

Flexi 2022.1

Release notes



September 2022

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| Corrections | <i>Error! Bookmark not defined.</i> |

Overview

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

- **Supports WeAdd SSO**
- **New Presentity Web**
- **Language support in Gateway Groups**

Prerequisites and Requirements

Flexi 2022.1 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, .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 2022.1:

- **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 Core Runtime +6.0.5 which can be downloaded from <https://download.visualstudio.microsoft.com/download/pr/c5e0609f-1db5-4741-add0-a37e8371a714/1ad9c59b8a92aeb5d09782e686264537/dotnet-hosting-6.0.8-win.exe>
- Make a backup of the system (should be a daily routine)

Whats new in Flexi 2022.1

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

Limited Operator

When logging on to Flexi Tid you can now choose to log on as a Limited Operator. This has the effect of not requiring any license (e.g. Free-of-charge) and only being able to create bookings. This is especially effective when an agent is not involved in the core business but rather takes calls or similar.

Features

Extension

☎ 3017

Flexi Tid will call or control your extension. This happens when you click the call button during a booking. If only video calls are still recommended, enter a number

Limited operator
As a limited operator, no license is taken, but the function is limited. This function is mainly to be used to book times for other operator to call, also change the schedule

Activate video license
When this is activated at login, you will have access to the video function in Flexi Tid. This also takes a video license.

Logon to Flexi Tid without requiring a license.

| Limited Operator | Gateway | IPO | A400 |
|------------------|---------|-----|------|
| COMPABILITY | Yes | Yes | Yes |

Activate Video at logon

When logging on to Flexi Tid you can now choose whether to activate Video functionality or not, hence you can also logon without requiring a video license.

Features

Extension

Flexi Tid will call or control your extension. This happens when you click the call button during a booking. If only video calls are still recommended, enter a number

Limited operator
As a limited operator, no license is taken, but the function is limited. This function is mainly to be used to book times for other operator to call, also change the schedule

Activate video license
When this is activated at login, you will have access to the video function in Flexi Tid. This also takes a video license.

Choose to activate video functionality when logging on to Flexi Tid .

| Activate Video at logon | Gateway | IPO | A400 |
|-------------------------|---------|-----|------|
| COMPABILITY | Yes | Yes | Yes |

Search call history

Flexi Tid Operators can now easily search through the history of bookings. Searches can be made for phonenumber or personnumbers (e.g. social security id). Search result will contain both bookings and voicemails. Depending on any GDPR-settings some results may not be searchable.

0709240401

Bokningar 21 Meddelanden 0 Arkiv 0

Bokningar

| Time | Case | Phonenumber | SSN | Status | Destination | Utr. |
|------------------|--------------------------|-------------|-----|--------------|-------------------|------|
| 2022-09-05 13:05 | Receipt | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-07-19 10:10 | VIP | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-07-18 11:00 | receipt | 0709240401 | | Not finished | FlexiTid - Demo 2 | 0 |
| 2022-06-17 09:00 | VIP | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-06-14 09:15 | Receipt | 0709240401 | | Not finished | VC Blålockan | 0 |
| 2022-05-31 13:10 | Receipt | 0709240401 | | Not finished | VC Blålockan | 0 |
| 2022-05-31 11:25 | provsvvar | 0709240401 | | Canceled | FlexiTid - Demo 2 | 0 |
| 2022-05-24 11:45 | rådgivning | 0709240401 | | Not finished | FlexiTid - Demo 2 | 0 |
| 2022-05-24 10:45 | rådgivning | 0709240401 | | Canceled | FlexiTid - Demo 2 | 0 |
| 2022-05-23 14:05 | | 0709240401 | | Not finished | Test | 0 |
| 2022-05-17 11:00 | Rådgivning / Tidsbokning | 0709240401 | | Not finished | VC Blålockan | 0 |
| 2022-04-21 13:20 | Rådgivning / Tidsbokning | 0709240401 | | Not finished | VC Blålockan | 0 |
| 2022-04-21 13:05 | Rådgivning / Tidsbokning | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-04-07 09:40 | Receipt | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-04-07 09:40 | | 0709240401 | | Canceled | Test | 0 |
| 2022-04-07 09:30 | Receipt | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-04-07 09:30 | VIP | 0709240401 | | Canceled | VC Blålockan | 0 |
| 2022-04-07 09:15 | | 0709240401 | | Canceled | Test | 0 |
| 2022-04-01 09:15 | Ljudtest | 0709240401 | | Not finished | Test | 0 |
| 2022-04-01 09:10 | rådgivning | 0709240401 | | Not finished | FlexiTid - Demo 2 | 0 |
| 2022-03-11 14:40 | rådgivning | 0709240401 | | Success | FlexiTid - Demo 2 | 4 |

Searching history of bookings and voicemails.

| Search history | Gateway | IPO | A400 |
|----------------|---------|-----|------|
| COMPABILITY | Yes | Yes | Yes |

New Presentity Web

The new Presentity Web has now reached the stage where it can fully replace the legacy php-based web. The new Presentity Web is based on .Net Core and will be the primary interface for managing personal information and settings in Presentity in the future. In the next release the old php-based web will be removed. If Presentity web is installed with a gateway and user has gateway license, user can start a Web-softphone with same browser.

The screenshot shows a modern web interface for 'ROOT Datatal AB'. On the left is a dark sidebar with navigation options: User, Groups, Number management, Audio files, Dimensions, Call history, Voicemail, and Search. The main content area displays a grid of user profiles, each with a profile picture, name, and a 'View' button. The users listed are: Anders Molinder, Anders Alyhr, Erik Kalström, Johnny Petterson, Kim Hermansson, Magnus Bäckström, Patrik Merik (with a red status indicator 'Will be back 14:00'), Thomas Tunekvist, and Tord Bjuresten.

New Presentity Web with a modern look and feel.

| Presentity Web | Gateway | IPO | A400 |
|----------------|---------|-----|------|
| COMPABILITY | Yes | Yes | Yes |

Microsoft Teams Integration

Release 2022.1 now supports the Teams-status “In a meeting”. This means that you can now decide what actions to take when a user has this status.

| Teams Integration | Gateway | IPO | A400 |
|-------------------|---------|-----|------|
| COMPABILITY | Yes | Yes | No |

Calendar integration

Its quite usual that you make an appointment with yourself in your calendar just to remember something or to make a certain time in your calendar busy. Normally this will also close your phone with reason “Meeting” or similar which may not always be what you want. The new feature is that meeting-events in your calendar will only close your phone when there are more than 1 attendee in a meeting.

| Calendar Integration | Gateway | IPO | A400 |
|----------------------|---------|-----|------|
| COMPABILITY | Yes | Yes | Yes |

Language support in Gateway Groups
Groups in Gateway now supports languages.

| Language support in GW | Gateway | IPO | A400 |
|------------------------|---------|-----|------|
| COMPABILITY | Yes | No | No |

Callinglist in Wonderphone

In Wonderphone you may now import a textfile containing names and numbers that you need to call during your workday. When a record has been completed you can mark it as completed to prevent from calling it again.



| Callinglist | Gateway | IPO | A400 |
|-------------|---------|-----|------|
| COMPABILITY | Yes | Yes | No |