



## Release Notes

### **Swyx VisualGroups 1.4.0.0**

Status: "General Availability"

Swyx Solutions GmbH  
Emil-Figge-Str. 86  
44227 Dortmund

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## 1 Document History

Version	Date	Remarks	Editor
1.0	12.12.2019	Product release VisualGroups 1.4.0.0 as General Availability	Product Management

## 2 Swyx VisualGroups Version History

Version	Date	Remarks	Editor
<b>VisualGroups 1.4.0.0</b>	<b>12.12.2019</b>	<b>Separate Release Version 1.4.0.0</b>	<b>Product Management</b>
VisualGroups 1.3.1.0	04.09.2019	Separate Release Version 1.3.1.0	Product Management
VisualGroups 1.3.0.0	12.08.2019	Separate Release Version 1.3.0.0	Product Management
VisualGroups 1.2.0.0	23.05.2019	Separate Release Version 1.2.0.0	Product Management
VisualGroups 1.1.2.0	27.02.2019	Separate Release Version 1.1.2.0	M. Pack, Project Manager
VisualGroups 1.1.1.0	26.07.2018	Separate Release Version 1.1.1.0	M. Pack, Project Manager
VisualGroups 1.1	12.06.2018	Separate Release Version 1.1	M. Pack, Project Manager
VisualGroups 1.0	26.09.2017	Released in SwyxWare Version 11.00.0.0	Product Owner
	06.11.2017	Released in SwyxWare Version 11.00.1.0	Product Owner
	19.12.2017	Released in SwyxWare Version 11.10.1.0	Product Owner
	01.03.2018	Released in SwyxWare Version 11.10.2.0	Product Owner
	24.05.2018	Released in SwyxWare Version 11.20.0.0	Product Owner

### 3 Content of Product Release

#### 3.1 Swyx VisualGroups

Component	Filename / Description	Version/Build
VisualGroups Installer	SwyxVisualGroupsInstaller.exe	1.4.0.0
Client OCX for Clients	IpPbx.VisualGroups.WebExtension.ocx	1.1.2.0 (no change)
Manuals	Manual (PDF) in German and English	1.4.0.0
Release Notes	Release Notes VisualGroups 1.4.0.0.pdf	1.4.0.0

#### 3.2 Required Base Product

**NOTE:** For VisualGroups 1.4.0.0 the SwyxWare minimum required version is 11.20.2.0.

Component	Version/Build
SwyxWare	11.20.2.0 or higher
SwyxWare Compact for DataCenter	11.50.0.0 or higher

### 4 Changes

#### 4.1 New Features

##### 4.1.1 New Features Swyx VisualGroups 1.4.0.0

Feature	Summary
Client	<p><b>Rework Time</b></p> <p>Beside the default rework time – a queue-based setting – it is possible now to show and extend the rework time directly in the SwyxIT! Client after the end of a call and during active rework time.</p> <p>This feature can be individually activated for each user/agent and is not queue dependent.</p>
Configuration	<p><b>New role for configuration portal added</b></p> <p>A new role has been added for use with the configuration portal of Visual Groups. The role management will be handled using SwyxWare Administration Profiles. Refer to the manual for further details.</p>
Queue	<p><b>Last called agent routing:</b></p> <p>Calls to the queue are delivered selectively/preferably to the agent which the caller already had during his last call. The mechanism will only take effect if the last call took place within a queue based configurable time.</p>
Reports	<p><b>More Reports:</b></p>

	<p>API Connector to Swyx Analytics by aurenz. The simultaneous released aurenz version will contain pre-configured templates for Visual Groups dashboards in order to deeper analyse call queuing.</p> <p>A standard Swyx Analytics by aurenz (SwyxPlus aurenz edition) is necessary.</p>
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#### 4.1.2 New Features Swyx VisualGroups 1.3.1.0

none

#### 4.1.3 New Features SwyxPLUS VisualGroups 1.3.0.0

Feature	Summary
Wallboard	<p>Manage your resources in real-time via Wallboard</p> <p>New Wallboard design, enjoy it!</p> <p>New Wallboard: List overview of queues</p> <p>Added authentication mode to access wallboards</p> <p>Supports Chrome, Firefox, Safari</p>
LDAP	Additional configuration item to configure different LDAP nodes.
Queue Management	Two new additional call distribution strategies.
Licensing	SwyxFlex support (SwyxWare V11.50 or newer necessary)
Installer	Unattended installer is now available
SwyxWare Compact	SwyxWare Compact is now supported
Secure Connection	SSL supported connection from VG Web extension in SwyxIt! Client, admin interface and wallboard to VG server now possible

#### 4.1.4 New Features SwyxPLUS VisualGroups 1.2.0.0

Feature	Summary
Wallboard	<p>Manage your resources in real-time via Wallboard</p> <p>Supports Chrome, Firefox, Safari</p>
LDAP	Additional name resolution support by connecting VisualGroups via LDAP to ESTOS MetaDirectory
Queue Management	Manage your individual waiting music per Queue directly in VisualGroups admin interface.
Administration	Sorting of tables in admin interfaces by click on header
Reports	Historical reports can now be generated in admin interface easily with just one click
Reports	User statistics can optionally be turned on and off per report
Reports	Individual selection of call queues per report

#### 4.1.5 New Features SwyxPLUS VisualGroups 1.1.2.0

Feature	Summary
Report Statistics	Added an additional reporting category for 'calls picked up outside of queue group'.

#### 4.1.6 New Features SwyxPLUS VisualGroups 1.1.1.0

Feature	Summary
none	

#### 4.1.7 New Features SwyxPLUS VisualGroups 1.1

Feature	Summary
Queue Statistics	The queue statistics section in PDF reports will now show the number of queue calls that were routed to an optional configured overflow number including the reason (no user available or timeout criterion)
User Statistics	The user statistics section in PDF reports can now be switched off for VisualGroups reports.
Enhanced Queue Call distribution settings	<ul style="list-style-type: none"><li>- users can select to temporarily exclude themselves from automated queue call distribution (active call pick still possible)<ul style="list-style-type: none"><li>a) with not being counted as queue user (not active)</li><li>b) with being counted as queue user (passive mode)</li></ul></li><li>- users can select to receive calls at first or at last within queue team members</li></ul>
Call distribution settings	The default setting per criteria menu is now indicated in the UI.
More VisualGroups skins UI languages	The UI is now available in 5 languages, DE, EN, NL, FR and IT.

#### 4.1.8 New Features SwyxPLUS VisualGroups 1.0

New product	Summary
SwyxPLUS VisualGroups	Introduces an intelligent, visual queuing functionality for SwyxWare.

## 4.2 Technical Improvements

### 4.2.1 Technical Improvements Swyx VisualGroups 1.4.0.0

Topic	Summary
Client	Visualization adapted to new and modern SwyxIt! V12 screen design.

### 4.2.2 Technical Improvements Swyx VisualGroups 1.3.1.0

Topic	Summary
License Management	<p>Fixed a bug on the SwyxFlex licensing model where the added users were still counting towards the license count even when removed from the VisualGroups User list.</p> <p>Additional info: If a user is removed from VisualGroups he will still remain in the VisualGroups usertable with an inactive flag. This info is kept for the duration of the data retention settings. If a previously deactivated user is added before the data retention period expires this user will keep his original priority of last in/first out. resulting in another user being unlicensed.</p>
Wall-board	Fixed a bug where the summary speaking time statistic was not reporting the correct information
Server/Client	Added a registry value option: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Swyx\VisualGroups\userinterval (32BIT DWORD Decimal) which makes the client side refresh time configurable in Milliseconds. Example set the value to 10000 to set the refresh time to 10 seconds. (the default value is 3000)
Call flow	Fix to cover conditions, where the default rework time remains at 7 seconds.

### 4.2.3 Technical Improvements SwyxPLUS VisualGroups 1.3.0.0

Topic	Summary
License Management	Wallboard is now only available if enhanced license is booked
Queue Management	When selecting text in an input field the marking color now optimized.
Administration	When clicking the (x) to remove the current search query from a search filter the list is not automatically updated again is fixed now.
Update	Installer allows now re-installation of same version (repair installation) with keeping existing configuration

### 4.2.4 Technical Improvements SwyxPLUS VisualGroups 1.2.0.0

Topic	Summary
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Queue Management	Fix for no announcement to caller, when all agents are busy for a new call in the queue
Queue Management	Obsolete configuration criteria „at least 1 waiting” removed
Display	Changing the display order of waiting criteria in selection dialog
Queue Management	Fix for “call pickup during rework time was not possible”
Queue Management	Fix for “loosing” active agents in queue under certain conditions

#### 4.2.5 Technical Improvements SwyxPLUS VisualGroups 1.1.2.0

Topic	Summary
Install / Uninstall	Optimized error notifications during installation.
OCX	SwyxIt! with a VisualGroups skin loaded does not end the Client line manager process within the usual ~10sec when SwyxIt! is closed. This is fixed now.
CTI	Errors in statistical reports due to accepted calls by CTI paired phones corrected. This is fixed now when using the SwyxIt! 11.38 Client in combination with SwyxPhone L62, L64 and L66 phones.
Configuration	Input verification added within the queue configuration ring time configuration (value range is 5 to 180 sec).
Configuration	Stepping backwards in configuration wizard is now improved.
Skin	Default values in Skin internal setting dialogues are indicated by text now.

#### 4.2.6 Technical Improvements SwyxPLUS VisualGroups 1.1.1.0

Topic	Summary
Installation	The VisualGroups Installation is now possible using the SwyxWare Administrator Login – this is a prerequisite to install or upgrade VisualGroups with future SwyxWare releases.
Web Extension in Client	The known issue in version 1.1. where some few softphone clients experienced in seldom cases message box popups with “Error 101 Co Create Instance not succeeded” and “Error 104 No Interface” has been solved.
Reporting	The known issue in version 1.1. where in some scenarios the PDF report shows a discrepancy between “answered queue calls” in the queue summary section and the “answered calls” sum from the optional user statistics section part has been solved. The syntax error “doubled minus sign within the user statistics section” (last table column) inside reports has been corrected as well.
OCX	Client-side logging of OCX version number within trace files (if enabled) has been corrected.



#### 4.2.7 Technical Improvements SwyxPLUS VisualGroups 1.1

Topic	Summary
Install / Uninstall	Registry keys are now deleted after uninstalling VisualGroups
Install / Uninstall	After uninstalling and installing Visual Groups again, the warning message that Visual Groups is already installed no longer appears
Configuration	Several improvements in the ConfigWizard when no license is available
Reporting	“Accepted call” statistics value after a manual picked call scenario has been corrected.
Call distribution	Experienced delays when picking up queue calls by picking it from the waiting call list are solved when using SwyxWare 11.20 (or higher) clients or upgrading former clients with the latest OCX file as referenced in section 5.1.

## 5 Installation Requirements

The minimum installation requirements for SwyxWare 11.20.2.0 apply.

### 5.1 Recommendation for SwyxWare Clients until including SwyxWare 11.38

If VisualGroups 1.4.0.0 is used in combination with SwyxWare Clients until including release version 11.38 it is highly recommended to update the VisualGroups OCX file in the SwyxIt! installation folder.

Please follow these steps:

- 1.) Close SwyxIt! and ClientLineManger process.
- 2.) Replace file IpPbx.VisualGroups.WebExtension.ocx in folder “C:\Program Files (x86)\SwyxIt!” with the released new OCX file version referenced in this document.
- 3.) Start SwyxIt!

## 6 Supported Devices

Type	Product	Preferred Version
SwyxWare Clients	SwyxIt!	<p>Recommended version: recent SwyxIt! version</p> <p>Minimum version: SwyxIt! 11.20.2.0</p> <p>When using Clients until release 11.38 please follow instructions in section 5.1 to update the VisualGroups client OCX file.</p> <p>Use VisualGroups skins with the Client.</p> <p>Add Minimum</p>

## 7 Known Issues

Topic	Title
Call Detail Records	Within CDRs, the Called Number field shows a name not a number.
Client	Sometimes (1 in 50 tries) when using the enhanced features in the Datacenter licensing scenario the statistics screen in the client will show a license error even when the user is correctly licensed. the workaround is to refresh the statistics web extension.
Wallboard	When only having 1 active enhanced user in the system the wallboard page will show a license error. Workaround for now is to add more than 1 user to the system

## 8 Restrictions

VisualGroups supports on SwyxExpress X20 up to ten configured VisualGroups users for SwyxExpress hardware revision IIIb or earlier. With newer SwyxExpress hardware revisions there is no restriction.

## 9 Support

The support for SwyxWare is handled through the regular Swyx Support process.