

UNITY FOR MAC - RELEASE NOTES

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Release 2.0.5.12

Application	Feature/Component	Description	Source
Unity Agent/Unity Desktop	Application	There was a bug whereby Unity would crash when attempting to show the call notification popup, but only when running on the latest version of Mac ("Mojave" – 10.14). This has now been resolved.	Bug Fix

Release 2.0.5.11

Application	Feature/Component	Description	Source
Unity Agent/Unity Desktop	Support	Unity for Mac updated with support for TLS version 1.2	Feature request

Release 2.0.5.8

Application	Feature/Component	Description	Source
Unity Agent/Unity Desktop	Application	Included Bouncy Castle library which lets Unity understand new ciphers to support TLS 1.2	Feature request
Unity Agent/Unity Desktop	Application	Uses “apps.unityclient.com” URL modification instead of “portal.unityclient.com”	Feature request
Unity Agent/Unity Desktop	Application	Resolved issue - Cannot access outlook contacts on Mac OS – High Sierra	Bug Fix

Release 2.0.4.1

Application	Feature/Component	Description	Source
Unity Agent/Unity Desktop	Unity main window	When text contains more than 11 characters in button in Mainframe will be displayed with first 8 letters along with three dots.	Feature request
Unity Agent/Unity Desktop	Start up	Unable to change language from Dutch to English when System language is set to Dutch.	Bug Fix
Unity Agent/Unity Desktop	Unity main window	Correct "Voicemail" language tag	Bug Fix
Unity Agent	Personal wallboard	Add missing language tag in personal wallboard	Bug Fix

Release 2.0.3.1

Application	Feature/Component	Description	Source
Unity Agent/Unity Desktop	Settings	Settings: "Show remote party phone number" and "Override remote name with remote number"	Feature request
Unity Agent/Unity Desktop	Call status table	Call status table and call notification window: "Show remote party phone number" and "Override remote name with remote number"	Feature request
Unity Agent/Unity Desktop	Start up	TCP timeout while retrieving huge Enterprise user directory	Bug Fix
Unity Agent/Unity Desktop	Manage user list	Manage user's list slow for enterprise user with huge directory	Bug Fix

Release 2.0.2.1

Application	Feature/Component	Description	Source
Unity Agent	Unavailable codes	If the <enableAgentUnavailableCodes> value is false then you don't need to get the unavailable reason codes, and when the user clicks on the Unavailable button in Unity you wouldn't show the context menu and can just send the request without an unavailable reason code.	Bug Fix
Unity Agent	Unavailable codes	If the <active> tag present in each <unavailableCodeDetail> is false, do not show it in the context menu.	Bug Fix

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	Directories	<p>If the first name is one of the below then it shouldn't even be displayed in the directory list at all</p> <ol style="list-style-type: none"> 1. Broadworks Anywhere 2. Voice Portal 3. Instant Group Call 4. Instant Conferencing 5. Meet-Me Conferencing 6. Trunk Group 7. Group Paging 	Feature request
Unity Agent/ Unity Desktop	Directories	<p>If it is Voice Messaging Group then it should only be displayed in the directory list if the groupName value is the same as that of the logged in user</p>	Feature request
Unity Agent/ Unity Desktop	Monitored user list	<p>If the first name is one of the below then it shouldn't even be displayed in the monitored user list at all</p> <ol style="list-style-type: none"> 1. Broadworks Anywhere 2. Voice Portal 3. Instant Group Call 4. Instant Conferencing 5. Meet-Me Conferencing 6. Trunk Group 7. Group Paging 8. Call Center 9. Hunt Group 10. Hunt Gruppe 11. Auto Attendant 12. Voice Messaging Group 	Feature request

Release 2.0.0.1

Application	Feature/Component	Description	Source
Unity Agent	Disposition Codes	Fixed bug “ <i>unavailable codes aren’t working correctly</i> ”. When description for unavailable code is empty, Unity Agent will populate the UI unavailable codes themselves as obtained from Broadworks.	Bug Fix

Release 2.0.0.0

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	Version	Changed the release to version 2.0.0.0 as this is a major release.	Feature request

Release 1.2.10.2

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	Menu	Even if there is no internet connectivity, user can use Join/Leave call centers from tools menu which actually would not work.	Bug Fix
Unity Agent/ Unity Desktop	Settings Window	A label in settings -> Call Notification can be selected and edited by the user.	Bug Fix

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	Application	All number matching should only try to match the last 6 digits to avoid mismatch on characters like '+', '-' and zeros.	Feature request
Unity Agent/ Unity Desktop	Loading progress frame	Add the "Preparing Unity..." once the license details have been returned.	Feature request
Unity Agent/ Unity Desktop	Call logs	If there are missed calls showing in the tab (as above) then when I click on the Call Logs tab, Unity will automatically load the missed call log.	Feature request
Unity Agent/ Unity Desktop	Call logs tab	There should be a gap between "Call Logs" and the missed call count	Feature request
Unity Agent/ Unity Desktop	Settings	The default setting to show the pop summary notification for 3 seconds.	Feature request
Unity Agent/ Unity Desktop	Settings	"Show missed call count in call log tab" setting is to be made active by default.	Feature request
Unity Agent/ Unity Desktop	Directories	While loading directories unity should remove '-' between the location code and extension as in events there will be no '-', also when dialing there is no need for a '-'. But, show '-'s in location code only to display on GUI.	Feature request
Unity Agent/ Unity Desktop	Broadworks support	Added support for Broadworks CAP/OCI server V21.0	Feature request
Unity Agent/ Unity Desktop	Call Status table	Use <remoteNumber> tag instead of <remoteTelUri> for call center calls	Bug fix
Unity Agent/ Unity Desktop	Call logs table	Unity should try to pop all numbers in all call logs whenever I click on a radio button, provided the number is present and the call hasn't already be popped.	Feature request
Unity Agent	Personal Wallboard	Personal wallboard statistics is shown for the wrong row.	Bug fix
Unity Agent/ Unity Desktop	Application	Add location codes feature	Feature request
Unity Agent/ Unity Desktop	Directories	Use location code from directory for call centers	Feature request

Release 1.2.9.2

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	Call logs	Change Call logs default sorting order so that they are displayed in descending order.	Feature request
Unity Agent	Personal wallboard	Show the call centers in the personal wallboard in alphabetical order when Unity starts	Feature request
Unity Agent	Services Tab	If basic call center then it shouldn't be displayed in this list, only Standard/Premium call centers should be shown.	Feature request
Unity Agent/ Unity Desktop	Unity main window	Unity main window must not lose focus when showing call status popup	Feature request
Unity Agent/ Unity Desktop	User status table	If there are multiple selected users then we shouldn't show the call extension/mobile or view user details menu items either, and we should only show the Instant message option if all selected users are currently online.	Feature request
Unity Agent/ Unity Desktop	Call popup notification window.	We also need a space in the call popup notification. Also, can we make this a little bit less cramped looking please? Calculate the width of the text in the To and From, then add a bit more for padding on each side	Feature request
Unity Agent/ Unity Desktop	Call status table	When making an outbound DNIS call can we please add a space between the CC name and the DNIS name.	Bug Fix
Unity Agent/ Unity Desktop	Call popup notification window.	Fix alignment of Call status popup window.	Bug Fix
Unity Agent	Unity main window.	When I select "None" as the unavailable reason code, we just need to add a space between the ACD state and the duration. This doesn't happen when I select an unavailable reason code though.	Bug Fix
Unity Agent/ Unity Desktop	User status table	Remove the excess separators shown in context menu when multiple monitored users are selected.	Bug Fix
Unity Agent	Personal wallboard	Average Talk Time is shown wrong in personal wall board.	Bug Fix
Unity Agent/ Unity Desktop	Call Logs tab	When I click between Missed/Received/Dialled calls radio buttons, it's not applying the same sorting from last time that list was displayed.	Bug Fix
Unity Agent/ Unity Desktop	Call status table	Call status table now supports incoming calls to Hunt groups.	Feature request
Unity Agent	Personal wallboard	Insert '-' for personal wallboard "My Statistics" if statistics for logged in user is not provided in Broadworks response XML.	Feature request
Unity Agent/ Unity Desktop	View User Details	Title and email values are added	Bug Fix

Unity Agent/ Unity Desktop	Call Transfer	Call Transfer popup will be displayed if a user try to transfer a call, the user is not assigned Call Transfer service	Bug Fix
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Release 1.2.9.1

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	User Status	Fixed a bug where user status table UI was freezing after searching from help menu.	Bug Fix

Release 1.2.8.9

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	User Status	Implemented the following logic to rectify the bug :- If offHook = true then show the red image, otherwise if there is a call for the monitored user but offHook=false then show the orange image.	Feature Request

Release 1.2.8.8

Application	Feature/Component	Description	Source
Unity Agent/ Unity Desktop	Directories	Place focus on the search box in Directories tab when tab is clicked	Feature Request
Unity Agent/ Unity Desktop	User Status	Show busy lamp of monitored user even if "Call details available" is false from License	Feature Request
Unity Agent/ Unity Desktop	User Status	Show call details of monitored user even if "Call details available" is false from License provided the both parties belong to the same call pickup group or if "Directed Call Pickup"/"Directed Call Pickup with Barge In" service is assigned.	Feature Request
Unity Agent/ Unity Desktop	User Status	Insert a space in between name and call status in monitored users status table	Bug Fix

Release 1.2.8.7

Application	Feature/Component	Description	Source
Unity Agent	Service	Change the default setting so that scrollbars are only used in the statistics list when the call center count reaches 6.	Feature Request
Unity Agent/ Unity Desktop	Call Status table	Fixed a bug where call status table was empty when a user with “Internal Calling Line ID delivery” was receiving an incoming call.	Bug fix
Unity Agent	Personal wallboard	Added a line to separate the start and end of summary row.	Feature Request
Unity Agent	Personal wallboard	Fixed summary alignment in Personal Wall board.	Bug fix
Unity Agent/ Unity Desktop	Context menu.	Added separators for all context menu as in Unity windows.	Feature Request
Unity Agent	Agent Statistics Service	Changed the default scrollbar setting of personal wallboard as 6	Feature Request
Unity Agent/ Unity Desktop	About-unity window	Changed the Product name displayed in About Unity window	Feature Request
Unity Agent/ Unity Desktop	Call recording	Implemented call recording functionality as same as in Unity windows.	Feature Request
Unity Agent/ Unity Desktop	Click to dial	The replacement of “+” to “0” has been removed while trying to make a call.	Feature Request
Unity Agent/ Unity Desktop	Call recording settings	Added call recording service configuration page.	Feature Request
Unity Agent/ Unity Desktop	Call status panel	Calls do not appear in call status pane when dialing to non existing extension/number	Bug fix
Unity Agent/ Unity Desktop	Backend	Send the OCI keep-alives for the user & call centers. If the response message is an error then Unity need to be reconnect	Feature Request
Unity Agent/ Unity Desktop	Backend	Send logout requests for the logged in user for CAP and OCI, but also for any logged in call center in the case of Unity Agent.	Feature Request

Release 1.2.8.6

Application	Feature/Component	Description	Source
Unity Agent	Application	Added features call Identification, disposition codes, DNIS, personal wallboard, agent escalation/emergency escalation, FAC, call extension free and display ACD state for monitored users.	Feature Request
Unity Agent/ Unity Desktop	Application	Support for Retina display.	Feature Request
Unity Agent/ Unity Desktop	Service	Changed the radio buttons to drop-down control that accepts 2-20 values for the “Call Forward No Answer” service.	Feature Request
Unity Agent/ Unity Desktop	IM server address	Changed the way the IM&P server details are stored/used.	Bug fix
Unity Agent/ Unity Desktop	Call logs	Changed the way entries are updated to the call log.	Bug fix
Unity Agent/ Unity Desktop	Application	Changed the security component to use TLS rather than SSL	Feature Request

Release 1.2.7.1

Application	Feature/Component	Description	Source
Unity Desktop	Installer	Updated signing certificates to Developer ID Application id and Developer ID Installer	Feature Request
Unity Desktop	Update	While communicating with kakapo update portal <serverHostName> shall only contain valid FQDN.	Bug fix
Unity Desktop	Update	While communicating with kakapo update portal <applicationName> shall only contain the value “UnityDesktop” regardless of the application that is actually running.	Bug fix
Unity Desktop	License	While communicating with kakapo license portal <serverHostName> shall only contain valid FQDN.	Bug fix