

Release Notes 2.1.00

Last Modified on 03/05/2019 3:57 pm EST

New Functionality

- Reporting and analysis are invaluable to improving communication, so we added even more information to the reporting tool! You will now be able to see additional call details and filter certain reports based on the details you want to view.
- The updates made to the Devices module will improve the way you maintain and interact with your handsets, including several phones being added to the Certified Devices list and increased personalization for Polycom and Yealink models.
- Real-time notifications on the status of your communication platforms is critical to providing the best customer service. That is why we have added additional email alerts so you can be notified as soon as specific settings have been exceeded.
- Added real-time email alerts for ring groups under Call Routing > Ring Groups > Selected Ring Group > Alerts.
- Added the ability for installers to check network status by using ping, trace route, and MTR commands. Ping and MTR commands have options for more extended tests of network.
- Added the ability for Administrative and Installer level users to have access to other users' voicemail boxes.
- Added the ability for users to export phone numbers by department on Phonebook PDF Export.
- Introduced "On-Demand Call Policy Override" to the Users module. This allows a user to override any other policies introduced (via conferences, ring groups, etc.) in the call flow and toggle on/off call recordings at any time.
- Added the ability to find the nearest available extension to an extension that is unavailable.

- Added "Mute On Page" functionality to the Default User Setting. This gives users with access to Default User Settings the ability to determine if handsets will automatically be muted when a page/intercom comes in. (This functionality is only for Polycom and Yealink handsets).
- Added the ability to schedule system updates to occur automatically at a chosen date and time.
- Added the ability to manage which ring groups and departments a user is in from the user dashboard.
- Added the ability to manipulate the order in which the Configurable Feature Keys appear on Polycom devices.
- Added "Disable Ability to Create Public Channels" toggle to the Chat+ section of the Advanced Settings module.
- Added the ability to import SIP Trunks using the Bulk Importer tool.
- Added Timezone as an option on Device Bulk Import.
- Added the ability for Admin level users to now have an alert sent to their email when the concurrent calls in the trunk exceeds the set limit.
- Yealink T42S is now fully certified.
- Added Fax Success or Fax Failure Email alert options in the Advanced Settings module.
- Yealink T46S is now fully certified.
- Added Agent Answered to the Call Recording File when using FTP Remote Storage.
- Added Bolt Enabling to User Bulk Import feature.
- Polycom VVX501 is now fully certified.
- Added "Passive Mode Off" option to Remote Storage and Backup/Restore modules when adding a Remote Destination.
- Added Generic Extensions as an option to the Bulk Import feature.
- Added the ability for users with access to the global Devices Module to reboot all devices one at a time with a time gap between each reboot.

- Added the ability to select an IP Address for individual devices that differs from the IP Address set globally.
- Yealink T48S is now fully certified.
- Polycom VVX411 is now fully certified.
- Polycom VVX311 is now fully certified.
- Added Line Key programming functionality for Yealink models that are fully certified. This includes BLF, Speed Dial, Parking Lot, Parking Spot, etc.
- Added the ability to execute backups on-demand in the system UI.
- Added Extension Settings to the Set Default User Configuration options.
- Added the ability for an Admin level user to modify the Welcome Email.
- Added 'Time In Status' report to the Agent Analytics module.
- Added Abandoned Disposition metrics to the Ring Group Summary Report.
- Added 'Disposition' column to the Ring Group Call Details Report.
- Added 'Disposition' to In-Call Analytics in the Ring Group Analytics module which will show the reason that a call left a Ring Group.
- Added 'All Calls', 'Abandoned Calls', and 'Missed SLA' filters to the Ring Group Call Details Report in the Ring Groups Analytics module.
- Added ability to filter by Ring Group in Agent Analytics.
- Added 'Hold Time' field to In-Call Analytics.
- Added 'Agent Answered' as a column in Ring Group Call Details.

Updated Functionality

- Installer - Hosted instances will now grab an SSL certification once Network Settings are saved in the installer.
- Updated list of MAC Addresses to include the newest Polycom MAC Address Prefix.
- Updated the Guidelines listed for Bulk Import files for clarification.
- Updated the images & verbiage on the ISO.

- Improved Chat+ channel sidebar highlighting when there is an unread message in a channel.
- Increased logging of device logs and added searching/sorting of logs.
- Added soft bounce support for emails sent through the system.
- Updated the email alerting system for when an email is sent or a report is scheduled in the Reporting Module for consistency with the rest of the system alerting.
- Updated and added information included in the subject and body of emails (scheduled and created on demand) sent from the Reporting Module.
- Changed the Blind Transfer feature code from "##" to "*3".
- Added editable name field for Polycom BLF programming that automatically loads user's name once an extension is selected.
- When restoring with a dual server configuration, the system will now check if both servers have the same version of the platform, then notify the user if the versions do not match.
- Added tooltips to Feature Codes for clarification of functionality.
- Resolved some potential issues with nightly memory clean up on instances with a time change on DST.
- Disabled the setting 'Allow IP Call' to prevent SIP hacks.
- When using dual server configuration, the servers now authenticate with each other before restoring a backup.
- Added tooltip to Polycom Extended Configuration page on Line Key selection for clarification in regards to BLF programming.
- When modifying a holiday list, there is now a tab that shows all call flows using that list.
- Changing a holiday list now updates all call flows that use it.
- Number Selector option 'Create New Number' will now redirect the user to the Add Number page of Number Manager.

Bug Fixes

- Fixed an issue for AD configured systems where an error box would be visible incorrectly when user data was updated.
- Fixed an issue for AD configured systems where when user settings are saved after only modifying the Bolt password, the new Bolt password would not save.
- Fixed issue where users who have never received a voicemail could not receive voicemail blasts.
- Fixed an issue where some Cisco models were rebooting when an automatic upgrade failed.
- Fixed a rare issue where some elements would be hidden in the Presence UI.
- Fixed rare case where some Yealink phones would not show in the UI.
- Fixed an issue where the device settings would not reflect a change if the primary or secondary interface was updated.
- Fixed an issue where name changes to a user would not be reflected on Chat+.
- In-Call Analytics - Fixed a rare issue where there would be an error when rendering a call.
- Fixed an issue when there is a scheduled Trunk Analytics Report, the trunk was not properly displayed.
- Fixed an issue where Call Recording Reports being exported to CSV would separate the CID Name into separate cells when the CID Name included a comma.
- Fixed an issue where Call Recording Reports did not have any data when a PDF was created (print, email, scheduled email) or when the data was exported to CSV.
- Fixed an issue where the system would attempt to save Salesforce records when the "unmatched account" feature was unset. This would cause unnecessary API requests.

- Disabled the ability for the "##" transfer feature code to be accidentally hit during a conference room call.
- Fixed potential issues with the firewall on a new ISO installation.
- Fixed an issue where the icon could be missing for the "CRM Widget" in the Presence Dashboard.
- Fixed an issue where the special call flows drop down would sometimes show an empty special call flow.
- Fixed an issue where data was not being displayed properly on the voicemail page of the user interface when a Voicemail Blast was sent from a user with a special character in their name.
- Fixed an issue where when a Voicemail Blast was distributed, an email notifying the recipient of the new voicemail was not being sent.
- Fixed an issue where Bulk Imported users would not be affected by forced user configurations.
- Fixed an issue where Call Flows would not order correctly after renaming them.
- Fixed an issue where the Select All option in the Voicemail tab did not function properly.
- Prevented a rare issue of invalid users being added to ring groups which caused issues within presence and with reporting.
- Fixed an issue where if a Fax Caller ID was never defined for a user, it could send out as a "0000000000" caller id.
- Fixed an issue where new devices connecting to the system were unable to register.
- Fixed an issue where certain graphs caused crashes and unresponsive pages on Firefox.
- Fixed an issue where Polycom VVX501 handsets would not show the right time when set in EST or any other GMT -5 timezone.
- Fixed an issue with the Call Flow tool when removing/changing destinations for Time Conditions where the "Apply Changes" prompt

wasn't provided and could cause confusion with routing.

- Fixed an issue with specific Yealink models (T22P, T41P, T42G) where the BLF light was not working properly - it will now automatically be green if that extension is available.
- Fixed an issue where phones were not properly showing DST time - settings have been updated on Polycom, Cisco, and Yealink phones so DST is automatically updated without requiring a reboot or factory reset.
- Fixed an issue where ring group calls that went to an IVR Breakout would not get logged properly in Ring Group Analytics.
- Resolved some potential data discrepancies in Agent Analytics between reports.