SWYX®

Release Notes

SwyxPLUS VisualGroups 1.2.0.0

Status: "General Availability"

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Contents

1 Document History

Version	Date	Remarks	Editor
1.0	23.05.2019	Product release VisualGroups 1.2.0.0 as General Availability	Product Management

2 SwyxPLUS VisualGroups Version History

Version	Date	Remarks	Editor
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
VisualGroups 1.1	12.06.2018	Separate Release Version 1.1	M. Pack, Project Manager
VisualGroups 1.1.1.0	26.07.2018	Separate Release Version 1.1.1.0	M. Pack, Project Manager
VisualGroups 1.1.2.0	27.02.2019	Separate Release Version 1.1.2.0	M. Pack, Project Manager
VisualGroups 1.2.0.0	**23.05.2019**	**Separate Release Version 1.2.0.0**	**Product Management**

3 Content of Product Release

3.1 *SwyxPLUS VisualGroups*

Component	Filename / Description	Version/Build
VisualGroups Installer	SwyxPLUSVisualGroupsInstaller.exe	1.2.0.0
Client OCX for Clients	IpPbx.VisualGroups.WebExtension.ocx	1.1.2.0 (no change)
Manuals	Manual (PDF) in German and English	1.2.0.0
Release Notes	Release Notes VisualGroups 1.2.0.0.pdf	1.2.0.0

3.2 **Required Base Product**

NOTE: For VisualGroups 1.2.0.0 the SwyxWare minimum required version is 11.20.2.0.

Component	Version/Build
SwyxWare	11.20.2.0 or higher

4 Changes

4.1 **New Features**

4.1.1 *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 Visu-alGroups 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**

4.1.2 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'.

4.1.3 New Features SwyxPLUS VisualGroups 1.1.1.0

Feature	Summary
none	

4.1.4 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	- users can select to temporarily exclude themselves from automated queue call distribution (active call pick still possible) 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.

4.1.5 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 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**

4.2.2 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.

4.2.3 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.

4.2.4 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 1.2.0.0 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!	Recommended version: recent SwyxIt! version Minimum version: SwyxIt! 11.20.2.0 When using Clients until release 11.38 please follow instructions in section 5.1 to update the VisualGroups client OCX file. Use VisualGroups skins with the Client.

7 Known Issues

Topic	Title
Call Detail Records	Within CDRs, the Called Number field shows a name not a number.
Statistics	Wrong statistical reporting when taking a call by other user assigned devices apart from SwyxPhone L62, L64, L66 with CTI pairing.

8 Restrictions

VisualGroups supports on SwyxExpress X20 up to ten configured VisualGroups users.

9 Support

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