

Medi-Cloud
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Product Release Notes

September 2024

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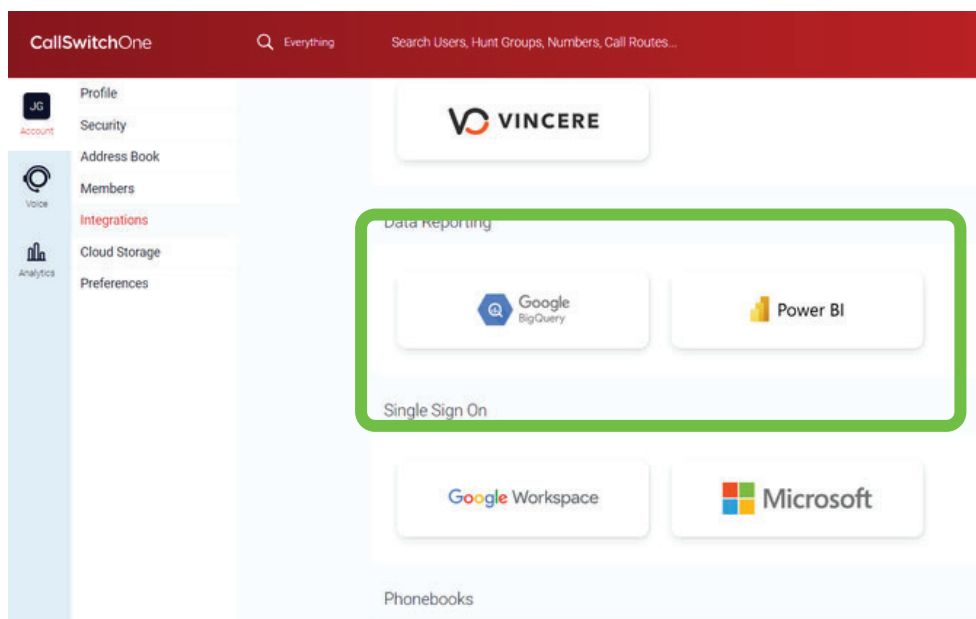
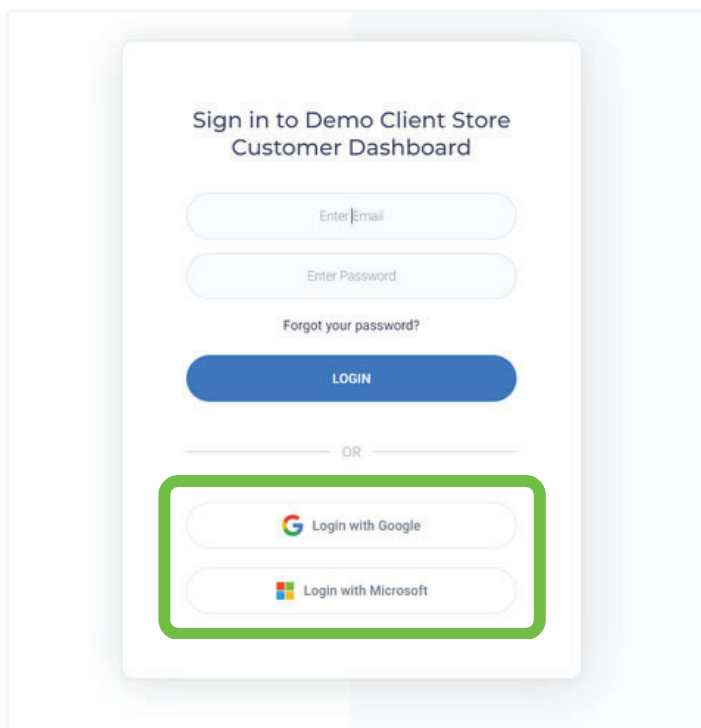
Platform Updates

Single Sign-On

Enabled Single-Sign On support for Microsoft and Google to customer dashboards, desktop applications, and click-to-dial extensions. These are now available to all Medi-Cloud customer accounts.

To add these to an account, visit Account > Integrations > Single Sign On, and follow instructions for setup for the chosen integration.

Note: Mobile and PulseHD applications will follow shortly. Intended for launch by September end.



Outbound Call Restrictions

Added the ability to create outbound call restrictions, that can be applied business wide or to specific users, and linked to custom time schedules.

To create a new outbound restriction:

- For custom restrictions with granular controls, go to Voice > Calls > Restrictions > Outbound Restrictions and select Create Restriction (further instructions below)
- Or, to restrict all international calls, apply via the toggle on the Outbound Restrictions homepage
 - It is also possible to restrict selected international codes, or choose some codes to be permitted
 - These are blanket restrictions that will be applied to the entire account, with no other options available (including user based control or time scheduling)

The screenshot shows a web application interface for managing call restrictions. At the top is a red search bar with the placeholder text "Search Users, Hunt Groups, Numbers, Call Routes...". Below this is a light blue header area with the text "Restrictions" and a link "Set restrictions for making and receiving calls". The main content area has two tabs: "Outbound" (selected) and "Inbound". Under the "Outbound" tab, there are two sub-tabs: "Restrictions" (selected) and "Time Schedules". The "Restrictions" sub-tab displays a toggle switch for "Restrict All International Calls" with the text "RESTRICT ALL OUTBOUND INTERNATIONAL CALLS ON THIS ACCOUNT?". Below this is a search bar labeled "Search Restrictions" and a red "Create Restriction" button. At the bottom, it says "No Configured Restrictions".

If creating a custom restriction:

- Give the restriction a name
- Choose which type of restriction required. There are 3 main options:
 - Restrict All Calls. This prevents all outbound calls except numbers added as exceptions
 - Use Allow List - This prevents all outbound calls except numbers or prefixes added as exceptions
 - Use Deny List - This allows all outbound calls except numbers or prefixes added as exceptions
- In all cases, emergency numbers are added as exceptions by default to ensure they are not accidentally restricted. These can be removed but we encourage partners to check regulatory obligations in their territory with regards to this action.



Outbound Call Restrictions - Continued

Create Restriction

Save Changes

RESTRICTION NAME

New Restriction

Restriction Config

RESTRICT ALL CALLS

Number Restrictions

USE ALLOW LIST

USE DENY LIST

COUNTRY

+44

ALLOW NUMBER PREFIX

+

(+44)

COUNTRY

+44

EXCEPTION NUMBER

+

(+44) 999

(+44) 112

(+1) 911

Restriction Time

RESTRICTION TIME

Forever

Restrictions Origins

RESTRICT TRUNK CALLS

RESTRICT FORWARDS

APPLY RESTRICTIONS TO

All Users

- Next, if required, apply a restriction time. These can be custom days or a recurring time schedule (instructions on how to create these below)
- Lastly, it is possible to determine if restrictions are applied to trunk or forwarded calls, and apply restrictions to specific users.

Outbound Restrictions Time Schedules

For restrictions that are required for only specific times or dates, create a Time Schedule.

- Go to Voice > Calls > Restrictions > Outbound Restrictions > Time Schedules
- Select Create Time Schedule

The screenshot shows the 'Create Time Schedule' form. At the top, there are tabs for 'Outbound' and 'Inbound', with 'Outbound' selected. Below these are tabs for 'Restrictions' and 'Time Schedules', with 'Time Schedules' selected. A search bar is present on the left, and a red 'Create Time Schedule' button is on the right. The form includes fields for 'Name', 'Days' (with a dropdown menu showing 'S', 'M', 'T', 'W', 'T', 'F', 'S'), 'Effective From', and 'Effective To'. Below these fields, there is a 'New Time Schedule' section with a 'prev' button, a '1' in a circle, and a 'next' button.

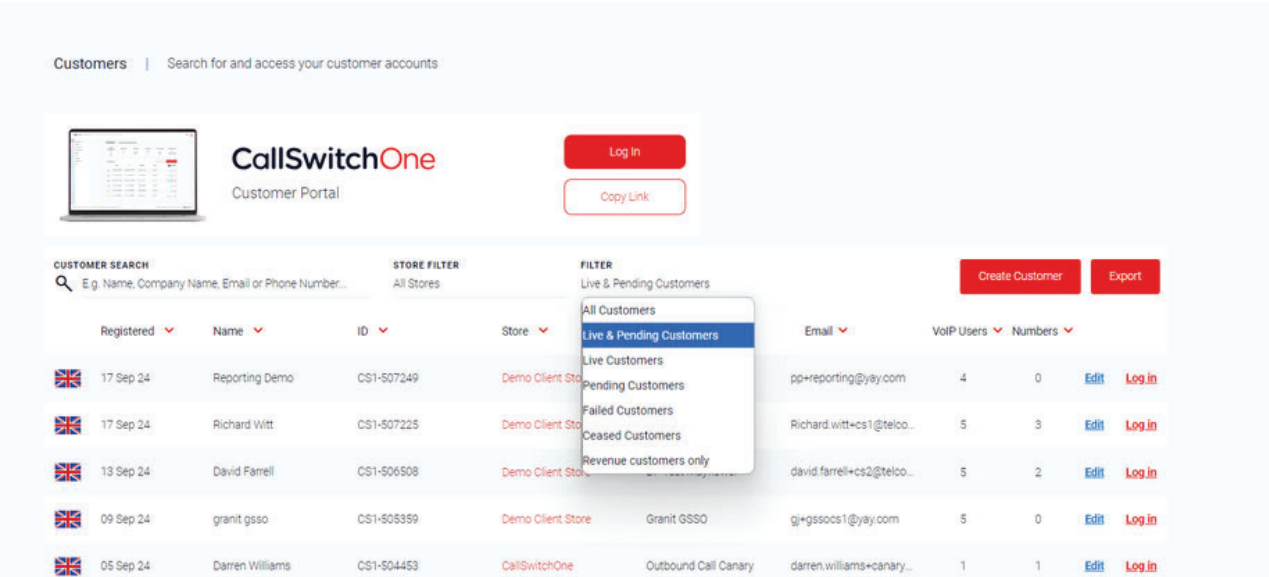
- Add a name for the schedule
- Choose the time schedule type - options are Weekly Recurring or Custom Days
- Weekly Recurring will allow you to input specific hours that will dictate your restriction rules (you can choose to add the restriction either inside of, or outside of your selected hours)
 - If choosing Weekly Recurring you can also opt to apply specific dates for which the schedule is valid. Alternatively this will be permanently valid.
- Custom Days will mean the restriction is valid for those dates, for the full day of selected dates (except the first and last dates, which can have specific values assigned)

The screenshot shows the 'Restriction Time' configuration screen. At the top, there is a 'Restriction Time' header. Below it, there is a 'Days' section with a dropdown menu showing 'S', 'M', 'T', 'W', 'T', 'F', 'S'. Below this, there is a table with columns for 'FROM', 'TO', and 'Copy to all'. The table has rows for Monday, Tuesday, Wednesday, Thursday, and Friday, each with a 'FROM' time of 09:00 and a 'TO' time of 17:00. Below the table, there is an 'Effective Times Config' section. This section includes a 'USE EFFECTIVE TIMES' toggle switch, which is currently turned on. Below the toggle, there are two calendar views: 'Effective From' and 'Effective Until'. Both calendars show the month of September, with the 19th highlighted. At the bottom, there is a 'FROM' time of 00:00 and a 'TO' time of 24:00.



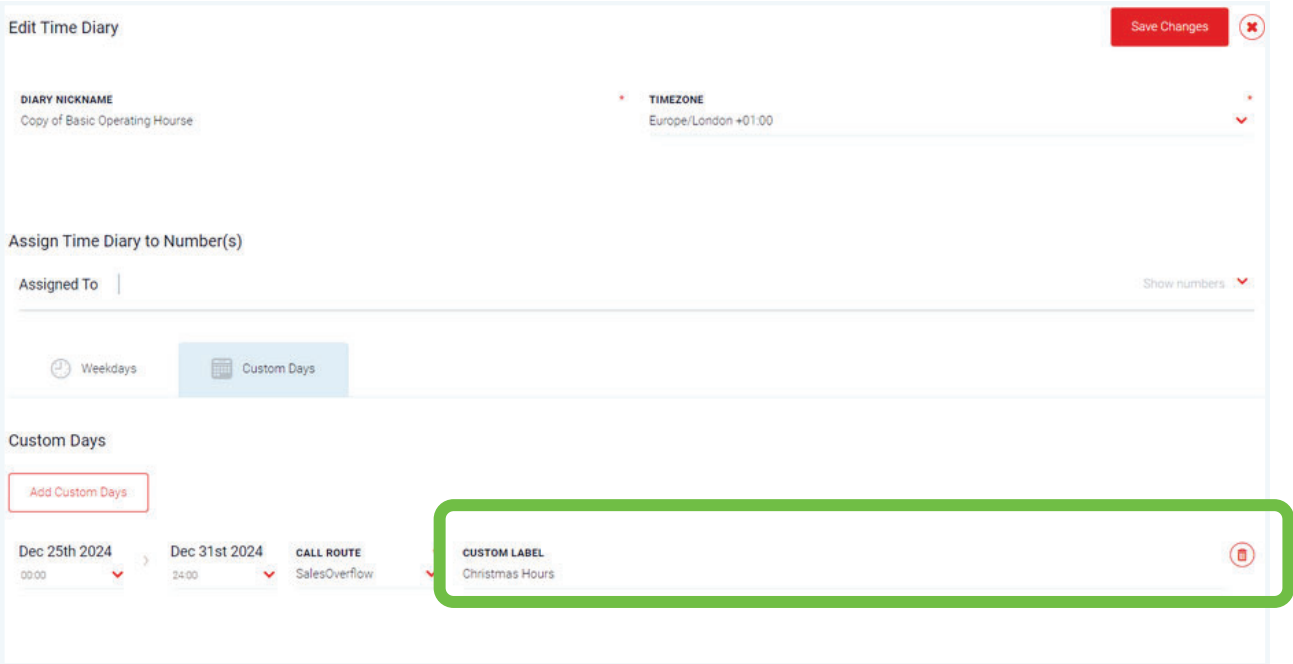
Ceased Customer Filter

Added a filter to enable partners to review their ceased customers from within the Customers tab.



Custom Days Labelling

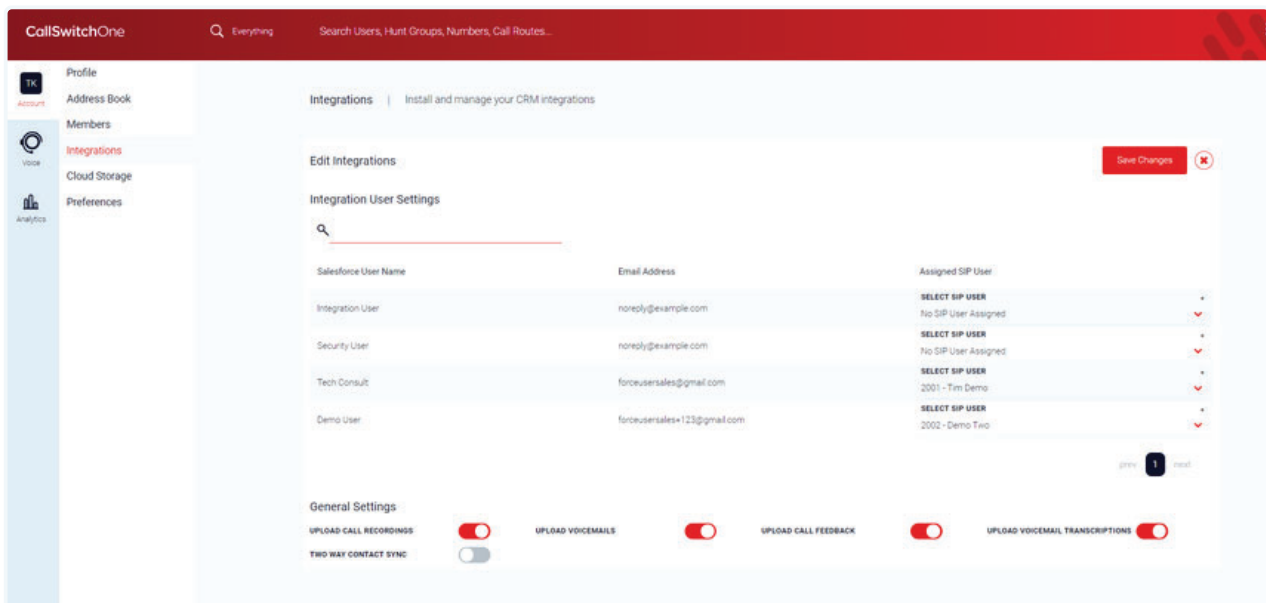
Added the ability for customers to assign labels to Custom Days within the Time Diaries tool.



Integrations User Search

Added a filter to enable partners to search users within each of their integrations.

- Go to Customer Dashboard > Account > Integrations
- Select the desired integration
- It is now possible to search by User Name or Email Address



Other Updates

- Default store (i.e. 2123.callswitchone.com) is now automatically selected when creating a new customer. It will still be possible to change this if required.
- Added header background image/position/repeat options to the store editor.
- Updated custom email domain setup instructions on the store editor to reflect minor changes in the process
- Added support for .TXT/.CFG configuration files for Grandstream phones.
- Added confirmation page when following 'Opt Out' links for SMS marketing messages.
- Added option to send hardware commitments to parent reseller postal address for configuration before being sent to customer.
- Fixes for member invite emails not working



Mobile Applications - v5.3.13 - iOS and Android

Target release date w.c. 30.09.2024

- Single Sign-On support for Microsoft and Google integrations (1)
- Various contacts improvements across both apps
- Added ability to mute dialpad sounds in the app (2)
- Fixed a bug where app activation codes were occasionally failing to send correctly

iOS Only

- Changed UI for inbound calls to match Android and Desktop app behaviour
 - Inbound calls will now show both the Call Route name, as well as the Number or Contact Name (where applicable)

