



COMM.LAND 2.6.96

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

- Added ability to switch devices in conferences.
- Added basic auth support for external embedded websites.
- Improved performance of app icons loading.
- Display unauthorized verbiage for user when chat workspace is disabled.
- Fixed issue with blank page on theme change for chat workspace.
- MS Teams Integration App now in Beta from Alpha.
- Fixed user search in account settings app permissions.
- Fixed issue in MacOS with output devices dropdown not responding.
- Fixed issue with webcam light always on, even when camera disabled.
- Added validation in Teams Integration to prevent duplicate users from being sent to Connector Portal.
- Added Validation on MS Teams Integration to prevent duplicate numbers being sent to Connector Portal.
- Updated MS Teams Integration to disable teams VM in connector portal for new users.
- Updated verbiage in MS Teams Integration Setup to be more clear.
- Fixed an issue with "+" not being allowed in webphone.
- Fixed issue with calls being placed on hold when receiving a new incoming call while in a ring group.
- Fixed an issue where away reason is not reset when signing out
- Added flag to disable timeout for callback calls.
- Fixed issue where user was stuck on a call after hangup.
- Ensure that sub account limits are always respected.
- Fixed issue where rescinds were counted as abandoned.
- Fixed issue when wrapup time is set to 8 (less than 10) the last phone number rings again for a few seconds.
- Fixed bug where calls were not being delivered to agents if no agents had begun session.
- Fixed case where final call in a campaign may be redialed.
- Fixed race condition when dialing out for callback.
- CRM integration API endpoints are removed from qubicle which are already built under the CRM application itself.
- Use default CRM query order when priority order is not defined.
- Fixed crash of sessions when CRM query was active.
- Added ability for agents / managers to hold and unhold calls from the Callcenter UI.
- Added enhanced settings page to Callcenter UI.
- Added CRM configuration to Callcenter Settings.
- Added Limits configuration to Callcenter Settings.
- Added Agent Workspace.
- Default agent experience set to agent workspace.
- Added card view for overview dashboards.
- Added list management for outbound campaigns.
- Enhanced in application toast notifications.
- Optimized application for displaying larger datasets.

- Reworked themes slightly and improved visuals across Call Center application.
- Added support for in application documentation.
- Added full documentation for Call Center application.
- Added support for inbound CRM queries.
- Added support for Salesforce CRM queries.
- Added reseller limits to restrict configuration options for sub-accounts.
- Added disposition configuration and tracking for queue and campaign calls.
- Added audio options and DTMF options for callback initiation.
- Add ability for timeouts to be disabled for outbound campaigns and callbacks.
- Added campaign overview and campaign details dashboard.
- Added support for queue callbacks.
- Added caller info on websocket events.
- Added support for saving interaction records, including notes and call disposition.
- Added ability to play announcements prior to connecting caller to agent.
- Added pause / resume recording abilities for agents / managers in the UI.
- Added outbound campaigns support.
- Added recording info to recipient /status API.
- Added support for data pipelines in tabulator.
- Added support for Postgres data export.
- Resolved issue with using desktop_auth from commland to log in.
- Improved PCI compliance requirements.