



COMM.LAND 2.4.39

Updates and improvements have been made across various features and functionalities of the system, including:

- Renamed app selection name from call center pro to call center.
- Improved date range picker functionality.
- Improved call center dashboard performance.
- Improved performance on active conferences.
- Improved conference window performance.
- Added call forwarding page under user preferences.
- Added support for timezone in voicemails page.
- Improved pagination dropdown in call history page.
- Resolved an issue where username minimum character limit is not respected.
- Improved activity logs time to respect GMT.
- Resolved an issue with conference configuration changes not reflecting immediately.
- Resolved an instance where users cannot click "Answer Call" to pick up a queue call.
- Improved callback functionality for outbound calls on the call history page.
- Added additional debugging for authentication.
- Improved device listing icons on call center agent panel.
- Improved user preference privacy and call forwarding page.
- Improved web phone pop out themes.
- Resolved an issue where launching audio only conferences displayed a blank page.
- Added support to display both CNAM and Caller ID in queue details events.
- Improved phone number search in call center app.
- Improved call center member assignment performance.
- Improved call history page range filter results.
- Added support for user preferred phone number formatting across all applications and workspaces in comm.land
- Resolved issues with audio visualizer not being able to join muted and also not able to exit an audio conference.
- Resolved an issue with parking a call not working as expected.
- Resolved an issue where going ready via feature codes did not update global agent status.
- Resolved an instance where removing call center members does not remove members from queues.
- Resolved an instance where new admin users cannot see options to enable call center Pro features.
- Resolved an instance where dropout (hold treatment) selected options displayed an error.
- Resolved an issue with parked calls dropdown not closing.
- Resolved an issue in the call center where Calls in queue did not have the correct spacing.

- Resolved an instance where call center agent avatar status is missing.
- Improvements on call center agent and queue performance pages.
- Removed fax device types from agent device list in call center.
- Resolved an instance where the queue spare number list does not list available phone numbers.
- Resolved an issue where long queue names cause agent status icons to not display.
- Resolved an issue where the call center agent panel partially displays the end call button.
- Resolved an instance where agent status is stuck in external call state.
- Improved in-conference token refreshing to avoid expiration and resulting in features not working as expected.
- Resolved an issue with editing max participants for conferences admin application.
- Resolved an issue with screen pops and web phones appearing if screenpops are enabled for the account.
- Added debugging logs to help identify problems that may arise when upgrading the desktop application.
- Resolved an issue where screen pops are not presented on MacOS.
- Improved agent status updates while eavesdropping agents.
- Added a call dial pad for warm transfers.
- Improvements on call center charge notifications pop up.
- Improved call center queue configuration review+confirm page.
- Added support to scroll call center CDD when page is too small.
- Resolved an issue where the call center queue config page did not display the media file name.
- Improved call center API endpoint performance.
- Improved user experience when resetting password.
- Improved performance for conference participants.
- Resolved issue with dropdowns not closing in conference admin application.
- Improved conferences number assignment formatting options.
- Improved dark theme support on page headers.
- Improved joining audio only conferences.
- Improved call center charge confirmation functionality.
- Resolved an issue with not being able to join a conference.
- Resolved an issue with screen pops not opening when receiving a call.
- Improved camera source selection experience.
- Improved avatar upload experience.
- Added voicemails to the email page in user preferences.
- Resolved an issue where Call History displays incoming "Unknown" calls as "Anonymous".
- Resolved an instance where the selected audio device is not used for handling calls.