



FLEXI 2023.0

Release notes

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Summary

This release main focus is improvement and optimization of existing functions. One new feature, Company recordings.

Company recordings

In this feature admin for company can list, search, filter and listen recordings from all users in company. This is useful for organizations where customer calls in later and user must resolve what was said. Select number, and/or date, specific user and search.

| Direction | From | Owner | Received | Length | |
|----------------|--------------|--------------|------------------|-----------|-------------------------|
| Incomming call | +46709240401 | Erik Sido 01 | 2023-01-18 16:07 | 1 second | Details |
| Incomming call | +46709240401 | Erik Sido 01 | 2023-01-30 14:09 | 3 seconds | Details |
| | +46709240401 | Erik Sido 01 | 2023-01-30 14:09 | 4 seconds | Details |
| | +46709240401 | Erik Sido 01 | 2023-01-30 14:09 | 4 seconds | Details |

Under details, you can update status, listen to recoding, and update notes.

This feature is available in Presentity Web (Umbrella) only for Gateway users. Required specific access rights.

Technical information

Certificate is require on https-bindings and Umbrella web force https

- New service, Telephony manager Broker. Start to offload work for Telephony manager and will communicate directly with Gateway-service
- Bug fixes in Umbrella
 - o Display info for IPO-users that was incorrect.
 - o If user is hidden from user-interface and was member in group, now will only extension be visible.
 - o Added cacheing on some request.
- Gateway fixes
 - o Callback could cause a call got stuck in queue and lock up whole queue.
 - o Callback got stuck in queue after Gateway restart.
 - o If CSTA3 Nodes was not active, GW-context was note included in communications.
 - o Warpup time on queue block other direct calls on user as well.
- Wonderphone fixes
 - o Wonderphone server, improved JSON-parse implementation
 - o Server fix, events could sometimes get delayed several minutes due to internal timers issues.

- Call buttons, Answer/Hangup could sometime not appear in client, missing call information.
- FlexiTid
 - Suggested time could sometimes got incorrectly calculated and played back in dialog.
- MessageManager
 - Tigger in groups did not trigger, Wallboard-API could sometimes send NULL-char and could corrupt WebSocket communication.
- Admital
 - Minor UI bugs
- Mobile API
 - Optimization will not do unnecessary request to Telephony Manager.
 - Fetch group information directly from DB when user is a Gateway user.
 - Fixes where user image on search could be users from incorrect company.
- Datatal Graph connector
 - Handle leak fixed.
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