



Release Notes

Swyx VisualGroups 1.5.0.0

Status: "General Availability"

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1 Document History

| Version | Date | Remarks | Editor |
|---------|------------|--|--------------------|
| 1.0 | 26.03.2020 | Product release VisualGroups 1.5.0.0 as General Availability | Product Management |

2 Swyx VisualGroups Version History

| Version | Date | Remarks | Editor |
|-----------------------------|-------------------|---|---------------------------|
| VisualGroups 1.5.0.0 | 26.03.2020 | Separate Release Version 1.5.0.0 | Product Management |
| VisualGroups 1.4.1.0 | 19.12.2019 | Separate Release Version 1.4.1.0 | Product Management |
| VisualGroups 1.4.0.0 | 12.12.2019 | Separate Release Version 1.4.0.0 | Product Management |
| 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 | 1.5.0.0 |
| Client OCX for Clients | IpPbx.VisualGroups.WebExtension.ocx | 1.1.2.0 (no change) |
| Manuals | Manual (PDF) in German and English | 1.5.0.0 |
| Release Notes | Release Notes VisualGroups 1.5.0.0.pdf | 1.5.0.0 |

3.2 Required Base Product

NOTE: For VisualGroups 1.5.0.0 the SwyxWare minimum required version is 11.38.0.0

| Component | Version/Build |
|---------------------------------|---------------------|
| SwyxWare | 11.38.0.0 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 1.5.0.0

| Feature | Summary |
|---------------------|---|
| Wallboard | New agent wallboard displays the presence status of your favorite and all agents of your queues on one wallboard |
| Client | New Web Extension for SwyxIt! allows individual adjustments in SwyxIt!: size and number of lines of waiting/lost calls as well as sorting options |
| CallBack | Waiting callers can simply request a call back. The request is highlighted to the agents in the missed call view. |
| Call Distribution | Deactivation of automatic call distribution is now possible. Calls are displayed to each agent and can be accepted by anyone |
| Call categorization | Manual assignment of keywords by the agent for each call to analyze call behavior |

4.1.2 New Features Swyx VisualGroups 1.4.1.0

None

4.1.3 New Features Swyx VisualGroups 1.4.0.0

| Feature | Summary |
|---------------|--|
| Client | Rework Time 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. This feature can be individually activated for each user/agent and is not queue dependent. |
| Configuration | New role for configuration portal added 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. |
| Queue | Last called agent routing: 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. |
| Reports | More Reports: 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. A standard Swyx Analytics by aurenz (SwyxPlus aurenz edition) is necessary. |

4.1.4 New Features Swyx VisualGroups 1.3.1.0

none

4.1.5 New Features SwyxPLUS VisualGroups 1.3.0.0

| Feature | Summary |
|------------------|---|
| Wallboard | Manage your resources in real-time via Wallboard New Wallboard design, enjoy it! New Wallboard: List overview of queues Added authentication mode to access wallboards Supports Chrome, Firefox, Safari |
| 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 |

4.1.6 New Features SwyxPLUS VisualGroups 1.2.0.0

| Feature | Summary |
|------------------|---|
| Wallboard | Manage your resources in real-time via Wallboard Supports Chrome, Firefox, Safari |
| 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 |

4.1.7 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'. |

4.1.8 New Features SwyxPLUS VisualGroups 1.1.1.0

| Feature | Summary |
|---------|---------|
| none | |

4.1.9 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"> - users can select to temporarily exclude themselves from automated queue call distribution (active call pick still possible) <ul style="list-style-type: none"> a) with not being counted as queue user (not active) b) with being counted as queue user (passive mode) - users can select to receive calls at first or at last within queue team members |
| 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. |

4.1.10 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 1.5.0.0

| Topic | Summary |
|-----------------|--|
| Compatibility | Updated SwyxWare SDK in VisualGroups in order to support .net framework 4.7 and newer and TLS 1.2 and newer |
| Announcement | Possibility to switch the position announcement on and off in the administration of the queues |
| Announcement | Updated announcements, if more than 10 callers are waiting. |
| Client | Configure the sorting of the incoming waiting calls by waiting time and queue name |
| Client | Automatic marking of all missed calls from the same number as checked when calling back one time |
| Client / Server | <p>Performance Improvement</p> <p>Low performance on refreshing of windows client solved by updates on the IIS webserver VisualGroups services</p> |

4.2.2 Technical Improvements Swyx VisualGroups 1.4.1.0

| Topic | Summary |
|--------|---|
| Bugfix | Updated SwyxWare SDK in VisualGroups in order to support .net framework 4.7 and newer and TLS 1.2 and newer |

4.2.3 Technical Improvements Swyx VisualGroups 1.4.0.0

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

4.2.4 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 Miliseconds. 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. |

4.2.5 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 |

4.2.6 Technical Improvements SwyxPLUS VisualGroups 1.2.0.0

| Topic | Summary |
|------------------|---|
| 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 |

4.2.7 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. |

4.2.8 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. |

4.2.9 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 11.38.0.0 apply.

5.1 Recommendation for SwyxWare Clients until including SwyxWare 11.38

If VisualGroups 1.5.0.0 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> |

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 wall-board 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.