

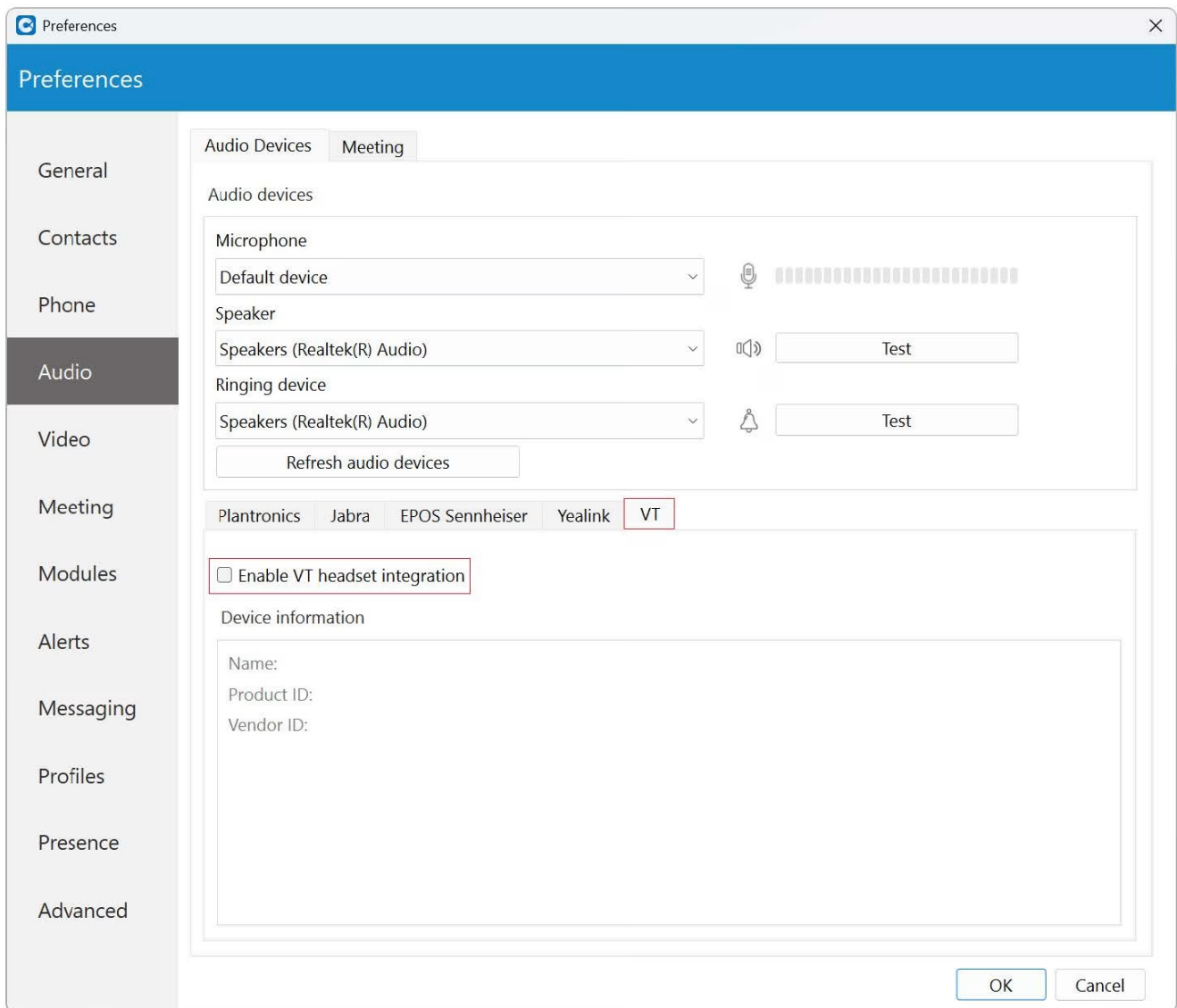
Communicator Desktop Release Notes v7

7.60

Features

VT headset integration

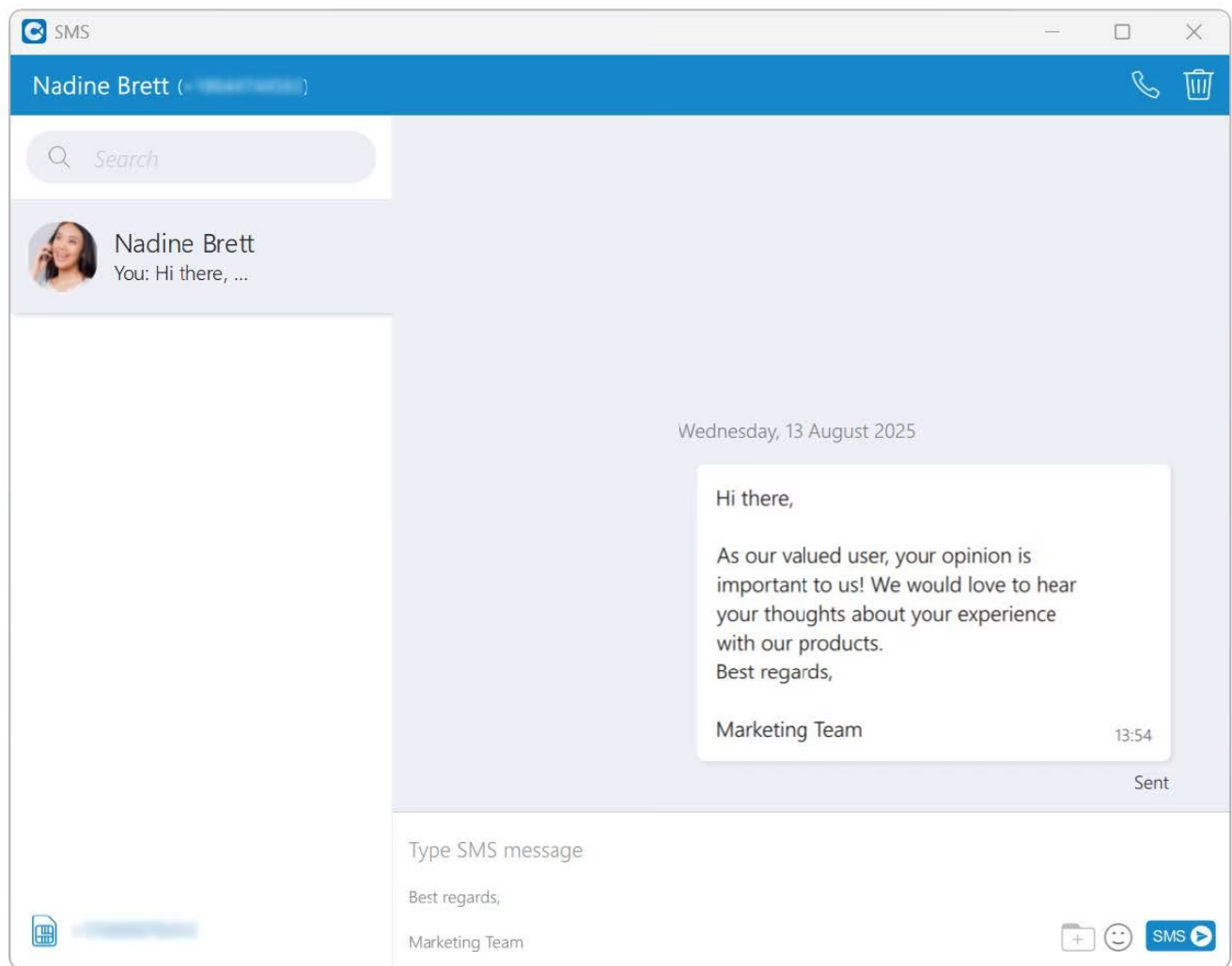
The VT headset integration allows users to integrate a VT headset with the Communicator Desktop application. Check the Enable VT headset integration option to integrate a VT headset with Communicator. It will enable the VT headset buttons for answering, holding, etc.



SMS footer text message

If the administrator turns on SMS footer messaging, an SMS footer text will be displayed at the bottom of the input field. This text will be added at the end of every SMS/MMS message, and its length is included in the length of SMS/MMS messages.

NOTE: The length of the footer text can be up to 160 characters.



Place/Receive a phone call from Teams

Place and receive calls directly within Teams, with access to your recent call history.

Dialpad

Open desktop plugin

Recent

All

Missed

Dialed

My Caller ID

Default Caller ID

Enter number or name

1234567890*

QWERTYUIOP

Johnnie Riley

Marketing

May 5, 2025

2:20 PM

0:00:10

Johnnie Riley

Marketing

May 5, 2025

3:18 PM

0:00:04

Johnnie Riley

Marketing

May 5, 2025

3:09 PM

0:00:00

Johnnie Riley

Marketing

May 5, 2025

3:08 PM

0:00:00

Johnnie Riley

Marketing

May 5, 2025

1:19 PM

0:00:24

Johnnie Riley

Marketing

May 5, 2025

1:09 PM

0:01:48

Johnnie Riley

Marketing

May 5, 2025

1:08 PM

0:00:30

Johnnie Riley

Marketing

May 5, 2025

1:08 PM

0:00:14

Johnnie Riley

Marketing

May 5, 2025

12:35 PM

0:00:00

Johnnie Riley

Marketing

May 5, 2025

12:36 PM

0:00:00

Softphone

DND

Access Codes

Delete History

Place/Receive a conference call from Teams

The conference is part of Communicator for Teams, where the user can place conference calls with more than one participant (external or internal).

Phone

SMS

Conference

Parked Calls

Voicemail

More

Directory

Search contacts...

All Departments

Please select conference

New Instant Conference

Billing

(1025)

Marketing

(1028)

Media Team

(1029)

Sales

(1027)

Support

(1026)

No Conference selected

No Conference selected

"Drag & Drop" new participants here

Start conference

Add internal user

Select or "drag and drop" new participants

Select all

Deselect all

Johnnie Riley

Nadine Brett

Jon-Paul Witt

Albert Redman

Jessica Shelton

Roderick Welch

Ignacio Summers

Leon Hansen

Kelvin Hoffman

Arthur Byrd

Pagina Perry

George Allford

Sheila Bryan

Greta Walton

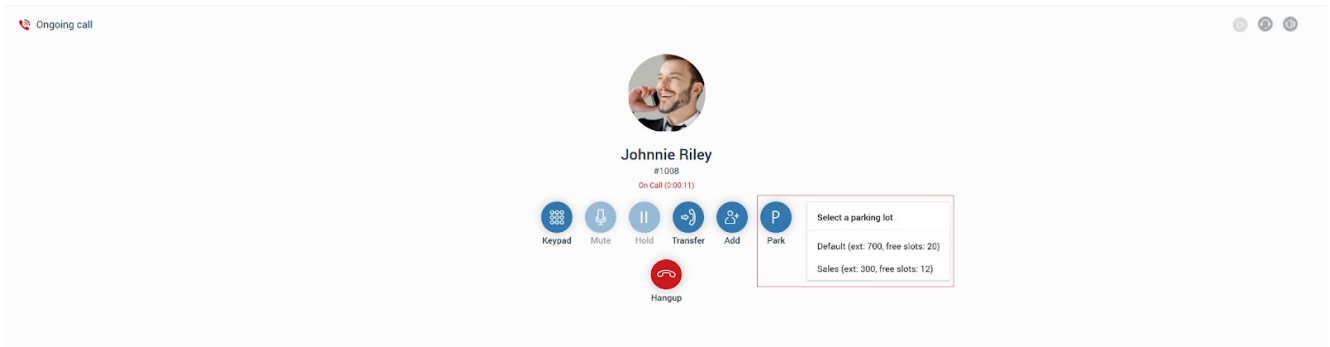
Clark Owen

James Armstrong

Isabelle Ferguson

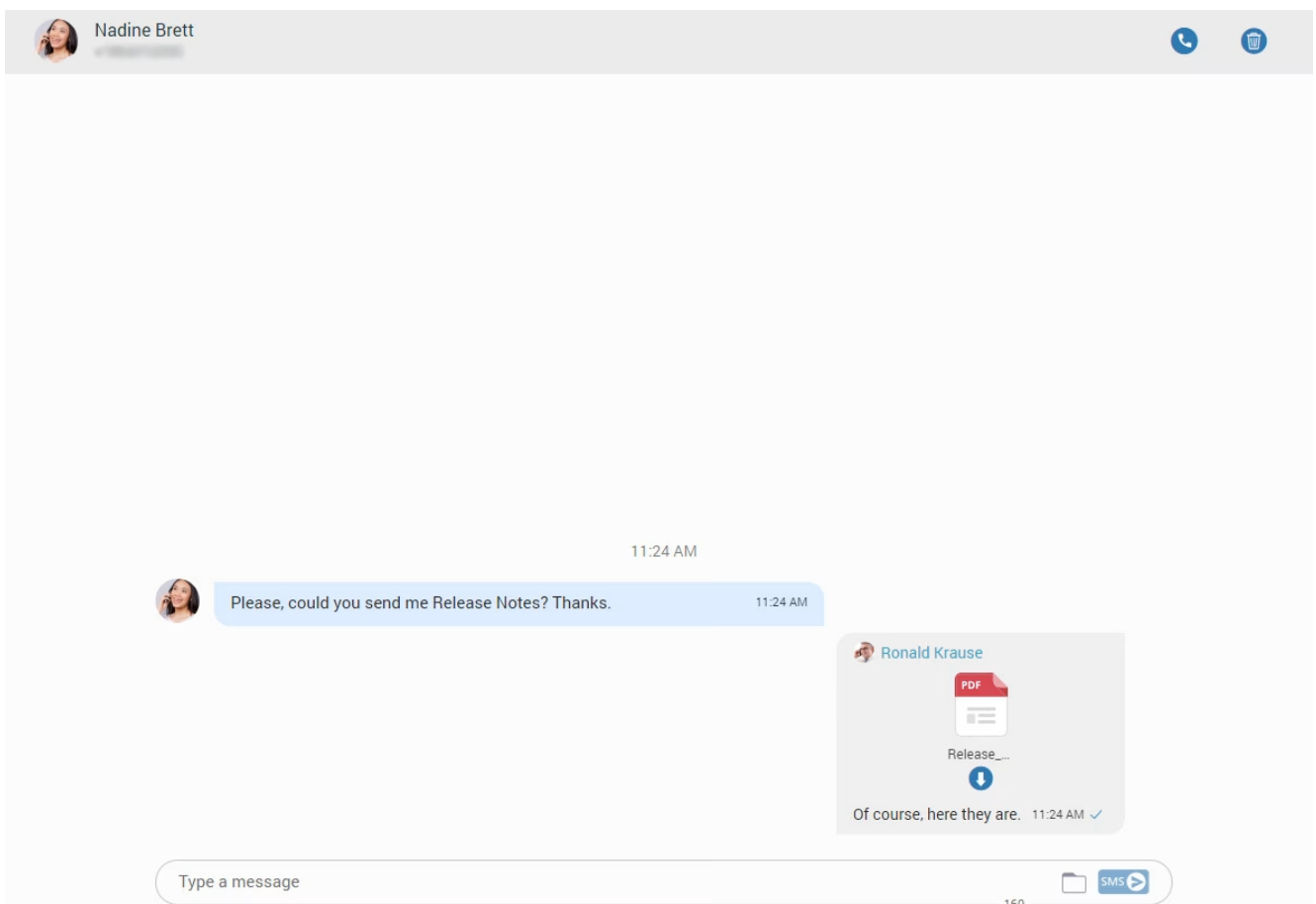
Call Parking in Teams

Call Parking allows users to park a call so that someone else can pick it up. The user should click the Park button to park a call and choose a parking lot from the available lists.



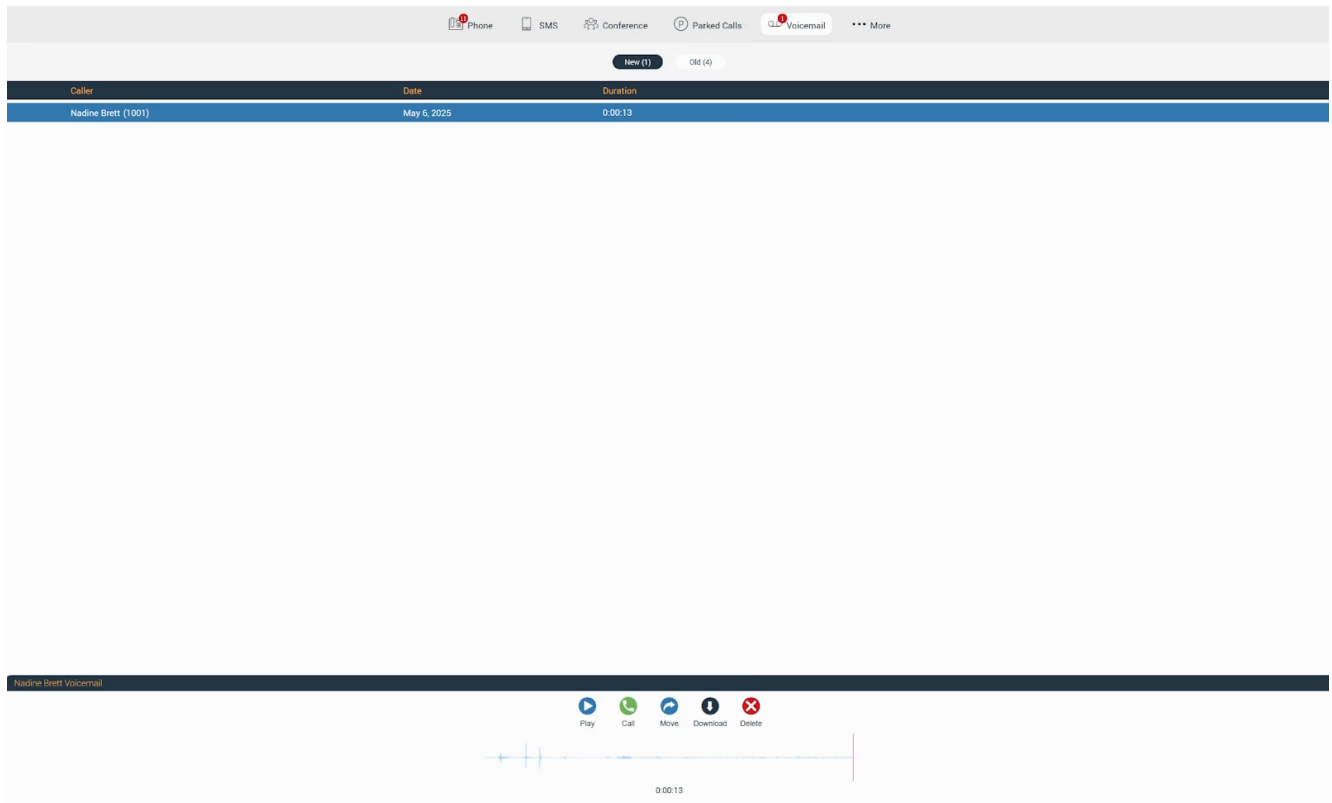
Send and receive SMS/MMS in Teams

An SMS feature that allows users to send/receive SMS/MMS messages. The MMS message is an enhancement to the standard SMS message.



Voicemail in Teams

The voicemail section allows users to listen to their voicemail messages. To access it, click on the Voicemail button in the navigation bar, which opens the voicemail screen.



Contacts List in Teams

The contact list is located on the right side of the screen. It lets users see which colleagues are available, busy, or away from their desks. The contact list can be displayed in either List View or Grid View.



Directory



Search contacts...

All Departments ▾



Nadine Brett



Jon-Paul Witt



Johnnie Riley



Albert Redman

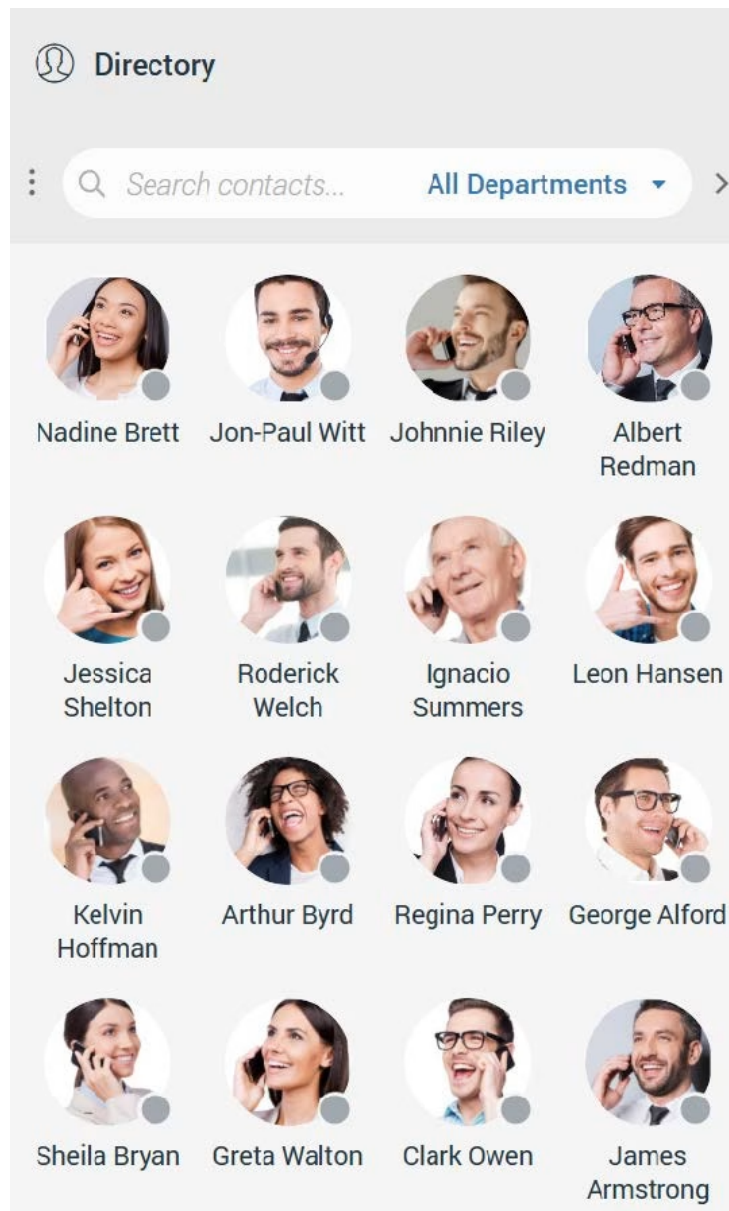


Jessica Shelton



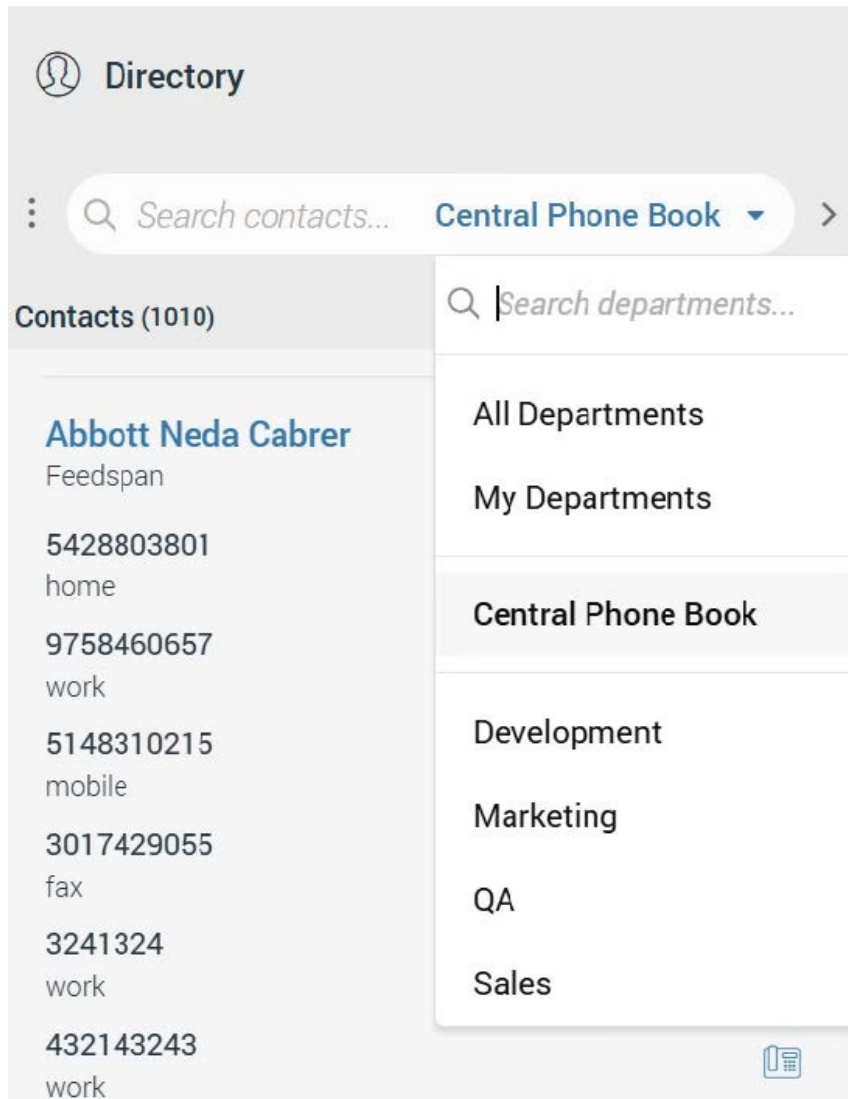
Roderick Welch





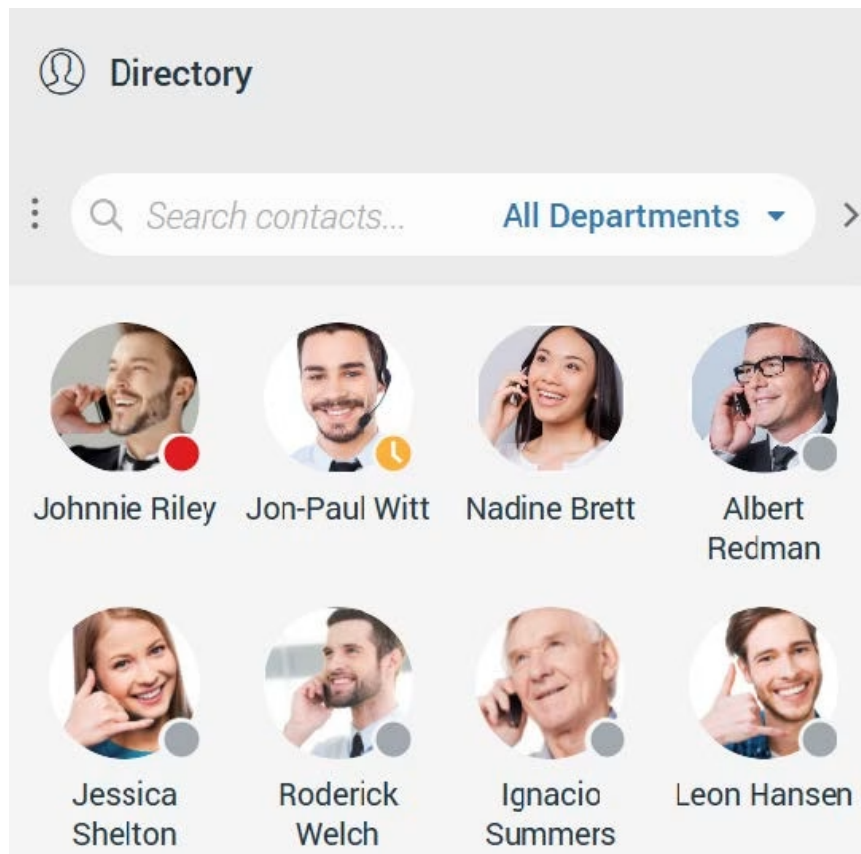
Central Phone Book in Teams

The Central Phone Book is a centralized list of contacts managed by the system administrator. It is shared among all Communicator users. To view your Central Phone Book contacts, select the Central Phone Book option from the drop-down menu above the contact list.



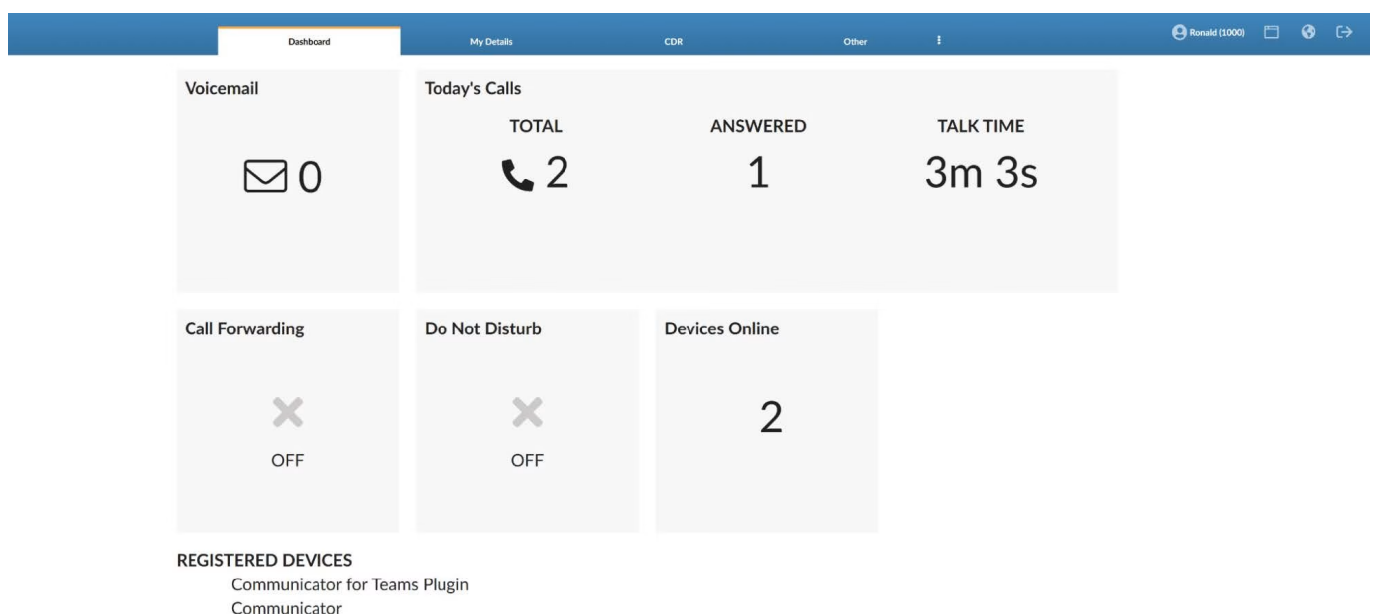
Presence Sync in Teams

Communicator provides a unified presence synced across all user devices, including desktop, mobile, web, and Communicator for Teams. For online contacts, users can see if they are connected through any of these devices. For offline contacts, users can see when their last activity was to understand their availability better.



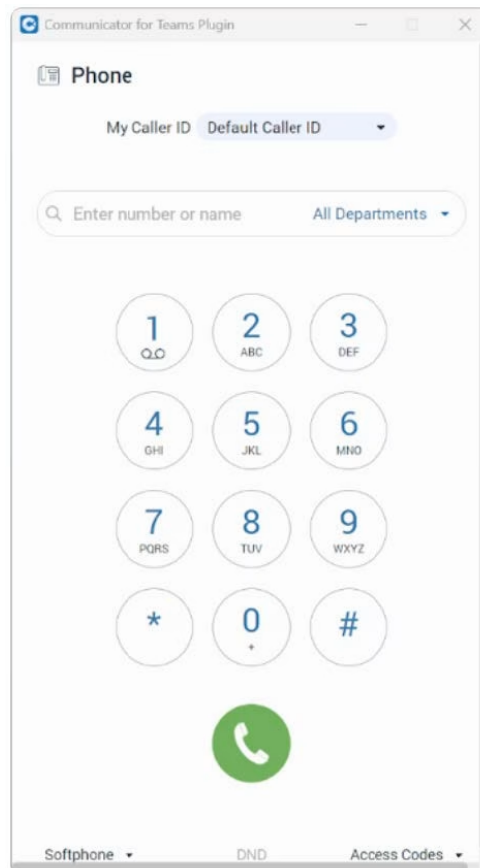
Online Self Care (OSC) in Teams

To log in to Online Self Care, the user needs to point their browser to `http://$IPADDRESS/` (for example, `http://192.168.1.1/`). To access OSC via Communicator for Teams, users should click the More button and select Online Self-Care from the drop-down menu.



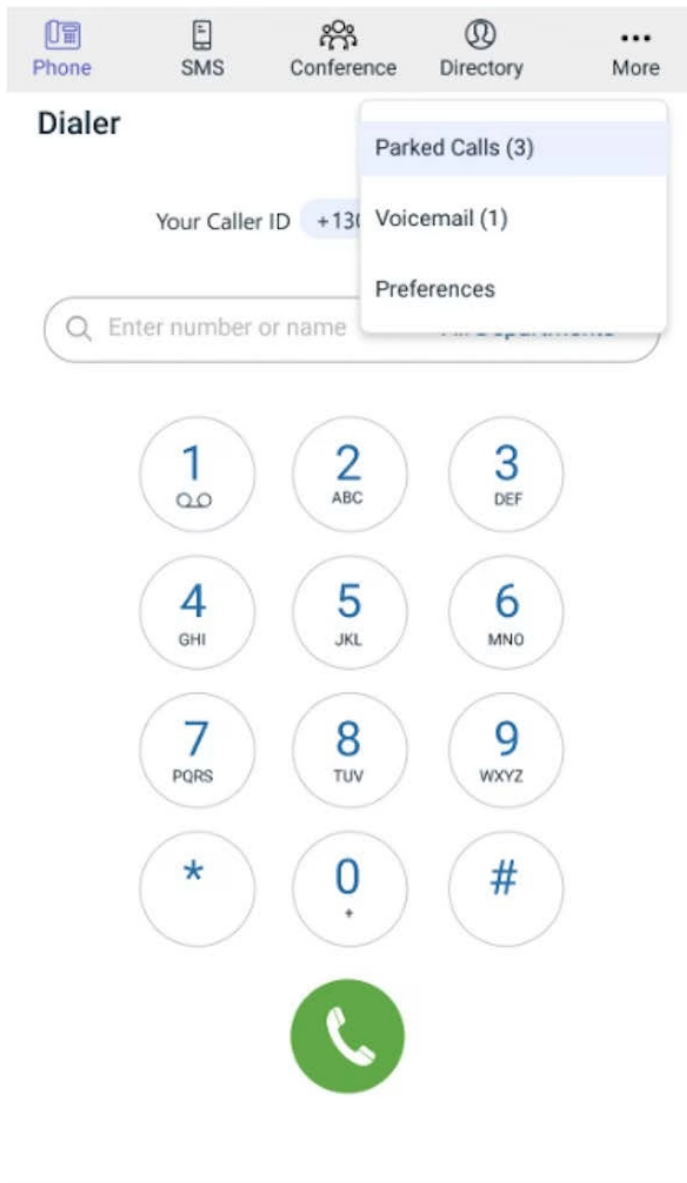
Desktop Plugin for Teams

A lightweight desktop plugin ensures reliable call delivery, even if the Communicator for Teams app is not currently in focus inside Teams.



Implemented mobile support for Teams integration

The Teams integration is now available on mobile devices (iOS and Android). Users can place and manage Teams calls directly from the app, providing a consistent and seamless experience across desktop and mobile.



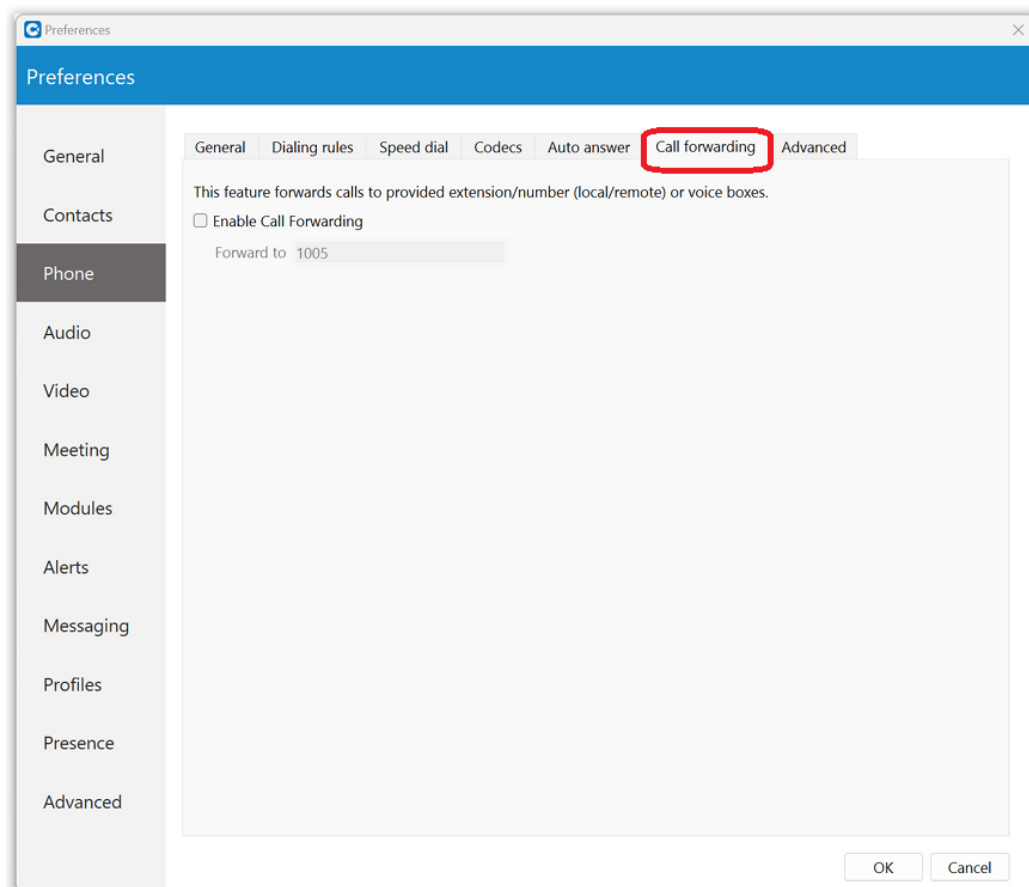
7.4.0

Features

Call Forwarding destination

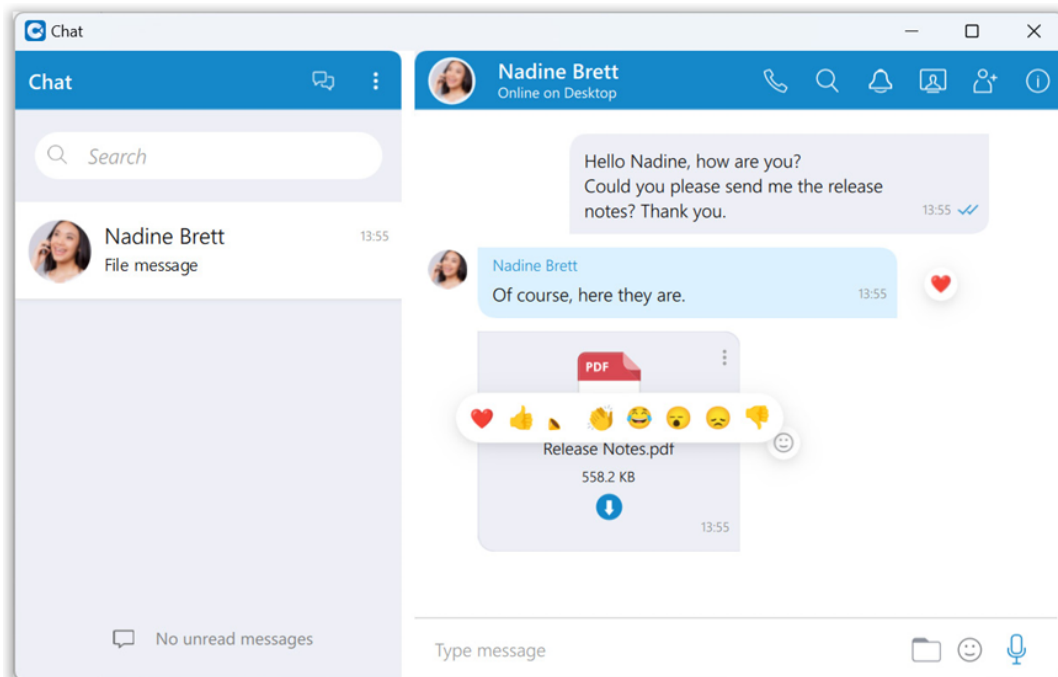
Users can enable the Call Forwarding feature inside the Call

Forwarding tab, which forwards calls to the provided extension/number (local/remote) or to the voice boxes.



Reaction to a message for one-on-one chat conversations

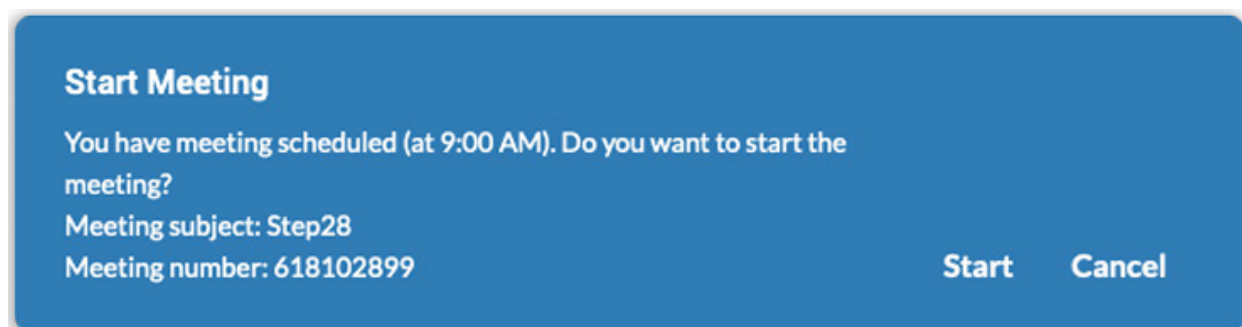
Users can now react to an incoming message within one-on-one chat conversations



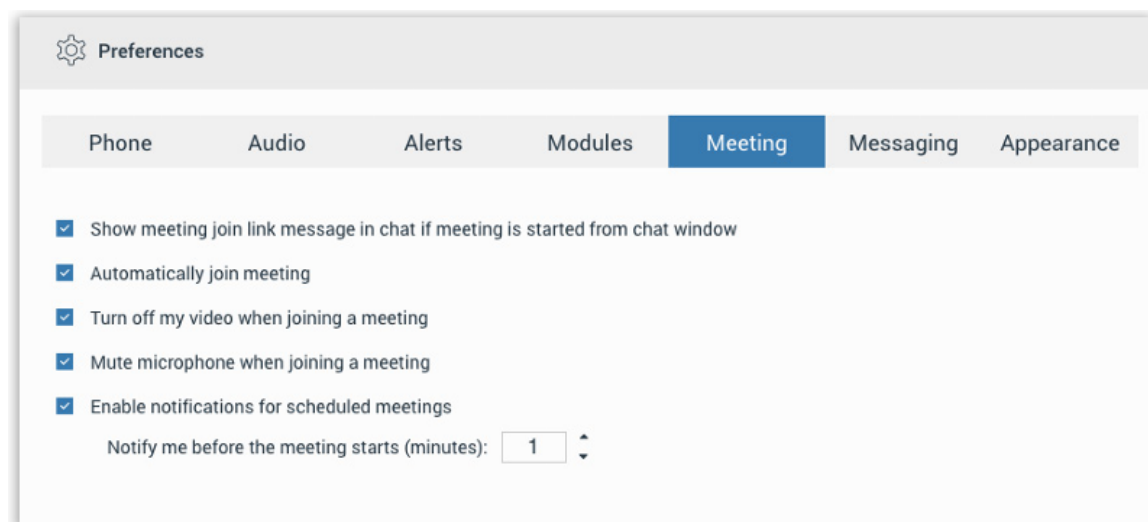
Communicator Web

Scheduled Meeting Notification

Scheduled Meeting Notification shows the notification for an incoming scheduled meeting N minutes before the meeting starts, allowing the user to start the meeting.



The N represents the value that depends on the settings set within the Preferences -> Meeting tab (for example, 10 minutes, 2 minutes, 1 minute, etc.). To disable this, the user needs to uncheck the checkbox next to the Enable notification for scheduled meetings option. By default, this option is enabled.



Reaction to a message for one-on-one chat conversations

Users can now react to an incoming message within one-on-one chat conversations.

Contact Center Module

The Customer Satisfaction Survey

The Customer Satisfaction Survey feature enables businesses to gather valuable feedback from customers right after a voice or messaging conversation concludes. Customers can rate their experience by pressing a number on their phone in response to a prompt or submitting their rating through a messaging conversation. This survey feature is available across all channels, except for email, allowing businesses to assess and improve the quality of their voice and messaging support services

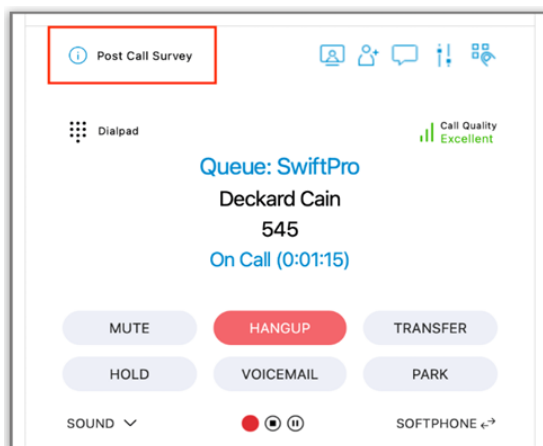
Voice Surveys

Once configured on the user's system, voice survey messages will be played to the customer after the agent concludes the

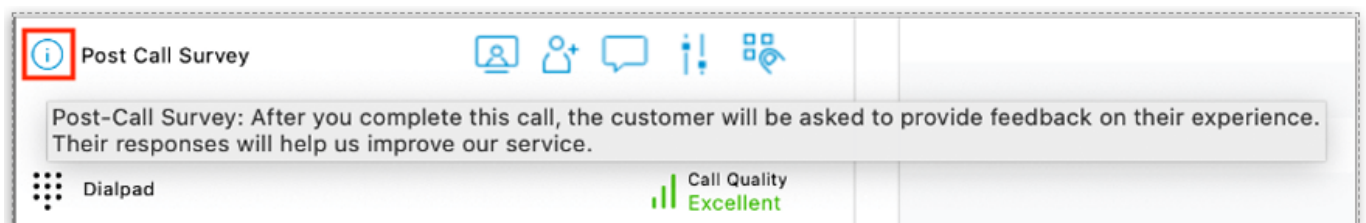
voice conversation

Post-Call Survey Indicator for Agents

This feature notifies agents when a post-call survey is enabled for calls originating from a queue. It ensures agents are informed that customers will be asked to complete a survey after the call, enabling them to manage these interactions more effectively. When an agent receives a call from a queue with an assigned survey, a label titled “Post Call Survey” appears in the top-left corner of the call window within the agent panel.



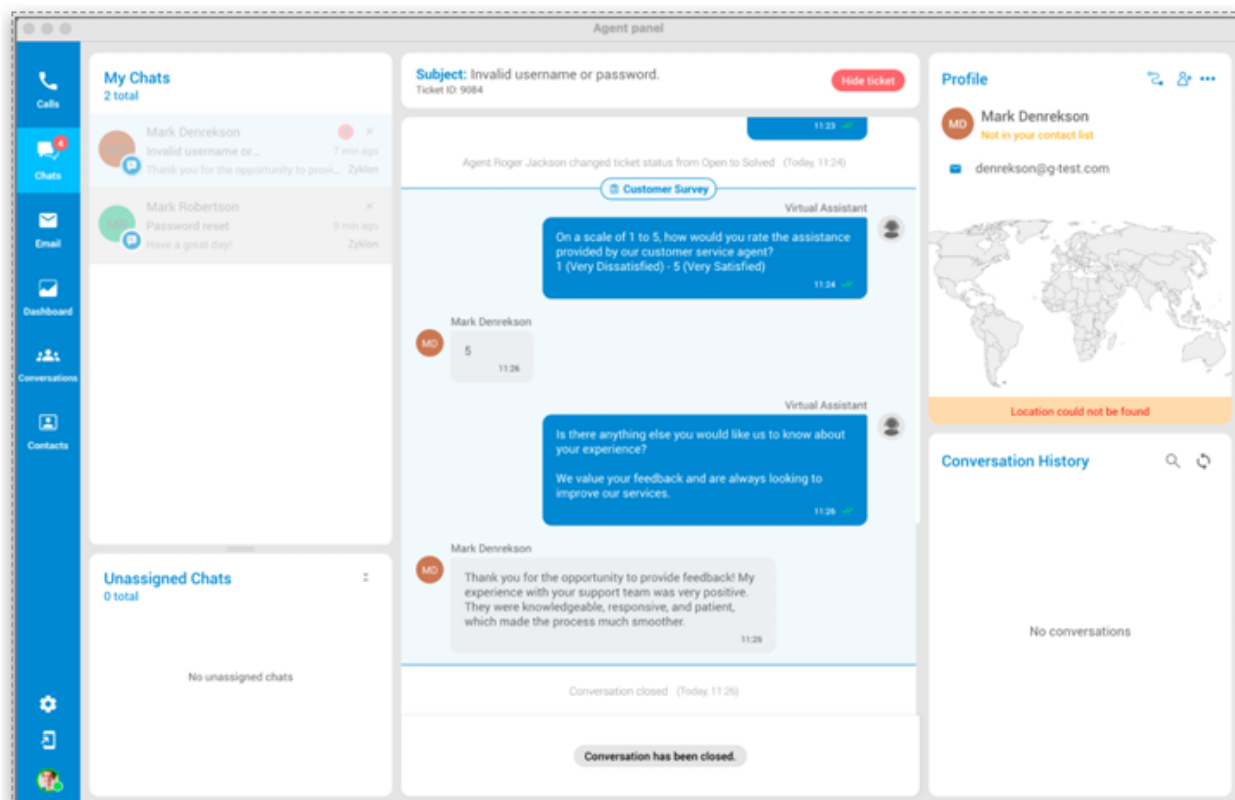
Additionally, hovering over the “Post Call Survey” label reveals a tooltip that provides a brief explanation, informing the agent that the customer will be prompted to complete a survey at the end of the call.



Messaging Surveys

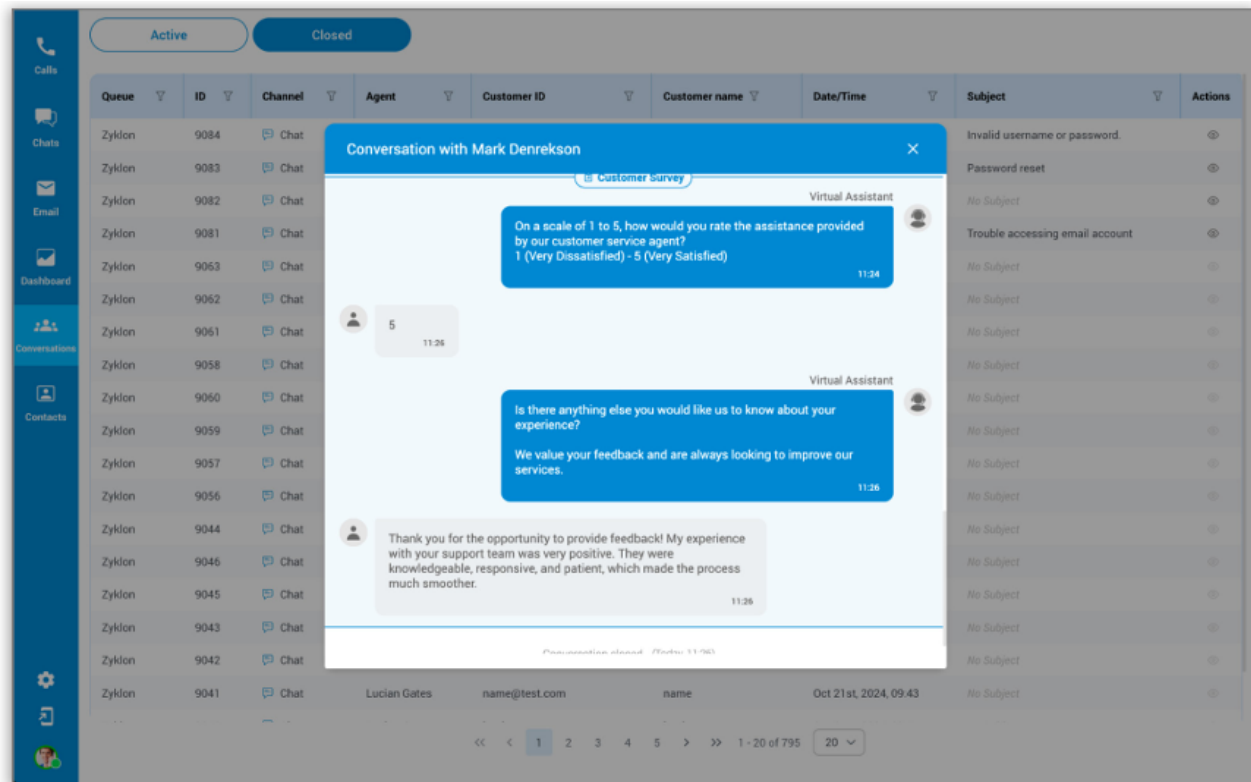
Customer ratings from messaging surveys will be visible to the agent within the conversation card of the agent app. Additionally, any feedback provided by the customer will be

displayed in this section.



Customer Rating and Feedback

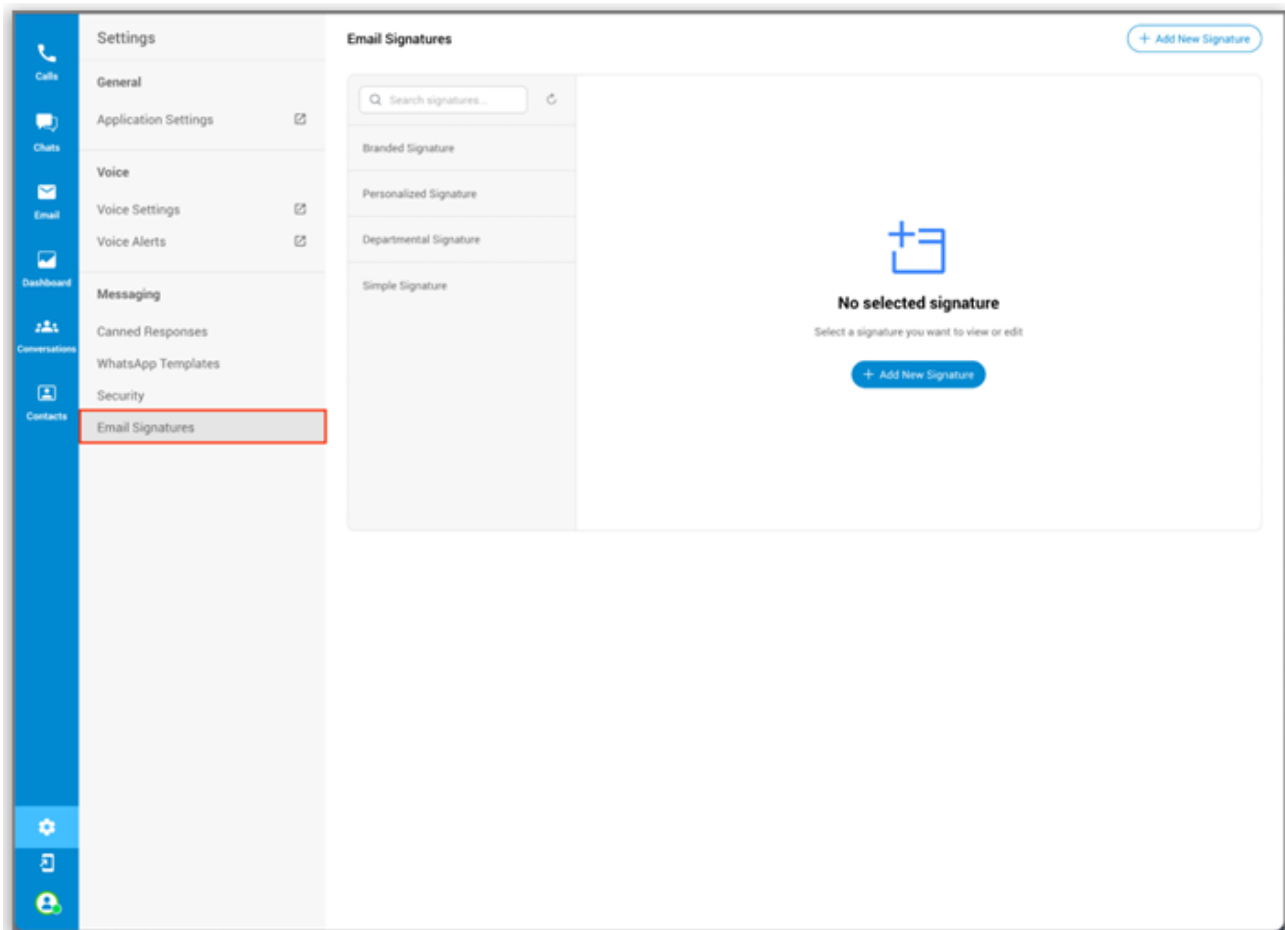
Agent ratings and customer feedback are available in the Conversation section under the Closed Conversations tab. However, agent access to this information is limited; agents can only view conversations they have participated in.



In contrast, Supervisors have broader access. They can listen to recordings, review chat history, view agent ratings, and access additional feedback within the Closed Conversations tab.

Email Signature Templates

Email Signature Templates, created and managed through the user's system, can be utilized by agents in the Agent application as ready-made signatures, or agents can personalize them to fit their needs. This promotes a professional appearance and ensures consistent branding across all communications.



Abandoned Calls in Supervisor Panel

A new “Abandoned” column has been added to the Queues tab in the Supervisor panel, allowing supervisors to monitor calls that were disconnected or abandoned by the caller before being answered. The Abandoned column displays the count of abandoned calls per queue, updated every minute.

Name	Total Calls	Answered	Unanswered	Abandoned	Waiting	Idle	Buty	Paused	Avg Wait Time	Max Wait Time	Answered (%)	Unanswered (%)	Service Level (%)
All queues	13	3	10	10	0	5					23	77	100
ZyKlon_B	6	1	7	7	0	5					16	83	100
ZyKlon	4	2	2	2	0	1					50	50	100
Queue_Byte	1	0	5	5	0	1					0	100	100
SwiftPro	1	0	0	0	0	0					0	100	100
TemaNova	1	0	0	0	0	0					0	100	100

Time	Caller ID	Queue
09:04:00	1235	ZyKlon_B
09:10:22	1235	ZyKlon_B
09:11:02	1235	ZyKlon_B
09:10:16	1235	ZyKlon_B
09:10:05	1235	ZyKlon_B

By right clicking a count, supervisors can access a “View abandoned calls list” option, which opens a dialog showing each call’s Time, Caller ID, and Queue Name. The dialog also

includes an option to export this list as a CSV file, formatted for compatibility with My Dialer.

Communicator 7.0.0 Desktop Release Notes

Note: The 7.0.0 version of the Communicator Desktop app will not work on some Windows, macOS, and Linux versions, which are not supported by Qt 6.5.

The 6.5 version of Qt does not support out-of-support Windows (Windows 7, Windows 8), macOS (macOS 10.15 and below), and some Linux versions.

For more information about the supported platforms, please visit the following link: [Supported Platforms](#)

Features

Auto answer

Auto Answer, as a feature, allows the user to answer incoming calls automatically without having to use the answer button. To turn this feature on, please navigate to the Preferences -> Phone -> Auto Answer section and check the Enable auto answer option. This option is unchecked by default.

If the Auto Answer option is enabled, incoming calls will auto-answer after a period of time (seconds) based on the settings within the application.

Note: By default, it is set to 15 seconds, which can be changed to be anywhere from 1 to 100 seconds. Once the call is received, the call window will be displayed with a countdown timer that counts down the number of seconds previously set by the user.

Note: In case of another incoming call, the Auto Answer functionality will not be triggered if there is an active call already. Instead, it will wait until the active call ends. By clicking the Stop button, the Auto Answer countdown timer within the call window will stop. The call becomes a regular incoming call without the Auto Answer functionality. Disabling the Auto Answer functionality is possible by clicking the Disable button in the Main window. Additionally, the user can navigate to the Preferences -> Phone -> Auto Answer section and uncheck the Enable auto answer option.

Note: Auto Answer only works in softphone mode.

SMS sync

The Communicator Desktop app allows users to synchronize their SMS conversations and messages across multiple devices, ensuring that they can access their messages from any of their eligible personal devices.

Shared SMS Number

An SMS number can be shared between multiple extensions. In case when the user receives a message from the number used by multiple extensions, the SMS conversation will be displayed as in the picture.

Note: All extensions using this number can see all sent/received messages. Furthermore, click the “Multiple users share this number” label within the conversation to see who uses this SMS number.

Note: Messages of the other users you share the number with will have a header with their name and avatar, as in the picture. Your messages will not have this header.

Delete an SMS Message

Allows the user to delete an SMS message.

Export Old SMS History

To export an old SMS history, please navigate to Preferences -> Messaging and click the Export old SMS history button.

Note: The Export old SMS history button will be displayed only when the old SMS history exists. After clicking the button, a file picker will show up, allowing the selection of the desired

location for exporting an old SMS history. All old SMS conversations will be exported as individual files within the new SMS folder created by the application. In the case of MMS messages, the application saves existing files within the SMS folder.

MEETING MODULE

In-Meeting Reactions

In-meeting reactions allow users to express themselves visually during the meeting by using heart, like, celebrate, applause, laughing, surprised, sad and dislike emojis in real time. Users can access this feature by clicking on the Reactions icon in the Meeting main toolbar. This will open the Reactions menu, and the user can choose which emojis to use. When the user clicks on a certain reaction, an animated version of the icon will float upwards from the left side of the screen along with the name of the sender below the reaction.

Note: Only one reaction can be sent at a time. If users want to hide others' reactions, they can do so under the General

Meeting Preferences by unchecking the Show reactions checkbox. This option is toggled on by default.

Raise Hand

The Raise Hand feature is a straightforward way to grab the speaker's attention without interrupting them or disrupting an online meeting. Users can access it from the main Meeting toolbar. As soon as the user uses the Raise Hand feature, the icon color in the user's main toolbar changes, so that the user is aware that the option is active, and vice versa. The participants' Raised hands are displayed in the upper left corner of their video stream in the Meeting screen (both in carousel and grid view) and in the Participants list next to the participant's name.

Save Chat History in Meeting Recordings

As part of the recordings output, like audio and video files, chat history is now included too, in the form of a text file, since it is an important part of the conference. This file will contain all of the data – such as links, emojis, text messages, and similar, that participants exchange through the meeting chat.

Add an Invite Link in the Meeting Details

The Invite link is now added to the Meeting info in the Scheduled Meetings list. Next to the link, the Copy to clipboard button is added as well so that the users can copy the link if needed.

Implemented an Option to Add/Update Multiple Co-Organizers to the Meeting

Using the co-organizer role in Meetings ensures that there is more than one person that can manage important settings in a meeting. It's a very useful role in case the organizer will

not be present and as a support role to the organizer in terms of meeting co-management.

In a meeting, the Co-organizer has almost the same permissions as the Organizer does. Most of these options are available from the Participants list:

- Clicking on the Invite button to add new participants.
- Right-clicking on a participant's name in the list to manage that particular participant using one of the following options: Assign co-organizer, mute, remove participants from audio and Remove participants from the meeting.
- Press the Raised hand icon next to the participant's name to lower the participant's Raised hand.

Bug Fixes & Improvements:

- Fixed partial scaling on Windows (e.g., 125%, 150%, etc.).
- Fixed a problem with the department's name not containing the '&' character.
- Set the Outlook plugin disabled by default.
- Add the ability to disable every type of contact sync.

Meeting module

- Fixed an issue where the Meeting window was not closing after the organizer ended the meeting.
- Fixed an issue where the M button for users muting themselves was not always working in v7 during the Meeting.
- Fixed an issue where messages sent into the meeting chat were not visible.
- Fixed an issue where the Control bar buttons overlapped.
- Fixed an issue where the Meeting Outlook integration was not working with Qt6.

- Fixed an issue where the Scroll bar was not working in the meeting details view if the mouse was hovered over the participant list.
 - Improved the reaction notification for desktop users in Presenting mode.
 - Removed Reactions & Raised hands from the chat when the user leaves/rejoins the meeting.
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Communicator 6.7 Desktop Release Notes

Features

Mention participants in group chat conversations using @Name

The mention as a feature represents an excellent way to get someone's attention within the group conversation. It allows the user to mention one or more participants and provide the context of their mentioning within the message. The mentioned participants will receive a notification even in the group conversations they have currently muted.

To mention a participant, the user needs to enter the @ sign followed by the name of the desired participant. Immediately after entering the @ sign, the list of the participants who

can be mentioned will be displayed above the input field.

Added Call Quality Feature

Call Quality Metrics provide the user with details about the call and network quality during a call.

These details include information like:

- Mos Score
- Round Trip Time
- Packet Loss
- Jitter

In a word, it helps with troubleshooting potential network issues during a call. During a call, a Call Quality indicator will appear in the upper right corner of the call window, giving rough information about the call and network quality. The Call Quality window will appear by clicking on it, providing more detailed information about MOS Score, Round Trip Time, Packet Loss, and Jitter.

Added SMS enable/disable configuration

By default, SMS/MMS messaging is enabled on the Communicator Desktop application. The user can disable it if they do not want to use the Communicator Desktop application for SMS/MMS messaging. To disable SMS/MMS messaging, please navigate to the Preferences → Messaging and uncheck the Enable the SMS messaging on Desktop option. Unchecking this option will disable sending/receiving SMS/MMS messages through the Communicator Desktop application, but users can still send/receive SMS/MMS messages through the Communicator GO application.

Added Outlook Presence – Calendar

integration

Outlook presence integration works only for Windows. Outlook Calendar Presence, by default, automatically integrates user's Presence status based on their Outlook appointment setup. However, the user can still adjust their Presence status according to their needs. Also, they can set a custom Presence description that will be visible to their contacts whenever there is an ongoing Outlook appointment.

Shared Groups

Shared groups are groups with visible chat history, meaning that the full chat history will be available to newly added participants. To create a group with visible chat history, check the option Allow full history visibility.

MEETING MODULE

Added Network Quality Statistics View

Network quality statistic provides the user details about the network quality during the meeting.

The statistics include metrics about Audio, Video, and Screen Sharing quality.

For Audio:

- Latency
- Jitter
- Packet Loss
- Bitrate

For Video:

- Latency
- Jitter
- Packet Loss

- Bitrate
- Frame Rate

For Screen Sharing:

- Latency
- Jitter
- Packet Loss
- Bitrate
- Frame Rate
- Resolution

If there are problems with the connection, it will be shown in the statistics view. It will be helpful in troubleshooting potential network issues during a meeting.

Added a Notification in Case of Bad Network Quality

In the case of problems with a network connection that affects audio quality, a notification is displayed.

During a meeting, if there is a network quality problem affecting audio quality, a notification in the lower left corner of the Meeting window will be displayed informing the user about the cause of bad audio.

Added a Meeting Invite Link To Be Sent in the Chat Automatically

When the meeting is started from the chat, an invite link will be automatically sent to the chat. Via this link, users can easily join meetings via web or mobile application.

Outlook Desktop Plugin

Implemented Outlook integration for Communicator meeting. It is delivered with Communicator as a Communicator Outlook plugin and enables clients to:

- Schedule a meeting from Outlook main tab
- Starting an instant meeting with one contact
- Starting a meeting with multiple contacts
- Cancel a meeting
- Convert an existing event to Communicator Meeting
- Schedule a meeting directly from the calendar