



# RELEASE NOTES

# PBXware 6.6

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# Features

## SMS Provider: VoIP Innovations

**VoIP Innovations** is a full-service VoIP provider offering developers, customers, enterprises, and carriers quality services. Apart from offering origination services, VoIP Innovations offers termination services.

The SMS feature on PBXware allows users to select VoIP Innovations as a provider in their configuration to utilize the messaging service fully. In order to successfully set up VoIP Innovations on PBXware, a number of steps must be followed beforehand. A user must first obtain the VoIP Innovations account and log in to set up additional configuration.

SMS Trunk > Add

Provider

Enabled: ☒

Name: Voip Innovations Trunk

✓

Provider: VoIP Innovations

✓

API Login: Please Select

✓

API Secret: Telnyx

✓

VoIP Innovations

Description

Description:

✓ Save

# STIR/SHAKEN: Call Signing

**STIR/SHAKEN** is a framework that helps reduce fraudulent robocalls and illegal phone number spoofing. STIR/SHAKEN is implemented in PBXware to comply with the FCC STIR/SHAKEN rules. PBXware added its implementation of STIR/SHAKEN, which allows signing and validating calls with valid STIR/SHAKEN certificates that customers own. Please note that we do not provide any certificates.

STIR/SHAKEN

Public certificate:

cert.pem

Private key:

ec256-private.pem

## Extension Template: Create Multiple Extensions

In the 6.6.0 version, **Extension Template** is introduced to configure Extensions more easily. Users can now create multiple Extensions by using the preselected template Extension that allows them to set the following options: 'Name', 'Email', 'Ext', 'Secret', 'User Password', 'PIN', 'MAC', 'Department', 'Line#', and 'PAI'.

Extensions > Add

Hide Advanced Options

UAD:

Generic SIP

Location:

Local

☒ Add Multiple Extensions

Extension Template:

108 - test

Name	E-mail	Ext	Secret	User Password	PIN	MAC	Department	Line#	PAI	
John	test@test.com	200	testing1	@4JbhAAzinP#	1234					
Samantha	t@test.com	201	testing2	@4JbhAAzinP#	1234					







CSV upload

Download CSV Template

Go back

Next step

If everything is configured successfully, the Add Multiple Extension Report will be displayed. This report will show if the Extensions were saved successfully or if the action failed.

Add Multiple Extensions Report				
	Success		Error	(  Click here to continue )
Row	Extension	Status	Error message	
 1	151	Saved successfully		
 2	152	Saved successfully		
 3	153	Saved successfully		



# Provisioning: Device Certificate Validation (mTLS)

Having advanced security implemented for auto-provisioning is highly important, so potential attackers can not use known MAC address ranges to gather the Extension login details

For this reason, PBXware added its implementation of mTLS (Mutual TLS verification) that can validate the client (device) certificate server-side by taking the Manufacturer's Root CA (Certificate Authority) and building a trust store on the server side. Please note that this can only work if using HTTPS provisioning.

Auto Provisioning

LAN Hostname/IP:

10.1.160.11

✓

WAN Hostname/IP:

10.1.160.11

✓

Max. Number of requests:

100

✓

gloCOM LAN server:

gloCOM WAN server:

TLS Client Certificate Validation:

Yes

No

Not Set

Enable TFTP:

Yes

No

Not Set

Use DNS SRV when possible:

Yes

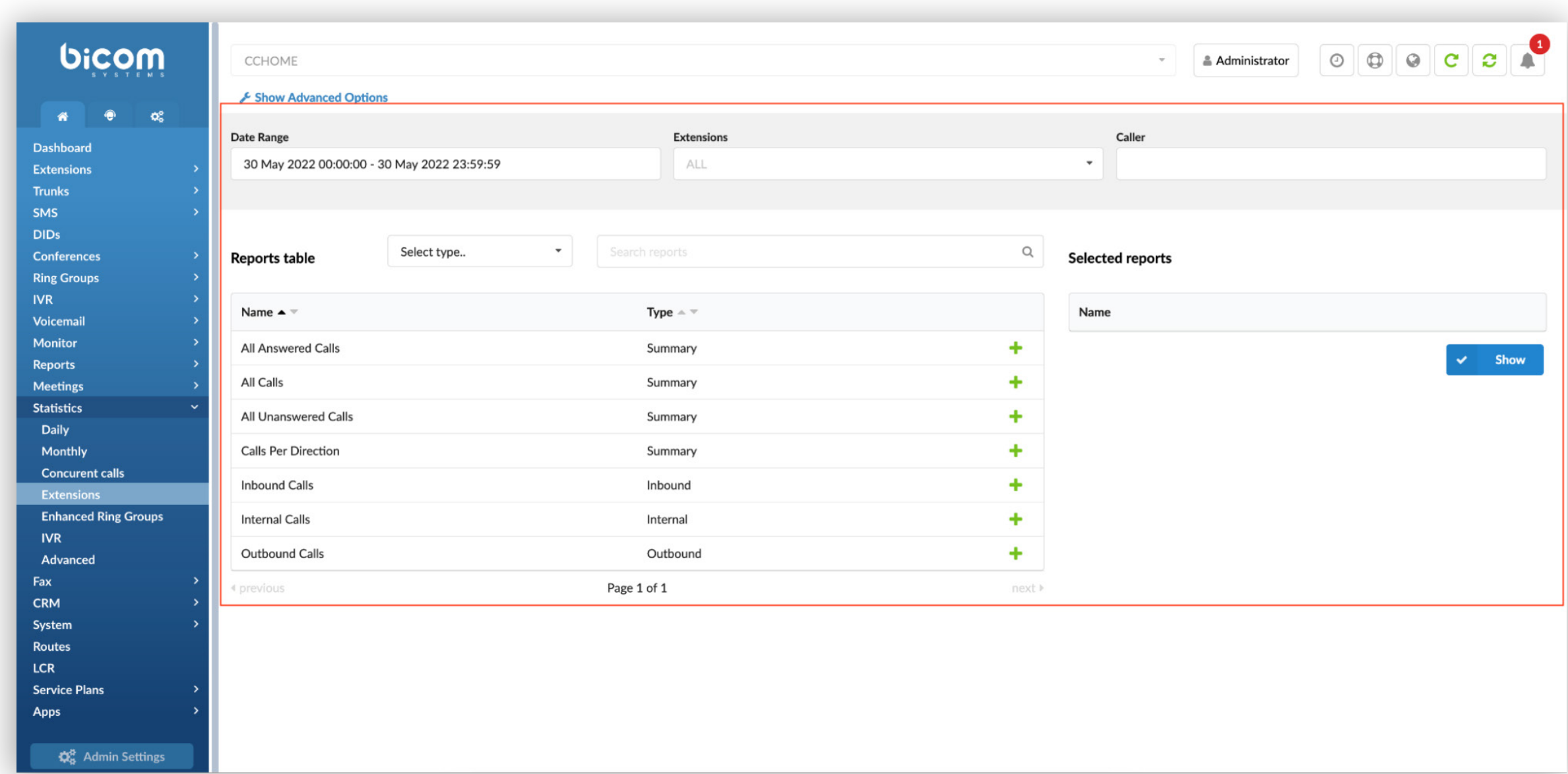
No

Not Set

WAN Host for DNS SRV:

# Introduction to Extension Statistics

Extension Statistics includes basic reporting and allows users to create reports related to Extensions and their Inbound/Outbound, and internal calls. It allows users to select a date/time interval and desired Extensions or all of them.

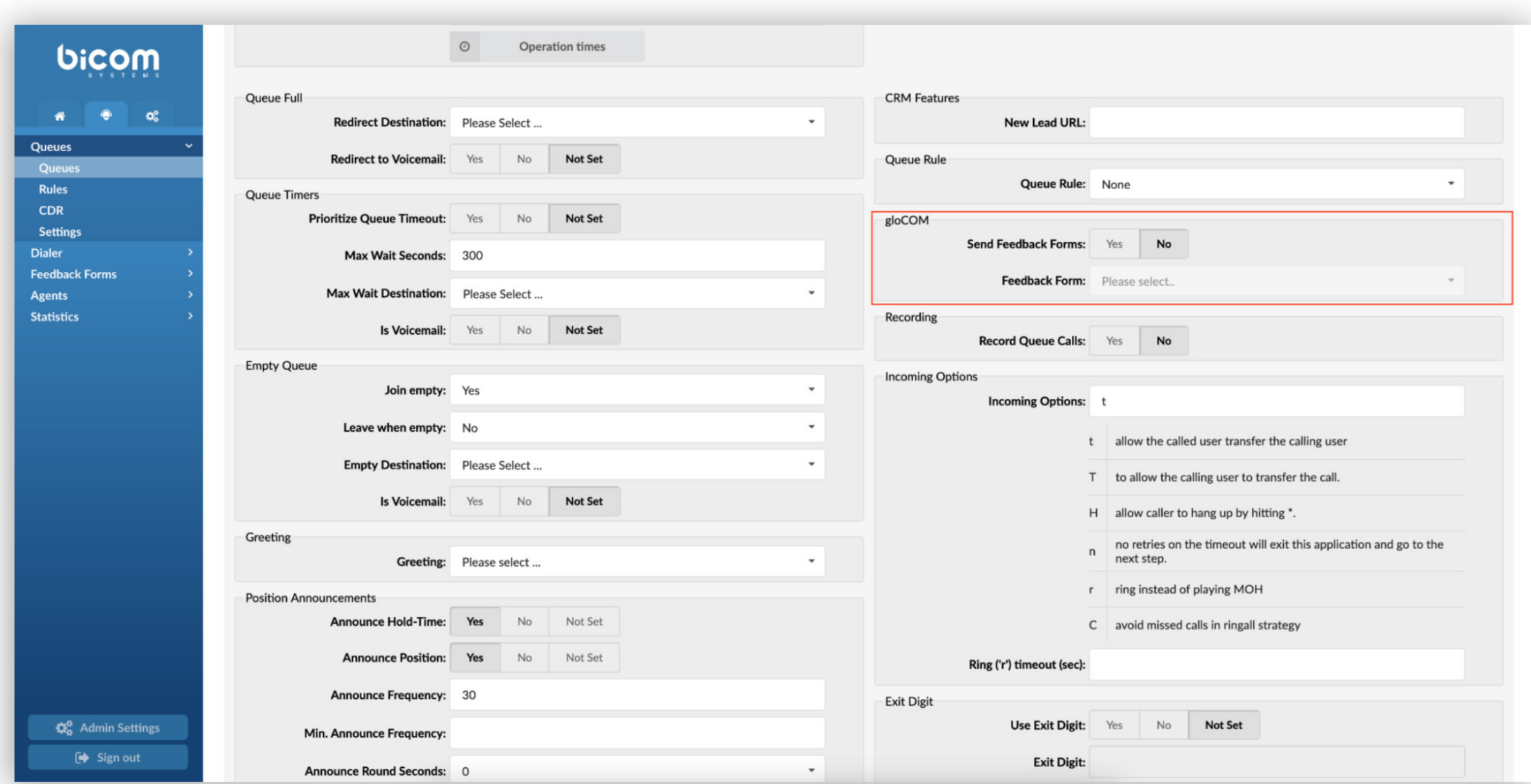


This section gives users a preview of the reports table showing Extension statistics related to ‘All Answered Calls’, ‘All Calls’, ‘All Unanswered Calls’, ‘Calls Per Direction’, ‘Inbound Calls’, and ‘Internal Calls’.

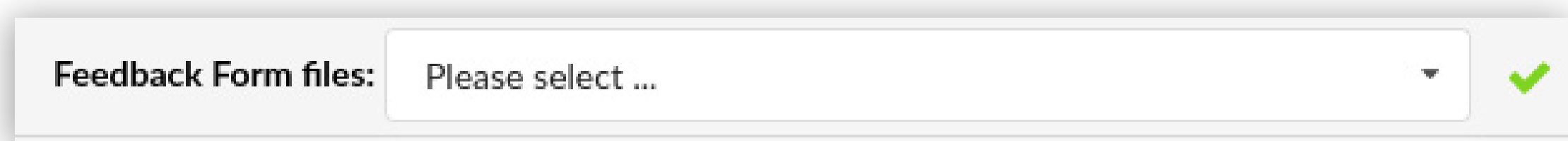
# Contact Center Module

## Introduction to Feedback Forms for Queues

After creating a Feedback Form, users can set any Queues to use this form. Under the “Show Advanced” option within Queues, the gloCOM section contains two options; users can set whether they want to use the ‘Feedback Form’ on gloCOM. The second option will allow users to select which Feedback form they wish to use for the Queue.



An additional option was added within the ‘System’ menu. On the GUI under the ‘File System’ section, users may set after how much time Feedback form files are going to be removed. Please note that this is set to 4 weeks by default.













The option for downloading Feedback forms was added to the Queues menu under the CDR’s page. Users can download ‘Feedback Forms’ by selecting the check box in front of CDRs and clicking ‘Download Feedback’.

# Enabled Queue/ERG/Agent Recording Playback Through Statistics Breakdown

Users can access recordings through the 'Statistics' page. A small icon was added for each call row in the breakdown that takes users to a new CDR page for that Call ID.

A new option was added where calls with recordings will have "REC" written in red next to their Call ID, allowing users to playback selected recordings.

Call ID	
 1653467428.230	REC
Record file available. Check CDR	
 1653465	
 1653465603.207	
 1653465577.194	
 1653464218.181	REC
 1653463889.156	REC
 1653462314.143	REC
 1653462250.133	REC
 1653462217.123	REC
 1653462185.110	REC



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