Cara Version 4.2.2.3268

New Features

Added support for Busylight Alpha and Omega Model 2

Introduced a new "Merged contact form" to show additional data about the caller (contact) and related data

Improvements

"Caller identity" provided by other platforms will be shown when provided

Added support for Slovak and Slovenian

Added support Citrix/TS to HTTP API

Support added for multiple public keys

Enhanced Telemetry Analytics to be based on Access code

Supports email address as a special type when searching using the API

Allow editing the dialing endpoints names in first time wizard

Improved name for IntegratorHelper to use product name from accesscode when launched from a browser

Added support for extra SIP branding settings

Updated PartnerCRM to support Activity tracking actions

Introduced a new parameter "includeActivities" for the API Search function

New Addin Library 2202

More German language changes

Bug Fixes

Resolved an issue where a docked Toolbar with a pinned Presence window readjusted itself incorrectly when the Queues option was expanded or collapsed

Fixed crash in Salesforce configuration

Salesforce" icon in Preview window, when receiving call from Multiple matches, creates Unhandled exception

Toolbar docking affects Traymenu position

Resolved issues with docking toolbar

Clipboard dialing now recognises numbers with forward slash

XSI - Updated subscription now sends correct package name

Toolbar missing Unhold button, when attempted Consult fails

Hotkeys now act on preferred device

Call Centre "Outgoing As" Numbers now appear in Alphabetic order

Improved Call Preview handling of multiple matches from contact search

Presence, Call History, Toolbar windows will record position from last session

Make call (ie Clipboard dialing, etc) generates an event to API Websocket

Appbar, call settings duplicate entries on reopen of call settings no longer appear

API - Changed the meaning of the Count parameter on Search method to be a "per CRM" value and not a total (for all CRMs) value

Hotkeys can now be assigned to number keypad

Custom Events- inconsistency for "Show message box" label

Dialing endpoint label no longer shown for ringing calls unless the preferred device is involved in the call

Fixed: Venus Softphone mode - Ringtone continues to play after the call is answered

CRM Addins Release Notes: 3.2.2202.124

New Standard CRM's

Zoho Bigin

Catch

Microsoft Dynamics Business Central

Clio

New Controlled CRM's

JobNimbus

Zammad

iPro

CommTrak

AllianceStaffManager

Cx Housing & Management

Acumatica

Improvements/Bug Fixes

Hubspot: Endpoint updated

Exact Synergy Enterprise: Fix for SQL Client connection

Orthomatic: Fixed issue with phone numbers stored as just trunk-number (i.e. 0614555887)

MS Dynamics 365: Update addin to work with 'Government'

Exact Online - Adjusted timings for refreshing tokens using API

Fix Act! addin for environments where custom field mapping is not being used

Support for Act! v24 (64-bit)

ODBC: Improve data preview in Configuration

in2crm: Caching option removed

Carerix: Support searching for internationally formatted national numbers

iConnect - For caching purposes, integration now only requests authorisation token at the beginning, and then only if the token fails will it re-request it

crmSeries: Improved error messages

Outlook: Update to Redemption v6.1 to support Microsoft Store edition of Outlook