



PBXware 4.1.2

Release Notes

Bicom Systems
June 2017

Improved Queue Statistics

This PBXware version will present you with improved Queue Statistics and a slightly changed interface that is more user friendly than ever before. We have added new reports, increasing the total to 34 to expand the general functionality of this module. We have also added filters for members, callers, call and hold duration, and time format to allow users to filter data more efficiently.

Scheduled Reports can now be run hourly with a specific time range between Run and Stop. In addition to this, the current day time period has been added.

After receiving many suggestions about attachment formats, we made it so reports can now be attached to e-mail in PDF or CSV formats.

The screenshot displays the PBXware Queue Statistics interface. At the top, there's a 'Queues' dropdown set to 'QueueTest (105)' and a 'Time range' section with radio buttons for 'Today', 'Yesterday', 'Week', 'Month', and 'Year'. Below this is a table of 'Available Reports' with columns for Name, Type, and Direction. A 'Selected' section shows the chosen report: 'Agent inbound calls' (Agent, Inbound). Overlaid on this is a '» Report: Add' dialog box with a 'General' tab. This dialog includes fields for Name ('Test Report V'), Active status (Yes/No), Start date (Jun-02-2017), Run time (22:00), Stop time (23:59), Repeat (Hourly), Send E-mail (Yes/No), E-mail address (testing@bicomsystems.com), and Attachment format (HTML, PDF, CSV). A 'Types' list on the right includes 'Agent inbound calls', 'Agent pauses', 'Agent missed calls', 'Agent availability', 'Agent sessions and pauses', and 'Queue calls'. To the right of the dialog is a 'Filters' section with dropdowns for Time period (Current Day), Queues (QueueTest (105)), Queue members (Agent/1002 (Jane Doe), Agent/1004 (Frank Benjamin), Agent/1003 (Vin Petrol)), Caller, Call duration, Hold duration, DID (442033998843), and Time format (D-H-M-S). At the bottom right are buttons for Save, Save & Run, and Go back.

Name	Type	Direction
All calls	Summary	All
All calls by direction	Summary	All
All unanswered calls	Summary	All
Answered calls by direction	Summary	All
Distributions for all calls per day	Summary	All
Distributions for all calls per day of month	Summary	All
Distributions for all calls per day of week	Summary	All
Distributions for all calls per hour	Summary	All
Entry positions	Queue	Inbound
Inbound answered calls	Summary	Inbound

Name	Type	Direction
Agent inbound calls	Agent	Inbound
Agent pauses	Agent	
All answered calls	Summary	

» Report: Add

General

Name: Test Report V

Active: ☒ Yes ☐ No

Start date: Jun-02-2017

Run time: 22 : 00

Stop time: 23 : 59

Repeat: Hourly

Send E-mail: ☒ Yes ☐ No

E-mail: testing@bicomsystems.com

Attachment: ☒ HTML ☐ PDF ☐ CSV

Types

- Agent inbound calls
- Agent pauses
- Agent missed calls
- Agent availability
- Agent sessions and pauses
- Queue calls

Filters

Time period: Current Day

Queues: QueueTest (105)

Queue members: Agent/1002 (Jane Doe), Agent/1004 (Frank Benjamin), Agent/1003 (Vin Petrol)

Caller:

Call duration: < 1

Hold duration: < 1

DID: 442033998843

Time format: D-H-M-S

Save Save & Run Go back

Operation times: Inherit option

The Inherit option will allow administrators to simply put the Higher Level Operation Times settings back into effect if deemed necessary.

Previously, when Operation Times were set, it could be either turned on or off, but it could not be reset to use the Operation Times rules set on the higher level (Server or Tenant).

Set language per tenant on Multi-Tenant PBXware

To make it easier for individual tenants to use a language other than the default, we added a feature that allows the language to be set on the tenant level. This will speed up the setup process and cause all sound files to play in the selected language. Please note that English is still the only language available by default, so you must purchase sound files and upload them to PBXware before you can use this feature.

Translation of the date/time format in the voicemail email notification is controlled by voicemail localization. Although the administrator can customize the voicemail email template and translate its content to German, for example, he is not be able to change the format/language of the date in VM_DATETIME variable, so this portion would still be in English (i.e. Friday, March 24, 2017). In order to match the format and language to German, Germany - German should be selected for Voicemail Localization and Voicemail template on the tenant should be edited to include %VM_LOCAL_DATE% and %VM_TIME% variables.

Localization	
Voicemail Localization:	Germany — German ▾
Audio Language:	<div> France — French Georgia — Georgian Germany — German Germany — Western Frisian Greenland — Kalaallisut Guatemala — Spanish Haiti — Haitian Honduras — Spanish Hong Kong — Chinese Hong Kong — English Hungary — Hungarian Iceland — Icelandic India — Arabic India — Assamese India — Bengali India — English India — Gujarati India — Hindi India — Kannada India — Kashmiri </div>
Enhanced Call Parking	
Timeout (sec):	
Announce Extension:	
Timeout Extension:	
Channels	
Local Channels:	
Remote Channels:	
Conferences:	
Queues:	
Auto Attendants:	
Zaptel:	

- **%VM_LOCAL_DATE%:** Contains the date in 'weekday, monthday, year' format, e.g.: 'Friday, March 24, 2017'. The weekday and month are localized according to the set locale.
- **%VM_TIME%:** Contains the time formatted according to the selected Voicemail Localization e.g.: United States - English will set VM_TIME in 12H format while Germany - German will set it in 24H format.

Longer Retention policy for Call Recording files

Users can now extend the period for which call recordings are saved. The maximum retention period, with automatic deletion of files older than the set time, is now five years.

Prevention of Enhanced Services rules for Queue static members

A new option in the GUI will allow you to choose whether extensions ES should apply to queue static members. The option is called Disable Member Enhanced Services. When set to Yes, ES rules will not be applied when the Queue dials static members.

NOTE: This only applies to Static members with no login and Callback Agents or Dynamic Agents that have ES disabled by default.

Voicemail: Support for callback and dialout features

The voicemail callback feature allows you to initiate a call to the number that left you a voicemail message, while dialout allows users to initiate the call from within their voicemail box. These are especially useful in scenarios where users are able to access their personal voicemail through a remote access DID, thus this option will allow them to also make calls as if they are dialing from their personal PBXware extension. This option is disabled by default.

To enable it, navigate to [Settings](#) → [Voicemail](#) → [Advanced Features](#) in PBXware.

Advanced Features

Allow Review mode:
☐ Yes
☒ No
☐ N/A

Allow Operator:
☐ Yes
☒ No
☐ N/A

System Operator:

Send Voicemail:
☒ Yes
☐ No
☐ N/A

Volume Gain:

Dialout context:

Callback context:

Allow Voicemail Menu (via *):
☒ Yes
☐ No
☐ N/A

Allow Voicemail Dialout and Callback:
☐ Yes
☒ No
☐ N/A

Timezone:
USA - Eastern

☒ Edit Timezones

NOTE: Allow Voicemail Menu (via *) feature that allows you to log in to your voicemail box by pressing * during message playback. This is now turned off by default.

Transfer and re-parking of parked calls

These two features are now automatically supported in PBXware, whereas in previous versions they required manual configuration. You will be able to set this feature as Disabled (default setting) or enable it for both sides or for the pickup side only.

Call Parking

Call Park: 700 ✓

Call Park Start: 701 ✓

Call Park End: 720 ✓

Call Park Timeout (sec): 45 ✓

Enhanced Call Park: 800 ✓

Parked Calls Transfer: Disable ✓

System Tests

Music On Hold: Enable (Pickup only) ✓

This feature can be enabled for standard parking lots under [Settings → Access Codes → Call Parking \(section\) → Parked Calls Transfer](#)

or on Multi Tenant you can define it for each of the custom parking lots you might want to create in [Settings → Parking Lots](#)

» Parking Lot

Parking Lot

Name: Reception ✓

Parking Extension: 999 ✓

Parking Positions: 980-998 ✓

Parked Calls Transfer: Disable ✓

Timeout [s]: Enable (Pickup only) ✓

After timeout, 'Timeout Destination' will be called. If empty, call will return to parker.

Timeout Destination:

Custom Ring Tone:

Caller ID Prefix: Parked %CALLERID%

Save **Go back**

Queues: Removed “Strict” option

In previous versions, under certain circumstances, selecting Yes/No when using Join empty and Leave empty features in the Queue would not provide the desired behavior and Strict had to be selected in order for the feature to work correctly. In PBXware 4.1.2, Strict is now removed as an option and selecting Yes/No will work as initially expected.

Connected Line Updates

Trunks settings have been updated with a feature named Connected Line Updates that will allow you to enable or prevent Remote Party-ID updates to be sent after a call is established. This option is particularly useful if, as with some providers, Use PAI is enabled, and calls might start dropping shortly after the update is sent. Setting Connected Line Updates to No will prevent these call drops.

This feature is located in the Caller ID section of the Trunks settings screen.

Disable Billing for Call Forwarding

A new addition to the billing platform is a feature named Disable billing for Call Forwarding which will allow you to disable billing after a billed call is forwarded. This feature can be set on System, Tenant, and Extension level.

Billing

☐ Reset Inclusive ☐ Credit/Debit

Billing: ☒ Yes ☐ No ☐ N/A

Service Plan: plan1 ☒

Slave: ☐ Yes ☒ No ☐ N/A ☒

Master Account Code: ☒

Reminder Balance: 100.00000 ☒

Credit Limit: 200.00000 ☒

Service Plan Date (dd-mm-YYYY): 01-06-2017

Enable Limits: ☒ Yes ☐ No ☐ N/A

Limit Type: Daily

Soft Limit: 15

Hard Limit: 20

Notification E-mail: janed@bicomsystems.co

Disable Billing for Call Forwarding: ☒ Yes ☐ No ☐ N/A

Features

Hide CallerID in OSC: ☐ Yes ☐ No ☒ N/A

Force "Allow ES CallerID" for Call Forwarding: ☐ Yes ☐ No ☒ N/A

Ringtone for Local calls:

Set CallerID for Group Hunt calls: ☒ Yes ☐ No ☐ N/A

Only Allow Trunk CallerID within DID range: ☐ Yes ☐ No ☒ N/A

On DID save update ES/CID /Trunks: ☐ Yes ☐ No ☒ N/A

Do not allow users sending any CallerID: ☐ Yes ☐ No ☒ N/A

Hide Extensions with no department (gloCOM): ☐ Yes ☐ No ☒ N/A

Use Dynamic Features: ☐ Yes ☐ No ☒ N/A

Disable Billing for Call Forwarding: ☐ Yes ☐ No ☒ N/A

API improvements

New options have also been added to the PBXware API, which can now be used to control some of the extension settings such as Service Plan date, enabling Limits, defining the Limit Type on the extension as well as setting values for Soft and Hard Limits.

In addition, the API can now be used to send an email with the extension's account details and to change the Remote Access settings.

Extension e-mail template

As in PBXware 4, an email is sent to the user when the Save & Email button is pressed with the user's password for gloCOM registration. However, in some cases, when the telephones are not auto provisioned, users will still require deskphone registration details to be sent, which was not previously possible.

For this reason, we have added variables for the SIP User ID - **%USERNAME%** and extension secret - **%SECRET%** which can be used to add this information to the email template if required.

Other enhancements

- Access Codes: Agent Static Login/Logout visible again
- Queue: adding joinempty lose option to PBXware Business/CC
- Scheduled reports: Added validation for report Name and Filename
- Dashboard: Cover non-master Dashboard properly with Ext Limits
- Dashboard: When Ext Limits are enabled in the license Package, limits are ignored
- Auto provisioning: Fixing DST correction issue for Yealink phones
- Auto provisioning: Added support for OBIHAI speakerphone paging which did not work in previous versions.
- Queue: Removed autopause option in MT
- Queue: Removed callback announcements in MT
- DAHDI: Load wcaxx module for new cards
- SIP Redirecting: Ability to disable via internal config option

Bugfixes

- IVR: Voicemail is now allowed for calls to extension.
- MT Emergency Trunks: Fixed issue caused when trunk is selected more than once
- Agent pause reason: Allow agent to be paused even if there are no reasons entered in the database.
- IVR Tree: Allow voicemail when calling an extension
- Multi Extensions: Ignoring empty rows and focusing required empty fields
- Auto provisioning: Fixed Timezone fetching. When an Extension is at System Default, the actual Timezone from Settings -> Voicemail is offered in provisioning.
- Apps Licensing: Fix for expired gloCOM modules trial licenses
- Users: Remove server field from next/previous links.
- DAHDI: Fix for OpenVOX A400E card recognition in GUI
- DID: MT CSV upload and download fixes
- Add multiple ext: MAC and Department fields swapped
- ES: Force "Allow ES CallerID" for Call Forwarding caused error on saving Call Forwarding settings
- Parking Lots: Fix for dialing extension calls
- DIDs: Remote Access is broken if Recording is turned on
- Billing: Update CDR billamount even if billsec is not correct
- Special Routes: Fix checking if call is answered for Special Routes
- Special Routes: Trunk prefix should apply to Special Routes
- Special Routes: Only bill when the call is ANSWERED
- Voicemail: Fix HTML charset.
- Emails: Add Content-Type header to pager
- Settings: Enable 'About' to be seen per tenant
- Email templates: incoming/outgoing limit email template quick fix
- DB: Added parked_transfer field to parking_lots
- IVR: Allow Voicemail when is Dial local/network destinations used
- IVR: Voicemail should be allowed in specific cases
- Pager Email: Make sure template has new line before the Subject line
- Access codes: CallerID change fix, strip *65 only at the beginning of the extension
- CLI Validation & Routing: Voicemail destination does not work if Billing is on
- Many fax related crashes were solved with updated spandsp library

Support for new UADs

PBXware 4.1.2 will also support new devices:

Deskphones



X4



UC902P, UC903, UC923, UC924, UC926



eSpace 7910 eSpace 7950



1022,1032,1062



Polycom

VVX 101, VVX 201



VCS754, VSP600, VSP715, VSP726, VSP736



T41S, T42S, T48S, T49G, T58V, W56P, CP860

ATA Devices



GRANDSTREAM
CONNECTING THE WORLD

HT814



110, 202, 300, 302, 504, 508

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Vision Statement

We Unify Communications!

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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