Release Notes 3.0.0

Last Modified on 02/18/2019 9:26 am EST

Important Notes:

- **Upgrade Process**
    - The 3.0 upgrade is larger than normal by about 6x (280MB). This may impact the time it takes to complete a system upgrade depending on the internet connection to each instance.
    - Those instances currently on 2.2.0 or greater can upgrade directly to 3.0.0. Instances older than 2.2.0 will be required to upgrade incrementally to 2.2.0 first.
- **New Web Address**
    - In February 2019 the URL for the application will change from "*keraunuc.com*" to "*kerauno.io*".

New Functionality

- **Phonebook import for Bolt**
    - Users who have the Bolt softphone enabled can now quickly download the latest phonebook from the "Download Bolt Directory" tab and upload it to their Bolt softphone. This allows users to search and find contacts extensions while using Bolt more easily.
- **Video Conferencing Integration**
    - Kerauno customers using Zoom for Business can now configure an integration that quickly launches meetings from within Chat+.
- **Call Flow**
    - To reduce the likelihood of unintentional changes being made to existing call flows, user must now toggle on and off the read-only view if they intend to make a change.
- **Support Ticketing**

- Customers who are services by Kerauno can now designated users to submit support tickets directly through the platform when enabled on the license. This new option is located under the help icon in the header of the application.
- **Click to Dial and Bolt Auto Answer**
  - Users can now toggle the Bolt answering behavior from the user profile setting located on the dashboard. This is for users who want to remove the need to click answer after using click to dial via the phonebook.
- **Chat+ SMS Utilization Reports**
  - SMS activity in Chat+ can now be reported on. Find out how often the services is being used and who is being contacted across the account.
- **User Assistance (Help)**
  - Updated the change log link to now direct the user to the Kerauno Knowledge Base

Features Removed

- Legacy Wallboards were rebuilt in version 2.2.04 and in 3.0.0 they are no longer able to be referenced.
- In application chat was removed from the Bolt softphone.

Improvements

- **Desktop Applications**
  - The Windows and Mac desktop applications have been improved and repackaged to support copy/paste from the clipboard, keyboard navigation for things like refresh, and better overall performance. **Click here** for instructions on installing the latest desktop app.
- **General User Experience**

- Added the ability for agents to pause themselves in Presence when Call Center Status sync is off.
- The global navigation was simplified and and improved to better meet user expectations.
- The count of unread Chat+ messages are now shown in the browser tab or title of the page.
- Improved support for using browser back arrows.
- Contact Search now responds to keyboard arrow navigation and disappears when navigating to other areas of the application.
- Pagination for several panels was improved.
- Within Downline Reports, Average Talk Time graph will now have a time value as the Y-Axis instead of a decimal.
- Chat+ channel groupings and navigation now expand and collapse in an accordion style giving the user quicker visibility to key channels they use.
- Chat+ channel type icons were updated to add clarity of their function.
- The icon to add a channel to Chat+ was updated to a "+" to meet user expectations.
- Loading bars were added to more locations in the application to indicate to the user that a resource was in the process of loading.
- Wallboard descriptions have been updated to add more clarity of what they are representing.
- The sent status indicators for SMS was improved and made more standard with other Chat+ behaviors.
- Present only the 'Download Mobile Apps' button on the User Panel when browsing on a mobile device.

Bug Fixes

- **Chat+**

- The message count in the top navigation bar will no longer show negative numbers.
- **Dial Plan**
  - Fixed an issue where the number select input control was not displaying the proper information.
- **Presence**
  - Fixed a visual issue where the icons in the Users tiles would flash rapidly while the system was applying changes.
  - Resolved an issue with Extension Groups that would occur when adding too many members to the groups at once and cause all members to be removed.
  - Fixed an issue where pause permissions would be reverted on a rebuild of the system.
- **Click to Dial**
  - Fixed an issue where using click to dial to call a user with multiple extensions would only ring for 2 seconds.
  - Fixed a rare issue where click to dial was not consistently ringing all extensions properly.
- **Call Flow**
  - Join When Empty setting for Ring Group has been fixed and now allows additions.
  - Fixed an issue where deleting condition configurations for existing workflow conditions could cause the call flow tool to not render properly.
- **Call Detail Records (CDRs)**
  - Fixed a rare issue where CDRs would not record properly on a new install.
- **Reporting**
  - Improved the reliability of loading all reports for Ring Group Analytics.

- Fixed a rare issue where the Downline Report would show calls not started by the User.
- Fixed a rare occurrence of a missing abandon call in ring group call details.
- Fixed an issue where the Agent Summary report could have discrepancies between the UI Report and the PDF Report.
- Average in Calls Per Hour By Ring Group By Day will now show the accurate average instead of 0.0.

- **Wallboards**
  - Fixed Ring Groups to properly displayed when an agent logged in.
  - Fixed an issue where the "Answered" field count would increase incorrectly on reload of the wallboard.
  - Fixed Calls Waiting intermittently displaying the wrong number as well as displaying the wrong number on load.
  - Fixed issue where CPH and Abandon counts would be inconsistent between global and single wallboards.

- **Music On Hold**
  - Fixed an issue where one of the music files being played was not displayed in the Kerauno UI.

- **On Premise Instances**
  - The issue not allowing the enablement of HTTPS is resolved.

- **Active Directory**
  - Fixed an issue where the setup configuration would not function properly and therefore, the remote backup copy could not get transferred to the dual server.

- **Find Me**
  - Fixed an issue where users would be unable to add additional numbers in the Find Me panel.

- **Users & Devices**
  - Resolved an issue where users with override trunks set would not

have that override honored.

- **System Logs**
  - Made the scheduled update time show consistently from the schedule window and the change log. The change log was showing system time rather than the time in the account settings.