

Contact Center Updates V7

7.6

Features

- CMP: Enhanced WhatsApp Integration with Support for Meta Cloud API and Provider Selection.
- Omni: New OAuth-Based Email Integration for Gmail and Microsoft.
- Omni Statistics: Complete Migration of Dialer Reports to New Statistics.

Improvements & Bug Fixes

- Added possibility for gloCOM Web/Electron to send glocom_session_id through URL query param.
- Agent: Fixed issue where agents were not logged out when the auto logout option is set.
- Agent: Fixed issue with *205 access code not working properly.
- CMP: Added WhatsApp integration through Meta's Cloud API.
- CMP: Fixed the issue where the WABA ID was displayed instead of the WhatsApp number.
- CRM: Added a flag for exact phone matching in Vtiger.
- CRM: Added info header to CRM connector upon messaging ticket creation.
- CRM: Added direction field to Vtiger.
- CRM: Fixed an issue with user search on HubSpot.
- CRM: Deprecated Pipedrive API v1 endpoints.
- CRM: Fixed call logging for unknown contacts in Zoho CRM.
- CRM: Redesigned the main PBXware GUI page to align with the Next-Gen CRM implementation.
- Dialer: Fixed issue with remote DTMF feature not working

in gloCOM.

- Event Manager: Added OAuth 2.0 support
- Feedback Form: Fixed an issue where hyperlinks redirected incorrectly
- LDAP: Added support for searching BCM external contacts.
- Omni: Added support for the new OAuth service to Email Channels.
- Omni: Fix issue with JSON extract failing, causing WhatsApp messages to not go through.
- Omni Statistics: Added a Dialer tab inside the Statistics.
- Omni Statistics: Added All Calls and Abandoned Calls to the new statistics.
- Omni Statistics: Added filters for Dialer reports.
- Omni Statistics: Aligned metrics for new Dialer statistics.
- Omni Statistics: Fixed filter display on Dialer Statistics reports.
- Omni Statistics: Fixed bugs in new Dialer Statistics reports.
- Omni Statistics: Migrated Lead Calls report to new Dialer statistics.
- Omni Statistics: Migrated "Agent Calls" from old Dialer statistics to Agent statistics
- Omni Statistics: Migrated "Campaign Calls per Disposition" to new statistics.
- Omni Statistics: Migrated Agent Direct Outcalls report to new statistics.
- Omni Statistics: Rewrote Dialer and Agent statistics.
- Omni Statistics: Transferred Dialer statistics to the Stats Proxy app.
- Omni Statistics: Added Dialer reports to Scheduled Reports.
- OSC: Added an option for Agents/Members to access their call recordings from Queues/ERGs.
- Queues: Fixed callback issue when using + prefix in

numbers.

- Statistics: Fixed an issue allowing users to access scheduled reports without permission.
- Statistics: Fixed incorrect ringing time calculation for unanswered queue calls.
- Statistics: Fixed issue where the DID filter was not applied in Scheduled Reports.
- Statistics: Fixed missing call data in ERG Statistics.
- Statistics: Fixed missing data in Agent Statistics.