



CHANGELOG

PBXware 7.4.0.4



wiki.bicomsystems.com

7.4.0.4 - April 1, 2025

Bug Fixes & Improvements

- OAuth2: Update the client secret for the Microsoft Legacy application.

7.4.0.3 - March 13, 2025

Bug Fixes & Improvements

- Queue/ERG: Fixed an issue where an Event was not properly logged, causing missing information in statistics.

7.4.0.2 - February 11, 2025

Bug Fixes & Improvements

- Queue: Fixed an issue where enabling the 'Returning Customer' option would cause Asterisk to crash in some cases.

7.4.0.1 - February 4, 2025

Bug Fixes & Improvements

- Fixed an issue where sending voicemail emails would sometimes fail.
- Fixed an issue where clicking 'Save & Email' when editing a user would show some errors in the user interface.

Features

- OAuth: New implementation.

Bug Fixes & Improvements

- API: Added the ability to add/edit the SN number on the extension.
- API: Added the option to set and configure gloCOM editions and modules.
- API: Added the extension ID validation before all API Enhanced Services actions.
- API: Enabled setting additional MAC Addresses per Extension.
- API: Exposed 'Set and List Apps - Templates' through the API.
- API: Fixed an issue where 'pbxware.ext.editions_modules.set' would return two errors for the same response.
- API: Fixed an issue with listing DIDs when the DID mode is set to 'Group'.
- API: Fixed an issue with empty dhcp and mac fields on BLF list edit.
- Archiving Page: Fixed an issue where the page is grayed out when the Master Tenant section is enabled.
- Archiving: Fixed an issue where call recordings would not be offloaded for calls that end after the archiving the offload cycle.
- Agi: Fixed an issue where multiple 'L' dial options were set simultaneously. The system now correctly uses only the lowest value.
- Auto provisioning: Fixed an issue with BLFs for Avaya J139.
- Auto provisioning: Fixed an issue with BLFs for Grandstream GXP devices.
- Auto provisioning: Fixed the SIP Account counter in the Gigaset N870 configuration file.
- Chat Archiving: Fixed an issue where email and relicensing would not work because of the worker not running.
- CNAM: Fixed the CNAM lookup to work when the lookup field value is an array.

- Conferences: Implemented the 'Mute external users on join' option.
- Conferences: Fixed an issue where the tenant code would be appended to the conference number.
- CSV: Fixed issues with CSV files when adding multiple extensions.
- Dashboard: Fixed an issue where the counter for Web editions would not show the correct value.
- DID: Added the ability to restrict adding, editing, and deleting DIDs.
- DID: Fixed Prioritize CLI Routing not working when a Custom Destination is set under Operation times.
- DIDs: Fixed an issue where the call would go to an External Destination even when the Tenant is suspended or 'Not active'.
- DID: Fixed a warning related to CSV uploads on DID.
- Dispatchable locations: Allowed letters in the house number field.
- Email templates: Exposed the ERG Abandoned Calls Template.
- Email templates: Exposed the Exceeded Channel Limit Template.
- Email templates: Exposed the Exceeded Licence Channel Limit Template.
- Email templates: Exposed the Exceeded Trunk Limit Template.
- Email Templates: Exposed the Rate limit template.
- Enhanced Services: Fixed an issue where the Confirm Call feature for Call Forwarding would not work if the destination was an external number.
- Enhanced Services: Increased the number of Exclude list items in Call Forward to 30.
- Extensions: Hid the 'Copy As New' button for users when the 'Disable Create Extension' permission is set.
- Extensions: Fixed an issue with the same info being sent for multiple extension emails.
- File System: Fixed an issue The same value was being set for cdr_remote_recordings and cdrs when archiving data.
- Groups: Fixed an issue where tenant permission on Groups would not work for tenants with long names.

- IVR statistics: Fixed an issue where the label in statistics was blank when Local Dialing was used.
- jQuery: Patched jQuery with security fixes for 3.1.1.
- Onedrive: Fixed an issue where call recording offload would sometimes fail when the parent folder could not be found.
- Operation Times: Fixed an issue where midnight reset would not work when pin is enabled.
- OSC: Redesigned the OSC menu. Added a button with the link to gloCOM WEB.
- Password reset: Fixed the URL being invalidated before being opened, added a button to show password.
- Routes: Fixed an issue where routes would fail to save on Safari browser.
- Service plans: Fixed an issue when uploading a large CSV file to Service Plans Rates would fail.
- SFTP: Fixed an issue with the SSH connection not closing for the remote-fs service.
- SMTP: Added the ability to use existing OAuth2 credentials for Authentication.
- SMS: Fixed an issue where downloading the Blocklist CSV from tenant level resulted in downloading numbers from all tenants.
- Tenant-Level Configuration: Added the ability to set Maximum Contacts per Tenant using API.
- Tenants: Added an option to search LDAP contacts by 'Starts With' or 'Contains' logic.
- Touchless Provisioning: Fixed an issue with displaying an error if an incorrect Client ID or Client Secret is entered in the Touchless Provisioning Config for the Yealink YMCS portal.
- Translations: Changed the word 'home' to 'residential' in the Central / Personal phonebook'.
- Translations: Updated translation files for Portuguese (Brazil), Portuguese, Spanish, and French.
- Trunk: Added 'Send History-Info header' for tracking a call's redirection or forwarding.
- UAD: Fixed an issue where Additional Configuration was not properly saved when it contained quotes.

- Updates: Changed the changelog URL to a new destination.
- Voicemail: Added information that files have been renamed after move/delete.
- Voicemail: Fixed an issue with high resource usage when utilizing Voicemail Groups with large number of members.
- Voicemail: Fixed an issue where voicemail messages would not be reordered if moved/ deleted through gloCOM.

Contact Center Module

- Contact Center: Introduced customer satisfaction surveys for messaging and voice channels, allowing customer feedback collection through surveys.
- Channels: Enabled a “Leave a message” form in LiveChat with configuration options per queue.
- CMP: Enabled local deployment of the CMP into PBXware.
- Email Signatures: Created email signature templates.
- Statistics: Added survey statistics, viewable by agent and by queue.
- Voice Queues: Added “Returning customer” options for voice queues.

Bug Fixes & Improvements

- app_queue.c: Fixed an issue with the ttime value being incorrectly set to 0 in statistics.
- Channels: Added a ticket ID to email subjects to prevent ticket creation issues on replies.
- Channels: Enhanced Pre-Chat Forms, allowing admins to configure live chat initiation with a pre-chat form or anonymously.
- ContactCenter: Implemented an ARI user event trigger when an agent is paused, allowing customers who rely on AMI events to receive notifications of agent pauses as expected.
- ContactCenter: Removed HTML from the last_message metadata in the login payload to improve the loading speed of the agent app.
- ContactCenter: Added an option in Queue settings to enable or disable the display of missed calls for queues within the agent and supervisor panels.
- Conversations: Fixed an issue with filters not working for closed conversations.
- CMP: Fixed an issue with invalid token errors for the 360Dialog.
- CRM: Added an option for Salesforce to select call record upload type.
- CRM: Added support for sending data as a POST method with a custom header, and increased the character limit for inputs.

- Dialer: Resolved an issue with identical leads appearing for multiple agents simultaneously.
- Live Chat: Added a new chat widget implementation.
- OSC: Enabled listening to recordings from URLs uploaded to a CRM.
- Queue: Fixed an issue with the incorrect ring time being used when transferring calls to an extension.
- Queue Recording: Addressed an issue with recording overwrite during blind transfers between queues.
- Queue, ERG: Added a warning message when changing Queue or ERG names to prevent duplication or deletion of statistics for queues in queue statistics.
- Scheduled Reports: Fixed an issue that occurred when French was selected as the language for the Scheduling report.
- Scheduled Reports: Resolved a bug when selecting Agent sessions and pauses within scheduled reports.
- Scheduled Reports: Fixed a permissions bug in scheduled reports.
- Statistics: Added agent identifiers as agent names in breakdown statistics to enhance user experience and clarity.
- Statistics: Fixed queue search functionality within agent and queue statistics.
- Statistics: Added missing Facebook and WhatsApp channels to reporting graphs.
- Statistics: Fixed an issue with graphs not generating when French was selected as the language.
- Statistics: Fixed an issue with permissions in order to make recordings available without requiring CDR permissions.
- Statistics: Fixed an issue with the incorrect display of agent availability, ensuring the correct number of conversations is shown.
- Statistics: Fixed an issue where Queue Statistics did not work when “All Queues” was selected for Tenant Users, and resolved an issue where Scheduled Reports displayed empty data.
- Voicemail: Fixed an issue that occurred when a voicemail group was called via a DID with call recording enabled.

- Zendesk: Enabled API token authentication.
- Zoho: Added an option to choose a mode for creating unknown callers.

New Endpoints



Avaya J139



Cisco CP-7861



Flyingvoice FIP16 Plus



Flyingvoice P10



Flyingvoice P23G



Snom M100



Snom M430



Yealink T64LTE

Bug Fixes & Improvements

- Asterisk: Fixed issue where in some cases, when Asterisk booted up slowly, system changes were not applied properly.
- CRM: Added support for Zendesk API Token Authentication.
- Clickhouse: Allow setting Hostname for ClickHouse server.
- Extensions: Changed Call Rating default value from “No” to “Not Set” when creating new extensions.
- Event Manager: Fixed issue where the Save and Test button was not working when French language is selected.

Features

- API: Added the option to set additional MAC Addresses per Extension.
- Operation Times overview page.
- SMS Blocklist.
- SMS: SMS Predefined list.
- SMS Opt-in and Opt-out option.
- Touchless Provisioning: Yealink's new YMCS portal integration.

Bug Fixes & Improvements

- AGI: Fixed an issue where dialing a number with a special character would fail.
- API: Added missing destination types to add/edit DIDs.
- API: Fixed double responses when editing DID groups.
- API: Fixed empty responses when listing destinations and destination groups.
- API: Fixed issues with some fields when adding, editing, and getting information about extension slave status.
- Archiving: Implemented enhanced logging for complete process monitoring.
- Auto Provisioning: Added Call Parking type to DSS keys for Fanvil devices.
- Auto Provisioning: Added support for Fanvil X301W and Fanvil X303W.
- Auto Provisioning: Added support for new Mitel 6930 and 6940 devices.
- Auto Provisioning: Added support for Snom D140.
- Auto Provisioning: Added support for Yealink DECT W75B.
- Auto Provisioning: Fixed a Grandstream LDAP Lookup issue.
- Auto Provisioning: Fixed a BLF issue for Fanvil X4U, X5U and X6U devices.

- Auto Provisioning: Added the option to configure a failover SIP WAN server for Polycom and Yealink devices.
- Auto Provisioning: Added support for Directory URL customization.
- CDR: Created additional CDR for calls that are re-routed due to closed operation times.
- Chat Archiving: Resolved an issue where chat archiving would fail to properly archive messages.
- CLI Routing & Validation: Fixed an issue where the routing destination would not be saved.
- CLI Validation&Routing: Implemented the ability to assign multiple extensions when the Multi-User destination is selected.
- Conference Groups: Increased the maximum number of allowed users to fifty per group.
- DID: Added parking lot as a destination for DID.
- DIDs: Added the option to assign a DID as the Main number.
- DIDs: Implemented the ability to assign multiple extensions when the Multi-User destination is selected.
- Extensions: Added the ability to configure the maximum number of applications that can connect to an extension at the same time.
- Extensions: Fixed an error on edit extension for user account without the 'Show advanced' option enabled.
- Extension Statistics: Fixed an issue where opening a PDF report would display an error.
- gloCOM Settings: Added an option to hide the meeting icon per Tenant and per Extension.
- gloCOM Settings: Added an option to Disable MMS per extension/tenant/system.
- Google Speech-to-Text: Added support for Regional endpoints (US and EU).
- Hubspot: Fixed an issue for CRM routing with an empty value on a large system where the call would always get routed to the default destination.

- Meeting: Prevented the creation of additional CDRs when users join meetings by dialing the number.
- Menu: Fixed an issue with overflow for strings with exactly 27 characters.
- Operation Times: Skip pin check for the midnight reset call.
- Reports: Created a new reports page to identify the Operation Times rules on DIDs, IVRs, Queues and Dial groups.
- SMS: Added an SMS Blocklist feature.
- SMS: SMS Opt-out feature.
- SMS: Added an SMS Predefined list feature.
- SMTP: Fixed an issue with saving SMTP configurations with specific domain names and removed usage of ANY records and used A/AAAA records to resolve SMTP domains instead.
- Special Routes: Fixed an issue where the Special Route destination would not be saved.
- STIR/SHAKEN: Set the correct destination number for call signing.
- Statistics: Fixed an issue where the Check CDR option would not find a CDR if calls were made using deskphone mode.
- Translations: Updated French (fr_FR), Spanish (es_ES), Portuguese (pt_PT) and Portuguese (Brazil) (pt_BR) translation files.
- Trunks: Sent the correct privacy info for PAI header.
- Trunks: Added the option to set the P-Charge-Info header on trunks.
- Trunks: Added support for the '%TENANT_ID%' variable for trunk SIP headers.
- Updates: Implemented the ability to create snapshots when running updates on a SERVERware VPS instance.
- Added the subject and the description fields to the meeting email template.

New Endpoints



Fanvil X301W



Fanvil X303W



Mitel 6930



Mitel 6940



Snom D140



Yealink DECT W75B

Contact Center Module

- Statistics: Implemented new Conversations Summary report to show summarized data for calls.
- Statistics: Implemented the Chat Transcript feature to review customer interactions.

Bug Fixes & Improvements

- CRM: Fixed an issue with Zoho CRM where a new lead created through the GUI was not found in subsequent tests, instead generating a duplicate lead with the same number.
- Monitor Calls: Resolved an issue where the call duration was incorrect when switching tabs on the Live Calls page.
- Hubspot: Added phone number to form.
- Settings: Added an option in messaging settings to set the first response timeout per channel.
- Settings: Trimmed the last '/' from the CMP URL to avoid issues with calling the CMP endpoint.
- Statistics: Resolved an issue in ERG Statistics where the breakdown of the report displayed an incorrect number of calls.
- Statistics: Fixed an issue with permissions for Queue Unanswered Calls statistics for Site User.
- Statistics: Fixed an issue with Agent statistics when transferring calls.
- Omnichannel: Added ticket ID into subject to avoid issues with ticket creation on reply when the in-reply-to header is changed by the mail server, e.g., in the case of Outlook.
- Omnichannel: Fixed an issue where emails were not being handled in real-time due to improper server handling, causing the email fetching routine to stop receiving new emails.
- Omnichannel: Fixed a JavaScript error that prevented warning messages from appearing in French when creating a new channel in Omni.
- Omnichannel: Fixed an issue with the chatbot where the ' character was stripped incorrectly, causing JavaScript errors and sending incorrect characters in messages.

Meeting Module

Bug Fixes & Improvements

- Added an attendance report API.
- Added an automatic invite notification when the meeting starts, or participants are added.
- Added the meeting description to the meeting invite/update/cancel email templates.
- Added support for controlling meeting button visibility from the PBXWare site manager.
- Fixed an issue with the license update not triggering the on-site manager license refresh.
- Fixed an error that occurred when handling GetJoinByNumber actions.
- Fixed an issue with a close response body after completing an HTTP request and resource leak. (Push notifications)
- Fixed an issue with the push notifications not working on multi-tenant systems. (Push notifications)
- Fixed an issue with the sending of addParticipant and addParticipantMulti. (Push notifications)
- Fixed an issue with emailing the organizer when creating an instant meeting.
- Fixed an issue for missing DIDs on the meeting create action. (PBXWare Site manager)
- Made links in the meeting description on the email template clickable.

Features

- Ability to implement Custom ARI Applications.
- SMS Connector.
- Archiving: Added OneDrive to the list of supported archiving services.

Bug Fixes & Improvements

- Added the ability to implement Custom ARI Applications.
- Added the ability to authenticate with IMAP servers using the OAuth2 method.
- API: Added the 'Default IP' field validation for Trunks and fixed the validation for this field in GUI for Trunks and Extensions.
- API: Added a secret/password criteria validation.
- API: Added a missing option 'auto' for the field dtmfmode.
- API: Fixed an issue where IVR destinations and destination types would be deleted on edit.
- API: Fixed an issue where a request for service plan rates would return an empty result.
- API: Added the ability to enable/disable Ring Group configuration.
- API: Added the ability to fetch the Ring Group configuration.
- API: Added the option to control call recording for a specific extension.
- API: Updated docs.
- Archiving: Added the ability to upload archived chat messages and cdr files to the archiving storage.
- Archiving: Added OneDrive as a new service for archiving files.
- Archiving: Added the ability to download offloaded recordings from Amazon S3-like services when a custom domain is used.

- Auto Provisioning: Added support for Mitel 6930 and 6940 devices.
- Auto Provisioning: Fixed an issue with BLFs for Linkvil W610W device.
- Auto Provisioning: Added support for Fanvil X4U-V2, X5U-V2 and X6U-V2 devices.
- Auto Provisioning: Added support for the Fanvil Linkvil W610W device.
- Auto Provisioning: Fixed a BLF issue for Fanvil X5U-V2 and X4U-V2 devices.
- Auto Provisioning: Fixed an issue with the number of BLFs per page for Fanvil X4U-V2 and X5U-V2 devices.
- Auto Provisioning: Fixed an issue with the Remote Reboot option for Cisco and Polycom devices.
- Auto Provisioning: Added support for Yealink T44U and Yealink T44W.
- Auto Provisioning: Fixed a Hotdesking logout issue for Cisco 8851 devices.
- Auto Provisioning: Fixed an issue with displaying multiple extensions on the Grandstream GXP2170 device.
- Auto Provisioning: Fixed an issue with DSS Key start option for Yealink devices.
- Auto Provisioning: Fixed an LDAP search issue for Polycom devices.
- CDR: Added the option to store CDRs for up to 7 years on the File System page.
- CDR: Implemented the check space step before the database alter or partitioning process is started.
- Central Phone Book: Fixed an issue on MT systems where extensions would be accidentally removed from the Central Phonebook.
- Destinations: Added a popup warning message when destination permissions are changed.
- Embedded Documentation: Use the first language from the list of supported languages if no language is selected.
- Emergency Trunks: Implemented the option to configure the priority of emergency trunks on CC and Business edition.
- ERG: Added the Members Announcements section.
- Updated the EULA.

- Extensions: Fixed an issue where the DNS Server 2 field would not be grayed out when Auto Provisioning is set to No.
- Extensions: Added validation to the IP address fields.
- Extensions: Fixed an issue where changing the extension number would not be saved properly.
- Extensions API: Implemented the IP address field validation.
- Fixed an issue where call pickup would not work for calls to ERG if members have mobile devices.
- Features.conf: Added the ability to Pause/Unpause call recording on MT edition by using access codes.
- Monitor: Fixed an issue where the file system check would fail to detect that a resource was managed by archiving.
- Notes: Added a new page named Notes in the Settings section on Tenants and Master Tenant.
- Paging groups: Prevented creating other PBXware elements with the same number as paging groups and vice versa.
- Password Verification: Added the HTTP request timeout for option Check for breached passwords.
- Recording: Fixed an issue where conference call recordings could not be played on the Reports page.
- Reports: Added support for Microsoft Onedrive for recordings upload.
- SMS: Introducing the SMS Connector feature, which allows PBXware to interface with SMS providers that are not officially supported using API.
- SMS: Fixed an issue that would occur on saving Bulk Messages using a .csv file that is missing values.
- SMS: Fixed a Javascript error when selecting a .csv file in Bulk messages.
- SMS: Fixed an issue with special characters being received as ??.
- Translations: Updated translation files for French, Spanish, Portuguese and Portuguese (Brazil).

- Tenant and Extension Settings: Added a new option named Default Client Phone Selection.
- Translations: Updated French (fr_FR), Spanish (es_ES), Portuguese (pt_BR) and Portuguese (pt_PT) translation files.
- Trunks: Fixed an issue where Privacy: anonymous_id would be sent instead of Privacy: id when a PAI header is set.
- Trunks: Prevented invalid characters from being added to the SIP header.
- Voicemail: Added the ability to implement external MWI control via ARI.

New Endpoints



Fanvil X4U-V2



Fanvil X5U-V2



Fanvil X6U-V2



Fanvil Linkvil W610W



Mitel 6930



Mitel 6940



Yealink T44U



Yealink T44W

Contact Center Module

- CMP: Introduced the COMMSware Messaging Platform (CMP) as a customized solution, serving as a mediator between your omnichannel system and interactions with Facebook and WhatsApp.
- Omnichannel: Integrated Facebook and WhatsApp channels.
- Omnichannel: Implemented WhatsApp templates.
- Omnichannel: Implemented Geolocation Functionality for Livechat.
- Omnichannel: Integrated Business Contact Manager Service into PBXware.

Bug Fixes & Improvements

- Contact Center: Fixed an issue causing agent login failures, particularly when the agent extension is part of ERG.
- Dialer: Resolved an issue in dialer stats where recordings could not be played/downloaded.
- HubSpot: Updated API endpoint versions for HubSpot.
- Omnichannel: Addressed an issue related to Omni app restarts affecting the loading of customer info to tickets and implemented handling for updating contacts.
- Omnichannel: Modified logic to avoid notifying Omni on server save if it's not CC edition.
- Scheduled Reports: Fixed fatal errors occurring due to removed methods and resolved JSON formatting issues when the "did" filter was empty.

Meeting Module

Bug Fixes & Improvements

- Created a Database for meeting users.

Bug Fixes & Improvements

- Fixed an issue where CDRs for calls from gloCOM Desktop would not have recording files linked correctly.
- Fixed an issue where the table migration would fail when upgrading older systems to the 7.1 version.

7.1.0.1 - February 21, 2024

Features

- Fixed an issue where tooltip settings data mismatch would break javascript.
- Fixed an issue where outbound SMS was not working for the Bandwidth provider.
- Added syslog messages on pbxware start/stop/restart.

Meeting Module

- Implemented a fix for audio and chat history issues in a recurring meeting that was converted from a non-recurring meeting.
- Fixed an issue where Organizer could not join the meeting that was created from Online Self Care.
- Fixed an issue where a participant, added to the meeting in progress via PBXware Online Self Care, could not join the audio.

Features

- **Contact Center Omnichannel**
An all-in-one solution for managing customer requests and information sharing across multiple channels.
 - **Visitor App**
The key to seamless customer engagement on a website.
 - **Messaging Configuration**
Customize connections, create messaging queues, and apply tailored settings for a seamless omnichannel experience.
 - **Reports**
Unified reporting that compiles data from all channels for a comprehensive overview.
- **Two-factor authentication** for OSC and gloCOM users.
- **File System**
Introduced the ability to archive and delete chat message history.
- **Ray Baum's Act**
Implemented a set of features to comply with Ray Baum's Act.

New Endpoints



Snom D862



Snom D865



Yealink T31W



Yealink T34W

Contact Center Module

- Agent: Disabled changing the group name after it is saved once.
- Agent: Forbade the addition of pause reasons with the same code or name.
- Visitor App/LiveChat: Introduced as key to website customer engagement, offering features such as:
 - **Pre-chat Form**
Meet the customer with a pre-chat form.
 - **Basic Virtual Assistant**
Harness the power of chatbot assistance.
 - **File Sharing**
Enhance interactions by allowing customers to share files, documents, or images.
- Messaging Settings: Introduced to enhance users' communication capabilities across various channels: SMS, Email, and LiveChat.

Queues Configuration

- Introduction of assignment strategies with the capability to manage returning customers.
- Enhanced operation hours for improved service availability.
- Introduction of out-of-office messages to enhance the customer experience.

Chatbot Configuration

- Real-time preview for chatbot setup.

Channels Configuration

- LiveChat, SMS, and Email configuration

Settings

- Alert emails: Set up and configure security email alerts.
- Operation Times: Global operation time settings.
- "First response" and "Chatbot" timeout configuration
- Working Units - defining maximum agent workload with the respect of the effort that needs to be invested in handling requests on different channels.

- Agent Capacity Settings: Introduced a new set of options to customize agent capacity and workload within your business.
- Statistics/Reporting: Blended Agent & Queue Reporting that gathers statistics from all communication channels, creating a unified source for data analysis.
- Scheduled Reports: Reworked scheduled reports to accommodate omnichannel requirements.
- License Counter: Introduced a new page for users to manage and control their agent and supervisor licenses, as well as their omnichannel modules.

Meeting Module

- Added dial-in info to the calendar invite.
- Enabled dial-in to public meetings without the need for the participant's ID.

Bug Fixes & Improvements

- 2FA: Implemented Two-Factor Authentication for OSC and gloCOM users.
- 2FA: 2FA Improvements.
- Access Codes: Fixed an issue where dialing access codes '*303' and '*304' would not replace greetings for ERGs.
- API: Added the option to configure the 'Skip Invalid Selection Alerts' feature on IVR.
- API: Added the option to configure the visibility of call rating info in OSC.
- API: Implemented adding 'Dial Group' and 'ERG' as Destinations in IVRs.
- API: Added the ability to add, edit, and remove ERGs using API.
- API: Added the ability to configure the 'Preserve original Caller ID' setting for DID and 'Emergency Location Header' for Tenants and Trunks.
- API: Updated API documentation.
- API: Added the ability to fetch Archiving reports.
- API: Added the ability to fetch SMS & Bulk SMS reports.
- Auto Provisioning: Added support for Snom D862/D865 devices.

- Auto Provisioning: Resolved the Additional Config issue for Grandstream GXP2160 devices.
- Auto Provisioning: Fixed an issue related to Additional Configuration for Snom M300/M900 devices.
- Auto Provisioning: Added Speed Dial support for Grandstream devices.
- Auto Provisioning: Added support for Yealink T31W and T34w devices.
- Auto Provisioning: Fixed a reboot issue for Grandstream GXV3380 devices.
- Auto Provisioning: Fixed an issue with adding BLFs to the expansion module for Yealink phones.
- Call Forwarding: Fixed an issue that would occur when a user attempted to delete multiple Destinations at once.
- Caller ID: Implemented the ability to force Caller ID presentation in E.164 format.
- CDR: Added the ability to change the recording filename format to include “src” and “dst” column values.
- Channel Limits: Added a “Notification Email” field used for sending channel-limit related notifications.
- CRM: Created the option to enable/disable creation of new leads when a caller ID is unknown.
- DIDs: Added the ‘Name’ field to the DID configuration on a tenant level.
- DIDs: Implemented CSV download per Tenant.
- DIDs: Fixed an issue that would occur on multiple saves of existing SMS numbers on the CC Edition.
- DIDs: Fixed issues with editing E.164 numbers when SMS is enabled and the number exists.
- DIDs: Fixed an issue where a CSV upload would delete the SMS number from any DID with the same number.
- DIDs: Implemented the ‘Prioritize CLI routing’ option that overrides Operation Times rules on DID.

- E-mail notifications: Added the 'Limit exceeded' notifications for both local and remote channels on a Tenant level.
- Embedded Documentation: Addressed the branding issues and made sure that 'Server URL' and 'Token' fields are not available when 'Server Type' is set to "default".
- Embedded Documentation: Implemented the option to preserve the selected language on logout.
- Emergency services: Use emergency services from the master tenant if they are not set on a tenant level.
- ERG: Added the "Custom Ringtone" option to ERG.
- ERG: Added the 'Detect caller early hangup' option to ERG.
- ERG: Added the 'Leave When Empty' and 'Empty Destination' options to ERG.
- Extensions: Fixed an issue where the UAD Template would not be applied when adding multiple extensions using CSV upload.
- File System: Added the ability to archive and delete chat messages.
- Groups: Added the ability to restrict access to 'Destinations' and 'Editions & Modules'
- Groups: Renamed selections 'Destinations' and 'Editions & Modules' to 'Disable Destinations' and 'Disable Editions & Modules' respectively to prevent them from being disabled by default.
- IVR: Added the option to prevent the 'Invalid Selection' sound prompt from playing if no options were selected.
- IVR: Fixed an issue where ringtones would be played before the call entered the IVR even when 'Rings to Answer' was set to '0'.
- IVR: Added the "Invalid option" notification in IVR.
- IVR Statistics: Fixed an issue where the destinations assigned to '0' would not be displayed in the statistics.
- Languages: Added the Portuguese language.
- Limits: Fixed an issue where ERG limits would not be applied if set to '0'.
- Notifications: Added the "Update available" notification in the PBXware GUI.
- Implemented a fix that ensures that the 'Allow CallerID Within DID range' and 'Drop Anonymous calls' options are following priority levels.

- OSC: Fixed an issue where the advanced branding logo was not being shown in the OSC portal.
- OSC: Added the option to display call rating info in OSC.
- Protocols: Added the new fields to specify SIP transport for desktop and mobile applications.
- Ray Baum: Implemented Ray Baum's Act compliance features.
- Recording: Fixed an issue where Tenant to tenant calls were not being recorded on both sides.
- Ring Groups: Ensured that the Diversion header is sent when the last destination is an External Number.
- Scheduled Reports: Implementation of scheduled reports for OMNI statistics.
- Servers/Tenants: Removed '%' from allowed chars in the password warning message as it was previously disallowed on a functional level, and still is.
- SMS: Added support to assign multiple extensions to a single SMS number.
- SP: Display the SP administrator name in Action Logs on the synced system once a change has been made.
- Tooltip Service: Fixed a bug where embedded documentation would not work for an LDAP user.
- Touchless Provisioning: Fixed an issue where devices would not be shown on the non-MT systems until the server was resaved.
- Translations: Updated the French translation.
- Trunks: Implemented an option to add a prefix to emergency calls.
- Trunks: Implemented an update that prevents invalid characters from being entered in the SIP header.
- Voicemail: Implemented the SMS notification feature for new voicemails.
- Voicemail: Added '%EXT_NAME%' and '%TENANT_NAME%' as new variables for the "Voicemail blocked" email template.
- Voicemail Email: Fixed an issue where the sound file would not be sent as an email attachment.

Contact Center Module

- Database - Existing database tables have undergone modifications.
- Fixed an issue with the app crashing due to missing literals in the string.
- Removed the domain name validation for LiveChat.
- Resolved potential issues with emojis and other chars on message sync.
- Resolved the deadlock issue in the app queue with the “Share Wrap-up Time” option enabled.

Meeting Module

- Meeting: Add co-organizers as confbridge admin.
- Meeting: Allow participants to enter IVR without Participant ID for public meetings.
- Meeting: Make ignoo connection to meeting server more resilient.
- Meeting: DID's that were “Not Active” were being sent back.
- Meeting: Fixed an issue where Meeting events were not added to the calendar for the meeting organizer.
- Meeting: Fix for the meetings list not working.

Features

- Embedded Documentation.
- sipPROT v5 integration with PBXware.
- Shared DIDs for SMS.
- Oauth for SMTP Configuration.

Bug Fixes & Improvements

- Action Log: Fixed a fatal error issue on action log search.
- API: Fixed the issue where PHP notice would be displayed when pulling Operation Times list.
- API: Added ability to control SMS Trunks and SMS Trunks & Tenants using API.
- API: Fixed the issue where tenant codecs would not be set when tenant is created.
- API: Added option to set Incoming IP address range when editing trunk.
- API: Added ability to list and manage members for Enhanced Ring Groups.
- API Extensions: Added option to control the Skip the PIN Prompt option through API.
- Auto provisioning: Added ability to use custom UAD configuration for Flyingvoice devices.
- Auto provisioning: Added LDAP options for Grandstream devices.
- Auto provisioning: Fixed BLF issue for Grandstream devices.
- Auto provisioning: Fixed the issue with displaying extension's username on Snom Mxx devices.
- Auto provisioning: Added support for Snom M500.
- Auto provisioning: Added support for Avaya J179 device.
- Auto provisioning: Added support for Flyingvoice Flyingvoice FIP10, FIP12WP, P10P, P23GW.

- Auto provisioning: Added ability to manage BLF button type on Yealink devices.
- Auto provisioning: Ability to manage BLF/DSS keys on Yealink devices.
- Auto provisioning: Fixed several minor bugs related to the Auto provisioning.
- Auto provisioning: Added ability to use UAD Additional config for Poly Edge B devices.
- Call Forwarding: Added ability to change the default timeout value for call forwarding on tenant level when enabled via access code.
- CDR: Added the option to filter CDRs by recorded calls.
- CRM: Optimization work done to speed up Hubspot.
- CRM Bullhorn: Added login with redirect URI for token generation and better phone search.
- CRM: Fixed the PHP issue that caused CRM routing to fail.
- CRM: Optimized CRM routing speed.
- CRM ZOHO: Fixed the issue with OAuth token expiry.
- Dashboard: Fixed the issue where warnings would pop-up on Dashboard.
- DID: Implemented a feature to remove deleted destination from the DID destination value.
- Email Template: Added variable %FULLNAME% to Emergency Call Email Template.
- Embedded Documentation: Added support for multiple languages.
- Emergency services: Use emergency services numbers set on master tenant in case they are not set on tenant level.
- ERG: Fix issue where directed call pickup would not work for a member on mobile device.
- ERG: Exposed all the ring strategies available in Queues in ERGs.
- ERG: Added ability to auto create ERG from existing queues.
- ERG Statistics: Fixed the issue where ERG statistics would ignore member selection and display the stats for all members.
- ES Caller ID: Added Default Caller ID and Default Privacy options.

- Extensions: Fixed the issue where picking up calls from extensions registered with a mobile app would not work.
- Extensions ES: Fixed the issue where BLF page would be broken when language is set to French.
- Extensions channel limit notification: Implemented the fix to ensure email notification is being sent to the correct email address.
- Extensions: Invalid characters are now automatically removed from MAC Address entries.
- Groups: Created permissions to prevent site users from creating and deleting extensions.
- Incoming/Outgoing Limit Email Template: Added variable for tenant code.
- IVR: Add IVR tree destination to CRM routing, DID, IVR as well as their APIs.
- IVR: Added “Invalid option” sound prompt which will be played to caller if invalid selection is made in the IVR.
- Local calls: Fixed the issue with local calls being sent to an extension on a different tenant even if tenant to tenant calls were disabled.
- Meeting: Starter package is automatically assigned to new extension.
- Meeting: Fixed the issue with date picker not displaying calendar if French language is used.
- Monitor page: Added ‘Select All’ button on Monitor Page.
- Monitor Page: Fixed the issue with live calls refresh.
- Operation times (OSC): Fixed the issue with CSV Upload.
- OSC login issue with 2FA: Fixed the login issues with email addresses starting with number.
- OSC: Resolved the fatal error issue in OSC on SMS CSV download.
- OSC: Resolved the issue where error would be displayed in dashboard.
- OSC: Removed the Embedded Documentation from OSC VM features.
- PBD: Fixed the issue with access codes when PIN Based Dialing is used.
- Searching sounds: Fix search for sounds under IVR tree.

- sipPROT: Added sipPROT to PBXware.
- Statistics: Filter missing in ERG statistics for Business edition.
- SMS: Added OZSMS SMS provider.
- SMS: Add ability to assign multiple extensions to a single SMS number.
- SMS: Introduced ability to enable SMS service on all tenants at once through the PBXware license.
- SMTP: Introduced Oauth for SMTP configuration.
- SP Edition: Disabled 2-step verification for SSO login.
- Tenants: Add Default Fax Caller ID field.
- Tooltips: Enabled tooltips on specific top-level pages and added the option to change the tooltip-cursor color from branding page.
- Translation: Fixed the issue with adding additional configuration in the Protocols when French language is being used.
- Voicemail: Resolved the issue with playing voicemails if Caller ID contained a + character.
- Voicemail: Improved mailboxes search.
- Voicemail Notification: Added functionality to continue to call the extension/destination until the call is rejected or voicemail is listened to.
- Voicemail: Fixed the issue with playing voicemail from the OSC.
- Voicemail: Added new variables to a voicemail email template.

New Endpoints



Flyingvoice FIP10



Flyingvoice FIP12WP



Flyingvoice P10P



Flyingvoice P23GW



Avaya J179



Snom M500

Meeting Module

- Meeting: Implemented add/remove feature for co-organizers.
- Meeting: ical meeting invite improvements.

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
sales@bicomsystems.com



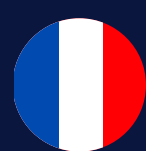
Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada
Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135
sales@bicomsystems.com



Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom
Tel: +44 (0) 20 33 99 88 00
sales@bicomsystems.com



Bicom Systems (FRA)

c/o Athena Global Services
Telecom
229 rue Saint-Honoré – 75001
Paris
Tel : +33 (0) 185 001 000
www.bicomsystems.fr
sales@bicomsystems.fr



Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy
Tel: +39 0571 1661119
sales@bicomsystems.it



Bicom Systems (RSA)

12 Houtkapper Street
Magaliessig
2067
South Africa
Tel: +27 (10) 0011390
sales@bicomsystems.com

Follow us



www.bicomsystems.com