

# Go Integrator Cara PC Client

## Release Notes

**Version:** 4.2.0.2366

**Release Date:** 3 November 2021

## New Features

Added support for Webex device

Added support for Broadworks Alternate Id

Added support for specific CRMs display residential naming - e.g. XXX family or Shared household when multiple contacts are returned with the same number

Show CRM supported features when selected

Added an option to pop automatically for inbound calls when contact is found in given CRM

Added a new contact type into Mock Addin and some sample data to represent Residential contacts

Introduced Dialing Endpoints

Added Meeting Detection of Zoom and GoToMeeting

Improved Search Results in Presence by using starts with

Controlled Feature - SmartBusy

Added dynamic search for internal contacts to Toolbar

Redone First Time Wizard to support Dialing Endpoints

Import from V3 now imports custom presence extensions to favourites

## Improvements

Set Analytics Default to be disabled for ALL clients

Contact form in AppBar mode

Allow syncing Service Providers SIP Registration timer via branding (SipRegisterTimerInteger)

If we can't get an external number from the PBX, then get the country (default) from branding

Now supported: command line option to disable Busylight integration

Added Personal Assistant to Call Settings

When the name is provided by the phone system then it is now provided to the Create Contact form when Add Contact is used

Added label showing the call's endpoint(s) onto the Preview window

Support branding setting CertificateExtraValidationBoolean on XsiCti as well

Upgrade: If available, the username and password is kept when upgrading from a v3 version

Label width is fixed, two items (Address Book search, Caller details preview) are added

Disabled CRMs now show an indicator ico that it is disabled

Deployed config file for CrmAddinsTestApp.exe

"Webex Mobile" name used for device name when "ios" or "android" name detected in device profile

Dialing endpoints - Added label showing the call's endpoint(s) onto the Toolbar window

translation errors in installer, version and launch

Installer now uses UI Languages of the OS

Improved the Display that Microsoft Graph "Beta" API features are being used

Now supports setting "In a call" state on Teams Device (beta feature)

Users own presence state loads correctly when enable/disable Teams

Tick Teams in Wizard if Teams Device identified irrespective if Beta Graph

Toolbar search functionality works when the Lastname contains spaces

Dutch Translations updated

## **Bug Fixes**

Switching access code changes the Windows start menu product shortcut logo

Branding setting BehaviorCrmActivityBoolean=False works correctly

Resolved: When no Call center assigned ACD menu items still remain on toolbar

Fixed Search via API and show correct record for a contact from the XSI Contacts

Branding allows removal of Others Calls feature

Branding setting BehaviorOnlyUsePreferredActionsBoolean works correctly

Preview and Call History shows international calls properly

Fixed: Toolbar > Call state > Call Waiting - Unable to answer second call via toolbar

Contact's thumbnail icon is fixed when a contact has a company name and no contact name

Microsoft Outlook Pop to contact working

CRM help now sends a language parameter lang=xx

Disabled Anywhere endpoints shouldn't appear in the Preferred dialing list

Help now launches in users default browser

Prevent continuous requests to login to Teams

Missed call counter for single contact

Fixed issue with graph not loading due to number format

Resolved Tooltip status of Tray icon when teams is disabled teams is disabled

RPC had issues starting on Citrix environments - resolved.

Call Toolbar Dock works as expected and Presence Window is aligned correctly

Russian language phrases added

Auto Detect Language is now working

# Go Integrator Cara CRM Add-ins

## Release Notes

**Version:** 3.2.2108.119

**Release Date:** 3 November 2021

## New Features

Keap Max Classic / Keap: New Venus Plus add-in

Salesforce: Implement Related Data feature

## Improvements

Implement GetRelatedDataByParameters to allow fetching emails for contextual data

Legacy add-ins: Add support for branding settings

Google Contacts: Add live mode to integration (with people API)

NetSuite: Hide error when Subsidiaries aren't available

Outlook: Add Related Data feature for emails

Outlook [4.2]: Use date range parameters to search Related Data

Outlook [4.2]: Add Meetings to the Related Data search results

Salesforce: Use Body as Description for email Related Data tasks

## Bug Fixes

Google Contacts: Fix bug where only newly created contacts were being found

Outlook: Fix bug which caused Client to crash when user attempted integration with Outlook on a computer which doesn't have Outlook installed

Salesforce: Fix bug which caused Client crash during Authorisation

Zoho Phonebridge [Venus add-in]: Fix bug where Agent was unable to answer a new ringing call when Agent had been on an active call