

Introduction

This document provides an overview of the next release of Go Integrator Cara in Q1 2023. The release contains a mixture of new features, new integrations and bug fixes.

New Features

Trial License

If a user has a username, password and access code, but does not have a Cara license key assigned to them, then they have the option to activate a time limited trial.

During the trial, the user will have the full functionality available within Cara allowing them to experience the benefits of the product.



Improvements

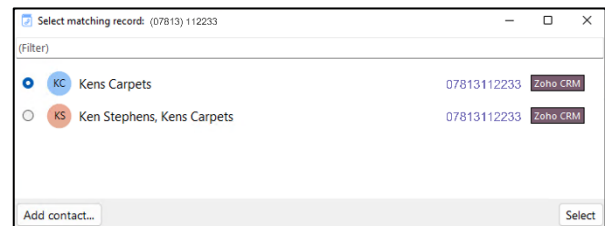
Import Tool: Dialing Settings

For users upgrading from Go Integrator V3 to Cara, we can now import the dialing settings. This is alongside the Integrations, Username, Password and V3 Presence (which appear as Favorites in Cara Presence).

Activity Tracking

We have added an additional screen related to Activity Tracking, to manage the situation where there are multiple contact matches against a telephone number.

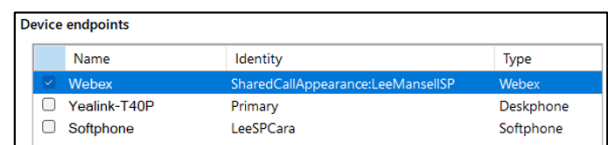
The additional screen allows a user to now select which record the activity record will be logged against within a CRM



Device Endpoints Table

Ticking or unticking devices in the Device Endpoints Table, will now only affect what is displayed in Preferred Device.

Previously, disconnecting the primary device could cause a disconnection for Cara from the BroadWorks API.



Name	Identity	Type
<input checked="" type="checkbox"/> Webex	SharedCallAppearance:LeeMansellISP	Webex
<input type="checkbox"/> Yealink-T40P	Primary	Deskphone
<input type="checkbox"/> Softphone	LeeSPCara	Softphone

FMC

Cara is now able to recognize a mobile extension as a BroadWorks device, if this has been configured on the BroadWorks platform. This is often referred to as Fixed Mobile Converter or FMC.

If setup, the Service Provider would have to request that this is made available to them within Cara.

PC CRM Integrations Updates

The following integrations have been added:

Standard

- Bitrix24
- Redtail
- Halo Service Desk
- Teamleader
- Zoho Bigin

Controlled

- CurrentRMS (Add Contact feature added)

Bug Fixes

This version addresses the following issues.

- Previously the hookstate assignment went through without checking the DN state. Now when the hookstate is explicitly set from the event it should recalculate itself properly.
- Disabled logs in the SIP library
- Resolved an issue when Preferred Device selection not stored from Install Wizard
- Fixed issues with Autostart
- "In a call" - client in DND - icon colours corrected
- Resolved - 3 way conference call - Error Message "Answer not Supported by Device or Endpoint. Error: 110620"
- When V3 and V4 CRMs had same name then wrong CRM features were shown
- Auto popping now supports multiple configured CRMs
- Improved handling of newly attached USB devices.
- Smartbusy's busy state gets disabled if previously it was enabled.
- Resolved protocol issue so that you are able to dial from Dynamics and Connectwise
- Improved Toolbar Queue sizing method

For a full list of bug fixes, please visit the Cara website. If you have any questions around this release, please contact your account manager.