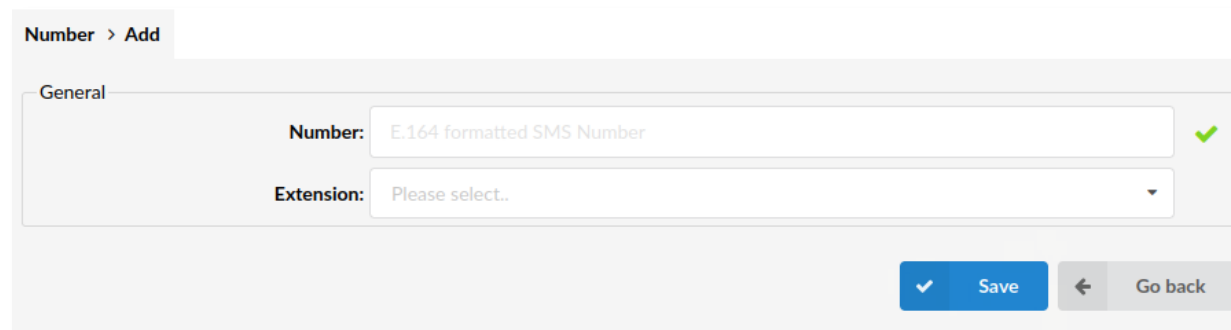
Number ▲▼	Extension ▲▼
+1234567890	101 - Test101

Below the table, there are navigation links: '← previous' on the left and 'next →' on the right. The page number 'Page 1 of 1' is centered below the table.

Knowing that the quantity of numbers may rise depending on the various factors, it is important to have several possibilities, especially when adding new numbers to PBXware. The **Multi-Tenant, Contact Center, and Business Editions 6.3** support adding numbers in two different ways:

- By uploading a CSV file that is either created by using **the PBXware's CSV template** or **the provider's CSV template**,
- By adding the numbers manually.

Additionally, since the SMS feature allows for various CSV upload methods, certain restrictions exist to ensure data protection and provide users with supplementary information regarding the software operations. Therefore, once a user uploads a desired CSV file, they will be presented with one of the two possible messages regarding the upload procedure, which appear after the CSV file has been successfully uploaded to the system. By having more information on how many numbers were imported or skipped, users can manage the data easily and prevent any misuse of the feature on the system.



Number > Add

General

Number: E.164 formatted SMS Number ✓

Extension: Please select.. ▾

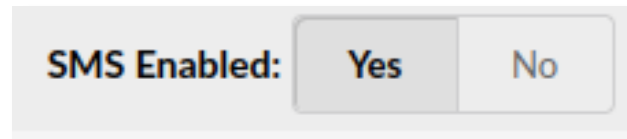
✓ Save ← Go back

Additionally, when adding numbers, several warning messages have been implemented to ensure that a user does not add the already existing number to the system twice, or warn users that a certain number is already added to an Extension.

Please note that the numbers have to be in the **E.164** format.

3.2 DIDs: 'SMS Enabled' Option

The SMS feature allows for **DIDs** from PBXware to be used with the SMS service as well.

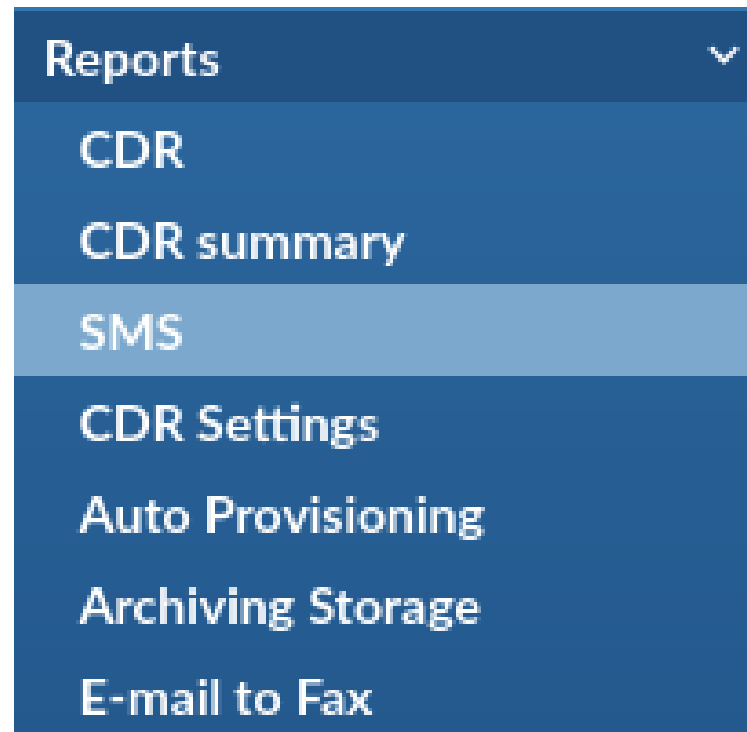


A screenshot of a user interface element showing a toggle switch for the 'SMS Enabled' option. The text 'SMS Enabled:' is on the left, followed by two buttons: 'Yes' and 'No'. The 'Yes' button is currently selected and highlighted in a darker shade.

Since it is possible to add numbers to the system in several ways, by using the CSV upload or the manual method, and even by utilizing the DIDs from the system, it is important to track which method was used to add numbers to a certain system. PBXware offers this possibility to its users, and the **SMS Enabled** option allows for easier management.

4. Tracking SMS Reports

The **Multi-Tenant Edition 6.3** enables users to track **SMS** details in the **Reports** section. Tracking data regarding SMS messages on the **Contact Center Edition** and **Business Edition 6.3** also enables easy access to the entries.



4.1 SMS Reports

The **SMS** section on the **Reports** section displays all the necessary information about SMS messages on the system. The SMS reports provide information regarding specific Tenants, From/To numbers, Extension numbers, Date/Time, and the 'Direction' field (Inbound/Outbound). Moreover, each entry contains the 'Status' field for various cases, such as 'Received', 'Sent', 'Failed', and 'Pending'. If the message status is marked as 'Failed', there is the 'Error Message' field that specifically explains why certain messages failed.

Tenant	From	To	Direction	Date/Time	Status	Error Message
600			Inbound	21 Jan 2021 16:32:48	Received	-
200			Outbound	21 Jan 2021 16:32:48	Sent	-
200			Inbound	21 Jan 2021 16:32:46	Received	-
600			Outbound	21 Jan 2021 16:32:42	Sent	-
200			Inbound	21 Jan 2021 16:32:36	Received	-
600			Outbound	21 Jan 2021 16:32:36	Sent	-
600			Inbound	21 Jan 2021 16:32:21	Received	-
200			Outbound	21 Jan 2021 16:32:20	Sent	-
600			Inbound	21 Jan 2021 16:31:25	Received	-
-			Inbound	21 Jan 2021 16:25:55	Failed	Failed to map SMS number to Extension
-			Inbound	21 Jan 2021 16:25:55	Failed	Failed to map SMS number to Extension
600			Outbound	21 Jan 2021 16:25:54	Sent	-
600			Inbound	21 Jan 2021 16:24:04	Received	-
200			Inbound	21 Jan 2021 16:01:53	Received	-
600			Outbound	21 Jan 2021 16:01:52	Sent	-
200			Inbound	21 Jan 2021 15:55:37	Received	-

All **PBXware 6.3** Editions offer filters to perform a more specific search and have the data filtered accordingly. Users can also download the CSV file that contains the data displayed on the 'SMS' page, and they can choose to download specific entries or select all of them.

4.2 SMS Reports in Online Self Care (OSC)

Furthermore, the **SMS Reports** section in the **Online Self Care (OSC)** allows users to see all details regarding SMS messages on the system. The data presented is very similar to the data presented in the **SMS** section of the **Reports** section. Users can see from which numbers the SMS messages were sent and the numbers to which they were sent. This page also displays the status of all SMS messages, so users can refer to the 'Error Message' section to check more details.

<input type="checkbox"/>	From	To	Direction	Date/Time	Status	Error Message
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	21 Jan 2021 15:25:23	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	21 Jan 2021 15:20:45	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 16:35:12	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 16:35:10	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 16:35:08	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 16:34:29	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:50:43	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:42:24	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:41:15	Failed	Provider: Authentication failed
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:39:31	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Inbound	20 Jan 2021 14:38:12	Received	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:38:02	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:37:48	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:36:23	Sent	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Inbound	20 Jan 2021 14:34:37	Received	-
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Outbound	20 Jan 2021 14:34:12	Sent	-

5. Emergency Services: Notification E-mail Improvement

In the previous version, users could enter 'Police', 'Fire', 'Ambulance' emergency numbers and a notification e-mail as a part of the configuration for 'Emergency Services'. This is now improved, as users can enter one or multiple e-mail addresses depending on their preferences and needs. The box is also resizable, which makes the usage more convenient.

6. 'Privacy for PAI header' Field on Trunks

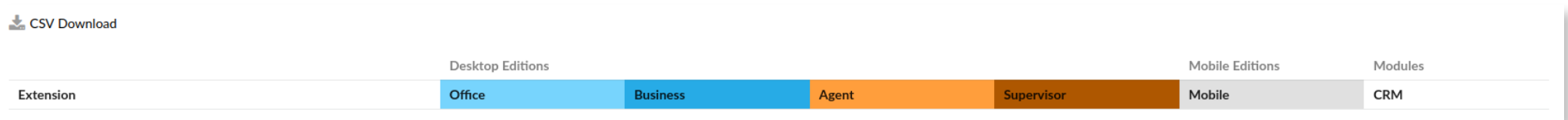
With the **PBXware 6.3** version, users can select privacy for a **PAI header** from the drop-down menu on **Trunks** in the **CallerID** section. The options are as follows: 'None', 'Anonymous', 'Anonymous with Privacy ID', 'Anonymous with number', and 'Anonymous with number and Privacy ID'.



The image shows a configuration interface element. On the left, the text 'Privacy for PAI header:' is displayed in a bold, dark font. To its right is a horizontal rectangular box with a light gray background and a thin border. Inside this box, the text 'Please select ...' is centered in a dark font. On the far right side of the box, there is a small, dark downward-pointing triangle, indicating a drop-down menu.

7. 'CSV Download' Option on 'Apps'

The **Overview** page displays a full list of Extensions on PBXware and assigned gloCOM Editions.



This page is used to make the management of Edition administration easier in case users need to switch permissions among Extensions. Users can now click the '**CSV Download**' button to download a CSV file with the information from the **Overview** page, which can be used for data collection and information management.

8. 'Queue Monitoring' Tab

Monitoring Queues and performing searches by selecting a single or multiple Queues is extremely important for activity tracking. When users click the button to open a Queue Monitoring page for a specific Queue, they are immediately redirected to a Queue Monitoring page that they have previously selected. On this page, they have all the necessary information to successfully monitor any activity in the Queue. Additionally, in **PBXware 6.3** version, at the top of the page, they are presented with the **Queue's name** for easier data tracking.

9. Agents - Staying Paused After Making an Outbound Call

When it comes to outbound calls, it is possible for an Agent to make an outbound call while paused, *but please note that **Agent Pause Statistics** will be affected*. Commonly, when an Agent goes on pause, the report displays one pause. However, if an Agent makes an outbound call while paused, the report will display one additional pause for every outbound call that is made in this case.

Bug Fixes and 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 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

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 (FRA)

188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

Bicom Systems (UK)

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

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

email: sales@bicomsystems.com

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