Medi-Cloud
Powered by Linc

Product Release Notes

May 2025

Contents

Hunt Group Pickup Permissions

Added the option to automatically configure group pickup permissions during the Hunt Group creation flow.

Enabling group pickup permissions allows all users within the group to pick up any calls to users within that group.

Additionally, it is possible to add other users to the pickup permission. This allows those users to pickup any calls to users within the group, without becoming part of the hunt group. It does not allow the hunt group users to pickup their calls in return (i.e. a supervisor who can pickup their team's calls, but not vice versa).

To enable pickup permissions:

- Customer Dashboard > Voice > Users > Hunt Groups
- Create Hunt Group
- Add Nickname and Group Extension
- Select users to populate Hunt Group
- Turn on the Group Pickup Option
- If required, add other users to pickup group (referring to the above details)
- Save Changes

To add pickup permissions to an existing hunt group:

- Customer Dashboard > Voice > Users > Hunt Groups
- Edit Hunt Group
- Turn on the Group Pickup Option
- If required, add other users to pickup group (referring to the above details)
- Save Changes

Call Routing via Bridged Account Users

Added the ability to include extensions from bridged accounts within call routes.

To route calls to extensions in bridged accounts:

- Customer Dashboard > Voice > Inbound Settings > Routing > Add Call Route
- Choose the Send to Users / Forward Call widget
- From the 'Internal/Bridged Account dropdown (only visible on accounts with at least one bridged account) select the account you wish to route the call to
- Enter the relevant extension (this could be a user, hunt group, queue, or call route)
- Complete the route as required and select Add Route

n.b. To gain access to Account Bridging, contact your account manager or our support team. We require partners to be trained on the feature before it can be enabled for customers.

Mobile Updates - v8.0.1 (live 22.05)

iOS & Android

- Removed local conferencing permission checks to improve UX
- Added a password reset option to the login flow
- Improved user feedback and experience on invalid login attempts
- Added improvements to keep Smart-Dial devices up to date more consistently
- Added Hunt Group Pickup Permissions support in the app
- Allow calling bridged account contacts from the chat page
- Added the ability to seek through voicemails on playback
- Added the option to transfer calls to a hunt group
- Now displays '@Unknown' for tags that cannot be matched in chat

iOS Only

- Fixed an issue where long pressing contacts from the search occasionally cause app crashes
- Improved UI/UX for when the chat list is updating its latest messages
- Added the ability to see who has reacted to a chat message (Android planned for a future update)
- Various presence improvements when navigating the app
- Fixes for department tags in notifications not displaying correctly

Android Only

- Improved UI for conference calling
- Fixed typing continuing on closing the app while typing
- Fixed 'move to device' sometimes not working in-call as intended