Flexi 2020.3
Release notes

December 2020

Table of Contents

Overview

This is the fourth release of Flexi during 2020 with the file versioning increased to 6.2. This release includes new features such as

- **Group-voicemail**
- **Transcript of Flexi Tid Voicemail and Group-voicemail**
- **Enhanced SMS capabilities in Flexi Tid**
- **Wonderphone Basic for macOS**

Prerequisites and Requirements

Flexi 2020.3 now has 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**
- **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 2020.3:

- **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.**

- **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**
- **Make a backup of the system (should be a daily routine)**

Whats new in Flexi 2020.3

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

Groupvoicemail

A Group can now be configured to accept voicemail which can then be listened by every member in the group. This feature is activated by setting the "Overflow type" to "To group voicemail" in "Gateway/Groups/Group mode/Edit".

Notifications with the voicemail-file attached is supported via e-mail and Teams Channel.

If the Company has been configured to interact with Microsoft Cognitive Services any messages left to the Group will be processed to create an automatic transcript of the message. This transcript can then be read in the new Presentity Web or via e-mail notifications.

New versions of *Presentity for smartphones* (Android and iOS) will be available shortly with ability to listen and read transcripts of Group-voicemail.

Groupvoicemail	Gateway	IPO	A400
COMPABILITY	Yes	No[i]	No[i]

Enhanced SMS functionality in Flexi Tid

Flexi Tid has been enhanced with 3 different ways to send SMS to one or more recipients. Each way of sending these SMS's are dependent on the current workflow and great care has been taken to fulfil any needs for the agent to quickly address any patients.

The first way of sending an SMS is aimed for situations when an agent enters a video meeting but the patient has already left the meeting. This situation is amongst all common when agents are unable to keep the pace of calling patients at specified time slots. Suggested use of this SMS is to send a message saying that the Nurse/Doctor is now waiting for the patient in the video meeting. The body of the SMS is pre-filled with text from a configurable SMS template but can be edited by the agent before sending.
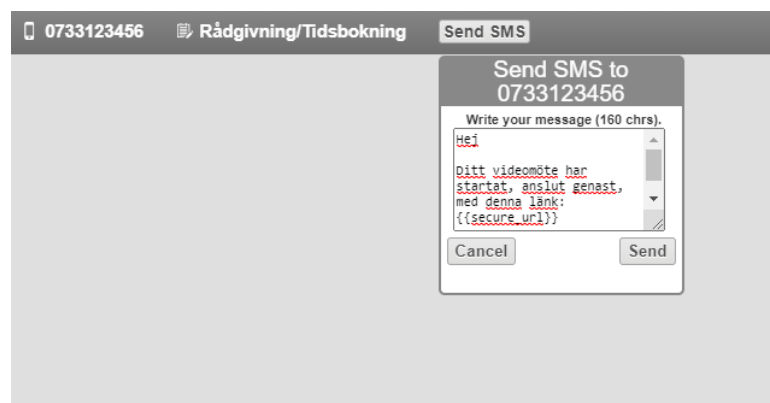
The second new SMS feature for Flexi Tid is the ability to send SMS to recipients in the current calling-list by filtering on the current status. This means by filtering on the current colour red, yellow or green. This also allows for sending a broadcast SMS to multiple Queues since the agent can be logged on to multiple Queues.

The third new SMS feature for Flexi Tid allows for the agent to send a SMS to any recipient by entering the recipients mobile number. This is particularly useful when the agent has a need to communicate with a recipient not in the current call-list. An example would be when the agent need to send a SMS to a patient with the results of a made sampling.

Enhanced SMS	Gateway	IPO	A400
COMPABILITY	Yes	Yes	Yes

Transcript of voicemail in Flexi Tid

If the Company has been configured to interact with Microsoft Cognitive Services any voicemail left to a Queue will be processed to create a transcript of the message. This is, amongst other, particularly useful when the workflow is for a certain agent to dispatch all received voicemails to other agents. The agent can easily read a transcript of each message when processing the list of voicemails, each a message with a transcript is expanded with the contents of the transcript in the list.

Voicemail Transcription	Gateway	IPO	A400
COMPABILITY	Yes	Yes	Yes

Wonderphone Basic for macOS

We are happy to finally present the long awaited first version of Wonderphone for macOS. This initial release will be available at the Apple App Store at the beginning of January and will be the equivalent of Wonderphone Basic for Windows. It requires the latest macOS "Big Sur". Upcoming versions will include soft phone functionality equivalent to Wonderphone Standard.
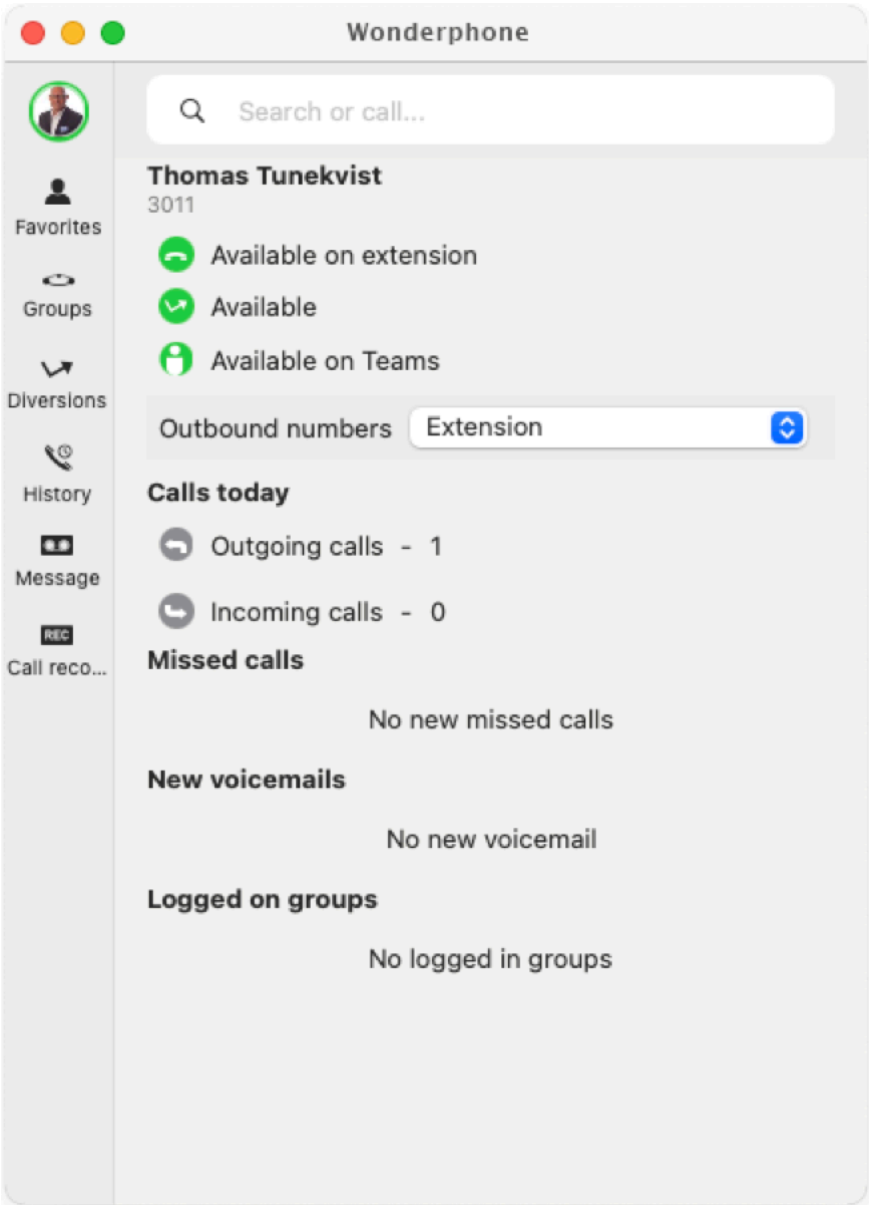
WPC macOS	Gateway	IPO	A400
COMPABILITY	Yes	Yes	No[i]

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
1715	Presentity iOS presents own address instead of calling address (ANI)
1745	Changing address of group member would not be propagated correctly to other members.
2008	Call filter in Presentity Web ignored by Datatal Gateway
2009	Unable to delete a Company in Admital
2011	Group-template would not create Group and Groupmode
2013	Cannot restore archived personal voicemail
2014	Wrong caller identification presented on supervised call transfer
2028	BLF-keys fail intermittently
2039	Can not choose company prompt when group is owner
2045	CT Stack does not detect that CT Engine has shut down
2094	Flexi Tid Web can't answer queueing call
2118	Error page shown to user when trying to edit Operator Queue
2120	Reloaded booking did not contain patient secure url in reminder sms
2123	Flexi Tid Web would crash if other booking was made live with no dumf

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[i] *Future versions may include support for this PBX, research and development is in progress.*