



COMM.LAND 2.6.75

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

- The comm.land webphone is now categorized as "Meta" instead of "Application," enabling multiple registrations of the webphone and supporting its usage in various locations simultaneously: web, mobile, and desktop.
- The new label for the webphone is "Desktop Device." Note: This change does not affect previously enabled devices. To inherit the new label, disable and re-enable the webphone, and it will be labeled as "Desktop Device."
- Introduced a UX redesign for the Phone Workspace, reducing the number of clicks required for various tasks.
- Redesigned webphone with integrated contacts.
- Brand new calling cards in the webphone, featuring commonly used phone features prominently.
- Added the ability to favorite frequently used conferences, making them easily accessible.
- Active conferences now appear at the top for quick joining.
- Redesigned the fax workspace.
- Introduced a new Chat Workspace (Beta) available exclusively in our Hosted environment.
- Implemented UX improvements for the Screenpops Admin Application, now in Beta.
- Introduced a new Branding application (Alpha), allowing users to set their brand in comm.land.
- Replaced the comm.land application's logo within the upper left-hand side of the toolbar with a custom logo.
- Provided the option to choose primary colors to reflect throughout comm.land.
- Enabled whitelabeling for comm.land browser, currently supporting Chrome and Firefox.
- Implemented the ability to create links to external websites, available account-wide for Admins.
- Account Admins can enable screenpops account-wide, and all Admins/Users can individually enable/disable screenpops for their user accounts.
- Redesigned User Preferences with new features
- New profile landing page with shortcuts to commonly used features like call forwarding and voicemail to email.
- Notifications section, allowing users to toggle screenpop notifications on/off.
- Option to set light/dark modes to auto-sync with the OS.
- Introduced new Account Settings categories: General, Billing, and Available Apps.
- Implemented permission-based applications, similar to Monster UI AppExchange.
- Available Apps is currently in Alpha, with plans to introduce more apps to comm.land.
- Addressed issues with voicemail notifications not displaying as expected in the navbar.
- Fixed call ahead transfers that caused calls to become stuck.
- Updated verbiage on the Voicemail page for users with no voicemail box.
- Adjusted fax workspace verbiage for size limits, which now auto-update based on cluster settings.
- Resolved an issue with the disappearing lock icon during a locked conference.

- Addressed an issue in Screenpops Admin with live preview when a screenpop had never been configured.
- Fixed tooltip issues in user preferences.
- Added support for inbound CRM queries for Call Center.
- Introduced support for Salesforce CRM queries in Call Center.
- Implemented reseller limits to restrict configuration options for sub-accounts for Call Center.
- Added disposition configuration and tracking for queue and campaign calls.
- Included audio options and DTMF options for initiating callbacks.
- Enabled the ability to disable timeouts for outbound campaigns and callbacks.
- Introduced a campaign overview and campaign details dashboard.
- Implemented support for queue callbacks.
- Included caller information in WebSocket events.
- Added the capability to save interaction records, including notes and call disposition.
- Introduced the ability to play announcements before connecting the caller to the agent.
- Enabled pause/resume recording options for agents and managers in the user interface.
- Enhanced the settings page in the Call Center user interface.
- Added CRM configuration to Call Center Settings.
- Introduced Limits configuration in Call Center Settings.
- Added Agent Workspace.
- Set the default agent experience to Agent Workspace.
- Implemented a card view for overview dashboards.
- Included list management for outbound campaigns.
- Enhanced in-application toast notifications.
- Optimized the application for displaying larger datasets.
- Slightly reworked themes and improved visuals across the Call Center application.
- Added support for in-application documentation.
- Included full documentation for the Call Center application.
- Introduced support for outbound campaigns.
- Added recording information to recipient/status API.
- Enabled support for data pipelines in Tabulator.
- Introduced support for Postgres data export in Call Center.
- Added beta version of the Pivot app.
- Resolved issues related to using desktop_auth for logging in.
- Known Issues: Some feature codes may not work in the webphone, but there are workarounds using built-in buttons/workflows in comm.land. Backend improvements are underway to address this issue.