

**Medi-Cloud**  
Powered by Linc

# Product Release Notes

## February 2025

# Contents

<b>Platform Updates</b>	<b>3</b>
Automatic Voicemail Deletion	3
International Restrictions Default Settings	3
Webhook Enhancements	4
Automatic Voicemail Settings	4
Conference Calling (coming soon) Other	5
Updates	7
<b>Hardware Provisioning</b>	<b>8</b>
New Line-Key Options & 'Functionality	8
Yealink Expansion Module Support	8
Reprovision Button	9
Other Updates	9
<b>Customer Dashboard</b>	<b>10</b>
Dashboard DND Toggle	10
Other Updates	10
<b>Analytics</b>	<b>11</b>
Live 'Longest Wait Time' Statistic	11
New Wallboard Line Chart Options	11
Hourly/Daily Totals Summary Reports	11
Other Updates	13
<b>Desktop App Updates</b>	<b>14</b>
App Refresh & Chat Sync Buttons	14
Call Mailbox Button	14
Other Updates	14
<b>Mobile App Updates (5.3.17 - 5.3.21)</b>	<b>16</b>



## Automatic Voicemail Deletion

Added an option for voicemails to be automatically deleted after a defined period of time. To access this feature:

- Customer Dashboard > Voice > Config > Mailboxes > Add or Select Mailbox
- In Mailbox Config, toggle Enable Automatic Deletion to On
- Add retention period, in Days

## International Call Restrictions Default Setting

Added additional controls for partners by changing the default setting regarding international calling on NEW accounts.

By default, when a new customer account is created, it will now have international calling restricted.

This can be changed by partners at any time via Reseller Dashboard > Customers > Edit > Call Restrictions



## Webhook Enhancements

Improved some key webhooks by adding new lines to them.

Line 'answered\_at\_time' has been added to the fields passed via 'call answered' and 'call ended' webhooks.

This adds additional information for partners using third party tools for real time call analytics.

### Call Answered

URL TO RECEIVE WEBHOOK

AUTH TOKEN

Body

```
{
  "uid": "00001111-2233-4567-8888-999999999999",
  "call_type": "outbound",
  "from_type": "sipuser",
  "from": "1001",
  "to_type": "number",
  "to": "+443301226020",
  "answer_type": "sipuser",
  "answered_at": "2019-10-18 09:58:35",
}
```

### Call Ended

URL TO RECEIVE WEBHOOK

AUTH TOKEN

Body

```
{
  "uid": "00001111-2233-4567-8888-999999999999",
  "call_type": "outbound",
  "from_type": "sipuser",
  "from": "1001",
  "to_type": "number",
  "to": "+443301226020",
  "answer_type": "sipuser",
  "answered_at": "2019-10-18 09:58:35",
  "end": "2019-10-18 09:58:45",
  "duration": "27"
}
```

## Default Voicemail Settings

Amended default call handling for new users to include automatic routing to a default mailbox.

This will automatically route calls to the user's default mailbox when they are busy, unavailable, or if a call rings for 30 seconds without answer.

### Edit Call Handling Routes

Configure how inbound calls to this user are handled.

ACTIVATE CALL HANDLING ROUTES ☒

In case of blind transfer:

☒ Follow Call Handling  
☐ Return to Sender

#### When I'm Busy

If we cannot get through to you because you are on another call or meeting.

PLAY A SOUND

No Sound

THEN

Send to Mailbox

GO TO MAILBOX

Ext 7009 Mailbox

Want to add more detail?  
[Show Advanced Call Routes](#)

#### When I Don't Answer

If we ring you and you don't pick up the phone.

RING FOR DURATION (SECONDS)

30

PLAY A SOUND

No Sound

THEN

Send to Mailbox

GO TO MAILBOX

Ext 7009 Mailbox

Want to add more detail?  
[Show Advanced Call Routes](#)

#### When I'm Unreachable

If we cannot reach you (i.e. your internet goes down) or connect to your CallSwitchOne.com number.

PLAY A SOUND

No Sound

THEN

Send to Mailbox

GO TO MAILBOX

Ext 7009 Mailbox

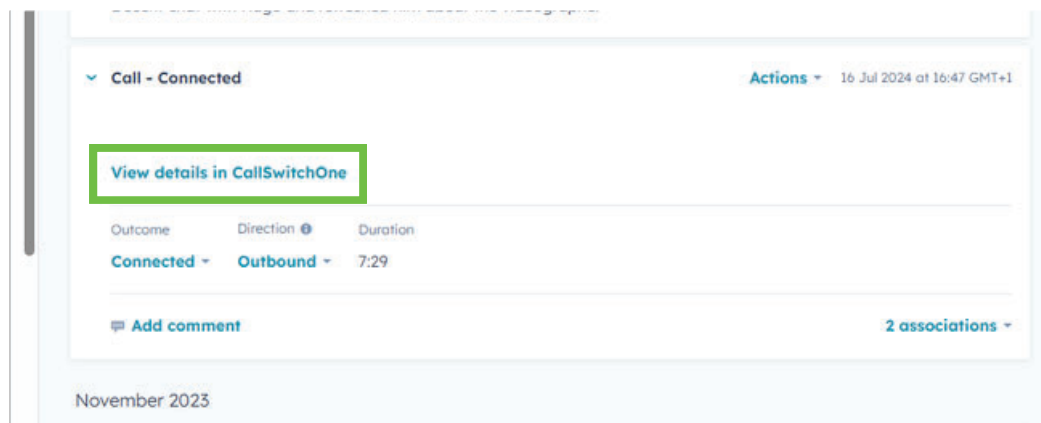
Want to add more detail?  
[Show Advanced Call Routes](#)



## Hubspot Integration Improvement

Improved Medi-Cloud's integration to Hubspot by adding a link within Hubspot records to corresponding Medi-Cloud calls.

Now, clicking the 'View details in Medi-Cloud' link, will navigate the user directly to the unique call record they are trying to view.



## Migration Tool Improvements

- Updated the Medi-Cloud migration tool to replicate account configuration 30 days before migration, instead of immediately upon scheduling a migration
- Made significant improvement to the Medi-Cloud migration processors Increased migration
- support for international numbers
- Added migration support for:
  - Non-WAV, non-MP3 audio files
  - Number ranges
  - Multi-digit & PIN-based IVRs
  - Default hold music playlists
  - User pickup settings
  - Queue exit digits
  - Access codes and call park settings
  - Mailbox BCC emails
  - <3 and >5 digit extensions
- Miscellaneous bug fixes to improve the accuracy of call route migrations

An up to date guide and FAQs document can be found in Reseller Portal > Resources > Knowledge Base.

This document is updated regularly as we continue to iterate and improve the migration process.



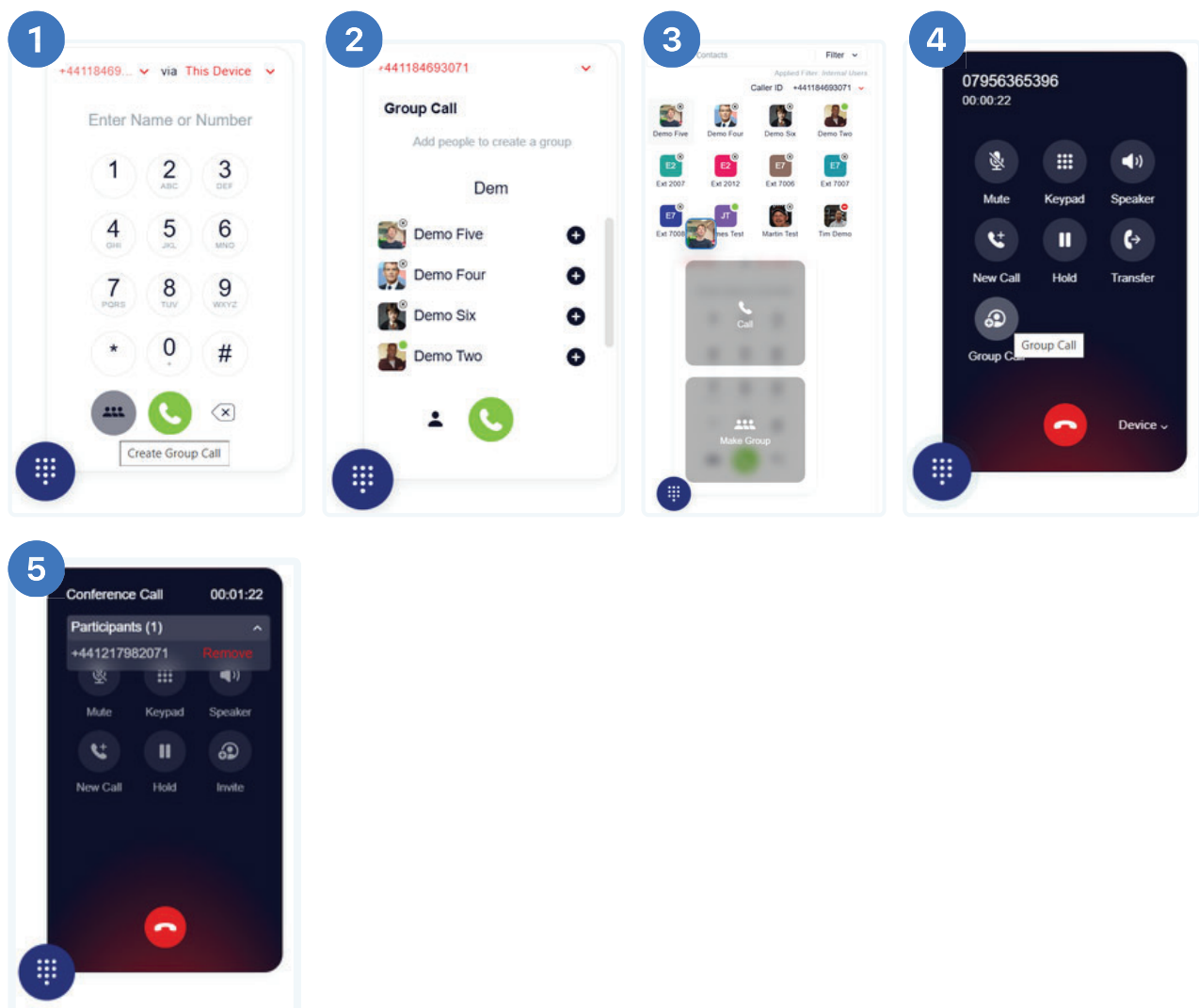
## Conference Calling (due w.c. 17.02)

Introduced instant conference calling to desktop and mobile applications. This allows groups of users and external callers to communicate via a single call.

### Desktop App

To start a conference call:

- Click the conference call icon in the dialpad (1)
- Begin typing contact names - including both phonebook contacts and internal users. Press the + icon to add to call (2)
- Once all the required contacts are entered, begin the call - you can add contacts at any time
- Alternatively, you can drag and drop contacts as required (3)
- It is also possible to add additional callers to existing calls or conference calls at any time (4)
- When in a conference call, the participants will be visible via the dialpad (5)
- The call initiator will also have permissions to remove call participants as needed

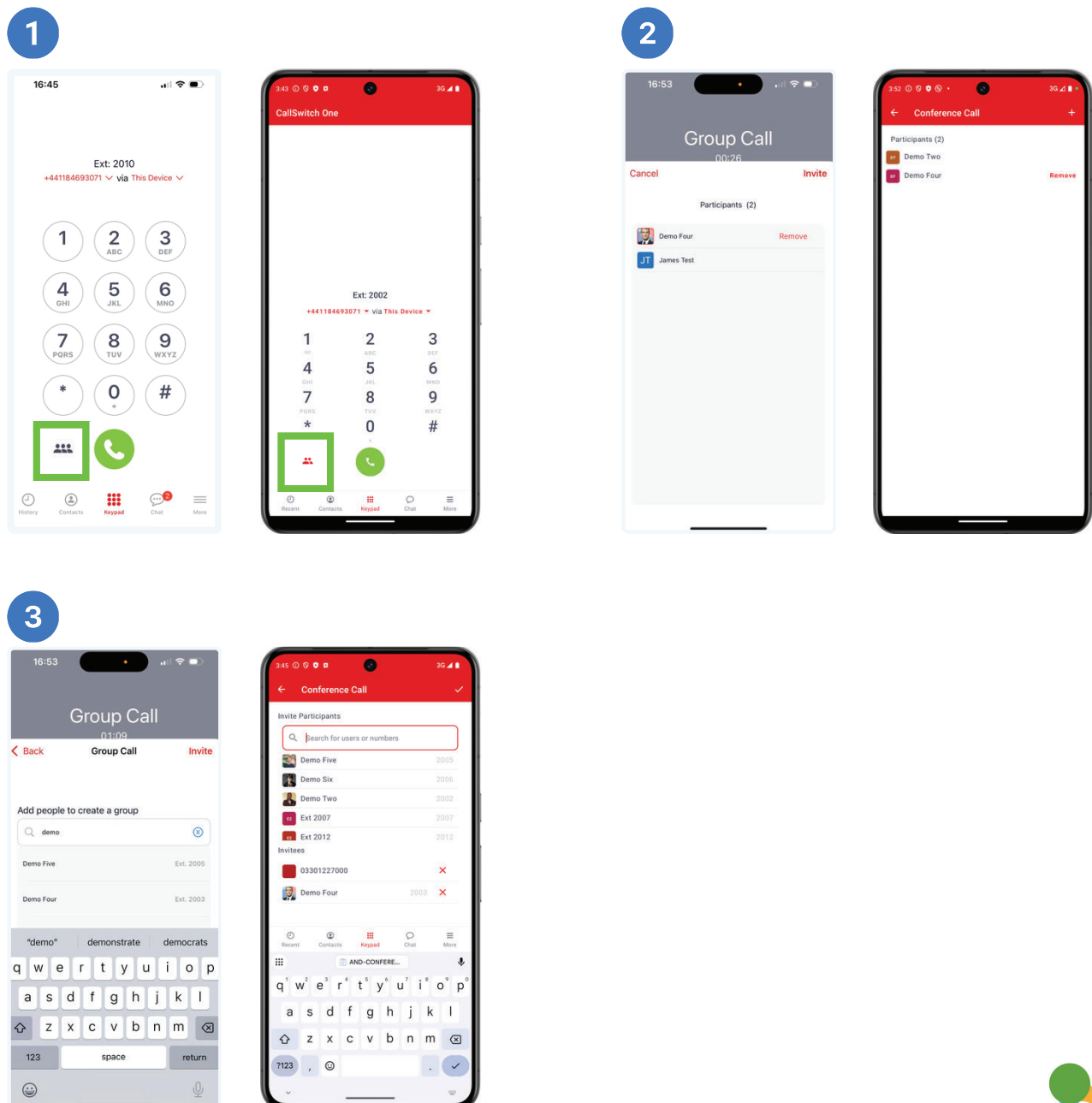


## Conference Calling Cont...

### Mobile Apps

Mobile app behaviour mirrors the functionality outlined above. To start a conference call:

- Click the conference call icon in the dialpad (1)
- Begin typing contact names - including both phonebook contacts and internal users. Press the + icon to add to call
- Once all the required contacts are entered, begin the call - you can add contacts at any time
- When in a conference call, the participants will be visible by clicking the group call icon visible within the dialpad (2)
- It is also possible to add additional callers to existing calls or conference calls at any time (3)
- The call initiator will also have permissions to remove call participants as needed



## Other Updates

- Added IVR menu options to all 'S' licence customers
- Fixed a bug where forwarding or transferring a call to voicemail was sending the caller to the mailbox menu





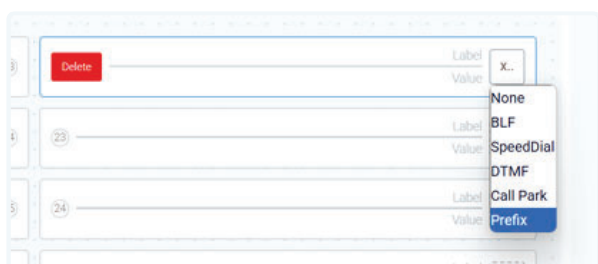
## Hardware Provisioning

### New Line-Key Options & Functionality

Added new options for line-key configurations.

- Call Park - Allows the user to park calls whether currently on or off a call.
- DTMF - Allows for DTMF presses to be recognised while on a call
- Prefix - Allows for short-codes to be used that require additional digits afterwards. For instance a short code followed by an extension

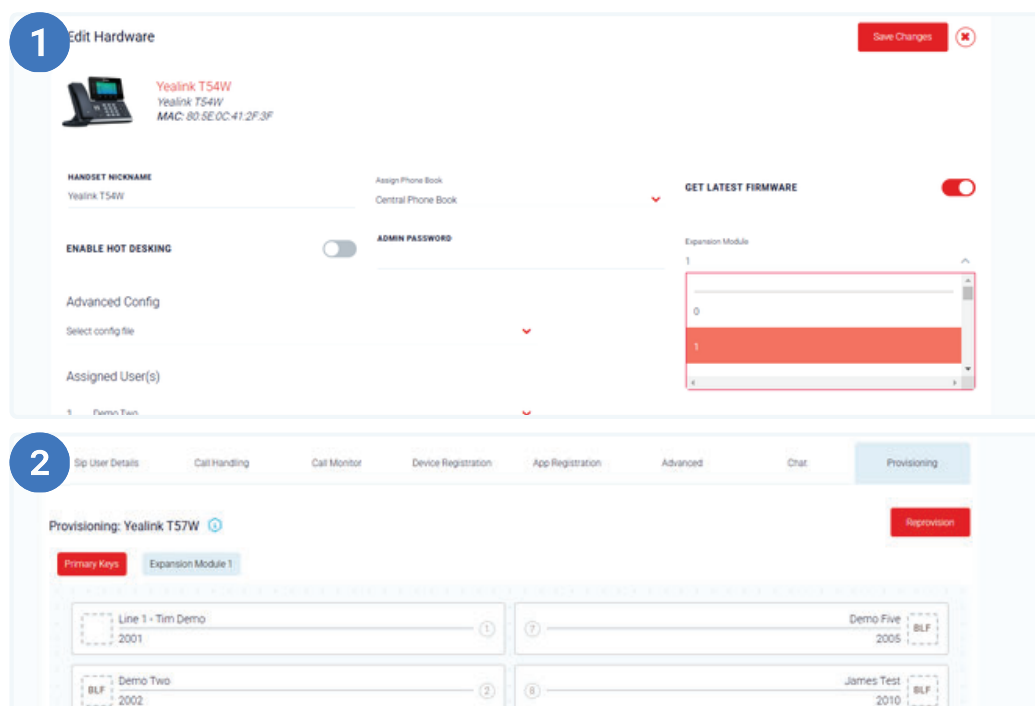
Additionally, added drag & drop functionality to the dashboard line-key provisioning tool.



### Yealink Expansion Module Support

Added the ability to add expansion modules to Yealink handsets.

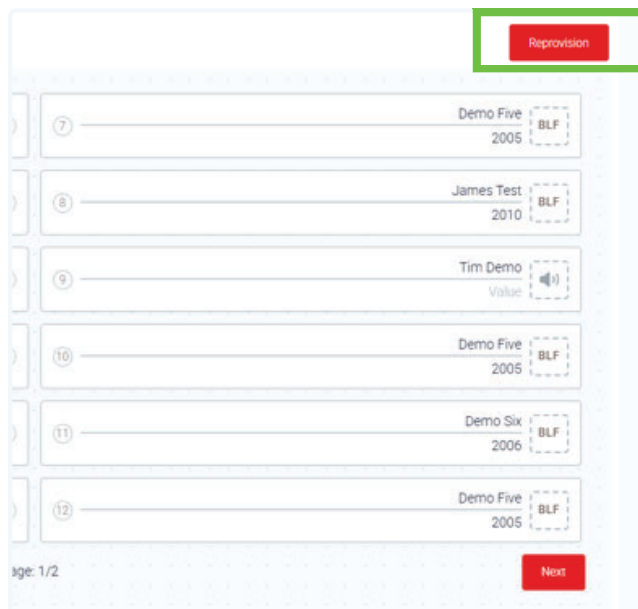
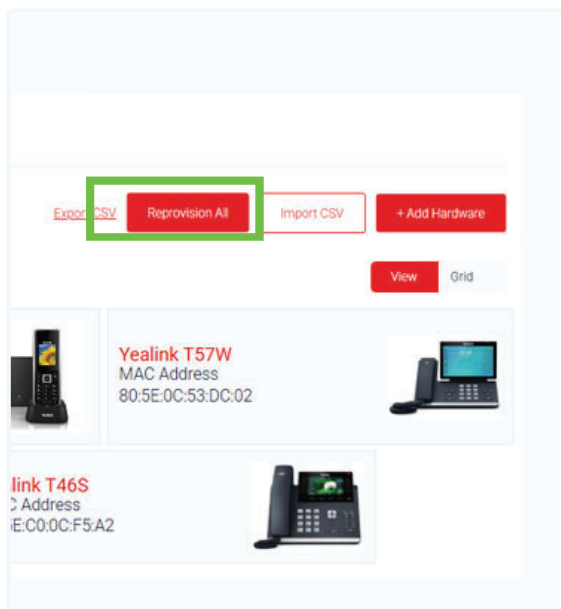
- Via Customer Dashboard > Voice > Config > Hardware
- Select the Handset Config you wish to add expansion modules to
- Select the number of expansion modules (up to 16), each module adds 60 line-keys (1)
- The expansion modules will now be visible in provisioning screens for relevant users (2)



## Reprovision Button

Added a button to allow for instant reprovision of all handsets provisioned via the Medi-Cloud dashboard.

- This is accessible via Customer Dashboard > Voice > Config > Hardware
- This is also accessible for individual users via Customer Dashboard > Voice > Users > Provisioning



## Other Provisioning Updates

- Add functionality to notify end customers when device and user agent mismatches on Yealink devices
- Fixed case on Grandstream GXP devices where line keys would be incorrect after the first page
- Fixed case on Yealink devices where the contact lookup could break if international numbers existed within the phonebook
- Fixed case where accounts after the first four would not provision correctly on Yealink devices
- Fixed a case where the final line key on a Yealink device would not be cleared on reprovision

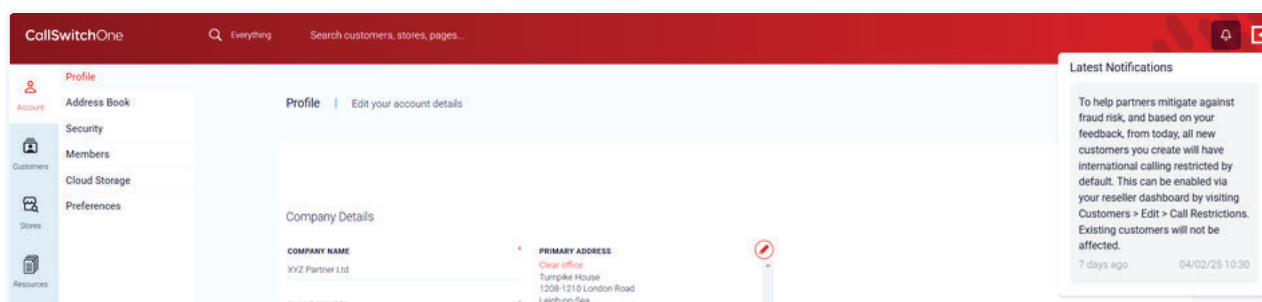


## Reseller Dashboard

### Notifications Centre

Added a notifications centre to the Medi-Cloud reseller dashboard for sharing important service updates with partners.

A blue icon indicates unread messages. Messages can be deleted once read, or will auto delete after a pre-configured period of time. Deleted messages are removed only for the member who has deleted them. Other members will see the notification next time they log in.



### Other Reseller Dashboard Updates

- Added a 'Documents Uploaded At' date to number ports
- Added API Name ID in Customer Edit view
- Fixed a bug where the reseller dashboard search bar failed to operate as intended



## Customer Dashboard

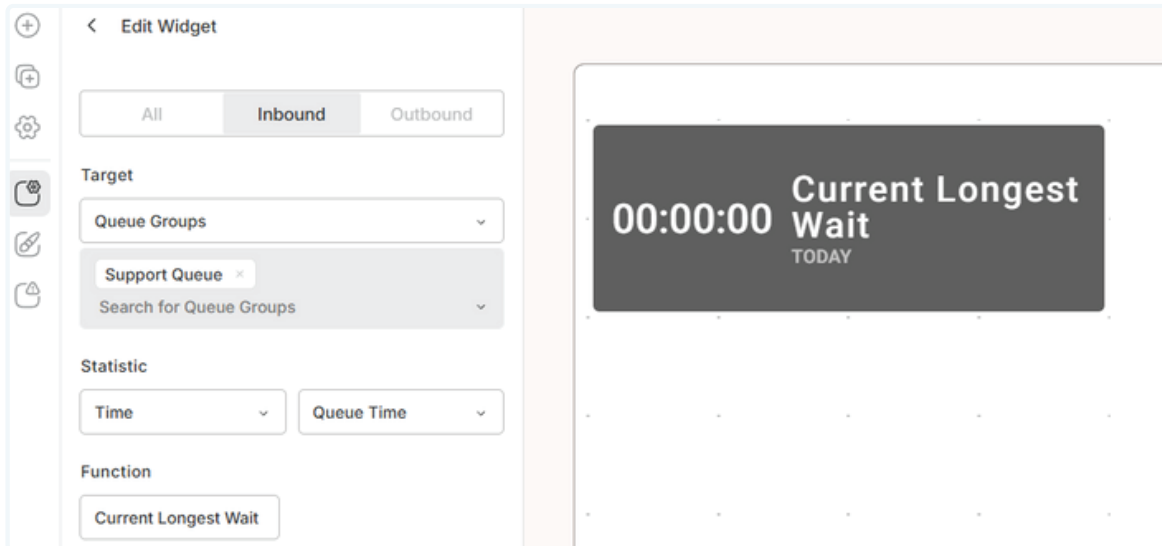
- Added a DND toggle to the dashboard to allow administrators to manually changed user DND status from the dashboard
- Added security by hiding user passwords on the dashboard unless the administrator chooses to manually view the password
- Improved bulk edit process to avoid occasional timeouts that caused bulk edits to fail
- Added actual number below the nickname as a sub heading in app registration section for available Caller IDs
- Added a 'Sort By' filter for routing under 'My Numbers' section
- Fixed a bug where duplicate entries sometimes appeared when searching a phone book
- Fixed a bug where 'My Numbers' CSV sometimes failed to display a time diaries route name if added from time diaries
- Fixed a bug where member role permissions failed to hide Analytics tab correctly
- Fixed a bug where Custom Hold Music failed to save correctly during bulk edit
- Fixed a bug where grid view occasionally failed to render correctly on hardware list page



## Analytics

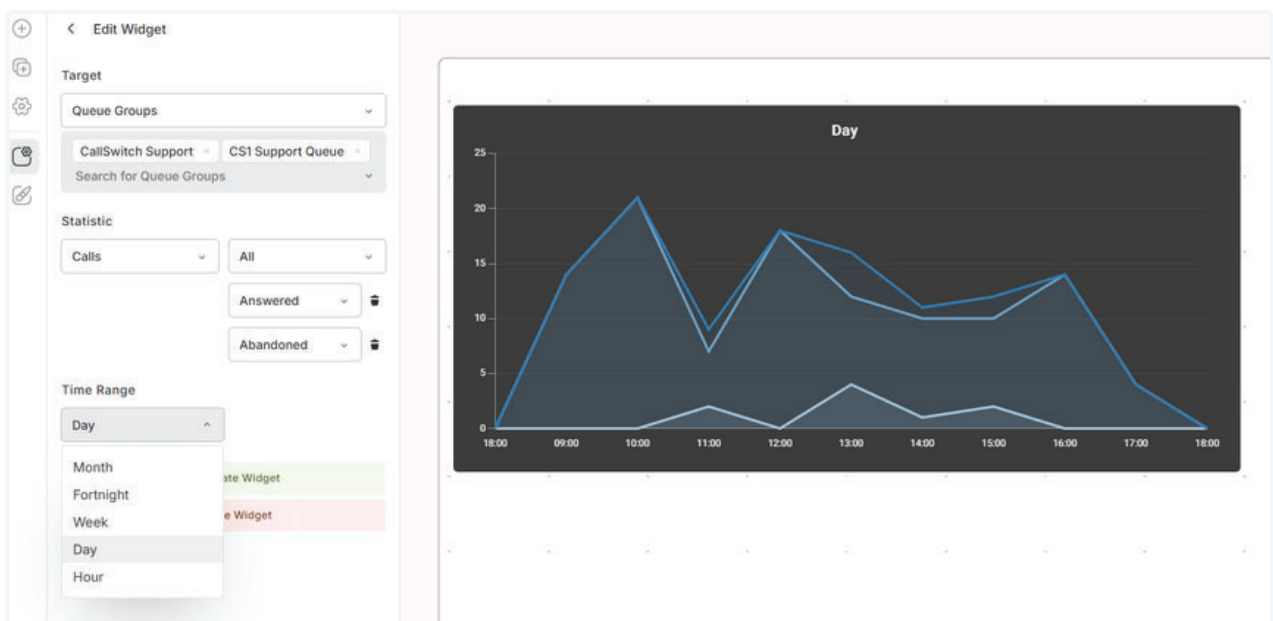
### Longest Wait Time

Added a Longest Current Wait Time statistic that will display the longest time waiting for any caller currently waiting in a queue.



### New Wallboard Line Chart Options

Added new time options for wallboard line charts. New display options are Fortnight, Week, Day, Hour.



## Hourly & Daily Breakdown Summaries

- Added Daily and Hourly breakdown summary datasets for Queue and User Answer Rates
- At a later stage we will add these grouping options to further datasets pending further testing

Queue Answer Rate (Daily Totals)	Call volume with answered total and percentage per day of the week	Queues	Inbound
Queue Answer Rate (Hourly Totals)	Call volume with answered total and percentage per hour	Queues	Inbound
User Answer Rate (Daily Totals)	Call volume with answered total and percentage per day of the week	Users	All
User Answer Rate (Hourly Totals)	Call volume with answered total and percentage per hour	Users	All

## Other Analytics Updates

- Fixed a bug where “time since last call” and “last call duration” stats sometimes fail to update
- ‘Time since last call’ formatting changed to “3 minutes, 4 seconds” rather than 00:03:04
- ‘Time since last call’ now updates every second
- Data update intervals for wallboards decreased from 5 seconds > 3 seconds
- Reporting fixes (some columns not showing for custom datasets, email sending issues and adding User/Queue name to reports by default).

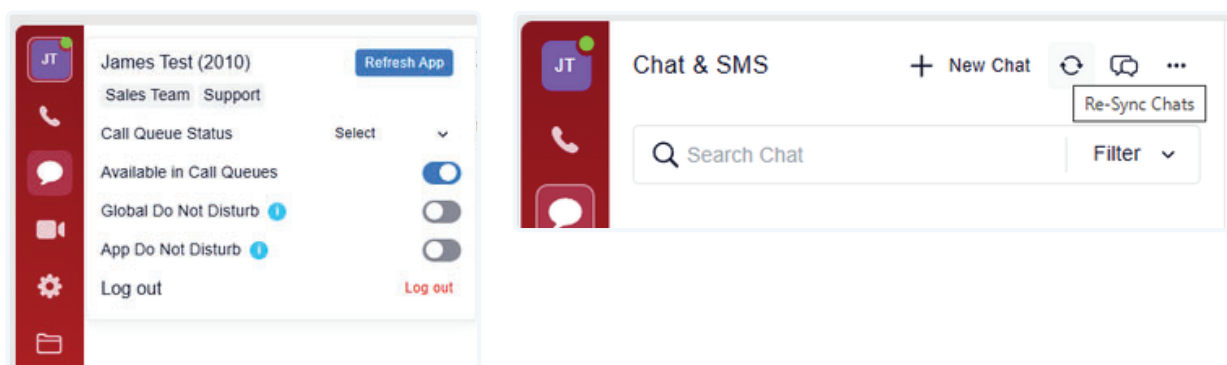


## Desktop App (v5.3.73)

### Refresh App & Chat Sync Buttons

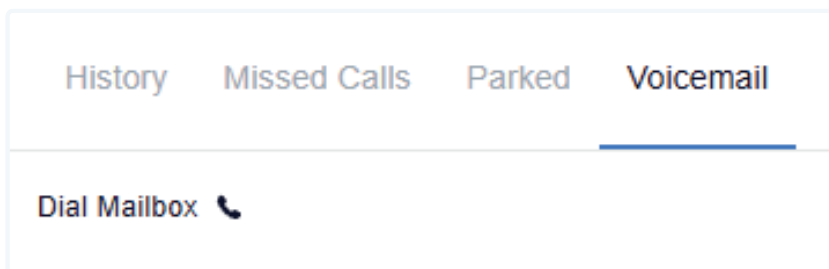
Added Refresh App and Chat Sync buttons to desktop app.

- Refresh App will refresh all app and account data. This means it would cut off any live calls if used while a call was active (there will be a warning in case a user attempts this)
- Chat Sync refreshes data for the user's chats only



### Dial Mailbox Button

Added a Dial Mailbox button to desktop app, allowing the user to call the menu of any mailbox assigned to them. A button will be present for each individual mailbox.



### Other Desktop App Updates

- Added a new icon in call history for calls to mailboxes
- Fixed a bug where when editing the Contact form on the desktop, changes were not visible unless the application was refreshed
- Fixed a bug in chats, where sometimes the message menu popup was hiding behind the contact section when the message was small
- Fixed a bug on the Edit Contact form, where users were unable to remove an email as the remove button was not working
- Fixed a bug in provisioning, under line keys, where sometimes when clicking Edit Custom, the Type dropdown was not functioning as intended



## Mobile Apps

### 5.3.21 (Due for release w.c 17.02.25 )

#### iOS

- Added the ability to send files in chat
- Show the relevant error when a user attempts to begin an SMS chat with no CLI selected
- Fix being unable to edit phonebook contacts.
- Fixed issues stopping users from opening .txt files from the chat

#### Android

- Fixed cases where call history displayed incorrectly for call routes/contacts with long names
- Show an error when a user attempts to start an SMS chat without the relevant permissions

#### Both

- Allow toggling chat notifications setting from the DND page
- Some minor conferencing UI tweaks from testing and feedback

### 5.3.17 - 5.3.20 (06-14.01.25)

#### iOS

- Microsoft SSO Fix
- iPhone 16 Pro layout fix
- Fix issue that could cause the app to freeze for a small subset of users
- Fix the app crashing when attempting to access the chat list in some niche cases
- Added the ability to leave the in-call screen
- Initial load speed improvements for chats
- Some minor improvements to presence monitoring
- Fixes for caller IDs and other items not loading in some cases
- Fixes for keypad / in-call screen showing old contact names in some cases

#### Android

- Added phonebook contacts to the call transfer screen
- Allow transfer contact search by name
- Fixed duplicate 'call when available' notifications from being served
- Initial load speed improvements for chats (More on this to come)
- Fixed a bug where Bluetooth failed to answer a call while the app was in the background.
- Other minor improvements throughout the app.

#### Both

- Disable the ability to create chats to users that do not have the relevant permission.
- Call Conferencing support

