# Flexi 2022.0

*Release notes*

*May 2022*

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## Overview

This is the first release of Flexi during 2022 which has some major changes in requirements as well as being much enriched. Several components have been upgraded to use .NET Core instead of .NET Framework which have very good impact regarding performance. This release includes new features such as

- **Work schedule management on personal level**
- **Spoken queue position in Gateway Groups**
- **Added functionality in new Presentity Web (a.k.a. Umbrella)**

## Prerequisites and Requirements

Flexi 2022.0 have the following requirements:

- **Windows Server version 2016 is required, Windows Server 2019 is preferred.**
- **SQL Server 2017 CU17 (Express, Standard or higher)**
- **.NET Framework 4.7.2, .NET 6**
- **Internet access**

The dimensioning of the system depends on the number of users and type of system but as a minimum the following is recommended:

- **2 vCPU at 2.5 GHz**
- **4 GB Memory**
- **40 GB Disk**

Note that the above requirements are a bare minimum, a more recommended setup is

- **4 vCPU at 3 GHz**
- **8 GB Memory**
- **120 GB Disk**

## Checklist

Please make sure that you complete the following checklist before upgrading to Flexi 2022.0:

- **Ensure OS is at least Windows Server 2016.**
- **Ensure your SQL Server is at least version 2017 with CU17 (Cumulative Update 17). Please note that updating this component can be very time-consuming so make sure you plan ahead.**
- **If being a virtual instance, make a snapshot.**
- **Ensure system is up to date using the Windows Update to apply any patches.**
- **Update patching-script with instructions from [http://bit.ly/tidpatch](http://bit.ly/tidpatch)**

- **Install .NET Framework 4.7.2 which can be downloaded from https://support.microsoft.com/sv-se/help/4054530/microsoft-net-framework-4-7-2-offline-installer-for-windows**
- **Install ASP.NET Core Runtime 6.0.5 which can be downloaded from https://dotnet.microsoft.com/en-us/download/dotnet/thank-you/runtime-aspnetcore-6.0.5-windows-hosting-bundle-installer**
- **Make a backup of the system (should be a daily routine)**

# What's new in Flexi 2022.0

Each release of the communication platform Flexi contains both new features as well as improvements and fixes. This release contains the following changes:

## Personal management of work schedule

A user can now manage its own work schedule. A work schedule may contain up to 25 workweeks with specific settings for each week. When more than 1 workweek has been defined in a work schedule a rolling method will be activated. The user can at any time change which week that should be defined as "this week".
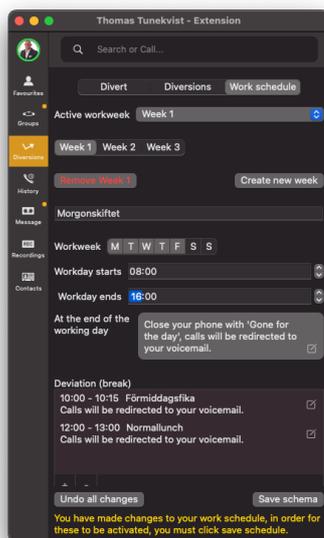


*Work schedule management in Wonderphone for macOS.*



*Work schedule management in Presentity for iOS.*

The maximum number of workweeks that can be defined is 25, the maximum number of deviations/breaks is unlimited.

| Workschedule | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | Yes | Yes |

## Operator may see all groups in the organisation

The system can now be set to allow Operators to see all Groups in the organisation. Earlier releases only displayed Groups that the Operator was a member of. This feature can be activated on a per-company bases. The default behaviour is that the Operator only will see Groups that he/she is a member of.
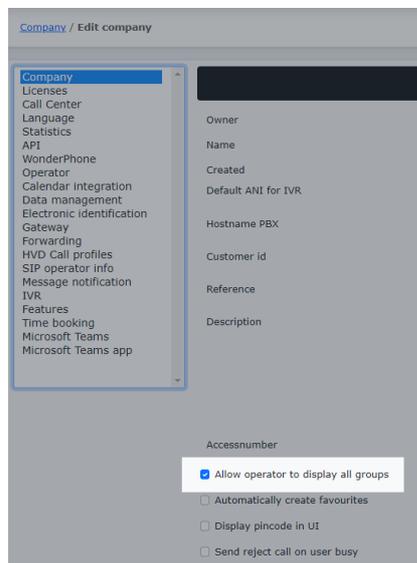


*Activate the new feature that will allow a Operator to see all Groups in the organisation .*

| Display all Groups | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | Yes | No |

## Queue position spoken when queueing

A Group can now be configured to include the queue position in the loop when waiting in a Group. The sentence spoken is "You are number n in the queue" and will be added at the end of the ivr-loop when activated.
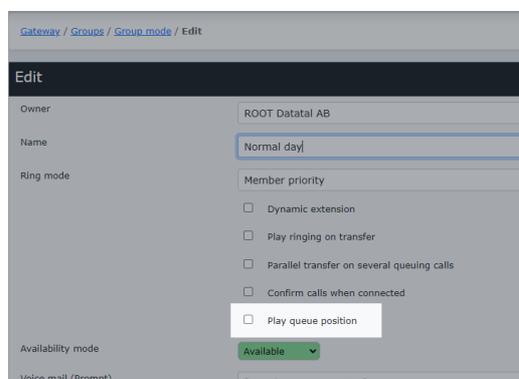


*When enabling "Play queue position" a sentence will be added at the end of any other configured greetings.*

| Queue position | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | No | No |

## Enhanced functionality in new Presentity Web

Within the new Presentity Web (formerly called Umbrella Web) several improvements have been made as well as functionality added. The roadmap for new Presentity Web is to replace the legacy Presentity Web within next release (2022.1 or 2022.2). The biggest change is the enhancements made in the Profile-pad on the right of the screen as seen below.
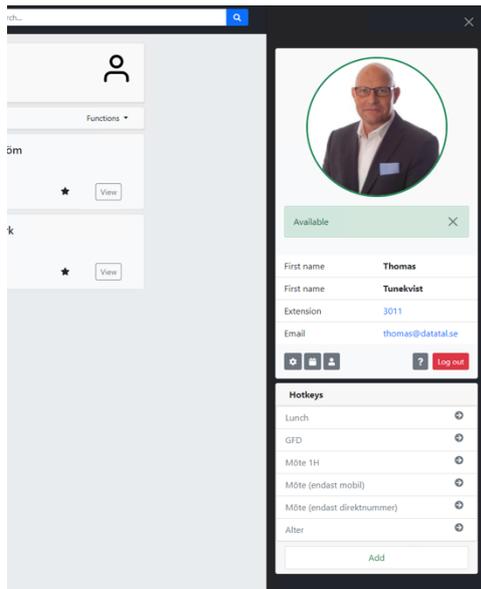


*A user can now easily change Working Schedule, Hotkeys etc. This is found on the Profile-button on the top-right of the screen.*

| Call handling | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | No | No |

## Bidirectional presence for Microsoft Teams

With release 2022.0 we can now update a user's presence in Microsoft Teams. In practice this means that if you are talking on the phone, we can now update your Microsoft Teams presence with the Availability "Busy" and activity "In a call". With this feature active you do not risk having incoming calls through teams while being busy on the phone. This feature requires a license.

| Teams Presence | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | Yes | No |

## Lookup of incoming calls

This release contains a new service called Flexi Lookup. This service is intended to perform lookups of incoming calls in configured Lookup Providers to attach a name on a call. You can configure one or more providers and set it's order. This version contains support for the following type of Lookup Providers:
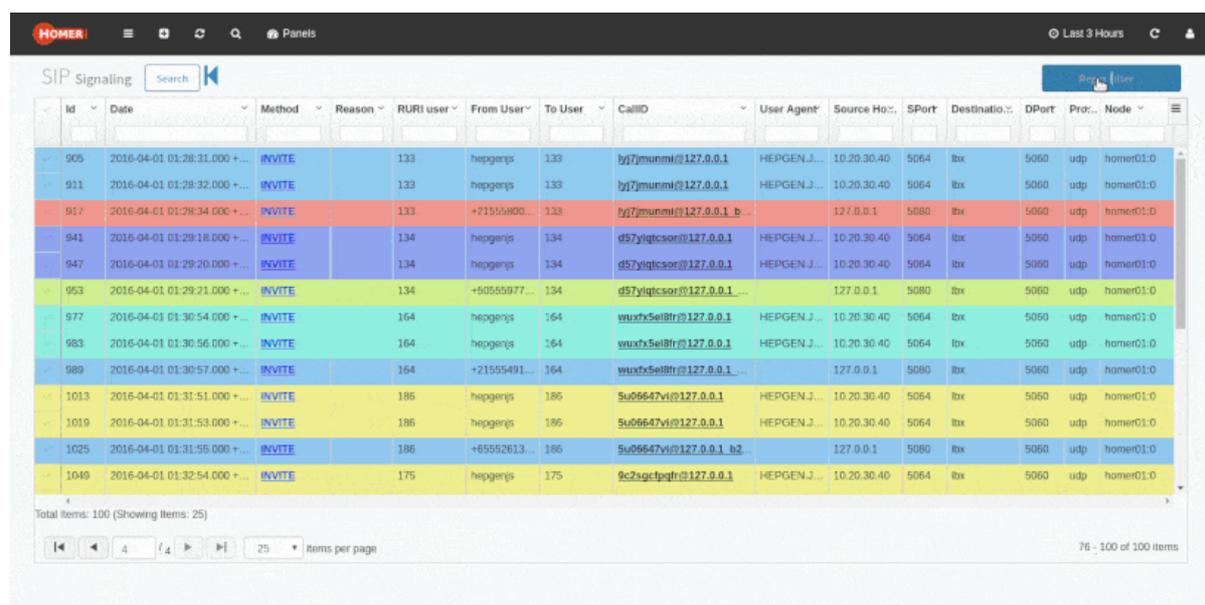
- Local CSV File (mainly for testing purposes)
- Flexi Database
- Generic SQL
- Zammad Helpdesk
- Hitta.se
- Eniro

Support for more providers will be added in upcoming releases. Please contact us if there is any specific provider that is needed.

| Call handling | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | No | No |

## Support for Homer SIP Capture

Datatal Gateway now supports sending HEP3 packets in real-time to a SIP Capture server such as Homer. This allows to log all calls and depending on the retention policy set in Homer you can easily find and inspect a call several days or even weeks ago. Activation of the HEP3 Agent in Gateway is done via System/Gateway/Core settings with keys named as "NET_HEP3_*"



*More information about Homer SIP Capture can be found at* https://sipcapture.org

| Homer SIP Capture | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | No | No |

## Admital facelift

The Admital web has gotten a refresh of its user interface based on Bootstrap theme.
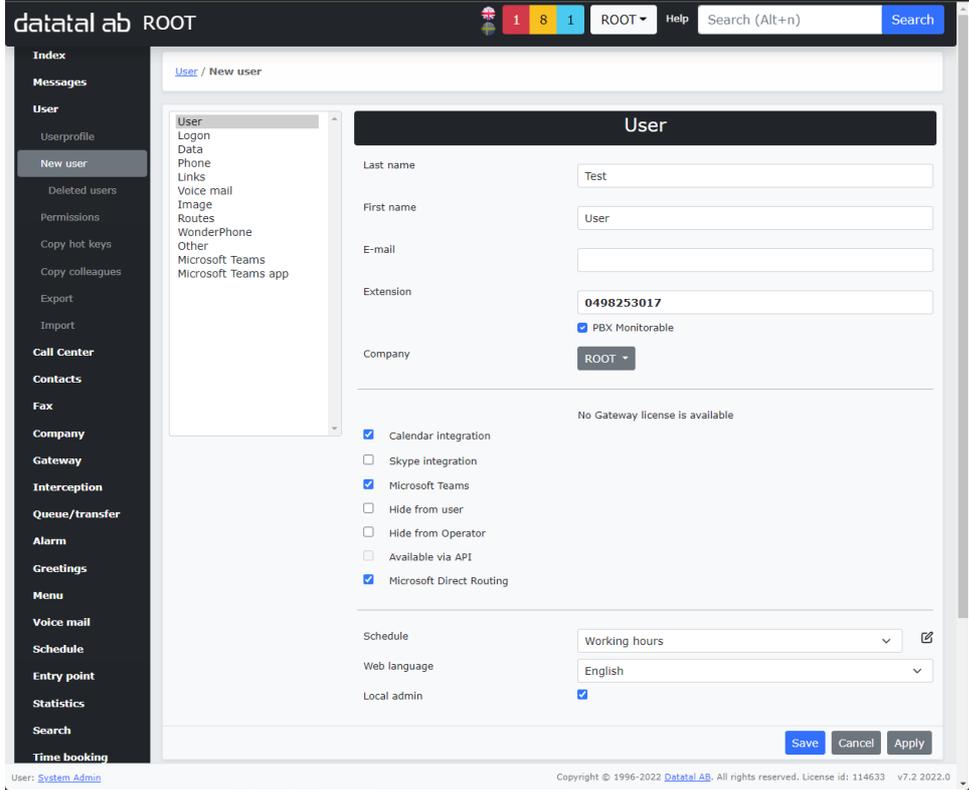


*Nice fresh interface*

| Admital web | Gateway | IPO | A400 |
|---|---|---|---|
| COMPATIBILITY | Yes | Yes | Yes |

## Corrections

Each release of the communication platform Datatal Flexi also contains corrections which can be performance enhancements and bug fixes. This release contains the following corrections:

| Id | Description |
|---|---|
| 0 | No corrections needed in this release |