UNITY APPLICATION SUITE RELEASE NOTES

CONTENTS

Release 6.9.8.0

Application	Feature/Component	Description	Source
All	Department	Unity will now capture the department from the user profile and save it with license details for that user in the Kakapo cloud, this can be used to provide department level contact center reporting.	Road map
Unity Supervisor	Contacts Tab	There was a bug whereby monitored users would periodically appear as on the phone when the call had ended. This issue has now been resolved.	Bug fix
All	Broadworks R22	Depending on the level of patching performed on the R22 platform, Broadworks may respond to an authentication request from Unity with one of two responses, only one of which was expected by Unity. Both response types are now supported	Bug fix
Unity Agent Unity Supervisor Unity Reception	Queued ACD Calls	When displaying queued ACD calls in the activity list (if configured) Unity would show the duration based on the entry time specified in the Broadworks call update. This could be incorrect if the PC was not set to the correct time. Therefore Unity has been modified so that: 1] If there is a queued call in the ACD when Unity is starting then the start time from the Broadworks call update will be used, meaning calls that have been in queue for a period of time will not start at zero seconds. If the start time included in the call update is ahead of the local PC time (because the PC isn't set to the correct time) then the current PC time will be used, to ensure the duration is not a negative value. 2] If a call is added to the queue while Unity is running, then the duration will start at zero seconds	Bug fix
All	Contact Center Notification	There was a bug whereby is a callback was reserved by another agent then the notification for the logged-in user would not be removed until the user clicked on it. This has now been resolved.	Bug fix
All	Contact Center Statistics	There was a bug whereby if a web chat transfer request was reserved by the logged-in agent then the "WebChats Received" overall contact center queue statistic would be incremented. This has now been resolved.	Bug fix
Unity Agent	Personal Wallboard Columns	If the user is not an agent of a Broadworks call center but is an agent of a contact center queue, then the personal wallboard would not include any contact center columns by default. This has been resolved so that if the agent is a member of a contact center queue but no personal wallboard columns are selected, then several webchat statistics will be automatically included.	Bug fix
Unity Agent	Contact Center Conversation	Unity will now remember the contact center conversation window dimensions between Unity sessions	Feature request
All	Startup Client Override	A command-line argument can now be included with a Unity shortcut which will override the registry settings to load a specific Unity client. Starting "Unity.exe desktop" will start Desktop, "Unity.exe agent" will start Unity Agent, Unity.exe supervisor" will start Supervisor and "Unity.exe reception" will start Reception. This is to remove the need to constantly change the startup application in Settings if the user needs to use two different Unity clients concurrently, for example Agent and Supervisor	Feature request
All	Reconnection	There was a bug whereby if the CTI connection to Broadworks was severed then Unity would not always attempt to reconnect, this issue has now been resolved	Bug fix

Release 6.9.7.0

Application	Feature/Component	Description	Source
All	CTI	When using the CTI protocol, queued calls would not always be removed from Unity when the call had been answered by an agent. This issue has now been resolved.	Bug fix
All	Contact Center Notification	There was a bug whereby when the user clicked on a contact center notification, if Unity was configured to pop the conversation this would not occur. This has now been resolved	Bug fix

Release 6.9.6.0

Application	Feature/Component	Description	Source
All	CTI	Assorted issues relating to integrating with BroadSoft through the CTI protocol were identified and resolved.	Bug fix

Release 6.9.2.0

Application	Feature/Component	Description	Source
All	Contacts List	There was a bug whereby if a call was parked on the extension of a monitored user, when that call was retrieved by the monitored user it would not be reflected in the call status for that user in the Contacts list. This issue has now been resolved.	Bug fix
All	CTI	Assorted issues relating to integrating with BroadSoft through the CTI protocol were identified and resolved.	Bug fix
Contact Center	Automatic Join	There was a bug which resulted in the agent being repeatedly joined to call centers if currently unjoined, assuming Unity is configured to do so. This was a result of an issue with handling the updated IM&P status list when other users started or closed-down Unity, which has now been resolved.	Bug fix

Release 6.9.1.0

Application	Feature/Component	Description	Source
All	Connectivity	There was a bug in the previous build whereby if the Broadworks encoding was different to the default then it would sometimes result in an error being displayed to the user. This has now been resolved	Bug fix
Unity Reception	Default List	There was a bug whereby if a non-monitored contact (such as a hunt group or contact center) didn't have a phone number assigned then it could not be added to the default Contacts list. This has now been resolved.	Bug fix
All	Settings	If the connection has been severed and Unity is attempting to reconnect then if the user clicks into Settings, only the basic connectivity and authentication settings will be shown	Ad-hoc addition
All	Broadworks R22	When Unity is connecting to R22 then the "Use CTI" setting will be automatically set to true and correctly displayed in Settings, regardless of the "Use CTI" setting in the branding portal	Bug fix

Release 6.9.0.0

Application	Feature/Component	Description	Source
Unity Agent	Contact Center	Contact center reporting is now available through the Reports window. Currently agents can generate reports for all agents in the contact center queue, but this will be removed when the Unity Supervisor client is available.	Road map
All	Unity Skin	The skin can now be locked-down through the default installation settings, which will prevent the user from changing it	Feature request
All	Broadworks R22	Unity now fully supports BroadWorks R22, including moving from the CAP protocol to CTI for call control. This document outlines the differences in protocols and the impact it will have on the customer	Road map
All	TLS Support	Unity now fully supports both OCI/CAP and CTI over TLS, this must be configured in the Unity portal as outlined here	Road map
Unity Agent	Contact Center	There was a bug whereby if the user right-clicked a resource in the conversation window, then the wrong URL would be sent to the webchat client. This has now been resolved	Bug fix
All	XML encoding	Unity will dynamically change the encoding used when communicating with the Broadworks platform when performing the initial login to fetch the version, rather than when performing the secondary login once the version is known. This is to ensure the encrypted password is not affected by different encoding being used.	Road map

Release 6.8.0.5

Application	Feature/Component	Description	Source
Unity Agent	Contact Center	There was a bug when merging contact centers with Broadworks call centers that resulted in an agent being joined to a contact center incorrectly, and not showing that they are joined in the personal wallboard. This issue has now been resolved	**Bug fix**
Unity Agent	Contact Center	There was a bug whereby if the remote party had been found in the CRM it would be displayed in the conversation, but when the conversation was reserved by the agent the CRM contact name would be removed and the name entered in the webchat client would be used. This has now been resolved.	**Bug fix**
Unity Agent	Contact Center	The agent can now click on the contact name to open the contact in the CRM platform, assuming the remote party was found in the CRM platform	**Ad-hoc addition**
Unity Agent	Contact Center	There was a bug that resulted in the remote party details not being displayed in Unity after being found in the CRM platform, this was specific to searching on the email address. This issue has now been resolved.	**Bug fix**
Unity Agent	Conversation Log	Unity will now use the CRM platform to search for contact details when loading the conversation log in the Activity Logs tab	**Feature request**
Unity Agent	Contact Center	The "Agents can leave queue" setting at the contact center queue level in the Kakapo portal has changed. Previously it meant that the agent could not be joined or unjoin to/from the queue by a supervisor, but that the agent was effectively always joined – so that so long as the ACD state allowed conversations they would always receive conversation alerts while Unity was running. This has now been changed to mirror Broadworks behavior, in that if the setting is activated then the agent can be joined to or unjoined from the queue by a supervisor or business administrator, but they are not always available. This includes a change so that an agent can still be joined to a queue when not logged into Unity, which was not previously the case. The user will not be considered when routing the conversation because they are not online.	**Road map**

Release 6.8.0.4

Application	Feature/Component	Description	Source
Unity Agent	Personal Wallboard	The personal wallboard now includes the average rating for both personal and overall webchats. This column can be added in Settings > Contact Center Columns	Road map
All	Secure Connection	Unity now supports both OCI and CTI over TLS. This uses settings that must be set in the Branding tab of the Unity portal, which specifies the port number and security protocol to use when connecting and securing the connection. These settings should only be modified/set by an experienced VoIP engineer, and a ticket must be raised to set the settings at the system provider level. Please speak to Kakapo Systems for more information regarding this feature.	Road map
All	CTI	There was an error message displayed to the user if the Flexible Seating Guest service is assigned but the user is not associated to a host device, and Unity is using CTI instead of CAP. This has now been resolved.	Bug fix
Unity Agent	Contact Center Conversation	There was a bug that allowed a conversation to be escalated or transferred in the client, when this was not permitted in the media stream profile. This has now been resolved	Bug fix
All	Contact Pop	There was a bug when performing a contact pop based on the remote party number, that could sometimes result in the incorrect remote party name being displayed. This has now been resolved.	Bug fix
Unity Agent	Contact Center	There was a bug whereby the Unity window would change to normal if maximized, when a new contact center conversation alert was received. This has now been resolved	Bug fix
All	Contact Pop	There was a bug when using an LDAP custom directory that resulted in the contact not being popped based on the phone number. This has now been resolved.	Bug fix
Unity Reception	Contact Notes	There was a bug whereby if the Contacts list wasn't displaying in Detail view then when a note was added it would override the contact name, then when cleared the contact name would disappear. This has now been resolved	Bug fix
Unity Agent	Personal Wallboard	There was a bug that resulted in a contact center sometimes appearing multiple times in the personal wallboard, this has now been resolved	Bug fix
All	Default Call Center Password	When the default call center password is deleted, Unity will now save that password to all existing call centers so that it doesn't need to be manually entered by the user. Any new call centers will need to be manually configured	Feature request
All	Threading	There was a bug that was introduced in build 6.8.0.3 whereby if code was started in a separate thread that resulted in an error, the error could result in unexpected behavior in Unity, including an application crash. This has now been resolved	Bug fix
Unity Agent	Contact Center	Conversations can now be transferred to another agent that is associated with the same media stream and currently joined to the queue. Unity will alert the transferee of the transfer request assuming DND is not activated – ACD state is not considered when transferring a conversation. The transferor will be alerted when the transfer request has been accepted by the transferee, until then conversation will remain assigned to the transferor.	Road map
Unity Agent	Contact Center Conversation	If the user double-clicks a canned response or right-clicks, Unity will send that response immediately. If the user left clicks once then they will be able to edit the message before sending	Feature request

Release 6.8.0.3

Application	Feature/Component	Description	Source
All	CTI	Support for CTI has been added into Unity. If using Broadworks R21 then this can be controlled through branding settings at all levels in the Kakapo partner portal. When Unity is connecting to any Broadworks platforms under R21 then this setting will be ignored because only CAP is available. When Unity is connecting to any Broadworks platforms over R21 then this setting will be ignored because only CTI is available. It is important that this is only activated if the CTI server is available and the customer firewall allows outbound connections on the CTI port, which is 8011 by default.	**Road map**
All	Pop browser on toast click	There was a bug whereby the setting to pop the "Browse to URL" feature when the user clicked the toast popup notification was not always saved between Unity sessions. This has now been resolved.	**Bug fix**
All	Host Association	There was a bug when associating the user account to a Hoteling Host or Flexible Seating Host, if Privacy whereby if the host had Privacy assigned and configured not to show in the group or enterprise directory, then the host association would not be shown. This has been resolved so that if the host isn't included in the group/enterprise directory then the host ID will be shown rather than the name.	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Outbound DNIS	When an outbound DNIS number is selected and an outbound call center call is made, Unity will now show the call as coming from the outbound DNIS rather than the logged-in user	**Feature request**
Unity Agent Unity Supervisor Unity Reception	Reporting	When Unity download a generated report from Broadworks, it was saved with the same file name, which was based on the type of report. If a file with this name already exists and is open, then Unity would not save the new report. This has been resolved so that if the file exists Unity will append (1), (2) etc to the end of the filename until the file can be saved. Unity will delete all existing saved report files when starting.	**Feature request**
Unity Agent	Contact Center	Previously Unity would only sync the joined state between the Broadworks call center and Unity contact center through the personal wallboard, meaning if a call center was not configured to show in the personal wallboard Unity would not sync the joined states. This has been redesigned so that the queues are sync regardless of whether they are showing in the personal wallboard or not, either because the call center password has not been specified or the user has explicitly removed the queue from the personal wallboard	**Bug fix**
Unity Agent	Contact Center/Personal Wallboard	There was a bug whereby contact center queues would sometimes appear multiple times in the personal wallboard, this has now been resolved.	**Bug fix**
Unity Agent	Contact Center Settings	The Settings > Services tab > Contact Center > Agent panel now includes the following settings: • Show the duration since the last unanswered message was received, including indicating if the duration has breached a threshold • Prompt the user to confirm when closing the conversation • Alert me when the remote party closes all tabs (web chat only) • Alert me when the remote party explicitly closes the conversation (web chat only)	**Road map**
Unity Agent	Contact Center Notifications	The Settings > Settings > Notification > Conversations panel now allows the user to specify if a toast notification and/or audio alert is triggered when a new message for an existing conversation is received.	**Road map**

All	Clipboard Integration	Unity used to include any copied text in the Unity logs, while determining if the copied test is a callable number. This has been changed so that the text that has been copied is no longer included in the event log.	**Feature request**
Unity Supervisor	Personal Wallboard	There was a bug whereby the call center statistics refresh frequency would sometimes move to the default range of 60-900 seconds. This was due to the order in which Unity received the call center details from Broadworks and the Unity license details from the Kakapo servers, so was completely random. This has now been resolved	**Bug fix**
Unity Agent	Contact Center	Unity can now notify the user when a web chat visitor becomes unavailable (for example when they close all browser tabs that contain the web chat client) or when they explicitly close the conversation using the Close button.	**Road map**
Unity Agent	Contact Center	The previous 30 conversations are now included in the call log (renamed to "Activity Log") from where the user can double click on the conversation to see the transcript (for web chat) or dial the number (for call-back). As reserved conversations are closed they are automatically added to the conversation log.	**Road map**
Unity Agent	Contact Center	There was an issue in formatting the web chat message which sometimes resulted in empty speech bubbles being sent to (and displayed in) the web chat client, this issue has now been resolved so that all unnecessary formatting is removed.	**Bug fix**

Release 6.8.0.2

Application	Feature/Component	Description	Source
All	Contact List	There was an issue when sorting the Contacts list which could result in items in the list not appearing. We have resolved the issue by ensuring the list is always scrolled to the top before resizing.	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Browse To URL	The delimiter [DnisNumber] can now be added to the URL when configuring the Browse To URL feature	**Feature request**
All	CTI	There was a bug which resulted in Unity sometimes attempting to use the new CTI interface, which is not yet ready for deployment. This has now been resolved.	**Bug fix**
All	Announced Transfer	There was a bug which resulted in Unity prompting the user that conferenced calls could not be transferred together, which is in fact allowed. This has now been resolved.	**Bug fix**
All	CRM Connector	There was a bug whereby the CRM configuration panel was not loaded when showing the Settings window after prompting the user of an issue with CRM integration, which was added in release 6.8.0.1. This has now been resolved so that the CRM panel is displayed	**Bug fix**
Unity Agent	Contact Center	There was a bug whereby an error message would sometimes be shown to the user when they were a supervisor of a contact center queue, this is now resolved	**Bug fix**

Release 6.8.0.1

Application	Feature/Component	Description	Source
All	CRM Connector	When performing a contact search based on the phone number, Unity will now search for the last six digits of the number. This means that a contact can be found regardless of the number format used.	Roadmap
All	CRM Connector	Unity will now search the CRM platform before searching the user's personal directory, the group/enterprise common phone list, or any Outlook contacts. This is so that even if the contact exists elsewhere, Unity will allow the CRM contact to be popped and will record the call log in the CRM platform if configured. The group/enterprise directory will still be searched before the CRM platform.	Roadmap
All	CRM Connector	Unity will now search the CRM platform when displaying abandoned ACD calls (Unity Agent or Supervisor only) or calls for monitored users in the Contacts tab	Feature request
All	Contact List	There was an issue when sorting the Contacts list which could result in items in the list not appearing. We have resolved the issue by modifying the way that this list is updated.	Bug fix
Unity Agent	Contact Center	There was a bug whereby the "toast" notification for a new contact center conversation would show webchat when the alert was actually for a call-back, this has now been resolved.	Bug fix
Unity Agent	Contact Center	There was a bug whereby Unity would sometimes show a negative value for the call-back duration, this has now been resolved.	Bug fix
All	License Request	In previous versions of Unity the phone number of the logged-in user would be included with the license request, which was then stored on the Kakapo license server and displayed in the partner portal. This information is not required by Kakapo Systems so has been removed from the servers, and Unity will no longer include the phone number in the license request.	Roadmap
All	Microsoft Dynamics	When Unity adds a call log to Microsoft Dynamics, Unity would set the direction from the contacts point of view. For example, if a call was received by the CRM contact then it would show as an outbound call in the call log. This has been changed so that the direction of the call in Unity will be used in the call log.	Feature request
All	CRM Connector	When CRM authentication fails the user will be alerted, then Unity will automatically open the Settings window and show the CRM panel so that the user can easily change the password etc.	Feature request
Unity Agent	Contact Center	There was a bug whereby if Unity was configured to play an audio notification when a new conversation was received, the audio alert would not stop when a call-back conversation had been reserved. This has now been resolved.	Bug fix
Unity Agent	Contact Center	There was a bug whereby Unity was changing the ACD state to that set for web chat conversation, when the user reserved a call-back conversation. This has now been resolved.	Bug fix

Release 6.7.9.5

Application	Feature/Component	Description	Source
Unity Agent	Contact Center Resources	There was a bug that resulted in a blank/empty speech bubble being shown in the web chat client when a canned resource was clicked on in Unity, this has now been resolved	**Bug fix**
All	Diversion Inhibitor	Unity now allows the diversion inhibitor to be pre-pended to any numbers dialed or calls transferred, this is set through Settings > Dialing Rules	**Feature request**
Unity Agent	Contact Center	If the call center and contact center queues are linked [through the service ID] then Unity will now only change the join state of the contact center queue when it receives an update from Broadworks regarding the joined state of the call center queue. This is in case the joined state is changed through another interface, such as the phone or a supervisor. It ensures the joined state in both queues is linked	**Ad-hoc modification**
Unity Supervisor	Agent Activity Tab	There was an issue that sometimes resulted in an error being raised when the "Unavailable Reason" column was added to the Agent Activity tab. This issue has now been resolved.	**Bug fix**
Unity Agent	Contact Center	There was a bug whereby Unity would not connect to the Kakapo IM&P platform if instant messaging was turned off in portal branding settings. This resulted in contact center functionality not being available. This issue has been resolved so that if a contact center license is assigned then Unity will always attempt to connect to the IM&P server, but will not allow instant messaging functionality if not permitted in the branding settings.	**Bug fix**

Release 6.7.9.4

Application	Feature/Component	Description	Source
All	Applies To All Users	When updating from the old "red" client to the newer "blue" client, the "Applies to all users" setting was automatically set to true. This was a bug that has been resolved in this build.	Bug fix
Unity Agent	Contact Center	Unity will now display the toast popup when a new conversation alert is received	Road map
Unity Agent	Contact Center	Unity can be configured to play an audio alert when a new conversation alert is received	Road map
Unity Agent	Contact Center	Unity was not automatically scrolling to the bottom of the message window, this has now been resolved	Bug fix
Unity Agent	Contact Center	There was a bug that resulted in Unity attempting to perform a contact pop using the email address, even when an email address hadn't been entered but a number had been. This has now been resolved.	Bug fix
All	Startup	A setting has been added to the installation configuration file that ships with custom installers, that allows Unity not to be automatically configured to startup on login.	Feature request
Unity Agent	Contact Center	Unity can be configured to automatically join all contact centers that the logged-in user is associated with. If a contact center and call center are joined through the service ID, then Unity will ensure that the joined state for the agent is always the same in both queues. For example if Unity is not configured to automatically join a contact center queue, but the agent is joined to a call center queue with the same service ID when Unity is started, then it will automatically join the agent to the contact center queue to ensure the joined state matches.	Road map
Unity Agent	Contact Center	Unity will not allow an agent to perform a callback when they are already on a call	Road map
Unity Agent	Contact Center	The user is no longer permitted to close Unity when there is one or more reserved and open contact center conversations in place. These conversations must be closed or transferred/escalated before Unity can be closed	Road map
Unity Agent	Contact Center	Unity can now be configured to automatically pop the remote contact in the CRM platform in use, once the conversation has been reserved.	Road map
Unity Agent	Contact Center	There was a bug that resulted in resources and replies not being loaded when a conversation window was closed then reopened, this has been resolved	Bug fix
All	CRM Connector	There was a bug whereby the login ID wasn't always saved to the registry when connecting to Microsoft Dynamics, which would mean Unity didn't reconnect when restarted. This issue has now been resolved.	Bug fix
Unity Supervisor	Agent Activity Tab	A new column "Unavailability Reason Duration" has been added, which allows the supervisor to see how long the agent has been in their current state. For example if the reason the agent is unavailable is because of an ACD state then the ACD state duration will be shown, if it's because the agent is on a call then the call duration will be shown. If the reason is because of service configuration (for example DND) or if the agent isn't joined then the duration will start from 0:00 because Broadworks doesn't provide a start date/time in these scenarios.	Feature request

Release 6.7.9.3

Application	Feature/Component	Description	Source
All	Zendesk CRM	Unity now provides integration with the Zendesk CRM platform for contact popping, searching and displaying tickets.	**Roadmap**
Unity Agent	Contact Center	Users can now transfer contact center conversations to other online agents in the same CC media stream, or escalate to an online supervisor. When viewing supervisors (either through the Tools menu or right-clicking the queue in the personal wallboard) Unity will show supervisors in the call center and the Unity contact center, if joined through the Identifier	**Roadmap**
Unity Supervisor	Agent Activity List	Both the Agent and Queue dropdown lists are now sorted alphabetically	**Bug fix**

Release 6.7.9.2

Application	Feature/Component	Description	Source
Unity Agent	Contact Center	Unity contact center functionality that is publicly available has been added. This includes the ability to receive and manage web chats and callbacks through the client and display real-time statistics in the personal wallboard. This functionality requires license assignment and contact center configuration through the Kakapo portal, please contact Kakapo Systems to receive evaluation licenses and training on portal configuration	**Roadmap**

Release 6.7.9.1

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	ACD State	There was a bug whereby Unity would not highlight the application ACD state button to show the current state of the user. This has now been resolved	**Bug fix**
All	XMPP	In some cases the "busy" and "away" XMPP presence of users would not be shown in Unity. This was only found to be when using certain implementations of UC-One, for example the "I-Am" client, which uses a different schema in XMPP messaging. Unity will now process XMPP messages in either schema	**Feature request**

Release 6.7.9.0

Application	Feature/Component	Description	Source
All	Contacts List	There was a bug whereby Unity would show the details of previous calls when the monitored user list was changed through Manage Users. This has been resolved so that old call details will no longer be displayed	**Bug fix**
All	Contacts List	There are times during peak load when call update messages from Broadworks are not received in the right order, specifically that a message for a monitored user will state that a call has ended before the message to say that the monitored user's phone was ringing. This is especially the case in a busy call center that uses simultaneous call routing. This would result in monitored users showing as ringing when in fact their phone wasn't. This issue has been resolved so that if Unity receives a message to say a call has started AFTER the message to state that it has ended, then the message will be ignored.	**Bug fix**
All	Click To Dial	There are times when Broadworks sends duplicate messages to Unity in order to initiate a click to dial, this could result in Unity attempting click to dial twice, which could then result in unexpected messaging between Unity and Broadworks. This issue has been resolved so that Unity will only attempt to perform a click to dial for a call once, any subsequent messaging from Broadworks will be ignored.	**Bug fix**
All	Call Transfer	It is now possible for an alerting call to be blind transferred to another number, either by dragging the call over a contact or using the context menu when right-clicking	**Feature request**
Unity Agent Unity Supervisor Unity Reception	Forced Disposition Codes	Unity will now perform post ACD call behavior for outbound calls made through DNIS, this will be the same behavior as inbound ACD call behavior. This includes the ability to disabled the Unity user interface to force the agent to enter a disposition code for the call.	**Feature request**
All	CRM Connector	Unity now forces TLS 1.2 when connecting to Salesforce, and makes TLS 1.2 available for all CRM platforms	**Bug fix**
All	CRM Connector	There were intermittent connectivity issues when connecting to Microsoft CRM Dynamics, which was related to SSL and digital certificates. These issues have now been resolved	**Bug fix**
All	Apply To All Users	The "Apply to all users" setting which was introduced in release 6.7.8.2 had an issue when moving from the old "red" client to the new interface, this was related to additional settings be used in the Unity properties file which were not saved in the old client. This issue has now been resolved.	**Bug fix**

Release 6.7.8.4

Application	Feature/Component	Description	Source
All	Microsoft Dynamics	Support has been added for Microsoft Dynamics, either in a cloud or on-premise environment. This includes functionality to perform contact lookups, click to dial and phone entry creation.	**Road map**

Release 6.7.8.2

Application	Feature/Component	Description	Source
All	Remember Login	There was a bug whereby Unity would check the boxes to remember the user's login details, even if it was unchecked in the last session. That has been resolved so the previously saved settings will be retained	Bug fix
All	Use same login for all users	Unity now allows the same login details to be used for all users that log into the PC that Unity is running on, even if they use a separate Windows profile. This functionality was available was available in the old "red" client but had not been migrated.	Feature request
All	Contacts List	There was a bug whereby when returning the results of a contacts search in Salesforce, the list would sometimes be shown in tile format with missing users. This has been resolved so that search results are always displayed in detail list view, regardless of the location of the contacts	Bug fix
Unity Agent, Supervisor, Reception	Calls In Queue	There was a bug that resulted in the number of calls in queue never moving past one in the personal wallboard. This has now been resolved.	Bug fix
Unity Supervisor	Agent Activity List	There was a bug when showing all call centers for a specific agent, whereby only the top/first image in the list would be accurate. This has been resolved so that the image accurately represents the state of the agent per call center	Bug fix
All	Licensing	Unity will periodically poll the Unity licensing platform to ensure a license is still assigned. There was a bug whereby if the internet connection had been severed (for example because the PC is sleeping) then an error would be displayed. This has been resolved so that Unity will not attempt to check the license if there is no internet connection	Bug fix
Unity Supervisor	Silent Monitor	When a supervisor is silently monitoring an agent, there were times when if the supervisor chose to stop monitoring then one (or both) of the calls would remain in the Active Call List. This has now been resolved.	Bug fix
All	Browse To URL	There is a new delimiter available called [CallCenterNumber] which will always map to the phone number for the call center, or the extension number if a phone number isn't assigned. This delimiter can be used in place of the [RedirectNumber] which can change depending on if the call routed through an Auto Attendant	Feature request
All	Transfer With Announce	There was a bug in Unity that meant that when two conferenced calls were transferred together (in order for the logged-in user to leave the conference but allow the other parties to continue the call) then one or both calls would remain in the Active Call List. This has been resolved so that both calls are removed when transferred together.	Bug fix
All	Startup	There was a bug whereby if the user was on a conference call when starting Unity, then although the calls would be displayed in the Active Call List, then wouldn't show as in conference. This has now been resolved.	Bug fix
All	Startup	There was a bug whereby if the user was on a call when Unity started, then the recording state would not be shown. This has now been resolved.	Bug fix

Release 6.7.8.1

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	User Interface	Unity would sometimes flicker while updating the title bar with the ACD duration, this has now been resolved	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Queued Calls	There was a bug whereby queued calls would not always be removed from the current call list when it had been answered by an agent. This was because there were times when the event to remove the queued call was received by Unity before the event to add the queued call, this issue is now resolved.	**Bug fix**
All	Unity Licensing	Unity now refreshes the license every 12 hours in case the trial license has expired since Unity was last restarted.	**Ad-hoc modification**
Unity Agent Unity Reception Unity Supervisor	Disposition Code Assignment	When assigning a disposition code to the previous call center call (not through the forced disposition code popup) Unity will now wait until the ACD state has changed to Wrap-Up before assigning the disposition code, as is the case with forced disposition code assignment as described in version 6.7.8.0	**Bug fix**
All	Logging	More logging has been added to Unity so that when receiving subsequent updates from Broadworks (for example an ACD state change) the new state and unavailable reason code is recorded in the event log	**Ad-hoc modification**
Unity Agent Unity Reception Unity Supervisor	Logging	Unity will now save disposition codes to a local CSV file as they are assigned to the current or previous call center call, this is so that the file created by Unity can be compared to the Broadsoft report	**Ad-hoc modification**
All	Clipboard Dialing	When copying a number, if there was empty space or tabs before or after the number the user would not be prompted to call. This has been resolved so that spaces and tabs are removed before the number is validated.	**Bug fix**
All	Call Center Statistics	A decimal place is represented by a comma in some countries, there was a bug in Unity whereby this would result in an error when processing call center information from Broadworks where a period (.) is always used to represent a decimal place. This has now been resolved.	**Bug fix**
Unity Supervisor	Agent Activity List	There was an issue in the Agent Activity list when displaying activity for a specific agent. In this case the call center joined state would only be displayed for the first call center, this has been resolved so that the joined state for all call centers in the list is now displayed	**Bug fix**
All	Dialing Rule	Unity can now be configured with international dialing rule options, which are particularly useful when using click to dial from a webpage or clipboard dialing, where the number may include optional numbers [usually within brackets] when not called from abroad. Unity can be configured to ignore any numbers in brackets, or to replace any text before the brackets from text within the brackets. Please note this rule will only be used when the number starts with + and contains brackets. This can be changed in Settings > Settings tab > Dial Rule.	**Feature request**
All	Instant Messaging	There was a bug so that when an instant message was received from UC-One, then the same remote user sent an IM from Unity, then the local Unity would show both messages in different IM&P conversations. This has been resolved so that the new message will be added to the existing	**Bug fix**

		conversation, and Unity will ensure that any future messages are sent to both UC-One and Unity – assuming both remain online. This also applies if the first IM is from Unity then a later message is from the same user but through UC-One, in this case all future messages will also be sent to UC-One.	
All	Monitored User List	There was a bug that at times prevented the remaining numbers of users available to monitor to be updated, this has been resolved so that an accurate count is always displayed.	**Bug fix**
All	Salesforce	There was a bug whereby the call logs were not always processed through Salesforce integration, this was because if Salesforce took too long to login then the call logs may have already finished processing. This has now been resolved and applied when integrating with all CRM platforms.	**Bug fix**
All	Language Support	Unity now auto-resizes all buttons to ensure the entire phase is displayed, including wrapping text where required	**Feature request**
Unity Reception	Character Search	When using the character buttons to search, Unity can now be configured to search based on the first or name last of all internal users in the group/enterprise directory. When searching based on last name, Unity will display the contact in the format last name, first name. This can be configured through Settings.	**Feature request**
Unity Supervisor	Call Center Thresholds	There was a bug whereby if a threshold has been set for an ACD state in the Agent Activity list, then when the agent changed their ACD state the background color would not always be cleared, this has now been resolved.	**Bug fix**
Unity Supervisor	Silent Monitor	Unity will now display if a conference was started because of silent monitor or is a normal n-way conference	**Ad-hoc modification**
All	User Account Migration	In Unity build 6.7.7.0 an addition was added so that if the user account migrated from one Broadworks AS server to another then the user would be prompted to restart. This is because once the user migrates to another AS, some call control and attendant console (BLF) functionality is lost. This has been changed so that rather than prompt the user to restart, Unity will now refresh the connection to the server, which will restore functionality.	**Feature request**
Unity Supervisor	Silent Monitor	The ability to barge into a silently monitored call had been accidentally removed from Unity, it has now been added again	**Ad-hoc modification**
Unity Supervisor	Silent Monitor	Two new options have been added when a supervisor wishes to leave a call that they are currently silently monitoring. They can either drag one call on top of the other in the current call list, or click the Release button when either one of the calls is selected. Either option will perform a transfer with announce on the two parties in the silent monitor conference, which will remove the supervisor from the call while keeping the other parties connected	**Ad-hoc modification**
All	Auto-Answer	There was an issue where Unity would not always perform auto-answer for click to dial calls, especially when the user was already on a call. This has now been resolved but we have noticed issues when testing with older phones/images, therefore if this issue persists please ensure a recent phone image is being used as the primary device	**Bug fix**
All	Announced Transfer	When there are two calls in the active call window that can be transferred together, Unity will now present this option in the context menu that is displayed when the Transfer button is clicked	**Feature request**
All	XMPP Integration	There was an issue when loading the presence details for very large XMPP buddy lists, which would sometimes cause Unity to become unresponsive for up to ten seconds. This issue has now been resolved.	**Bug fix**

Release 6.7.8.0

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Disposition Code Logging	Unity will now add a log entry whenever a disposition code is assigned to a call, so that it can be compared to Broadworks reports.	**Ad-hoc addition**
Unity Agent Unity Supervisor Unity Reception	Call Control Buttons	When there is a queued call in the current call list, then another call comes in directly to the agent, Unity will show the Release button rather than the Answer button. This has now been resolved so that the correct call control button is displayed	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Auto-Answer	There was a bug that prevented Unity from automatically answering call center calls when configured in Settings. This has now been resolved	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Unity Status	Because Unity IM&P presence statuses aren't available in Unity clients other that Desktop, a change was made to clear the IM&P status if it was changed. However this has affected the Unity Mobile client in that if the status is set in the Unity Mobile client while the desktop client is running, the desktop client will automatically clear the presence again. This has been resolved by the desktop client accepting the Unity presence status if a Unity Mobile license is currently assigned to the logged-in user.	**Bug fix**
All	Unity IM&P Registration	When the operating system enters sleep mode Unity keeps all network connections open, however the operating system ignores any inbound messages. This results in IMs not being received, but neither the sender or receiver is aware. To work around this issue Unity will now close the network connection as soon as the operation system goes to sleep, therefore removed any ambiguity as to the current state of that user. Please note this does not apply when the desktop is locked, because in this case the operating system will keep all network connections open.	**Ad-hoc change**
Unity Supervisor	Running When Agent-Only	Unity Supervisor will now run exactly like Unity Agent if the logged-in user is not a supervisor of any call centers, including not showing supervisor properties in Settings and not showing "Agent only" in the personal wallboard. This is to be used when call center agents require the ability to show call center threshold alerts, which are not available in Unity Agent.	**Feature request**
All	Contact List	There was an issue when sorting the Contacts list which could result in items in the list not appearing. We have resolved the issue by modifying the way that sorting is performed in this list.	**Bug fix**
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Code Assignment	There was a bug whereby when forcing the disposition code to be assigned to the previous call center call, there were random times when the disposition code was not assigned. This was found to be because Unity was changing the ACD state to Wrap-Up [which is required] but then assigning the disposition code immediately afterwards. If the first command to change the ACD state to Wrap-Up had not completed then the second command to assign the code would not work. This has been resolved so that Unity will change the ACD state to Wrap-Up and only assign the disposition code once Broadworks has confirmed that the ACD state has been successfully changed.	**Bug fix**

Unity Agent Unity Reception Unity Supervisor	Call Center Reporting	There are cases where the URL for enhanced call center reporting will be different to standard XSI functionality, for example to fetch the voicemail list etc. The Unity portal can now be configured to connect to one URL for standard XSI integration and a different one for call center reports. These changes will then be applied the Unity client when next restarted	**Feature request**
All	Monitored Users	Unity will now show an alert if a user cannot be monitored because the Privacy service is assigned and enabled. This was causing confusion because the call details of the monitored user would not be displayed. An alert will only be shown once per monitored user, this can be turned off in Settings.	**Feature request**
All	Monitored Users	There was a bug whereby Unity was allowing Collaboration Bridges to be monitored, which would return an error from Broadworks because this is not permitted. This has now been resolved so that Collaboration Bridges cannot be selected to be monitored	**Ad-hoc addition**
All	Instant Message	There was a bug that allowed non-user accounts in Broadworks (such as call center, hunt group etc) to be instant messaged. This has now been resolved.	**Bug fix**
All	Meet-Me Conference	The ability to right-click the Conference button to access Meet-Me Conference information was not added when connecting to Broadworks R20. This is now available but is not available with earlier versions of Broadworks	**Big fix**
All	Click To Dial	Click to dial tool can now prompt the user to confirm if they want to click to dial, this can be changed in Settings	**Feature request**
All	Click To Dial	The logged in user can now simply setup click to dial from the browser simply by going into Settings > Settings tab > Click To Dial and clicking the Configure button	**Road map**
All	Clipboard Dialing	When a number is copied to the clipboard, Unity can now show a prompt to the user which appears over all applications, rather than show a toast notification. This can be configured through Settings.	**Feature request**
All	Transfer to Voicemail	There was a bug whereby the user could not transfer a call to a monitored user's voicemail if that user was on the phone. This has now been resolved	**Bug fix**
All	Network Connection	When the network connection drops unexpectedly, Unity will now attempt to read from the network stream 5 times before starting the network connection dropped procedure. This is to help Unity recover from network jitter.	**Road map**
All	Broadworks Session	When Unity reconnects it now uses the same OCI and CAP session IDs as those used before the network connection dropped. This is because Broadworks doesn't actually tear down the session automatically when the network connection is dropped, so it is more beneficial to use the same session ID rather than create a new one.	**Ad-hoc modification**
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Code Assignment	There was a bug when using forced disposition codes, whereby if another call was answered while the disposition code popup was displayed, the Unity UI would freeze and the user would need to close through Task Manager. This has now been resolved	**Bug fix**
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	There was a bug whereby if the license details were returned from the Kakapo server BEFORE call center information was returned from Broadworks, then Unity would not login as call centers meaning statistics would not be loaded in the personal wallboard. This has now been resolved	**Bug fix**

All	Visual Voicemail	Unity will now group any new voicemails separately and show the number of new voicemails in the tab header, as is the case with missed calls. Unity will also automatically reload the voicemail list when a new voicemail has been received.	**Feature request**
All	XMPP	There was a bug whereby Unity would attempt to change the XMPP password for a user, even if XMPP wasn't assigned. This is because the Kakapo licensing details were being received before the list of assigned services in Broadworks, which pointed to a timing issue during startup. This has now been resolved.	**Bug fix**
All	Unity Shutdown	Previously when Unity was shutting down it would wait for one second after sending any shutdown messages to Broadworks, before closing the connection. In most cases this will suffice, but if the network is particularly slow 1 second may not be long enough to receive and process all messages. Therefore, Unity has been modified so that once all shutdown messages are sent, Unity will send a special keep-alive message. When the response to this message is received Unity can be sure that all previous messages have been processed so the connection to Broadworks can be closed.	**Ad-hoc modification**

Release 6.7.7.1

Application	Feature/Component	Description	Source
All	Instant Message	If Unity was minimized and configured to sit in the system tray, then when a new IM was received Unity would use a new Conversation window to display it, even if the conversation already existed. This has now been resolved.	**Bug fix**
All	Instant Message	When the Unity IM&P registration was overridden Unity would still allow the user to send instant messages to other users in the Conversation window, even though they would not be sent. This has been changed so that when the IM&P registration is overridden Unity will disable all Conversation windows.	**Bug fix**
All	Flexible Seating Guest	When Unity is closing the user was not prompted to deactivate Flexible Seating Guest, if associated to a device.	**Bug fix**
All	LDAP Integration	When integrating with Active Directory for CLI lookup and contact search, Unity would sometimes crash when starting and loading the call log. This was caused by an unexpected error from the .NET Framework, which has now been resolved.	**Bug fix**

Release 6.7.7.0

Application	Feature/Component	Description	Source
All	Contacts List	There was a bug whereby Unity would not update the contact order if sorting on the ACD state, this has now been resolved.	Bug fix
All	Contacts List	There was a bug whereby if a contact from the internal directory that is not being monitored was right-clicked, the "Call" menu option was not displayed. Similarly if the call was dragged over the contact the menu options would be displayed but when clicked would not do anything. Lastly when the contact was dropped into the Active Call Window then a call would not be initiated. All issues have now been resolved.	Bug fix
All	Settings	When the user attempted to save settings while the connection was severed, Unity would display an error and not save settings, this has now been resolved	Bug fix
All	Reconnect	When Unity is attempting to recover from a dropped network, certain actions (such as refreshing the visual voicemail list) could result in error messages being displayed. Unity will now not attempt to perform these actions while the network connection is down.	Bug fix
All	Clipboard Dialing	There was a bug whereby if copied text contained a carriage return it would result in an error being displayed in Unity, this has now been resolved so that carriage returns are automatically removed.	Bug fix
Unity Desktop	Call Center Login	There was a bug whereby the call center list was not shown in the Tools menu, this has been resolved so the user can join or leave any call centers that allow it. This also applies to automatically joining or unjoining the agent when Unity is started or closed, or when the desktop is locked or unlocked	Bug fix
All	Call Logs	The call log radio buttons were not dynamically spaced based on the language prompt used to show missed, dialed and received calls	Feature request
All	Salesforce Integration	If the user is not using a version of Salesforce that supports API integration, Unity will now show a more informative error message to the user, rather than the standard error message	Ad-hoc addition
All	Third-Party Directory Integration	There was a bug that meant that Unity would never find a match when performing a CLI lookup for an incoming or outgoing call. This has now been resolved.	Bug fix
All	Flexible Seating Guest	The Flexible Seating Guest service can now be configured through Settings. Please note that the service cannot be enabled unless the device and line type have been configured in Broadworks, if this is not the case the Enabled checkbox will be disabled.	Feature request
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Codes	There was an issue whereby at times when the forced disposition code popup was displayed, Unity would lock up and not show the popup window but also disabled the main UI, meaning the user would need to restart Unity. This has now been resolved.	Bug fix
All	Unity Reception	There was a bug whereby if a monitored user had sim ring configured, then when the user was on the phone and a second call came in for them then the first call not disappear. This has now been resolved.	Bug fix
All	Monitored Users	Unity will now remove a call for a monitored user if it has been detached as well as released. A call can be detached from a user in some call scenarios such as when transferring a call, this is expected Broadworks behavior.	Bug fix
All	Call Control Buttons	Unity didn't always show the correct context call control buttons (for example showing the release button rather than the Answer button when an inbound call was ringing (unanswered). This has been resolved.	Bug fix
All	Toast Notification	When the remote party name is returned from a CLI search on a CRM platform or third-party directory, Unity will now update the toast notification [if showing] as well as the current call list	Ad-hoc modification

All	Drag & Drop	When dragging a call over an internal contact in the Contacts list, if there is a mobile number assigned to that user then Unity will allow the call to be warm transferred to the mobile number	**Feature request**
All	Warm Transfer	Unity can now be configured to allow the user to transfer calls to the voicemail of any internal users, even if Unity isn't sure that voicemail is assigned to that user. This is a property of the Call Transfer service.	**Feature request**
All	User Templates	There was an issue whereby if a template setting was saved in the wrong case it would not be loaded, for example the "StartUpAcdState" setting would sometimes be saved as "StartupAcdState", which means if Unity was searching for "StartUpAcdState" it would not be found. Unity now checks the casing of the setting in the template file before attempting the read it, ensuring that the setting will always be read.	**Bug fix**
All	Startup	There was a bug whereby if Unity was configured to start minimized, then when activated the window size would automatically be changed to the minimum size rather than the size from the last Unity session. This has now been resolved	**Bug fix**

Release 6.7.6.3

Application	Feature/Component	Description	Source
All	Current Calls	There was a bug whereby the remote party would not be shown in some cases when the call was routed through a hunt group, this has been resolved.	**Bug fix**
All	Current Calls	When a call is "transferred with announce", there was a bug whereby the remote party would not change to the name/number of the transferee. This has now been resolved	**Bug fix**
All	Salesforce Integration	If the search was invalid because of illegal characters, Unity would close the CRM connector meaning all CRM integration was removed, this has been changed so that the error will be logged but Unity will keep the CRM Connector connection open.	**Bug fix**
All	File Download	As part of startup Unity will download any required files that are missing. Now if the ClickToDial.exe file exists but is an old version, then it will be updated	**Ad-hoc modification**
All	SSL Connectivity	Whenever Unity communicates with the Kakapo back-end portals, the security protocol will no longer be preset to TLS 1.2, because this may not be supported on the local PC. Unity will not set the security protocol at all, instead leaving .NET to configure this as part of hand-shaking. All communication with the XSI server will still use the security protocol set in the brand settings.	**Ad-hoc modification**

Release 6.7.6.2

Application	Feature/Component	Description	Source
Unity Agent Unity Reception Unity Supervisor	Call Center Thresholds	There was a bug in Unity whereby if the call center had privacy activated then it should not be shown in the call center list when setting call center thresholds, this has been resolved so that if the call center name cannot be found then the service ID is will displayed instead, as is the case in the Personal Wallboard.	**Bug fix**
Unity Desktop Unity Agent Unity Supervisor	Contacts List	Unity would sometimes not display all contacts in the contact list, but when the user clicked on certain rows the user details would appear – giving the impression of "ghost" entries. This issue has now been resolved	**Bug fix**
All	Personal Directory Entries	Multiple personal directory entries can now be deleted at once, by selecting the users to delete then right-clicking and selecting "Remove selected entries" from the context menu	**Feature request**
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Code	When Unity forced the disposition code to be entered post call center call, the user was able to change the ACD state through the system tray icon. This has been changed so that the menu item is not displayed in the system tray context menu while the disposition code popup is being displayed	**Bug fix**
All	Instant Message Popup	Unity can be configured to always display the toast notification when a new IM is received, however this is not required if Unity is the current application so it will now be closed if this is the case.	**Ad-hoc modification**
All	Settings	There was a small bug whereby if the child settings were activated for automatic CRM contact popping or browser URL popping, the parent settings would not also be checked which was causing confusion. This has now been resolved.	**Bug fix**
All	Meet-Me Conferencing	The user can now right-click the Conference button to make a call to their own "reservation less" conference bridge in order to initial an ad-hoc conference. This includes sending the moderator ID	**Ad-hoc addition**
All	XMPP Integration	Unity would display "Available for chat" in the status column for monitored users, this is unnecessary so has been removed	**Bug fix**
All	XMPP Integration	There was a bug whereby an error message would be displayed to the user if they had an XMPP ID in Broadworks but the "XMPP Auto-Generate Password" branding setting was unchecked. This has now been resolved, a work-around is to activate the "XMPP Auto-Generate Password" setting in the branding portal.	**Bug fix**
All	Settings	When the authentication details were changed in Unity settings, then when the settings were saved Unity would attempt to refresh the visual voicemail list, which would fail because the request was sent with the new login details. This has been changed so that Unity will not attempt to refresh the voicemail list if Unity needs to be restarted (for example after the connection or login details are changed).	**Bug fix**
All	Logging	All Unity logging is now performed at all times, the setting to activate or deactivate logging is no longer displayed in Settings. This is to aid faster resolutions of identified issues.	**Ad-hoc modification**
All	Meet-Me Conferencing	Unity now allows the user to right-click the Conference button to view or copy details of their "reservation less" conference bridge(s), or to call a bridge as a moderator	**Road map**
All	Flexible Seating Guest	Unity now supports the Flexible Seating Guest service, so that a user can associate themselves to a Flexible Seating Host device through the My Status quick access menu	**Feature request**

All	Logging	The user is no longer prompted to automatically zip the Log folder when clicking on the installation folder in the "About Unity" window, as this is no longer used.	**Ad-hoc modification**
Unity Agent Unity Supervisor Unity Reception	Out of Office Assistant	If the Unity Out of office Assistant (Presence) is set in Unity Desktop, then the user changes to Unity Agent, Supervisor or Reception, the presence setting is now automatically cleared to avoid confusion.	**Ad-hoc modification**
All	Warm Transfer	When there are two calls in the Active Call Window that are linked through the Warm Transfer feature in Unity, then the Warm Transfer button will be shown rather than the Transfer button.	**Feature request**
All	Logging	All log entries now include the current date and time	**Ad-hoc modification**

Release 6.7.6.1

Application	Feature/Component	Description	Source
All	Monitored User List	There was a bug in Unity whereby if the monitored user list was changed then Unity would sometimes show incorrect call details for users in the new list, this was only the case under certain conditions. This has been resolved so that Unity will delete all call information for any monitored users, which will then be resent by Broadworks when the list is refreshed.	**Bug fix**
All	Monitored User List Agent Activity List (Supervisor only)	Unity has been changed so that when it receives a message from Broadworks to state that a monitored user is now on-hook, it will automatically clear all call details for that user rather than waiting for other updates from Broadworks to state that a call has been released. If a monitored user is on-hook we can assume that all calls have been released.	**Ad-hoc modification**

Release 6.7.6.0

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Wrap-Up Duration	There was a bug in Unity whereby if the wrap-up timer was set to an illegal value it would be accepted but would result in an error. This has now been resolved so that illegal values will not be accepted	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Call Control	There was a bug in Unity whereby when there were queued and non-queued calls in the current call list, the user would need to select the non-queued call before clicking a call control button. This has been resolved so that when a call control button is clicked, Unity will automatically ignore any queued calls. The only exception to this is the Answer button which can be used to transfer queued calls to that user, so if a queued call is selected then this will be the action taken.	**Bug fix**
All	Browse to URL	It was confusing for the user when configuring Browser Integration, in that checking or unchecking a parent box didn't also apply to any child boxes. This has been changed to match behavior with other applications, and also apples to automatic CRM contact pop configuration.	**Feature request**
Unity Agent Unity Reception Unity Supervisor	Disposition Codes	Unity can be configured to force the call center agent to enter a disposition code for the previous call, which may or may not also automatically set the post-call ACD state until the code was entered, at which point it would automatically be changed to Available. Now when Unity is configured to force the agent to assign a disposition code through a popup window which is automatically displayed to the user when the call is released. The Unity UI will be disabled and the popup window will appear over all applications on the user's desktop. A timer can be specified which will display a count-down to the user, and will automatically close once the timer duration has elapsed. This feature will act as a reminder to the user to assign a disposition code to the previous call center call, if one hasn't already been assigned while the call was in progress (by right-clicking the call and selecting from the context menu). Unity offers two scenarios based on whether there is a post-call ACD state set in the call center profile, however this information is not accessible to Unity so it must be pre-configured through Settings. The two scenarios are outline below. If the post-call ACD state has been set: • Unity will automatically change the ACD state to the post-call state while popping the window to enter a disposition code • If a code is selected, or if the timer duration elapses, Unity will automatically hide the popup window and change the ACD state to Available • If the ACD state is changed to Available by a third party, or the user answers a call (ACD or non--ACD) then Unity will automatically close the popup If the post call ACD state is NOT set: • Unity will not change the ACD state of the user, but will pop the window to enter a disposition code	**Feature request**

		• If a code is selected, or if the timer duration elapses, Unity will hide the popup window but will not change the ACD state • If the ACD state is changed to Available by a third party, or the user answers a call (ACD or non--ACD) then Unity will automatically close the popup If the post-call ACD state and/or the wrap-up timer is set in the call center profile, then the post-call ACD state should not be set in Unity as well as this will cause unexpected results.	
All	Personal Directory Integration	When right-clicking on the search text box to list the personal directory, the user could not right-click an entry to add, edit or remove. This functionality has now been added into all clients.	**Feature request**
All	Click to Dial	There was a bug fix in release 6.7.5.3 so that the "+" character was sent to Broadworks when clicking to dial, but this was not the case in all scenarios. This has been resolved so that the number passed to Broadworks is always in an acceptable format	**Bug fix**
Unity Desktop Unity Agent Unity Supervisor	Monitored Users	When monitoring users, it was possible for individual users to be added or removed to/from the list of monitored users. Although this was never replicated, we could see that the code would allow it. This has been removed so that the only time the monitored user list is changed is when the user selects "Manage user list" from the context menu, then saves the new list.	**Ad-hoc modification**
Unity Supervisor	Agent Activity List	In order to reduce the amount of unnecessary messaging between Unity and Broadworks, when the user clicks the Agent or Queue radio button, the dropdown list will default to "Select". The user must then select the agent or queue to load in the agent activity list. Previously Unity would automatically select the first call center or agent in the dropdown list, meaning user monitoring would be setup for possibly dozens of agents when the supervisor didn't want to view that call center.	**Ad-hoc modification**
Unity Supervisor	Agent Activity list	There was a bug in Unity whereby if a call center with one agent was displayed then the totals row would be hidden [as designed] but then when another queue with multiple agents was displayed Unity would not display the totals row again. This has been resolved but is only applicable if Unity has been configured to display a totals row when multiple rows are shown in the list	**Bug fix**

Release 6.7.5.5

Application	Feature/Component	Description	Source
All	XMPP Integration	There was a bug in Unity so that if a monitored user was on the phone in UC-One, then when the call is released the user will appear as offline. This has now been resolved	Bug fix
All	XMPP Integration	When multiple Unity clients are registered on the XMPP server with the same login ID, a conflict condition would be created because all Unity clients used the same resource name, this would result in an error being displayed to the user. This has now been changed so that each Unity instance will use a different resource name, meaning XMPP conflicts will be avoided.	Bug fix
All	Salesforce Integration	Unity would use wildcards when searching for contacts using the remote party number, however this was resulting in Salesforce not returning the contact so has been changed so that the number must match exactly, therefore it uses the same search rules as in the Salesforce portal	Bug fix
All	Forced Broadworks Logout	When the user is migrated from the primary to secondary AS server, Broadworks will send a "force logout" message to the Unity user. This was being ignored by Unity but is now processed to prompt the user to restart, which is necessary because call control functionality will have been lost. When a user is migrated from the primary to the secondary AS it points to an issue in the Broadworks platform that needs to be addressed, but Unity will now alert the user that there is a problem	Feature request
All	Visual Voicemail	There was a bug whereby the Visual Voicemail list would not be reloaded after Unity recovered from a severed connection, this has now been resolved	Bug fix
All	CRM Integration	If the session to the CRM platform times out, Unity will now attempt to reconnect without alerting the user, as was previously the case	Ad-hoc change

Release 6.7.5.4

Application	Feature/Component	Description	Source
Unity Desktop	Unity Presence	The Out of Office Assistant menu option wasn't being displayed when the user clicked on the My Status quick access link, this is now available.	**Bug fix**
Unity Supervisor	Abandoned Calls	There was a bug that prevented the user from assigning multiple abandoned calls to an agent simultaneously, this has been resolved	**Bug fix**
All	Drag & Drop	If Unity is configured to present multiple options when a call is dragged over a monitored user, however only one option is available because of the service assignment/user profile for the monitored user, the Unity will not show a single option in the context menu but will instead perform the action immediately	**Bug fix**
Unity Supervisor	Drag & Drop	Unity now allows calls to be dropped into an agent in the Agent Activity list. If the call is queued it will be transferred directly to that agent, otherwise normal drag & drop behavior will be applied.	**Feature request**

Release 6.7.5.3

Application	Feature/Component	Description	Source
All	Contact Search	When Unity is configured to include the business name with Outlook contacts, this will apply both when searching and when displaying the entire Outlook directory	Feature request
Unity Supervisor	Queued Call Position	There was a bug in Unity whereby once the entrance message had finished playing, Unity would receive an update message that resulted in the queue position showing as 1 for multiple queued calls for the same call center, this has now been resolved.	Bug fix
All	Network Reconnection	When network drops Unity was sometimes raising an error which resulted in the network reconnection attempt failing, this has been resolved	Bug fix
All	Auto-Update	A Unity upgrade can now be configured to include required files which must be downloaded first before the Unity.exe application is downloaded	Roadmap
All	Auto-Update	There was a bug that occurred when checking the currently installed version of the .NET Framework, which could result in an update not being applied. This has been resolved and didn't occur every time Unity checked for updates, meaning Unity was still able to automatically update	Bug fix
All	Instant Messaging	Unity will now always show the date/time that the last inbound message was received, this was not always the case	Bug fix
All	Instant Messaging	Unity can now be configured to continue to show the IM toast popup notification until clicked or closed, in order to ensure the user is always aware when an IM is received, even when away from their desk	Feature request
All	Instant Messaging	When a remote user was using both Unity and UC-One, then when clicking on the call button a menu would be displayed that showed the same user twice, this has now been resolved so that Unity will immediately call that user rather than display a menu	Bug fix
All	Instant Message	There was a bug where not all internal [non-monitored] users could be selected for instant messaging, even when online. This applied both when right-clicking the user and also when dragging the user into the docked IM panel. This has now been resolved so that even users that are not being monitored in the Contacts tab can be instant messaged	Bug fix
All	XMPP	When Unity is configured to automatically set the XMPP password before connecting, if there is an issue registering on the XMPP platform then Unity will automatically attempt to reset the XMPP password in Broadworks before attempting to register a second time. If the XMPP registration fails a second time then Unity will prompt the user and not attempt to register again. This is to work around the scenario whereby the XMPP password is changed in between Unity sessions,	Feature request
All	CRM Integration	When entering/changing CRM details the user must test the new connection before Settings can be saved. Unity will automatically add a trial license for the Unity CRM Connector license in the Kakapo licensing portal if required/permitted and not previously assigned.	Road map
All	Outlook Integration	There was an issue whereby if an error occurred when loading an Outlook folder, instead of Unity moving to the next folder it would stop processing Outlook contacts completely. This has been resolved so that if there is an error Unity will move to the next folder in the MAPI account.	Bug fix
All	Remote Party Details	There was a bug whereby when a call came into a Hunt Group Unity would not show the "to" field, this has been resolved	Bug fix
All	Click to Dial	When dialing, Unity would automatically turn all instances of "+" into "00", which is an issue when dialing international American numbers within America, where "+1" needs to be changed to "01" rather than "001", otherwise calling this number in America would not work. This has been changed so that the "+"	Bug fix

		character is now sent to Broadworks, where it will be mapped to "00" or "0" based on the dial plan used in Broadworks	
All	Call Center Authentication	When a call center password was entered or modified through Settings, Unity would not immediately attempt to log into that call center when Settings where saved. This has now been resolved.	**Bug fix**
Unity Supervisor	Agent Activity	There was a bug whereby the Agent Activity list sort order was not stored between Unity sessions, this has now been resolved.	**Bug fix**
Unity Supervisor	Personal Wallboard	There is an issue whereby Unity will show the supervisor is "Agent Only" when in fact they aren't. This is because a times the supervisor list is returned after the call center has been loaded into the personal wallboard. This has been worked around so that once all call centers have completed loading, Unity will refresh the name for each call center in the list to show if it is "Agent Only" or not, however if the call centers never complete loading [because of a delay in call center statistics being returned from Broadworks] or there is a delay when returning the list of supervisors for a call center, then Unity may continue to display incorrect information.	**Feature request/bug fix**
All	XMPP	There was a bug when integrating with UC-One that meant that when a user went offline in UC-One, then came online again, Unity would not update the UI to show the user as online again. This has now been resolved	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Call Center Statistics	When requesting call center statistics, Unity would not use the GMT offset meaning the call center statistics returned could possibly be incorrect, this has now been resolved	**Bug fix**

Release 6.7.5.0

Application	Feature/Component	Description	Source
All	CRM Integration	Unity now integrates with Salesforce for contact pop and search, and adding call log entries. This functionality is available automatically with Trial and Beta licenses, then a Unity CRM Integration license must be assigned to the user in addition to the Unity client license.	**Road map**
All	Remote Party Details	Unity would always pop remote caller details when handling a call update, including when the call was released. This design has been modified so that the contact details are only updated if required, which will reduce the number of queries being sent to the CRM platform to perform contact lookups	**Road map**
Unity Agent Unity Supervisor Unity Reception	Agent Unjoin	There was a bug whereby Unity would send the command to Broadworks to set the joined state for every call center that the user is an agent for, even if not configured to change the joined state on close. This has been resolved so that if Unity isn't configured to join all call centers on open and unjoin on close, and the user doesn't manually join/unjoin a call center then this command will never be sent to Broadworks.	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Disposition Codes	There is an existing feature to prevent the ACD state from being changed to Available until a disposition code has been assigned to the previous call center call. This feature has changed so that rather than force the agent to select a disposition code as part of changing their ACD state, Unity will now automatically popup a window in which the user must select a disposition code. This means that Unity does not passively require the disposition code to be entered, it forces the agent to assign one immediately. This means there is no chance that the agent goes into Wrap-Up ACD state and stays there without knowing it.	**Feature request**
All	UC-One Integration	There was a bug whereby Unity presence statuses were not exactly mapped to UC-One statuses, meaning for example if a user changed their status to "Away" in UC-One it would be displayed as "Unavailable" in Unity. This has been resolved so that UC-One presence statuses are shown in Unity as they are in UC-One.	**Bug fix**
All	Instant Messaging	The user can now hover the mouse over the docked IM panel to see the last received message time	**Feature request**
Unity Agent Unity Desktop Unity Supervisor	Automatically Answer Call Center Calls	Unity was attempting to Answer an incoming call center call immediately, rather than waiting for the call control information to be received from Broadworks – Broadworks does not allow auto-answer until this message has been sent. Unity now waits for this message to be received before attempting the answer the incoming call.	**Bug fix**
All	Monitored User Status	Unity will now display all information relating to a monitored user, such as if they currently have a service enabled [such as DND] that will affect call routing, as well as call details if the monitored user is on the phone. Unity can be configured through Settings > Settings tab > Contact Display > "Always show call details" to always display call details for a monitored user, as well as service configuration and XMPP presence. This is the default behavior but can be changed so that if a user is on Do Not Disturb for example then only this will be displayed in the Contacts list. When a user running UC-One is on the phone, UC-One automatically sends a presence update to set the user's XMPP presence to "busy" – this is now ignored by Unity as call details will be displayed instead for monitored users.	**Feature request**

All	Call Logs	When adding call logs while running, Unity will now add the start time of the call rather than the end time, which matches the call logs stored in Broadworks	**Feature request**
All	Logging	Unity will now log when the user clicks a call control button, to ensure that call control messaging sent to the Broadworks platform is the result of an explicit action by the user	**Ad-hoc change**
All	User Templates	There was a bug when Unity tried to save a call center password in the template which resulted in the template containing invalid XML. This issue has now been resolved.	**Bug fix**
All	CRM Integration	CRM contacts can now be "popped" from the call log and visual voicemail lists by right-clicking an entry and selecting from the contact menu, this is only available if the contact details were taken from the CRM platform.	**Ad-hoc addition**
All	Service Prompts	Unity will prompt the user when services such as Call Transfer, Three-Way Calling and Internal/External Calling Line ID are not assigned to the user, as this will impact Unity functionality. However these messages will only be displayed once meaning that if Unity reconnects after a dropped connection the user will not be alerted again	**Feature request**
All	Survey	Unity can now be configured to show a Survey button that will bind transfer a call to a pre-defined extension [in order for the remote caller to complete a survey] when the button is clicked or a call is dragged over the button	**Feature request**
All	Copy Number to Clipboard	The remote number can now be copied from call logs and the visual voicemail list. Any number assigned to a monitored user in the Contacts list can also be copied to the clipboard by right-clicking that user and selecting the number to copy.	**Feature request**

Release 6.7.4.7

Application	Feature/Component	Description	Source
All	Startup Application	The user can now be prevented from changing the startup application so that only the Unity client configured in the installer can be used.	**Feature request**
Unity Supervisor	Call Center Threshold Alerts	There was a bug whereby an error would occur if a threshold alert was set for a call center column, but no value had been entered for the red threshold. This has now been resolved	**Bug fix**
Unity Agent Unity Supervisor	Call Center Menu	There was a bug whereby if the user hovered the mouse of different call centers in the Tools menu then the child menu would include entries from the old menu(s) as well as the new call center. This has now been resolved.	**Bug fix**

Release 6.7.4.6

Application	Feature/Component	Description	Source
Unity Supervisor	Threshold Audio Alert	When the user clicks any button from within the popup or toast notification, any audio alerts for that threshold will be stopped.	**Feature request**
Unity Supervisor	Silent Monitoring	There was a bug whereby the supervisor was not able to silent monitor the current call for an agent, this has now been resolved.	**Bug fix**
Unity Supervisor	Threshold Audio Alert	Unity has been changed so that an audio alert will only be played if a visual threshold alert is displayed, otherwise there is no way for the supervisor to stop the audio alert.	**Ad-hoc change**

Release 6.7.4.5

Application	Feature/Component	Description	Source
All	XMPP	At times the XMPP protocol doesn't include a conversation ID when sending a message, this is especially the case when the message is sent by a Broadworks thin client. In these cases Unity would display an error as it always assumed an ID would be present, this has now been resolved so that if an ID is not received then Unity will automatically generate one.	**Ad-hoc change**
Unity Supervisor	Queued Calls	There was a bug that prevented the supervisor from right-clicking a queued call in the current call list to transfer that call to an agent or another call center. This has now been resolved. The supervisor can now drag the queued call over a call center in the personal wallboard or an agent in the Agent Activity list to transfer. When dragging over the Agent Activity list the agent list for the relevant call center will automatically be loaded.	**Bug fix**
All	Toast Notifications	There was a bug whereby popup "toast" notifications were taking focus from the main Unity window, this has been resolved.	**Bug fix**
Unity Agent Unity Reception Unity Supervisor	Call Center Columns	There was a bug whereby the threshold list was not loaded when a new column was selected to be added to the personal wallboard, meaning the column had to be added, then updated to include thresholds. This has been resolved.	**Bug fix**
All	Manage Users	There was a bug whereby if there were no users available to message then clicking Messaging > Start Conversation would result in an error. This has now been resolved	**Bug fix**
Unity Reception	Clear Kakapo Presence	There was a bug whereby a receptionist was able to set the Kakapo presence status for a monitored, but not able to clear it. This was because of a bug in the IM&P server which must be resolved, so this functionality has been removed from Unity Reception and will be re-introduced in a later build.	**Bug fix**
All	Replacement Client Name	There was a bug whereby the replacement client name wasn't being used if the user was loading Unity for the first time, this has now been resolved	**Bug fix**
Unity Supervisor	Supervised Agent List	There was a bug whereby when Unity was set to automatically add all agents to the supervised agent list, Unity would only add currently unsupervised agents, which was resulting in an infinite loop. This was resulting in an infinite loop between Unity and Broadworks, it has now been resolved.	**Bug fix**
Unity Supervisor	Agent Activity	The call duration was always starting at 00:00 when an agent was on a call when Unity was started, this has been changed to that the correct call duration is shown	**Bug fix**
Unity Supervisor	Supervised Agent List	The "Add all agents to the supervised agent list" setting default value has been changed to false, meaning the user must go into Settings to explicitly active this feature if required.	**Feature request**
Unity Agent Unity Reception Unity Supervisor	Call Center Columns	There was a bug that meant that new call center columns wouldn't be added to the personal wallboard if there were thresholds set, the user would have to move the column up or down in the list in order to see it in the wallboard. This has now been resolved.	**Bug fix**

Release 6.7.4.4

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	If there was an error in Broadworks when fetching call center reports, Unity will now wait for 2 seconds then retry, this often works so helps to ensure that call center statistics are displayed in the personal wallboard, even if there is an issue on the Broadworks side.	**Ad-hoc change**
All	Login	If the user attempts to log into Broadworks using anything other than an end-user account, Unity will display an error, delete the login details from the registry and close. Only end-user accounts can be used to log into Unity, with the sole exception of a group or enterprise admin account when using Unity Reception for service configuration of other users within the group or enterprise	**Ad-hoc change**
Unity Desktop Unity Agent	Out of Office Assistant	There was a bug that resulted in Desktop and Agent users being able to change the Unity presence information for other users in the group or enterprise, this functionality has now been removed.	**Bug fix**
All	Call Extension When Free	There was a bug whereby the Call Extension When Free menu option was not displayed when right-clicking a monitored user in the Contacts tab, this menu option is now displayed when applicable.	**Bug fix**
All	Connection Logging	Unity will no longer reset the Connection Logging setting when restarted, it will remain active until deactivated by the user. Unity will continue to delete files over 7 days old.	**Feature request**
Unity Reception	Out of Office Assistant	Even if the receptionist isn't able to IM, they should be able to change the Out of Office status for monitored users in the group or enterprise. This functionality has been added.	**Bug fix**
All	Instant Message	If the user isn't permitted to send instant messages they should still be able to receive them and reply. This is now the case. Unity will ensure that users don't appear online if the user isn't allowed to IM, even though they are connected to the IM&P platform.	**Feature request**
Unity Agent Unity Supervisor Unity Reception	Call Center Statistics	There was a bug whereby when requesting call center statistics for the Personal Wallboard, Unity would always Zulu (UTC) Time when setting the start time as midnight today. This wasn't an issue if the call center was in night service, but if the call center was operational overnight then the incorrect statistics would be displayed. This has now been resolved so that the start time is always set to midnight in the time-zone of the computer that Unity is running on.	**Bug fix**
Unity Agent Unity Supervisor Unity Reception	Connection Restart	There was a bug whereby if the connection used to transport call center messages was severed [because of a network drop] then Unity would not attempt to re-connect. This has been resolved.	**Bug fix**
Unity Supervisor	Supervised Agent List	There was a bug whereby if Unity was configured to automatically add all agents to the supervised agent list was set, Unity would try to add all agents even if they were already being supervised. This has been resolved so that only agents that aren't currently supervised are added to the list.	**Bug fix**
Unity Agent Unity Reception Unity Supervisor	Show Queued Calls	There was a bug whereby the "Show queued calls in current call list"" was not being saved between Unity sessions, this has now been resolved.	**Bug fix**
Unity Agent Unity Reception	Tools Menu	The Tools menu is now dynamically loaded so that each call center menu is loaded only when hovered over. This is because when a large number of call centers were being shown it could result in Unity taking a long time to create the menu structure before displaying.	**Ad-hoc change**

Unity Supervisor			

Release 6.7.4.3

Application	Feature/Component	Description	Source
All	Clipboard Integration	Unity now clears the clipboard once popping the phone number that has been copied, in order to prevent the user from being prompted to call the same number repeatedly	Bug fix
All	About	Unity will now indicate whether it is running as a 32 or 64-bit process, as well as whether the operating system is 32 or 64 bit. Unity can only load Outlook contacts if both applications are using the same bit size.	Ad-hoc change
All	Account Codes	There was a bug whereby when assigning an account code to a call Unity would not automatically answer the call to the FAC, this has now been resolved but still relies on the ability of the phone to automatically go off-hook. It also relies on the ability for the user to make concurrent calls	Bug fix
All	Outlook Contacts	There was a bug whereby the phone number would not be displayed for Outlook contacts. This has been resolved so that multiple numbers (personal, business, car, pager etc) can be displayed per Outlook contact	Bug fix
All	Directory Lists	Directory list entries can now be used in drag & drop operations. Right-click the search box in the Contacts tab to load different directories.	Feature request
All	Agile CRM	Unity now integrates with Agile CRM for contact popping and search. This functionality is available automatically with Trial and Beta licenses, then a UnityCrmIntegration license must be assigned to the user in addition to the Unity client license.	Road map
All	Third Party Directory	Unity now performs contact searches uses a separate processing thread to increase performance.	Ad-hoc change

Release 6.7.4.2

Application	Feature/Component	Description	Source
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	When using the default call center password Unity will by default display all call centers that match that password, the user can now right-click a password to "hide" that queue, in which case it is removed from the personal wallboard. The call center can be added back in the personal wallboard by checking the "Show in personal wallboard" flag in Settings > Authentication > Call Centers	**Feature request**
All	Directory List	There was a bug whereby if there are no speed dials assigned to the business, then when the user right-clicked in the search box [to show a directory] an error would be displayed, this has not been resolved.	**Bug fix**
All	Settings	There was a bug whereby threshold alert controls were displayed even when the Unity client running was not Supervisor, this has now been resolved so that these controls are only shown when Supervisor is in use.	**Bug fix**

Release 6.7.4.1

Application	Feature/Component	Description	Source
Unity Desktop Unity Agent Unity Supervisor	System Tray Menu	The user can now change their ACD state when right-clicking the Unity icon in the system tray.	**Feature request**
All	Account Codes	There was a bug whereby Unity didn't assign an account code to a call when selected from the active call window, this has now been resolved.	**Bug fix**
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	The user can now click on a column header in the personal wallboard to sort on that column.	**Feature request**
Unity Supervisor	Agent Activity List	There was a bug whereby the agents in the Agent Activity list weren't monitored if the list was loaded before Unity had successfully logged in through CAP.	**Bug fix**

Release 6.7.4.0

Application	Feature/Component	Description	Source
All	Reconnection	There was a bug when attempting to reconnect which resulted in the reconnect process stopping. This has now been resolved	Bug fix
Reception	Current Call List	Unity can now display the "hold & link" duration in additional to the overall call duration, and a threshold can be configured so that Unity indicates when a call that is linked to a monitored user has been holding for longer than the threshold	Feature Request
All	XMPP	Unity can be configured to automatically generate a new XMPP password, rather than the user having to manually enter it. This depends on a setting in the partner portal and is only done if the XMPP password isn't set in the registry XMPP integration can also be disabled from the partner portal	Feature Request
Unity Supervisor		Unity Supervisor client has been added	Road map
All	Personal Wallboard Thresholds	Override thresholds can now be set per call center, as well as default values for all call centers. Thresholds can be displayed through a popup window or toast notification, this can be set per value for each threshold.	Road map
All	XSI Integration	The XSI Application ID can now be set in the partner portal is which used by Unity when integrating with the XSI server for call center report generation, call recording management and visual voicemail. This is because some system providers change the XSI Application ID from the default "com.broadsoft.xsi-actions" and "com.broadsoft.xsi-events"	Feature request
All	User Templates	User templates can now be set as "single use" which means the settings are applied in Unity but can be overridden by the user. This is to setup an initial configuration.	Road map
All	Monitored User Alerts	There is a bug that prevents Unity from playing a pre-configured audio file when a monitored user's phone is ringing. This has been resolved	Bug fix
All	Contacts List	The user can now right-click the Search box in the Contacts tab to select a directory to display	Feature request
All	Contact List	There was a bug whereby monitored users were not showing first when configured in Settings, this has now been resolved	Bug fix
All	Contacts List	There was a bug when searching contacts whereby the same contact would be shown as an internal and external contact (resulting in multiple rows in the list), this has now been resolved	Bug fix
Unity Agent Unity Desktop	Prompt to Change Startup Application	The feature that prompts the user to start their startup application based on if a Call Center Agent service is assigned to the user was not migrated from the old client to the new, this feature is now available again.	Bug fix
Unity Supervisor	Agent Activity List	The image per agent/row can now be based on the hook state, joined state or ACD state of the agent Thresholds can also be set for agent statistics the same was that they can be set for Personal Wallboard thresholds	Road map
All	Call Notification	When a call is placed or received, Unity can be configured to paste the remote party number to the clipboard or to a file, where it can be imported into a third party application for contact popping. If writing a file, Unity will check that it has write permission to the select folder before saving settings.	Feature request

Unity Agent Unity Reception	Call Center Login	Unity would previously attempt to login as any queues where a password was entered and the previous login failed. This has been changed so that Unity will only attempt to login as these call centers if queue authentication details have been modified and the startup application has not been changed.	**Ad-hoc change**
All	User Templates	The user can select an existing user template to replace rather than having to ensure the name is exactly the same when saving.	**Ad-hoc change**
All	Manage Users	When selecting users to monitor in the Contact tab, if multiple users are selected when the arrow is clicked only the top user is moved between lists. This issue only occurred when the user was a part of an enterprise, it has now been resolved.	**Big fix**

Release 6.7.3.20

Application	Feature/Component	Description	Source
Unity Agent Unity Reception	Logging	There was a bug where messages sent over the call center TCP connection were being logged to the wrong file, this has been resolved	**Bug fix**
All	Call Park Notification	When a call is parked on the logged in user's extension, Unity will display a toast notification as well as a "Pickup" button in the main window. When the park is removed the button is removed. This feature can be turned off in Settings	**Road map**

Release 6.7.3.19

Application	Feature/Component	Description	Source
Unity Desktop		Unity Desktop client added	**Road map**
Unity Agent		Unity Agent client added	**Road map**
Unity Agent Unity Reception	TCP Connection	Unity now uses a separate TCP connection for call center messaging, so that if there is a delay in returning call center statistics it doesn't affect agent ACD actions.	**Feature request**
All	User Interface	Unity can now be resized to use much less real estate on the screen. The buttons in the main window are now closer together as well	**Feature request**
All	Service Configuration	There was a bug whereby if the "number of rings before forwarding" setting was none in the Call Forward No Answer service then Unity would throw an error and settings could not be saved, this has been resolved.	**Bug fix**
Unity Agent Unity Reception	Personal Wallboard	The total of the Average Talk Time in the agent part of the personal wallboard was showing a total rather than an average. This has been resolved	**Bug fix**
Unity Agent Unity Reception	ACD State	The ACD state can now be automatically set to Sign-Out when the desktop is locked	**Feature request**
Unity Agent Unity Reception	ACD State	When the desktop is unlocked, if the desktop unlocked ACD state was "Not-Set" then Unity wouldn't change the ACD state, whereas it should be changed to Sign-In as this is the behaviour used when Unity starts normally. This is now the case.	**Feature request**
Unity Agent Unity Reception	Contacts List	The Contacts list wasn't sorting properly on ACD state or Status, meaning that the list wouldn't be re-ordered when a monitored user's ACD state or status changed. This has now been resolved.	**Bug fix**
All	Location Code	If there is a location code used for a group in the enterprise it is included in the extension when calling and transferring	**Bug fix**
All	Current Calls list	There was a bug when resizing the current calls list to fit calls, this wasn't causing an error for the user but was being logged. It has now been resolved	**Bug fix**
All	Contacts list	There was a bug whereby non-monitored users were sometimes showing call details, this has been resolved	**Bug fix**

Release 6.6.2.5

Application	Feature/Component	Description	Source
Unity Reception	Personal Wallboard	The personal wallboard was sometimes slow to be displayed on startup, which could result in the screen resizing slowly. This has been resolved.	**Bug fix**
Unity Reception	Administrator Login	If the group administrator account was used to perform service configuration of internal users, Unity displayed an error when trying to change the service configuration of a user in another group [within an enterprise]. This has been resolved so that if the user belongs to another group the menu option is disabled. Also the current login state of the administrator is now displayed in Settings, along with the level at which the admin account exists.	**Bug fix**
Unity Reception	ACD State Change	If Unity is configured so that the agent cannot change their state to Available until a disposition code has been assigned to the last call center call, then if there is no post-call ACD state set Unity will automatically change the ACD state to Wrap-Up once the call is released. This is so that the agent cannot take another call center call until the disposition code has been assigned.	**Ad-hoc change**
Unity Reception	Current Call List	The feature introduced in build 6.6.2.3 could not be deactivated, this has now been resolved.	**Bug fix**
Unity Reception	Custom Directories	Unity now support custom directories, similar to the older Unity clients. Custom directories are created through the wizard and displayed in the Contacts tab. Custom directories are also used to pop contact details for calls.	**Road map**

Release 6.6.2.4

Application	Feature/Component	Description	Source
Unity Reception	Personal Wallboard	The personal wallboard was not always being updated with call center statistics. This has been resolved	**Bug fix**
Unity Reception	Personal Wallboard	Threshold values can now be set in ascending or descending order. An example of descending order is number of available agents, the lower the value the higher the threshold.	**Road map**
Unity Reception	ACD State Change	Unity can now be configured so that if the agent hasn't entered a disposition code for the previous call center call, they cannot change their state to Available until this has been set. This only applies if there are disposition codes available for the call center that the call was routed through	**Feature request**
Unity Reception	Browse To URL	The DNIS name and call center ID can now be passed in the URL using delimiters	**Feature request**
Unity Reception	Browse To URL	Unity can now be configured to send a URL directly to a server without using the default browser. This is required in some desktop-based CRM systems where a server will received the details and perform an internal pop on the agent's screen.	**Feature request**
Unity Reception	Administrator Login	If the group administrator account was used to perform service configuration of internal users, Unity displayed an error when trying to change the service configuration of a user in another group [within an enterprise]. This has been resolved so that if the user belongs to another group the menu option is disabled. Also, the current login state of the administrator is now displayed in Settings, along with the level at which the admin account exists.	**Bug fix**

Release 6.6.2.3

Application	Feature/Component	Description	Source
Unity Reception	Personal Wallboard	Reduced flicker when updating real-time statistics	**Bug fix**
Unity Reception	Call Park	When a call was parked and kept in the current call list, when the call was un-parked it remained in the current call list. This has been resolved	**Bug fix**
Unity Reception	Current Call List	Calls can now be grouped together into groups. Available groups are Queued, Current and Waiting. Calls are automatically moved between call groups as the call state changes	**Feature request**
Unity Reception	XMPP	The XMPP password can now be deleted in which case Unity will no longer attempt to connect to the XMPP server. If there is an existing connection it will be closed	**Feature request**
Unity Reception	Personal Wallboard	If an agent has not joined a call center there will not be statistics returned from Broadworks, in this case Unity will show zero values rather than dashes	**Ad-hoc change**