

Go Integrator Cara PC Client

Release Notes

Version: 4.1.0.1182

Release Date: 29 March 2021

New Features

Removed the words "Virtual subscriber" from Presence when a device can't be monitored by XSI

Fixed issue where ACD /Call Centre unavailable codes were not being loaded.

Fixed: Tray menu ACD translation issues

Fixed: Sip SendOptions bug on Broadsoft

Ringing sound now plays for inbound call on Softphone

Further Dutch language translation fixes

Improvement

When switching to AppBar Help page, now changed the focus to go to the Search text box

Using Enter in AppBar Calls tab now is used to make a call

Widened "New contact" Dropdown in Search from AppBar

Added support for Cisco Token based login method

SmartBusy - Added "Destination" field to the configuration control

Resolved; Recent calls in tray menu doesn't build until Call History is shown

Fixed: problems detecting self in Presence peer list

Presence - Peers - when we see the peer is on a call to an external number it now uses the Crm type searching to resolve it to a name

Improved speed of downloading the device profiles

Implemented support to use Yahoo! for teams integration

Presence - Simplified grouping when not possible

Implemented Large Directory Mode threshold parameter to be set.

Improved error message when failing to login on XsiCti

Allows support for simple XSI mode - providing support for only "Simple XSI device"

Improved error message when trying to unlock a new CRM that fails (for license reasons)

Every hour an Analytics value is emitted called UcSession.HourlyTimer

Implemented subscription clean up to kill any "unwanted" active subscriptions after a set period - the default is 180 seconds.

Improvements made to Call History - AppBar only

Changed the order of CRMs in Configuration so that the new "Venus" integrations appear first in the list

Call Settings window - Escape key now closes the window (ie as a "Cancel" button)

Several changes to the AppBar (based on user feedback)

Added a new ACD page (when the user has "ACD" controlled feature) to the AppBar and Tray menu

AppBar - The "Toolbar" button now acts as a toggle, to show/hide the Toolbar

Added feature for static monitor of search results when in Large Directory mode - affects Presence and Tray search

Added support for email address to the Add Contact form

Added the ability to chose the phone field from the 'Quick Create' button on the preview window

Resolved XSI problems still with AgentState

Now forces a refresh of Call Settings when AppBar tab (Call Settings) is re-opened

Added support for SmartBusy to use DND instead of forward

Resolved Recent Menu building on startup and won't show correctly until the user opens the Call History window

Bug Fixes

Pressing enter/carriage return after typing search parameters in Presence no longer clears your search parameters.

When in Large Directory Mode, a peer now only appear once in search results, even if they are a "favorite"

Removed non-working events: Configuration-> Custom Events->Availability and Session events

Improved error message when adding a PPL contact with mandatory Phone field not set

Resolved Toolbar shows Queue DDI rather than (my own number) - 'Make outgoing calls as <chosen>' in Broadsoft is shown by default when disabled

Translation: Toolbar > Translations - English button text and undersized buttons

Now supports searching via extension number using Xsi devices

Softphone doesn't resume after Windows sleep

Softphone - Does not detect network up (Stays Grey)

Softphone > Connected call shows two preview windows

Resolved conference setup call on Xsi Http causes an error message

Resolved Screen reader taking focus from keyboard to mouse pointer

Salesforce: Resolved "Phone Activities" not being available

Added tooltip for send digits on Preview Window

Resolved Outlook 'add contact' 'Save and Edit' not popping the contact in edit mode

Resolved setting Outcomes via CTI causes a 5000 timeout error (HTTPs is fine)

Resolved Outbound Calls with UC One a preferred device

Resolved Microsoft Teams incorrect presence status for away

Resolved Login > Advanced - 'Ignore invalid certificates' doesn't retain its disabled state between logins

The error "Call center feature is missing" has been converted to a warning instead (it's not an error)

Further refinements to Large Directory mode searching on XSI

Improved display order of Integration list - now using display name sort order

Resolved Google Contacts - No contacts shown when searching address book

Resolved error message shown when deleting Crm integration

Fixed: Client with Softphone enabled does not appear to detect network outages

Resolved the ability to redial international calls if you don't have a DDI

Removed non-possible Consult action from Bluetooth device

Trayicon tip now shows the same text as the Session Control

Resolved Automatic Call activity logging saving the call log twice when preferred device set to softphone

AppBar on the Right side of screen has bad width when you dock it (Problem for multiple displays only)

Fixed: App Bar options have naming inconsistencies

Fixed: App Bar options have font case inconsistencies

Fixed: App bar mode: Call History > no tooltips when unpinned

Agent Availability state is incorrect if set outside of the Broadworks platform on login.

Unhandled Exception error when changing language with Toolbar visible

Tray Menu/App Bar tooltip and view header inconsistencies

Fixed: Toolbar icons obscured/missing after changing language

Fixed: Presence - When on a call, 'make call' is shown when you hover over a users sub-menu

Fixed: Microsoft Teams - Presence status differences 'On a call' & 'In a call'