Product Release Notes

July 2024

Contents

Platform Updates

Default Short Codes

Added a range of default short codes for all new accounts, that allow users to quickly perform regular workflow tasks. These can be amended as needed, and additional short codes can be added.

To view these short codes: Customer account view > Voice > Config > Shortcodes.

Below is a list of the default codes that have been added.

Short Codes	Perform custom commands by dialling short codes before an extension or number		
Dial *11 to		Park or resume a call in parking slot 1	*11
Dial *12 to		Park or resume a call in parking slot 2	*12
Dial *13 to		Park or resume a call in parking slot 3	*13
Dial *14 to		Park or resume a call in parking slot 4	*14
Dial *15 to		Park or resume a call in parking slot 5	*15
Dial *20 to		Log in as a call queue agent	*20
Dial *21 to		Log out from all call queue agents	*21
Dial *22 followed by an extension (e.g. 1001) to		Toggle the queue group availability for an extension	*22 1001
Dial *23 to		Clear Queue Timeout	*23
Dial *31 followed by an extension (e.g. 1001) to		Listen to extension	*31 1001
Dial *32 followed by an extension (e.g. 1001) to		Whisper to the user on an extension	*32 1001
Dial *33 followed by an extension (e.g. 1001) to		Join a live call taking place on an extension	*33 1001
Dial *34 to		Pause and resume call recording	*34
Dial *35 followed by an extension (e.g. 1001) to		Pick Up an incoming call to an extension	*35 1001
Dial *36 to		Pick Up any incoming call	*36
Dial *50 to		Record a new audio file	*50
Dial *55 to		Log in or out from a hot desk phone	*55
Dial *71 followed by an extension or number to		Set an unconditional call forward for your user	*71 1001
Dial *88 followed by an extension (e.g. 1001) to		Pick Up an incoming call to an extension	*88 1001

Short code for unconditional call forwarding

Added a new short code to enable users to quickly configure an unconditional call forward to their user.

- This can forward all calls (including any calls to the user through a queue or hunt group) to another user, group of users, or any external phone number - for instance their mobile number
- For existing accounts, this short code must be added via Voice > Config > Short Codes (below)
- For all new accounts this short code will be automatically added as *71, as per the update above on page 3

To turn on an unconditional call forward:
- *71 (or whichever code has been assigned), followed by the number of extension desired
  - For instance, to forward all calls to extension 1001, dial *711001
  - To forward all calls to mobile number 07777 111 222, dial *7107777111222

To remove an unconditional call forward:
- Dial *71
- You will hear an audio message confirming call forward is cleared

Note: Each time an unconditional forward is applied by this method, you will need to add the number or extension number to which you wish to forward your calls.
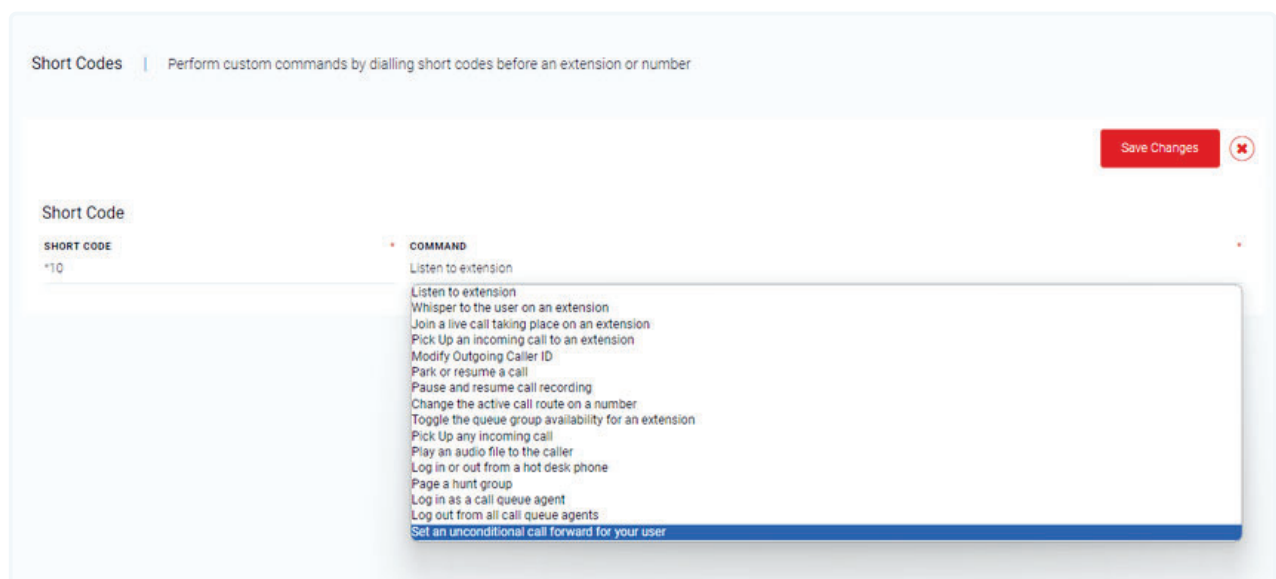
Disable call waiting option

Added a toggle to disable the option to allow 'call waiting' for a user.

When applied the user will no longer be able to receive a call while an active call is taking place. Calls will follow any call handling applied to this user for when they are unreachable.

To apply this setting:
- Voice > Users > Edit User > Advanced Settings

This can also be applied as a bulk setting - see page 6.

Bulk User Edit options

To make changes to users in bulk, including the Disable Call Waiting feature on page 5.

- Voice > Users > Select multiple users
- The Bulk Edit button will now be visible (1)
- Here you can toggle the settings in image 2 for all users selected. The options are On, Off, or Ignore.
    - On or Off toggle the setting On or Off for all users
    - Ignore is the default status, meaning all users retain their existing settings
- Be sure to Save Changes

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BLF Pickup for Yealink devices

Added automatic call pickup for BLFs applied to line-keys on Yealink devices.

- If an extension is applied as a BLF on a user's Yealink line-key, when that extension receives a call, pressing their BLF as it flashes will now automatically answer the call on their behalf
  - The user being called must have the 'allow other users to pickup this extension' setting turned on in Voice > Users > Edit Users > Advanced Settings (1)

- This setting has been automatically applied to new accounts or any active account with a short-code configured for 'pickup an incoming call to extension'.

- For existing accounts with no short code configured for this functionality:
  - Go to Voice > Config > Short Codes and add a code (2)
  - Once saved, this will automatically add call-pickup functionality for Yealink BLFs
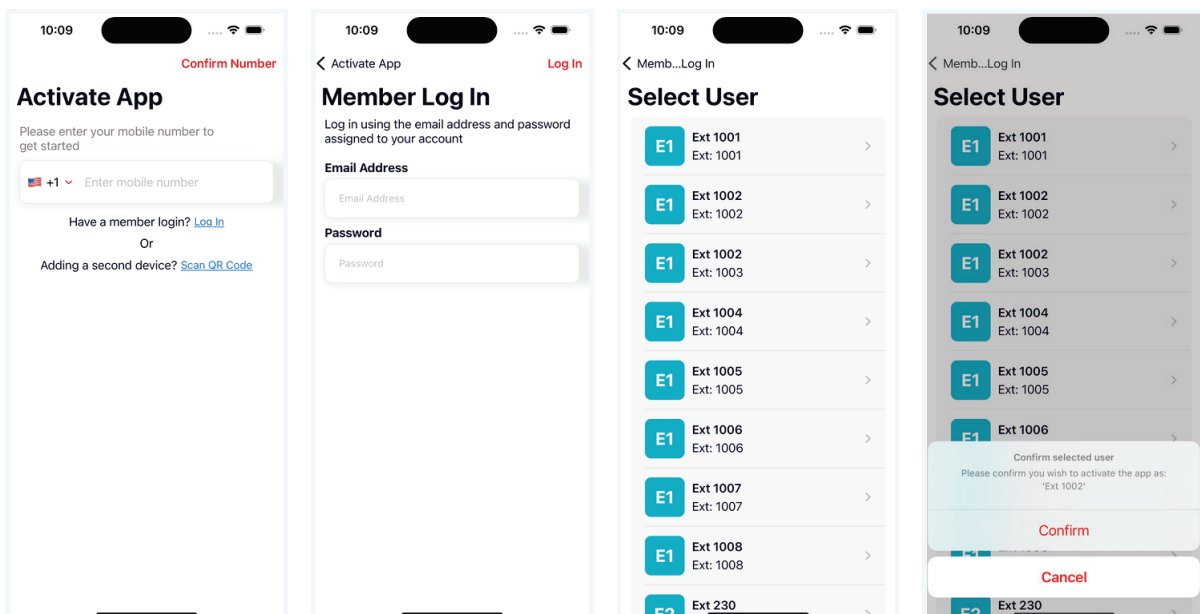
Mobile Applications - v5.3.11 - iOS and Android

Email & password logins

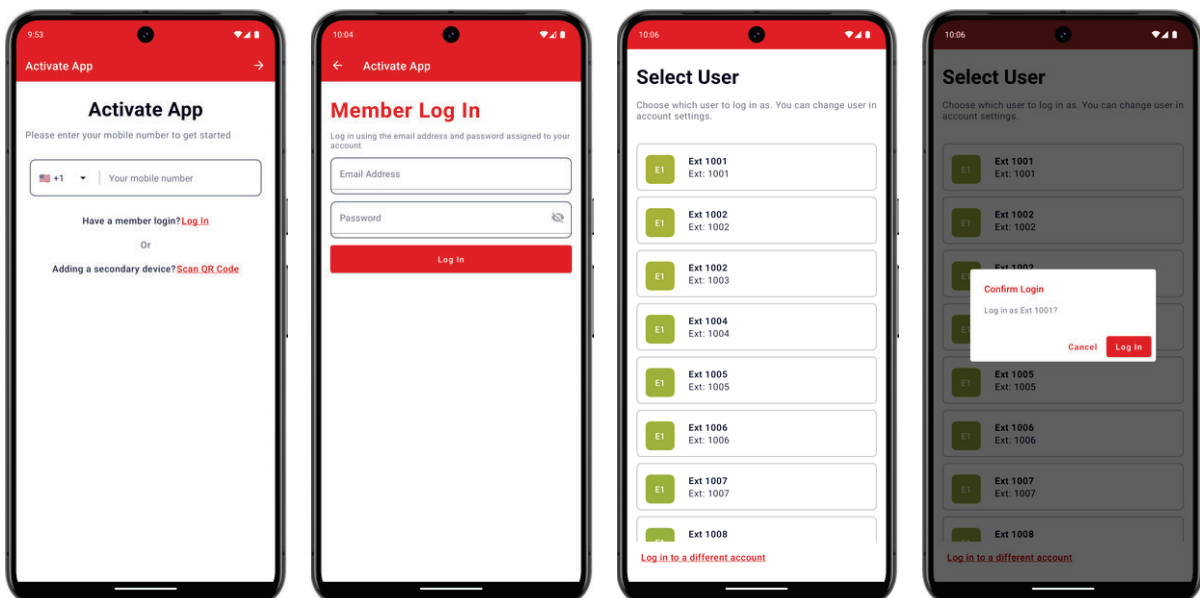Added the functionality to login to mobile apps without the need to provide a mobile number.

From the initial screen, select the member login option, here it will be possible to login via email address and password.

- For iOS, see 1
- For Android, see 2

SMS from mobile applications

Added the ability initiate an SMS from the mobile app to new numbers.

To send an SMS from mobile app this way:
- Go to Chat, find Numbers in the top section (1)
- Enter the number (2)
- Send message as normal - you have the option to add contact or call the number from the chat (3)
- The user MUST have a valid Messaging Caller ID (mobile number) (4)
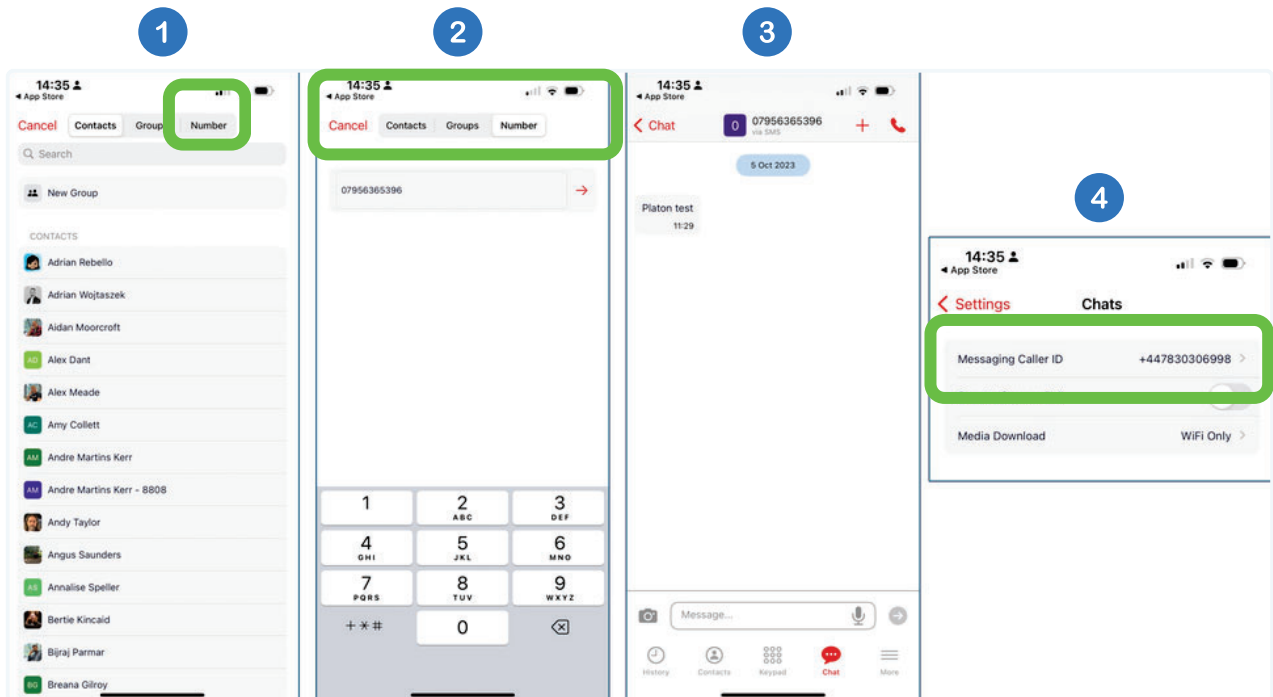
v5.3.11 - Android updates

- Improved reliability of bridged account loading (previously was not always loading these on launch causing empty lists when attempting a transfer)

- Fixed instances where voicemail created time not displaying in the correct time zone.

- Fixed instances where bridged transfer search and presence not loading as expected in some cases.